AVAYA MESSAGING ™

Server Configuration Guide

Release 11.0 .0.1609
Issue 18
1 November, 20222

SERVER CONFIGURATION GUIDE

The Avaya Messaging Server Configuration Guide is designed to be a complete reference covering every setting available in Avaya Messaging. However, due to the vast nature of the Avaya Messaging application, you may find the content overwhelming or difficult to understand at times. If you are trying to find out how to implement a certain feature within the Avaya Messaging platform, it is recommended that you reference the Feature Description Guide first. If a certain setting during such feature implementations raises concerns, you should refer to this guide for details and technical notes for clarification.

Another point to consider while utilizing this guide is the dependencies of fields. Some fields within Avaya Messaging Admin are closely tied to others and require the parent field to be activated first. The easiest way to learn about a group of fields which are related is to reference the Feature Description Guide as it covers all of the fields related to a specific topic.

The Server Configuration Guide also covers the various applications which are installed on the Avaya Messaging server. These utilities are designed to make server management as easy as possible, allowing you to efficiently administer a site. Familiarize yourself with these applications so that you can make the most of them right from the start.

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1 INTRODUCTION TO SERVER CONFIGURATION

Introduction

Avaya Messaging Unified Communications Server is a voice processing system designed to function with an organization's existing telephone system to enhance its overall telecommunications environment. Avaya Messaging acts as an unified messaging solution, offering call and voice messaging control from virtually any device on the user end. System Administrative functions may also be performed either by using a touch-tone telephone or the Windows interface from the Voice Mail server.

Before you begin

The Supervisor plays a key role in the everyday operation of the Avaya Messaging server. It is important that the Supervisor understands the basics of how Avaya Messaging operates. The Supervisor should be familiar with all features available to users and completely understand the various user guides including the current document which explains the server configuration in detail.

Basic system maintenance

The Supervisor performs a key role in the operation of the Avaya Messaging system. The following are some examples of the basic duties as a Supervisor:

- Add a new user to the Avaya Messaging system
- Generate reports showing basic system administration such as call counts, port use, message counts
- Understand how to record the system greetings

Questions and Answers

The Supervisor is responsible for answering questions from users and having a working knowledge of how the system operates. The Supervisor will also help new or inexperienced users become accustomed to using the system. Resources can be found in a variety of locations, including the following documents:

- Server Installation Guide
- Server Configuration Guide
- Client Application Guide

Reporting problems

In the event that a user or caller reports a problem with the system, the Supervisor and/or the vendor's technical personnel work to determine the cause of, and the solution to, the problem. Problems may be a result of one or more of the following:

- User error
- Insufficient training
- Incorrect system configuration
- Faulty hardware
- Faulty software

The Supervisor plays a central role in separating those issues that can be addressed from within the organization (for example, training or user error), and those issues that need to be addressed by the vendor's technical personnel. A complete description of the situation is vital in determining the problem and the solution. Information should be gathered regarding when the situation occurred, who was involved (caller and/or User), what occurred, and how the system was being used at the time.

2 AVAYA MESSAGING ADMINISTRATION INTERFACES

Introduction

Configuring and managing Avaya Messaging is accomplished using either the Microsoft Management Console (Avaya Messaging Admin) included with Windows, or using Google's Chrome Web browser (Web Admin).

Note: All administrative functions are available through MMC. Web Admin provides a subset of all functions; **User Management** (Feature Groups and Mailboxes), **Voice Menus**, and **Routing Tables**.

Avaya Messaging Admin MMC

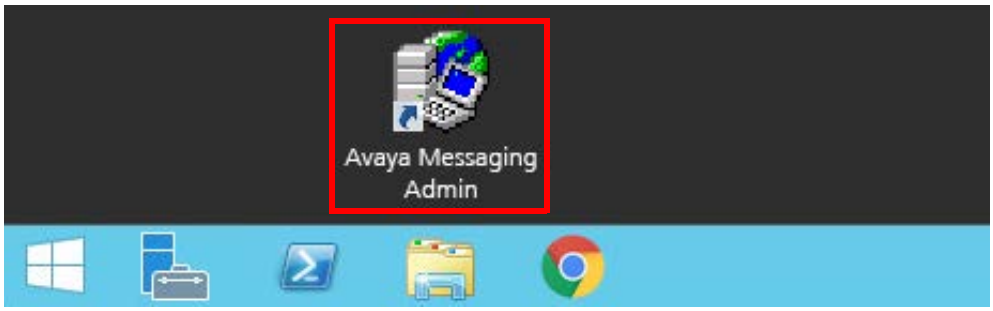
The installation of Avaya Messaging will have added an icon to the voice server desktop. Clicking this icon launches the Microsoft Management Console (MMC) with the Avaya Messaging plug-in. Login to the application using either the default administrator credentials, or (once they have been setup) the domain login credentials.

All administrative functions are available when using Avaya Messaging Admin.

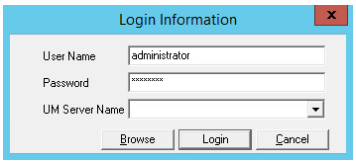
Default Credentials

The default administrator password was configured during the installation of Avaya Messaging.

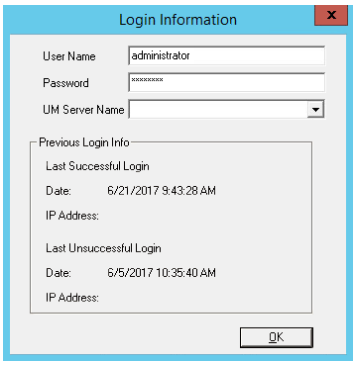
1. On the voice server, double-click the Avaya Messaging Admin icon on the desktop.



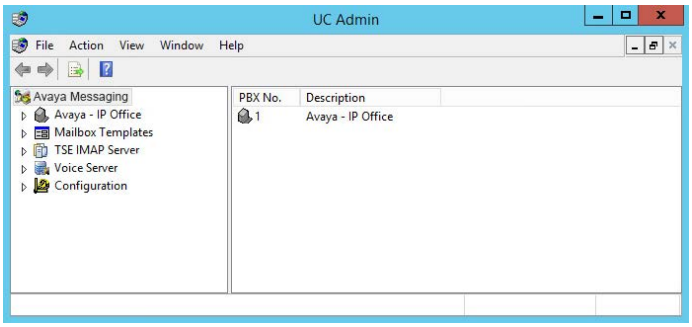
2. Enter an administrator username and password. When ready, click **Login**.



3. If you have a High Security license, you will see the last successful and unsuccessful login attempts. Click **OK** to start the management console.



If you have a standard license, the management console will start immediately.



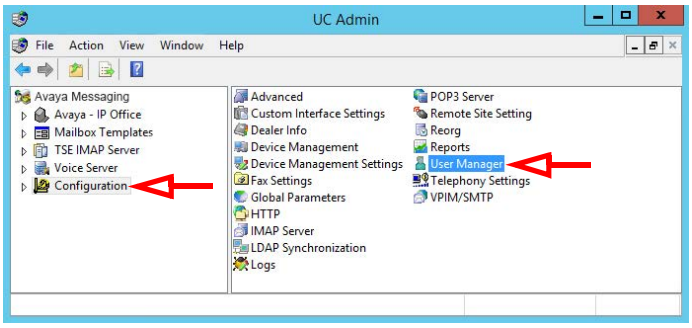
4. The administrator console will launch.

Domain Credentials

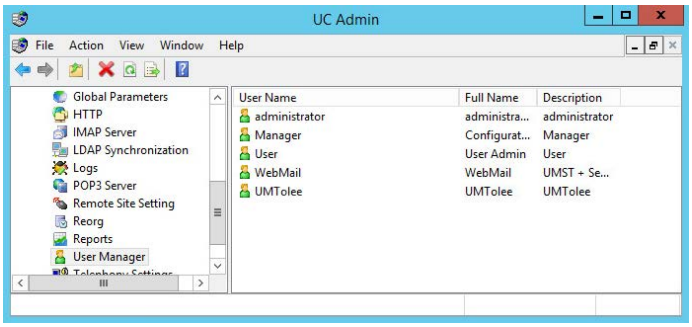
The default credentials for Avaya Messaging Admin were configured during the installation of Avaya Messaging. The management console can be configured to use domain login credentials instead.

Note: Making the change to Domain Login also affects logging in to the Remote Administrator, Web Administrator, and Web Reports consoles. The same credentials are used for each application.

1. Login to the Avaya Messaging Admin console with the default credentials and go to **Configuration > User Manager**.

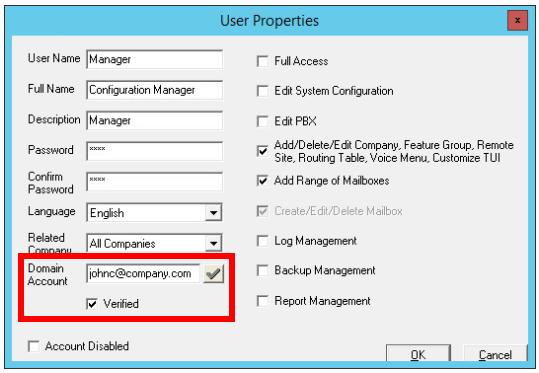


2. Double-click **User** to open its properties window.



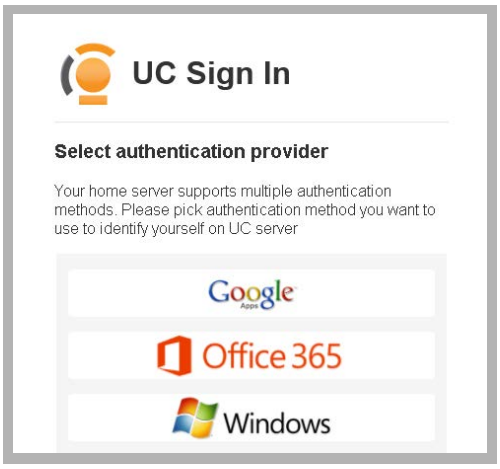
3. In the **Domain Account** field, enter an email address for the domain you want to use for logging in. The supported domains are Google, Office 365 and Windows.

   Click the ✔ to verify the entered value. If a valid address was entered, the **Verified** checkbox will be enabled. Click **OK** when ready.



Warning: Configuring Domain Login on **any** account will activate it for **ALL**. If different credentials are required for each account, each must be configured separately.

After making this change, whenever you login to the management console you will be prompted to choose the domain credentials to use for authentication. Provide your username and password when prompted.



Once the selected application verifies your identity, Avaya Messaging Admin will start.

Web Admin: Google Chrome Web Browser

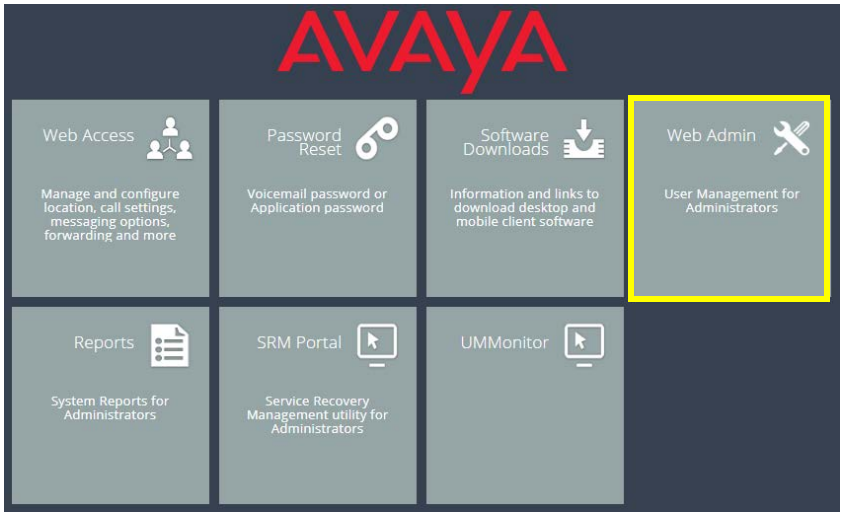
Once Avaya Messaging has been installed on the voice server, the more common administrative functions can be accessed using the Google Chrome Web browser.

1. From any computer with Internet access, open the Google Chrome Web browser. Enter the **IP Address for the Avaya Messaging voice server**. For example:

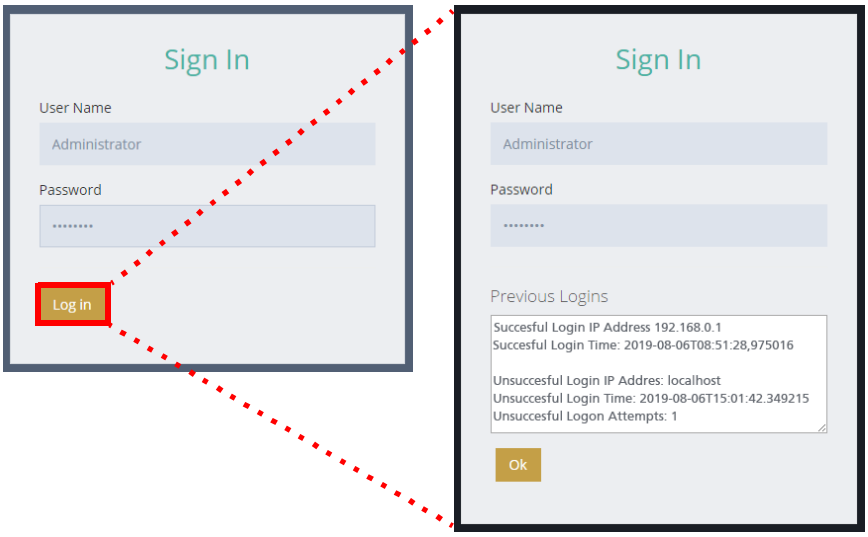
   https://192.168.0.1

Note: The Avaya Messaging server must be configured to allow access via the Internet. Refer to the Server Install Guide for complete details.

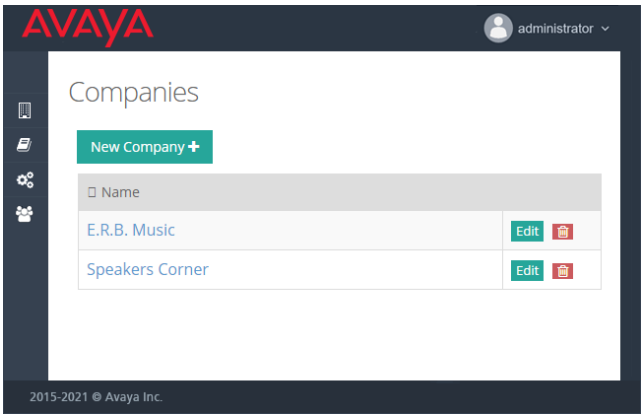
2. From the Web Console menu, select **Web Admin**.



3. At the login screen, enter the administrator **User name** and **Password** for the Avaya Messaging voice server, then click **Log in** and **OK**.



4. The Web Admin screen appears in the browser window.



3 PBX

In This Chapter:

38 Introduction

38 PBX Buttons

39 General

40 PBX Node

41 Inband

43 Dial Plan

44 Other PBX Related Options/Configurations

Introduction

The PBX make and model is selected during the installation of Avaya Messaging. The installer will automatically append the specific PBX related settings to the appropriate fields when you choose a template. Due to the variance in both hardware & software configurations that are involved in a PBX, you may have to fine-tune the settings to match your site's specific requirements. From the PBX settings, you will have the ability to specify exactly how the voice server will interact with the PBX and customize the different types of codes which may be involved in the communication between devices.

This chapter explains all the fields that are involved in a PBX configuration so please use it as a guideline when creating a custom setting for your site.

Note: Due to the sensitive nature of server configuration, it is recommended that you backup your settings and other important files (e.g. messages, custom prompts) before attempting significant changes.

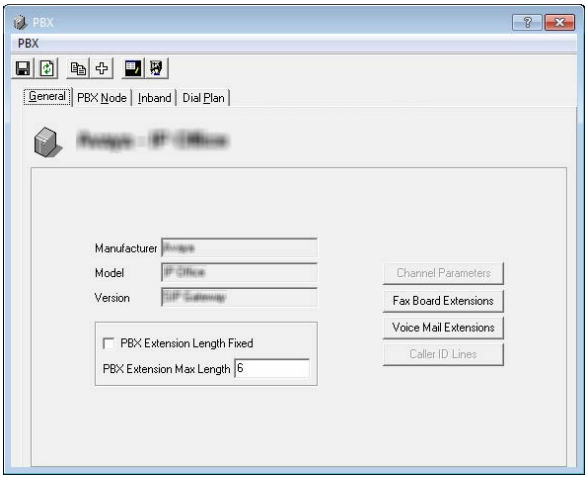
PBX Buttons

Button	Description
	Save all the settings that you have modified in the current PBX properties.
	Refresh the properties of the current PBX to view the latest changes in effect.
	Modify the Manufacturer / Model of the current PBX.
	Add New PBX.
	Launch the SIP Configuration Wizard (only functional under SIP integration).
	Start the Dial Plan editor (see International Dial Plan on page 499 for details).

General

The General tab of PBX allows you to view your current PBX information. You may also modify your extension assignments manually from this section.

General Tab



Manufacturer: This field displays the manufacturer of your PBX.

Model: This field displays the model of your PBX.

Version: This field displays the version of your PBX.

PBX Extension Length Fixed: Enable this checkbox to force the digit length of the extension (e.g. length of 3 will translate to extensions in the form of 001 instead of being simply 1). The default fixed length will be 3 but may be modified using this field.

PBX Extension Max Length: Enter the maximum desired digit length of the extension here. If the PBX Extension Length Fixed checkbox is enabled, the extension length will be forced to match the number of digits defined here. If the checkbox is not enabled, the extension length can vary between 1 digit to the assigned maximum in this field.

Channel Parameters: This button allows you to modify the default parameters for a Dialogic Voice Board.

Fax Board Extensions: This button allows you to manually map a port number to the extension number for Fax purpose.

Voice Mail Extensions: This button allows you to manually map a port number to the extension number for Voice Mail purpose.

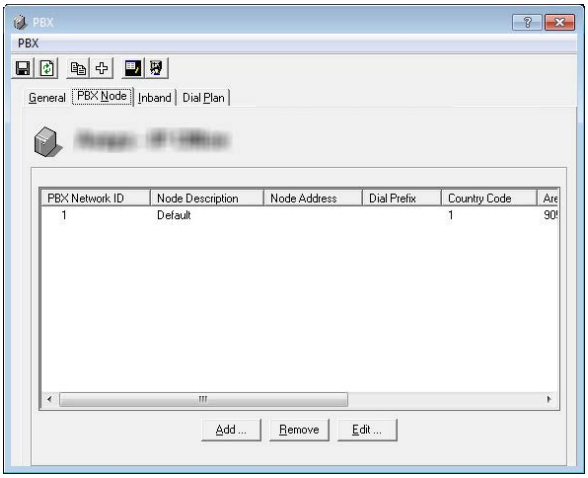
Caller ID Lines: This button allows you to manually integrate outside Caller ID equipment if your PBX does not support it by default.

Hint: Refer to the section **Other PBX Related Options/Configurations on page 44** for more information on these settings.

PBX Node

The PBX Node tab of PBX allows you to specify additional PBX Nodes manually so that the server can utilize multiple PBXs at the same time. Multiple server nodes must be numbered sequentially starting with **1** (e.g. 1 2 3 4...).

PBX Node Tab



Display Field: This field displays all the PBX nodes that have been defined.

Add: Click this button to add a new PBX node. Refer to **Add / Edit PBX Node on page 44** for more information.

Remove: Click this button to remove one of the current PBX nodes.

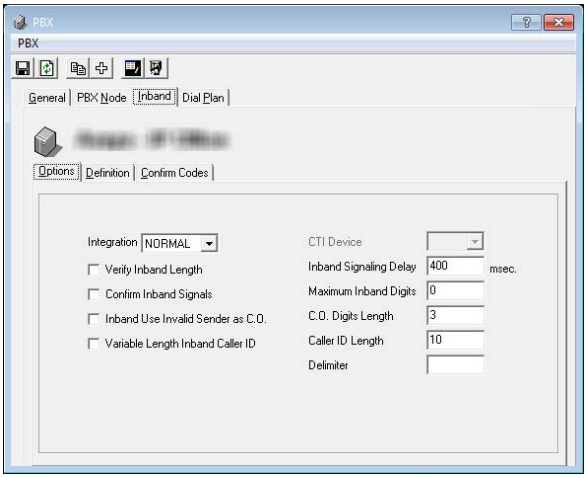
Edit: Click this button to edit one of the current PBX nodes.

Inband

The Inband tab of PBX allows you to simulate a C.O. Line identification feature if your system does not have it natively.

Inband Tab

Options



Integration: From the dropdown menu, select the type of integration your system uses.

Verify Inband Length: Enable this checkbox to verify if all inband codes are the same length. This ensures that the inband codes being sent from the PBX are correct. This setting is applicable to Mercator and Matra switches.

Confirm Inband Signals: Enable this checkbox to indicate that the system must confirm the inband signals. This is applicable to Mercator and Matra switches. You must also configure the corresponding tab when you enable this option.

Inband Use Invalid Sender as C.O.: Enable this checkbox to indicate that the system is to use an invalid sender as a C.O. This is applicable to Mercator and Matra switches.

Variable Length Inband Caller ID: Enable this checkbox to indicate to the system that it can receive calls from integers of variable length. This option is used for Inband integration for the Mercator PBX.

CTI Device: From the dropdown menu, select the device (or the port) that will be used.

Serial Integration Device: This dropdown menu is only available when you choose MD110, MCI, CTI, or ASCOM from Integration dropdown list. From the dropdown list, select the Serial Integration device (or the serial port) that is going to be used.

Inband Signaling Delay: Enter the delay (in milliseconds) between packets.

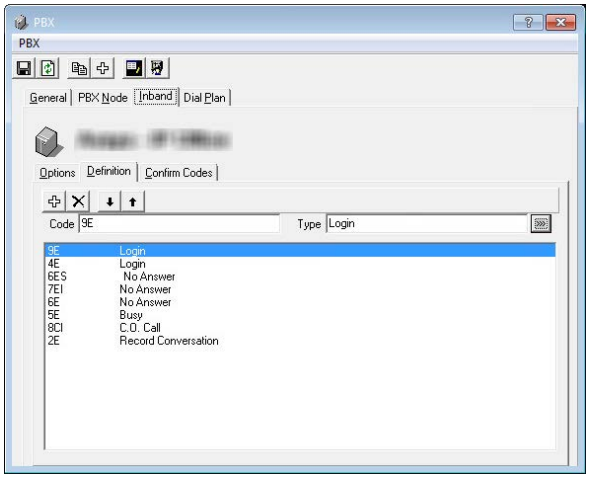
Maximum Inband Digits: Enter the maximum inband digits that the system can accept.

C.O. Digits Length: Enter the digit length of the C.O. that will be accepted by the system.

Caller ID Length: Enter the digit length of the phone number that the Caller ID receives.

Delimiter: Enter the delimiter value. Leave this value as default. This field is usually used for troubleshooting purposes by the technicians.

Definition



The definition tab is only available on Inband integrations.

Add: Click this button to add a new entry.

Delete: Click this button to delete the currently selected entry.

Move Down: Click this button to move the selection bar down.

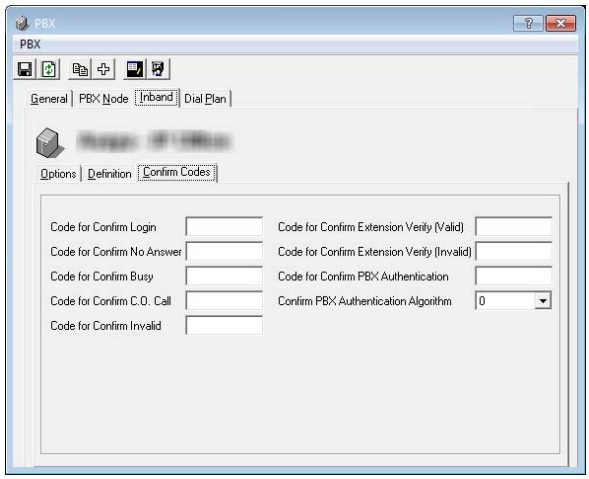
Move Up: Click this button to move the selection bar down.

Code: Enter the code that is going to be used.

Type: Define the function that the selected code is going to be associated with. The following are the choice of functions available.

- Not Defined
- Login
- No Answer
- Busy
- C.O. Call
- Record Conversation
- Invalid
- Refresh Message Light
- Extension Verify
- PBX Authentication

Confirm Codes



This tab is only necessary for PBXs that require the inband codes to be confirmed.

Code for Confirm Login: Enter the confirmation code for login event.

Code for Confirm No Answer: Enter the confirmation code for no answer event.

Code for Confirm Busy: Enter the confirmation code for busy event.

Code for Confirm C.O. Call: Enter the confirmation code for C.O. call event.

Code for Confirm Invalid: Enter the confirmation code for invalid event.

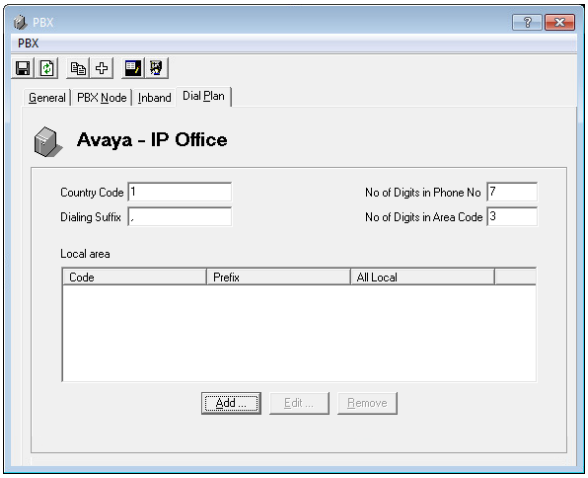
Code for Confirm Extension Verify (Valid): Enter the confirmation code for valid extension verification event.

Code for Confirm Extension Verify (Invalid): Enter the confirmation code for invalid extension verification event.

Code for Confirm PBX Authentication: Enter the confirmation code for PBX authentication.

Confirm PBX Authentication Algorithm: From the dropdown menu, select the algorithm which will be used during PBX authentication.

Dial Plan



The Dial Plan tab is used to define how the system parses outgoing telephone numbers.

For example, if you dial 19057079700, the system will break this up into Country Code (1), Area Code (905), and the telephone number (7079700).

Different world regions have different rules. Use Dial Plan to configure the rules for your location.
These rules are applied to all outgoing calls.

Country Code: Specify the Country Code for your area. For example, in North America, the Country Code is **1**.

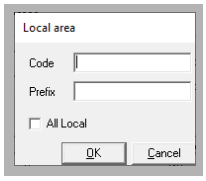
Dialing Suffix: When dialing a call, the system will append this character to the end of the number entered to tell the PBX to place the call. This varies with your system.

No of Digits in Phone No: Enter the number of digits in a telephone number for your region.

No of Digits in Area Code: Enter the number of digits in an area code for your region.

Some areas may be serviced using numbers with different configurations, such as multiple area codes for a single city. The system will process the plans from the top down until it finds a match to the dialed number.

Click **Add** to create a new Local area Dial Plan. Or select a plan, then click **Edit** to modify the settings.



Code: Enter the area code / city code for one region in this space. Create a new rule for each region.

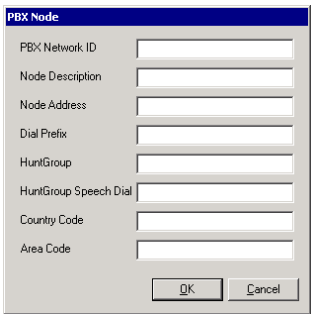
Prefix: If the local number requires an additional code at the start, put that value here. Note that this option is unavailable if **All Local** is enabled.

When a number is entered, the system will search through these rules to find a match. The number will then the correctly parsed (prefix, area code / city code, number), the standard rules are applied (country code, number of digits in the number and area code, etc.), and it is passed on to the PBX for processing.

Other PBX Related Options/Configurations

The following lists common scenarios and solutions involved with PBX settings.

Add / Edit PBX Node



If you have multiple PBXs in your system, you will have to define a PBX node so that the server will know where the calls are routed to.

PBX Network ID: Enter the PBX node network ID. Node IDs must be sequential starting with **1** (e.g. 1 2 3 4 ...).

Node Description: Enter an unique name/description for the PBX node.

Node Address: Enter the PBX Node IP address.

Dial Prefix: Enter a dial prefix for the PBX node.

HuntGroup: Enter the HuntGroup of the PBX node.

HuntGroup Speech Dial: Enter the HuntGroup of the PBX node which is used for speech dialing as opposed to typical integration.

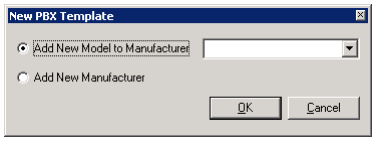
Country Code: Enter the Country Code from which most calls will be made.

Area Code: Enter the Area Code from which most calls will be made.

Add / Edit PBX Template

PBX templates will make the configuration of a site easier for you by applying the typical settings for a selected PBX make and model. However, since each site is unique, you must fine tune the settings to ensure proper functionality.

Adding a New PBX Template



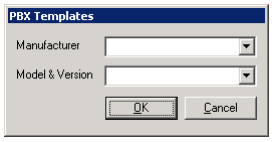
If the PBX you wish to use does not exist as a default template, you may add your own template for easier reference.

When you click on the **Add PBX** button from the **PBX** properties, the above window will appear.

Add New Model to Manufacturer: Select this radio button to add another PBX Model to the list of manufacturers that are already available.

Add New Manufacturer: Select this radio button to create a new PBX manufacturer and model.

Editing a PBX Template



If you decide to change the PBX in your system you can reflect the changes to the UC Admin by modifying the current PBX from the PBX Properties.

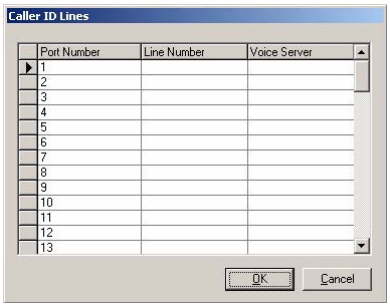
When you click on the **Modify PBX Template** button from the **PBX** properties, the above window will appear.

Manufacturer: From the dropdown menu, select the manufacturer of the PBX.

Model/Version: From the dropdown menu, select the specific PBX model/version.

The selections made here will be reflected on the General tab of the PBX properties.

Caller ID Lines



While the UC system supports Caller ID, some PBX systems require that all calls first go through a third-party Caller ID device (Rochelle, for example), which then passes the call to the PBX.

Port Number: Enter the number of the first port.

Line Number: When you click on this field after entering the Port Number, the system prompts you to confirm the auto adding of all line numbers.

Voice Server: Enter the PBX node.

Channel Parameters (for Dialogic)

When you install the UC system, the system automatically pre-loads the required settings regardless of the voice board it has detected.

Channel Parameters allow you to change one or more of these predetermined settings. You can also configure UC Voice Mail to integrate with other PBX systems here.

When you install the UC system with a Dialogic voice board, the Dialogic dialog box allows you to change one or more of these pre-installed parameters.

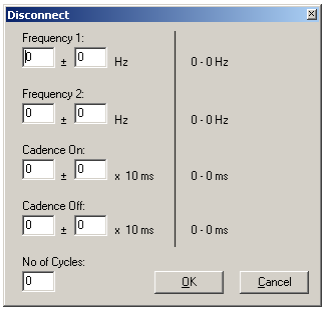
Note: Select **Internal**, **External** or **Other** to indicate the source of the call and the strength of the signal.

Field	Function
Start Delay	The delay, once dialing has been completed and prior to analysis for Cadence Detection, Frequency Detection, and Positive Voice Detection, in 10 msec increments. The default is 250.
Continuous No Signal	The maximum time of silence (no signal) allowed immediately after Cadence Detection begins. If exceeded, a no ringback is returned in 10 msec increments. The default is 40000.
Loop Current Delay	The delay after dialing has been completed and before beginning Loop Current Detection, in 10 msec increments. A value of –1 will Disable Loop Current Detection. The default is 4000.
Loop Current Delay 1	The delay after Loop Current Delay detects a transient drop in loop current and before Call Analysis returns a connect to the application, in 10 msec increments. The default is 100.
Hello Edge	The point at which a connect will be returned to the application. Valid Range 1 (rising edge – immediately when a connect is detected) or 2 (falling edge – after the end of the salutation. The default is 2.
Continuous NonSilence	The maximum length of the first or second period of non-silence allowed. If exceeded, a no ringback is returned in 10 msec increments. The default is 6500.
Reserved	Reserved. This must be set to 0 (zero).
Intercept Mode Flag	This parameter enables or disables SIT-Frequency Detection, Positive Voice Detection (PVD), and/or Positive Answering Machine Detection (PAMD), and selects the mode of operation for Frequency Detection. The default is 4. Do NOT alter this value. This value is only used for troubleshooting.
Reserved	Reserved. This must be set to 1.
Maximum Answer	The maximum allowable length of Answer Size. When Answer Size exceeds Maximum Answer, a connect is returned to the application in 10 msec increments. The default is 10000.

Field	Function
Answer Deglitcher	The maximum silence period allowed between words in a salutation. This parameter should be enabled only when you are interested in measuring the length of the salutation. Measured in 10 msec increments. A value of **–1** disables this option. The default is –1.
Dial Tone Present	The length of time that a dial tone must be continuously present. Measured in 10 msec units. The default is 1000.
Dial Tone Not Present	The maximum length of time to wait before declaring dial tone failure. Measured in 10 msec increments. The default is 3000.
Dial Tone Debounce	The maximum gap allowed in an otherwise continuous dial tone before it is considered invalid. Measured in 10 msec increments. The default is 100.
PAMD Fail Time	Maximum time to wait for Positive Answering Machine Detection or Positive Voice Detection after a cadence break. Measured in 10 msec increments. The default is 4000.
Minimum PAMD Ring	Minimum allowable ring duration for Positive Answering Machine Detection, in 10 msec increments. The default is 1900.
No Answer	Length of time to wait after first ringback before deciding that the call is not answered. Measured in 10 msec increments. The default is 30000.
Maximum Inter-ring Delay	Maximum time to wait between consecutive ringback signals before deciding that the call has been connected. Measured in 10 msec increments. The default is 8000.

Edit Disconnect Tone

The UC system allows you to manually define the frequency of the signal used for the PBX disconnect tone.



Note: If no disconnect tone has been detected, you must first determine the frequency of the unrecognized prompt. To do this, use a secondary audio application (Prompt Studio, for example). In most cases, however, you do not need to make any changes since your disconnect settings have been pre-set during installation.

Frequency 1: Enter the first frequency.

Frequency 2: Enter the second frequency.

Cadence On: Enter the amount of time that the signal is on.

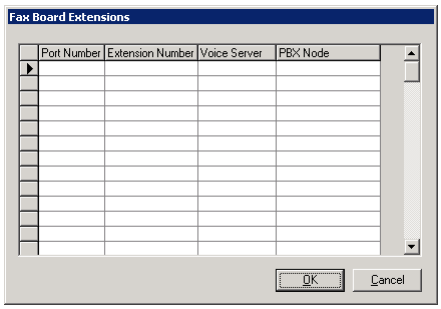
Cadence Off: Enter the amount of time that the signal is off.

No of Cycles: Enter the number of cycles that the system analyses before reporting the disconnect signal.

Note: Two cycles are recommended for the latter field.

Fax Board Extension

Specifying a fax board extension allows you to match a port number to an extension number. When a fax is received by the voice mail system, the fax call will be transferred to the specified extension.



Note: Fax board settings must be configured only if you have either **fax mail** or **fax on demand software** installed. In addition, a fax board must be installed on the fax server.

Note: The following settings apply to all but soft fax.

Port Number: Enter the fax port on the installed fax card.

Note: You must enter the port numbers in consecutive order. If you are specifying more than one fax port, they must be specified in numerical order.

Extension Number: Enter the analog extension connected to the associated port.

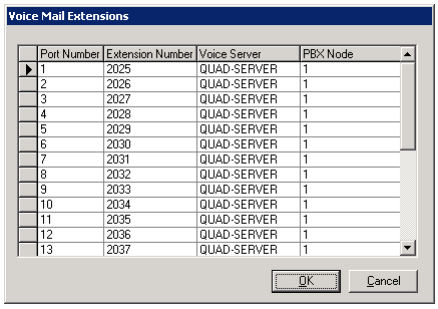
Voice Server: This field should be automatically defined during installation. If not, enter the Voice Server name.

PBX Node: This field should be automatically defined during installation. If not, enter the PBX node.

Note: PBX Node is only required if you have 2 or more nodes. These must be numbered sequentially starting with **1** (e.g. 1 2 3 4...).

Voice Mail Extension

In the UC system, you must match the port number with the line number declared in the PBX configuration.



Note: These are predefined during installation of the switch. For more information, refer to the appropriate TAPI guide.

Note: If you are using inband integration, these extensions do not have to be populated. If you are using **SMDI**, **Ericsson MD 110** or **MCI** integration, the extensions must be populated.

Extension Number: Enter the first extension number.

When you click on the next **Extension Number** field, the system prompts you to confirm the auto adding of all line numbers. Click **Yes** to let the system add the rest of the extension numbers, or **No** to enter the rest of the extension numbers manually.

Note: The extension numbers must be entered in sequential order (for example: 100, 101, 102, etc).
If an extension number changes, you must specify the new port number/extension number combination.

Voice Server: Enter the Voice Server name.

PBX Node: Enter the PBX node of the extension.

4 COMPANY

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55 Admin Broadcast Messages Tab

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Introduction

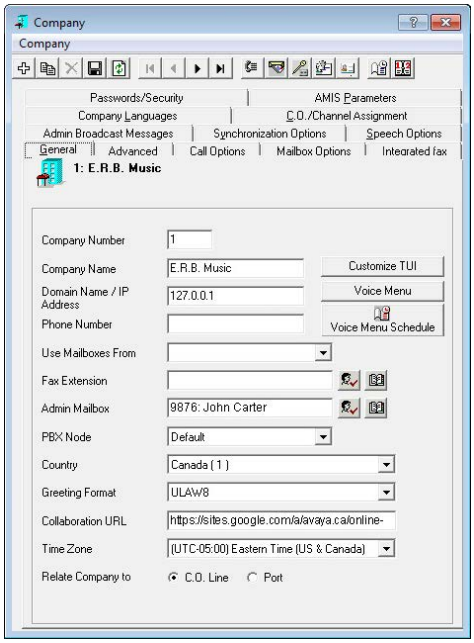
Avaya Messaging allows you to create a single or multiple companies on a single server with multiple configurations for better management and segregation. Company settings will set the ground rules for security, message management, ASR features, etc. All Feature Groups and Mailboxes under a Company will share the rules and settings established for that Company. The Company settings are also responsible for the greetings and business hour schedules for that group.

Note: The number of companies that you can create is determined by the terms of your license. By default, you must have at least one company in order for the system to function properly.

Company Buttons

Button	Description
	Add a new company.
	Copy the configuration of one company to another company. If only a single company exists, clicking this button creates a new company.
	Delete current company.
	Save company settings.
	Refresh company settings.
	Move to first company.
	Move to previous company.
	Move to next company.
	Move to last company.
	Key mapping configuration.
	Configure message menu that is employed by outside callers wishing to leave a message in a Mailbox.
	Configure functionality available while a recording is in progress.
	Configure company distribution lists.
	Configure company contacts.
	Configure company business hours.
	Configure company holidays.

General Tab



The General tab of Company allows you to specify general information about the company, including name, phone number, and company Mailbox.

Company Number: This field is entered automatically when you save the company.

Company Name: Enter the name of the company. The company name is used to associate users with a particular company when there are two or more companies sharing the same server. If this system is configured for only one company, this field will not affect any functionality of the system.

Domain Name/IP Address: Enter the domain name or the company IP address of the server.

Warning: This domain name or IP address should not be the same as your mail server, especially when using IMAP synchronization or BES. For example, if you are using **company.com** as your mail server domain (e.g. **user@company.com**), the domain you enter here should be something in the range of **voiceserver.company.com** and never **company.com**.

Phone Number: Enter the company's phone number. This information must be specified if you want to create a VPIM address.

Use Mailboxes From: From the dropdown menu, select another company if the current company is to share the Mailboxes with another company.

Fax Extension: Enter a Mailbox that is associated with a fax extension. This Mailbox will receive all faxes directed to this company.

Admin Mailbox: Enter the Administrator's Mailbox. The Admin Mailbox specified must have a VPIM address defined which is used for sending delivery notifications.

PBX Node: From the dropdown menu, select the PBX node that the current company will utilize. This option is only available if you have multiple PBXs defined in the PBX settings. You must choose a node whenever the option is available to you so that the system can properly manage the calls. Node numbers must be assigned sequentially starting with **1** (e.g. 1 2 3 4...).

Country: From the dropdown menu, select the country in which the system is located.

Greeting Format: From the dropdown menu, select the format that you wish to use to record the greetings.

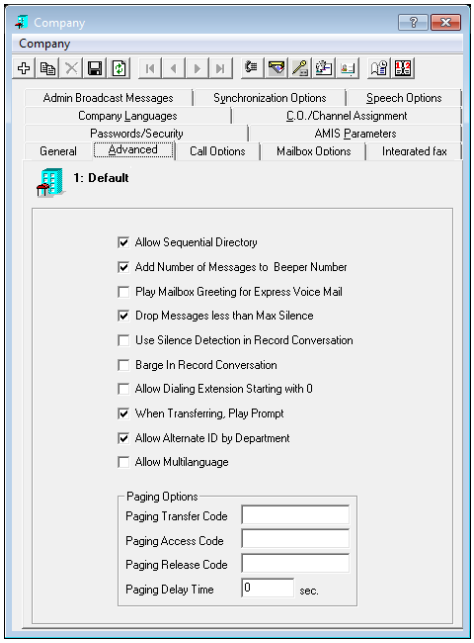
Collaboration URL: Enter the URL of the collaboration service that your company is using. Collaboration services are enabled in the Web Access.

Time Zone: Select the time difference in hours between your primary office location and Greenwich Mean Time (GMT).

Relate Company to: Select the C.O. Line radio button if C.O. lines are employed to identify the company. Otherwise, select the Port radio button. This field is used for clear identification of how incoming calls are managed in a multiple company environment.

Note: Avaya Messaging supports **Multi-Tenanting** where more than one company is setup on a single voice server. Each company is isolated from the others, so incoming calls on specific numbers or lines can be automatically routed to the correct auto attendant, Telephone User Interface and other resources. Additional licensing is required to configure more than one company.

Advanced Tab



The Advanced tab of Company allows you to specify a variety of options, such as rules followed during calls and paging options within the company.

Allow Sequential Directory: Enable this checkbox to indicate whether or not to allow callers to access the sequential directory when they press * while accessing the directory.

Add Number of Messages to Beeper Number: Enable this checkbox to indicate whether or not to indicate the number of new messages in the Mailbox when outcalling to a beeper. This is shown with an asterisk (*), followed by the number (for example, **201 *3** indicates **3** new messages in Mailbox **201**).

Play Mailbox Greeting for Express Voice Mail: Enable this checkbox to indicate whether to play the Mailbox greeting when callers are sent to Express Voice Mail, or merely the name prompt.

Drop Messages Less than Max Silence: Enable this checkbox to disable the delivery of messages that are less than the specified Maximum Silence. Max silence is defined in the PBX properties under Disconnect.

Use Silence Detection in Record Conversation: Enable this checkbox to end a recording of conversation when silence is detected. Max silence is defined in the PBX properties under Disconnect.

Barge in Record Conversation: Enable this checkbox to allow the barge in during recording of conversations.

Allow Dialing Extension Starting with 0: Enable this checkbox to allow the creation of extensions that lead with digit 0 (e.g. 033).

When Transferring, Play Prompt: Enable this checkbox to play the “Thank You. Please Hold” prompt when transferring calls from the automated attendant.

Allow Alternate ID by Department: When enabled, this allow users to have a mailbox in multiple Organizational Units but maintain a single, common Alternate ID extension. Incoming callers searching for that number will be prompted to choose which version of the contact to be connected with (i.e. John Smith, Toronto or John Smith, London).

Allow Multilanguage: In order for clients to use multilingual prompts on their mailboxes, this option must be enabled.

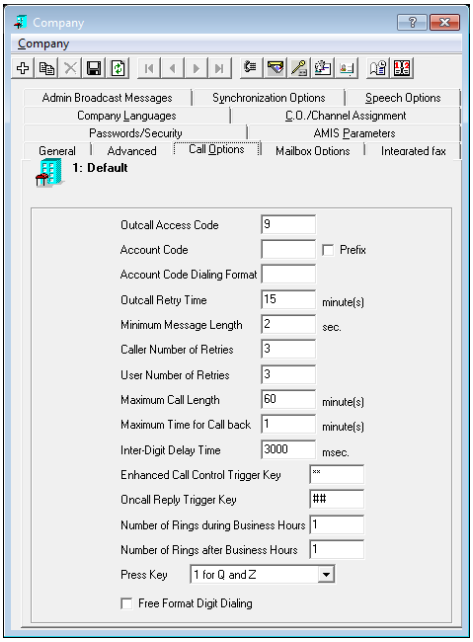
Paging Transfer Code: Enter the sequence of actions or digits that the system is to dial to make a transfer.

Paging Access Code: Enter the PBX port number for paging.

Paging Release Code: Enter the sequence of actions or digits that the system is to dial to get the caller back after intercom paging.

Paging Delay Time: Enter the length of time (in seconds) that the system is to wait after paging before transferring to the extension.

Call Options Tab



The Call Options tab of Company allows you to define the specific logic related phone calls. These settings will also determine the ground rules for users who are calling or receiving calls through the server.

Outcall Access Code: Enter the code required for the system to access an outside line. The code must be followed by a comma.

Account Code: Enter the appropriate long distance code. Enable the **Prefix** checkbox if you require the Account Code to be dialed before the long distance number.

Account Code Dialing Format: Enter the format required to successfully employ the Account Code. For example, if you require the account code to be entered both before and after the dialed number or even within the dial string, you will define it through here.

Outcall Retry Time: Enter the period of time (in minutes) that the system is to wait before attempting to make another outside call. The default is **2**.

Minimum Message Length: Enter the minimum length (in seconds) a recorded message should be before the system recognizes it to be valid. If a recorded message is shorter than this value, the system will reject it.
The default is **2**.

Caller Number of Retries: Enter the number of allowable invalid attempts an outside caller is allowed before being disconnecting from the call.
The default is **3**.

User Number of Retries: Enter the number of allowable invalid attempts an internal user is allowed before being disconnecting from the call.
The default is **3**.

Maximum Call Length: Enter the maximum time (in minutes) that an incoming call can last. A value of **0** indicates unlimited time. The default is **30** minutes.

Note: Call needs to be supervised by the server (i.e. Trombone) for maximum call length to be enforced. Calls connected via blind transfer do not have a time limit.

Maximum Time for Call back: Enter the maximum time (in minutes) that a call-back call can last.

Inter-Digit Delay Time: Enter the maximum time (in msec) that the system should wait between inband digit strings before reading. The default is **3000** msec.

Enhanced Call Control Trigger Key: Enter the sequence of keys that the user may press to access the Enhanced Call Control feature. The user must have this feature enabled in the feature group for these keys to have an effect.

Oncall Reply Trigger Key: Enter the sequence of keys that the user may press to return the user to their mailbox while utilizing the "Call Back to Sender" feature from their TUI. When the trigger keys are pressed, the sender who was called will be disconnected and the user will be returned to their mailbox.

