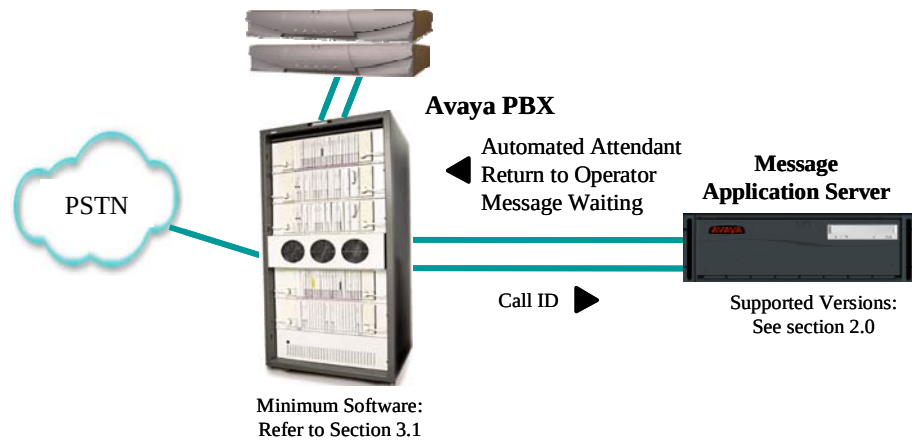


Configuration Note 88501 – Version S (1/10)

AVAYA Definity G3i/r, Prologix, S87x0 / S8xx0 - EMEA

Digital Set Emulation



This Configuration Note is intended for Avaya certified Modular Messaging technicians/engineers who are familiar with Modular Messaging procedures and terminology. It also assumes that you are Avaya certified or very familiar with the features and functionality of the Avaya PBXs supported in this Configuration Note and DSE integration.

Use this document in conjunction with *Modular Messaging Installation Guide* and the *Avaya PBX Administration Guide*.

Please [read the entire document](#) before attempting any configuration.

Important: Please read **MM Product Support Note #612u** found on <http://support.avaya.com>, to understand limitations using this integration.

1.0 METHOD OF INTEGRATION

The Dialogic emulates the 7434D or 8434D digital display telephones. When a call arrives at the Dialogic, it passes a packet containing the call information provided by the Avaya PBX to the Avaya Message Application Server (MAS), which then answers with the proper greeting. The Dialogic then sends MWI on or off information to the Avaya PBX via a digital port, which in turn sets the message lamps of the phones on or off.

The Dialogic passes a packet containing the call information provided by the Avaya PBX to the Avaya Message Application Server, which then answers with the proper greeting.

MAS Requirements**¹Release Note:**

Should features of the integration not function optimally when integrated to a PBX or MM that may be operating on an unsupported software release as defined Section 2.0 and 3.1, customers will need to upgrade their PBX and/or MM to a supported software release.

PBX Hardware Requirements**PBX Software Requirements****Dialogic Requirements****2.0 AVAYA MESSAGE APPLICATION SERVER REQUIREMENTS**

- Dialogic D/82JCT-U PCI Line card (8 port card)
- Software Releases ¹: 1.1, 2.0, 3.x, 4.0, 5.0, 5.x
- CT-Bus cable

3.0 PBX HARDWARE REQUIREMENTS

- G3, IP600 & S8500/S8700: Digital port (TN2214) to support 7434D/8434D, one per MAS port.
- S8300: Digital port (see below) to support 8434D **only**, one per MAS port.
 - MM712 - 8-port, 2-wire (G350 and G700)
 - MM717 - 24-port, 2-wire only available with CM2.1 or later (G350 and G700)
 - MM312 - 24-port, 2-wire (G350 only)
- **Cables:**
 - One RJ11 cable per Dialogic port to connect the PBX digital ports to the 4-wire Cluster box.

3.1 PBX SOFTWARE REQUIREMENTS

- Minimum Software ¹:
Definity G3: V6
IP600 & Prologix: G3V9
S8300/S8500/S8700: MV1.1, CM2.0 / 3.x.x, 4.x, 5.x

3.2 DIALOGIC REQUIREMENTS

- Dialogic D/82JCT-U Set Emulation Card
- Dialogic D/82JCT-U Cable – one per D/82JCT U card
- Dialogic CT-Bus drop down cable – this is only required if you will have more than one D/82JCT-U card in your MAS
- 4-Wire RJ11 Cluster box/panel – one per D/82JCT-U card, minimum of 8 ports per patch box/panel, not available from Dialogic

Supported integration features

4.0 SUPPORTED INTEGRATION FEATURES

[✓] Items are supported

System Forward to Personal Greeting

All Calls	[✓]
Ring/no answer	[✓]
Busy	[✓]
Busy/No Answer	[]

Station Forward to Personal Greeting

All Calls	[✓]
Ring/no answer	[]
Busy	[]
Busy/No Answer	[]

Auto Attendant	[✓]
Call Me	[✓]
Direct Call	[✓]
Fax	[✓]
Find Me	[✓]
External Call ID (ANI)	[✓]
Internal Call ID	[✓]
Message Waiting	[✓]
Multiple Call Forward	[✓]
Multiple Greetings	[✓]
N+1	[✓]
Outcalling	[✓]
Queuing	[]
Return to Operator	[✓]

IMPORTANT: PBX options or features not described in this Configuration Note are not supported with this integration. To implement options/features not described in this document, please contact the Avaya Switch Integration product manager.

5.0 CONFIGURING THE AVAYA PBX FOR INTEGRATION

The following programming is intended for certified PBX technicians/engineers. The following tasks must be completed when programming the PBX to integrate. They are as follows:

1. Program a digital port as 7434D/7434ND or 8434D station for each Dialogic port on the system.
2. Create call coverage path(s) that include the MAS access number.
3. Change subscriber's station programming to include the proper name field information and call coverage path.

IMPORTANT: Only change the recommended fields.

5.1 G3 DIGITAL STATION SET ADMINISTRATION

Follow these steps to program the voice ports assigned to the MAS.