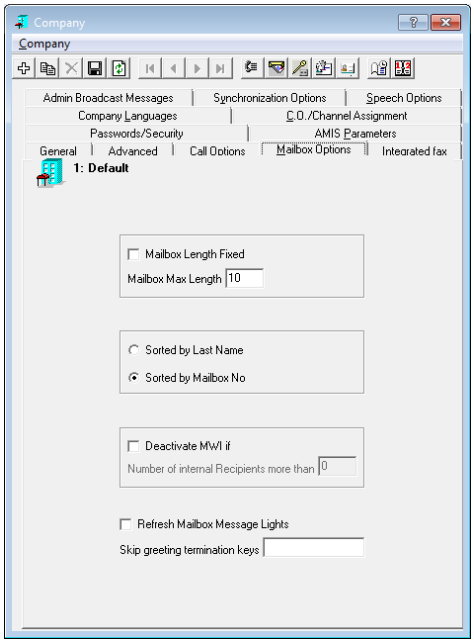
Number of Rings During Business Hours: Enter the number of rings before the auto attendant answers during business hours. A value of **1** intercepts calls quickly.

Number of Rings after Business Hours: Enter the number of rings before the auto attendant answers after business hours. A value of **1** intercepts calls quickly.

Press Key: From the dropdown menu, select either **1 for Q and Z** or **7 for Q and 9 for Z** to specify the numbers to use when entering these letters.

Free Format Digit Dialing: Enable this checkbox to allow free format dialing. Free format dialing allows callers to dial any system extension even if a Mailbox is not associated with that extension.

Mailbox Options Tab



The Mailbox Options tab of Company allows you to specify the options for all Mailboxes associated with the current company, including the Mailbox length (number of digits representing the Mailbox), the length of the directory list, and the method used to sort the Mailboxes.

Mailbox Length Fixed: Enable this checkbox to indicate whether or not the Mailboxes associated with this company will be fixed in length. Otherwise, the Mailbox number may be variable in length.

Mailbox Max Length: Enter the maximum number of digits that Mailboxes can be.

Sorted by Last Name: Select this radio button to have system playback the company sequential directory according to last name.

Sorted by Mailbox No: Select this radio button to have system playback the company sequential directory according to Mailbox number.

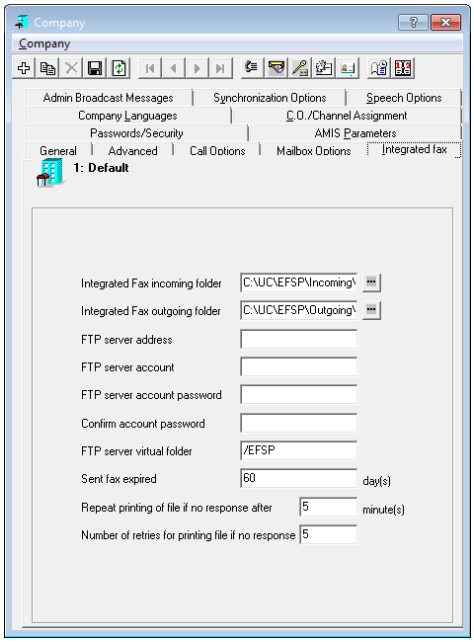
Deactivate MWI if: Enable this checkbox to deactivate message waiting indicators under a set condition below. Selecting this checkbox will enable the **Number of internal Recipients more than** field.

Number of internal Recipients more than: Enter the maximum number of active recipients that will deactivate the MWI. **Deactivate MWI if** must be enabled to modify this value.

Refresh Mailbox Message Lights: Enable this checkbox to automatically audit Mailbox status and reset Mailbox message lights in cases of power failures and computer reboots. This option is turned off by default and is only used when the PBX does not have the capability to store message light status in memory.

Skip greeting termination keys: Enter the DTMF key(s) that can be used for skipping the greeting.

Integrated Fax Tab



The Integrated Fax tab of Company allows you to specify fax options for all Mailboxes associated with the company.

Integrated Fax incoming folder: Enter the path of the incoming fax folder for the current company.

Integrated Fax outgoing folder: Enter the path of the outgoing fax folder for the current company.

FTP server address: Enter the current company's FTP server address.

FTP server account: Enter the account name required to access the above FTP server.

FTP server account password: Enter the password associated with the above FTP account.

Confirm account password: Re-enter the FTP server account password.

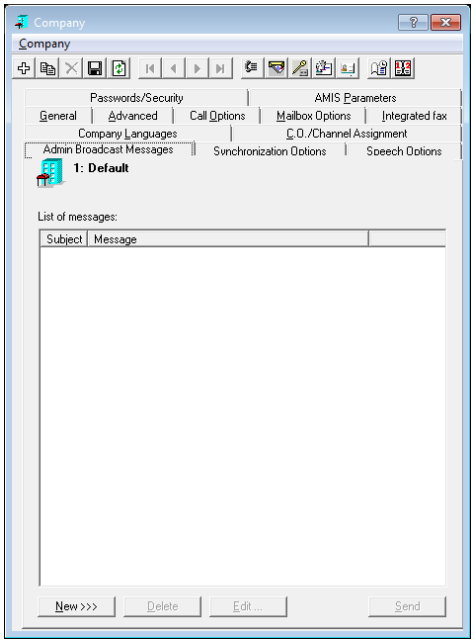
FTP server virtual folder: Enter the path of the folder on the FTP server where the files will be passed to and from the UC server.

Send fax expired: Enter the number of days that must pass before a fax expires.

Repeat printing of file if no response after: Enter the length of time (in minutes) the system will wait for a response after a print before attempting to print again.

Number of retries for printing file if no response: Enter the number of times the system will attempt a re-print if there is no response.

Admin Broadcast Messages Tab



The Admin Broadcast Messages tab of Company allows you to send text messages to all users in the current company. Please refer to **Broadcast Messaging on page 81** for details on the procedure.

List of messages: This field displays all of the broadcast messages that has been saved.

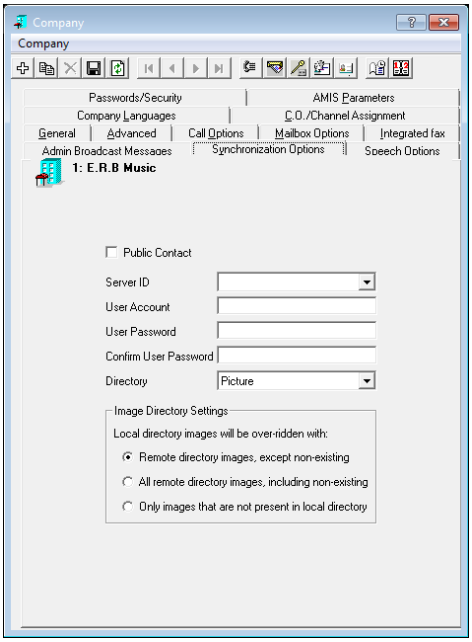
New: Click this button to create a new broadcast message.

Delete: Click this button to delete the selected broadcast message.

Edit: Click this button to edit the selected broadcast message.

Send: Click this button to send the selected broadcast message.

Synchronization Options Tab



Users can upload photographs to Google as part of their profile. The Synchronization Options tab allows the UC System to update these profile pictures when changes are made to the original online source files.

This tab provides company wide access for the system and requires an OAuth2 Service Account and Private key password to have been created on Google first.

Public Contact: Enable to include all corporate Public contacts. Disable to include only corporate contacts in the synchronization.

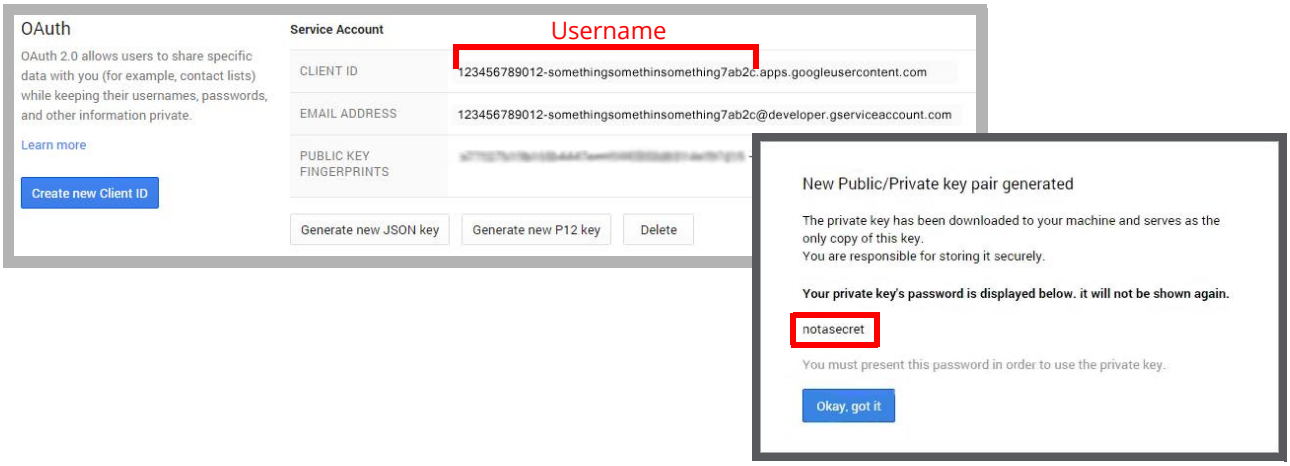
Server ID: Select the server where the profile picture is stored (e.g. **Gmail**).

User Account: Enter the user name taken from the **Client ID** of the OAuth2 Service Account. Do not include the domain portion of the Client ID.

User Password: Enter the OAuth2 private key password (**notasecret**).

Confirm User Password: Re-enter the private key password to confirm.

Directory: Select **None** to disable profile picture synchronization. Choose **Pictures** to synchronize with the online source directory.



Note: If OAuth2 is not being used, enter the admin explicit password for the login credentials.
User Account - Enter the administrator account and domain name (e.g. **adminuser@domain.com**).
User Password - Enter the administrator password.

Image Directory Settings

Avaya Messaging includes contact pictures if they have loaded a picture onto their Google profile. The **Image Directory Settings** control how the UC server deals with updated picture files.

Remote directory images, except non-existing: Picture files that are already in the storage directory that have changed since the last update will be downloaded.

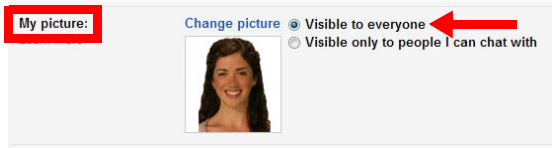
All remote directory images, including non-existing: All picture files for contacts will be downloaded to the image directory.

Only images that are not present in local directory: Picture files that are not already in the image directory will be downloaded.

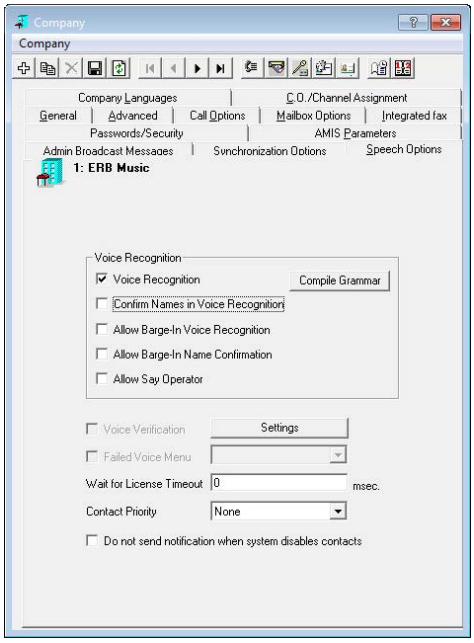
Web Application Settings

For Avaya Messaging to access and synchronize the image, the web application must be setup to allow others to view the image.

For example, in Gmail, go to **User Settings > My picture**, and enable the **Visible to everyone** radio button.



Speech Options Tab



The Speech Options tab of Company allows you to customize the voice recognition options for the Company.

Voice Recognition: Enable this checkbox to activate the ASR (automatic speech recognition) engine within the company.

Confirm Names in Voice Recognition: Enable this checkbox to play the confirmation prompt when the caller says the name of the desired party.

Allow Barge-In in Voice Recognition: Enable this checkbox to allow the voice recognition function to be active during prompts. For example, the caller can say the name of the desired party during the prompt as opposed to waiting for the prompt to finish if this option is enabled.

Allow Barge-In in Confirm Names: Enable this checkbox to allow confirmation during the confirmation prompt. For example, the caller can say "Yes" to be transferred right away without listening to the entire confirmation message.

Allow Say Operator: Enable this checkbox to allow a caller to be transferred to the operator by saying “Operator”.

Compile Grammar: Click this button to have the system recompile the grammar files located on the system.

Voice Verification: Enable this checkbox to allow voice verification as a login method. This feature may be used in conjunction with the traditional DTMF key input or as a stand alone option. Click on the Settings button for detailed configuration options.

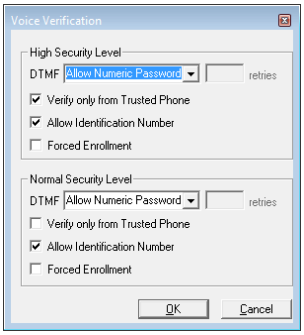
Failed Voice Menu: Select the menu that the user will be sent to after voice verification has failed. This option is only available if voice verification is enabled.

Wait for License Timeout: Enter the time (in msec) that voice verification will wait before proceeding with a failed action. The voice verification feature requires a license to function and in some cases, the license cannot be verified due to the high volume of traffic on the voice verification ports. Setting a reasonable time within this field will allow the users to wait in the queue rather than failing right away.

Contact Priority: From the dropdown list, select which of your contacts (Public, Private or None) is less important when performing speech recognition on contacts. This information will be used to streamline the way in which the server processes the contact database.

Do not send notification when system disables contacts: Enable this checkbox to disable message notification when contacts are disabled from the system.

Voice Verification Security Settings



DTMF:

Allow Numeric Password: Select this option to permit the user to enter their password through the telephone keypad instead of using a voiceprint.

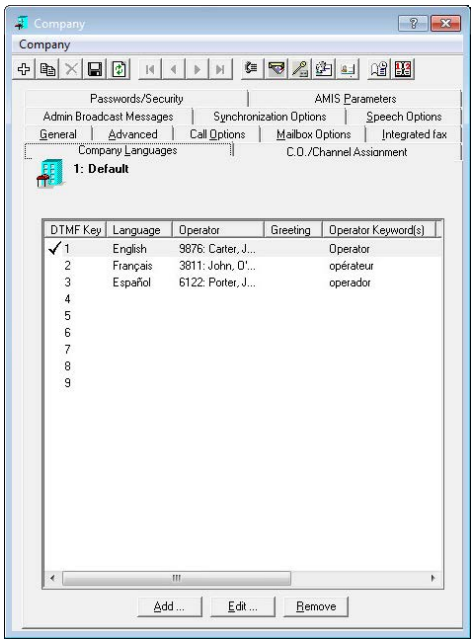
Allow Numeric Password after...retries: Select this option to permit the user to enter their password through the telephone keypad after the specified number of failed attempts using their voiceprint.

Verify only from Trusted Phone: Enable this checkbox to allow voice verification only from trusted phones. Trusted phones are defined under the Mailbox > Address tab for each individual address setting.

Allow Identification Number: Enable this checkbox to allow the users to log into their Mailbox by saying their Identification Number (usually from an external number).

Force Enrollment: Enable this checkbox to force Mailbox users to enroll for voice verification at the company level instead of individually.

Company Languages Tab



The Company Languages tab of Company allows you to configure the languages for the UC system according to the modules that you have installed. The UC has the ability to play system prompts, holiday, business hours and company greetings in selected languages. Please refer to **Add / Edit Language Properties on page 64** for details.

Add: Click this button to add a language to selected DTMF key.

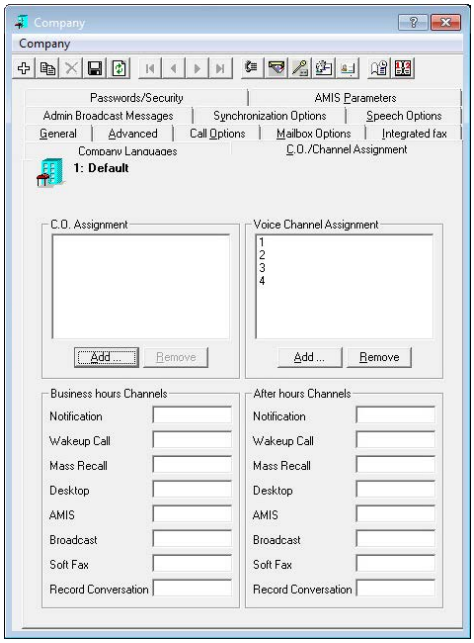
Edit: Click this button to edit the language associated with the selected DTMF key.

Remove: Click this button to remove the language associated with the selected DTMF key.

Note: Each company can have its own default language.

Note: Language availability is controlled by licensing.

C.O./Channel Assignment Tab



The C.O./Channel Assignment tab of Company allows you to manually define C.O. Lines and Voice Channels to a company. This allows you to efficiently manage your resources, especially under a multi-tenant (multi-company) environment.

Assigning C.O. lines to companies will allow you to control which company picks up calls on a particular C.O. line. For example, if C.O. Line 1 is assigned to Company 1 and C.O. Line 2 is assigned to Company 2, all calls received by C.O. Line 1 will be answered by Company 1 while calls received by C.O. Line 2 will be answered by Company 2. Dividing the companies through C.O. line definition will also allow all the companies to share the port resources.

If your PBX does not support C.O. Line identification, you may divide the companies through ports (Voice Channels). In this case, the ports will be confined to the company they are assigned to.

You may also assign specific channels that are to be used for certain functions in this tab to better manage your resources. You will be able to define channels for 2 scenarios at each company: one for during business hours and one for after hours.

Note: When there is only one company, there is no need to dedicate C.O. lines.

Note: Voice Channels will be defined automatically in the default company upon initial installation/configuration.

C.O. Assignment

Add: Click this button to add a C.O. assignment.

Remove: Click this button to remove the selected C.O. assignment.

Voice Channel Assignment

Add: Click this button to add a voice channel assignment.

Remove: Click this button to remove the selected voice channel assignment.

Business hours Channels

The settings defined here will be used during the business hours of the current company.

Notification: Enter the channels to be used for outcall notification (e.g. phone, beeper).

Wakeup Call: Enter the channels to be used for the wakeup call function.

Mass Recall: Enter the channels to be used for Mass Recall.

Note: This field can have dedicated channels. For light port activity usage, they can be the same as the notification ports.

Desktop: Enter the channels to be used for message playback (from Outlook and Client).

Note: It is recommended that you allocate separate ports for **Desktop** and **Notification** to eliminate the chance of collisions between the two events.

AMIS: Enter the channels to be used for AMIS.

Broadcast: Enter the channels to be used for Broadcast.

Record Conversation: Enter the channels to be used for various recording features.

After hours Channels

The settings defined here will be used outside of the business hours of the current company.

Notification: Enter the channels to be used for outcall notification (e.g. phone, beeper).

Note: A range of channels can be addressed with a dash (e.g. 1-4) while many individual channels are divided by commas (e.g. 1,3).

Wakeup Call: Enter the channels to be used for the wakeup call function.

Mass Recall: Enter the channels to be used for Mass Recall.

Note: This field can have dedicated channels. For light port activity usage, they can be the same as the notification ports.

Desktop: Enter the channels to be used for message playback (from Outlook and Client).

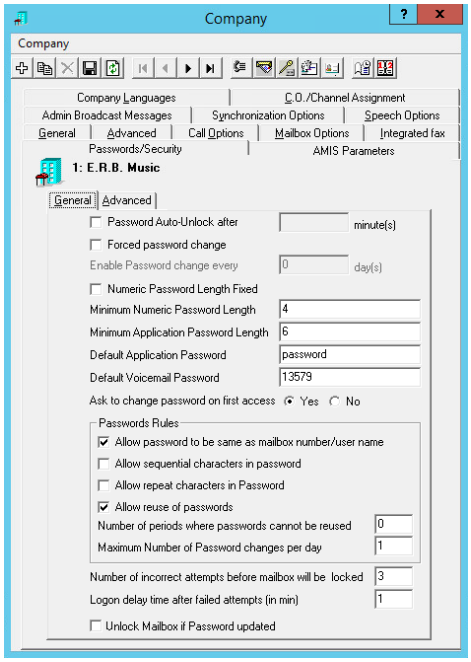
Note: It is recommended that you allocate separate ports for **Desktop** and **Notification** to eliminate the chance of collisions between the two events.

AMIS: Enter the channels to be used for AMIS.

Broadcast: Enter the channels to be used for Broadcast.

Record Conversation: Enter the channels to be used for various recording features.

Passwords/Security Tab



The Passwords/Security tab of Company gives you control over the level of password security for the company.

General

Password Auto-Unlock after: Enable this checkbox to automatically unlock a locked Mailbox (e.g. after too many login attempts, etc.) after the set amount of time passes. The field to enter the amount of time becomes active once the checkbox is enabled.

Forced password change: Enable this checkbox to force each Mailbox user (in the current company) to change their password after a period defined in the text box below. The field to enter the period becomes active once the checkbox is enabled.

Enable Password change every X day(s): Enter the number of days after which a Mailbox user must change their password. For example, if you enter **30** in this field, users will be forced to change their password every 30 days. This field becomes active when Forced password change is enabled.

Note: You must enter a value greater than **0** day(s) on this field when utilizing this feature. This is also true when you are utilizing force password change upon reset feature.

Numeric Password length Fixed: Enable this checkbox to establish a fixed length for **voicemail** or **numeric** passwords.

Password Length/Minimum Numeric Password length: When *Numeric Password length Fixed* is enabled, enter the length for fixed numeric passwords. For example, if you want all mailbox passwords to be seven characters long, enter 7 in this field. When *Numeric Password length Fixed* is not enabled, enter the minimum allowed length for numeric passwords. Longer passwords can be used if desired.

Minimum Application Password length: Enter the minimum allowed length for application (alphanumeric) passwords. Longer passwords can be used if desired.

Default Application Password: Enter the default password for all application accounts under the current company.

Default User Password: Enter the default password for all new mailbox accounts created under the current company.

Ask to change password on first access: Select the **Yes** radio button to force the users to change their password when they first log in to their mailbox. Select **No** to allow the users to use the default password continuously.

Allow password to be same as mailbox number / user name: Enable this checkbox to allow a user's mailbox number / user name and the password to be the same (i.e. the password for Mailbox 1234 can be set as **1234**).

Allow sequential characters in password: Enable this checkbox if you want to allow users to use sequential characters in their password (e.g. **ABC** or **123**).

Allow repeat characters in Password: Enable to allow repeated characters in the password (e.g. **AAA** or **555**).

Allow reuse of passwords: Enable this checkbox to allow a previous password to be reused. The number of times a password can be reused is defined in the field below.

Number of periods where passwords cannot be reused: Enter the period in which the old password becomes reusable. (i.e. if you enter **2** in this field, a user can use a specific password again after 2 cycles of enforced password changes while entering '0' allows the users to reuse the same password continuously).

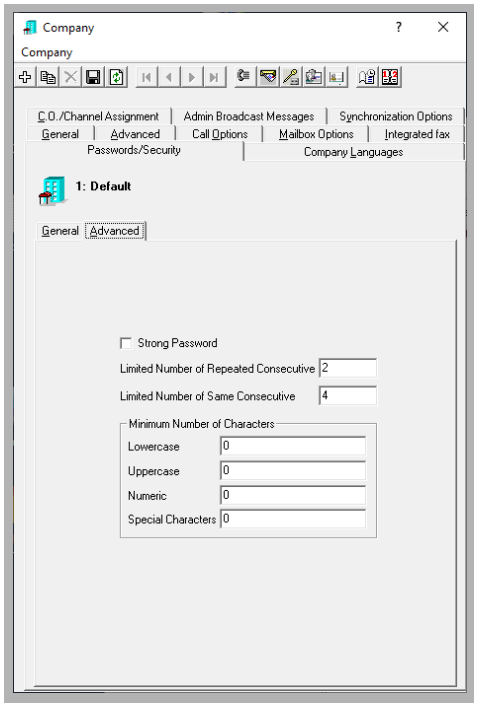
Maximum Number of Password changes per day: To increase system security, set this value to limit the number of times a user password can be changed in one day. Administrator accounts are not affected. Acceptable values are **1-24**.

Number of incorrect attempts after Mailbox is locked: Enter the number of failed user login attempts allowed before a Mailbox is locked.

Login delay time after failed attempts (in min): After reaching the set number of failed login attempts, this user will not be allowed another attempt until the specified number of minutes have elapsed.

Unlock Mailbox if Password updated: Once enabled, whenever a mailbox password is updated, its locked status will be reset allowing it to be opened normally. If disabled, a locked mailbox will remain locked after a password update.

Advanced



Strong Password: Enable this checkbox to override the following parameters and require the passwords to meet JITC standards. Refer to the Server Installation Guide chapter on JITC for complete details.

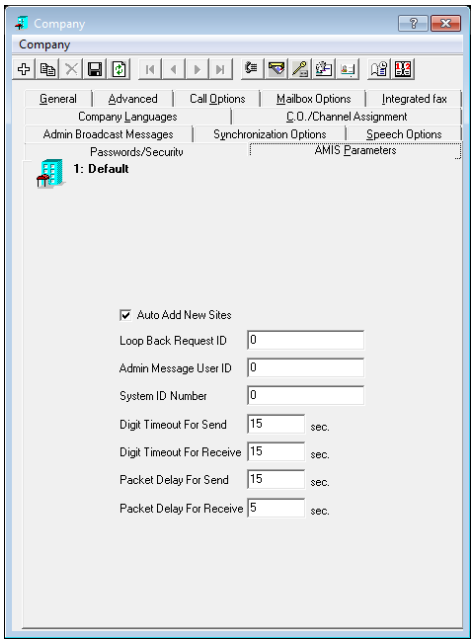
Limited Number of Repeated Consecutive: The new password cannot be the same as any of the previous **X** passwords.

Limited Number of Same Consecutive: A new password cannot contain this number of the same characters or digits together (i.e. 1111, abcDDDefg).

Minimum Number of Characters: A password must have at least this many of each character type. **0** means that no such characters are required in the password.

- **Lowercase / Uppercase** - Specify the number of uppercase and lowercase characters that are required (a A).
- **Numeric** - Choose how many of the characters in the password must be numbers (0-9).
- **Special Characters** - Include special characters (i.e. !@#$%^&*) in the password.

AMIS Parameters Tab



The AMIS Parameters tab of Company allows you to specify the AMIS (Audio Messaging Interchange Specification) settings. AMIS is a standard that enables voice messaging systems produced by different vendors to be networked together.

Auto Add New Sites: Enable this checkbox to automatically add sites that are not registered to the network database. The **Description** field of the auto-added sites will show the date the site was auto-added.

Loop Back Request ID: Enter the AMIS loop back test number for this site. For LOCAL sites, this defines the loop back test for incoming calls from other sites.

Admin Message User ID: Enter the user ID that will receive messages that cannot be delivered or returned.

Note: The default value for this field is blank. If the field is left blank, undeliverable and returned messages will be deleted. This field is used for **local** sites only.

System ID Number: Enter an unique string that identifies this company to all other sites as an AMIS site. It will also identify the callback telephone number.

Digital Timeout For Send: Enter the number of seconds to wait for all digits before timeout. The default is **15**.

Digit Timeout For Receive: Enter the number of seconds to wait for all digits before timing out. The default is **15**.

Packet Delay For Send: Enter the number of seconds the system should wait before sending a time out message. The default is **3**.

Packet Delay For Receive: Enter the number of seconds the system should wait before sending a time out message. The default is **3**.

Other Company Related Options/Configuration

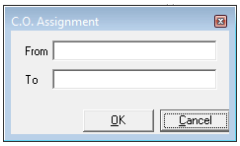
Add C.O./Voice Channel Assignment

Line Answering parameters define how the telephone system and the auto attendant system ports are utilized. When more than one company shares the same telephone system, it is possible to set-up the system with "Floating Ports." This means both companies can share the same Inbound Ports.

However, the C.O. Lines used by each company must be identified so that the system knows which company should pick up the call. For example, if you have two companies using a four port system and each company has two incoming C.O. Lines, C.O. Lines 1 and 2 for company A, and C.O. Lines 3 and 4 for company B, both companies will use Inbound Ports 1 to 4, or as many as you have installed.

Note: When there is only **one company**, there is **no need** to dedicate any C.O. lines. These assignments do not have to be independent of one another if you setup multi-tenanting with C.O. Line assignment. Under voice channel allocation you must configure channels that have been allocated to this particular company. If the UC server is set up for only one company, follow the outline for a single company. For multiple companies, follow the outline for Multi-Tenanting.

Adding a C.O. Assignment Entry



From: Enter the first number of C.O. lines that the current company will use to receive incoming calls.

To: Enter the last number of C.O. lines that the current company will use to receive incoming calls.

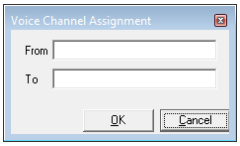
Note: If you want to add a single entry, simply enter the same number in the From and To field (e.g. From: 1, To: 1).

Note: If your telephone system does not have C.O. Line identification, you may simulate C.O. Line identification. Set up the C.O. Lines to ring into real extensions that are programmed to forward all calls to Server Pilot. On the “Inband Parameters” screen, enter the inband that you would normally receive from a forwarded extension into the Parameter 190 - "Inband Outside C.O. Call". On the company screen, enter the extension number of this forwarded extension in the C.O. Lines field.

For example, Extension 123 is to be used to identify a call for company A. The code sent by the telephone system to the server is 99E. In parameter 190, enter 99E. On the company screen, in the C.O. Lines field enter From: 123 and To: 123.

Companies must be listed sequentially according to C.O. Line Number whenever multi-tenanting based on C.O. Line Number is used.

Adding a Voice Channel Assignment Entry



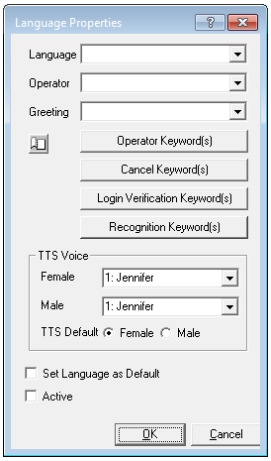
From: Enter the first voice channel that will be used by the current company.

To: Enter the last voice channel that will be used by the current company.

Note: In majority of cases, the channels will be assigned automatically upon UC server installation.

Note: If you want to add a single entry, simply enter the same number in the From and To field (e.g. From: 1, To: 1).

Add / Edit Language Properties



Language: From the dropdown menu, select a language.

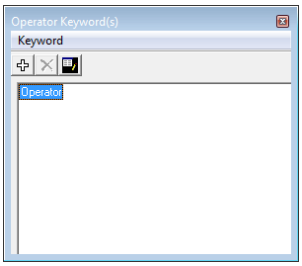
Operator: From the dropdown menu, select the mailbox number of the company operator (receptionist) for this language. This allows callers to transfer to this extension when they press zero (0) to speak to an operator in the preferred language.

Greeting: From the dropdown menu, select a company greeting to be associated with this language.

Operator Schedule

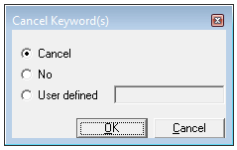
Refer to Operator Schedule on page 77 for more information.

Operator Keyword(s)



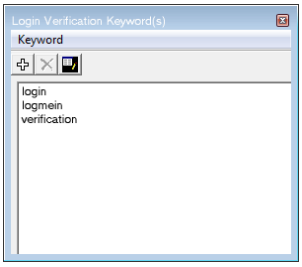
Operator Keywords will be recognized by the ASR system which will then transfer the call to the default operator when the keyword is spoken by the caller.

Cancel Keyword(s)



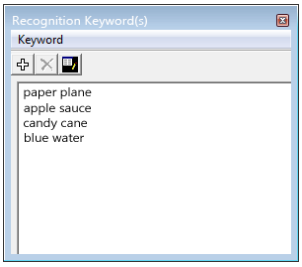
Cancel Keywords will be recognized by the ASR system to cancel input when the keyword is spoken by the callers.

Login Verification Keyword(s)



Login Verification Keywords will be recognized by the ASR system to send the caller to the corresponding mailbox to login. The caller will have to say additional information (e.g. their name, ID number) if the system does not recognize the user right away. The caller must be a voice verification user to use this feature.

Recognition Keyword(s)



Recognition keywords are used by the ASR engine to match the voice print of the user during voice verification. It is best to choose words that are easy to pronounce that also have a good mixture of vowels and consonants.

TTS Voice

Female: From the dropdown menu, select the female voice that will be used for the current language.

Male: From the dropdown menu, select the male voice that will be used for the current language.

TTS Default: Select Female radio button to make the default TTS voice female or Male radio button to make the default TTS voice male.

Set Language as Default: Enable this checkbox to make the current language the default for the Company.

Active: Enable this checkbox to activate the current language. If not activated, the language will be unavailable in the system when multiple languages are present.

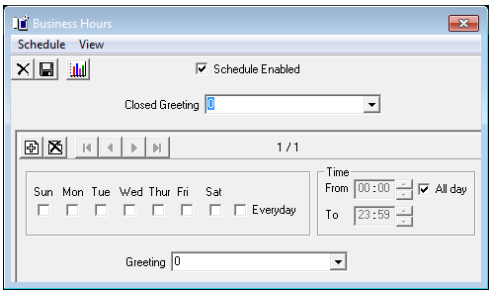
Business Hours

The Business Hours dialog box allows you to designate your company's office hours. These business hours are used in conjunction with Greeting Times to play the appropriate greeting.

Buttons

Button	Description
	Delete the entire Business Hours schedule.
	Save Business Hours schedule.
	View a report of all Business Hours schedules.
	Create a new Business Hours schedule entry.
	Delete the current Business Hours schedule entry.
	Move to first Business Hours schedule entry.
	Move to previous Business Hours schedule entry.
	Move to next Business Hours schedule entry.
	Move to last Business Hours schedule entry.

Business Hours Configuration



Schedule Enabled: Enable this checkbox to activate the current schedule.

Closed Greeting: From the dropdown menu, select the phrase that you want to play when a call is received outside of business hours.

Days: Select the checkboxes of the days of the week on which you want the greeting to run.

Time From: Scroll to the time (hours and minutes in 24-hour format) that the greeting is to start, or manually enter the time in the field.

Time To: Scroll to the time (hours and minutes in 24-hour format) that the greeting is to end, or manually enter the time in the field.

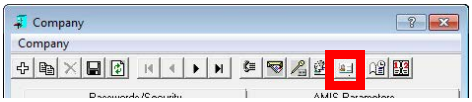
Note: Select the **All Day** checkbox if you want the greeting to play by default, regardless of the time. If no time is entered in the **Time From/Time To** fields, the system will select **All Day** for its default value.

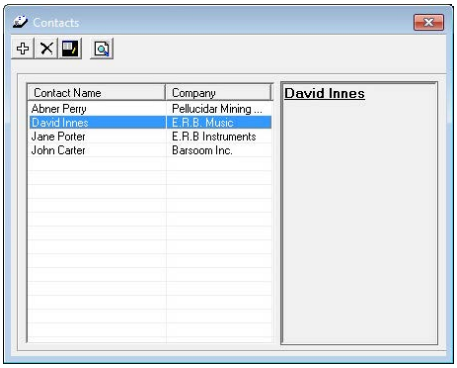
Note: A value of **From 13:00** to **no value** indicates **1:00 PM to midnight**. The minimum value is **0:00** and the maximum value is **23:59**.

Note: The **From** field can not be greater than the **To** field.

Greeting: From the dropdown menu, select the greeting that is to play during the specified business hour.

Company Contacts





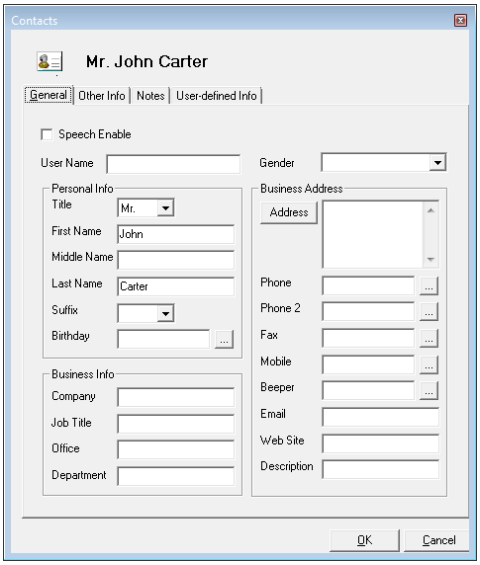
The Admin console allows you to create company contacts.

Company Contacts Buttons

Button	Description
	Add new Company Contact.
	Delete selected Company Contact.
	Edit selected Company Contact.
	Search for a Company Contact.

Adding / Editing a Contact

General



Speech Enable: Enable this checkbox to allow this contact to be dialed using voice recognition.

User Name: Enter the contact's name as you want it to appear in the list.

Gender: From the dropdown menu, select the gender for the contact.

Personal Info

Title: From the dropdown menu, select a salutation for the contact (e.g. Mr.)

First Name: Enter the contact's first name.

Middle Name: Enter the contact's middle name.

Last Name: Enter the contact's last name.

Suffix: From the dropdown menu, select a suffix for the contact's (e.g. Jr.).

Birthday: Enter or click on the ellipsis button ... to select it from a calendar.

Business Info

Company: Enter the name of the contact's company.

Job Title: Enter the contact's official job title.

Office: Enter the location name of the office where the contact works.

Department: Enter the name of the company department in which the contact works.

Business Address

Address: Enter the contact's address directly or through the dialog box by pressing the Address button.

Phone: Enter the contact's primary telephone number.

Phone 2: Enter the contact's secondary telephone number.

Fax: Enter the contact's fax number.

Mobile: Enter the contact's mobile phone number.

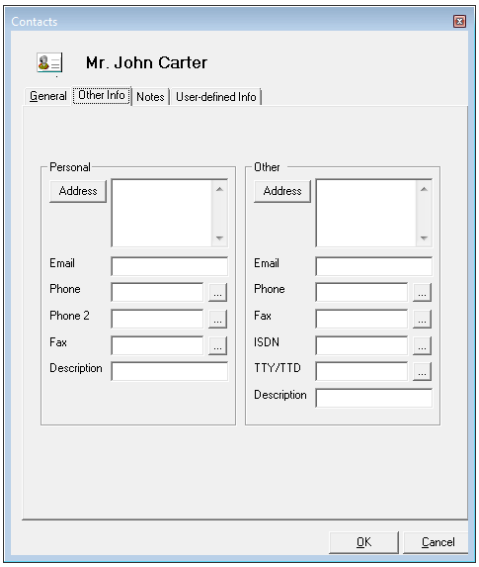
Beeper: Enter the contact's beeper number.

email: Enter the contact's email address.

Web Site: Enter the contact's business or personal web site.

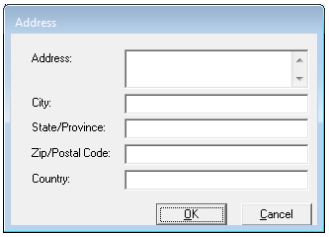
Description: Enter a short description for your reference.

Other Info

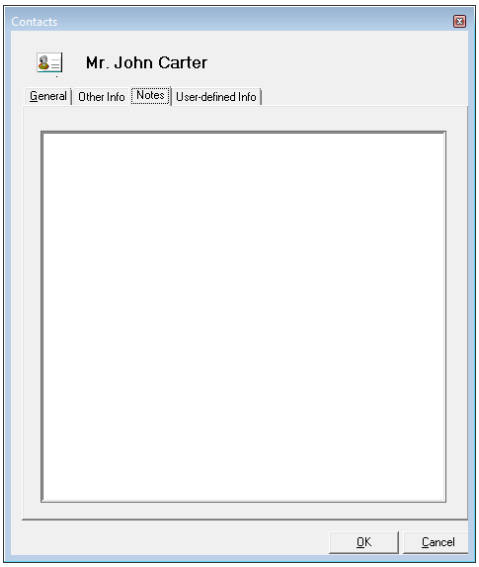


Use the **Other Info** tab to enter additional personal information for the contact.

Click the **Address** button to include more detailed address details.

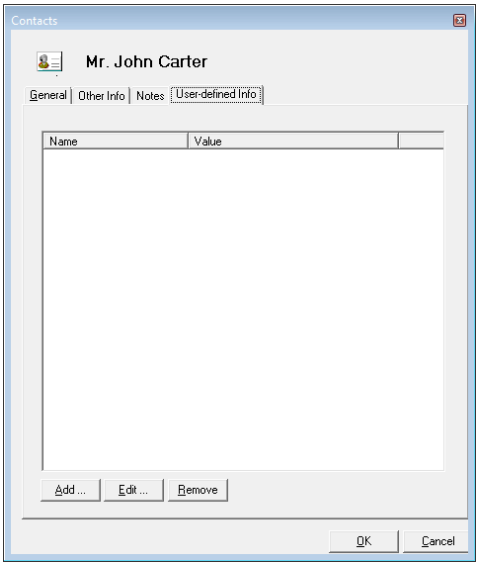


Notes



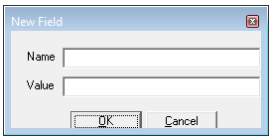
Use the **Notes** tab to enter any notes/comments about the contact.

User-defined Info



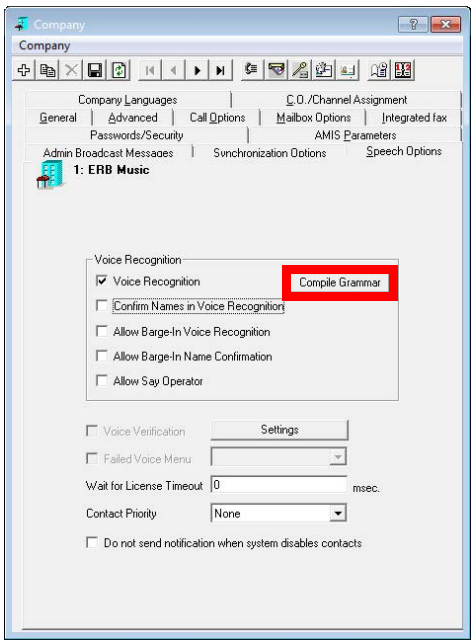
Use the **User-defined Info** tab to create your own entries for this contact.

For example, enter a contact's nickname in the space provided here. In such a case, you would click on the **Add** button. The New Field dialog box appears.



If that contact's nickname was 'Growler', you would enter 'Nickname' in the **Name** field and 'Growler' in the **Value** field, then click **OK**.

Compile Grammar



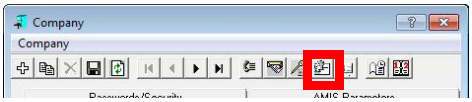
Each time you create a Mailbox, you enter the first and last name of the user. Using speech recognition technology, the system allows a caller to speak a user's name and be directly transferred to the appropriate Mailbox. Creating and compiling the grammar file allows you to maximize the ASR/Voice Verification functionality.

When Mailboxes are added or names are modified, grammar compilation is necessary and will automatically be scheduled 5 minutes after the last change is made. To compile grammar manually, go to the **Company > Speech Options** tab and click on the **Compile Grammar** button.

Compiling Grammar also does the following:

- Allows people to say the name of contacts.
- Allows people to say the name of the party that they wish to message.
- Compiles the Voice Verification keyword list.
- Compiles the list of people who have Voice Verification enabled.

Distribution List



The UC system allows you to create a distribution list consisting of one or more message recipients. This enables you to send a voicemail, email, or fax to more than one user simultaneously.

When creating the distribution list you can add internal users, users on a site that is networked via AMIS to the server, users on a site that is networked via VPIM to the server, and external email users. This allows you to send messages to any user with one of these profiles.

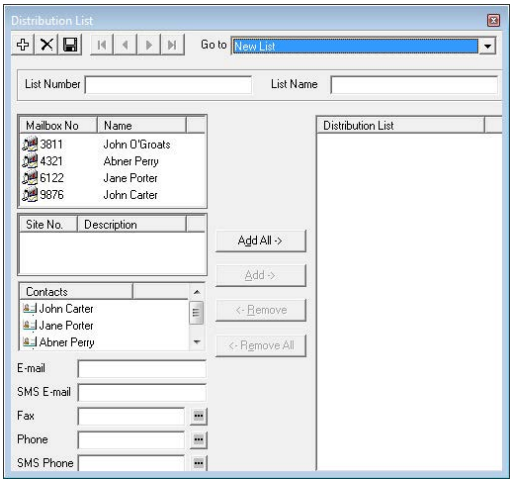
Each Mailbox has the ability to hold all the distribution lists that you need, each consisting of an unlimited number of Mailboxes.

Note: When you are viewing a personal distribution list that consists of both **Private & Public** contacts, you will only see the **Public** contacts on the list from the Admin. However, the list still holds the **Private** contacts and can be accessed by the user who created the contact. This ensures the privacy of individual users and their personal contacts.

Distribution List Buttons

Button	Description
	Create a new Distribution List.
	Delete current Distribution List.
	Save current Distribution List.
	Move to first Distribution List.
	Move to previous Distribution List.
	Move to next Distribution List.
	Move to last Distribution List.

Distribution List Configuration



List Number: Enter the Distribution List number.

List Name: Enter a name for the Distribution List.

Note: The list name can consist of any combination of alphanumeric characters. If you require the voice mail system to read your distribution lists to you, it will read the characters that you have entered in this field through the telephone handset using the Text-to-Speech (TTS) feature.

Note: Both the list number and list name must be unique within a company.

After Selecting the Item(s) on the Left Pane:

Add: Click on this button to add the selected entries to the Distribution List.

Note: Due to the nature of Remote Site entries you must add them individually. Please refer to the below section to learn more about adding entries to the Distribution List from Remote Sites.

Add All: Click on this button to add all Mailbox entries to the Distribution List.

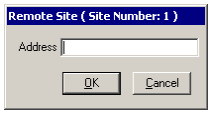
After Selecting the Item(s) on the Right Pane:

Remove: Click on this button to remove the selected entries from the Distribution List.

Remove All: Click on this button to remove all entries from the Distribution List.

Adding an Remote Site Entry

After Selecting a Remote Site Number from the Left Pane:



Enter the address of the user/Mailbox/extension that you wish to reach.

Note: An AMIS address must be numeric. A VPIM address can be alphanumeric.

Adding a Manual Entry (Email/Fax/SMS/Phone)

You may add Email, SMS Email, Fax and SMS Phone entries manually to the distribution list.

email: Enter the full email address then click on the Add button.

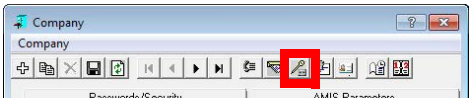
SMS email: Enter the full SMS email address then click on the Add button.

FAX: Enter the FAX number then click on the Add button. Alternatively, click on the ellipsis button ... to open a dialogue to define country code, area code and phone number separately.

Phone: Enter the Phone number then click on the Add button. Alternatively, click on the ellipsis button ... to open a dialogue to define country code, area code and phone number separately.

SMS Phone: Enter the SMS Phone number then click on the Add button. Alternatively, click on the ellipsis button ... to open a dialogue to define country code, area code and phone number separately.

During Record Menu

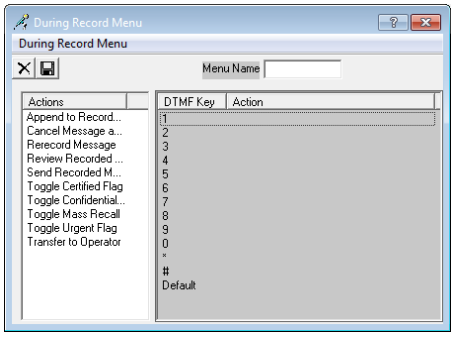


The During Record Menu allows you to configure a message menu that will be used by outside callers during a message recording session.

During Record Menu Buttons

Button	Description
	Delete current During Record Menu.
	Save current During Record Menu.

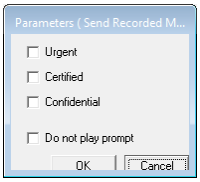
During Record Menu Configuration



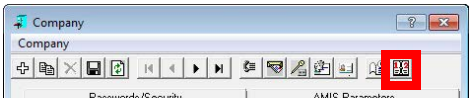
Menu Name: Enter a name for the sub menu.

Actions: Drag and drop an action in this panel to the DTMF key of choice. By assigning actions to specific keys, outside callers will be presented with the actions you have defined.

Click **Save** when finished.

Action	Function
Append to Recorded Message	Adds the message to a previously recorded message.
Cancel Message and Exit	Cancels the message and exits.
Rerecord Message	Allows a caller to rerecord a message.
Review Recorded Message	Plays back the recorded message for review.
Send Recorded Message	Sends the message to the destination. When you attach this function to a DTMF key the following window will appear.  **Urgent**: Enable this checkbox to mark the message as urgent. **Certified**: Enable this checkbox to notify the caller when the message is received. **Confidential**: Enable this checkbox to restrict the receiver from forwarding the message. **Do not play prompt**: Enable this checkbox to disable the prompt, if desired. The default value is to enable the prompt.
Toggle Certified Flag	Flags message as certified.
Toggle Confidential Flag	Flags the message as confidential.
Toggle Mass Recall	Enables mass recall.
Toggle Urgent Flag	Flags the message as urgent.
Transfer to Operator	Sends the caller to the company operator.

Holidays

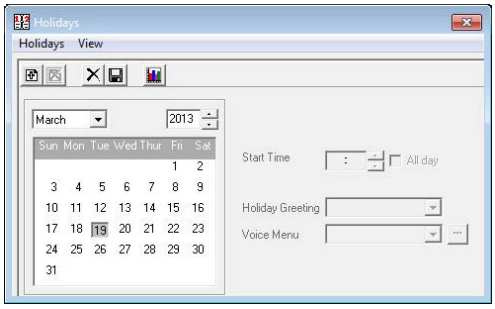


The Holidays parameter allows you to specify holidays so that an appropriate greeting can be played on that day. You can enter as many holiday dates as you require.

Holidays Buttons

Button	Description
	Create a new Holiday entry.
	Delete the current Holiday entry.
	Delete all Holiday entries.
	Save Holiday entries.
	View a report of all Holidays.

Configuring Holidays



Note: When the Company starts with a Voice Menu, the Holidays phrase will only take effect if the Phrase field says “Company Active Greeting” in the Voice Menu. This tells the system to use the **Phrase** defined on the **Greetings** tab of the Holiday screen, and to check if the current day is a Holiday.

Note: You can also double click on the date instead of manually adding a Holiday entry on the selected date by clicking on the button.

Month: From the dropdown menu, select the month that the holiday appears in.

Year: Select or enter the year in which the holiday appears in.

Start Time: Select or enter the start time of the holiday. The callers will hear the selected greeting and be sent to the define Voice Menu starting at the defined time on the selected holiday. The holiday will expire at 23:59 PM of that day.

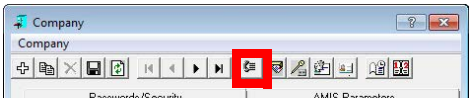
All day: Enable this checkbox to honor the holiday for the entire day. The callers will hear the selected greeting and be sent to the define Voice Menu starting at 12:00 AM of the holiday. The holiday will expire at 23:59 PM of that day.

Holiday Greeting: From the dropdown menu, select the prompt that corresponds to the selected holiday.

Note: You must record a new prompt for each holiday that you add. To record these greetings, refer to Recording a company greeting on page 451.

Voice Menu: From the dropdown menu, select the Voice Menu that the system will use during the Holiday hours.

Key Mapping



The Key Mapping dialog allows you to specify single digit key access, enabling callers to perform actions using a telephone keypad. For example, you can setup your system to allow a caller to press <1> for the Sales Department, <2> for Technical Support, and so on.

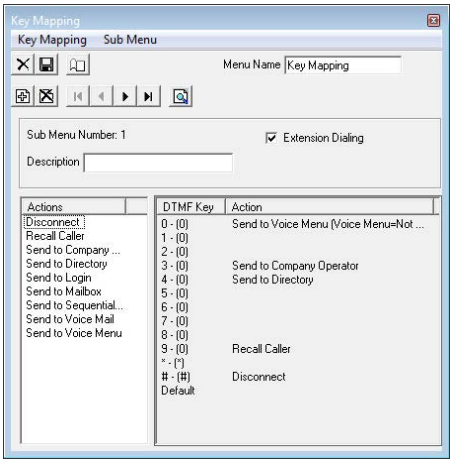
Before customizing key mapping, you must be aware of the default keys:

*	Directory (access to company directory)
#	Login (user's access to the system)
0	Operator

Key Mapping Buttons

Button	Description
	Delete current Key Mapping.
	Save current Key Mapping.
	Open Start Menu Schedule. Use this schedule to define when the custom Key Mapping is going to be used.
	Create a new Sub Menu.
	Delete the current Sub Menu.
	Move to first Sub Menu.
	Move to previous Sub Menu.
	Move to next Sub Menu.
	Move to last Sub Menu.
	Search for a Sub Menu.

Key Mapping Configuration



Creating a key mapping sub menu allows the user to create a series of different key mapping definitions based on different times and days of the week. For example, if a caller presses **1** in the morning, they are transferred to Sales. If they press **1** when the company is closed, however, the system transfers the call to the west coast office where operations are still open to handle the call.

Menu Name: Enter a name for current key mapping. This is for administrator use only and has no affect on performance.

Sub Menu Number: This number is automatically assigned when you create a sub menu.

Extension Dialing: Enable this checkbox to allow callers to transfer to a Mailbox user by pressing the DTMF keys (i.e. if you set 2 to be a disconnect, the user can enter 2022 to be transferred to Mailbox 2022 instead of being disconnected).

Description: Enter a description for current key mapping sub menu. This is for administrator use only and has no affect on performance.

Actions: This field displays a list of predefined actions you can configure in the automated attendant. The following actions are available for key mapping:

Action	Function
Disconnect	Hangs up the call
Recall Caller	Recalls the caller out of the Voice Menu of a defined Mailbox. **Note**: The DTMF Key assigned to this action cannot be the same as the first number of the user's Mailbox number. For example, if a user has the Mailbox number 255, the Recall Caller action cannot be assigned to DTMF key 2.
Send to Company Operator	Sends the caller to the company operator.
Send to Directory	Sends the caller to the company directory.
Send to Login	Allows the caller to log into the system as a user.
Send to Mailbox	Transfers the caller to a defined Mailbox.
Send to Sequential Directory	Lists the company directory by name in alphabetical order.
Send to Voice Mail	Sends the caller to the Mailbox that was entered. **Note**: This action works in the same way as if you had pressed # E# (for example, 7#E#).
Send to Voice Menu	This transfers the call into a custom Voice Menu for further processing.

There are two methods available to add an action to a DTMF key:

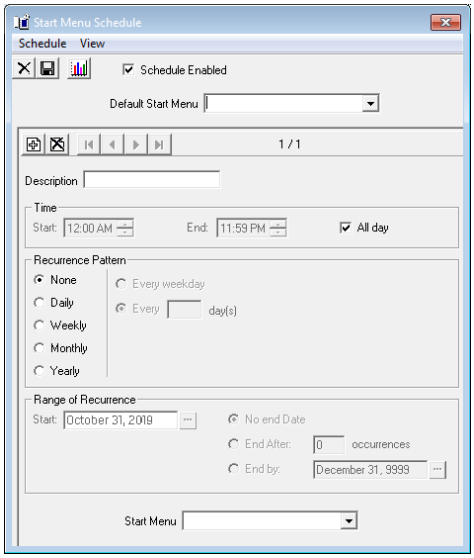
- Highlight an action, right click and select **Set Action To**. Select a DTMF key to match to the action. For example, if Disconnect is to be set to DTMF key 1, right click on Disconnect, click on Set Action to, and then select 1. Disconnect should be assigned to DTMF key 1.
- Click and drag the desired action to the DTMF Key in the right pane.

Key Mapping Schedule

Key Mapping Schedule Buttons

Button	Description
	Delete Key Mapping Schedule.
	Save Key Mapping Schedule.
	View a list of all Key Mapping Schedules.
	Create a new Schedule.
	Delete the current Schedule.
	Move to first Schedule.
	Move to previous Schedule.
	Move to next Schedule.
	Move to last Schedule.

Key Mapping Schedule Configuration



Schedule Enabled: Enable this checkbox to active the key mapping schedule.

Default Start Menu: From the dropdown menu, select the start menu that should be active when there is no start menu defined individually in the sub menus.

Description: Enter a brief title/description of the sub menu for your reference.

Time

Start and **End**: Enter the times between which the sub menu will be active. Enabling the **All day** checkbox will make the sub menu active for 24hrs.

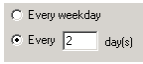
Recurrence Pattern:

None: Select this radio button to have the sub menu occur only once for the period of time with no recurrence.

Daily: Select this radio button to indicate that the sub menu will be active on a day-by-day basis. You have (2) options:

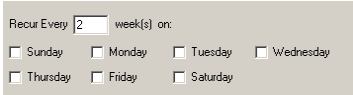
Every weekday: Select this radio button if you want the sub menu to be active every weekday.

Every X day(s): Select this radio button to specify an interval of activity for the sub menu (every second day by entering 2 in the field, for example).



Note: If you wish to define the settings as Every weekday, select Weekly settings and define the weekdays manually. The UC Admin algorithm favors the weekly setting and will enhance your user experience.

Weekly: Select this radio button to indicate that the sub menu will be active on a weekly basis. Then, in the **Recur Every X week(s) on** field, enter an interval of activity for the sub menu (every third week by entering **3** in the field, for example). Finally, check the boxes of the days of the week you want the sub menu to be in effect. For example, if you wanted a sub menu to be active every second Monday, Wednesday and Thursday, you would enter **2** in the field and select the **Monday**, **Wednesday** and **Thursday** checkboxes.

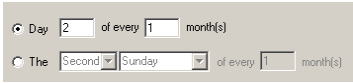


Monthly: Select this radio button if you want the sub menu to recur on a monthly basis.

You have two (2) options:

Select the **Day** radio button and indicate which day of the month to use the sub menu.

Select the **The** radio button and indicate which day of a month you want the sub menu to be used. For example, if you want the sub menu to be active on the second Monday of every second month, you would select the The radio button, select **Second** and **Monday**, and enter **2**.



Yearly: Select this radio button if you want the sub menu to be active on a specific day of the year. You have two (2) options:

Select the **Every** radio button and indicate the day of the year on which you want the sub menu to be active.

Select the **The** radio button and indicate a specific day of a specific month of the year on which you want the sub menu to be active. For example, if you want the sub menu to be active on the second Thursday of every March, you would select the radio button and select **Second**, **Thursday** and **March** from the dropdown menu.

Range of Recurrence

Start: Select the date on which the first occurrence of the sub menu is to take effect.

Note: The sub menu must have a recurrence pattern defined.

No end Date: Select this radio button if you want the sub menu to occur indefinitely

End After: Select this radio button if you want to disable the sub menu after the specified number of times.

End by: Select this radio button if you want to disable the sub menu by the specified date.

Start Menu

From the dropdown menu, select the start menu that will run during the scheduled sub menu.

Note: If not defined, this will default to the sub menu defined in Default Start Menu field.

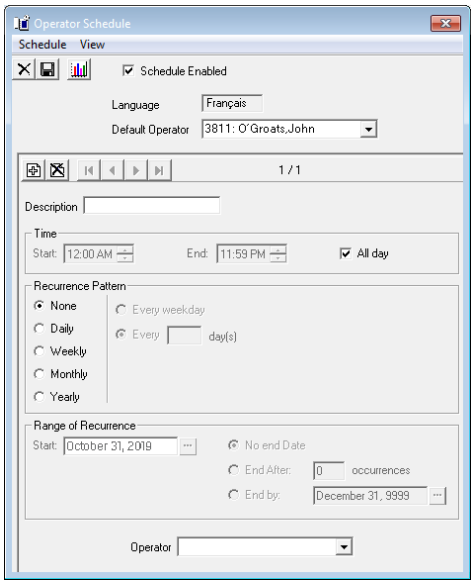
Operator Schedule

Following the creation of operators and their languages, you can specify when each operator is to receive calls based on their spoken languages through the Operator Schedule feature.

Operator Schedule Buttons

Button	Description
	Delete Operator Schedule.
	Save Operator Schedule.
	View a list of all Operator Schedules.
	Create a new Schedule.
	Delete the current Schedule.
	Move to first Schedule.
	Move to previous Schedule.
	Move to next Schedule.
	Move to last Schedule.

Operator Schedule Configuration



Schedule Enabled: Enable this checkbox to activate the current operator schedule.

Language: From the dropdown menu, select a language for the operator.

Default Operator: From the dropdown menu, select the default operator that will be used by the schedules unless a specific operator has been defined.

Description: Enter a description or name.

Time

Start and **End**: Enter the times between which the sub menu will be active. Enabling the **All day** checkbox will make the sub menu active for 24hrs.

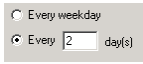
Recurrence Pattern:

None: Select this radio button to have the sub menu occur only once for the period of time with no recurrence.

Daily: Select this radio button to indicate that the sub menu will be active on a day-by-day basis. Afterwards, you will have (2) options:

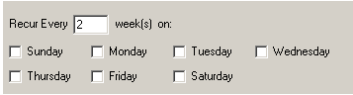
Every weekday: Select this radio button if you want the sub menu to be active every weekday.

Every X day(s): Select this radio button to specify an interval of activity for the sub menu (every second day by entering 2 in the field, for example).



Note: If you wish to define the settings as Every weekday, please opt for the Weekly settings and define the weekdays manually. The UC Admin algorithm favors the weekly setting and will enhance your user experience.

Weekly: Select this radio button to indicate that the sub menu will recur on a weekly basis. Then, in the **Recur Every X week(s) on** field, enter an interval of activity for the sub menu (i.e. 3 for every third week). Finally, check the boxes of the days of the week you want the sub menu to be in effect. For example, if you wanted a sub menu to be active every second Monday, Wednesday and Thursday, you would enter **2** in the field and select the **Monday**, **Wednesday** and **Thursday** checkboxes.

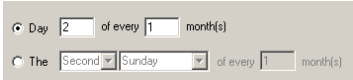


Monthly: Select this radio button if you want the sub menu to recur on a monthly basis.

You have two (2) options:

Select the **Day** radio button and indicate which day of the month you want the sub menu to be used.

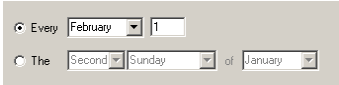
Select the **The** radio button and indicate which day of a month you want the sub menu to be used. For example, if you want the sub menu to be used on the second Monday of every second month, you would select the The radio button, select **Second** and **Monday**, and enter **2**.



Yearly: Select this radio button if you want the sub menu to be recur on a specific day of the year. You have two (2) options:

Select the **Every** radio button and indicate the day of the year on which you want the sub menu to be used.

Select the **The** radio button and indicate a specific day of a specific month of the year on which you want the sub menu to be used. For example, if you want the sub menu to be used on the second Thursday of every March, you would select the radio button and select **Second**, **Thursday** and **March** from the dropdown menu.



Range of Recurrence

Start: Select the date on which the first occurrence of the sub menu is to take effect.

Note: The sub menu must have a recurrence pattern defined.

No end Date: Select this radio button if you want the sub menu to occur indefinitely

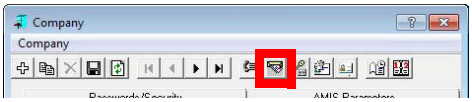
End After: Select this radio button if you want to disable the sub menu after the specified number of times.

End by: Select this radio button if you want to disable the sub menu by the specified date.

Operator

From the dropdown menu, select the operator that will be active during the defined period.

Send Message Menu

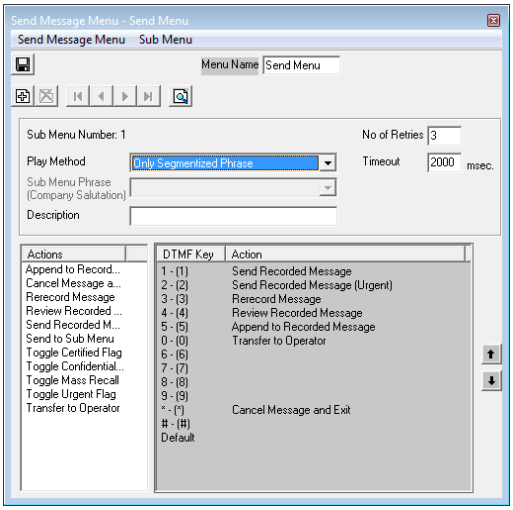


The Send Message Menu allows you to configure a message menu that will be used by outside callers who decide to leave messages in Mailboxes on your company system.

Send Message Menu Buttons

Button	Description
	Save current Send Message Menu.
	Create a new Send Message Menu.
	Delete the current Sub Menu.
	Move to first Sub Menu.
	Move to previous Sub Menu.
	Move to next Sub Menu.
	Move to last Sub Menu.
	Search for a Sub Menu.

Send Message Menu Configuration



Menu Name: Enter a name for the current Send Message Menu.

No. of Retries: Enter the maximum number of retries a caller is allowed within the sub menu.

Play Method: From the dropdown menu, select the play method to use.

Sub Menu Phrase: From the dropdown menu, select the phrase to use for the sub menu.

Note: If you are using a language other than English, you must define your sub menu phrases so that they correspond to the language that you are using. By default, the system installs the English language ranges. If you are using a French system, you must select the .VOX file in the French range that corresponds to the default English .VOX file. For example, SAL9501.VOX is installed by default. To define the French equivalent, you must select SA9551.VOX (the last digit must match), and so on, for each Sub Menu Phrase.

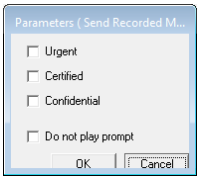
Note: For more information on sub menu phrases in the Send Message Menu, refer to chapter 4 on page 79 of this guide.

Description: Enter an accurate title/description for the sub menu.

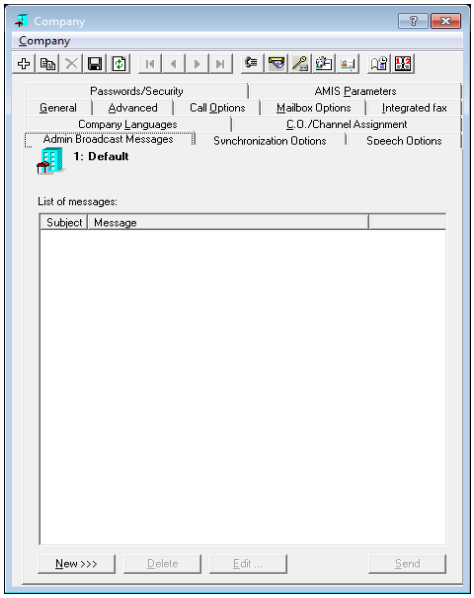
Timeout: Enter the amount of time (in milliseconds) the caller has for input before the system processes it.

Note: At the end of the defined timeout, if there is no input, the system will say “I'm sorry, I did not understand that.” If there was an input, system will check and process it if it matches any action.

Actions: Drag and drop an action in this panel to the DTMF key of choice. By assigning actions to specific keys, outside callers will be presented with the actions you have defined.

Action	Function
Append to Recorded Message	Adds the message to a previously recorded message.
Cancel Message and Exit	Cancels the message and exits.
Re-record Message	Allows a caller to re-record a message.
Review Recorded Message	Replays the recorded message for review.
Send Recorded Message	Sends the message to the destination. When you attach this function to a DTMF key the following window will appear.  **Urgent** checkbox to mark the message as urgent. **Certified** checkbox to notify the caller when the message is received. **Confidential** checkbox to restrict the receiver from forwarding the message. **Do not play prompt** checkbox to disable the prompt, if desired. The default value is to enable the prompt.
Toggle Certified Flag	Flags message as certified.
Toggle Confidential Flag	Flags the message as confidential.
Toggle Mass Recall	Enables mass recall.
Toggle Urgent Flag	Flags the message as urgent.
Transfer to Operator	Sends the caller to the company operator.

Broadcast Messaging



You can send Admin Broadcast Messages to all users in the current company. The message will be sent as a text message to the VPIM address defined in the mailbox.

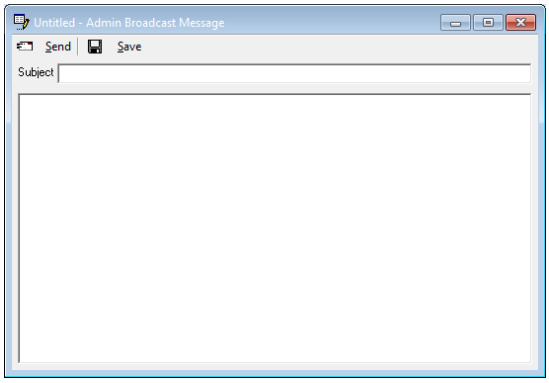
New: Click on this button to add a new admin broadcast message entry.

Delete: Click on this button to delete the selected entry.

Edit: Click on this button to edit the selected entry.

Send: Click on this button to send the selected message.

Add / Edit a Admin Broadcast Message



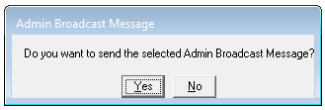
Send: Click on this button to send the message you are currently creating/editing.

Save: Click on this button to save the current message.

Subject: Enter the subject of the message.

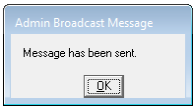
Body: Enter the content of the message.

Confirmation



Since Admin Broadcast Message is a mass messaging tool, you may be asked to confirm your action. Click Yes to send your message or No to cancel the message. Once a message has been sent, it cannot be recalled.

When the message has been sent, you will see the following prompt. Click **OK** to continue.



5 FEATURE GROUP

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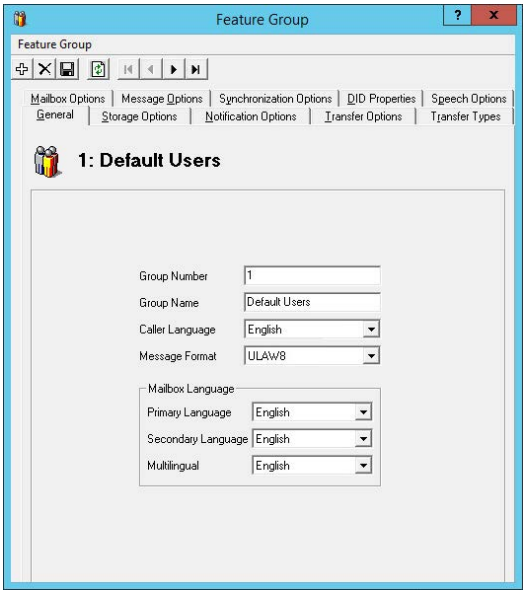
Introduction

Feature Group, similar to Company, determines the rules for the Mailboxes that are associated with it. By creating numerous Feature Groups for different purposes, you will be able to allocate users to custom settings with a single click, rather than having to individually assign multiple rules to each mailbox. The features that the FG is able to manage include recording limits, message expiration, notification, transfer supervision, transfer options, IMAP settings and other features that are related to the mailboxes. Feature Group will prove to be an invaluable tool, especially if you are managing large numbers of users.

Feature Group Buttons

Button	Description
	Add a new Feature Group.
	Delete current Feature Group.
	Save current Feature Group.
	Refresh current Feature Group settings.
	Move to first Feature Group.
	Move to previous Feature Group.
	Move to next Feature Group.
	Move to last Feature Group.

General Tab



The General tab of Feature Group allows you to configure identification and localized settings.

Group Number: Enter the number that will be assigned to the Feature Group. By default, the next available number will be assigned to a new Feature Group. The range of possible Feature Group numbers is 1-999.

Group Name: Enter a name for the Feature Group.

Caller Language: From the dropdown menu, select the default language that the caller is greeted by if the caller does not choose a language when prompted by the automated attendant.

Message Format: From the dropdown menu, select the format the messages will be stored and played back in.

Note: If you are integrating IBM Notes with the UC system you must select the WAV format and must use the Dialogic JTC voice card.

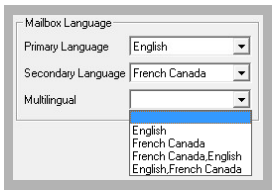
Note: The message format selections available are defined by the type of board drivers that are loaded on the system.

Note: If set to the WAVMSGSM6106, 6108, 61011 or WAVETPGSM6106, 6018, 61011 formats, the user will not have full Control Key capabilities when using the Telephone User interface. Using the WAVGSM* formats will disable the fast-forward and rewind capabilities while listening to a message.

Primary Language: Select the language to be used as the main language for mailbox prompts for all members of this Feature Group.

Secondary Language: Select the language to be used as an alternate language for mailbox prompts for all members of this Feature Group.

Multilingual: From the dropdown menu, choose the order the prompts will be played: Primary only, Secondary only, Primary then Secondary, or Secondary then Primary.



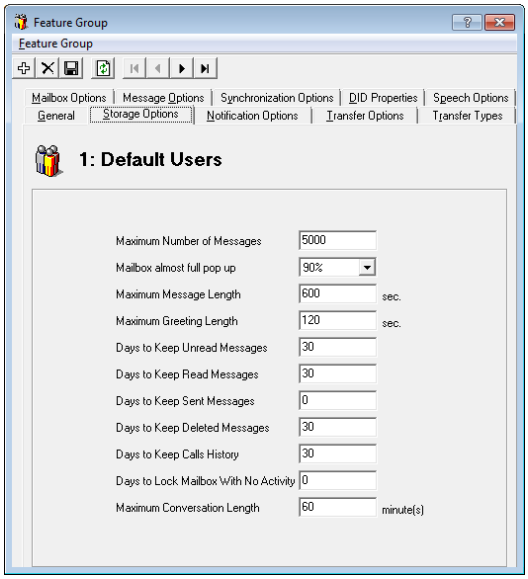
Important: The appropriate languages must be installed on the voice server before they will be available here. Additional languages can be purchased as part of your Avaya Messaging license.

When an external caller reaches the mailbox of a member of this Feature Group, they will hear the mailbox prompts (e.g. “Please leave a message at the tone.”) in the order chosen under Multilingual.

When an internal caller reaches a mailbox, the voice server will scan their mailbox language preferences and play the prompts in the appropriate language.

Note: This option will not be available if has not been enabled in the **Company > Advanced** tab (found here).

Storage Options Tab



The Storage Options tab of Feature Group allows you to configure message storage settings that will be enforced on the Mailboxes associated with the current Feature Group.

Maximum Number of Messages: Enter the maximum number of messages that are allowed for each Mailbox associated with the current Feature Group. The default is 200, and the maximum value is 32,000.

Hint: The maximum messages value should be based on the needs of the user. You should allow more than enough message storage space for each user to make sure that no messages get lost when a Mailbox reaches capacity. Ten (10) megabytes of hard drive space is equal to approximately one hour of voice message storage.

Note: The maximum value for this field is ignored if the mailbox is synchronized with an email environment.

Warning: Users may experience performance degradation with mailboxes having more than 32,000 messages.

Mailbox almost full pop up: From the dropdown menu, select a percentage value at which the users will be notified that their Mailbox is almost full in Web Access.

Maximum Message Length: Enter the maximum length of time (in seconds) that a recorded message can be for any given Mailbox within the Feature Group.

Note: This number is specified in seconds. This value should be set higher than the anticipated message length to ensure that callers are not disconnected in the middle of a message.

Maximum Greeting Length: Enter the maximum length of time (in seconds) that a recorded greeting can be for any Mailbox within the Feature Group. The maximum greeting length is 600 seconds.

Days to Keep Unread Messages: Enter the number of days (1-32767) the system will store unread messages before moving them to the deleted items folder. The default is 14 days.

Days to Keep Read Messages: Enter the number of days (1-32767) the system is to store read messages before moving them to the deleted items folder. The default is 14 days.

Days to Keep Sent Messages: Enter the number of days (1-32767) the system will keep sent messages before moving them to the deleted items folder. The default is 14 days.

Days to Keep Deleted Messages: Enter the number of days (1-32767, default is 14) to keep deleted messages in the deleted items folder. The messages are permanently deleted when they are removed from the deleted items folder.

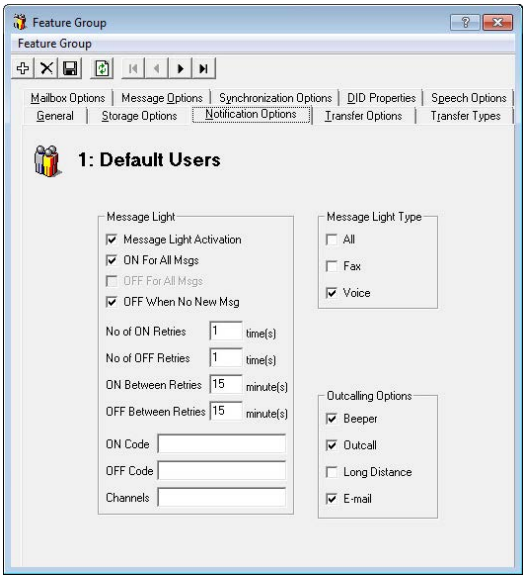
Days to Keep Calls History: Enter the number of days to keep the call logs for inbound and outbound calls.

Days to Lock Mailbox With No Activity: Specify the number of days that a new voice, text or SMS message can be in the inbox and **Unread** before the mailbox is deemed Inactive and security locked by the system. Mailboxes locked in this manner will have their presence set to **Extended Absence**, and the owner will be flagged as **Unavailable**. This event is also triggered if there is no activity (incoming or outgoing) in the mailbox for the specified number of days. Enter **0** to disable the option.

Maximum Conversation Length: Enter the maximum length of time (in minutes) that a conversation can be between two parties before the call is ended by the system. The default is 60 minutes.

Note: The call needs to be supervised (e.g. trombone transfer) in order for the system to restrict the conversation length.

Notification Options Tab



Notification Options in the Feature Group allows you to configure Message Waiting Light indicators along with paging and other outside notification methods that are enabled for new messages. These settings will be enforced on the Mailboxes associated with the current Feature Group.

Message Light

Message Light Activation: Enable this checkbox to allow the message waiting light to be turned on under the conditions specified.

Note: If you have telephone sets that provide for message waiting lights as well as some that do not, make sure that separate Feature Groups are assigned for each type of set. De-select Message Lights for the Feature Group that does not have message waiting lights.

If you have any Mailboxes that do not have a corresponding telephone extension (for example, phantom Mailboxes that are used for Voice Menus, guest Mailboxes), do not enable this feature, as there are no message lights to activate.

ON For All Msgs: Enable this checkbox to turn on the message waiting light (send ON code) when a new message arrives.

OFF For All Msgs: Enable this checkbox to deactivate the message waiting light (send OFF code) when at least one new message is read.

OFF When No New Msg: Enable this checkbox to deactivate the message waiting light (send OFF code) when no new messages are in the user's Mailbox.

No of ON Retries: Enter the number of retries the system will attempt when activating message light fails.

No of OFF Retries: Enter the number of retries the system will attempt when deactivating message light fails.

ON Between Retries: Enter the duration (in minutes) that the system will wait in between attempts to activate the message light.

OFF Between Retries: Enter the duration (in minutes) the system will wait between attempts to deactivate the MWI.

ON Code: Enter the code required to turn on message waiting lights.

OFF Code: Enter the code required to turn off message waiting lights.

Note: The ON Code and OFF Code fields should be used in situations where the code is too long to be input in the ON Code field in the PBX Message Light tab (usually MCI). As well, for multi-PBX configurations, different codes must be used for different PBXs. In this situation, certain Feature Groups can be assigned to a message waiting light code that reflects the different PBXs being used.

Channels: Enter the channel number that will be used to send message waiting light notifications.

Message Light Type

All: Enable this checkbox to send MWL code for all types of messages.

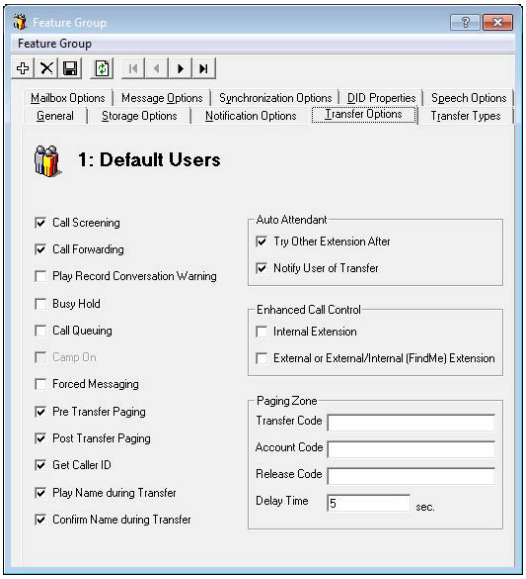
Fax: Enable this checkbox to turn on message lights only for new fax messages.

Voice: Enable this checkbox to turn on message lights only for new voice messages.

Outcalling Options

Beeper: Enable this checkbox to send notification messages to a pager when a new message arrives.
Outcall: Enable this checkbox to send notification messages to a telephone when a new message arrives.
Long Distance: Enable to send notification messages to a telephone (long distance) when a new message arrives.
E-mail: Enable this checkbox to send notification messages to an email when a new message arrives.

Transfer Options Tab



The Transfer Options tab of Feature Group allows you to configure the way in which the calls are handled. Transfer Options include Call Screening, Call Forwarding, Busy Hold, Call Queuing, and Paging Capabilities, either before the call is transferred or after the caller has reached the Mailbox.

Call Screening: Enable this checkbox to allow Mailbox users in this Feature Group to use Call Screening. Before initiating a transfer, the system will ask the caller for their name. When the recipient picks up, they will hear the recorded name and can decide what to do with the call.

Call Forwarding: Enable this checkbox to allow Mailbox users in the Feature Group to use Call Forwarding. When someone calls a Mailbox user, instead of ringing the Mailbox user's location, the system will forward the call to the person s/he has defined in their Mailbox.

Play Record Conversation Warning: Enable this checkbox to notify the callers that the call is being recorded if the recipient has recording enabled.

Busy Hold: Enable this checkbox to give callers the option to either hold for the extension, leave a message for that extension, or try another extension if the called Mailbox is busy. While on hold, callers may leave a voice message by pressing *.

Note: This feature is only available on telephone systems that provide a busy tone. Most telephone sets with multiple extension appearances do not produce a busy tone.

Call Queuing: Enable this checkbox to allow Mailbox users in the Feature Group to use Call Queuing. If someone calls a busy extension, they are given the option to be placed in a queue to hold or leave a message.

Note: Call queuing is available only on telephone systems that provide a busy tone. Most telephone sets with multiple extension appearances do not produce a busy tone.

Camp On: Enable this checkbox to allow Mailbox users in the Feature Group to use Camp On. If someone calls a Mailbox user who is on the phone, they can press * to be notified when the Mailbox user has finished their current call.

Forced Messaging: Enable this checkbox to force the caller to press a key before they can leave a message. If this is disabled, the system will automatically starting to record a message after the mailbox greeting. This option can help to reduce the number of blank messages left on the system.

Pre Transfer Paging: Enable this checkbox to allow Mailbox users in the Feature Group to use Pre Transfer Paging. Before a call is transferred to a Mailbox user, the system will page the user first.

Post Transfer Paging: Enable this checkbox to allow Mailbox users in the Feature Group to use Post Transfer Paging. If the Mailbox user is not available, the caller can page the user again.

Get Caller ID: Enable this checkbox to send a pop up screen with the Caller ID information to the Mailbox user when they receive an incoming call.

Play Name During Transfer: Enable this checkbox to play the Mailbox user's name when the caller is being transferred to the Mailbox.

Confirm Name during Transfer: Enable this checkbox to confirm the Mailbox user's name when a caller is being transferred to the Mailbox.

Auto Attendant

Try Other Extension After: Enable this checkbox to give callers an option to try another extension after they leave a message in the Mailbox.

Notify User of Transfer: Enable this checkbox to notify the Mailbox user of an incoming call transfer.

Enhanced Call Control

Internal Extension: Enable this checkbox to allow users to have access to Enhanced Call Control features from their internal phones.

External or External/Internal (Find Me) Extension: Enable this checkbox to allow Mailbox users to have access to Enhanced Call Control features from their external phones or phones that they are connected to through the Find Me/ Follow Me feature. Users must be dialed through the auto attendant in order for them to have access to Enhanced Call Control.

Paging Zone

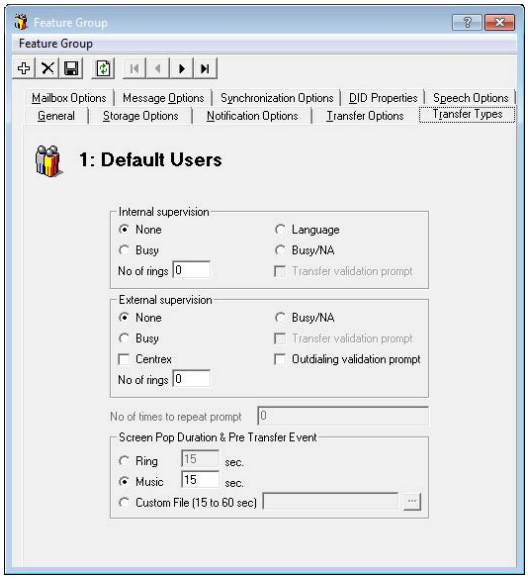
Transfer Code: Enter the transfer code required for paging.

Account Code: Enter the account code required for paging.

Release Code: Enter the paging release code.

Delay Time: Enter the time (in seconds) that the server is to wait before it transfers the caller to the specified extension after the user is paged.

Transfer Types Tab



The Transfer Types tab of Feature Group allows administrators to configure the rules associated with transfers that occur between the server and any of the defined extensions.

Warning: Only one transfer option (in each of Internal and External supervision groups) may be selected per Mailbox group.

Internal Supervision

None: Select this radio button to transfer calls to extensions without supervising the call (blind transfer). The caller being transferred to an extension is placed on hold while the system makes the connection. The caller is then released to the telephone system and is no longer in control of any of the actions. Calls may be transferred back to the system if the telephone system has the ability to return the callers if the extension is busy or unavailable.

Busy: Select this radio button to supervise the call while the caller is being transferred to the extension. The caller being transferred to an extension is placed on hold while the system makes the connection. If the extension is busy, the system instructs the caller to leave a message. However, if the extension is not busy and a ring signal is heard, the caller is released to the telephone system and is no longer in control of any of the actions. Calls may be transferred back to the system only if the switch has the capability to forward calls on a No-Answer condition.

Note: Under IP integration the Busy and Busy/NA option will operate in the same manner.

Language: Select this radio button to supervise the call while the caller is being transferred to the extension, and keep a record of the language selection that the caller has made. When the caller returns to the system (failed transfer or return to system), they will hear the menu in the selected language.

Note: The port used for supervised transfers will not be available to receive any calls as long as the supervision is active.

Busy/NA: Select this radio button to supervise the call while the caller is being transferred to the extension. The caller being transferred to an extension is placed on hold while the system makes the connection. The system checks for both the busy and the no answer conditions and informs the caller of the options available to them when either situation arises.

Note: The port used for supervised transfers will not be available to receive any calls as long as the supervision is active.

No of rings: Enter the number of rings that the server will detect before returning the caller to the system. In most scenarios this value is set to 0 which means that the value configured in the PBX is used. You may enter a different value here to override the PBX value but the value must be lower than what is currently configured in the PBX.

Transfer validation prompt: Enable this checkbox to have the system prompt the extension before transferring the caller.

External Supervision

None: Select this radio button to transfer calls to extensions without supervising the call (blind transfer). The caller being transferred to an extension is placed on hold while the system makes the connection. The caller is then released to the telephone system and is no longer in control of any of the actions. Calls may be transferred back to the system if the telephone system has the ability to return the callers if the extension is busy or unavailable.

Busy: Select this radio button to supervise the call while the caller is being transferred to the extension. The caller being transferred to an extension is placed on hold while the system makes the connection. If the extension is busy, the system instructs the caller to leave a message. However, if the extension is not busy and a ring signal is heard, the caller is released to the telephone system and is no longer in control of any of the actions. Calls may be transferred back to the system only if the switch has the capability to forward calls on a No-Answer condition.

Note: Under IP integration the Busy and Busy/NA option will operate in the same manner.

Centrex: Enable this checkbox to supervise a transferred Centrex line so that the system can send the call back to the server if there is no answer.

Busy/NA: Select this radio button to supervise the call while the caller is being transferred to the extension. The caller being transferred to an extension is placed on hold while the system makes the connection. The system checks for both the busy and the no answer conditions and informs the caller of the options available to them when either situation arises.

Note: The port used for supervised transfers will not be available to receive any calls as long as the supervision is active.

No of rings: Enter the number of rings that the server will detect before returning the caller to the system. In most scenarios this value is set to 0 which means that the value configured in the PBX is used. You may enter a different value here to override the PBX value but the value must be lower than what is currently configured in the PBX

Transfer validation prompt: Enable this checkbox to have the system prompt the extension before transferring the caller.

Outdialing Validation prompt: Enable this checkbox to have the system prompt the extension before forwarding according to outdialing rules.

No of times to repeat prompt: Enter the number of times you want the system to repeat the validation prompts.

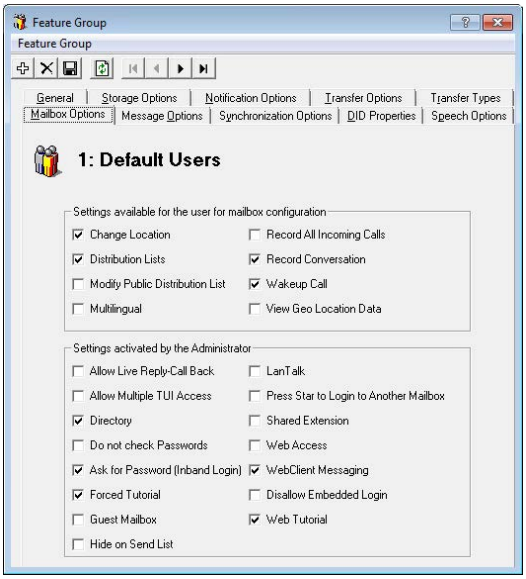
Screen Pop Duration & Pre-Transfer Event

Ring: Select this radio button to present the caller with a ring. Enter a length of time value (seconds) in the field.

Music: Select this radio button to present the caller with the system default music. Enter a length of time value (seconds) in the field.

Custom File: Select this radio button to present the caller with the a custom sound. Click on the ellipsis button ... to select the file you want the caller to hear.

Mailbox Options Tab



The Mailbox Options tab of Feature Group allows you to configure the level of features that the Mailboxes associated with the current Feature Group can utilize.

Note: For some functions, the Feature Group only gives the authority to enable the setting from the Mailbox properties. These functions must be manually added to the Mailbox after authorizing from the Feature Group.

Settings available for the user for Mailbox configuration

Change Location: Enable this checkbox to allow users in the Feature Group to change their location in iLink Pro Desktop and Web Access.

Distribution Lists: Enable this checkbox to allow members of the Feature Group to use distribution lists.

Modify Public Distribution List: When enabled, the user will have access (add/delete members, create/remove lists) to a public distribution list on the system using Web Access. If disabled, users can access the list but not make changes to it.

Multilingual: Enable this checkbox to allow users in the Feature Group to record greetings for multiple languages. The user will be prompted to select the language to record the greeting for.

Record All Incoming Calls: Enable this checkbox to allow users in the Feature Group to record all incoming calls.

Record Conversation: Enable this checkbox to allow users to record a telephone conversation, both incoming and outgoing calls. Recording function is managed through the iLink Pro Desktop.

Wakeup Call: Enable this checkbox to allow users in the Feature Group to manage wakeup calls.

View Geo Location Data: Enables the **Show on a Map** feature in iLink Pro. Users can click that item and see your location through Google Maps. When disabled, this menu item is not available.

Settings Activated by the Administrator

Allow Live Reply-Call Back: Enable this checkbox to allow Mailbox users to use the "Call Back to Sender" TUI action after listening to a message.

Allow Multiple TUI Access: Enable this checkbox to allow two or more users to log into a single Mailbox account at the same time. This feature is intended for shared/public Mailboxes.

Directory: Enable this checkbox to allow users to be listed both in the dial-by-name directory and the complete directory. The dial by name directory is set up in ascending order with respect to Mailbox number. Callers may access the dial by name directory by pressing the * key when they reach the auto attendant, or they may listen to the complete company directory (arranged in ascending order according to Mailbox number) by pressing the * key a second time.

Do not check password: Enable this checkbox to skip the password check. The user will be sent directly to the TUI.

Ask For Password (Inband Login): Enable to prompt the users to enter their passwords every time they log in.

Forced Tutorial: Enable this checkbox to prohibit users from picking up messages until they have completed the tutorial. You can select a full or simple tutorial through **UC Admin > Voice Server > Advanced > Simple Tutorial** (page 235).

Guest Mailbox: Enable this checkbox to utilize a simplified messaging menu.

Hide On Send List: Enable this checkbox to hide all Mailboxes associated with the current Feature Group from the directory which is used to search users in iLink Pro Desktop and Web Access.

Chat: Enable this checkbox to allow users to send and receive Chat messages.

Press Star to Login to Another Mailbox: Enable this checkbox to allow users to log into another Mailbox at the Password Request prompt when they dial into the system by pressing *.

Shared Extension: Enable this checkbox if the users in this Feature Group are sharing extensions. If the system is dialed from a shared extension, the system will ask for the Mailbox number to log in to. If someone calls a shared extension, when the phone is answered, the system will say who the call is for.

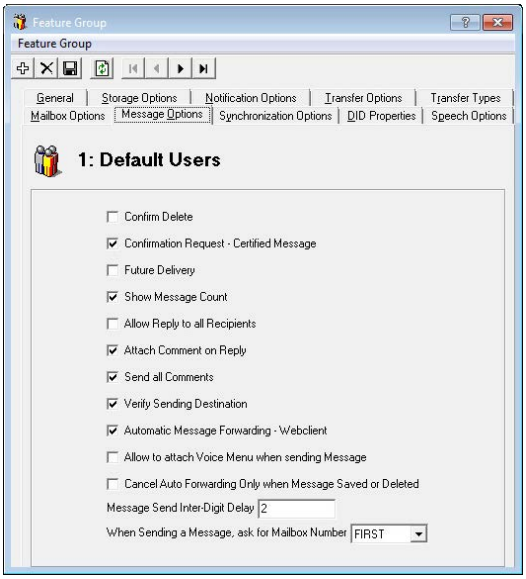
Web Access: Enable this checkbox to give the users Web Access capability.

WebClient Messaging: Enable this checkbox to allow users to have messaging capabilities (email, voice mail, fax mail) while using Web Access. Users will have no access to their inbox from the Web Access if this feature is disabled.