- ☐ Define the digital port as 7434D/7434ND or 8434D terminal using the ADD STATION command as described in the following tables:

add station 2121		Page 1 of 5	
		STATION	
Extension: 2121	Lock Messages? n	BCC: 0	
Type: 7434D (7434ND or 8434D)	Security Code:	TN: 1	
Port: 01C0506	Coverage Path 1: 20	COR: 1	
Name: VOICEMAIL	Coverage Path 2:	COS: 1	
	Hunt-to Station:		
STATION OPTIONS			
Loss Group: 2	Personalized Ringing Pattern: 1		
Data Module? n	Message Lamp Ext: 2121		
Display Module? y	Coverage Module? N		
Display Language: english			
	Media Complex Ext:		
	IP SoftPhone? N		

Note 1: Coverage Path 1 field should be set to the Coverage Path for the MAS DSE Hunt Group. The voice ports require a Coverage Path in the event that a port is disabled, it will then route calls to the hunt group during a port disable condition instead of a busy condition.

Note 2: For 8434D, you will notice the following different fields:

Expansion Module instead of Coverage Module for 8434D, also = **N**
Mute Button Enabled? Should be **Y**

Create a voice ports for each
MAS port

NOTICE:

The screens in this
Config Note are only
for illustration
purposes.

It is recommended that
a qualified technician
review the customer's
programming for
accuracy.

NOTICE: Ensure the MWI Ports are not included as members of the Coverage Path so no calls are routed back to the MAS DSE Hunt Group.

add station 2121		Page 2 of 5
STATION		
FEATURE OPTIONS		
LWC Reception: spe	Auto Select Any Idle Appearance?	n
LWC Activation? y	Coverage Msg Retrieval?	y
LWC Log External Calls? n	Auto Answer?	none
CDR Privacy? n	Data Restriction?	y
Redirect Notification? y	Idle Appearance Preference?	n
Per Button Ring Control? n	Restrict Last Appearance?	y
Bridged Call Alerting? n		
Active Station Ringing: single		
H.320 Conversion? n	Per Station CPN - Send Calling Number?	y
Service Link Mode: as-needed		
Multimedia Mode? Basic	Audible Message Waiting?	n
MWI Served User Type:	Display Client Redirection?	y
	Select Last Used Appearance?	n
	Coverage After Forwarding?	S
	Direct IP-IP Audio Connections?	n
	IP Audio Hairpinning?	n

Note: If LWC is not set to SPE, MWI will not work; Per Station CPN should be set to Y.

Single Line sets should have field “Message Waiting Indicator” set to “led” or “neon,” depending on the type of telephone set used. Also, the “Number of Rings” field should be set to a minimum of 4 rings, to allow Personal Assistance to work properly.

add station 2121		Page 3 of 5
STATION		
SITE DATA		
Room:	Headset?	n
Jack:	Speaker?	n
Cable:	Mounting:	d
Floor:	Cord Length:	0
Building:	Set Color:	
ABBREVIATED DIALING		
List1:	List2:	List3:
BUTTON ASSIGNMENTS		
1: call-appr	6:	
2: call-appr	7:	
3: send-calls	8:	
4:	9:	
5:	10:	

Note:

2nd **call-appr** is used for transfers.

send-calls is used for port disabling.

Below is an example of Page 5 for a 7434D set:

```
display station 2180                      Page 5 of 5
                                     STATION

DISPLAY BUTTON ASSIGNMENTS

1: normal
2:
3:
4:
5:
6:
7:
```

Note:

normal is used to refresh the port.

NOTE: G3 Version 7 software includes a terminal type 7434ND. This new terminal type is standard with Release 7 and above and is no longer available as a “special application feature” (Green Feature). Customers who currently have V5–V6 must upgrade to Release 7 or higher to get this feature capability.

The G3, IP600 & S8500/S8700 software includes the terminal type 7434ND.

This terminal type can be enabled within the “System Parameter Features”. Configure the digital channels supporting the MAS ports as 7434ND ports, including extension number as part of the name field is not required. Please refer to Section 8.0 of this document for additional information regarding this option.

5.2 SYSTEM PARAMETER PROGRAMMING

Ensure the system parameter “Station Tone Forward Disconnect” is programmed to “**silence.**” Refer to example programming below:

```
display system-parameters features                      Page 10 of 15
                                     FEATURE-RELATED SYSTEM PARAMETERS

          Pull Transfer: n                      Update Transferred Ring Pattern? n
          Outpulse Without Tone? y              Wait Answer Supervision Timer? n
          Misoperation Alerting? n              Repetitive Call Waiting Tone? n
          Allow Conference via Flash? y
          Vector Disconnect Timer (min):        Network Feedback During Tone Detection? y
          Hear Zip Tone Following VOA? y        System Updates Time On Station Displays? y
          Intercept Treatment On Failed Trunk Transfers? n
          Station Tone Forward Disconnect: silence
          Level Of Tone Detection: precise
          Charge Display Update Frequency (seconds): 30
          Date Format on 4600/607/6400 Terminals: mm/dd/yy
          On-hook Dialing on 4600/607/6400/8400 Terminals? n
          RECALL TIMING
          Flashhook Interval? y                  Upper Bound (msec): 1000
                                                  Lower Bound (msec): 200
                                                  Forward Disconnect Timer (msec): 600
```

5.3 HUNT GROUP PROGRAMMING

Follow these steps to program the Hunt group assigned to the MAS:

```
display hunt-group 5                                     Page 1 of 10
                                     HUNT GROUP

      Group Number: 5                                     ACD? n
      Group Name: MAS                                     Queue? n
      Group Extension: 2778                               Vector? n
      Group Type: ucd-mia                                Coverage Path:
      TN: 1                                                Night Service Destination:
      COR: 1                                              MM Early Answer? N

      Queue Length:
      Security Code:
      ISDN Caller Display:
```

```
display hunt-group 5                                     Page 2 of 10
                                     HUNT GROUP

      Message Center: none

      LWC Reception: none
```

NOTE: To support Vectoring routing to MM, the programming associated with VDN applications should be configured with “messaging split” (or “messaging skill” if EAS is used) steps. In order for the PBX to allow the use of “messaging split” or “messaging skill” steps, on the 2nd page of the MM Hunt Group the “Message Center” must be configured for “msa-vm” instead of “none.”