Disallow Embedded Login: Client applications, such as iLink Pro, can login to the voice server automatically once configured. Enable this option to force users to login each time they connect through an app.

Web Tutorial: When enabled, the user will be forced to complete the web tutorial to setup their account.

Message Options Tab



The Message Options tab of Feature Group allows you to configure comment attachments to messages, as well as message sending information.

Confirm Delete: Enable this checkbox to have the users prompted to confirm the deletion of a message.

Note: If Message Recovery is active any message that has been deleted may be reclaimed during the same day.

Confirmation Request-Certified Message: Enable this checkbox to instruct the server to prompt users to send a standard or certified message.

Future Delivery: Enable this checkbox to allow users to schedule a message delivery at a later date.

Show Message Count: Enable this checkbox to have the Web Access display how many unread messages are in the Mailbox user's Inbox. Also, when a new message notification appears in iLink Pro Desktop, it will display the number of unread messages in the Inbox.

Allow Reply to all Recipients: Enable this checkbox to allow users to Reply All when replying to a message.

Attach Comment on Reply: Enable this checkbox to attach the original message body to the new message body when replying.

Send all Comments: Enable this checkbox to indicate whether or not to send all attachments of the original message when forwarding.

Verify Sending Destination: Enable this checkbox to verify the destination of outgoing messages.

Automatic Message Forwarding - Webclient: Enable this checkbox to allow messages received by this Feature Group to be forwarded to other Mailboxes and extensions.

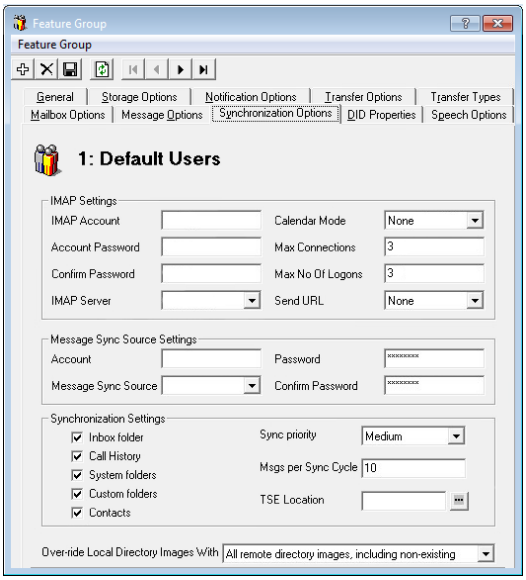
Allow to attach Voice Menu when sending Message: Enable this checkbox to allow users to attach a voice menu along with the messages. This feature can be activated in the Voice Menu or the TUI. At the end of message playback, the recipients will be sent to the attached Voice Menu instead of the typical end of message menu.

Cancel Auto Forwarding Only when Message Saved or Deleted: Enable this checkbox to instruct the server to cancel auto forwarding if the message has been saved or deleted.

Message Send Inter-Digit Delay: Enter the number of seconds that the server will wait while the user is entering a message before it decides that the caller has finished.

When Sending a Message, ask for Mailbox Number: From the dropdown menu, choose the option to select the destination Mailbox either before (first) or after (last) recording the message.

Synchronization Options Tab



The Synchronization Options tab of Feature Group allows you configure the IMAP account for all Mailboxes associated with the current Feature Group. If you are using a superuser account with an Exchange server, this is where you enter the credentials.

IMAP Account: Enter the superuser account name. This user was created on the Exchange server and has full control over all other accounts and has a permanent password.

Account Password: Enter the password for the superuser.

Confirm Password: Re-enter the superuser password for confirmation.

IMAP Server: Select the IMAP server from the dropdown menu. The IMAP servers are defined in the chapter Security Enhancements on page 517.

Calendar Mode: From the dropdown menu, select **None** to not sync any calendar entries, **Sync with mail server** to sync calendar entries between UC server and Exchange or Gmail servers, or **Outlook client calendar** to sync calendar entries between UC server the Outlook email client. Outlook client calendar requires the user to be logged into iLink Pro Desktop and that a version of Outlook compatible with UC Client forms is installed.

Max Connections: Enter the maximum number of failed system connection attempts that can occur before the user is locked out.

Note: It is recommended that this number is kept fairly high (1000+). The user can get locked out when, for example, the IMAP or email server goes down and there is no possibility of establishing a connection. This can happen on a re-boot.

Max No of Logons: Enter the maximum number of failed system logons to the IMAP server that can occur before the user is locked out.

Note: This number should be less than that specified in the user's NT account for locking an account.

Send URL: From the dropdown menu, select the type of messages that you wish to use the Send URL feature with. Send URL will send a link of the attached files (rather than the actual file itself) for selected type of messages. This feature may be used as a security measure, in addition to reducing bandwidth usage. This feature requires additional configuration setup which can be found in **Security Enhancements on page 517**.

Synchronization Settings

Inbox folder: Enable this checkbox to synchronize the messages in the Inbox folder between the IMAP server and the UC server. This is enabled by default.

Call History: Enable this checkbox to synchronize call history from the UC server to the IMAP server.

System folders: Enable this checkbox to synchronize messages in default system folders (e.g. Inbox, Sent, Deleted) between the IMAP server and the UC server.

Custom folders: Enable this checkbox to synchronize messages in custom folders (i.e. user created folders) between the IMAP server and the UC server.

Note: Once IMAP synchronization is enabled and configured, the Inbox folder is synchronized at all times between the IMAP and the UC servers.

Note: In order for actions such as Copy and Delete to be available, checkboxes such as Sync folders and Custom folders must be checked.

Contacts: Enable this checkbox to synchronize contacts if the email server is compatible with UC server.

Sync Priority: From the dropdown menu, select the level of priority for IMAP Feature Group synchronization. This field will work relative to other Feature Groups. For example, all FGs with Maximum priority will sync messages quicker than the FGs with Medium or Minimum setting.

Msgs per Sync Cycle: Enter the number of messages that the server will attempt to synchronize during each synchronization cycle.

Note: The number you enter in this field depends on how evenly messages are distributed between all Mailboxes. The higher the number in this field, the longer it will take the server to start processing messages for the next Mailbox.

TSE Location: Enter or select the location of the UC TSE Cache Manager. This is only required if your CSE server is different from the UC server (e.g. using a stand alone CSE server).

Image Directory Settings

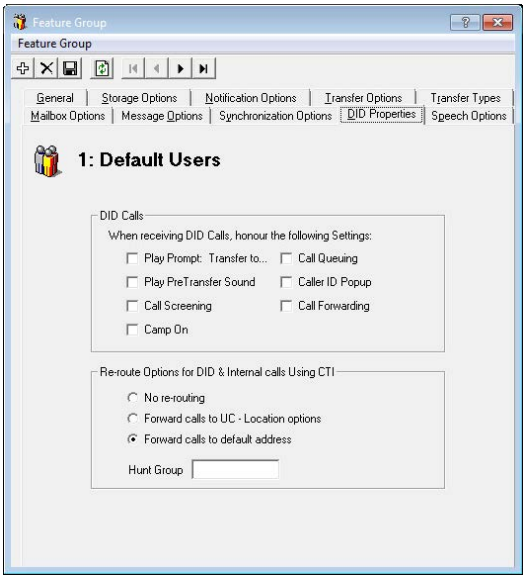
iLink Pro and iLink Pro Desktop include contact pictures if they have loaded a picture onto their Google profile. Image Directory Settings controls how the UC server deals with updated picture files.

Remote directory images, except non-existing: Picture files that are already in the storage directory that have changed since the last update will be downloaded.

All remote directory images, including non-existing: All picture files for contacts will be downloaded to the image directory.

Only images that are not present in local directory: Picture files that are not already in the image directory will be downloaded.

DID Properties Tab



The DID Properties tab of Feature Group allows you to select specific features for incoming DID calls.

DID Calls

Play Prompt: Enable this checkbox to have the default transfer prompt played when a DID call comes in.

Play PreTransfer Sound: Enable this checkbox to play the default pre-transfer sound for incoming DID calls.

Call Screening: Enable this checkbox to instruct DID callers who wish to transfer to an extension to state their name at the tone.

Camp On: Enable this checkbox to enable the Camp On feature. When this function is enabled and the extension is currently busy, the caller may choose to be alerted when the user hangs up and the extension becomes available.

Call Queuing: Enable this checkbox to place incoming DID calls in a queue when an extension is busy. Callers are informed of their position in the hold queue and are given opportunities to either continue to hold or leave a voice message.

CallerID Popup: Enable this checkbox to have the Caller ID of the DID callers pop up when their call comes in.

Call Forwarding: Enable this checkbox to enable call forwarding on DID calls.

Re-route Options for DID and Internal Calls Using CTI:

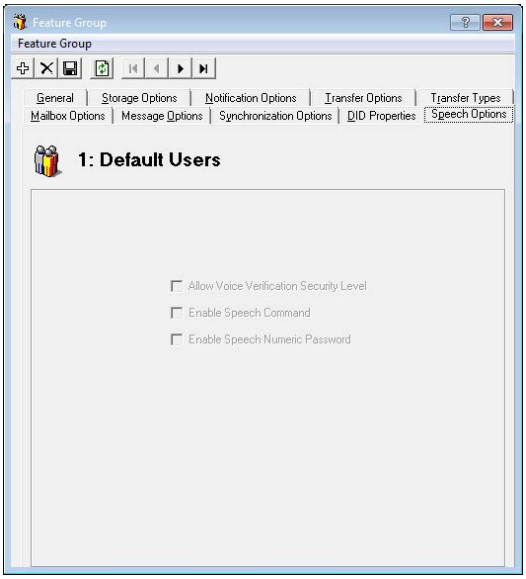
No re-routing: Select this radio button if DID/Internal calls are not to be forwarded on the UC system. Incoming calls will advance no further than the number originally dialed. This is the default option.

Forward calls to UC - Location options: Select this radio button to exploit the UC server's Find Me/Follow Me abilities. Incoming calls will search for the intended recipient according to a previously specified path.

Forward calls to default address: Select this radio button to re-route the call to the default address defined in the Mailbox.

Hunt Group: Enter the number to be dialed to access DID messages.

Speech Options Tab



The Speech Options tab of Feature Group allows you to configure **Automatic Speech Recognition** (ASR) related features.

Allow Voice Verification Security Level: Enable this checkbox to give the Mailboxes associated with the current Feature Group the ability to change their Voice Verification security level through TUI. The Voice Verification feature needs to be enabled in Company properties first.

Enable Speech Command: Enable this checkbox to give the Mailboxes associated with the current Feature Group the ability to use voice as their navigation method along with DTMF input. This feature has to be allowed in Company properties first.

Note: If there is an overlap of commands between a TUI action and an action key (e.g. 7 to save message and also 7 to fast forward during playback), the speech action will always activate the TUI action. Action keys can only be accessed through DTMF key input.

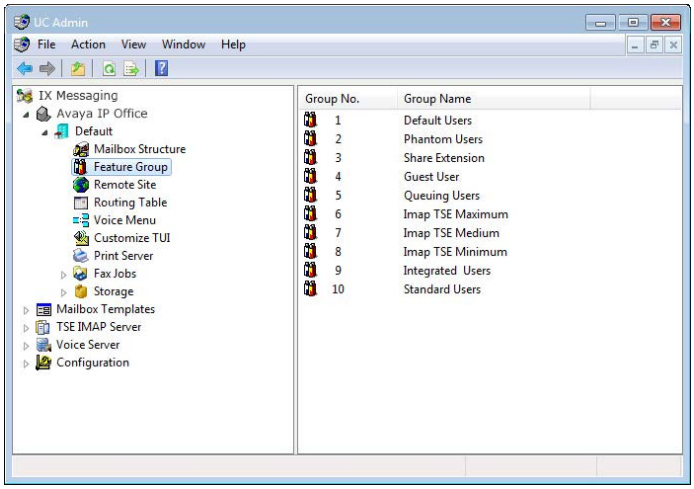
Enable Speech Numeric Password: Enable this checkbox to give the Mailboxes associated with the current Feature Group the ability to use voice to enter their password.

This means that the user will be able to say the numeric password (e.g. 1, 2, 3, 4) to log into their mailbox instead of entering the number through DTMF. This feature is different from voice verification and can be a security risk since the spoken password can be heard by a third party.

Other Feature Group Related Options/Configuration

Add/Edit Feature Group

Adding a Feature Group



Double click on a Feature Group entry then click on the Add New button.

OR

Right click on the empty space on the right pane of the Admin window then select New.

Editing a Feature Group

Double click on a Feature Group entry that you wish to modify.

OR

Right click on the Feature Group Entry that you wish to modify then select Properties.

6 MAILBOX

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Introduction

The Mailboxes represent individual accounts that will be associated with a single user in most cases. The Mailboxes may be customized by the users to configure their addresses, locations and other miscellaneous settings that will assist them with the UC user experience.

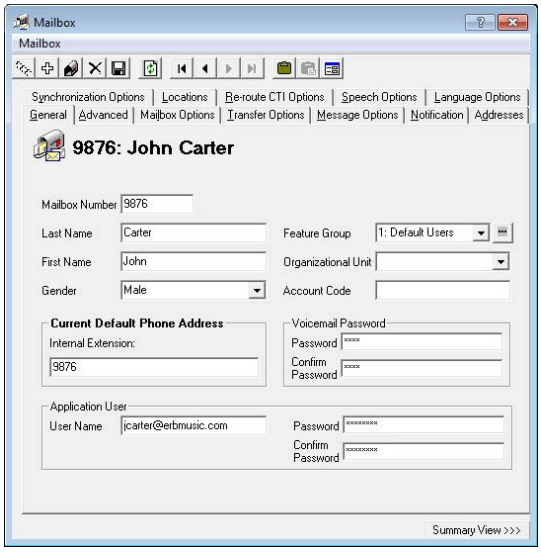
The capabilities of each Mailbox are directly related to the Company and Feature Group that it is associated with. The mailboxes may also be divided into different Organizational Units. Organizational Units can be viewed as a “folder” which organizes the Mailboxes on the system. For example, you can create an OU named “Sales” for all users that belong to the sales team. OU will also allow the end users to find someone easily through the Directory available under iLink Pro Desktop.

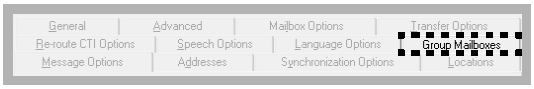
Note: The number of Mailboxes that you can create and the features available in the Mailboxes are also dependent on the server’s license.

Mailbox Buttons

Button	Description
	Add a range of Mailboxes.
	Add a new Mailbox.
	Reset/Clear current Mailbox settings.
	Delete current Mailbox.
	Save current Mailbox.
	Refresh current Mailbox.
	Move to first Mailbox.
	Move to previous Mailbox.
	Move to next Mailbox.
	Move to last Mailbox.
	Copy current Mailbox settings to clipboard.
	Paste copied Mailbox settings from clipboard to current Mailbox.
	Save current Mailbox settings as a Mailbox template.

General Tab





The General tab of Mailbox allows you to configure the basic properties of a Mailbox including the number, name, password, etc.

Mailbox Number: The UC system automatically fills in the Mailbox number based on the other Mailboxes in the system upon Mailbox creation. If you wish to change it, simply enter the new Mailbox number in the field.

Note: If you want to change an existing user's Mailbox number, enter the new number in the **Mailbox Number** field and click **Save**. As a precautionary step to ensure Mailbox data is not lost, a new Mailbox entry based on the new number is created. The old internal extension number within the address tab will remain the same and can be changed manually.

Last Name: Enter the last name of the user.

First Name: Enter the first name of the user.

Important: First and Last name must contain **ONLY** letters. No numbers or special characters are allowed. This is to ensure compatibility with the speech recognition features.

Gender: This will be used to select the TTS Voice (female/male) used when playing an email for the user, or generating a name greeting when name is recorded. The TTS Voice used for each gender is specified in the **Company Setup > Company Languages > Add/Edit** tab.

Feature Group: From the dropdown menu, select the Feature Group that will be associated with the Mailbox.

Organizational Unit: Enter the full name of the Organizational Unit of the Mailbox.

Account Code: Enter the account number. This is used to pass account number information for toll charge billing back to an individual user.

Internal Extension: This field displays the current address of the Mailbox.

Voicemail Password

Password: Enter the user's password. This password must be **numeric**.

Confirm Password: Confirm the user's password.

Application User

User Name: Enter the user name for the IMAP account if the user is using the UC server as an email server. This is also the account used to login in to the Avaya iLink packages when using UC Credentials.

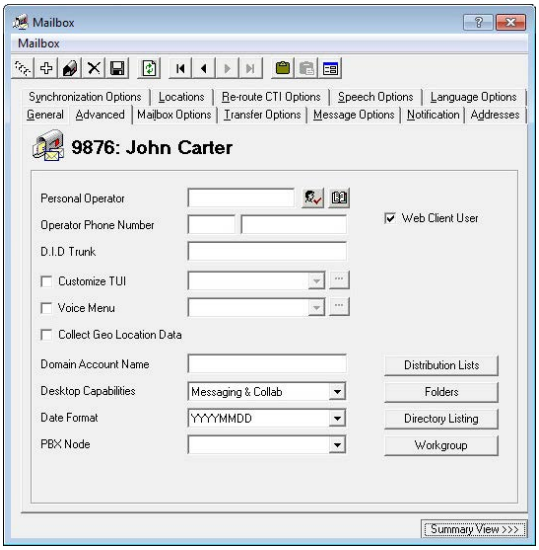
Password: Enter the user's password for the account. This password must be **alphanumeric** (not all numbers).

Confirm Password: Confirm the user's password for the account.

Note: When accessing the system using a telephone keypad, the Voicemail username and password are used. For all other access, such as through the Internet, use the Application User password.

Note: The IMAP password is for integrated messaging. If you are using IMAP, you must ensure that the IMAP settings are configured in VPIM Tools.

Advanced Tab



The Advanced tab of Mailbox allows you to configure the features that may be attached to the Mailbox such as Custom TUIs, Web Access, etc.

Note: These 2 fields are optional, but if you select an operator, you must also specify an extension or a telephone number. This number is recognized as the operator for this mailbox. When the caller is in this mailbox and hits **0**, if this field is set, this user will be redirected to the location specified here instead of going to the company's active operator.

Personal Operator: From the dropdown menu, select a personal operator if you have a different person as your operator than the company default. If an extension does not have a mailbox associated with it, use Operator Phone Number below instead.

Operator Phone Number: If your personal operator does not appear in the mailbox list above, enter their telephone number here. If an extension does not have a mailbox associated with it, enter the extension number here. Incoming calls to your extension will be routed to this number when the caller presses **0**.

D.I.D Trunk: Enter the trunk number that the system will use to access the voicemail of this Mailbox. This field is normally used for Norstar Systems.

Customize TUI: Enable this checkbox to select a customized TUI from the accompanying dropdown menu. Clicking ... allows you to create a TUI or modify one (if you selected a TUI from the drop-down) from the Customize TUI screen.

Note: The Browse button is enabled only if you select **Customize TUI**.

Voice Menu: Enable this checkbox to have the user's calls answered with a customized Voice Menu offering callers a variety of choices. Select a Voice Menu to use for this Mailbox in the dropdown menu beside. Click on ... button to browse the Voice Menus.

Note: A Voice Menu must be created before it can be applied to a Mailbox.

Collect Geo Location Data: Enables the collection of location data from a GPS on a remote device.

Domain Account Name: Enter the Windows domain and account name for this mailbox user (e.g. DOMAIN\USER_NAME). If this is configured alongside Auto Discovery, users will be able to log into their iLink Pro Desktop based on their domain credentials without having to configure or enter any information in iLink Pro Desktop. This single sign on feature is only available when the user is on the same network as the Avaya Messaging server.

Desktop Capabilities: From the dropdown menu, select the functionality that this user will have (Advanced or Basic).

Note: If you pick desktop capabilities not available under your company license (i.e. Advanced license choosing Collaboration), the selection will be denied by the program. Messaging, Collaboration, and Fax are included for legacy users only.

Date Format: From the dropdown menu, select the date format which will determine the way in which the date is expressed in Web Access.

PBX Node: From the dropdown menu, select the PBX node on which the Mailbox will reside. This option is only available if there are multiple PBX nodes defined on the system. Node numbers must be assigned sequentially starting with **1** (e.g. 1 2 3 4...).

Web Client User: Enable this checkbox to give the mailbox Web Access capability.

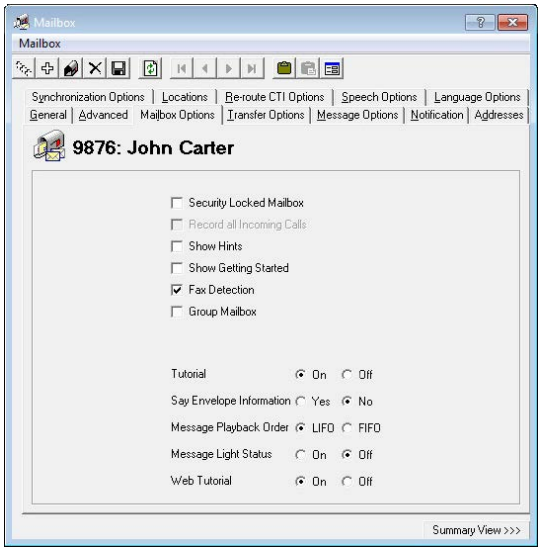
Distribution Lists: Click on this button to manage the Distribution Lists associated with this mailbox.

Folders: Click on this button to manage the message folders in this mailbox.

Directory Listing: Click on this button to manage the way in which the mailbox is found under the directories.

Workgroup: Click on this button to manage the workgroup associated with this mailbox.

Mailbox Options Tab



The Mailbox Options tab of Mailbox allows you to configure additional features that may enhance the user's experience with the associated Mailbox.

Security Locked Mailbox: This checkbox becomes enabled when a mailbox becomes locked after failing to log in X number of times. The X is defined on the Company properties under Password/Security tab. Disable this checkbox to allow users to log into their mailbox.

Record all Inbound Calls: Enable this checkbox to have all inbound calls to the current Mailbox recorded.

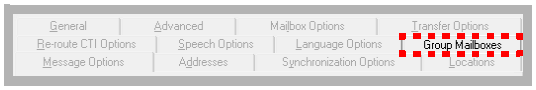
Show Hints: Enable this checkbox to have Hints help documentation displayed by default throughout the Web Access windows. The Hints help documentation, shown in yellow strips at the top of each screen, will display in Web Access for the user until the user turns it off.

Show Getting Started: Enable this checkbox to have the Getting Started page displayed by default in Web Access for the user. The Getting Started page will display until the user turns it off.

Fax Detection: Enable this checkbox to allow incoming faxes to deliver their message to the user's inbox if the call is unanswered. With this box unchecked, the phone set will ring but a fax call will be dropped if it is not answered.

Group Mailbox: Enable this checkbox to convert this mailbox into a group mailbox. Group Mailboxes are accessible to multiple users, and all activity is tracked. The administrator can generate a report with the details.
Go to the **Group Mailboxes Tab** tab and add up to 25 users to this mailbox.

Note: When this checkbox is enabled, the **Group Mailboxes Tab** tab is added to the panel.



If this checkbox is disabled, the Group Mailbox list will be deleted.

Tutorial: Select On from the radio buttons if you want the user to be prompted with a tutorial when accessing his/her Mailbox through telephone.
You can select a full or simple tutorial through **UC Admin > Voice Server > Advanced > Simple Tutorial** (page 235).

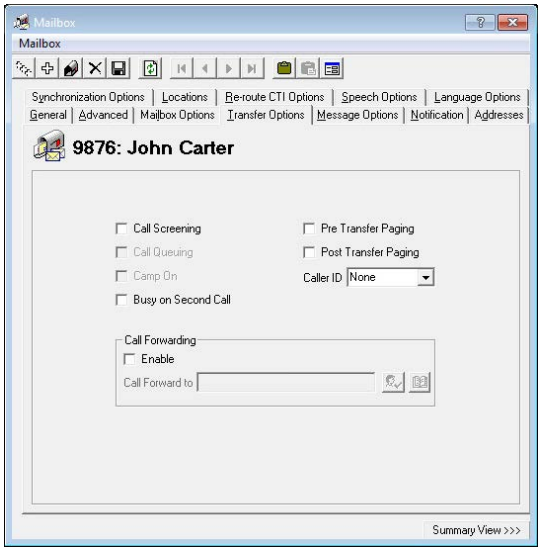
Say Envelope Information: Select the Yes radio button if you want the user to be able to hear the envelope information when listening to a message. The information to be relayed is defined in the TUI action.

Message Playback Order: Select one of the radio buttons. This allows the users to listen to their messages by either FIFO (plays the oldest message first, newest message last) or LIFO (plays the newest message first).

Message Light Status: Displays the current condition (On / Off) of the Message Waiting Indicator for this mailbox.

Web Tutorial: Select **On** to enable a tutorial for the user when opening the Web Access. This option is enabled by default and turned off once the user has completed the tutorial or turns it off themselves. When a mailbox is created or reset, an email is sent to the user prompting them to complete the tutorial or to disable the feature.

Transfer Options Tab



The Transfer Options tab of Mailbox allows you to configure the way in which incoming calls for the current Mailbox will be managed.

Call Screening: Enable this checkbox to instruct callers who wish to transfer to an extension to state their name at the tone.

Note: Call screening requires the call to be supervised and the user must be in his or her group.

Before the call is transferred, the recipient hears the caller's name and is prompted by the system to accept the call press **<1>**, to send to another extension press **<2>**, to accept and record conversation press **<3>**, to send to your Mailbox press **<#>**.

Call Queuing: Enable this checkbox to place incoming calls in a queue when an extension is busy. Callers are informed of their position in the hold queue and are given opportunities to either continue to hold or leave a voice message.

Warning: Call queuing is available only on telephone systems that provide a busy tone. Most telephone sets with multiple extension appearances do not produce a busy tone.

CampOn: Enable this checkbox to notify the caller when the recipient of the call is available, assuming that the dialed number was originally busy.

Busy on Second Call: With this option enabled, incoming calls will be immediately routed to voicemail if the user is already on the phone. If disabled, incoming calls will keep trying to reach the user at that extension until the line is free.

Pre Transfer Paging: Enable this checkbox to page users before the call is transferred.

When a caller requests an extension, the caller is put on hold and the UC system pages the user. The system then waits for a definable period of time (this timer is defined in the Advanced dialog with a default of 5 seconds) and then transfers the caller to the desired extension.

Post Transfer Paging: Enable this checkbox to page users after the call is transferred.

When a caller transfers to an extension that is busy or is not answered, the caller is forwarded to the user's Mailbox. In the user's personal greeting, the caller can be given the option to page the user over the telephone intercom system (for example, "Press 4 to have me paged"). Callers must be informed of the paging feature in the user's personal greeting. The system does not have a pre-recorded prompt.

Caller ID: From the dropdown menu, select the desired option to configure the Caller ID.

Note: This option is required for desktop screen pops using iLink Pro Desktop. The iLink Pro Desktop settings must also be configured to accept screen pops.

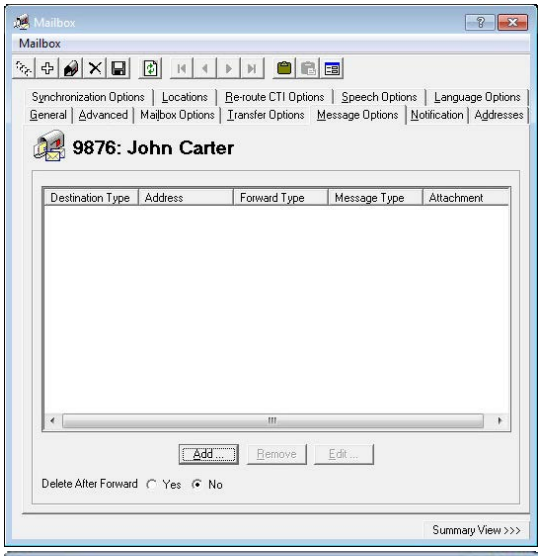
Note: If a blank Caller ID is sent to the iPD, there will be no pop-ups.

Call Forwarding - Enable: Enable this checkbox to forward incoming calls transferred from the automated attendant to another Mailbox.

Call Forward to: Enter the Mailbox that calls will be transferred to manually or use the directory to select the Mailbox.

Note: When assigning a Mailbox to the fax extension or Admin Mailbox, you can hit the **Check Names** or **Address Book** buttons to find the Mailbox you are looking for.

Message Options Tab



This tab allows you to control the user's messaging options.

This field displays all the defined message options.

Add: This button allows you to add a new message option entry. Refer to page 123 for more information.

Remove: This button allows you to remove the selected message option entry.

Edit: This button allows you to edit the selected message option entry.

Delete After Forward: Select **Yes** from the radio buttons to delete all incoming messages after they have been forwarded or relayed.

Notification - Options Tab

The Notification Options tab of Mailbox allows you to specify internal or external addresses that can be used to notify a user when they receive new messages.

Cascade Notification: Enable to have the system send notifications in consecutive order to a list or defined notification schedule.

Cascade Notification Loop Back: Enable checkbox to allow cascade notification loop back, which is like cascade notification except that it will not stop notifications after all retries are complete. It will instead start again from the beginning.

Fax Mail: Enable to send a notification when fax mail is sent.

Voice Mail

Select one or more options from the following choices to activate notification for voice mail messages.

All - Notifies user of all voice mail messages that are received

Urgent - Notifies user if an urgent voice message has been received

With Caller ID - Notifies user only if voice mail message is accompanied by Caller ID

Certified (Read Receipt) - Notifies user if a certified voice message has been received

Confidential - Notifies user if a confidential voice message has been received

Internal - Notifies user if a voice message has been received from an internal caller

External - Notifies user if a voice message has been received from an external caller

email

Select one or more options from the following choices to activate notification for email messages.

All - Notifies user of all email messages that are received

Urgent - Notifies user if an urgent email has been received

Certified (Read Receipt) - Notifies user if a certified email has been received

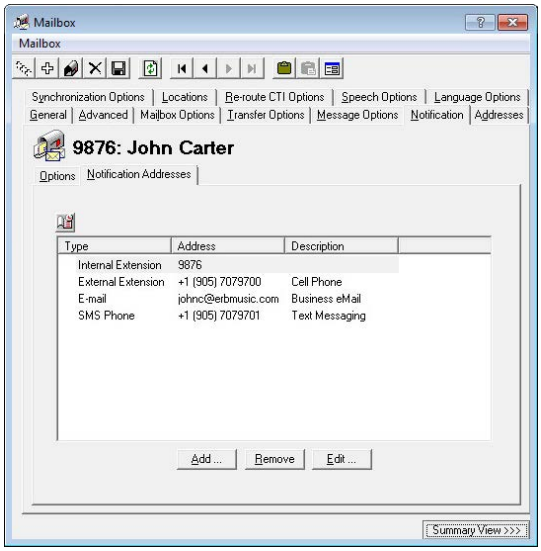
Confidential - Notifies user if a confidential email has been received

Internal - Notifies user if a email has been received from an internal caller

External - Notifies user if a email has been received from an external caller

Notification - Notification Addresses Tab

You may define as many notification destination addresses as you want to ensure that you receive all the notifications that you have defined.



Schedule Notification:

Add: Click this button to add a new Notification Address.

Remove: Click this button to delete the selected Notification Address.

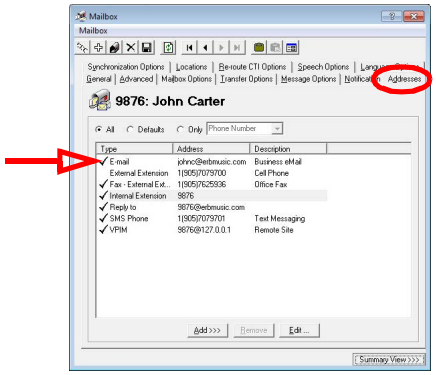
Edit: Click this button to edit the selected Notification Address.

Summary View: Click this button to view a simplified version of the Mailbox properties.

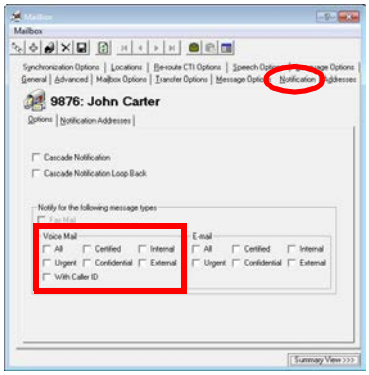
SMTP Notification

Each personal mailbox must be configured to process notifications.

1. Go to UC Admin and open the mailbox for the user.
2. On the **Addresses** tab, ensure that at least one email address has been created. If there isn't one, click **Add** and create an email address to use.

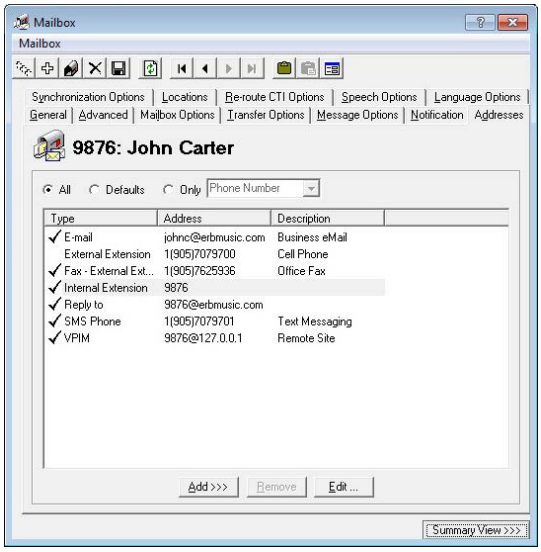


3. On the **Notification** tab, in the section for **Voice Mail**, enable all variations of voice messages that you want the customer to be notified about.



Click **Save** when ready. The user of this mailbox will now receive an email whenever a voice message has been recorded.

Addresses Tab



The Addresses tab of Mailbox allows you to add many types of addresses to be associated with the current Mailbox. These addresses may be utilized to further customize the way in which the user interacts with the UC system.

Select one of the following radio buttons to filter the displayed Addresses:

All: Display all added addresses

Defaults: Display all the default addresses

Only: After selecting this radio button choose a category from the dropdown menu to display the specific type of addresses

From the dropdown menu, choose the type of addresses you wish to view after selecting the Only radio button.

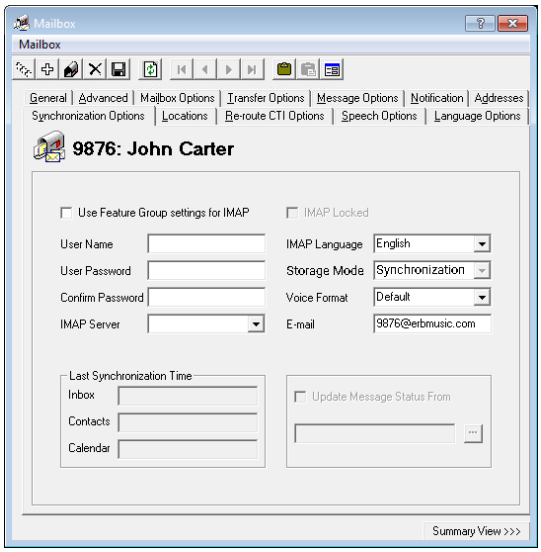
Add: Click this button to add an address. Refer to Add / Edit Addresses on page 116 for detailed information.

Remove: Click this button to remove the selected address.

Edit: Click this button to edit the selected address.

Note: An email address must be included here before SMTP notifications can be sent to the user. Which notifications are received are configured on the **Notification - Options Tab**.

Synchronization Options Tab



The Synchronization Options tab of Mailbox allows you connect the current Mailbox with the IMAP CSE feature, allowing you to synchronize information between your UC server and the email server (e.g. Microsoft Exchange, IBM Domino).

Use Feature Group settings for IMAP: Enable this checkbox to use the IMAP settings of the Feature Group. This is used when you are using a superuser account to connect to the Exchange server for the IMAP CSE feature.

User Name: Enter the IMAP account user name which the UC server will use to synchronize the data. Follow the domainname/username/alias format for this field.

User Password: Enter the IMAP account password.

Confirm Password: Re-Enter the IMAP account password.

IMAP Server: From the dropdown menu, select the corresponding IMAP server.

IMAP Locked: This checkbox is enabled if the user's Mailbox becomes locked. The lock occurs when the account fails authentication numerous times during the IMAP CSE synchronization activity. Disable this box to unlock the Mailbox.

IMAP Language: From the dropdown menu, select the primary language of the IMAP account.

Storage Mode: From the dropdown list, select IMAP to store messages in the IMAP store, or Database to store messages in the UC database.

Note: This field indicates whether or not the Mailbox is IMAP-synchronized. Setting storage to Database indicates no IMAP synchronization.

Voice Format: From the dropdown menu, select the voice compression format which is to be used when the user is sending a voice message outside of the UC server.

email: Enter the email address to synchronize for the current user.

Last Synchronization Time

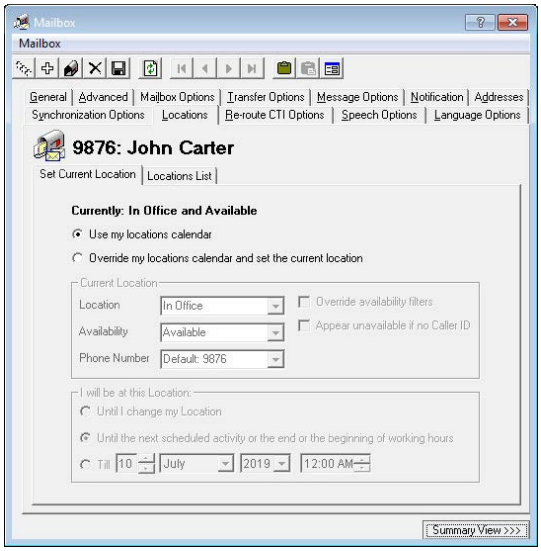
Inbox: This field displays the last time that the inbox of the mailbox was synchronized through the IMAP CSE server with the email server. This field cannot be modified and is for reference only.

Contacts: This field displays the last time that the contact entries of the mailbox were synchronized through the IMAP CSE server settings with the email server. This field cannot be modified and is for reference only.

Calendar: This field displays the last time that the calendar entries of the mailbox were synchronized through the IMAP CSE server settings with the email server. This field cannot be modified and is for reference only.

Update Message Status From: Enable this checkbox to synchronize the legacy IBM Domino and the UC server at a defined time. After enabling the checkbox click on the ellipsis button ... to manually select the date.

Locations - Set Current Locations Tab



The Locations tab of Mailbox allows you change the location status of the Mailbox and also modify the list of locations defined for the current Mailbox.

Use my locations calendar: Select this radio button to automatically set the location according to the calendar schedule.

Override my locations calendar and set the current location: Select this radio button to manually define a location for the current Mailbox. You must also define the following options.

Location: From the dropdown list, select the desired location for the Mailbox.

Availability: From the dropdown list, specify the availability of the Mailbox.

Phone Number: From the dropdown list, select the current phone number that will be associated with the Mailbox.

Override availability filters: Enable this checkbox to have the system override the availability filter settings associated with the selected location.

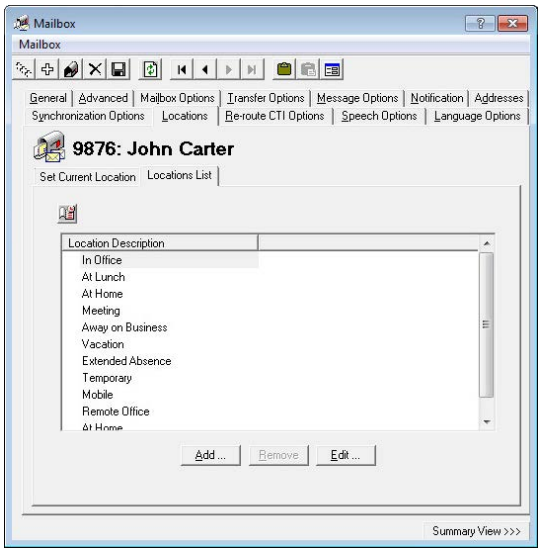
Appear unavailable if no Caller ID: Enable this checkbox to have the user appear unavailable if no caller ID is given on incoming calls.

Until I change my Location: Select this radio button to keep the defined location settings until they are manually changed.

Until the next...: Select this radio button to keep the defined location settings until the next scheduled activity on the calendar occurs.

Till: Select this radio button to keep the defined location settings until the designated time. The location will change to the calendar schedule when the defined time is reached.

Locations - Locations List Tab

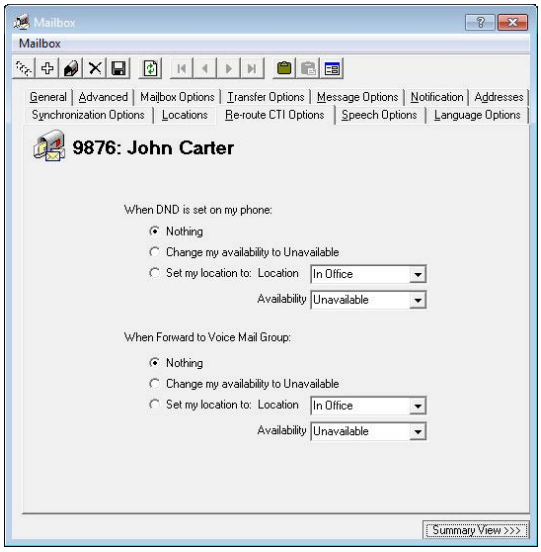


Add: Click on this button to add a new custom location.

Remove: Click on this button to delete the selected location. Only custom created locations can be removed.

Edit: Click on this button to modify the selected location.

Re-route CTI Options Tab



The Re-route CTI Options tab of Mailbox allows you to automatically append availability and/or location settings depending on your telephone settings. This feature is dependent on the telephone system that is utilized with the Mailbox.

When DND is set on my phone

Nothing: Select this radio button to inform the caller that the phone is set to DND.

Change my availability to Unavailable: Select this radio button to inform the caller that the user is unavailable.

Set my location to: Select this radio button to manually define the location and availability that the callers will be informed of when the phone is set to DND.

Location: From the dropdown menu, select the Location that the DND status of the phone will be associated with.

Availability: From the dropdown menu, select the availability that will be associated with above location.

When Forward to Voice Mail Group

Nothing: Select this radio button to forward the caller according to the phone settings.

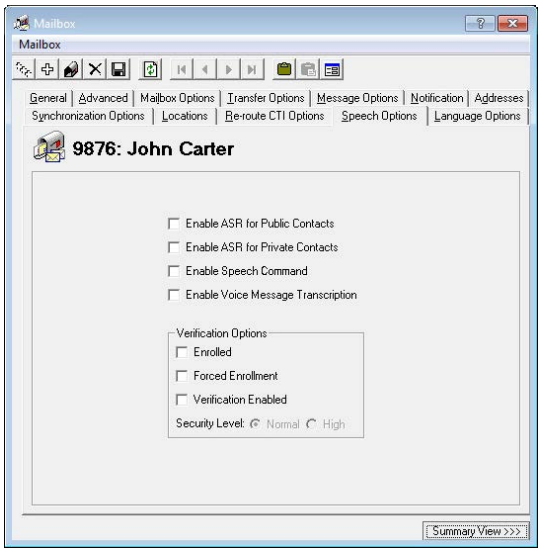
Change my availability to Unavailable: Select this radio button to inform the caller that the user is unavailable.

Set my location to: Select this radio button to manually define the location and availability that the callers will be informed of when forwarding is configured on the phone.

Location: From the dropdown menu, select the Location that the forwarded status of the phone will be associated with.

Availability: From the dropdown menu, select the availability that will be associated with above location.

Speech Options Tab



The Speech Options tab of Mailbox allows you to configure the enrollment of the current mailbox in the voice verification features and configure the related security levels. You may also enable any transcription options here.

Enable ASR for Public Contacts: Enable this checkbox to allow the user of the current mailbox to access their public contacts through ASR along with the traditional DTMF method.

Enable ASR for Private Contacts: Enable this checkbox to allow the user of the current mailbox to access their private contacts through ASR along with the traditional DTMF method.

Enable Speech Command: Enable this checkbox to allow the user of the current mailbox to navigate the TUI through speech commands along with the traditional DTMF method.

Enable Voice Message Transcription: Enable this checkbox to activate speech-to-text transcription for voice messages. Once enabled, voice messages left in this mailbox will be rendered into text, and sent to the associated email address. A transcription add-on to the Avaya Messaging license is required.

Voice Verification Options

Enrolled: This checkbox becomes enabled when the user successfully finishes the voice verification configuration during their tutorial or manually through the TUI.

Forced Enrollment: Enable this checkbox to force the user to configure the voice verification feature. The users will not be able to skip the tutorial when this option is enabled.
You can select a full or simple tutorial through **UC Admin > Voice Server > Advanced > Simple Tutorial** (page 235).

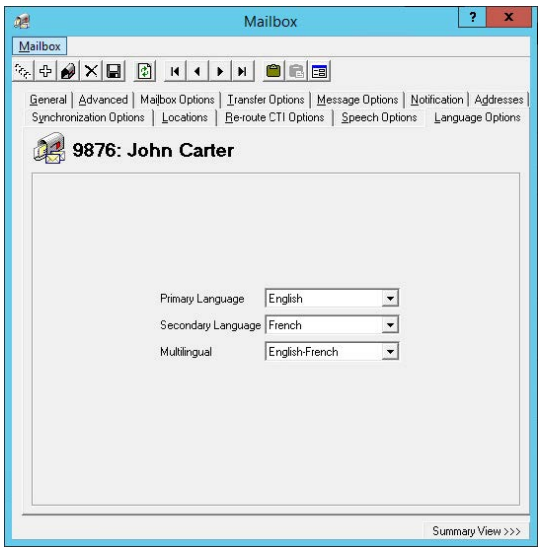
Voice Verification Enabled: Enable his checkbox to allow this user to use the Voice Verification feature.

Security Levels

Normal: Select this radio button to use Normal as the voice verification security setting. The security settings are configured under Company properties.

High: Select this radio button to use High as the voice verification security setting. The security settings are configured under Company properties.

Language Options



While the languages for the Auto Attendant are controlled through system settings, you can use the Language Options tab to setup one or two languages for your mailbox prompts. Specify one language as the primary, and another as the secondary, then choose which order to play them.

Primary Language: Select the language to be used as the main language for your mailbox prompts.

Secondary Language: Select the language to be used as an alternate language for your mailbox prompts.

Multilingual: From the dropdown menu, choose the order the prompts will be played: Primary only, Secondary only, Primary then Secondary, or Secondary then Primary.

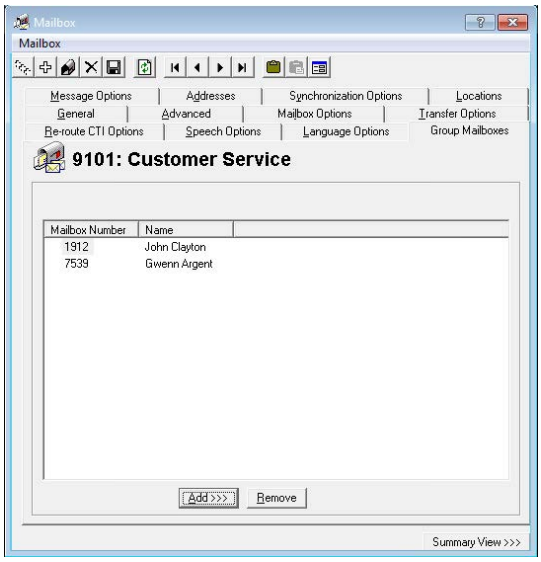
When an external caller reaches your mailbox, they will hear your mailbox prompts (e.g. “Please leave a message at the tone.”) in the order chosen under **Multilingual**.

When an internal caller reaches your mailbox, the voice server will scan their mailbox language preferences and play the prompts in the appropriate language.

Important: The language packs must be installed on the voice server before they will be available here. Additional language licenses can be purchased as part of your Avaya Messaging license.

Note: This option will not be available it has not been enabled in the **Company > Advanced** tab (found here).

Group Mailboxes Tab



Note: This tab only appears if **Group Mailbox** is enabled on the **Mailbox Options Tab**.

When a mailbox is configured as a Group Mailbox, this tab appears and requires the user to create a list of people that have access to the mailbox (Group Mailbox Access List). At least one contact must be added to the list, but up to 25 may be included.

Each person on the accesslist has access to this mailbox to review, create and delete messages. Each time the mailbox is accessed, or an action is taken, an entry is created in the database and a report can be generated with the details. See the Web Report (chapter 25) on page 477 of this document for details.

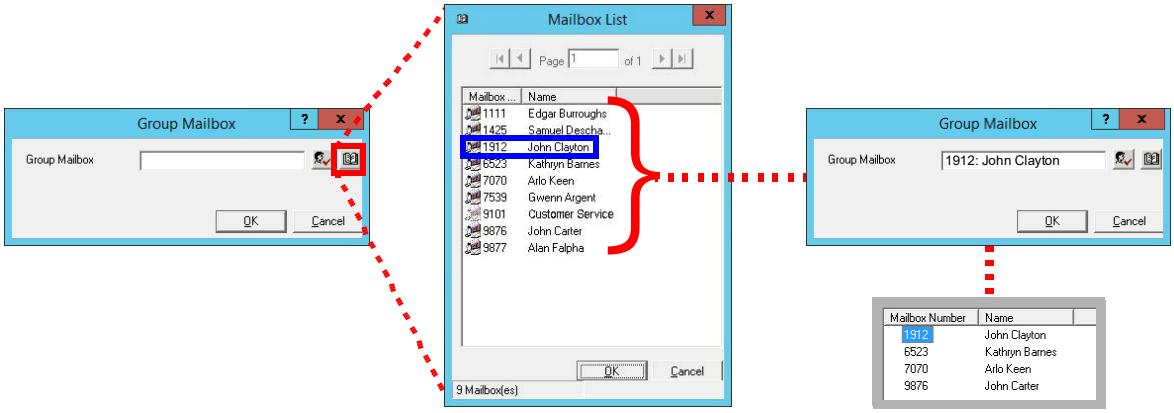
Hint: Name a Group Mailbox after its function rather than for a specific person. For example, "Customer Service" or "Sales".

Add / Remove Contacts

Add Contacts

- Click **Add** to join contacts to the Group Mailbox Access List.
- Select the **Directory** icon , pick a person to add, click **OK**, then click **OK** again at the **Group Mailbox** screen to append that person to the access list.

Repeat to add as many people to the list (one at a time) as required. Save the mailbox when finished.



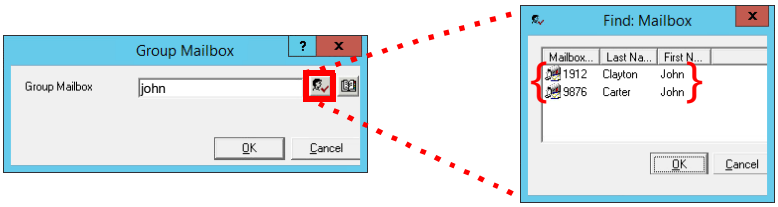
Note: A mailbox ("Customer Service" in this example) cannot be added to its own access list. Each person can only be added to the list once. An error will pop-up the second time a user is to be added.

Note: A group mailbox cannot be included in the access list of another group mailbox.

Caution: Disabling the **Group Mailbox** option on the **Mailbox Options** tab will permanently delete the access list.

You can also type the person's extension or first name or last name into the space provided on the Group Mailbox screen.

Click the **Verify** button and the system will return all matching contacts. Select the correct individual and click **OK** to add them to the access list.



If only a single match is found, then that person's details will be displayed in the text entry field. Click **OK** to approve the selection.

Remove Contacts

To delete a person from the list, select the person's extension, then click **Remove**.

Accessing the Group Mailbox

Any of the people on the Mailbox List can enter the group mailbox.

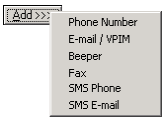
- From any phone, access the Auto Attendant and enter the extension number for the group mailbox.
- You will be asked to enter your mailbox number, then your password. This is the same number and password that you use to access your **own** voice mailbox.
- The system will log you into the group mailbox where you can manage the messages. You can listen to the messages, create new messages, and delete messages from the mailbox. All activities are recorded in the database.

Other Mailbox Related Options/Configurations

Add / Edit Addresses

UC server supports numerous types of addresses that may be assigned to a Mailbox for ubiquitous communication.

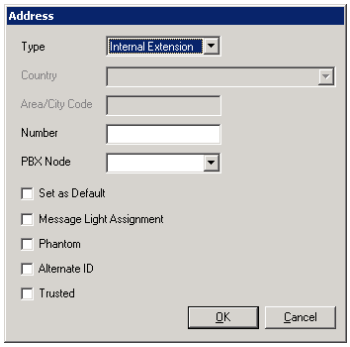
Adding an Address



Click on the Add button then select the type of address that you wish to add.

Note: You can only have one default address for each type of address. For example, you have may a default Phone Number and a default Fax number together but you cannot have two default Fax numbers. The Default address takes automatic priority when you are trying to be reached by the UC server.

Phone Number - Internal



Number: Enter the internal extension number.

PBX Node: From the dropdown menu, select the PBX node that the extension resides in.

Set as Default: Enable this checkbox to make this address the default for the current Mailbox.

Message Light Assignment: Enable this checkbox to enable message lights on the phone system connected to this extension.

Phantom: Enable this checkbox to make the current extension a phantom extension. A phantom extension is not connected to an actual phone but can still be used to play greetings and accept messages.

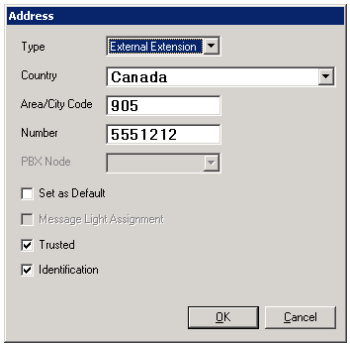
Alternate ID: Enable this checkbox to make the current extension an alternate ID. The Mailbox user will be able to use this extension number to login and accept calls as if it were a Mailbox number.

Note: If this feature is enabled, under **Company > Advanced**, one user can have the same Alternate ID in multiple Organizational Units. When an incoming caller searches for the Alternate ID number, they will be prompted to select which version of the contact they want to be connected to.

For example: John Smith has a mailbox in 2 OU's: Toronto and London. Each has its own extension, but shares the same Alternate ID. A caller who searches for the Alternate ID will be prompted whether they want John Smith from Toronto or London.

Trusted: Enable this checkbox to assign this extension as a trusted number for voice verification features.

Phone Number - External



Country: From the dropdown menu, select the Country code for the telephone number.

Area/City Code: Enter the area code for the telephone number.

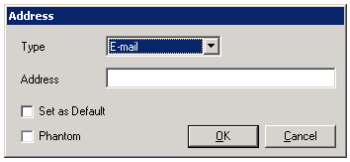
Number: Enter the telephone number.

Set as Default: Enable this checkbox to make this address the default for the current Mailbox.

Trusted: Enable this checkbox to assign this extension as a trusted number for voice verification features.

Identification: Enable this checkbox to use the defined external number as an Identification Number. The Identification Number can be used as an alternative method to log in to the Mailbox when Voice Verification is enabled on the system.

email

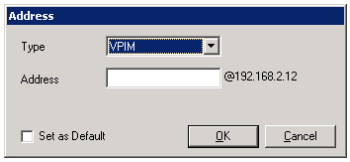


Address: Enter the full email address.

Set as Default: Enter this checkbox to make this address the default for the current Mailbox.

Phantom: Enable to designate this address as a Phantom email. When the system is resolving the address, a phantom email address will not be returned.

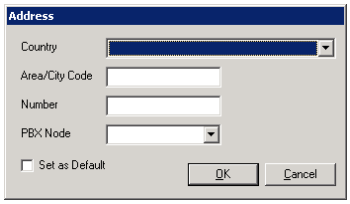
VPIM



Address: Enter the VPIM address (the name portion only).

Set as Default: Enable this checkbox to make this address default for the current Mailbox.

Beeper



Country: From the dropdown menu, select the Country code for the pager number.

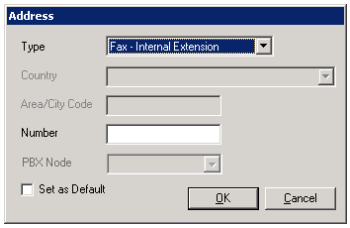
Area/City Code: Enter the area code for the pager number.

Number: Enter the pager number.

PBX Node: From the dropdown menu, select the PBX node that the extension resides in.

Set as Default: Enable this checkbox to make this address default for the current Mailbox.

Fax - Internal / External



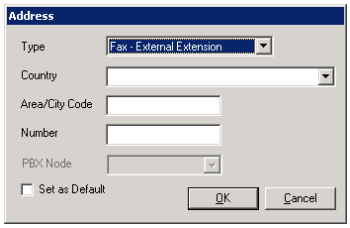
Country: From the dropdown menu, select the Country code for the fax number.

Area/City Code: Enter the area code for the fax number.

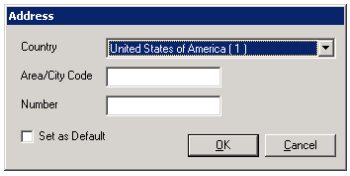
Number: Enter the internal extension number for fax.

PBX Node: For sites where there is more than one PBX installed, use this field to select which node the fax traffic should be routed through. Node numbers must be assigned sequentially starting with **1** (e.g. 1 2 3 4...).

Set as Default: Enable this checkbox to make this address the default for the current Mailbox.



SMS - Phone



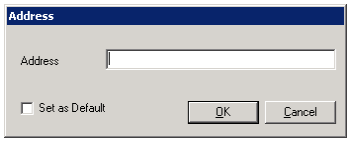
Country: From the dropdown menu, select the Country code for the SMS capable phone number.

Area/City Code: Enter the area code for the SMS capable phone number.

Number: Enter the SMS capable phone number.

Set as Default: Enable this checkbox to make this address the default for the current Mailbox.

SMS - email



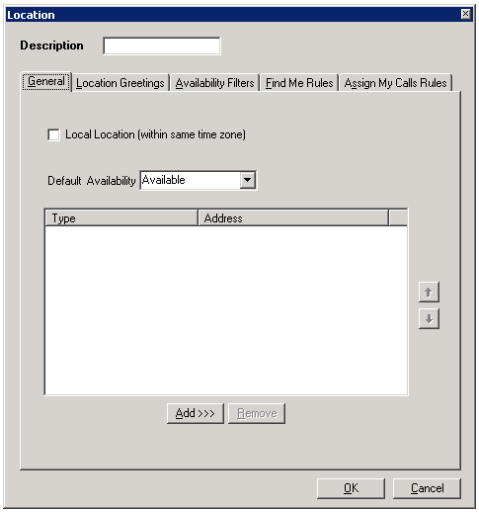
Address: Enter the full email address.

Set as Default: Enable to make this address the default for the current Mailbox.

Add / Edit Location

While most users will be able to add and modify their locations through the Web Access interface, you also have the option of manually configuring them through the admin interface.

General



Description: Enter a title for the current location.

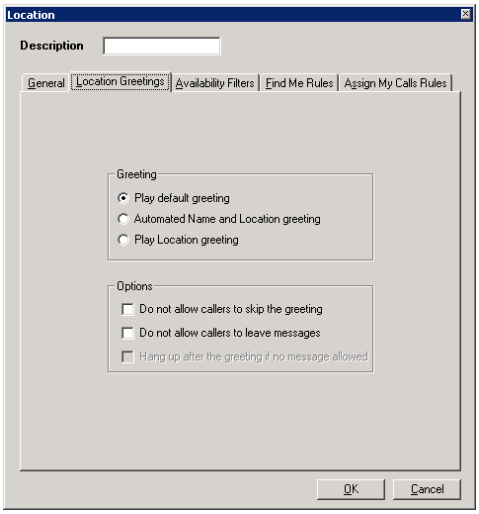
Local Location (within the same time zone): Enable this checkbox if the location you are creating is in the same time zone as your primary location.

Default Availability: From the dropdown menu, select the default availability for the location.

Add: Click on this button to add an address to the current location.

Remove: Click on this button to remove the selected address.

Location Greetings



Greeting

Play default greeting: Select this radio button to play the default greeting when the user is in the current location.

Automated Name and Location greeting: Select this radio button to play an automated name and location greeting when the user is at the current location.

Play Location greeting: Select this radio button to play the current location's greeting when the user is at that location.

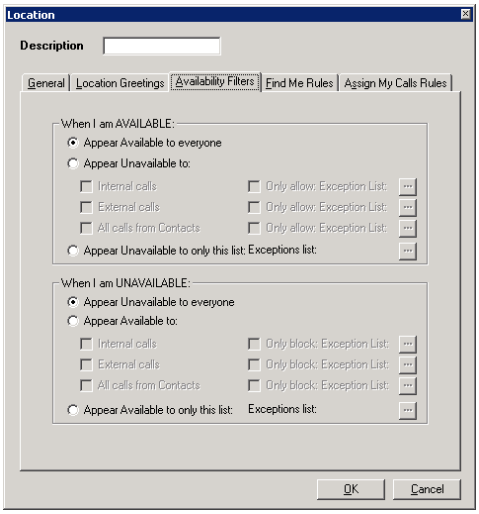
Options

Do not allow callers to skip the greeting: Enable this checkbox to force the caller to listen to the entire greeting unless they disconnect.

Do not allow callers to leave messages: Enable this checkbox to prevent the caller from leaving a message in the Mailbox as long as the location is set to the current location.

Hang up after the greeting: Enable this checkbox to hang up on the caller right after playing the location greeting.

Availability Filters



When I am Available

Appear Available to everyone: Select this radio button to appear available to everyone when set to available at the current location.

Appear Unavailable to: Select this radio button to appear unavailable according to the settings defined below when set to available at the current location.

Select the **Internal calls** check-box if you want to appear unavailable for all internal calls. If there will be exceptions to this rule, select the accompanying **Only allow: Exception List** check-box and select your exceptions using the button.

Select the **External calls** check-box if you want to appear unavailable for all external calls. If there will be exceptions to this rule, select the accompanying **Only allow: Exception List** check-box and select your exceptions using the button.

Select the **All calls from Contacts** check-box if you want to appear unavailable for all calls from contacts. If there will be exceptions to this rule, select the accompanying **Only allow: Exception List** check-box and select your exceptions using the button.

Appear Unavailable to only this list: Select this radio button to appear unavailable to a specific group of people even when you are available. The list may be defined by clicking on the ellipsis button on the right.

When I am Unavailable

Appear Unavailable to everyone: Select this radio button to appear unavailable to everyone when set to unavailable at the current location.

Appear Available to: Select this radio button to appear available according to the settings defined below when set to unavailable at the current location.

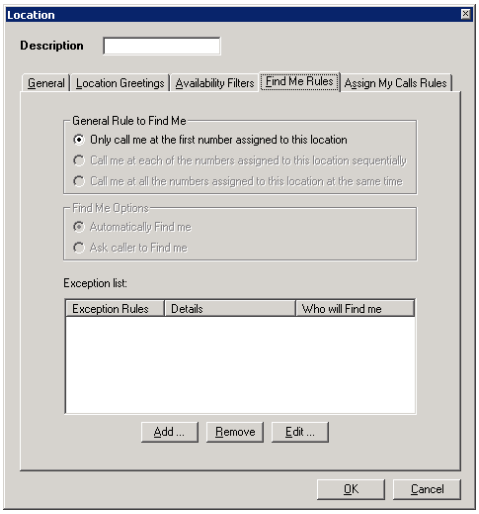
Select the **Internal calls** check-box if you want to appear available for all internal calls. If there will be exceptions to this rule, select the accompanying **Only block: Exception List** check-box and select your exceptions using the button.

Select the **External calls** check-box if you want to appear available for all external calls. If there will be exceptions to this rule, select the accompanying **Only block: Exception List** check-box and select your exceptions using the button.

Select the **All calls from Contacts** check-box if you want to appear available for all calls from contacts. If there will be exceptions to this rule, select the accompanying **Only block: Exception List** check-box and select your exceptions using the button.

Appear Available to only this list: Select this radio button to appear available to a specific group of people even when you are available. The list may be defined by clicking on the ellipsis button on the right.

Find Me Rules



When an incoming call arrives at your extension, the Find Me Rules determine how the UC System will route the call if you are not currently at your desk.

General Rule to Find Me

Only call me at the first number...: Select this radio button to find the user only at the first number assigned to current location.

Call me at each of the numbers...sequentially: Select this radio button to find the user at each of the numbers assigned to current location in sequence.

Call me at all the numbers...at the same time: Select this radio button to find the user at all numbers assigned to current location simultaneously.

Find Me Options

Automatically Find me: Select this radio button to have the system automatically search for the user.

Ask caller to Find me: Select this radio button to have the system ask the caller if they want the system to search for the user.

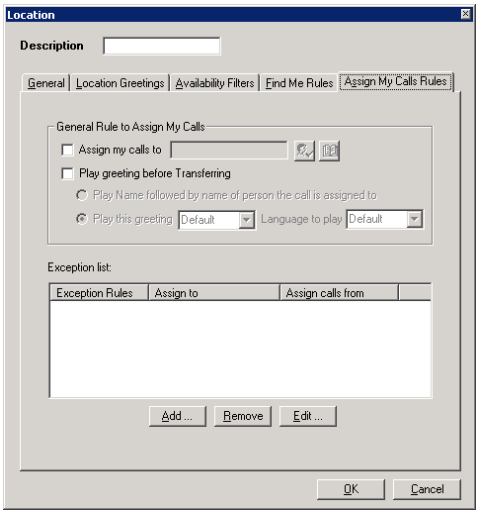
Exception List

Add: Click on this button to add Mailbox/contacts to the exception list.

Remove: Click on this button to remove the selected exception list item.

Edit: Click on this button to edit the selected exception list item.

Assign My Calls Rules



General Rule to Assign My Calls

Assign my call: Enable this checkbox to have your calls assigned to another Mailbox in the same Company. In the text field to the right, enter or select the Mailbox from the directory.

Play greeting before Transferring: Enable this checkbox to have the greeting played before a call is transferred. You may specify the type of greeting to be played below.

Play Name followed by name of person the call is assigned to: Select this radio button to have the system explicitly state who the user is assigning the call to before transferring the call.

OR

Play this greeting: Select this radio button to select a specific greeting from the dropdown menu to play before transferring a call. If applicable, select the language of the greeting from the Language to play dropdown menu.

Exception List

Add: Click on this button to add Mailbox/contacts to the exception list.

Remove: Click on this button to remove the selected exception from the list.

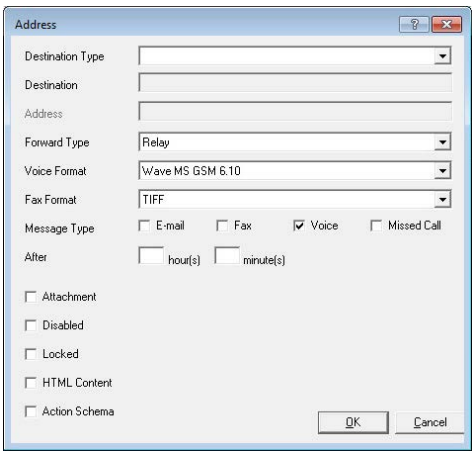
Edit: Click on this button to edit the selected exception from the list.

Add / Edit Message Options

The messages that arrive in the current Mailbox may be automatically forwarded or relayed to a destination of choice.

Destination Type: From the dropdown menu, select the address type of the destination.

Type	Destination	Address
AMIS	From the dropdown menu, select the desired Remote Site.	Enter the address within the chosen Remote Site that you wish to forward/relay to.
Distribution List:	From the dropdown menu, select the distribution list (both public and private from the Mailbox that is being configured will be available).	
email:	Enter the desired email address.	
Mailbox:	Enter the Mailbox number then click on verify or select a Mailbox from the directory.	
Print to Fax:	Enter the fax number or use the ellipsis button ... to open a dialog box.	
Print to Server Default Printer		
SMS email	Enter the desired email address.	
SMS Phone	Enter the phone number or use the ellipsis button ... to open a dialog box.	
VPIM	From the dropdown menu, select the desired Remote Site.	Enter the address within the chosen Remote Site that you wish to forward/relay to.
Storage Path	Enter the network path to the storage location.	Must be UNC Compatible path
Google Docs	Enter Google Docs Collection location.	Requires an existing collection



Destination: Refer to the above chart.

Address: Refer to the above chart.

Forward Type: From the dropdown menu, select Forward or Relay.

- **Forward**: Select this option to have messages forwarded automatically. A copy of the message will be sent to the destination with 'FW:' in the subject header. The sender of the message will be the current Mailbox.
- **Relay**: Select this option to have messages relayed automatically. A copy of the message will be sent to the destination. The sender of the message will be the originating Mailbox.

Voice Format: From the dropdown menu, select the format of voice messages. The WaveUlaw8 format is recommended as the default.

Fax Format: From the dropdown menu, select TIFF or PDF. Fax messages that are automatically forwarded to email addresses will be converted into the selected format.

Message Type: Enable the checkboxes for the type of messages you want forwarded/relayed to the destination address.

After: Enter a value on either or both of the hour(s) and minute(s) fields to delay the forward/relay by that amount of time.

Attachment: Enable this checkbox to allow any attachments to be included in the forwarded/relayed message.

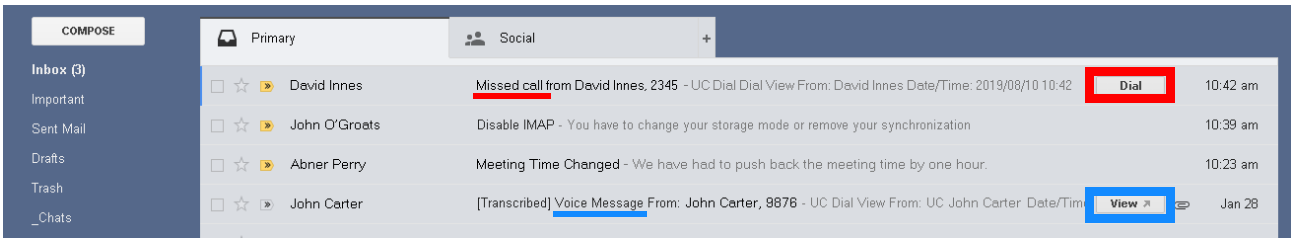
Disabled: Enable this checkbox to not automatically forward or relay received messages for the chosen address. This setting can be toggled by the Mailbox user at any time.

Locked: Enable this checkbox to not automatically forward or relay received messages for the chosen address. This setting can be toggled by the administrator and is active until changed.

HTML Content: Enable this checkbox to have files attached to messages accessible only through a hyper link (HTTP).

Note: Multiple Destinations require **separate** address entries to be made for each.

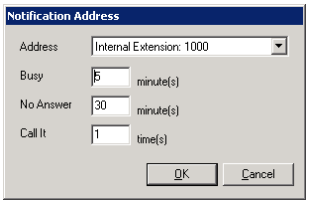
Action Schema: Enable this option to have tags appear in the subject line of emails that contain voice messages, or those that denote missed calls. This feature only applies to email clients that support DKIM verification.



Dial: When an incoming call is received but not answered, and the caller does not leave a voice message, the Dial button will appear in the subject line of the email header. Click the button to place a call to the contact.

View: When a caller leaves a message in the mailbox, the View button will appear in the subject line of the message header. Click the call to open the playback control window to listen to the message through any audio capable device.

Add / Edit Notification Addresses



After specifying notification addresses, they can be modified to suit your changing business needs.

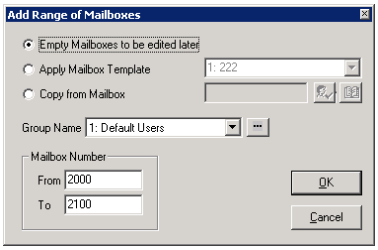
Address: From the dropdown menu, select an address that will be used for notification. The addresses available on this list are the addresses listed under the current Mailbox's Address tab.

Busy: Enter the amount of time (in minutes) that the system will wait before retrying notification when the destination address is busy.

No Answer: Enter the amount of time (in minutes) that the system will wait before retrying notification when the destination address does not answer.

Call It: Enter the number of times the system will attempt to notify the Mailbox user. If the system is successful, it will not retry.

Adding a Range of Mailboxes



Instead of creating Mailboxes one at a time, you can create a range of Mailboxes under a particular Feature Group. Once you have created the Mailboxes, you can go back and specify the options for each Mailbox.

Empty Mailboxes to be edited later: Select this radio button to add a range of empty Mailboxes that can be edited later.

Apply Mailbox Template: Select this radio button to create a range of Mailboxes using the selected Mailbox template. Mailbox templates need to be already defined on the system.

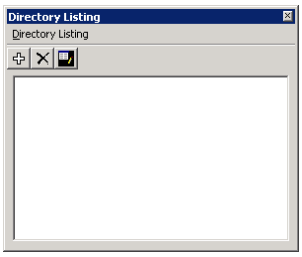
Copy from Mailbox: Select this radio button to use an existing Mailbox as the model for creating a range of new Mailboxes.

Group Name: From the dropdown menu, select the Feature Group you want the Mailboxes to be associated with.

From: Enter the first number in the Mailbox range.

To: Enter the last number in the Mailbox range.

Directory Listing



The UC server allows the Mailbox user to create nicknames and store them in the company directory. A caller can then spell the user's name or speak the name to the speech enabled automated attendant.

The Mailbox must be in a Feature Group that has the company directory feature enabled. The Mailbox will then be accessible via ASR (Automatic Speech Recognition). In the Mailbox, a user can define multiple names that are used for directory purposes (e.g. first name, last name, maiden name).

When a Mailbox is created and the first name, last name and username are specified, the information is automatically input to the Directory List screen. While in this window, you can add and move these names, as necessary.

Note: The basic ASR license supports **250** names. Please check your ASR license for the number of names your system will support and upgrade the license if necessary.

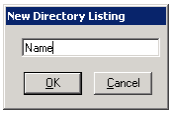
Note: The Mailbox must be in a Feature Group that has the Company Directory feature enabled.

Important: First and Last name must contain **ONLY** letters. No numbers or special characters are allowed. This is to ensure compatibility with the speech recognition features.

Company Buttons

Button	Description
	Add a new Directory Listing entry.
	Delete selected Directory Listing entry.
	Edit selected Directory Listing entry.

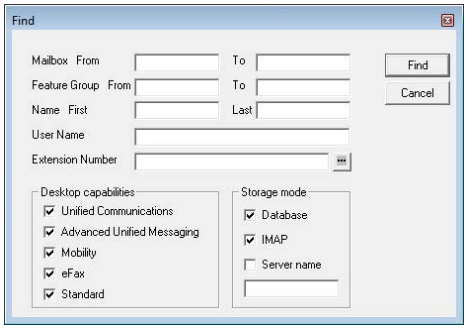
Directory Listing Configuration



Note: The basic ASR license supports **250** names. Please check your ASR license for the number of names your system will support and upgrade the license if necessary.

To add a new directory listing, click the Add icon, then enter the details for the new directory item.

Finding a Mailbox



In a system that has a large number of users, it may be difficult to scroll through the entire directory to find a specific Mailbox. The find Mailbox function can be used to easily locate the desired Mailbox(es) by using search filters.

Mailbox, From and **To**: Enter the range of Mailboxes you wish to search. Enter the starting Mailbox number in the From field and the ending Mailbox number in the To field.

Feature Group, From and **To**: Enter the range of Feature Groups you wish to search. Enter the starting Feature Group number in the From field and the ending Feature Group number in the To field. All Mailboxes that are associated with the specified range of Feature Groups will be shown as results.

Name, First and **Last**: Enter the first name in the First field and/or enter the last name in the Last field to search for a Mailbox by the user's name.

User Name: For contacts with a user name defined, enter it here to begin a search.

Extension Number: Type in or select ... and an extension number to search for.

Desktop Capabilities

Note: If you have no Desktop Capabilities selected, the search results will be as if you have all Desktop Capabilities selected.

Enable one or more checkboxes to filter the search results according to the Desktop Capability of the Mailbox.

Unified Communications: Enable this checkbox to include Mailboxes with Unified Communications capabilities in the search result.

Advanced Unified Messaging: Enable this checkbox to include Mailboxes with Advanced Unified Messaging capabilities in the search result.

Mobility: Enable this checkbox to include Mailboxes with Mobility (CTI) capabilities in the search result.

eFax: Enable this checkbox to include Mailboxes with eFax capabilities in the search result.

Standard: Enable this checkbox to include Mailboxes with Standard capabilities in the search result.

Storage Mode

Note: If you have no Storage Mode selected, the search results will be as if you had all Storage Modes selected.

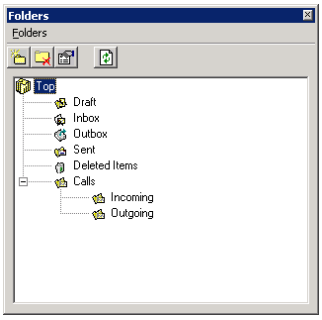
Enable one or more checkboxes to filter the search results according to the Storage Mode of the Mailbox.

Database: Enable this checkbox to include Mailboxes with Database storage mode in the search result.

IMAP: Enable this checkbox to include Mailboxes with IMAP storage mode in the search result.

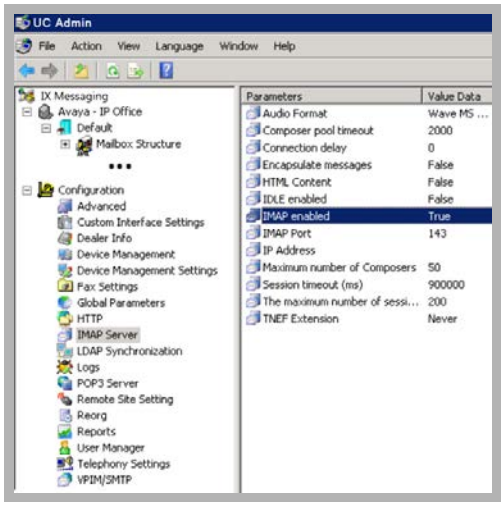
Server Name: Enable this checkbox to include Mailboxes with a specific server storage mode in the search result. You must also define the server name in the text field below when you enable this checkbox.

Folders



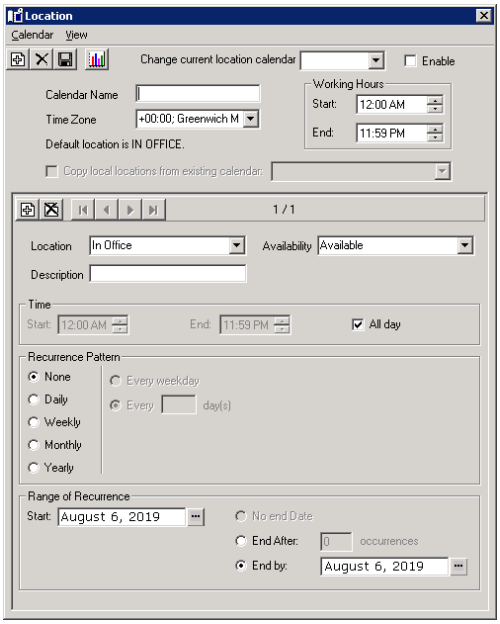
You can create custom folders in the user's Mailbox for message storage and organization. The folders created will automatically be created in another message server (e.g. both on UC server and the email server) when the user is configured as a unified messaging user.

IMAP4 Configuration



IMAP 4 and POP3 are no longer supported in Avaya Messaging 11.0.

Location Schedule



Although most users will be managing their location and calendar through the Web Access or Avaya iLink Pro, there is also the option of adding and modifying them manually through the admin interface. Due to the nature of locations, all location related schedules are saved under the location calendar.

Location Schedule Buttons

Button	Description
	Create new Location Calendar.
	Delete current Location Calendar.
	Save current Location Calendar.
	View a list of all Location Calendars.
	Create a new Schedule.
	Delete the current Schedule.
	Move to first Schedule item.
	Move to previous Schedule item.
	Move to next Schedule item.
	Move to last Schedule item.

Location Schedule Configuration

Change current location calendar: From the dropdown menu, select the calendar that you wish to modify.

Enable: Enable this checkbox to activate the current schedule.

Calendar Name: Enter a descriptive name for the calendar.

Time Zone: Select the time zone to which the location belongs.

Default Location is: This field displays the default location for the current calendar. If there are no specific locations defined, this will be used as a default.

Copy local locations from existing calendar: Enable this checkbox to copy the location settings from another calendar. You must select the other calendar from the dropdown menu after you enable this checkbox.

Working Hours, Start and **End**: Define the working hours of the calendar.

Location: From the dropdown menu, select the location that will be active during the period specified below.

Availability: From the dropdown menu, select the availability of current location.

Description: Enter a short description for your reference.

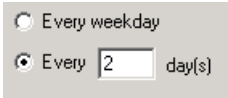
Time

Start and **End**: Enter the time in which the sub menu will be active. Enabling the **All day** checkbox will make the sub menu active for 24hrs.

Recurrence Pattern:

None: Select this radio button to have the sub menu occur only for the period of time once with no recurrence.

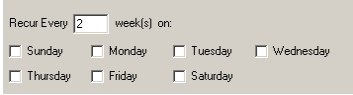
Daily: Select this radio button to indicate that the sub menu will be active on a day-by-day basis. Afterwards, you will have (2) options:



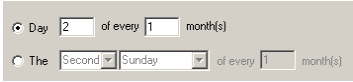
Every weekday: Select this radio button if you want the sub menu to be active every weekday (Monday - Friday).

Every X day(s): Select this radio button to specify an interval of activity for the sub menu (every second day by entering 2 in the field, for example).

Hint: If you wish to define the settings as Every weekday, you can instead choose the **Weekly** settings where you can specify which days of the week you wish to be notified.



Weekly: Select this radio button to indicate that the sub menu will be active on a weekly basis. Then, in the **Recur Every X week(s) on** field, enter an interval of activity for the sub menu (i.e. enter **3** for every third week). Finally, check the boxes of the days of the week you want the sub menu to be in effect. If you wanted a sub menu to be active every second Monday, Wednesday and Thursday, you would enter **2** in the field and select the **Monday**, **Wednesday** and **Thursday** checkboxes.



Monthly: Select this radio button if you want the sub menu to be active on a monthly basis.

You have two (2) options:

Select the **Day** radio button and indicate which day of the month you want the sub menu to be active.

Select the **The** radio button and indicate which day of a month you want the sub menu to be active. For example, if you want the sub menu to be active on the second Monday of every second month, you would select the The radio button, select **Second** and **Monday**, and enter **2**.

Yearly: Select this radio button if you want the sub menu to be active on a specific day of the year. You have two (2) options:

Select the **Every** radio button and indicate the day of the year on which you want the sub menu to be active.

Select the **The** radio button and indicate a specific day of a specific month of the year on which you want the sub menu to be active. For example, if you want the sub menu to be active on the second Thursday of every March, you would select the radio button and select **Second**, **Thursday** and **March** from the dropdown menu.

Range of Recurrence

Start: Select the date when the first occurrence of the sub menu is to occur.

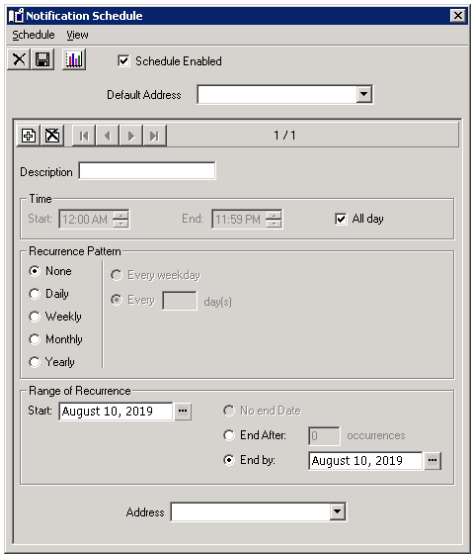
Note: The sub menu must have a recurrence pattern defined.

No end Date: Select this radio button if you want the sub menu to occur indefinitely

End After: Select this radio button if you want to disable the sub menu after it occurs the defined number of times.

End by: Select this radio button if you want to disable the sub menu by the defined date.

Notification Schedule



You can create a notification schedule to specify a calendar setting for each notification address. For example, you can schedule an email to be the active notification address for a period of time.

Notification Schedule Buttons

Button	Description
	Create new Notification Schedule.
	Delete Notification Schedule.
	Save Notification Schedule.
	View a list of all Notification Schedules.
	Create a new Schedule.
	Delete the current Schedule.
	Move to first Schedule.
	Move to previous Schedule.
	Move to next Schedule.
	Move to last Schedule.

Notification Schedule Configuration

Schedule Enabled: Enable this checkbox to activate the notification schedule.

Default Address: From the dropdown menu, select the address that will be used by the schedules by default unless they have a specific address defined.

Description: Enter a brief title/description of the sub menu for reference.

Time

Start and **End**: Enter the time during which the sub menu will be active. Enabling the All day checkbox will make the sub menu active for 24hrs.

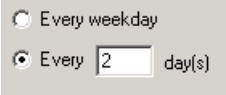
Recurrence Pattern:

None: Select this radio button to have the sub menu occur only once with no recurrence.

Daily: Select this radio button to indicate that the sub menu will be active on a day-by-day basis. Afterwards, you will have (2) options:

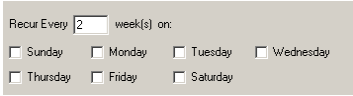
Every weekday: Select this radio button if you want the sub menu to be active every weekday.

Every X day(s): Select this radio button to specify an interval of activity for the sub menu (every second day by entering 2 in the field, for example).

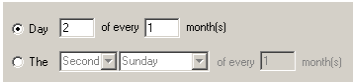


Hint: If you wish to define the settings as Every weekday, you can instead choose the **Weekly** settings where you can specify which days of the week you wish to be notified.

Weekly: Select this radio button to indicate that the sub menu will be active on a weekly basis. Then, in the **Recur Every X week(s) on** field, enter an interval of activity for the sub menu (i.e. enter **3** for every third week). Finally, check the boxes of the days of the week you want the sub menu to be in effect. If you wanted a sub menu to be active every second Monday, Wednesday and Thursday, you would enter **2** in the field and select the **Monday**, **Wednesday** and **Thursday** checkboxes.



Monthly: Select this radio button if you want the sub menu to be active on a monthly basis.



You have two (2) options:

Select the **Day** radio button and indicate which day of the month you want the sub menu to be active.

Select the **The** radio button and indicate which day of a month you want the sub menu to be active. For example, if you want the sub menu to be active on the second Monday of every second month, you would select the The radio button, select **Second** and **Monday**, and enter **2**.

Yearly: Select this radio button if you want the sub menu to be active on a specific day of the year. You have two (2) options:

Select the **Every** radio button and indicate the day of the year on which you want the sub menu to be active.

Select the **The** radio button and indicate a specific day of a specific month of the year on which you want the sub menu to be active. For example, if you want the sub menu to be active on the second Thursday of every March, you would select the radio button and select **Second**, **Thursday** and **March** from the dropdown menu.

Range of Recurrence

Start: Select the date on which the first occurrence of the sub menu is to occur.

Note: The sub menu must have a recurrence pattern defined.

No end Date: Select this radio button if you want the sub menu to occur indefinitely.

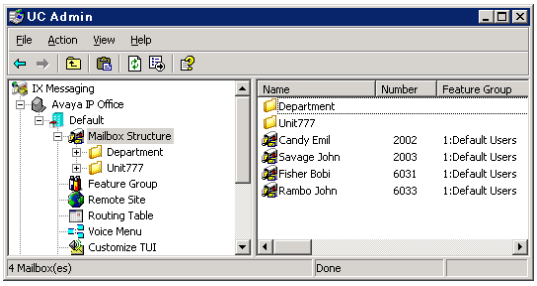
End After: Select this radio button if you want to disable the sub menu after it occurs the defined number of times.

End by: Select this radio button if you want to disable the sub menu by the defined date.

Address

From the dropdown menu, select the address that will be active during the defined period.

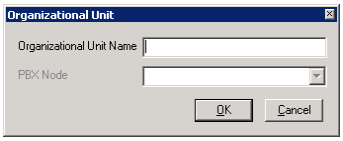
Organizational Unit



The purpose of an Organizational Unit is to organize the Mailboxes. In a system with large number of Mailboxes, it may be difficult to sort and keep track of all the Mailboxes in one folder. By having Mailboxes allocated to an Organizational Unit you can easily group different types of Mailboxes.

Note: Organizational Units are not related to the settings of the Mailbox. However, you can designate a PBX node for the Organizational Unit. If you do so, the Mailboxes associated with the OU will use this PBX node as default, assuming that you do not have a PBX node manually assigned to the Mailbox itself.

Adding/Editing a Organizational Unit



Organizational Unit Name: Enter a unique name for the OU.

PBX Node: From the dropdown menu, select the PBX node that this OU will be associated with.

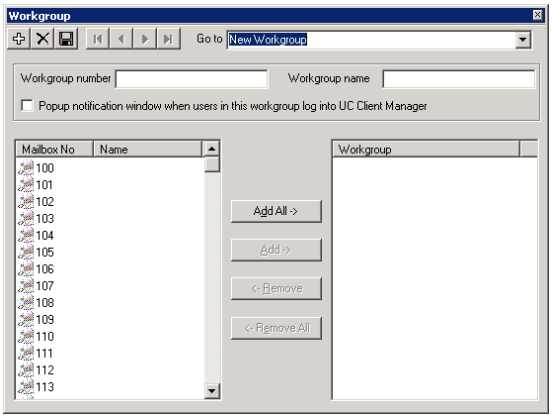
Workgroup

A workgroup can be conveniently accessed through iLink Pro Desktop. It allows users to send messages to individual members or workgroups via Chat.

Workgroup Buttons

Button	Description
	Add a new workgroup.
	Delete current workgroup.
	Save current workgroup.
	Move to first workgroup.
	Move to previous workgroup.
	Move to next workgroup.
	Move to last workgroup.

Workgroup Configuration



Go to: From the dropdown menu, select the workgroup that you wish to modify.

Workgroup Number: Enter a number for the workgroup you are creating.

Workgroup Name: Enter a name for the workgroup you are creating.

Popup notification...: Enable this checkbox to inform members when other members of the current workgroup log into iLink Pro Desktop.

Adding Users to Workgroup

Add: Select the desired Mailbox from the left pane then click on the Add button to add them to the workgroup in the right pane.

Add All: Click on the Add All button to add all Mailboxes from the same company to the workgroup.

Removing Users from Workgroup

Remove: Select the desired Mailbox in the right pane then click on the Remove button to remove them from the workgroup.

Remove All: Click on the Remove All button to delete all Mailbox from the workgroup.

7 MAILBOX TEMPLATE

In This Chapter:

136 Introduction

136 General Tab

137 Advanced Tab

137 Mailbox Options Tab

138 Transfer Options Tab

139 Notification Tab

140 Synchronization Options Tab

141 Speech Options Tab

Introduction

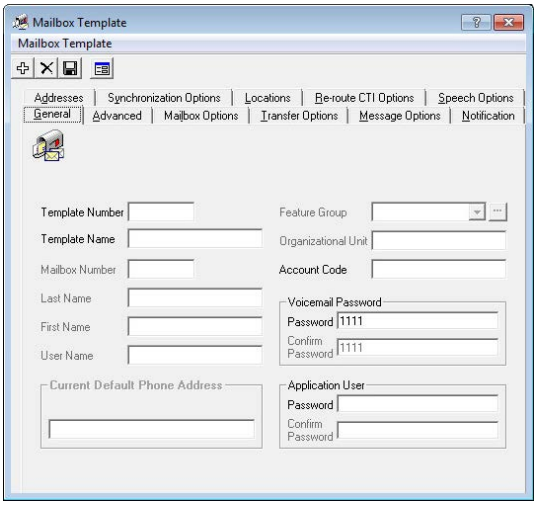
Mailbox templates are essentially pre-configured mailboxes. Mailbox templates contain settings that can be applied during the creation of new mailboxes. It is recommended that you create multiple templates on the system so that different groups of settings can be applied without having to create a custom format every time.

However, not all settings may be applied through a template. Many individual settings (e.g. user name, locations, etc.) cannot be managed through a template and must be modified individually. When you are creating a range of Mailboxes by copying a single Mailbox, individual settings will not be copied.

Note: Some items shown in the screenshots that follow are disabled in the Template editor.

Caution: The tabs for **Message Options**, **Addresses**, **Locations**, and **Re-Route CTI** have no changeable values in the Mailbox Templates section and have been omitted from this document.

General Tab



Template Number: Enter the template number. This number will be used for sorting the templates.

Template Name: Enter the template name for your reference.

Account Code: Enter the account number. This is used to pass account number information for toll charge billing back to an individual user.

Voicemail Password

Password: Enter the user's password. This password has to be **numeric**.

Confirm Password: Confirm the password.

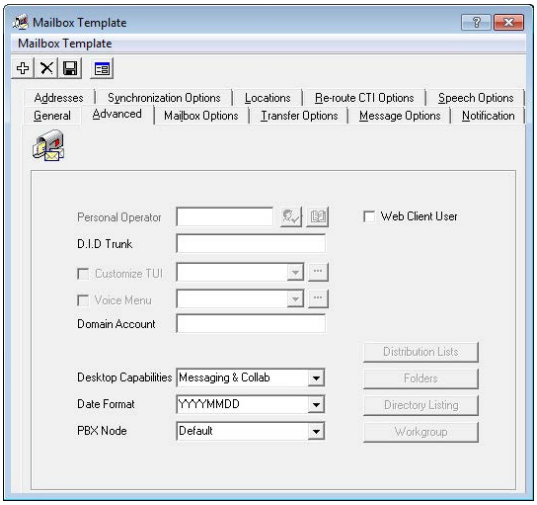
Application User

Password: Enter the user's application user password. This password has to be **alphanumeric**.

Confirm Password: Confirm the password.

Note: The voicemail password is used when accessing the system through a telephone keypad. The application user password is used with all other access methods (i.e. Avaya iLink Pro, Web Access).

Advanced Tab



D.I.D Trunk: Enter the trunk number that the system will use to access the voicemail of this Mailbox. This field is normally used by Norstar Systems.

Domain Account: Enter the Windows domain and account name for this mailbox user (e.g. DOMAIN\USER_NAME). If this is configured alongside Auto Discovery, users will be able to log into their iLink Pro Desktop based on their domain credentials without having to configure or enter any information in iLink Pro Desktop. This single sign on feature is only available when the user is on the same network as the Avaya Messaging server.