NOTICE: Ensure the MWI Ports are not included as members of the Hunt Group, so no calls are routed to the MWI Ports.

```
display hunt-group 5                                     Page 3 of 10
                                     HUNT GROUP
      Group Number: 5   Group Extension: 2778   Group Type: ucd-mia
      Voice Mail Number: Administered Members (min/max): 1 /1
                                     Total Administered Members: 1

      GROUP MEMBER ASSIGNMENTS
      Ext   Name                               Ext   Name
      1: 402 VOICEMAIL                          14:
      2:                                     15:
      3:                                     16:
      4:                                     17:
      5:                                     18:
      6:                                     19:
      7:                                     20:
      8:                                     21:
```

5.4 COVERAGE PATH ADMINISTRATION

Follow these steps to program the Coverage Path assigned to the MAS, this example covers to hunt group 5:

```
display coverage path 20
                                COVERAGE PATH

      Coverage Path Number: 20
                                Hunt after Coverage? n
      Next Path Number:         Linkage

COVERAGE CRITERIA

      Station/Group Status      Inside Call  Outside Call
      Active?                   n            n
      Busy?                     y            y
      Don't Answer?             y            y   Number of Rings: 2
      All?                      n            n   (see note below)
DND/SAC/GOTO Cover?            y            y

COVERAGE POINTS

Terminate to Coverage Pts. with Bridged Appearance?

Point1: h5                     Point2:         Point3:
Point4:                       Point5:         Point6:
```

NOTE: the default Number of Rings is 4, by decreasing this value the ports answer faster.

5.5 SUBSCRIBER ADMINISTRATION

Subscriber administration has two parts: Administering the name field, and assigning the call coverage path. Alternatively special application package SA7608 (*Green Feature*) can be used. This is described in section 8.5.

- ☐ For a station to integrate, the entire extension number must appear within the first 15 characters of the subscriber name field. Each site may have a different format for name placement in these fields; the only requirement for integration is that the extension number appears. Long names may need abbreviating. The following are examples of valid name field entries:

Note: Refer to the 7434ND option if the customer does not want to enter the extension number in the name field of all users.

Smith John 2101
John 2101 Smith
2101 John Smith

John Smith 2101

Follow these steps to program the subscribers stations assigned to the MAS:

display station 3002		Page 1 of 4	
STATION			
Extension: 3002	Lock Messages? n	BCC: 0	
Type: 8410D	Security Code:	TN: 1	
Port: 01A0102	Coverage Path 1: 20	COR: 1	
Name: Smith John 3002	Coverage Path 2:	COS: 1	
	Hunt-to Station:		
STATION OPTIONS			
Loss Group: 2	Personalized Ringing Pattern: 1		
Data Module? n	Message Lamp Ext: 3002		
Display Module? y			
Speakerphone: 2-way	Mute Button Enable? y		
Display Language: english			

Note: Coverage Path 1 must be set to the Coverage Path for the MAS hunt group. Refer to Section 5.4.

display station 3002		Page 2 of 4	
STATION			
FEATURE OPTIONS			
LWC Reception: spe	Auto Select Any Idle Appearance? n		
LWC Activation? n	Coverage Msg Retrieval? y		
LWC Log External Calls? n	Auto Answer? none		
CDR Privacy? n	Data Restriction? n		
Redirect Notification? y	Idle Appearance Preference? n		
Per Button Ring Control? n			
Bridged Call Alerting? n	Restrict Last Appearance? y		
Active Station Ringing: single			
H.320 Conversion? n	Per Station CPN - Send Calling Number? y		
MWI Served User Type:	Display Client Redirection? n		
	Select Last Used Appearance? n		
	Coverage After Forwarding? s		

Per Station CPN – Send Calling Number must be set to “y” for the integration to work properly.

Note: If LWC is not set to SPE, MWI will not work; Per Station CPN should be set to Y.

Single Line sets should have field “**Message Waiting Indicator**” set to “**led**” or “**neon**,” depending on the type of telephone set used. Also, the “**Number of Rings**” field should be set to a minimum of 4 rings, to allow Personal Assistance to work properly.

5.6 Configuring Message Waiting Indicator

The on/off strings under **display feature-access-codes**, page 2 need to be **checked**. Note the values for **Leave Word Calling Send A Message** (lamp on) and **Leave Word Calling Cancel A Message** (lamp off). These values need to be entered into the **Voice Mail Configuration Screen** (see Section 6.0).

change feature-access-codes					send (return)	help (f5)	cancel (esc)	enter (f3)	schedule (f9)	next (f7)	previous (f8)	next form (f6)	
1	2	3	4	5									
FEATURE ACCESS CODE (FAC)													
Extended Call Fwd Activate Busy D/A					☐	All:	☐	Deactivation:					☐
Extended Group Call Pickup Access Code:					☐								
Facility Test Calls Access Code:					☐								
Flash Access Code:					☐								
Group Control Restrict Activation:					☐	Deactivation:					☐		
Hunt Group Busy Activation:					☐	Deactivation:					☐		
ISDN Access Code:					☐								
Last Number Dialed Access Code:					☐								
Leave Word Calling Message Retrieval Lock:					☐								
Leave Word Calling Message Retrieval Unlock:					☐								
Leave Word Calling Send A Message:					☒	*55							
Leave Word Calling Cancel A Message:					☒	#55							
Malicious Call Trace Activation:					☐	Deactivation:					☐		
PASTE (Display PBX data on Phone) Access Code:					☐								
Personal Station Access (PSA) Associate Code:					☐	Dissociate Code:					☐		
Per Call CPN Blocking Code Access Code:					☐								
Per Call CPN Unblocking Code Access Code:					☐								
Print Messages Access Code:					☐								
Priority Calling Access Code:					☐								
Program Access Code:					☐								

Note: Leave Word Calling (LWC) is programmable on the PBX. Verify with your customer the actual On & Off LWC code programmed in their PBX.

Save these PBX changes.

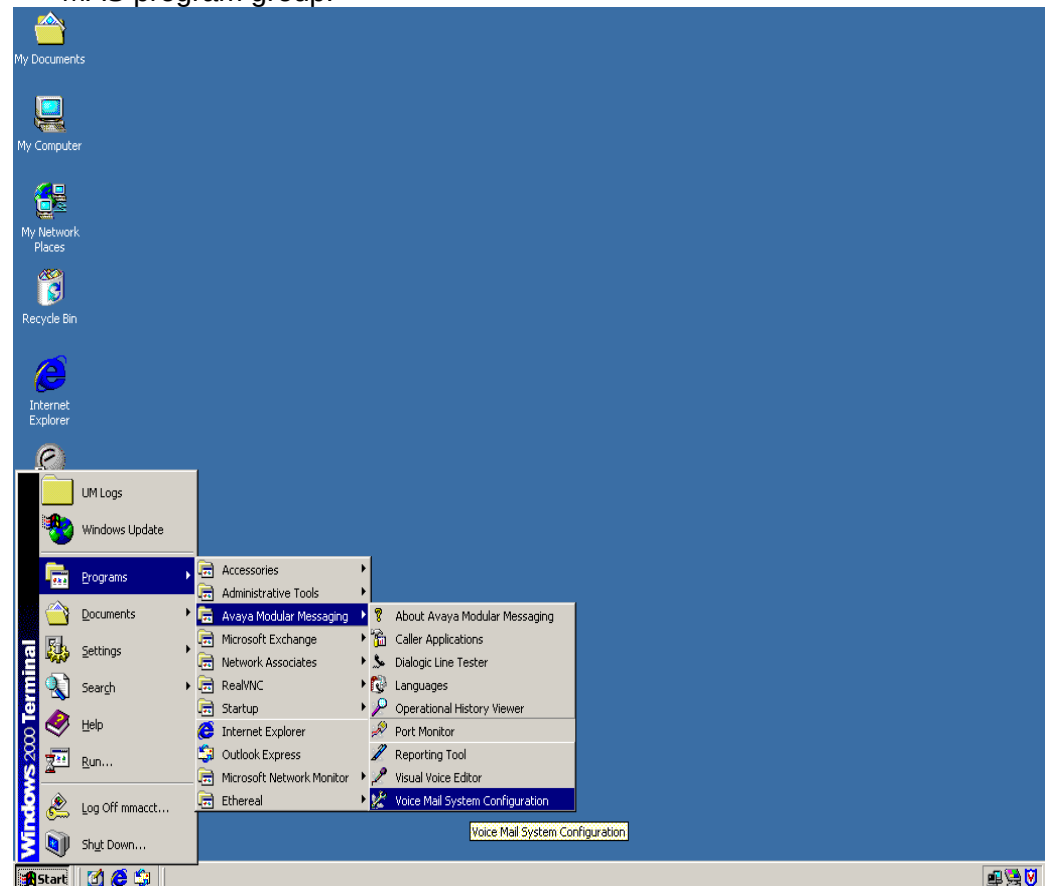
Please refer to the Consideration section at the end of this document for special PBX programming considerations.

Configuring the MAS

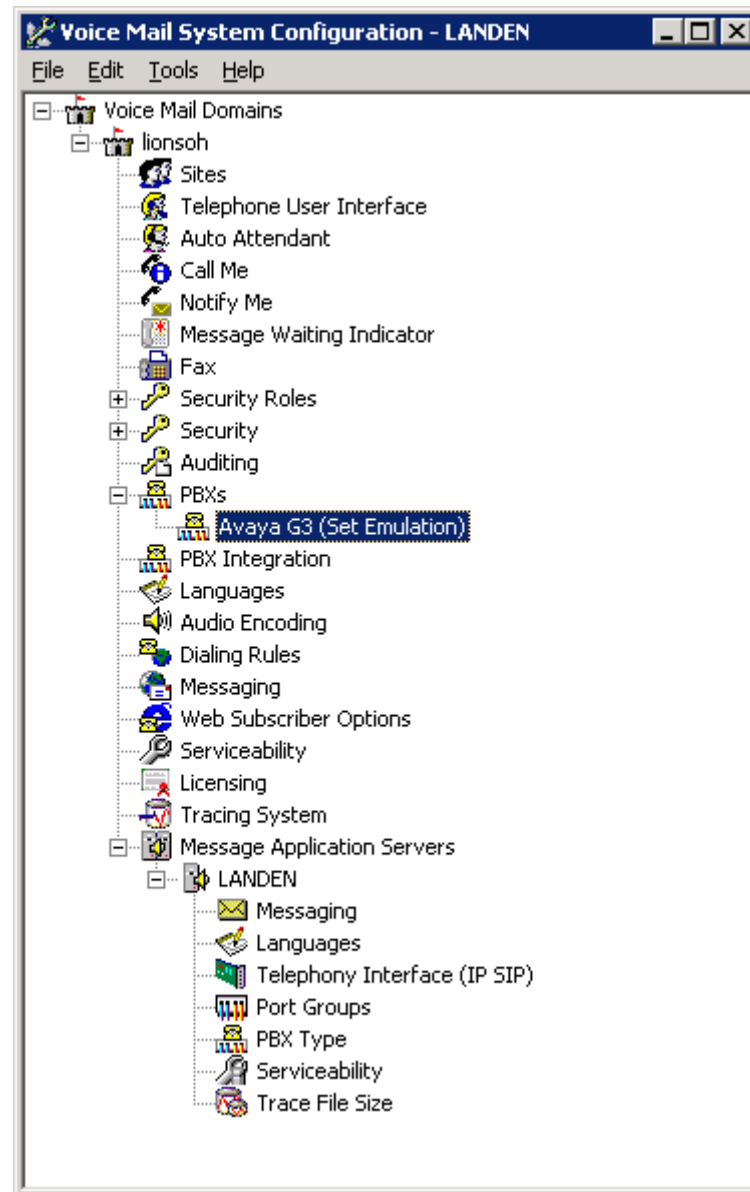
6.0 Configuring the Message Application Server

Configuring the MAS platform for proper PBX integration requires configuring several menus accessed within the **Voice Mail System Configuration** application, and a certified MM engineer.

- Access the **Voice Mail System Configuration** application from the MAS program group.



Expand all fields so all-applicable options are visible.