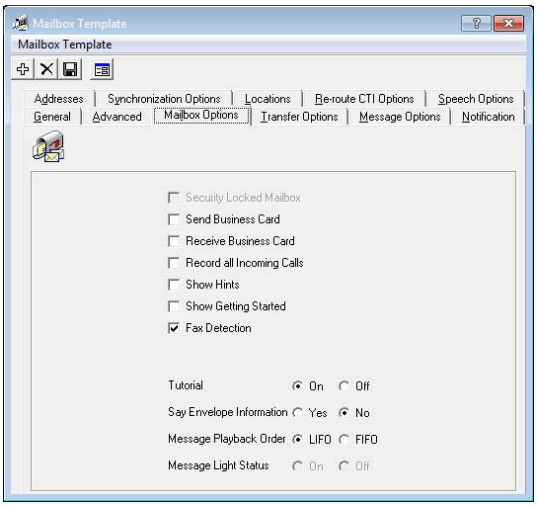
Desktop Capabilities: From the dropdown menu, select the type of functionality that this user will have (i.e. Collaboration, Messaging).

Date Format: From the dropdown menu, select the date format which will determine the way in which the date is expressed in Web Access and/or the telephone.

Web Client User: Enable this checkbox to give the Mailbox Web Access capability.

Speech Server User: Enable this checkbox to allow the Mailbox Speech Server capability.

Mailbox Options Tab



Send Business Card: Enable this checkbox to allow the user to send personal contact "signature" information with all messages.

Receive Business Card: Enable this checkbox to allow the user to receive personal contact "signature" information with all messages.

Record all Inbound Calls: Enable this checkbox to have all inbound calls to the current Mailbox recorded.

Show Hints: Enable this checkbox to have Hints help documentation displayed by default throughout the Web Access windows. The Hints, shown in yellow strips at the top of each screen, will display in Web Access until the user turns it off.

Show Getting Started: Enable this checkbox to have the Getting Started page displayed by default in Web Access for the user. The Getting Started page will display until the user turns it off.

Fax Detection: Enable this checkbox to allow incoming faxes to deliver their message to the user's inbox if the call is unanswered. With this box unchecked, the phone set will ring but a fax call will be dropped if it is not answered.

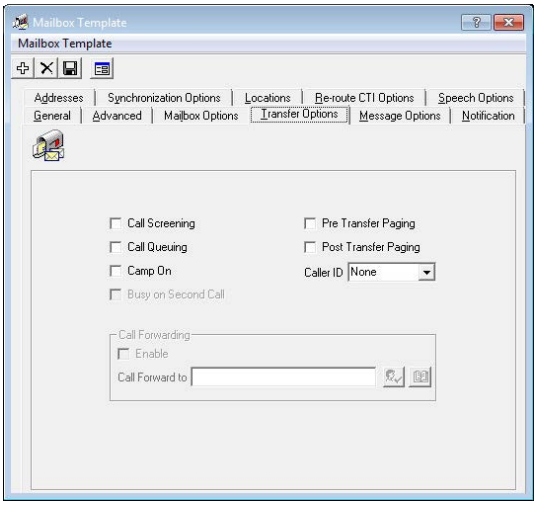
Tutorial: Select **On** from the radio buttons if you want the user to be prompted with a tutorial when accessing his/her Mailbox through telephone.
You can select a full or simple tutorial through **UC Admin > Voice Server > Advanced > Simple Tutorial** (page 235).

Say Envelope Information: Select Yes from the radio buttons if you want the user to listen to the envelope information when listening to a message. The type of envelope information that will be played is defined from the TUI associated with the current Mailbox.

Message Playback Order: Select one of the radio buttons. This allows the users to listen to their messages by either FIFO (plays the oldest message first, newest message last) or LIFO (plays the newest message first).

Web Tutorial: Select On from the radio buttons to have the user work through the welcome tutorial when accessing Web Access. This tutorial takes the user through the personalization of their mailbox and the recording of greetings.

Transfer Options Tab



Call Screening: Enable this checkbox to instruct callers who wish to transfer to an extension to state their name at the tone.

Note: Call screening requires the call to be supervised and the user must be in his or her group.

Before the call is transferred, the user hears the caller's name and will then be prompted by the system: to accept the call press **<1>**, to send to another extension press **<2>**, to accept and record conversation press **<3>**, to send to your Mailbox press **<#>**.

Call Queuing: Enable this checkbox to place incoming calls in a queue when an extension is busy. Callers are informed of their position in the hold queue and are given opportunities to either continue to hold or leave a voice message.

Warning: Call queuing is available only on telephone systems that provide a busy tone. Most telephone sets with multiple extension appearances do not produce a busy tone.

Camp On: Enable this checkbox to notify the caller that the intended target of the call is now available, assuming that the dialed number was originally busy.

Busy on Second Call: With this option enabled, incoming calls will be immediately routed to voicemail if the user is already on the phone. If disabled, incoming calls will keep trying to reach the user at that extension until the line is free.

Pre Transfer Paging: Enable this checkbox to page users before a call is transferred.

When a caller requests an extension, the caller is put on hold and the UC system pages the user. The system then waits for the specified period of time (the timer is defined on the Advanced tab and has a default of 5 seconds) and then transfers the caller to the desired extension.

Post Transfer Paging: Enable this checkbox to page users after the call is transferred.

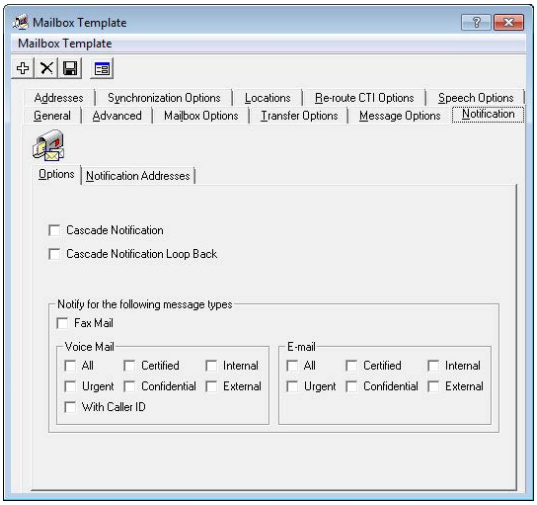
When a caller transfers to an extension that is busy or is not answered, the caller is forwarded to the user's Mailbox. In the user's personal greeting, the caller can be given the option to page the user over the telephone intercom system (for example, "Press 4 to have me paged"). Callers must be informed of the paging feature in the user's personal greeting. The system does not have a pre-recorded prompt.

Caller ID: From the dropdown menu, select the desired option to configure the Caller ID.

Note: This option is required for desktop screen pops using iLink Pro Desktop. The iPD settings must also be configured to accept screen pops.

Note: If a blank Caller ID is sent to iPD, there will be no pop-ups.

Notification Tab



Cascade Notification: Enable this checkbox to instruct the system to send notifications in consecutive order to a list or defined notification schedule.

Cascade Notification Loop Back: Enable checkbox to allow cascade notification loop back, which is like cascade notification except that it will not stop notifications after all retries are complete. It will instead start again from the beginning.

Fax Mail: Enable this checkbox to send a notification when fax mail is sent.

Voice Mail

Select one or more options from the following choices to activate notification for voice mail messages.

All - Notifies user of all voice mail messages that are received

Urgent - Notifies user only if an urgent voice mail message is received

With Caller ID - Notifies user only if voice mail message is accompanied with Caller ID

Read Receipt - Notifies user if a sent voice message has been received

Confidential - Notifies user only if voice mail message is of a private status

Internal - Notifies user only if voice mail message is from an internal user

External - Notifies user only if voice mail message is from an external user

E-mail

Select one or more options from the following choices to activate notification for email messages.

All - Notifies user of all email messages that are received

Urgent - Notifies users only if an urgent email message is received

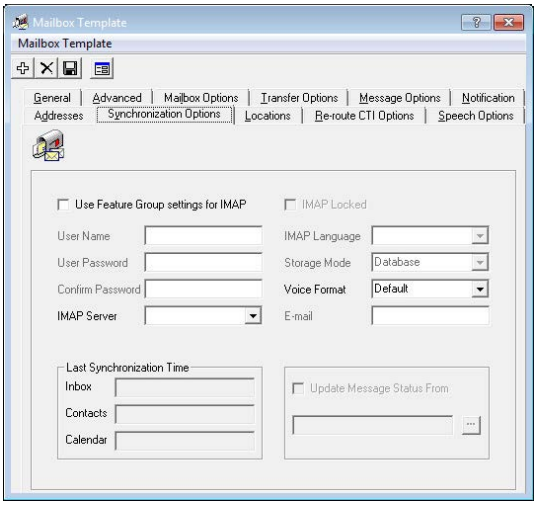
Read Receipt - Notifies user if a sent email message has been received

Confidential - Notifies user only if email message is of a private status

Internal - Notifies user only if email is from an internal user address

External - Notifies user only email is from an external user address

Synchronization Options Tab



Use Feature Group settings for IMAP: Enable this checkbox to use the IMAP settings of the Feature Group. This is used when you are using a superuser account to connect to the Exchange server for the IMAP CSE feature.

User Name: Enter the IMAP account user name which the UC server will use to synchronize the data. Follow the domainname/username/alias format for this field.

User Password: Enter the IMAP account password.

Confirm Password: Re-Enter the IMAP account password.

IMAP Server: From the dropdown menu, select the corresponding IMAP server.

IMAP Locked: This checkbox is enabled if the user's Mailbox becomes locked. The lock occurs when the account fails authentication numerous times during the IMAP CSE synchronization activity. Disable this box to unlock the Mailbox.

IMAP Language: From the dropdown menu, select the primary language of the IMAP account.

Storage Mode: From the dropdown list, select IMAP to store messages in the IMAP store, or Database to store messages in the UC database.

Note: This field indicates whether or not the Mailbox is IMAP-synchronized. Setting storage to Database indicates no IMAP synchronization.

Voice Format: From the dropdown menu, select the voice compression format which is to be used when the user is sending a voice message outside of the UC server.

Last Synchronization Time

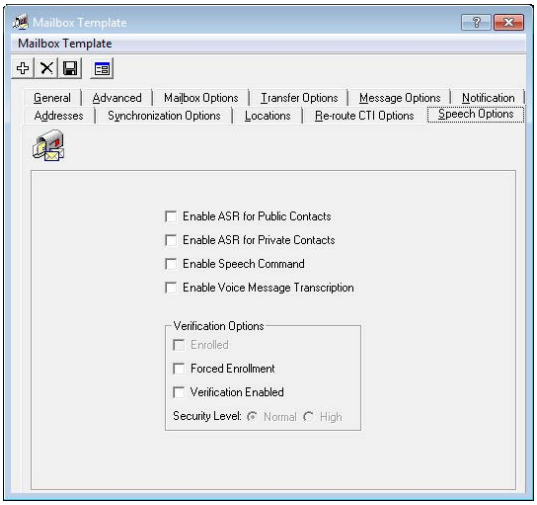
Inbox: This field displays the last time that the inbox of the mailbox was synchronized through the IMAP CSE server with the email server. This field cannot be modified and is for reference only.

Contacts: This field displays the last time that the contact entries of the mailbox were synchronized through the IMAP CSE server settings with the email server. This field cannot be modified and is for reference only.

Calendar: This field displays the last time that the calendar entries of the mailbox were synchronized through the IMAP CSE server settings with the email server. This field cannot be modified and is for reference only.

Update Message Status From: Enable this checkbox to synchronize the legacy IBM Domino and the UC server at a defined time. After enabling the checkbox click on the ellipsis button ... to manually select the date.

Speech Options Tab



Enable ASR for Public Contacts: Enable this checkbox to allow the user of the current mailbox to access their public contacts through ASR along with the traditional DTMF method.

Enable ASR for Private Contacts: Enable this checkbox to allow the user of the current mailbox to access their private contacts through ASR along with the traditional DTMF method.

Enable Speech Command: Enable this checkbox to allow the user of the current mailbox to navigate the TUI through speech commands along with the traditional DTMF method.

Enable Voice Message Transcription: Enable this option to provide ASR transcription service to users of this template. Use of this feature requires additional licensing.

Voice Verification Options

Enrolled: This checkbox becomes enabled when the user successfully finishes the voice verification configuration during their tutorial or manually through the TUI.

Forced Enrollment: Enable this checkbox to force the user to configure the voice verification feature. The users will not be able to skip the tutorial when this option is enabled.
You can select a full or simple tutorial through **UC Admin > Voice Server > Advanced > Simple Tutorial** (page 235).

Voice Verification Enabled: Enable his check to allow this user to use the Voice Verification feature.

Security Levels

Normal: Select this radio button to use Normal as the voice verification security setting. The security settings are configured under Company properties.

High: Select this radio button to use High as the voice verification security setting. The security settings are configured under Company properties.

8 REMOTE SITE

In This Chapter:

144 Introduction

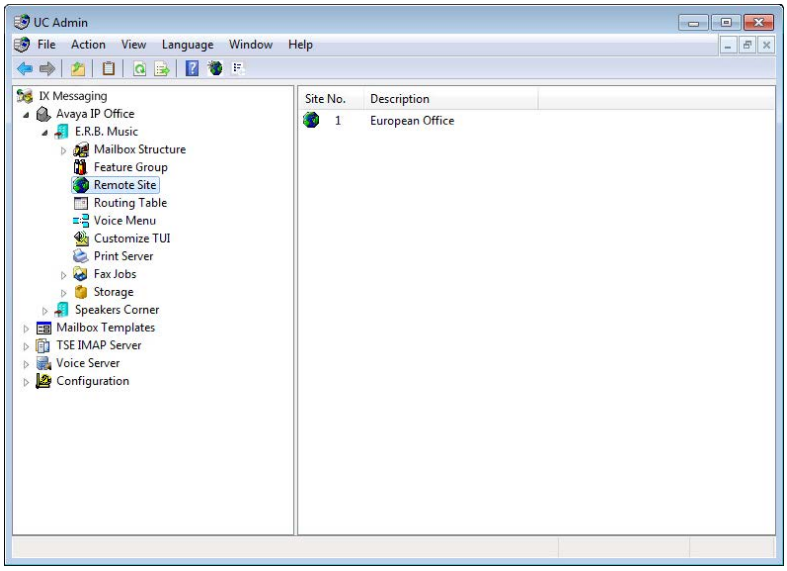
145 AMIS Site

147 VPIM Site

148 Enabling Remote Site Network

Introduction

Creating a Remote Site allows the UC server to communicate with other voice messaging servers. The two servers can send and receive voice messages from one another by using one of two standardized methods, AMIS (Audio Messaging Interchange Specification) or VPIM (Voice Profile for Internet Messaging).



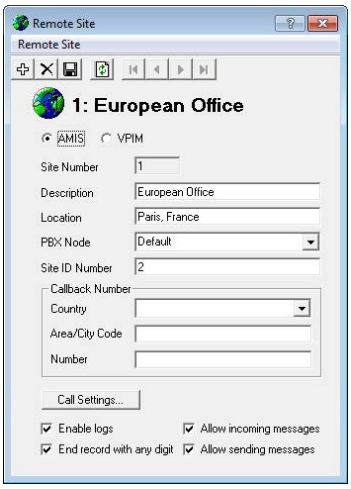
AMIS Site

From the Remote Site section in the UC Admin you may create a new Remote Site by selecting **New** from the menu or by clicking the **Add (+)** button from a preexisting Remote Site.

Remote Site Buttons

Button	Description
	Add a new Remote Site.
	Delete current Remote Site.
	Save current Remote Site.
	Refresh current Remote Site settings.
	Move to first Remote Site.
	Move to previous Remote Site.
	Move to next Remote Site.
	Move to last Remote Site.

Adding/Editing an AMIS Site



Site Number: The site number will be automatically assigned according to the number of Remote Sites that you have defined.

Description: Enter the description of the site you want to connect to. Typically, this will represent the company name of the site.

Location: Enter the location of the site you want to connect to. Typically, this will be the city and state for U.S. locations and city and country for international locations.

PBX Node: From the dropdown menu, select the PBX node of the AMIS site. The PBX node is configured from the PBX properties under PBX Node tab.

Site ID Number: Enter the system identification number for the Remote Site. AMIS has strict guidelines on the format of a system ID. It is composed of three numeric fields using 0 to 9, and each field is terminated by a # (pound sign). The maximum length of the System ID Number is 18 characters, and the minimum is 3 characters.

System ID numbers can be public or private:

- **Public System ID numbers** are for all sites that can be dialed directly using the public telephone network. These ID numbers are always in the format of ccc#nnn#sssssss#, where the value “ccc” is the international country code (1-4 digits), the value “nnn” is the national significant number (area or city code of 0-14 digits) and the value of “sssssss” is a local subscriber number of 0-14 digits. All locations in North America must use the format of 1#aaa#sssssss# where “aaa” is the area code and “sssssss” is the local telephone number.
- **Private System ID numbers** are for all sites that are accessible through a private network or behind a PBX. These always have the format 0##nnnnnnn# where “nnnnnnn” is a site defined number. The site defined number is typically the extension number of the site. The value “nnnnnnn” can be from 0-14 digits.

Call Back Number

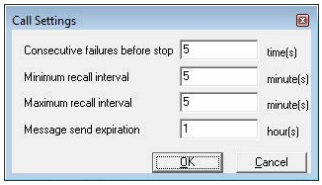
Country: From the dropdown menu, select the country in which the site is located.

Area/City Code: Enter the area/city code of the site.

Number: Enter the dial string or number to be dialed to call the site.

Note: This number should include any necessary access numbers (for example, **1** or **011**). Do not include the trunk access code (usually a **9**).

Call Settings...: Clicking on this button will open a window where you will be able to define the following settings.



- **Consecutive failures before stop**: Enter the number of failures which can occur in outbound calling before shutting down the action.
- **Minimum recall interval**: Enter the number of minutes that must elapse before attempting a second outbound call to this site.
- **Maximum recall interval**: Enter the maximum number of minutes that must elapse between outbound call retries until the value of the Consecutive Failures Stop is reached.
- **Message send expiration**: Enter the expiration time in hours for messages waiting to be sent via the network.

Enable logs: Enable this checkbox to log the AMIS activities such as handshaking, packet exchanges between sites, etc.

End record with any digit: Enable this checkbox to allow the recording of incoming messages to be terminated by any DTMF tone.

Allow incoming messages: Enable this checkbox to accept all incoming network calls from Remote Sites.

Allow sending messages: Enable this checkbox to place calls to the Remote Site.

VPIM Site

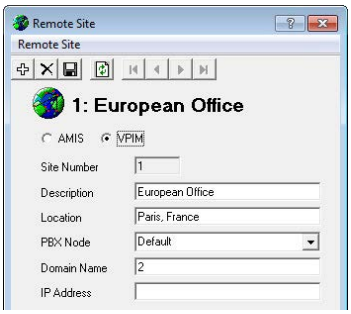
Voice Profile for Internet Mail (VPIM) is an International Telecommunications Union (ITU) standard that allows different types of messaging servers to pass voice and fax messages among each other over the Internet.

Creating a VPIM address allows the UC server to use VPIM to send messages to assigned network voicemail users.

Remote Site Buttons

Button	Description
	Add a new Remote Site.
	Delete current Remote Site.
	Save current Remote Site.
	Refresh current Remote Site settings.
	Move to first Remote Site.
	Move to previous Remote Site.
	Move to next Remote Site.
	Move to last Remote Site.

Adding/Editing a VPIM Site



Site Number: The site number will be automatically assigned according to the number of Remote Sites that you have defined.

Description: Enter a description of the site. Typically, it will be the company name of the site.

Location: Enter the location of the site. Typically, this will be the city and state for U.S. locations and city and country for international locations.

PBX Node: From the dropdown menu, select the PBX node of the VPIM site. The PBX node is configured from **PBX properties** under the **PBX Node** tab. Node numbers must be assigned sequentially starting with **1** (e.g. 1 2 3 4...).

Domain Name: Enter the domain name of the VPIM site. Alternatively, you may use the IP Address to connect to the VPIM site.

IP Address: Enter the IP address and the port number of the VPIM site. Alternatively, you may use the Domain Name to connect to the VPIM site.

Note: The Domain name or IP Address entered must correspond with the Domain name or IP address specified in the Company properties of the VPIM site.

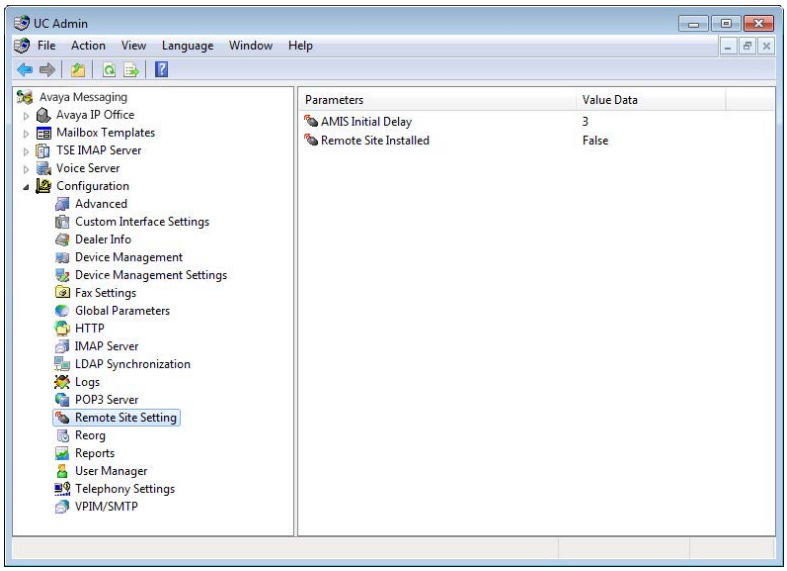
Note: Enter the information as a standard address, followed by a colon and the port number (e.g. 192.168.0.172:25).

Enabling Remote Site Network

You must make sure that both AMIS and VPIM is enabled in the configuration in order to utilize the Remote Site Function.

AMIS Initial Delay: This is a timer setting for receiving AMIS packets from other sites. The default is 3 but you can adjust it for fine-tuning.

Remote Site Installed: In order to utilize the Remote Site function all linked servers must have this value set to **True**. This will enable both AMIS and VPIM on the UC server as long as they are included in your license.



9 VOICE MENU

In This Chapter:

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150 Voice Menu Buttons

151 Adding/Editing a Voice Menu

151 Voice Menu Actions

158 Sub Menu

159 Schedule

161 Printing a Voice Menu

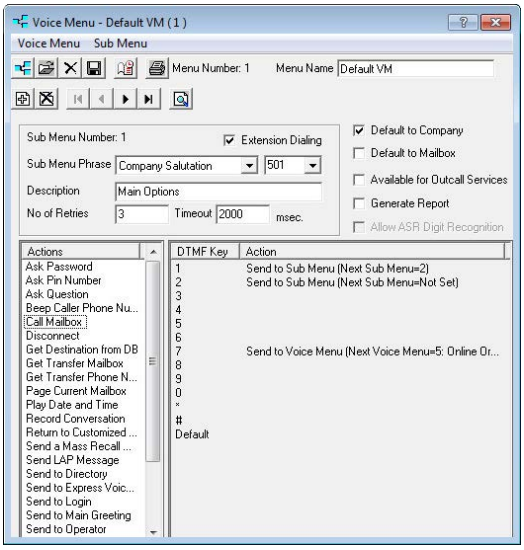
Introduction

Voice Menus are used to allow callers to interact with the voice server. Voice Menus contain actions that can be performed when a specific key on the telephone is pressed. These actions are defined during the creation of the Voice Menu and are deployed in a variety of places (e.g. Company Greeting, Mailbox Greeting, Message Sending, Outcalling, etc.) and can be modified at any given time. Schedules can be applied to these menus, allowing a greater degree of flexibility in controlling the caller's capabilities.

Voice Menu Buttons

Button	Description
	Add a new Voice Menu.
	Open a Voice Menu.
	Delete current Voice Menu.
	Save current Voice Menu.
	Open current Voice Menu schedule.
	Print Voice menu.
	Add a new Sub Menu.
	Delete current Sub Menu.
	Move to first Sub Menu.
	Move to previous Sub Menu.
	Move to next Sub Menu.
	Move to last Sub Menu.
	Find a Sub Menu.
	Verify entered Mailbox number.
	Open Mailbox directory.

Adding/Editing a Voice Menu



Menu Number: This field is automatically generated when you add a new Voice Menu and cannot be changed.

Menu Name: Enter the name of the Voice Menu. This is for your reference and has no impact on performance.

Note: Each voice menu file can have unlimited sub menus. You must begin the administration of Voice Menus in sub menu 1. If there is no schedule applied, the UC system starts all Voice Menus with sub menu number 1.

Web Access Access: Enter a Mailbox number to assign the current Voice Menu as the Mailbox user's personal Voice Menu.

Default to Company: Enable this checkbox to make this Voice Menu the default Voice Menu for the company. The company will use this menu by default even if there are no Voice Menus assigned manually from the company properties.

Default to Mailbox: Enable this checkbox to make this Voice Menu the default Voice Menu for all Mailboxes. Configuring a Voice Menu at the mailbox will override this setting (Mailbox > Advanced tab).

Available for Outcall Service: Enable this checkbox to have this Voice Menu usable for Outcall Jobs.

Generate Report: Enable this checkbox to have the system log the statistics of the Voice Menu on how many times a particular action is chosen.

Note: Even if Generate Report is disabled, the table will appear in the logs but it will not be populated.

Allow ASR Digit Recognition: Enable this checkbox to allow callers to say the key they want in addition to pressing it.

Sub Menu

Please refer to **Sub Menu on page 158** for more information.

Actions & DTMF Key Assignment

Please refer to **Voice Menu Actions on page 151** for more information on this section.

The Voice Menu must have an action assigned to the DTMF keys to function. The actions are added to a DTMF key by clicking and dragging the desired action from the left pane to the specific DTMF key in the right pane.

Actions	Actions
Ask Password	Send LAP Message
Ask Pin Number	Send to Directory
Ask Question	Send to Express Voice Mail
Beep Caller Phone Number	Send to Fax Mail
Call Mailbox	Send to Fax Start Tone
Disconnect	Send to Login
Get Destination from DB	Send to Main Greeting
Get Transfer Mailbox	Send to Operator
Get Transfer Phone Number	Send to Phone Number
Page Current Mailbox	Send to Requested Voice Mailbox
Play Date and Time	Send to Sub Menu
Record Conversation	Send to Voice Mail
Return to Customized TUI	Send to Voice Mail Record Tone
Send a Mass Recall Message	Send to Voice Menu

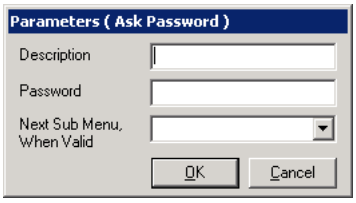
Voice Menu Actions

This section details the function of the Voice Menu actions.

Note: The Description field in most of the actions are for report/logging purposes, as is the Question Label field which appears in some of the outcall related actions. You should fill these fields to make reports and logs easier to understand.

Important: When transferring a call to another mailbox, the destination mailbox user must have an **Advanced Desktop Capabilities** (Avaya Mainstream) account. A **Basic Desktop Capabilities** (Avaya Basic) account alone is insufficient.

Ask Password

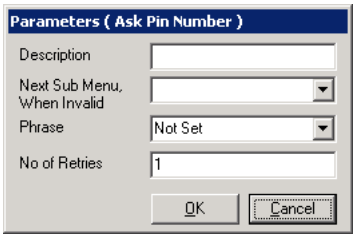


This action prompts the caller for a pre-defined password before granting access to the sub menu. The password must be numeric.

Password: Enter the password the caller must enter before granting access to the selected sub menu.

Next Sub Menu, When Valid: From the dropdown menu, select the sub menu in the current Voice Menu to send the caller to when the entered password is correct.

Ask Pin Number



This action prompts the caller to enter their Pin Number. The system will verify the number against the Pin Number Routing Table and route the call accordingly. If the number is incorrect, the caller will be brought to the defined invalid Sub Menu.

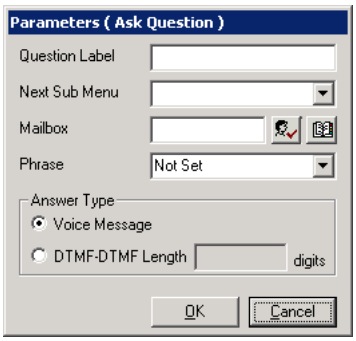
Next Sub Menu, When Invalid: From the dropdown menu, select the sub menu in the current Voice Menu to send the caller to when the entered Pin Number does not exist in the Routing Table.

Phrase: From the dropdown menu, select the phrase to prompt the caller for their Pin Number.

Note: This is a custom prompt and needs to be recorded manually.

No. of Retries: Enter the number of times a caller may fail to provide a valid Pin Number before being disconnected.

Ask Question



This action is used for a Question & Answer script. It enables the system to ask the caller a question and record their response. The results of the Q & A session will be sent to the defined Mailbox.

After answering the question, the caller will be brought to the defined next Sub Menu. In this way, you are able to link several questions together and have the results sent to the defined mailbox in one results page instead of several.

Next Sub Menu: From the dropdown menu, select the Sub Menu to bring the caller to after they have answered the question(s).

Mailbox: Enter the mailbox where the answers of the callers will be stored.

Phrase: From the dropdown menu, select the phrase to play to ask the caller a question.

Note: This is a custom prompt and needs to be recorded manually.

Voice Message: Select this radio button to have the caller answer the question vocally.

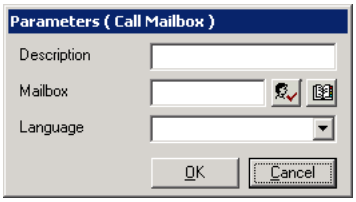
DTMF: Select this radio button to have the caller answer the question with DTMF keys. The length of the answer is defined in the adjacent field.

Beep Caller Phone Number

This action behaves like Send Beeper Message, an action that is available in all Mailboxes. A caller selecting this option is prompted to enter his/her phone number using the telephone keypad. The DTMF digits that are entered are then sent to the user's alphanumeric pager.

Note: The user must have an alphanumeric pager that is configured in the Notification section of the user's Mailbox.

Call Mailbox

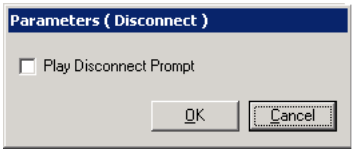


This action allows you to transfer a caller to a specific Mailbox.

Mailbox: Enter the Mailbox to which the caller will be sent.

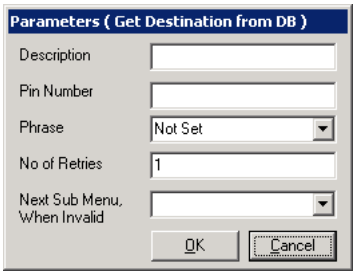
Language: From the dropdown menu, select the language you want the system to play when greeting the caller.

Disconnect



This action disconnects the caller from the system.

Get Destination from DB



This action is associated with the desktop call control Active X. It asks the caller for their Pin Number and sends the call information to the Active X that has pre-defined actions and an integration setup.

Pin Number: Enter the Pin Number the caller must enter in order to continue.

Phrase: From the dropdown menu, select the phrase to play to ask the caller for their Pin Number.

Note: This is a custom prompt and needs to be recorded manually.

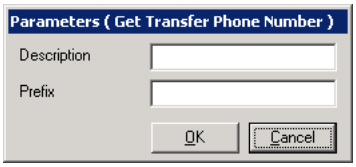
Get Transfer Mailbox

This action allows callers to transfer directly from within the voice menu to a desired extension. When a caller selects this action from a Voice Menu, they will hear the selected prompt, and then they can enter the mailbox number they want to transfer to.

Phrase: From the dropdown menu, select the phrase to play to ask the caller to enter the mailbox user they want to transfer to.

Note: This is a custom prompt and needs to be recorded manually.

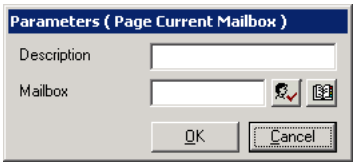
Get Transfer Phone Number



This action allows the caller to transfer to a phone number that is off site. When the key for this action is pressed, the caller will hear the dial tone. They can then enter the phone number and the system will execute the transfer.

Prefix: Enter the number that is required to access an external line.

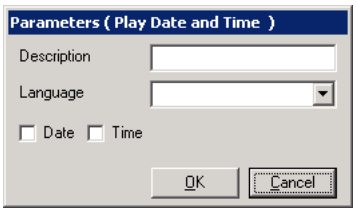
Page Current Mailbox



This action allows the caller to page a specific Mailbox user.

Mailbox: Enter the mailbox user to be paged.

Play Date and Time



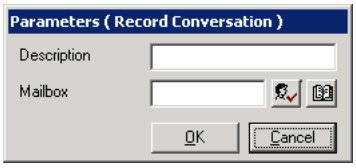
This action is used to play the current date and/or time in the selected language.

Language: From the dropdown menu, select the language to play back the date and/or time in.

Date: Enable this checkbox to have the system play back the date.

Time: Enable this checkbox to have the system play back the time.

Record Conversation



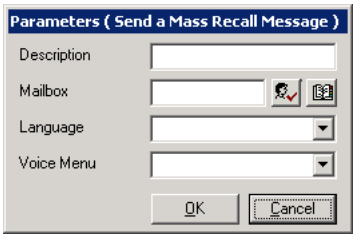
This action is used to initiate and record a conversation with a specific mailbox user.

Mailbox: Enter the mailbox user to initiate and record a conversation with.

Return to Customized TUI

This action allows a mailbox user to be brought back to their Customized TUI. The Voice Menu needs to be bound to a mailbox user. At the mailbox greeting, press the key for this action and the caller will be brought to the mailbox user's TUI.

Send a Mass Recall Message



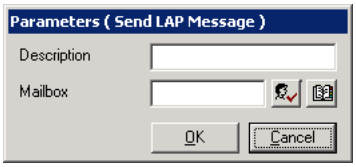
This action allows callers to use the Mass Recall feature. The chosen mailbox must have the necessary Distribution Lists configured so that the message is sent to the right people.

Mailbox: Enter the mailbox user to have the Mass Recall message sent to. This mailbox must have the proper Distribution Lists set up.

Language: From the dropdown menu, select the language to service the caller in.

Voice Menu: From the dropdown menu, select a Voice Menu to attach to the message. After the recipients listen to this message, they will be brought to the selected Voice Menu instead of the default.

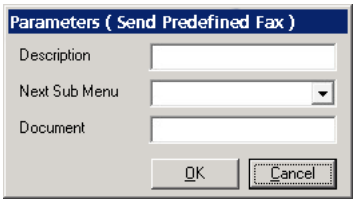
Send LAP Message



This action allows callers to send a message to a local area pager (LAP).

Mailbox: Enter the mailbox user to have the LAP message sent to.

Send Predefined Fax



This action will send a fax to the recipient. The fax must have already been saved to the **UC\Faxout** folder on the voice server hard drive; PDF or TIFF format only. Name the file with a document number (e.g. **1001.pdf**, **1002.tiff**).

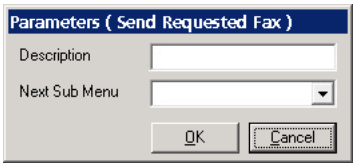
When this item is selected from the voice menus, the caller will be prompted to enter their fax number and the file will be sent.

Next Sub Menu: From the dropdown menu, select the Sub Menu to bring the caller to after they have selected their fax.

Document: Enter the document number for the fax that will be sent (e.g. **1001**). Do not include the file extension (i.e. pdf or tiff).

Note: This option will not be visible unless the Fax on Demand feature is enabled through Avaya Messaging Admin. In Admin, this is found under **Configuration > Fax Settings**, and should be set to **True**.

Send Requested Fax



This action will send a fax to the recipient. The fax file must have already been saved to the **UC\Faxout** folder on the voice server hard drive. Name the file with a document number (e.g. **1001.pdf**, **1002.tiff**).

When this item is selected from the voice menus, the caller will be prompted to enter the number of the document they want to receive (e.g. **1002**), and their fax number. The selected file will then be sent.

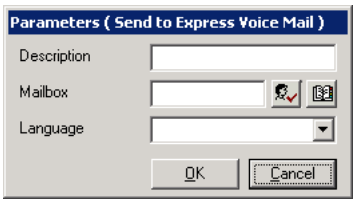
Next Sub Menu: From the dropdown menu, select the Sub Menu to bring the caller to after they have selected their fax.

Note: This option will not be visible unless the Fax on Demand feature is enabled through Avaya Messaging Admin. In Admin, this is found under **Configuration > Fax Settings**, and should be set to **True**.

Send to Directory

This action sends the caller to the company directory.

Send to Express Voice Mail



This action brings the caller directly to the mailbox user's voice mail. Instead of hearing the full mailbox greeting, the caller will hear the mailbox user's name and the record tone.

Mailbox: Enter the mailbox user to which the express message is sent to.

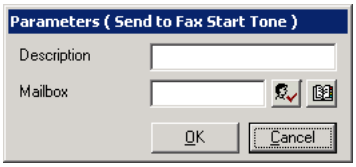
Language: From the dropdown menu, select the language to service the caller in.

Send to Fax Mail

This action causes a fax message received at the number to be sent to a mailbox.

Mailbox: Specify the mailbox to route the incoming fax message to. If no mailbox is entered, and incoming fax will create a desktop prompt for the destination.

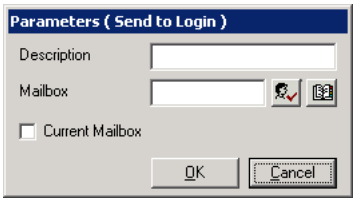
Send Fax Start Tone



This action allows incoming callers to tell the system that they want to transmit a fax to the recipient. Selecting this option will ready the system to receive the fax.

Mailbox: Enter the mailbox number that is to receive the fax when this menu item is selected.

Send to Login



This action allows the caller to log in to a mailbox. The system will first prompt them for the mailbox number and password.

Mailbox: Enter the mailbox user to which the caller will attempt to log in to.

Note: If nothing is defined in this field, the system will prompt for both mailbox number and password. Else, the system will prompt just for the password.

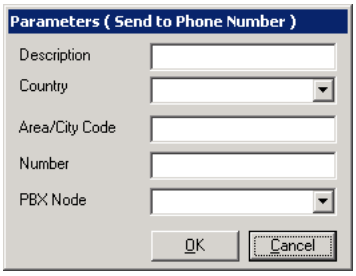
Send to Main Greeting

This action sends the call to the main company greeting.

Send to Operator

This action transfers the caller to the system defined operator. If the action was performed with a Voice Menu bound to a mailbox, the caller will be transferred to their Personal Operator if they have one defined.

Send to Phone Number



This action allows a caller to be sent to a specific phone number.

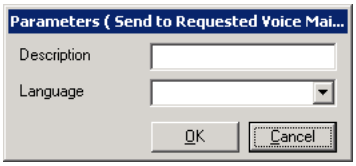
Country: From the dropdown menu, select the country to which the call is to be made.

Area/City Code: Enter the Area/City code of the phone number to transfer to.

Number: Enter the number to transfer to.

PBX Node: From the dropdown menu, select the node which the call is to be directed through.

Send to Requested Voice Mailbox

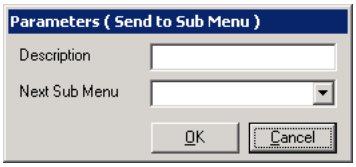


This action brings the caller directly to the requested mailbox user's voice mail.

When the key for this action is pressed, the caller will be prompted to enter the mailbox number. After they enter the number, the caller will be brought to the mailbox user's voice mail."

Language: From the dropdown menu, select the language in which the prompt will be played.

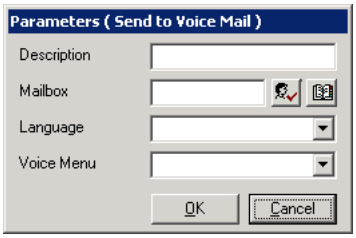
Send to Sub Menu



This action brings the caller to the specified sub menu for further processing.

Next Sub Menu: From the dropdown menu, select the sub menu to send the caller to.

Send to Voice Mail



This action brings the caller directly to the mailbox user's voice mail greeting.

Mailbox: Enter the mailbox user to which the voice message is sent.

Language: From the dropdown menu, select the language which the greeting will be played in.

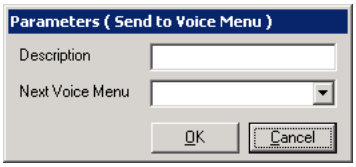
Voice Menu: From the dropdown menu, select the Voice Menu to attach to the voice message. After the mailbox user listens to the message, they will be sent to the selected Voice Menu instead of the default.

Send to Voice Mail Record Tone

This action brings the caller directly to the mailbox user's voice mail. The caller will not hear any record prompts, but will just hear the record tone.

Note: This action is only available if the Voice Menu is bound to a mailbox.

Send to Voice Menu

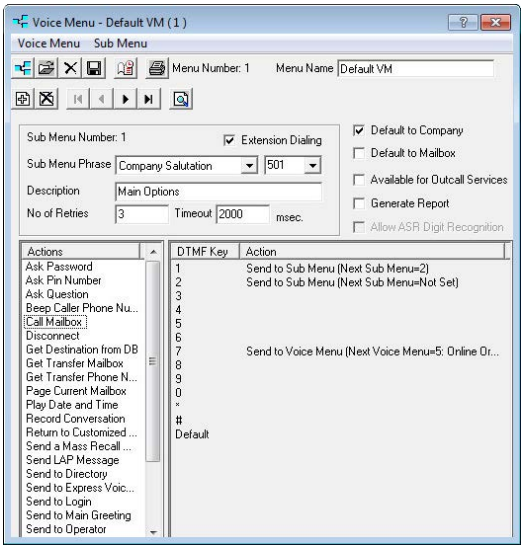


This action sends the caller to a different Voice menu for further processing. By default, the system will send the caller to the first sub menu of the selected Voice Menu.

Next Voice Menu: From the dropdown menu, select the Voice Menu to sent the caller to.

Sub Menu

Sub menus are used to create multiple actions for a Voice Menu. For example: a Q&A script, an account code verification, or an IVR with password verification. All such applications would be created in a voice menu with multiple layered sub menus to process the caller selection.



> **Note**: While there are no hard limits on the number of sub menus you can create, having too many sub menus can have an impact on the system's performance.

Sub Menu Number: This number is generated automatically when you add a new sub menu.

Extension Dialing: Enable this checkbox to allow callers in the current Voice Menu to be transferred directly to a Mailbox. The extension must be entered before the Timeout value is reached.

Sub Menu Phrase: From the dropdown menu, select the phrase you want played at this particular level. There are several options:

Salutation	Function
Nothing	No greeting is played.
Company Active Greeting	Plays the active greeting of the automated attendant that the voice menu is associated with.
Company Salutation	Plays a selected prerecorded company greeting.
Mailbox Active Greeting	Plays the active greeting for the Mailbox that the Voice Menu is associated with.
Mailbox Customized Greeting	Plays a selected customized greeting.

Description: Enter a description for the current sub menu. This is for reference only and has no affect on performance.

No. of Retries: Enter the number of incorrect attempts a caller can make before they are disconnected.

Timeout: Enter the amount of time (in msec) that the system will wait before processing the caller's input. If the caller did not enter anything, the system will perform the default action.

> **Note**: The default value is **2000**. A value of **0** is not permitted. However, if you want the default action to take effect immediately, you can enter a value of **30** or **1**.

Schedule

Creating a menu schedule allows you to define when the UC server is to activate a certain sub menu. You can define unique caller actions for weekdays and weekends, so that weekend actions are activated automatically Friday evening and weekday actions are reactivated on Monday morning.

Voice Menu Schedule Buttons

Button	Description
	Delete Voice Menu Schedule..
	Save Voice Menu Schedule.
	View a list of all Voice Menu Schedules.
	Create a new Schedule.
	Delete the current Schedule.
	Move to first Schedule.
	Move to previous Schedule.
	Move to next Schedule.
	Move to last Schedule.

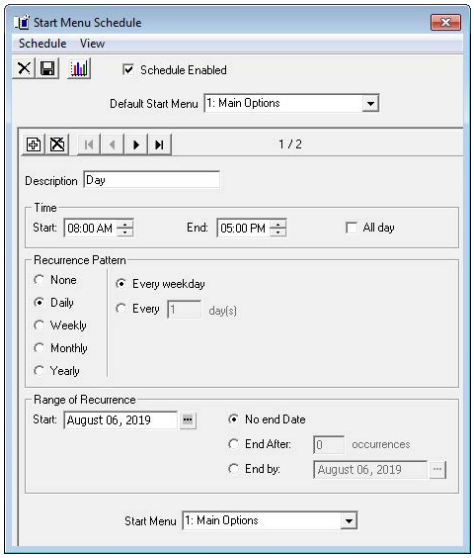
Configuring Voice Menu Schedule

Schedule Enabled: Enable this checkbox to activate the current sub menu. Enabling one sub menu disables all other sub menus.

Default Start Menu: From the dropdown menu, select the sub menu that will be active during default hours. When all schedules expire, the system will use this sub menu.

Description: Enter a brief title/description of the sub menu for reference.

Time Start and **End**: Select when the sub menu will become active and when it will cease to be active. Enabling the All day checkbox will make the sub menu active for 24hrs.

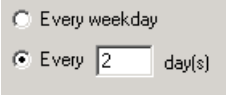


Recurrence Pattern:

None: Select this radio button to have the sub menu occur only for the period of time once with no recurrence.

Daily: Select this radio button to indicate that the sub menu will be active on a day-by-day basis. Afterwards, you will have (2) options:

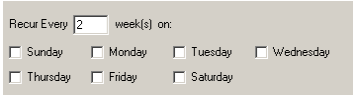
Every weekday: Select this radio button if you want the sub menu to be active every weekday.



Every X day(s): Select this radio button to specify an interval of activity for the sub menu (every second day by entering 2 in the field, for example).

Hint: If you wish to define the settings as Every weekday, you can instead choose the **Weekly** settings where you can specify which days of the week you wish to be notified.

Weekly: Select this radio button to indicate that the sub menu will be active on a weekly basis. Then, in the **Recur Every X week(s) on** field, enter an interval of activity for the sub menu (i.e. enter **3** for every third week). Finally, check the boxes of the days of the week you want the sub menu to be in effect. If you wanted a sub menu to be active every second Monday, Wednesday and Thursday, you would enter **2** in the field and select the **Monday**, **Wednesday** and **Thursday** checkboxes.



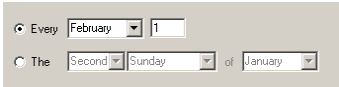
Monthly: Select this radio button if you want the sub menu to be active on a monthly basis.

You have two (2) options:

Select the **Day** radio button and indicate which day of the month you want the sub menu to be active.

Select the **The** radio button and indicate which day of a month you want the sub menu to be active. For example, if you want the sub menu to be active on the second Monday of every second month, you would select the The radio button, select **Second** and **Monday**, and enter **2**.

Yearly: Select this radio button if you want the sub menu to be active on a specific day of the year. You have two (2) options:



Select the **Every** radio button and indicate the day of the year on which you want the sub menu to be active.

Select the **The** radio button and indicate a specific day of a specific month of the year on which you want the sub menu to be active. For example, if you want the sub menu to be active on the second Thursday of every March, you would select the radio button and select **Second**, **Thursday** and **March** from the dropdown menu.

Range of Recurrence

Start: Select the date in which the first occurrence of the sub menu is to take effect.

Note: The sub menu must have a recurrence pattern defined.