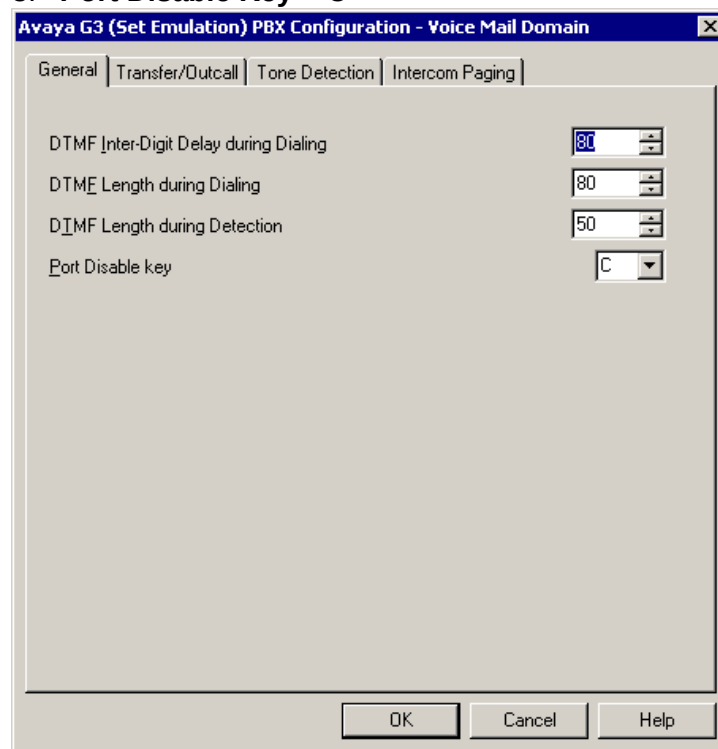
Note: Starting with MM 5.0 additional Fields such as *Sites*, *PBX Integration*, and *Dialing Rules* will appear on the VMSC screen. If you do not see these you have an earlier MM release.

Ensure the new PBX is added as instructed by the Modular Messaging Installation guide. The new PBX should be:

Avaya G3 (Set Emulation)

The following programming is a continuation from the Modular Messaging (MAS section) Installation Guide:

1. Within the **Voice Mail System Configuration**
2. Expand **PBXs**
3. Select the newly created **Avaya G3 (Set Emulation)**
4. Access the **General (Set Emulation) PBX Configuration** tab
5. **DTMF Inter-Digit Delay during Dialing (ms) = 80**
6. **DTMF Length during Dialing (ms) = 80**
7. **DTMF Length during Detection (ms) = 50**
8. **Port Disable Key = C**



- Next access the **Transfer/Outcall** tab

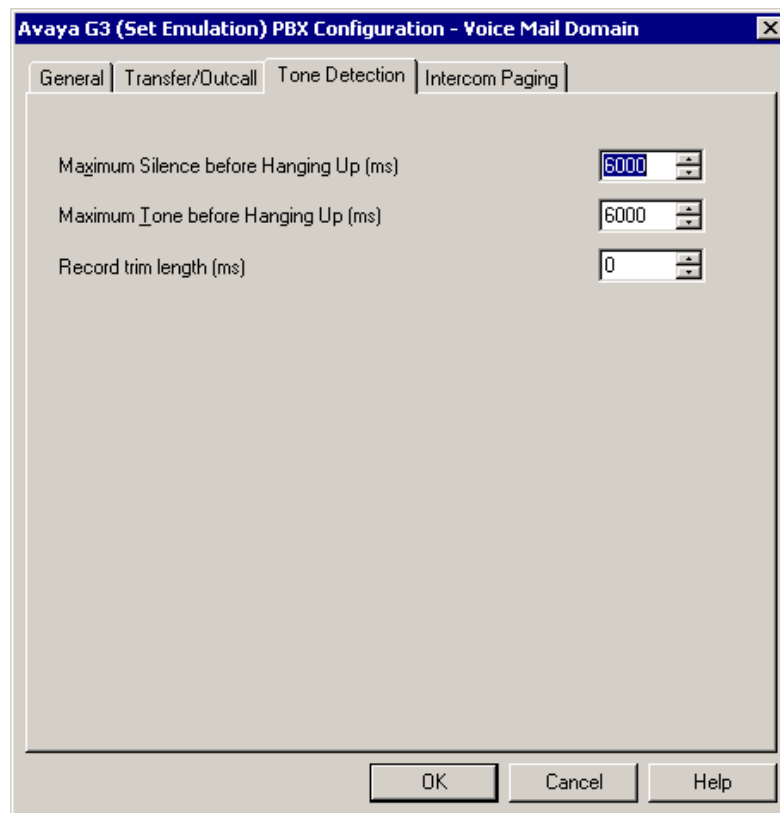
The screenshot shows a configuration window titled "Avaya G3 (Set Emulation) PBX Configuration - Voice Mail Domain". It has four tabs: "General", "Transfer/Outcall", "Tone Detection", and "Intercom Paging". The "Transfer/Outcall" tab is selected. The configuration options are as follows:

Field	Value
Transfer Mode	Blind
Start Delay for Call Progress	6000
Initiate Transfer	^Kk,L%s
Initiate Blind Transfer	%s
Complete Transfer	^Kk
Retrieve Call	^KA
Drop Call	^Kj
Make Call Prefix	

At the bottom of the window are three buttons: "OK", "Cancel", and "Help".

1. **Transfer Mode** = Blind
2. **Start Delay for Call Progress** = 6000
3. **Initiate Transfer** = ^Kk,L%s
4. **Initiate Blind Transfer** = %s
5. **Complete Transfer** = ^Kk
6. **Retrieve Call** = ^KA
7. **Drop Call** = ^Kj
8. **Make Call Prefix** = Leave Blank

- Next access the **Tone Detection** tab
 1. **Maximum Silence before Hanging Up (ms)** = 6000
 2. **Maximum Tone before Hanging Up (ms)** = 6000
 3. Select **OK** to save changes



-continued on next page -

- Next access the **Message Waiting Indicator (MWI)** tab

Support NOTE
for MM 1.1 & 2.0 only:

- Limit Requests should be checked.
- The Max Req per Minute depends on how many MWI Ports are configured. Each MWI request takes 10 secs. So that's 6 requests per minute per port. (i.e. 4 MWI Ports = 24 MWI Req per Min)

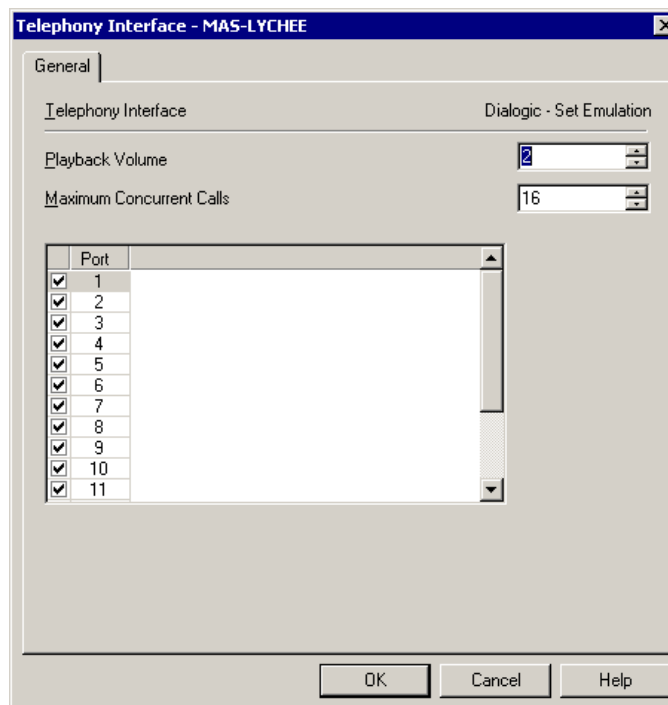
1. **Enable Message Waiting Indicator (MWI)** = Enable by checking the box
2. **MAS MWI Server** = Enter the name of the MWI server created during the installation procedure.
3. **Limit requests** = Leave Unchecked
4. **Scheduled MWI updates: Active or Inactive** = Configure as per customer requirements.*
5. **Maximum Requests per Minute** = <grayed out>
6. **Message Application Servers that Support MWI** = This box should contain a list of MAS servers capable of placing MWI requests.
7. Select **OK** to save changes

*Note: The Scheduled MWI updates parameter is only available on MM 3.x

Tip: To make the Set Emulation telephony interface active, click the down arrow and click **Make Active**.

If the Set Emulation telephony interface is already active, this field does not appear.

- Return to the **Voice Mail System Configuration** window
 1. Click **Message Application Servers**
 2. Click the MAS you want to configure
 3. Double-click **Telephony Interface (Set Emulation)**



4. Access the **General** tab
5. **Playback Volume** = 2
6. **Concurrent Calls** = Enter the # of ports connected to the PBX
Note: The MAS service must be restarted to allow port enabling
7. **Port** = Enable ports by checking the checkbox next to the ports
8. **Incoming Ring Count** = 1
9. Select **OK** to save changes

NOTE: We recommend at least 2 ports dedicated for Message Waiting by removing the highest 2 ports from the default port group and placing them in a port group of their own called MWI.

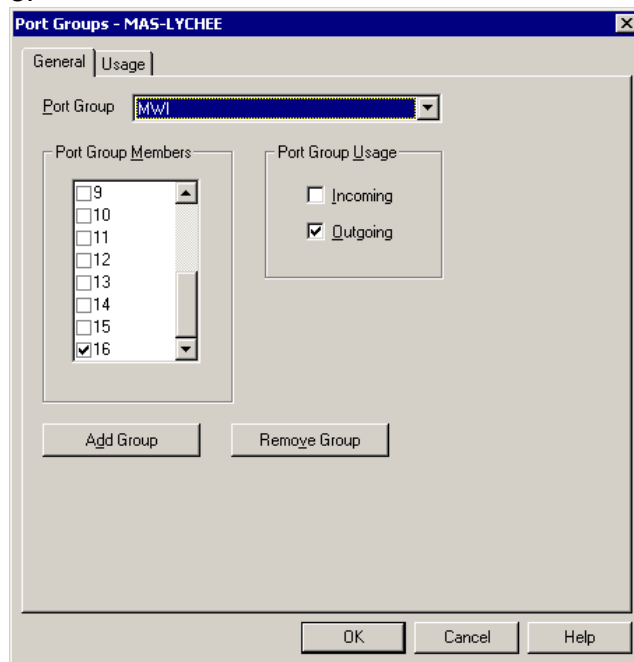
NOTE for Multiple MAS servers:

You can setup an MWI Port Group on each additional MAS server. However only 1 MAS can run MWI Service.

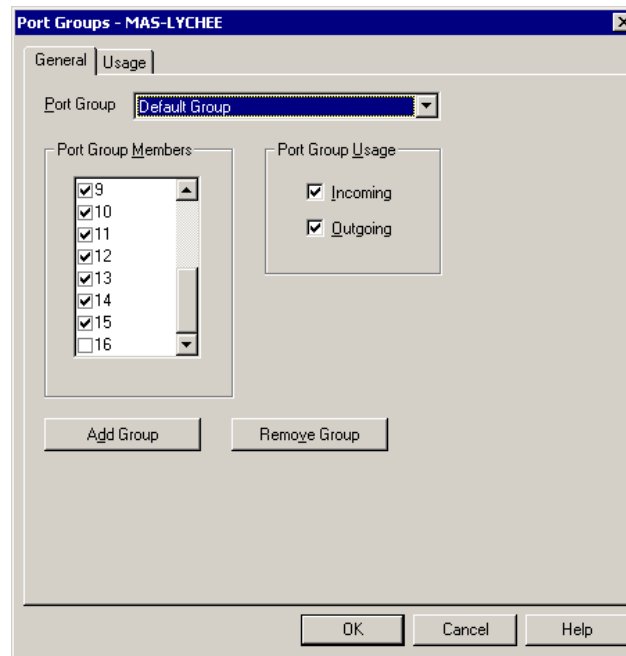
- Next access the **Port Groups** tab under the MAS name

1. Click **Add Group** button
2. Name Group **MWI**
3. Uncheck **Incoming** under **Port Group Usage**
4. Access the **Port Group Usage** tab and uncheck all **Ports**, except the port(s) you will be using for MWI.

5.



6. Next, select the **Default Group** under **Port Group** and ensure it is configured to meet the customer's need for both **Incoming** and **Outgoing** under **Port Group Usage**.
7. Access the **Port Group Usage** tab and check all **Ports**, except the port(s) you will be using for **MWI** or other features such as **Call Me** or **Find Me**.