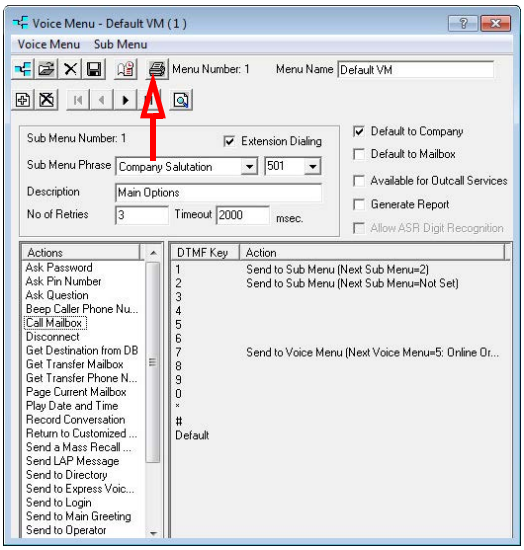
No end Date: Select this radio button if you want the sub menu to occur indefinitely

End After: Select this radio button if you want to disable the sub menu after it occurs the defined number of times.

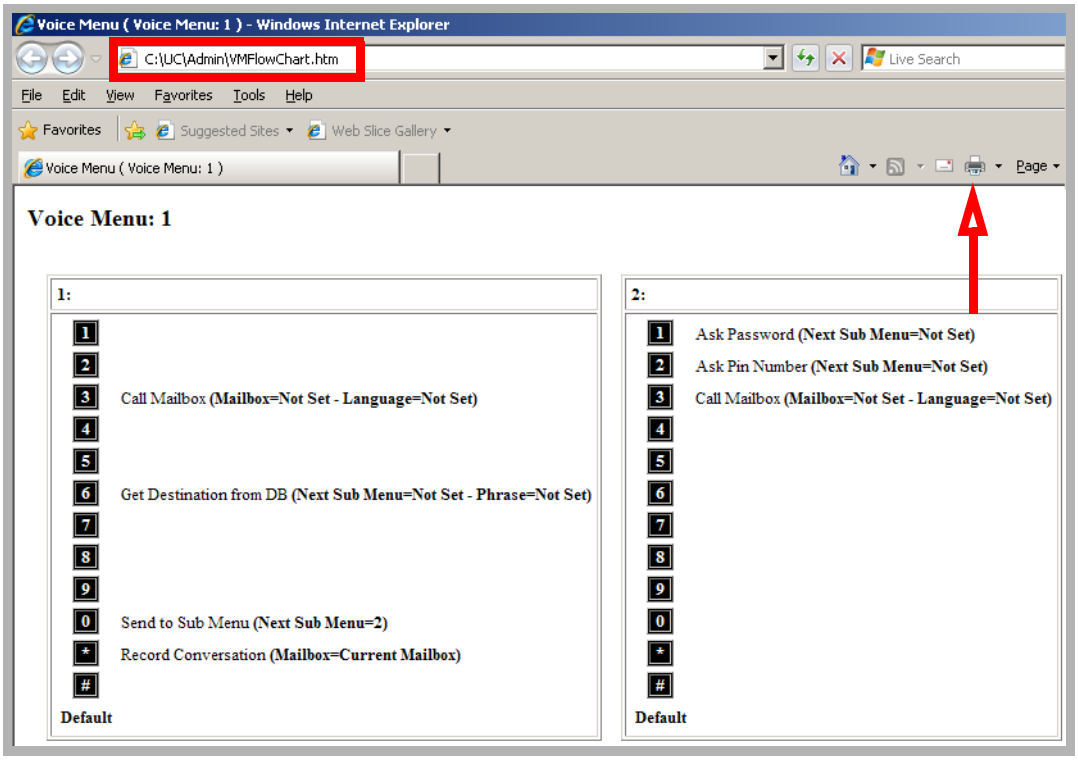
End by: Select this radio button if you want to disable the sub menu by the defined date.

Printing a Voice Menu

Voice menus can become quite complex, and are often customized to meet a company's needs. Use the Print Menu icon to generate an printable version of the current setup.



This button creates the file **VMFlowChart.htm** which is displayed in a web browser. Each of the menus is tagged with its Voice menu or Sub Menu number. It includes all of the keys available, and what action, if any, has been bound to each.



This file can be sent to a printer for distribution where necessary. Use the Print button in the browser window.

10 ROUTING TABLE

In This Chapter:

164 Introduction

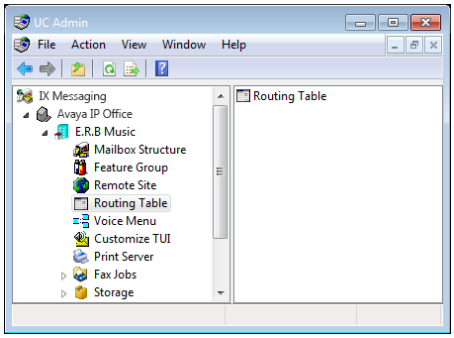
164 Caller ID/DNIS

166 PIN Number

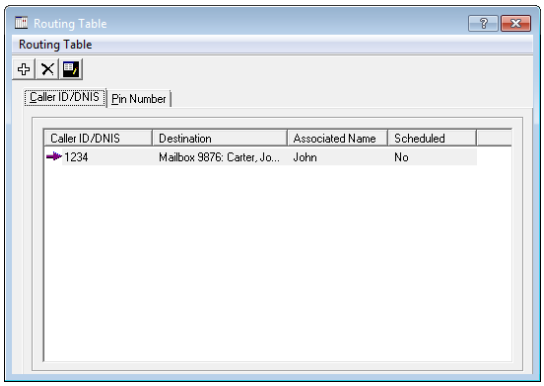
167 PIN Number Schedule

169 Caller ID/DNIS Schedule

Introduction



The Routing Table allows you to customize the way calls are handled depending on the information available. The information used for routing purposes is divided into three parts:



Caller ID: UC systems can be configured such that when a caller with a specific Caller ID dials into the system, the call will be routed to a specific Mailbox user. Specific phone numbers or area codes can be routed to a Mailbox user.

DNIS (Dialed Number Identification Service): The calls can be routed according to the dialed number of the destination. While this is usually configured at the switch level, you also have the option of managing it through the UC server.

PIN verification: You can enforce a PIN entry on the default Voice Menu and route the calls according to the PIN received. This feature is usually adapted by support centers.

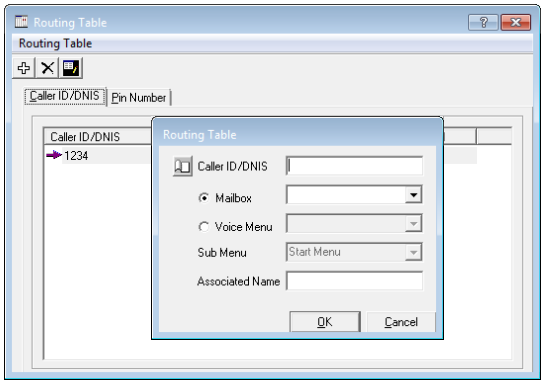
Caller ID/DNIS

The Caller ID/DNIS tab allows you to create a routing destination that is based on Caller ID and the DNIS (Dialed Number Identification Service). Routing destinations will be based on call information such as Caller ID, Voice Menu or Mailboxes and Account Codes.

Routing Table Buttons

Button	Description
	Add a new Routing Table.
	Delete current Routing Table.
	Edit selected Routing Table.
	Open scheduling menu (during adding/editing of Routing Table).

Caller ID/DNIS Entries



Adding/Editing a Caller ID/DNIS Entry

Caller ID/DNIS: Enter the number that will be routed to the Mailbox. You can enter either a Caller ID or a DNIS number.

Note: The Automated Attendant will detect the Caller ID or the DNIS number only if it is configured properly in the PBX configuration.

You can enter the full number or area code with wild cards "?". You can combine the wild cards with any configuration of numbers as well. For example, 416? will redirect all numbers that lead with 416.

Select one of the following radio buttons:

- **Mailbox**: Select this radio button to have callers that match the Caller ID/DNIS transfer to the selected Mailbox user upon dialing into the system.
- **Voice Menu**: Select this radio button to have callers that match the Caller ID/DNIS brought to the selected Voice Menu upon dialing into the system.

Sub Menu: From the dropdown menu, select the sub menu to use. Callers that match the Caller ID/DNIS will be brought to selected sub menu of the chosen Voice Menu. This option is available only when the Voice Menu radio button is selected.

Associated Name: Enter the description of the types of calls being redirected to a Mailbox.

Note: After setting Caller ID/DNIS destinations, you must enable the Caller ID feature. In the Admin tree, select **Configuration > Device Management > Caller ID Settings** and enable the Caller ID settings.

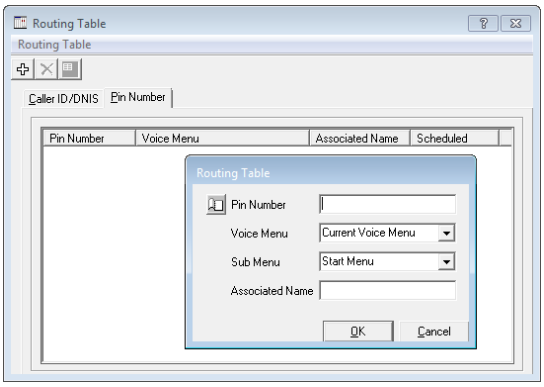
PIN Number

Pin numbers are used to create a custom dialog and action set based on numerical inputs from the caller. Pin number verification and routing may be used in a support center, dealer, or partner log in scenarios.

Routing Table Buttons

Button	Description
	Add a new Routing Table.
	Delete current Routing Table.
	Edit selected Routing Table.
	Open scheduling menu (during adding/editing of Routing Table).

PIN Number Entries



Adding/Editing a PIN Number Entry

Pin Number: Enter the PIN Number to be verified for call processing. The number can be up to 25 digits in length.

Voice Menu: From the dropdown menu, select the Voice Menu to direct callers to when they enter the correct Pin Number.

Sub Menu: From the dropdown menu, select the sub menu of the chosen Voice Menu to direct callers to when they enter the correct Pin Number.

Associated Name: Enter the name that will appear for screen pop-ups if using the “Pin Number as Caller ID” function.

Note: After specifying PIN numbers, make sure that you enable the Ask Pin Number feature in the Voice Menu. In the UC Admin tree, expand the company that this PIN number is associated with and double-click Voice Menu. The Voice Menus appear in the right pane of the UC Admin console.

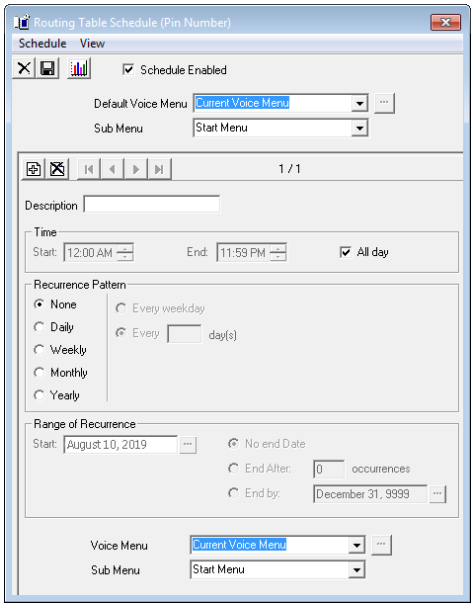
PIN Number Schedule

A schedule can be assigned to a PIN Number so that it is only valid during scheduled hours. The callers will not be forwarded to their destination even if the PIN Number is correct when they are calling outside of scheduled times.

PIN Number Schedule Buttons

Button	Description
	Delete PIN Number Schedule.
	Save PIN Number Schedule.
	View a list of all PIN Number Schedules.
	Create a new Schedule.
	Delete the current Schedule.
	Move to first Schedule.
	Move to previous Schedule.
	Move to next Schedule.
	Move to last Schedule.

Configuring PIN Number Schedule



Schedule Enabled: Enable this checkbox to activate the Pin Number routing schedule.

Default Voice Menu: From the dropdown menu, select the default Voice Menu that will be active under the schedule. This will be the default Voice Menu that will be used by all schedules that are created unless defined otherwise.

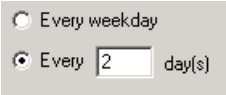
Sub Menu: From the dropdown menu, select the sub menu from the above Voice Menu that will be used as the initial sub menu.

Description: Enter a brief title/description of the sub menu for reference.

Time Start and **End**: Select when the sub menu will become active and when it will cease to be active. Enabling the All day checkbox will make the sub menu active for 24hrs.

Recurrence Pattern:

None: Select this radio button to have the sub menu occur only for the period of time once with no recurrence.

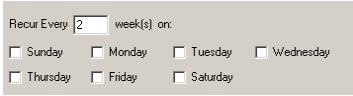


Daily: Select this radio button to indicate that the sub menu will be active on a day-by-day basis. Afterwards, you will have (2) options:

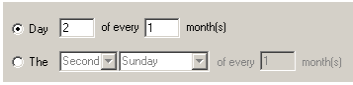
Every weekday: Select this radio button if you want the sub menu to be active every weekday.

Every X day(s): Select this radio button to specify an interval of activity for the sub menu (every second day by entering 2 in the field, for example).

Hint: If you wish to define the settings as Every weekday, you can instead choose the **Weekly** settings where you can specify which days of the week you wish to be notified.



Weekly: Select this radio button to indicate that the sub menu will be active on a weekly basis. Then, in the **Recur Every X week(s) on** field, enter an interval of activity for the sub menu (i.e. enter **3** for every third week). Finally, check the boxes of the days of the week you want the sub menu to be in effect. If you wanted a sub menu to be active every second Monday, Wednesday and Thursday, you would enter **2** in the field and select the **Monday**, **Wednesday** and **Thursday** checkboxes.



Monthly: Select this radio button if you want the sub menu to be active on a monthly basis.

You have two (2) options:

Select the **Day** radio button and indicate which day of the month you want the sub menu to be active.

Select the **The** radio button and indicate which day of a month you want the sub menu to be active. For example, if you want the sub menu to be active on the second Monday of every second month, you would select the The radio button, select **Second** and **Monday**, and enter **2**.

Yearly: Select this radio button if you want the sub menu to be active on a specific day of the year. You have two (2) options:

Select the **Every** radio button and indicate the day of the year on which you want the sub menu to be active.

Select the **The** radio button and indicate a specific day of a specific month of the year on which you want the sub menu to be active. For example, if you want the sub menu to be active on the second Thursday of every March, you would select the radio button and select **Second**, **Thursday** and **March** from the dropdown menu.

Range of Recurrence

Start: Select the date when the first occurrence of the sub menu is to occur.

Note: The sub menu must have a recurrence pattern defined.

No end Date: Select this radio button if you want the sub menu to occur indefinitely

End After: Select this radio button if you want to disable the sub menu after it occurs the defined number of times.

End by: Select this radio button if you want to disable the sub menu by the defined date.

From the **Start Menu** dropdown list, select the sub menu that will run at the times specified.

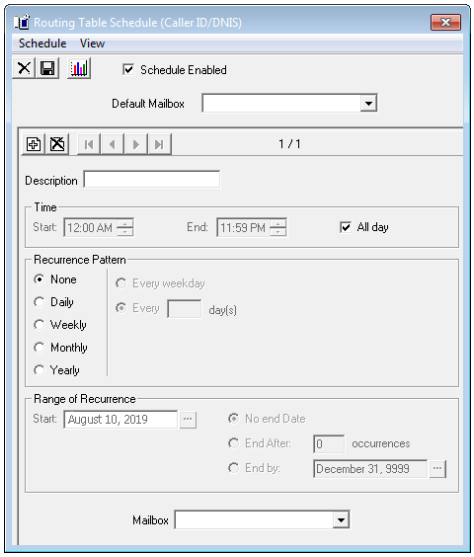
Caller ID/DNIS Schedule

A schedule can be assigned to a routing destination to determine when a call is to be transferred to an extension. When Caller ID recognizes a particular number, the system will examine the appropriate schedule. If the current day and time fall within that specified in the schedule, the call is routed directly to the Mailbox.

PIN Number Schedule Buttons

Button	Description
	Delete Caller ID / DNIS Schedule.
	Save Caller ID / DNIS Schedule.
	View a list of all Caller ID / DNIS Schedules.
	Create a new Schedule.
	Delete the current Schedule.
	Move to first Schedule.
	Move to previous Schedule.
	Move to next Schedule.
	Move to last Schedule.

Configuring Caller ID/DNIS Schedule



Schedule Enabled: Enable this checkbox to activate the Caller ID/DNIS routing schedule.

Default Mailbox: From the dropdown menu, select the default Mailbox.

Default Voice Menu: From the dropdown menu, select the default Voice Menu that will be active under the schedule. This will be the default Voice Menu that will be used by all schedules that are created unless specified otherwise.

Sub Menu: From the dropdown menu, select the sub menu from the above Voice Menu that will be used as the initial sub menu.

Description: Enter a brief title/description of the sub menu for reference.

Time Start and **End**: Select when the sub menu will become active and when it will cease to be active. Enabling the All day checkbox will make the sub menu active for 24hrs.

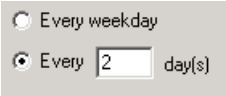
Recurrence Pattern:

None: Select this radio button to have the sub menu occur only for the period of time once with no recurrence.

Daily: Select this radio button to indicate that the sub menu will be active on a day-by-day basis. Afterwards, you will have (2) options:

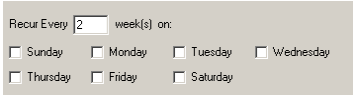
Every weekday: Select this radio button if you want the sub menu to be active every weekday.

Every X day(s): Select this radio button to specify an interval of activity for the sub menu (every second day by entering 2 in the field, for example).

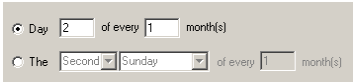


Hint: If you wish to define the settings as Every weekday, you can instead choose the **Weekly** settings where you can specify which days of the week you wish to be notified.

Weekly: Select this radio button to indicate that the sub menu will be active on a weekly basis. Then, in the **Recur Every X week(s) on** field, enter an interval of activity for the sub menu (i.e. enter **3** for every third week). Finally, check the boxes of the days of the week you want the sub menu to be in effect. If you wanted a sub menu to be active every second Monday, Wednesday and Thursday, you would enter **2** in the field and select the **Monday**, **Wednesday** and **Thursday** checkboxes.



Monthly: Select this radio button if you want the sub menu to be active on a monthly basis.

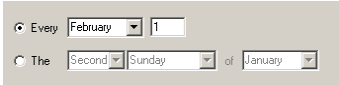


You have two (2) options:

Select the **Day** radio button and indicate which day of the month you want the sub menu to be active.

Select the **The** radio button and indicate which day of a month you want the sub menu to be active. For example, if you want the sub menu to be active on the second Monday of every second month, you would select the The radio button, select **Second** and **Monday**, and enter **2**.

Yearly: Select this radio button if you want the sub menu to be active on a specific day of the year. You have two (2) options:



Select the **Every** radio button and indicate the day of the year on which you want the sub menu to be active.

Select the **The** radio button and indicate a specific day of a specific month of the year on which you want the sub menu to be active. For example, if you want the sub menu to be active on the second Thursday of every March, you would select the radio button and select **Second**, **Thursday** and **March** from the dropdown menu.

Range of Recurrence

Start: Select the date in which the first occurrence of the sub menu is to take effect.

Note: The sub menu must have a recurrence pattern defined.

No end Date: Select this radio button if you want the sub menu to occur indefinitely

End After: Select this radio button if you want to disable the sub menu after it occurs the defined number of times.

End by: Select this radio button if you want to disable the sub menu by the defined date.

From the **Start Menu** dropdown list, select the sub menu that will run at the times specified.

11 CUSTOMIZING THE TUI

In This Chapter:

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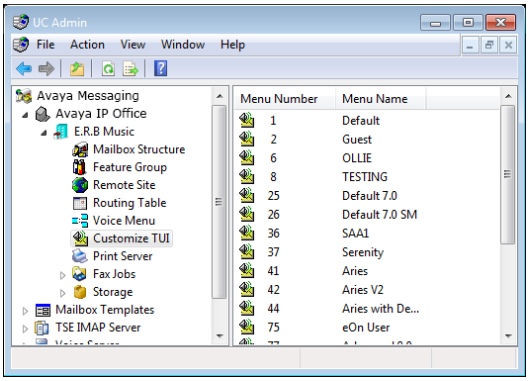
Introduction

A customized Telephone User Interface allows mailbox users to maintain and personalize their mailbox profiles.

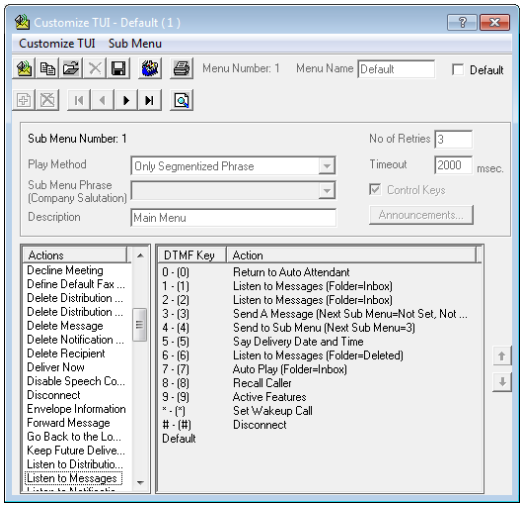


Pre-Programmed TUIs

Avaya Messaging comes with several sample TUIs. These are provided as a guide to administrators for creating a system that better suits their own company's needs. These tamplaces can, however, be used as is.

They are not intended to exactly duplicate the workings of any PBX or interface.

Main Screen



Note: You can only assign 1 TUI to a Mailbox but the same TUI may be assigned to multiple Mailboxes.

Menu Number: This field is automatically generated when you create a new Custom TUI.

Menu Name: Enter the name of the TUI. This is for reference only and has no impact on functionality.

Default: Enable this checkbox to assign the current TUI to all mailboxes that do not have TUIs defined in their profiles.

No. of Retries: Enter the number of retries a mailbox user has before the system disconnects them.

Play Method: From the dropdown menu, select a setting for the prompt. There are several options available:

Salutation	Function
Nothing	No prompt will be played on this sub menu.
Only Sub Menu Phrase	Only the defined Sub Menu Phrase will be played when the user accesses this sub menu.
Only Segmented Phrase	Only the Segmented Phrase of each action will be played when the user accesses this sub menu.
Both Sub Menu and Segmented Phrase	Both the defined Sub Menu Phrase and the Segmented Phrase of each action will be played when the user accesses this sub menu.

Description: Enter text describing the action of this sub menu in the TUI template.

Timeout: Enter the amount of time (in msec) that the system will wait before it processes the mailbox user's input. If the mailbox user did not enter anything, the system will perform the default action.

Control Keys: Enable this checkbox to turn on the control key function while listening to a message.

Note: Control Keys must be enabled in all sub menus before this function will work.

Note: Control keys can only be accessed through DTMF input. It is not compatible with speech commands.

Announcements...: Click on this button to select which announcements to play when the mailbox user logs in.

Play message count: Enable this checkbox to play back the number of message in the mailbox user's inbox. Enabling this option also plays back messages to the user when their inbox is nearly full as per **Feature Group > Storage options**.

- **Unread**: Enable this checkbox to play back the number of unread message in the mailbox user's inbox.
- **Read**: Enable this checkbox to play back the number of read message in the mailbox user's inbox.
- **Explicit Meeting Requests**: Enable this checkbox to play back the number of meeting requests in the mailbox user's inbox.

Play announcement: Enable this checkbox to play back the mailbox user's current availability and location.

- **Availability**: Enable this checkbox to play back the availability of the mailbox user.
- **Location**: Enable this checkbox to play back the location of the mailbox user.

Actions

Note: For all Actions that require a mailbox, the target mailbox must have a Mainstream license.

Common Fields

DTMF Choice: From the dropdown menu, select the DTMF key that the action will be associated with under the current sub menu. Only 1 DTMF key may be assigned to an action. You must create duplicate actions if you need the action to be valid for more than one DTMF key in a single sub menu.

Do not play prompt: Enable this checkbox to ignore the announcement of current action when the system announces all the action in the current sub menu to the users. The action will still be valid and can be used, the users will simply not hear anything when navigating through the menu.

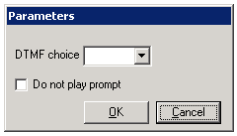
Accept Meeting

This action will allow the users to accept the current meeting request message they are listening to.

Accept Meeting Tentatively

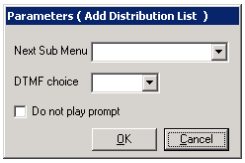
This action will allow the users to tentatively accept the current meeting request message they are listening to.

Active Features



This action will inform the user of their Transfer Options status.

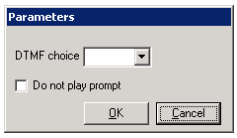
Add Distribution List



This action will allow the users to create a Distribution List by entering the number then recording a name for it.

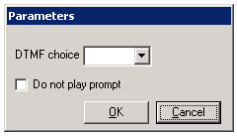
Next Sub Menu: Select the sub menu that the user will be sent to after creating a Distribution List. This sub menu should contain the actions to manage the list (e.g. Add Distribution List Member).

Add Distribution List Member



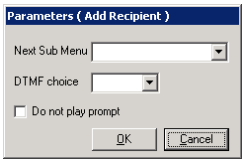
This action will allow the users to add a mailbox to an existing Distribution List. This action must be on a sub menu which comes after Adding/Modifying a Distribution List action.

Add Notification Schedule



This action will allow the users to add a Notification Schedule entry via telephone. They will be able to define the full phone number along with the exact schedule.

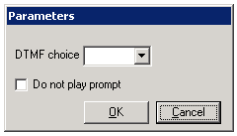
Add Recipient



This action will allow the users to add more recipients to a message. This action must be on a sub menu which comes after an action that records, forwards or sends a message.

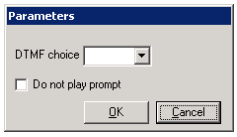
Next Sub Menu: From the dropdown menu, select the Sub Menu that the users will be sent to after adding a recipient. This Sub Menu should be a Sub Menu which has the Send Recorded Message action.

Append to Recorded Message



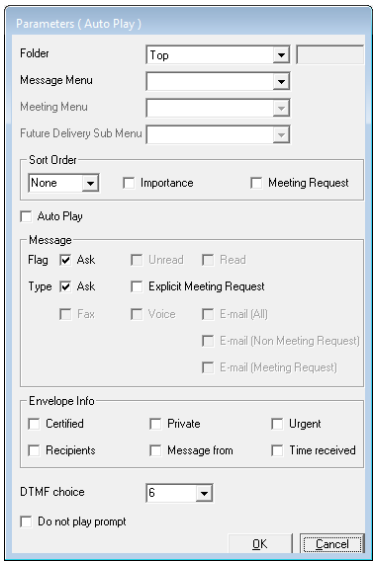
This action will allow the users to add a message to an existing recorded message. This action must be on a sub menu which comes after an action that records, forwards or sends a message.

Auto Forward Message



This action will allow the users to set automatic forwarding of all their messages to a destination of their choice.

Auto Play



This action will allow the users to consecutively listen to all the messages in the specified folder. The type of messages, and the specific information that will be played for the users may be either asked for or forced by the action settings.

Folder: From the dropdown menu, select the message folder that the action will browse for messages.

Message Menu: From the dropdown menu, select the Sub Menu that has message management actions.

Meeting Menu: From the dropdown menu, select the Sub Menu that has management actions for meetings.

Future Delivery Sub Menu: From the dropdown menu, select the Sub Menu that has management actions for messages flagged for Future Delivery.

Sort Order

From the dropdown menu, select None, Read or Unread to prioritize messages according to selected option. Select None if you do not wish to separate Read from Unread.

Importance: Enable this checkbox to sort the messages according to their flags (e.g. certified, private, etc.).

Meeting Request: Enable this checkbox to sort the meeting request messages separately.

Auto Play: Enable this checkbox to automatically start playing the messages in the defined order without user confirmation.

Message

Flag: Enable the **Ask** checkbox to ask the users to select which messages will be played (between Unread and Read). Enable the **Unread** checkbox to only have unread messages available for playback. Enable the **Read** checkbox to only have the read messages available for playback.

Type: Enable the **Ask** checkbox to ask the users to select which type of messages will be played (all types of messages will be available to them). Enable the **Fax** checkbox to give users the fax message playback option. Enable the **Voice** checkbox to give the users the voice message playback option. Enable the **email (All)** checkbox to give users the email message playback option. Enable the **email (Non-Meeting Request)** checkbox to give users the non-meeting request email message playback option. Enable the **email (Meeting Request)** checkbox to give users the meeting request email message playback option.

Envelope Info

Certified: Enable this checkbox to inform the user that the message is certified before playback if it was flagged by the sender.

Private: Enable this checkbox to inform the user that the message is private before playback if it was flagged by the sender.

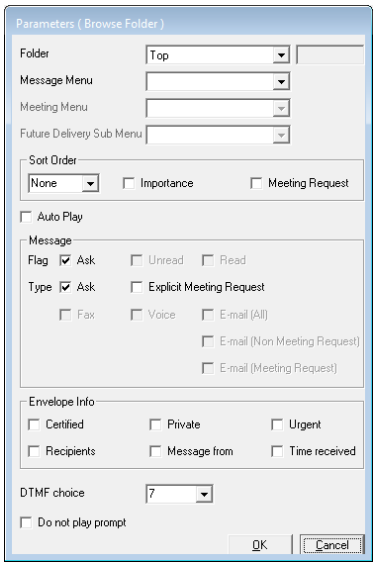
Urgent: Enable this checkbox to inform the user that the message is urgent before playback if it was flagged by the sender.

Recipients: Enable this checkbox to inform the user of all the recipients of the message before playback.

Message From: Enable this checkbox to inform the user who the sender of the message is before playback.

Time Received: Enable this checkbox to inform the user when the message was received before playback.

Browse Folder



This action will allow the users to browse specific message folders. The type of messages and the specific information that will be played for the users may be either asked for or forced by the action settings.

Folder: From the dropdown menu, select the message folder that the action will browse for messages.

Message Menu: From the dropdown menu, select the Sub Menu that contains the message management actions.

Meeting Menu: From the dropdown menu, select the Sub Menu that contains the management actions for meeting.

Future Delivery Sub Menu: From the dropdown menu, select the Sub Menu that contains the management actions for messages flagged for Future Delivery.

Sort Order

From the dropdown menu, select None, Read or Unread to prioritize messages according to the selected option. Select None if you do not wish to separate Read from Unread.

Importance: Enable this checkbox to sort the messages according to their flags (e.g. certified, private, etc.).

Meeting Request: Enable this checkbox to sort the meeting request messages separately.

Auto Play: Enable this checkbox to automatically start playing the messages in the defined order without user confirmation.

Message

Flag: Enable the **Ask** checkbox to ask the users to select which messages will be played (between Unread and Read). Enable the **Unread** checkbox to have only unread messages available for playback. Enable the **Read** checkbox to have only read messages available for playback.

Type: Enable the **Ask** checkbox to ask the users to select which type of messages will be played (all types of messages will be available to them). Enable the **Fax** checkbox to give users the fax message playback option. Enable the **Voice** checkbox to give users the voice message playback option. Enable the **email (All)** checkbox to give users the email message playback option. Enable the **email (Non-Meeting Request)** checkbox to give users the non-meeting request email message playback option. Enable the **email (Meeting Request)** checkbox to give users the meeting request email message playback option.

Envelope Info

Certified: Enable this checkbox to inform the user that the message is certified before playback if it was flagged by the sender.

Private: Enable this checkbox to inform the user that the message is private before playback if it was flagged by the sender.

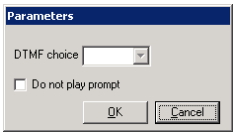
Urgent: Enable this checkbox to inform the user that the message is urgent before playback if it was flagged by the sender.

Recipients: Enable this checkbox to inform the user of all the recipients of the message before playback.

Message From: Enable this checkbox to inform the user who the sender of the message is before playback.

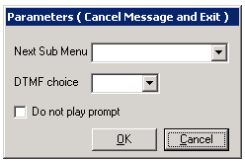
Time Received: Enable this checkbox to inform the user when the message was received before playback.

Call Back to Sender



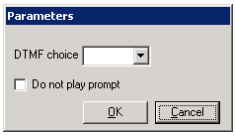
This action will allow the users to directly call the sender of the message. They can choose to call the sender directly, assuming that the sender's address can be resolved by the system, or manually enter the phone number to call. This action must be on a sub menu which comes after an action that plays a message.

Cancel Message and Exit



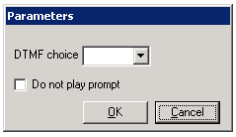
Next Sub Menu: From the dropdown menu, select the Sub Menu that the users will be sent to after canceling a message. This Sub Menu should be a Sub Menu which comes after reviewing a message.

Change Availability



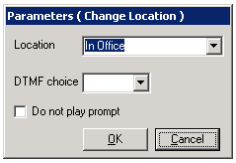
This action will allow the users to change their availability. If they are currently available, they will now be unavailable and vice versa.

Change Future Delivery Date/Time



This action will allow the users to change the date on Future Delivery messages. This action must be on a sub menu which comes after reviewing a message.

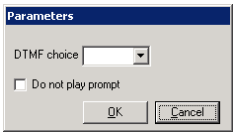
Change Location



This action will allow the users to change their location to the one defined in the action.

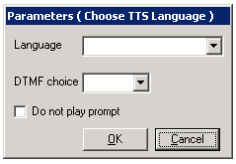
Location: From the dropdown menu, select the location that users will be able to change to. This location has to be one of the default locations. You cannot select a custom location through this method.

Change Voice Verification Security Level



This action will allow the users to change the Voice Verification security level between none, normal and high.

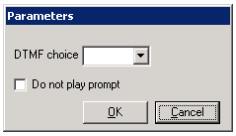
Choose TTS Language



This action will allow the users to choose the TTS language defined in the action.

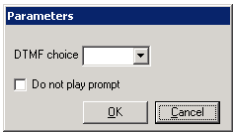
Language: From the dropdown menu, select the TTS language that the users will be able to choose.

Clear Mass Recall



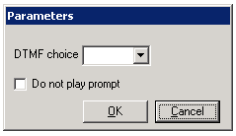
This action will stop sending a Mass Recall broadcast, and clear the queue of all pending outgoing messages.

Clear Numeric Password



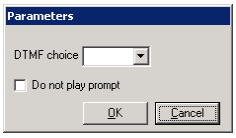
This action will allow the users to reset their password to the default.

Decline Meeting



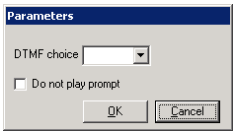
This action will allow the users to decline the current meeting request message that they are listening to.

Define Default Fax Address



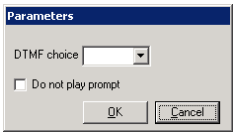
This action will allow the users to manually define a destination for all incoming faxes. This will be added as a fax entry under the Address tab of the mailbox.

Delete Distribution List



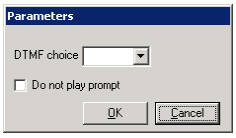
This action will allow the users to delete a selected Distribution List.

Delete Distribution List Member



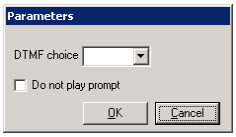
This action will allow the users to remove a mailbox from the current Distribution List. This action must be on a sub menu which comes after Adding/Modifying a Distribution List action.

Delete Message



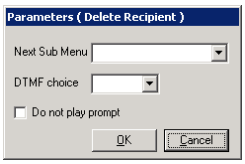
This action will allow the users to delete the current message. This action must be on a sub menu which comes after an action that plays a message.

Delete Notification Schedule



This action will allow the users to either delete a selected Notification Schedule entry or all schedules.

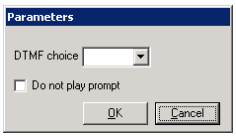
Delete Recipient



This action will allow the users to remove recipient from a message. This action must be on a sub menu which comes after an action that records, forwards or sends a message.

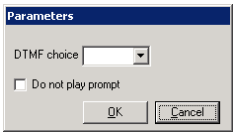
Next Sub Menu: From the dropdown menu, select the Sub Menu that the users will be sent to after deleting a recipient. This Sub Menu should be a Sub Menu which has the Send Recorded Message action.

Deliver Now



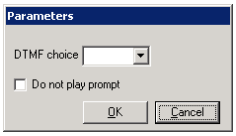
This action will allow the users to immediately send the current message in the outbox folder. This action must be on a sub menu which comes after reviewing a message.

Disable Speech Command



This action will allow the users to disable the Speech Command feature for the duration of current login session.

Disconnect



This action will disconnect the user from the system.

Envelope Information

This action will allow the users to play the envelope information of a message. The type of envelope information played may be defined within the action. This action must be on a sub menu which comes after an action that plays a message.

Certified: Enable this checkbox to inform the user that the message is certified if it was flagged by the sender.

Private: Enable this checkbox to inform the user that the message is private if it was flagged by the sender.

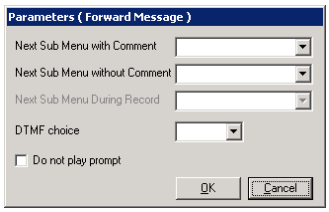
Urgent: Enable this checkbox to inform the user that the message is urgent if it was flagged by the sender.

Recipients: Enable this checkbox to inform the user of all the recipients of the message.

Message From: Enable this checkbox to inform the user who the sender of the message is.

Time Received: Enable this checkbox to inform the user when the message was received.

Forward Message



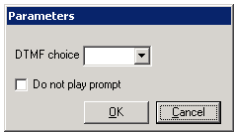
This action will allow the users to forward the current message. The users may forward the message as is or record a comment on the forward during the action. This action must be on a sub menu which comes after an action that plays a message.

Next Sub Menu with Comment: From the dropdown menu, select the Sub Menu which contains actions related to recording (e.g. Review Recorded Message).

Next Sub Menu without Comment: From the dropdown menu, select the Sub Menu which contains actions related to sending a message.

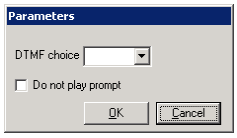
Next Sub Menu During Record: From the dropdown menu, select the Sub Menu that the users will have access to while making a recording.

Go Back to the Locations Calendar



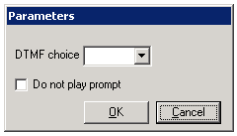
This action will allow the users to change their location to what is currently defined in their Locations Calendar.

Keep Future Delivery Date/Time



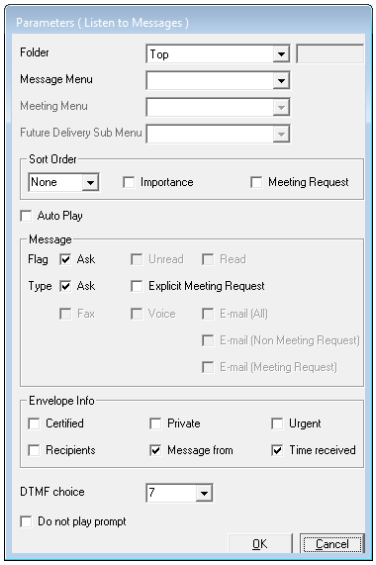
This action will allow the users to keep the current date on Future Delivery messages. This action must be on a sub menu which comes after reviewing a message. The purpose of this action is to give the users an option when they are on a TUI Sub Menu dedicated to Future Delivery management.

Listen to Distribution List



This action will allow the users to listen to the list of all available Distribution Lists.

Listen to Messages



This action will allow the users to listen to the messages in the specified folder. The type of messages, and the specific information that will be played for the users may be either asked or forced by the action settings.

Folder: From the dropdown menu, select the message folder that the action will browse for messages.

Message Menu: From the dropdown menu, select the Sub Menu that has message management actions.

Meeting Menu: From the dropdown menu, select the Sub Menu that has management actions for meeting.

Future Delivery Sub Menu: From the dropdown menu, select the Sub Menu that has management actions for messages flagged for Future Delivery.

Sort Order

dropdown Menu: From the dropdown menu, select None, Read or Unread to prioritize messages according to selected option. Select None if you do not wish to separate Read from Unread.

Importance: Enable this checkbox to sort the messages according to their flags (e.g. certified, private, etc.).

Meeting Request: Enable this checkbox to sort the meeting request messages separately.

Auto Play: Enable this checkbox to automatically start playing the messages in the defined order without user confirmation.

Message

Flag: Enable the **Ask** checkbox to ask the users to select which messages will be played (between Unread and Read). Enable the **Unread** checkbox to only have unread messages available for playback. Enable the **Read** checkbox to only have the read messages available for playback.

Type: Enable the **Ask** checkbox to ask the users to select which type of messages will be played (all types of messages will be available to them). Enable the **Fax** checkbox to give the users fax message playback option. Enable the **Voice** checkbox to give the users voice message playback option. Enable the **email (All)** checkbox to give the users email message playback option. Enable the **email (Non-Meeting Request)** checkbox to give the users non-meeting request email message playback option. Enable the **email (Meeting Request)** checkbox to give the users meeting request email message playback option.

Envelope Info

Certified: Enable this checkbox to inform the user that the message is certified before playback if it was flagged by the sender.

Private: Enable this checkbox to inform the user that the message is private before playback if it was flagged by the sender.

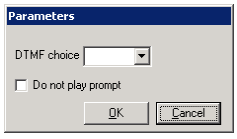
Urgent: Enable this checkbox to inform the user that the message is urgent before playback if it was flagged by the sender.

Recipients: Enable this checkbox to inform the user of all the recipients of the message before playback.

Message From: Enable this checkbox to inform the user who the sender of the message is before playback.

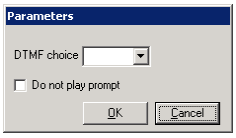
Time Received: Enable this checkbox to inform the user when the message was received before playback.

Listen to Notification Schedule



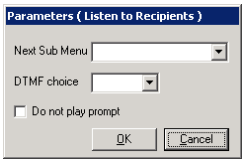
This action will allow the users to listen to all their Notification Schedules.

Listen to Numeric Password



This action will allow the users to listen to their current mailbox password.

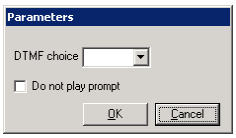
Listen to Recipients



This action will allow the users to listen to all the recipient on a message. This action must be on a sub menu which comes after an action that records, forwards or sends a message.

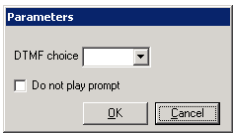
Next Sub Menu: From the dropdown menu, select the Sub Menu that the users will be sent to after listening to the recipient. This Sub Menu should be a Sub Menu which has the Send Recorded Message action.

Make Caller ID Active Address



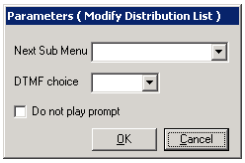
This action will allow the users to add their current Caller ID to their mailbox and use it as a default under the location that they are in. If the number already exists in the addresses, it will become the default.

Mark Message Unread/Read



This action will allow the users to mark the message as Unread or Read. This action must be on a sub menu which comes after an action that plays a message.

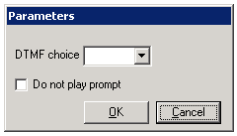
Edit Distribution List



This action will list the entries of the Distribution List selected by the user then forward them to the sub menu where they can manage the Distribution List.

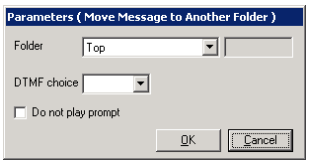
Next Sub Menu: Select the sub menu that the user will be sent to modify the Distribution List. This sub menu should contain the actions to manage the list (e.g. Add Distribution List Member).

Edit Notification Schedule



This action will allow the users to modify a selected Notification Schedule entry.

Move Message to Another Folder



This action will allow the users to move the message to the folder defined in the action. This action must be on a sub menu which comes after an action that plays a message.

Folder: From the dropdown menu, select the folder that the message will be moved to. If you choose custom, enter the name of the folder manually on the field provided on the right.

Place Call

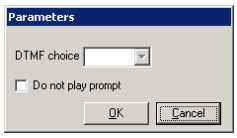
This action will allow the users to call a contact or a number they specify. The availability of call options will depend on the configuration of the action.

Call Contact: Select this radio button, then from the dropdown menu, select Private, Public or both to give the user access to those contacts.

Dial Number: Select this radio button to allow users to dial a custom number.

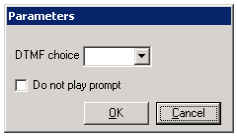
Both: Select this radio button to allow users to dial both contacts or custom numbers.

Print Fax



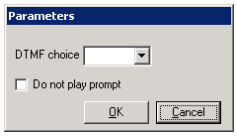
This action will allow the users to print the fax message that they have just reviewed. This action must be on a sub menu which comes after an action that plays a message.

Recall Caller



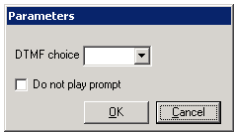
This action will allow the users to connect to a caller that is currently leaving a message on the mailbox of the user.

Record Busy Greeting



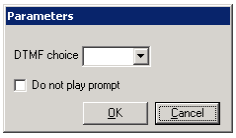
This action will allow users to record a greeting that can be played when their status is set to busy.

Record Customized Greeting



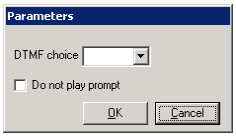
This action will allow the users to record a greeting that may be utilized in few different situations. The users will have to assign a number to each Customized Greeting when they are recording a new one.

Record Internal Busy Greeting



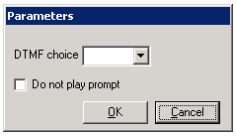
This action will allow the users to record a greeting that can be played to internal callers when their status is set to busy.

Record Internal Personal Greeting



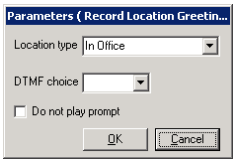
This action will allow the users to record a greeting for personal purpose that will only be available to internal callers. This will usually be the greeting that will be played when the user does not pick up their phone.

Record Internal Unavailable Greeting



This action will allow the users to record a greeting that can be played to internal callers when their status is set to unavailable.

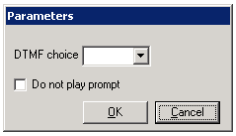
Record Location Greeting



This action will allow the users to record a greeting for specified location.

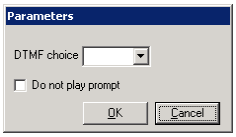
Location: From the dropdown menu, select the location that users will be recording the greetings for. This location has to be one of the default locations. You cannot select a custom location through this method.

Record Message in Current Mailbox



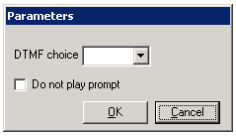
This action will allow the users to record a voice message which will be left in the mailbox they are currently logged into.

Record Name Greeting



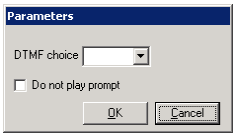
This action will allow the users to record a Name Greeting which will be played to identify the owner of the mailbox in a directory or during a transfer.

Record Personal Greeting



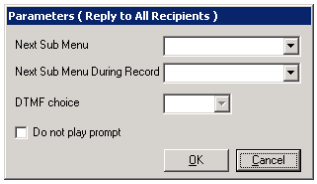
This action will allow the users to record a greeting for personal purposes. This will usually be the greeting that will be played when the user does not pick up their phone.

Record Unavailable Greeting



This action will allow the users to record a greeting that can be played when their status is set to unavailable.

Reply to All Recipients

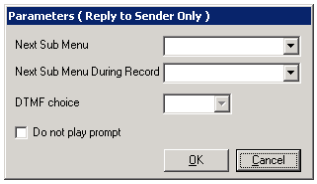


This action will allow the users to record a reply that will be sent to the sender as well as anyone else that has received the same message. This action must be on a sub menu which comes after an action that plays a message. This action is the equivalent of Reply to All function from email clients.