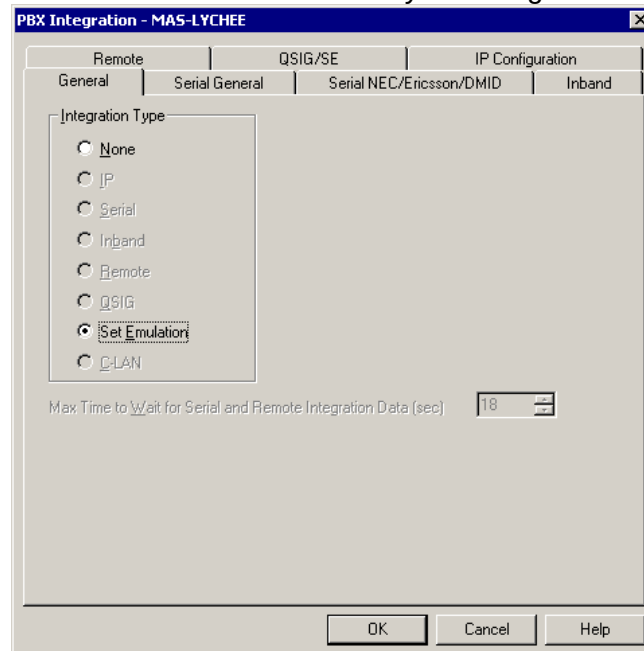


8. Select **OK** to save changes

- Return to the **Voice Mail System Configuration** window

1. Access the **General** tab within the **PBX Integration** tab

2. **Set Emulation** = Enable by checking the box



3. Access the **QSIG/SE** tab

The screenshot shows a dialog box titled "PBX Integration - MAS-LYCHEE" with a close button (X) in the top right corner. The dialog has four tabs: "General", "Serial General", "Serial NEC/Ericsson/DMID", and "Inband". The "QSIG/SE" tab is selected. Below the tabs, there are three sub-tabs: "Remote", "QSIG/SE", and "IP Configuration". The "QSIG/SE" sub-tab is active. The main area contains the following fields and controls:

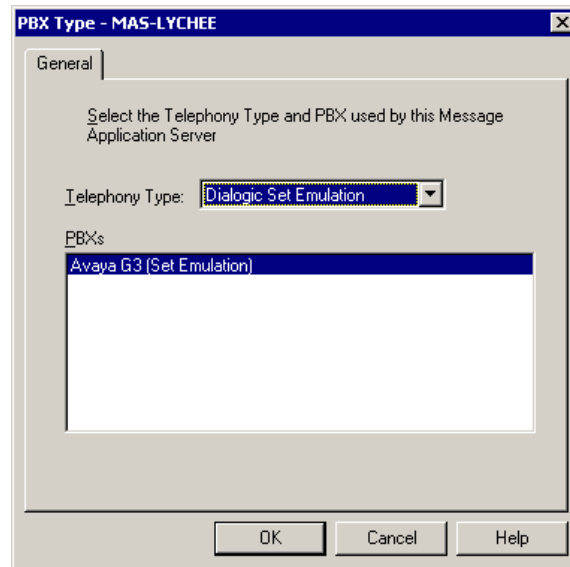
- "MWI Port Group:" with a dropdown menu showing "MWI".
- "Max MWI Sessions:" with a text input field containing "1".
- "Indicator On/Off signals must use same port:" with a checked checkbox.
- "MWI On" with a text input field containing "*55%s".
- "MWI Off" with a text input field containing "#55%s".

At the bottom of the dialog are three buttons: "OK", "Cancel", and "Help".

4. **Port Group Name** = MWI
5. **Max MWI Session** = 1 (or the # of MWI ports)
6. **Indicator On/Off signals must use the same port** = Enable by checking the box
7. **MWI On** = *55%s
8. **MWI Off** = #55%s
9. Select **OK** to save changes

NOTE: Additional commas (delays) might be necessary in some PBX's for MWI to work properly. (i.e. *55,%s,, - #55,%s,,)

- Next access the **General** tab within the **PBX Type** tab
 1. Telephony Type = **Dialogic QSIG**
 2. Under PBXs ensure **Avaya G3 (Set Emulation)** is selected



3. Select **OK** to save changes

After making these changes, return to "Configuring the voicemail system" within the Message Application Server Installation Guide. Ensure you are prompted to restart the Message Application Server services to apply these changes.

Important notes regarding this integration

8.0 CONSIDERATIONS/ALTERNATIVES

8.1 Unsupervised transfers require busy-call coverage. Calls that are transferred unsupervised to stations, which are busy and are not call covered will be lost.

8.2 DCS is Avaya PBX networking package. In a DCS environment, subscribers on the remote nodes may not have the same integration feature functionality as those on the hub node. In general, all integration features are supported. Call Coverage support on the remote nodes is dependent on the type of switch and software as follows:

- If they are on a G3 V2 or higher system, the Remote Call Coverage feature is standard and allows coverage to personal greeting for Busy and RNA conditions.
- If they are on a G2, they must call cover to a VDN that routes the call to the hub system. This allows coverage to personal greeting on Busy and RNA conditions. VDN software is an optional package on the G2. Without VDN s/w, they will be limited to station call forwarding All Calls only.
- If they are on a System 75 or G1 system, they are limited to station call forwarding All Calls only.

NOTE: G3i V1 7.0 with DCS is **not supported**. The display field is shifted two characters on the G3i side. V1 also does not support call coverage to a VDN.

8.3 The Special Application Package SA7608 provides the 7434ND functionality. When configured as 7434ND telephone set types, MAS ports will always receive calling/called station extension numbers, not the name descriptor associated with the calling/called station. Refer to Section 5.0 for programming information.

Note: Verify with your PBX vendor that no other devices or applications are using the No Display (ND) option. The G3 PBX with Release 8 or below can only have one type of digital set with ND option. For example, if the customer is running an application using 7405ND, then the PBX will not allow 7434ND to coexist. In cases where we are looking to support both a 7405ND and 7434ND on one G3, Release 9.5 is the minimal release but requires Load 129 of that release. If required, consult with your PBX vendor to obtain Load 129.

8.4 Patch 3021 has been created for Definity V7 switches. This patch corrects a problem with 7434ND sets NOT displaying ANI information, when the call originates to the voice mail from a DCS source. Calls that originate from the switch to the voice mail work fine. In addition, this patch will be ported into V8, therefore is only required on V7 switches.

8.5 Multi-appearance voice terminal users on AVAYA PBX can bridge onto calls that forwarded to the MAS system. A feature called "Temporary Bridged Appearance" allows multi-appearance voice terminal users to "bridge" onto a call that has "Call Covered" and been answered by another station. If the "covering" station is a MAS port, the calling party can inadvertently be "conferenced" by the called party and the MAS port. For G3V4 and higher software releases, Temporary Bridged Appearance can be disabled by setting Feature-Related System Parameter "Prohibit Bridging onto Calls with Data Privacy" to "y", and configuring the Class of Service assigned to the digital ports connected to the MAS ports with "Data Privacy" enabled; then simply enable "Data Restriction" on those same ports. Please note that when "Prohibit Bridging onto Call with Data Privacy" is used, the call appearance receiving the call is still going to be "active" (busy) for the duration of the entire call, and cannot be used to receive or initiate calls during that time. This means that digital stations having only one call appearance (such as the 7401 sets) cannot make any calls until the party leaving the voicemail message hangs up. To completely eliminate the Temporary Bridged Appearance on Definity G3 (software G3V4 or higher) and on Prologix PBX's, Vectoring software is required and must be implemented as follows:

This is accomplished by configuring the MAS ports UCD/ACD group pilot number into a Vector as a "route to" step. Then, assign the VDN (configured with "Allow VDN Override: n") associated with this newly configured Vector as the call coverage point for all subscribers stations.

The most basic and least expensive Vectoring software package, Automated Attendant Vectoring (PEC Code 1227-AAI or 1227-AAR, depending on switch type), will enable them to do so.

8.6 Subscribers' station name field configuration may not contain numbers other than the actual subscriber's extension. If numbers other than the extension numbers appear within the name descriptors, such as "Comp. Rm1, 3000" or "3000, Conf Rm.2", calls will not integrate. Furthermore, all internal stations accessing the MAS (either as direct or forwarded calls) must not have more than one set of numbers within the first 15 characters of the name field, as this will cause loss of call integration. For Avaya

G3/Prologix PBX's only, an alternative to this requirement would be to enable 7434ND as explained in Section 5.1.

8.7 Performing station/board tests may cause port lock-up.

AVAYA has discovered that if a station/board test is invoked for the DCP ports connected to the MAS (from AVAYA system consoles, test is invoked by entering: "test station XXXX" or "test board XXY"), it may cause port lock-up. This only happens if a call is presented to the port at the same time as the station test is performed. If ports are tested while in idle state, the test will not affect functionality.

8.8 If you wish to use the Find Me feature we recommend Tone or Music on Hold configured to improve the calling party's experience. Trunk-to-Trunk transfer is also required in the MAS ports. If the PBX currently does not have Tone or Music on Hold configured, ask your PBX vendor if it is possible to include these options. Additionally, ensure that the COS (or COR) of the MAS ports have Trunk-to-Trunk enabled. This is required to allow transfers and reconnections. Please consult with your PBX vendor, because enabling Trunk-to-Trunk makes the MAS vulnerable to hackers.

If the PBX already provided Tone or Music on Hold, then the Data Restriction feature for each MAS digital ports must be set to "No."

8.9 Hybrid telephone sets (7300-series or others) do not generate DTMF tones when calling internal digital stations. This prevents subscribers calling from those telephone sets into MAS ports from accessing their mailboxes. Hybrid telephone sets do generate DTMF tones when completing calls to analog stations and after connecting to outside trunks.

8.10 Verify with your PBX vendor that no other devices or applications are using the No Display (ND) option. The PBX below Release 9.5 can only support one type of digital set with ND option. For example, if the customer is running another voice mail system emulating 7405ND, then the PBX will not allow MAS to coexist emulating 7434ND.

To support multiple voice mail systems with the Octel 250/350 (Aria) on one PBX, please contact TSO/TAC for the correct Aria configuration note to follow.

To support multiple voice mail systems with the Octel 200/300 (Serenade) on one PBX, then Release 9.5 (Load 129) is the minimum release. Consult with your PBX vendor to obtain Load 129 if required.

8.11 Conferencing issue. If a subscriber conferences a call with another subscriber and the call routes to MM CPID is lost unless

the originator waits for the other subscriber or MM to answer before invoking conference again. This causes reentry of mailbox information if the call routes to voicemail. This also effects CMS reporting.

8.12 Using 7434D – Sites using 7434D (*not 7434ND*) set type definition on MAS where extensions are failing to integrate on call answer calls should contact Tier 4 as they may need a registry file applied. (Reference: PCR 201-1655.)

CHANGE HISTORY		
Revision	Issue Date	Reason for Change
Version A	03/24/03	GA
Version B	03/28/03	MWI programming updates
Version C	10/28/03	Added PBX System parameter for Silence disconnect (refer to section 5.2)
Version D	12/19/03	Updates to meet Release 1.1
Version E	01/27/04	Additional MM1.1 updates.
Version F	09/16/04	Updated to Meet MM Release 2.0
Version G	10/18/05	Updated to support ACM 3.0
Version H	02/22/06	Added Consideration 8.12
Version I	03/15/06	Added Important statement on page 1 referring to PSN612u found on http://support.avaya.com website.
Version J	04/11/06	Added: • MM 3.0 to support release section 2.0 • New MWI screen shot with Scheduled MWI updates parameter noted for MM3.0
Version K	10/29/07	Updated info regarding station form
Version L	03/08	Updated title to S87x0 / 8x00; Changed support MM 3.0 to 3.x; corrected formatting section 8.0
Version M	05/05/08	Updated to support MM 4.0
Version N	05/16/08	Removed Dialogic Driver release from Section 3.2
Version O	11/14/08	Added note about setting "Per Station CPN – Send Calling Number?" on Station Form to Yes in Section 5.0

Version P	2/02/09	Updated to support MM 5.0; Change Limit Requests for MWI in Section 6.0
Version Q	02/12/09	Changed screen shot for VMSC and added sidebar in Section 6.0.
Version R	07/09	Updated to support MM 5.1
Version S	01/19/10	Added note indicator to titles of Section 2.0 and 3.1; added corresponding note in sidebar; removed word “supported” in same sections for MAS releases and PBX Software releases.

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AVAYA Inc.
1033 McCarthy Blvd
Milpitas, CA 95035
(408) 577- 7000
<http://www.avaya.com>