Send Message Sub Menu: From the dropdown menu, select the Sub Menu that the users will be sent to review, send or cancel their message. The actions to manage the recorded message (e.g. Review Recorded Message) should be in this Sub Menu.

Next Sub Menu During Record: From the dropdown menu, select the Sub Menu that the users will have access to while making a recording. The actions on this Sub Menu cannot use the same DTMF keys that the defined Send Message Sub Menu is already utilizing. Having a same DTMF key entry will cause a conflict.

Reply to Sender Only

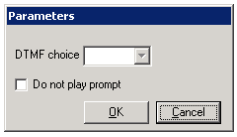


This action will allow the users to record a reply that will be sent to the sender of the message. This action must be on a sub menu which comes after an action that plays a message.

Send Message Sub Menu: From the dropdown menu, select the Sub Menu that the users will be sent to review, send or cancel their message. The actions to manage the recorded message (e.g. Review Recorded Message) should be in this Sub Menu.

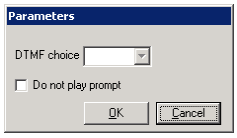
Next Sub Menu During Record: From the dropdown menu, select the Sub Menu that the users will have access to while making a recording. The actions on this Sub Menu cannot use the same DTMF keys that the defined Send Message Sub Menu is already utilizing. Having a same DTMF key entry will cause a conflict.

Rerecord List Name



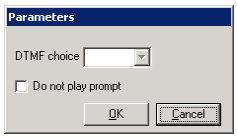
This action will allow the users to rerecord the current Distribution List's name. This action must be on a sub menu which comes after Adding/Modifying a Distribution List action.

Rerecord Message



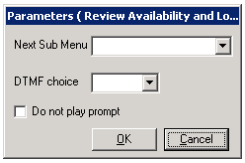
This action will allow the users to rerecord a message to replace the one they have recorded. This action must be on a sub menu which comes after an action that records, forwards or sends a message.

Return to Auto Attendant



This action will return the users to the auto attendant.

Review Availability and Location



This action will allow the users to listen to their current availability and location.

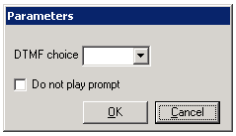
Next Sub Menu: Select the sub menu that the user will be sent to after reviewing their status. This sub menu should contain the actions to manage the locations (e.g. Change Location).

Review Contacts

This action will allow the users to review the contacts from the database specified in the action. The contact's default numbers will be played by the system.

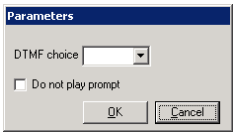
Contact: From the dropdown menu, select Private, Public or both to give the user access to those contacts.

Review Distribution List Members



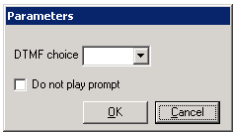
This action will play all the existing entries on the current Distribution List for the user. This action must be on a sub menu which comes after Adding/Modifying a Distribution List action.

Review List Name



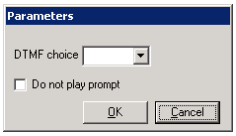
This action will play the current Distribution List's name for the user. This action must be on a sub menu which comes after Adding/Modifying a Distribution List action.

Review Message



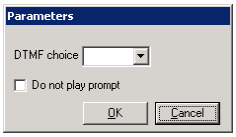
This action will allow the users to review the current message. Afterwards, they will be returned to the primary Sub Menu that has the actions for messages. This action must be on a sub menu which comes after an action that plays a message.

Review Recorded Message



This action will allow the users to review the message that has been recorded. This action must be on a sub menu which comes after an action that records, forwards or sends a message.

Rewind Message

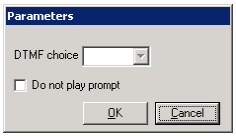


This action will allow the users to rewind the current message (if under control key, you will be able to define the amount of time you can rewind per key entry). Single entry will rewind the message for the defined time (5 seconds by default) while double entry will rewind the message to the beginning. Afterwards, they will remain in the same Sub Menu where the Rewind Message action is in. This action must be on a sub menu which comes after an action that plays a message.

Save Recorded Message in Draft and Exit

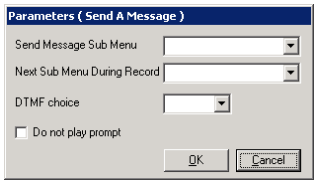
This action will allow the users to save the recorded message in the Draft folder and exit. This action must be on a sub menu which comes after an action that records message. This message may be accessed by going to the Draft folder at any time.

Say Delivery Date and Time



This action will allow the users to listen to the Future Delivery time of the messages. This action must be on a sub menu which comes after reviewing a message.

Send A Message



This action will allow the users to send a voice message to mailbox(es) in the system. They will be prompted to record a message when they select this option.

Send Message Sub Menu: From the dropdown menu, select the Sub Menu that the users will be sent to review, send or cancel their message. The actions to manage the recorded message (e.g. Review Recorded Message) should be in this Sub Menu.

Next Sub Menu During Record: From the dropdown menu, select the Sub Menu that the users will have access to while making a recording. The actions on this Sub Menu cannot use the same DTMF keys that the defined Send Message Sub Menu is already utilizing. Having a same DTMF key entry will cause a conflict.

Send Recorded Message

This action will allow the users to send the message that has been recorded. This action must be on a sub menu which comes after an action that records a message.

Voice Menu: From the dropdown menu, select the Voice Menu that the message recipients will be sent to after hearing the message.

Next Sub Menu: From the dropdown menu, select the Sub Menu that the users will be sent to after sending a message.

Urgent: Enable this checkbox to automatically flag all messages sent through this action as Urgent.

Certified: Enable this checkbox to automatically flag all messages sent through this action as Certified.

Confidential: Enable this checkbox to automatically flag all messages sent through this action as Confidential.

Send Recorded Message In Future

This action will allow the users to send the message that has been recorded at a specific future date that they choose. This action must be on a sub menu which comes after an action that records a message.

Voice Menu: From the dropdown menu, select the Voice Menu that the message recipients will be sent to after hearing the message.

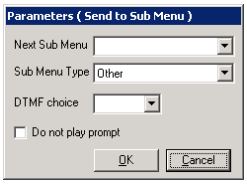
Next Sub Menu: From the dropdown menu, select the Sub Menu that the users will be sent to after sending a message.

Urgent: Enable this checkbox to automatically flag all messages sent through this action as Urgent.

Certified: Enable this checkbox to automatically flag all messages sent through this action as Certified.

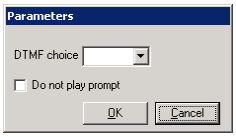
Confidential: Enable this checkbox to automatically flag all messages sent through this action as Confidential.

Send to Sub Menu



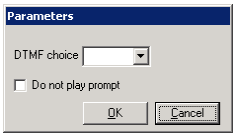
This action will send the user to the Sub Menu defined in the action.

Send to Tutorial



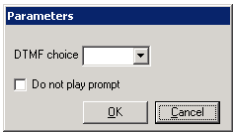
This action will send the user to the Tutorial session.

Set Numeric Password



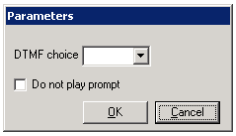
This action will allow the users to change their mailbox numeric password.

Set Wakeup Call



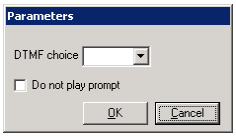
This action will allow the users to add a wakeup call entry to the system. They will be able to manually define the time and the number to be called.

Skip to Next Message without changing Read Status



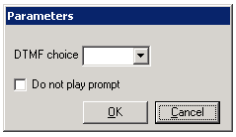
This action will allow the users to skip to the next message without changing Read Status of the current message. This action must be on a sub menu which comes after an action that plays a message.

Skip to Previous Message



This action will allow the users to skip to the previous message. This action must be on a sub menu which comes after an action that plays a message.

Skip to Previous Message without Changing Read Status



This action will allow the users to skip to the previous message without changing Read Status of the current message. This action must be on a sub menu which comes after an action that plays a message.

Skip/Save

This action will allow the users to either skip or save the current message. This action must be on a sub menu which comes after an action that plays a message.

Save Message: Select this radio button to make this action save the current message.

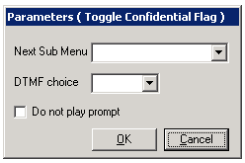
Skip Message: Select this radio button to make this action skip the current message.

Toggle Certified Flag

This action will allow the users to manually flag their message as Certified. This action must be on a sub menu which comes after an action that records, forwards or sends a message.

Next Sub Menu: From the dropdown menu, select the Sub Menu that the users will be sent to after flagging the message. This Sub Menu should be a Sub Menu which has the Send Recorded Message action.

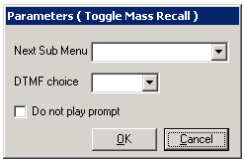
Toggle Confidential Flag



This action will allow the users to manually flag their message as Confidential. This action must be on a sub menu which comes after an action that records, forwards or sends a message.

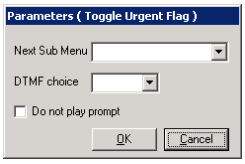
Next Sub Menu: From the dropdown menu, select the Sub Menu that the users will be sent to after flagging the message. This Sub Menu should be a Sub Menu which has the Send Recorded Message action.

Toggle Mass Recall



This action will allow the users to activate mass recall. If the mass recall is already activated, this action will stop the mass recall.

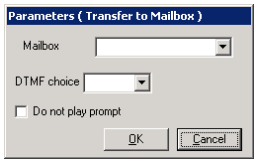
Toggle Urgent Flag



This action will allow the users to manually flag their message as Urgent. This action must be on a sub menu which comes after an action that records, forwards or sends a message.

Next Sub Menu: From the dropdown menu, select the Sub Menu that the users will be sent to after flagging the message. This Sub Menu should be a Sub Menu which has the Send Recorded Message action.

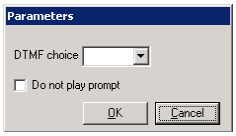
Transfer to Mailbox



This action will allow the users to be transferred to the mailbox defined in the action.

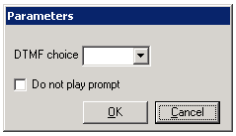
Mailbox: From the dropdown menu, select the mailbox that the user will be transferred to.

Transfer to Operator



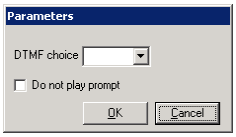
This action will allow the users to be transferred to the Operator.

Turn Call Forwarding On/Off



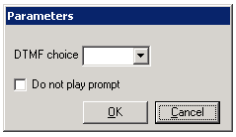
This action will allow the users to activate/deactivate Call Forwarding. If the feature was on, it will be turned off and vice versa.

Turn Call Queuing On/Off



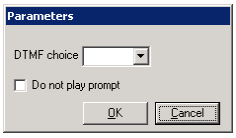
This action will allow the users to activate/deactivate Call Queuing. If the feature was on, it will be turned off and vice versa.

Turn Call Screening On/Off



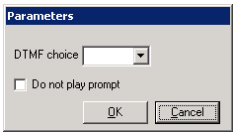
This action will allow the users to activate/deactivate Call Screening. If the feature was on, it will be turned off and vice versa.

Turn Notification Schedule On/Off



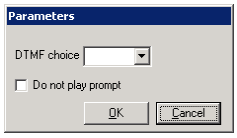
This action will allow the users to activate/deactivate their Notification Schedule. If the feature was on, it will be turned off and vice versa.

Turn Post Paging On/Off



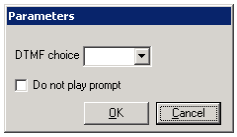
This action will allow the users to activate/deactivate Post Paging. If the feature was on, it will be turned off and vice versa.

Turn Pre-Paging On/Off



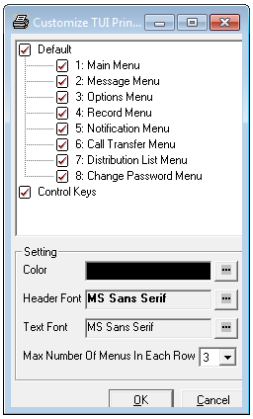
This action will allow the users to activate/deactivate Pre Paging. If the feature was on, it will be turned off and vice versa.

Voice Print Training



This action will allow the users to train the voice print system so that the Voice Verification feature will be able to recognize the user more fluently. The user may also remove and reenroll the voice prints through this action as well.

Printing Flowchart



A fully customized TUI can be complex. To make things easier to understand, particularly for the users, you can export the TUI structure as an HTML file and print it. When you click on the Customize TUI Print-out button, you will see this window which maps out your current TUIs entire structure.

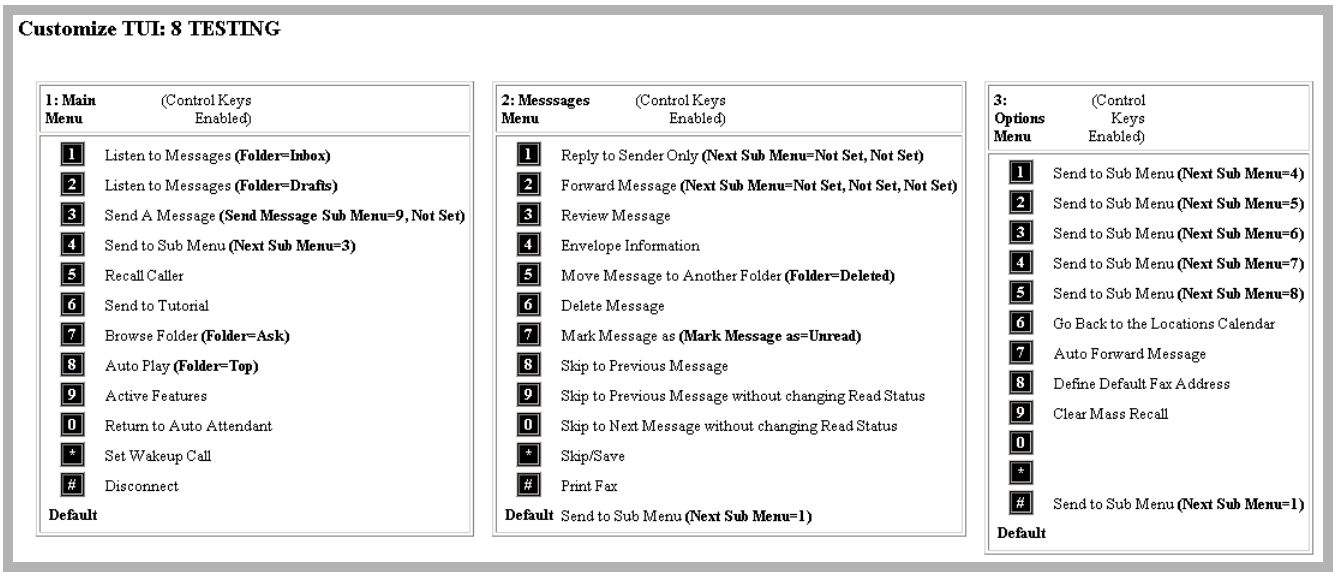
Hint: Disable the checkbox beside each TUI component to remove it from the print-out.

Color: Select the color of the text that will be used to generate the print-out.

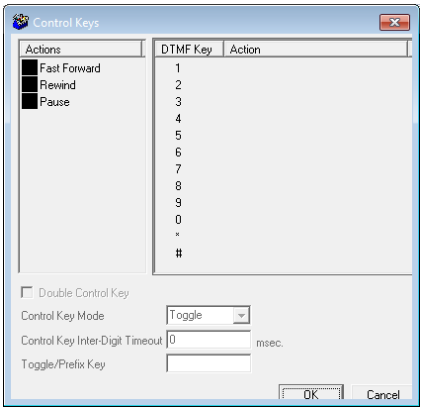
Header Font: Select the style of font that will be used for headers (e.g. sub menu name) in the print-out.

Text Font: Select the style of font that will be used for the descriptive/action text.

Max Number of Menus in Each Row: Select the number of menu items that a single row will hold. For example, setting this to 3 will print 3 sub menus in a single row.



Control Keys



The Control Keys feature allows mailbox users to have control over the message playback.

Fast Forward: Fast forward a message during playback. You may define the fast forward duration (in msec) when you add the action to the DTMF key.

Rewind: Rewind message during playback. You may define the rewind duration (in msec) when you add the action to the DTMF key.

Pause: Pause the message during playback. You may define the pause duration (in msec) when you add the action to the DTMF key.

Double Control Key: Enable this checkbox to allow Double Control Key which offers further customizing of control keys via options below.

Control Key Mode: From the dropdown menu, select the Control Key Mode from below to employ.

- **Double Keys**: During message play back, press the assigned key twice to perform the desired action. For example, if Rewind was assigned to DTMF key 1, press [1][1] to Rewind the message.
- **Toggle**: During message play back, press the Toggle/Prefix Key and then the assigned key to perform the desired action. For example, if '*' was the Toggle/Prefix Key, the mailbox user would press [*][1] to Rewind the message.

Note: This method is recommended if you wish to use a DTMF key that is already in use for control keys. The Toggle/Prefix key will ensure that the two functions do not overlap even if they share the same DTMF key.

Control Key Inter-Digit Timeout: Enter the duration (in msec) that the UC server will wait before defaulting to end of message after the Toggle/Prefix Key is pressed.

Toggle/Prefix Key: Enter the DTMF key that will be used as the Toggle or Prefix key.

Note: If control keys have not been assigned, and a caller presses a key while the message is playing, the system will respond as if it has reached the end of the message and assume that the associated action key (e.g. Save Message) has been pressed. As a general rule, do not overlap the DTMF key used for action keys and control keys. If the keys do overlap, use the Toggle/Prefix key to prevent potential issues.

Legacy Functions

The availability of these functions are limited to certain legacy PBX systems.

Softer: Reduce the volume level.

Normal Volume: Set the volume level to normal.

Louder: Increase the volume level.

Slower: Reduce the message playback speed.

Normal Speed: Set the message playback speed to normal.

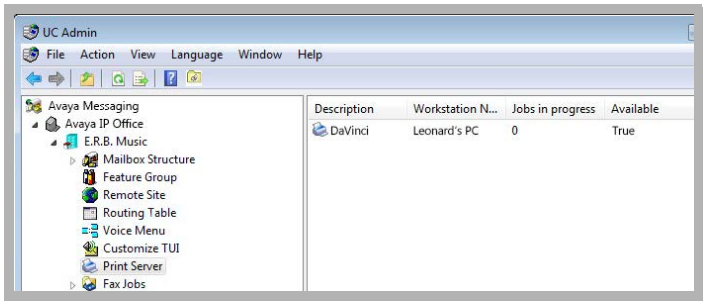
Faster: Increase the message playback speed.

12 PRINT SERVER

Introduction

Print Server enables the printing of emails in a User mailbox via the Telephone User Interface (TUI) to a fax machine. This process will convert the email's text to a tiff formatted file.

Print Server



Launch UC Admin and locate Print Server in the left-hand pane.

Description: This field displays the name of the print server.

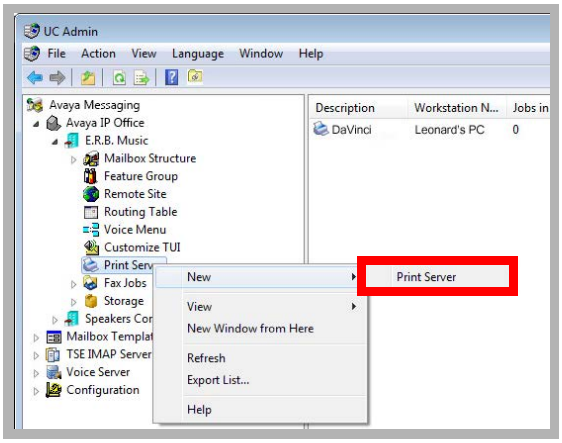
Workstation Name: This field displays the name of the PC where the print server is installed.

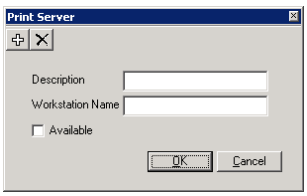
Jobs in progress: This field displays the number of jobs being printed.

Available: This field displays the availability of the printer server.

Add / Edit Print Server

To create a new entry, right-click on the Print Server in the left-hand pane and choose **New > Print Server.** To edit an existing entry, double-click it in the right-hand pane.





Description: Enter a name for the Print Server. This is for your reference and has no impact on performance.

Workstation Name: Enter the name of the PC where the Print Server is installed.

Available: Enable this checkbox to activate the Print Server. Your selection will be displayed in the Print Server screen as True or False.

Add Print Server: Create a new print server.

Delete Print Server: Remove the current print server from the system.

13 MESSAGE UNC STORAGE PATH

In This Chapter:

196 Introduction

196 Creating the UNC Path

197 Redirecting Messages Along the Path

198 Using Web Access with Storage Paths

Introduction

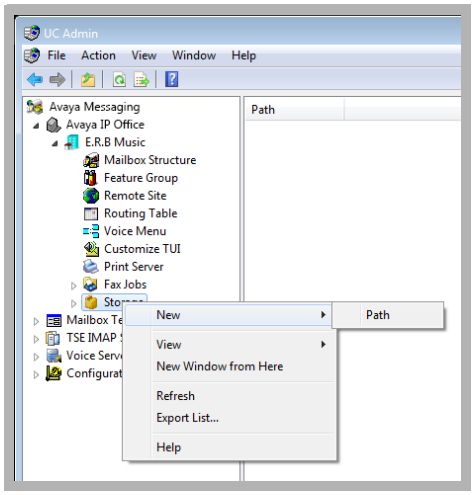
The UNC Storage Path feature allows the administrator to define locations on the network where incoming messages (email, voice, and fax) can be stored outside of the user's mailbox.

Creating the UNC Path

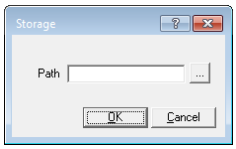
The first step in the process is for the administrator to create the **public** paths from the admin console.

Note: These paths will be available to all users. To create a **private** path, available only to one specific user, the administrator must create that path through the user's Mailbox Message Options tab (see page 197).

1. From the Admin Console, right-click on **Storage Path** and select **New > Path**.



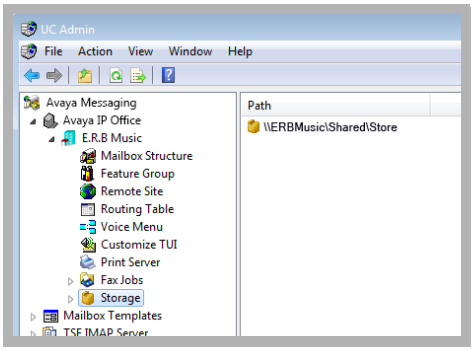
2. Type in the path to the network location, or browse to it using the ellipsis button ..., where the messages will be stored. Click **OK** when finished.



Note: Setting the path to **C:** will send the messages to the root of the voice server, **not** to the users' computers.

Warning: The paths entered must conform to the UNC standard including the use of backslashes **** (i.e. **\\192.168.1.10\path**).

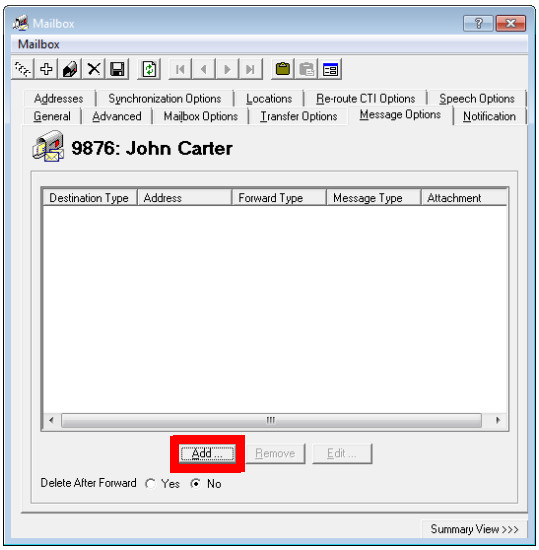
3. The newly created path will now appear in the Admin console. Repeat these steps to create as many public paths as required.



Redirecting Messages Along the Path

The administrator can now set storage path usage for anyone wishing to make use of the feature. The administrator can also create Private Paths, accessible to one user only. Users can also manage the feature through Web Access (see page 198 of this manual for more information).

1. From **Admin > Mailbox Structure > Message Options**, choose **Add**.



2. Enter the following options. Click **OK** when finished:

   Destination Type: Select Storage Path from the dropdown list.

   Destination: Select the path from the dropdown list. Instead of using the dropdown list you can enter a new path, either by typing it manually or using the browse button ... This will create a **private** path which only this user can access.

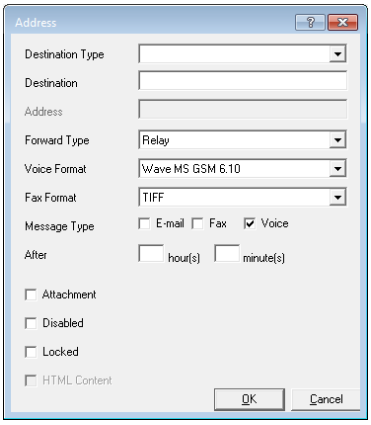
   Forward Type: Choose **Relay** from the dropdown list.

   Voice Format: Select the file format for storing voice messages.

   Fax Format: Select the file format for storing faxes.

   Message Type: Enable the checkboxes to choose which types of messages (Email, Fax, Voice) will be directed to the storage location. Enable all that apply.

   After (hours, minutes): Enter a delay before copying the messages from the user mailbox into the storage location. If left blank, the messages will be copied immediately upon receipt.



Note: Once created here, storage paths are automatically activated for that user.

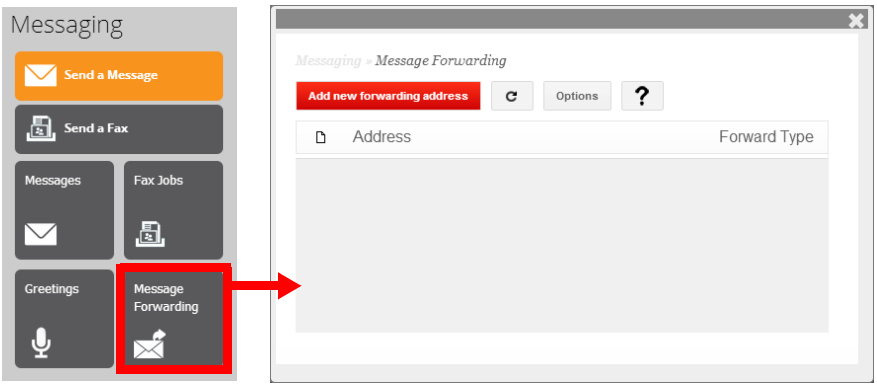
Note: The message type(s) chosen here will cause only the current user's messages to be sent to the storage location.

Warning: The paths entered must conform to the UNC standard including the use of backslashes \ (i.e. **\\192.168.1.10\path**).

Using Web Access with Storage Paths

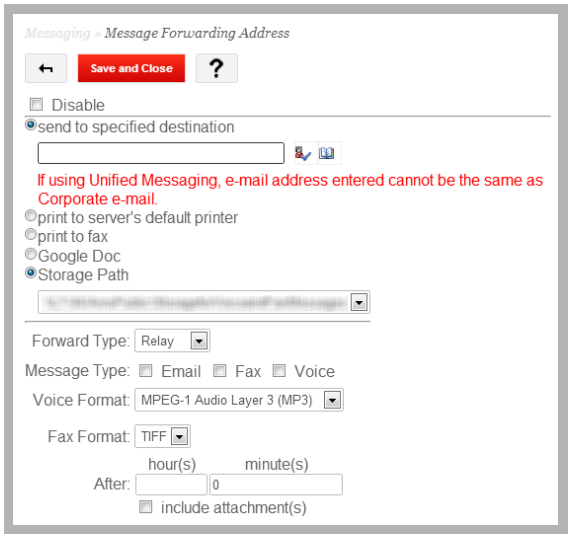
Users can choose to direct their messages to the specified storage locations by using Web Access.

1. In the Web Access, click **Message Forwarding**. Select **Add new forwarding address**.



Note: Any private paths setup for this user by the administrator will be shown in this window. Private paths cannot be edited or added by the user.

2. Enable the **Storage Path** radio button.



3. From the dropdown list, select the path from those provided. Custom paths cannot be entered here.
4. Enter the following options.

   Forward Type: Choose **Relay** from the dropdown list.

   Message Type: Choose which types of messages (Email, Fax, Voice) will be directed to the storage location. Enable the checkboxes of all that apply.

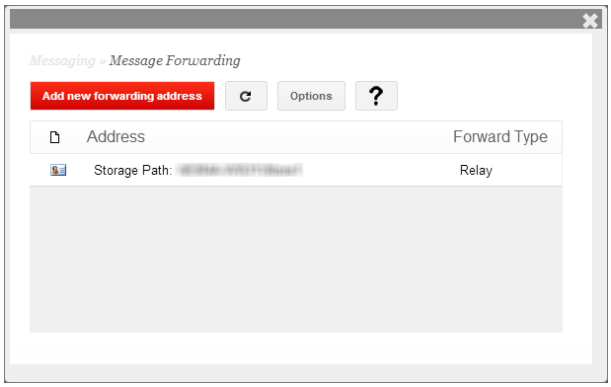
   Voice Format: Leave at the default value.

   Fax Format: Select the format for storing faxes.

   After (hours, minutes): Enter a delay before copying the messages from the user mailbox into the storage location. If left blank, the messages will be copied immediately upon receipt.

5. Click **Save and Close** when finished.

   The chosen path will now appear in the Message Forwarding window. Repeat steps 1-step 5 to add as many paths as required.



14 UNDERSTANDING CSE

In This Chapter:

202 Introduction

202 CSE Gateway architectural diagram:

203 Operating Requirements

204 Integrating CSE Gateway

205 Installing and configuring IMAP SSL connection

210 CSE and Exchange Transaction Logs

210 CSE and Exchange Transaction Logs

Introduction

The CSE Gateway is a server component that provides unified messaging and integration services between Avaya Messaging and other messaging systems. The UM CSE provides an easily managed and highly scalable system that supports a broad range of messaging platforms.

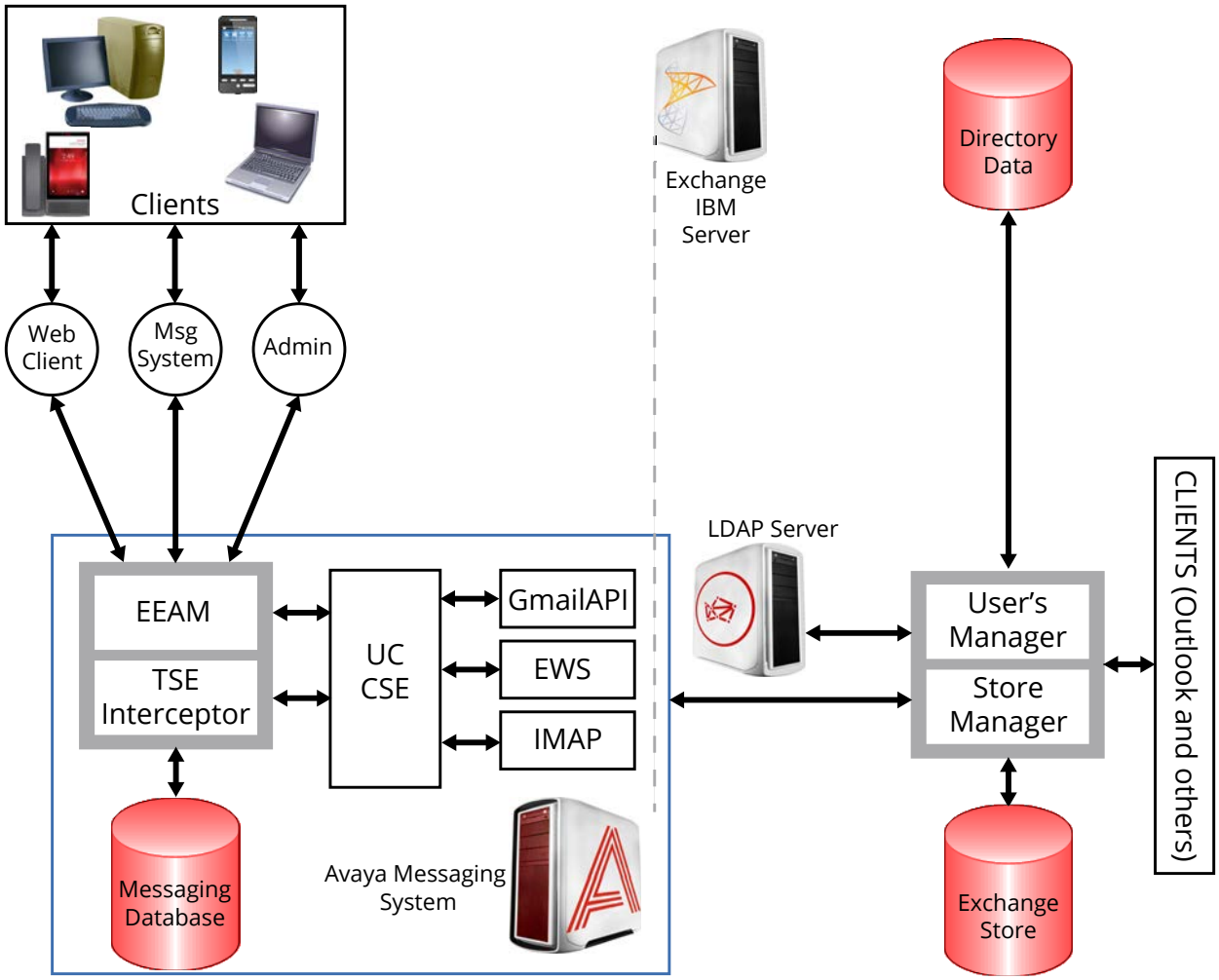
The CSE Gateway works directly with EEAM (unified messaging - UM - data and the business objects layer) to provide UM clients (phone devices, web Access, etc.) access to a single messaging data store that combines all email, faxes, voice mail and other types of information. The CSE Gateway allows UC users to access mailboxes that are located on a messaging systems commonly found in a company network, such as Exchange Servers.

The CSE Gateway is tightly integrated with the EEAM. It intercepts any message store-related operations for configured mailboxes, and transforms them into protocol commands that are supported by major messaging systems (acting as clients for that system).

Avaya Messaging provides the ability to extend protocol support by using plug-in modules for the CSE Gateway. If any operation that is regularly intercepted by the CSE Gateway fails due to a network failure, the CSE Gateway gives EEAM the opportunity to continue to operate through its own database so that data loss is prevented. Once a network connection is re-established, the CSE Gateway automatically retries any stored operations.

To fully use CSE Gateway, user information must be specified. The LDAP protocol allows for the creation of a link between the voice mailbox and a mailbox within the major messaging system.

CSE Gateway architectural diagram:



Operating Requirements

To successfully utilize the CSE Gateway, the following components are required:

- UM components
- Major Messaging System components
- 100 BaseT Ethernet or faster
- Secure Socket Layer certification for each machine involved in running IMAP transactions, allowing for encrypted authentication (provided SSL services are required)

Data flow

Three major operation modes are used by the UM CSE Gateway:

1. Active Session Support
2. Background File Transfers for Inactive Sessions
3. Managing Mailbox Statistics

Active session support

Once an active client session is established by one of the UM clients, EEAM receives the corresponding request and forwards the command to the CSE Gateway. The command checks to see if a mailbox for this operation is configured to use a single store. The CSE Gateway holds the pool of active sessions. These sessions are maintained until the client requests can be processed. In the case of a session failure, the error will be reported to the EEAM with a corresponding status code and the session will continue to execute without the Gateway using the local UM database. Once the session is reestablished, EEAM will forward all outstanding requests to the CSE Gateway.

CSE Gateway uses data caching for storing message header information in order to return results back to the EEAM as quickly and efficiently as possible.

Background file transfers

Due to possible network failures, the single store used by the CSE Gateway may be inaccessible. At these times, the EEAM stores all of the data in the UM database. When the connection is re-established, the system will search for the data stored in the UM database and transfer it onto the single store. After this process is completed, the system verifies that database synchronization is correct.

Managing mailbox statistics

In order to support the fast retrieval of mailbox statistics, the UM CSE Gateway executes a number of threads that establish new temporary sessions to the single store. This is done on a regular basis for each configured mailbox, checking for the number of messages in each folder, and the number of unread/read messages by type (voice, fax, email). When the UM application retrieves this value from the EEAM, the UM CSE Gateway gives the last computed values stored in the cache.

Integrating CSE Gateway

For details on integrating CSE enabled mail servers with Avaya Messaging, please refer to the **Feature Description Guide** which is available at: http://support.avaya.com .

The following servers support Superuser implementation, which allows a single admin level account to oversee synchronization, eliminating the need for users to update their mail server passwords on Avaya Messaging.

- Microsoft Exchange 2013
- Microsoft Exchange 2010
- Microsoft Exchange 2007
- Google Apps
- IBM Domino

The following servers which support generic IMAP integration, which requires the entry of each user's mail server password within Avaya Messaging mailbox.

- Most IMAP enabled Mail Servers

Note: If you wish to utilize Blackberry devices within your organization, please refer to Blackberry Enterprise Server integration section within Feature Description Guide.

Note: A maximum of 4 CSE Servers can be attached to a system.

Installing and configuring IMAP SSL connection

This section describes the steps to establish a secure IMAP connection between the UC system and a Microsoft Exchange Server, to protect IMAP traffic while synchronizing mailboxes. Configuration steps provided here should be considered only as the simplest way to make an SSL connection. Implementing secured networking as well as certificate services largely depends on an organization's needs, and may impact or depend upon many factors not covered here. For full documentation of Microsoft Certificate Services, Private Key Infrastructure, Microsoft Exchange and other linked topics, please refer to Microsoft Windows and Microsoft Exchange product documentation.

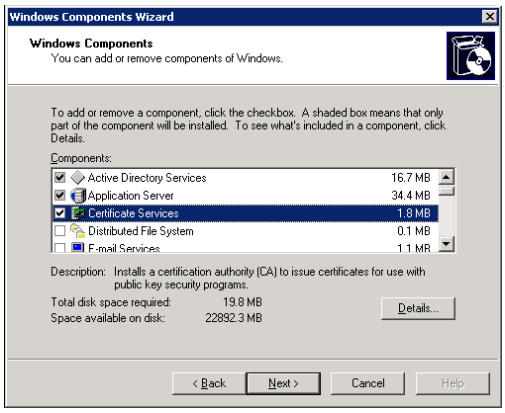
The suggested method for establishing a secure connection between Avaya Messaging and Microsoft Exchange requires:

- Creating certification authority that will be used to issue a server certificate for the CSE server.
- Assigning a server certificate to the email server.

Creating certification authority

In order to create certification authority (if one is not yet available) it is necessary to pick a PC that will serve as the certificate server for a domain where Microsoft Exchange Server is installed, and install Certificate Services on it. Certificate services are a Windows component that comes with Windows Server.

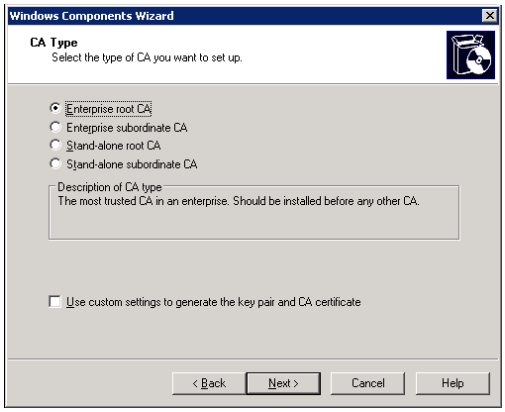
1. Go to **Control panel > Add or Remove Programs**.
2. Click **Add/Remove Windows Components**.
3. Check **Certificate Services** and click **Next**.



4. Select the Certification Authority type required.

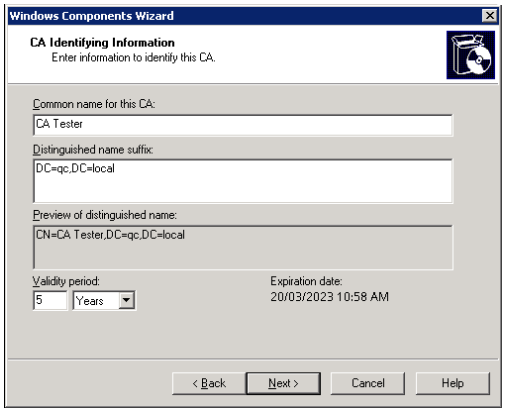
   For this example, we are considering the simplest case when Certificate Authority was not present. Select **Enterprise root CA**.

   Click **Next**.

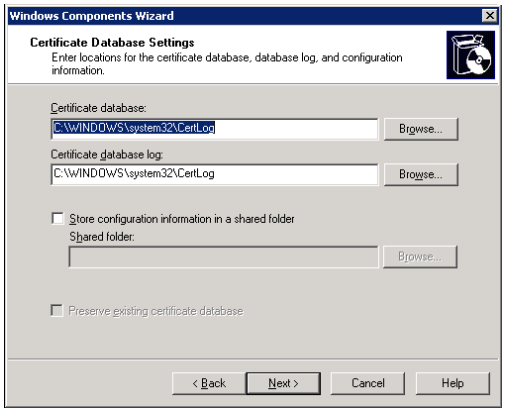


5. Enter the appropriate identity information.

   Click **Next**.



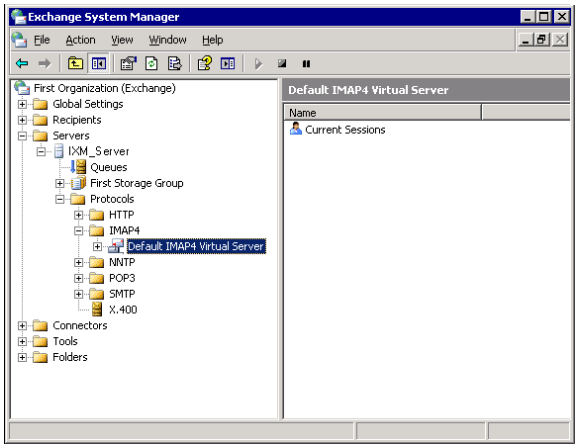
6. Modify data storage location options if necessary, then click **Next**.
7. Windows will start installing Certificate services. After the process is finished Certification Authority can be used to issue a certificate for IMAP server.



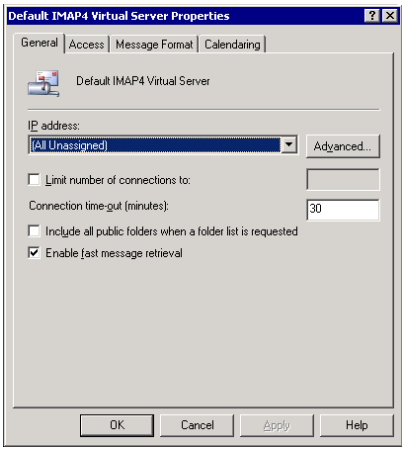
Assigning certificate to IMAP server

1. On PC the where Microsoft Exchange Server is installed, start the **Microsoft Exchange System Manager**.

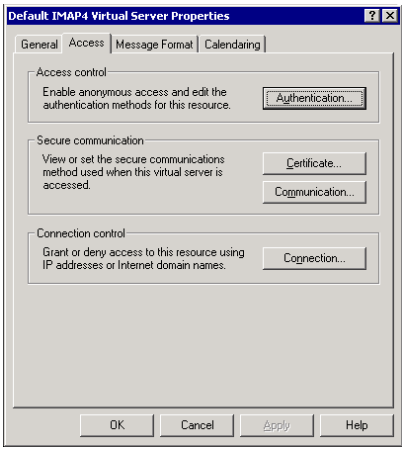
   Open the **Protocols** container (see below).



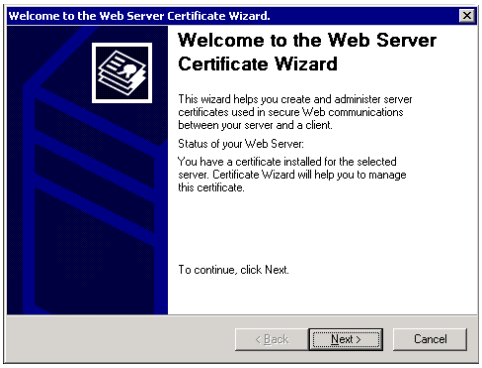
2. Right-click on the IMAP server instance and select **Properties**.



3. Open the **Access** tab.
4. Click **Certificate** button. The Web Server Certificate Wizard will start.

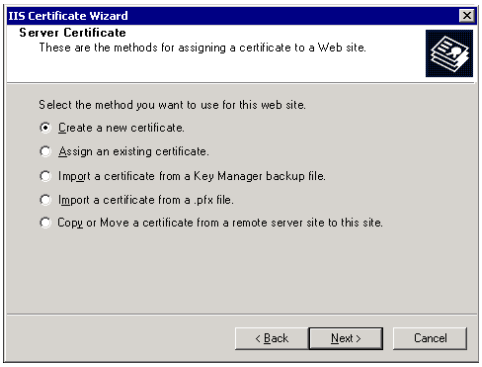


5. Click **Next**.



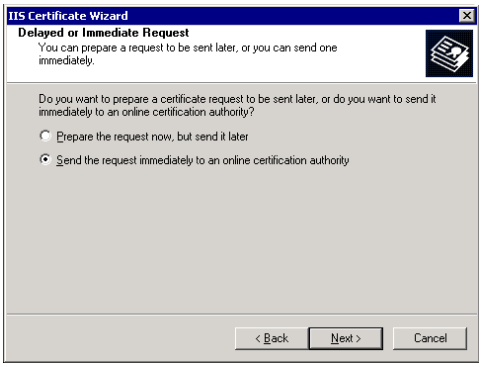
6. Click **Create a new certificate**.

   Click **Next**.



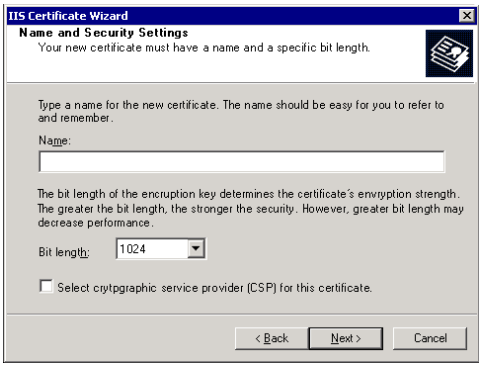
7. Pick **Send the request immediately** option.

   Click **Next**.

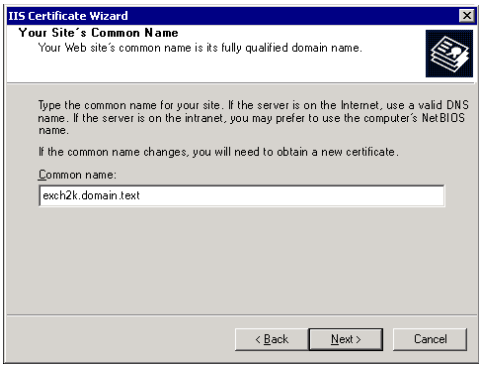


8. Put the DNS name of Exchange server into **Name** box.

   Click **Next**.



9. Select **Organization** and **Organizational Unit**. Click **Next**.
10. Put full DNS name of Exchange server into **Common name** box. Click **Next**.
11. Specify geographical location of Exchange server. Click **Next**.
12. Pick **certification authority** to request certificate from. Click **Next**.
13. Click **Next** to submit request.
14. Request will be sent to Certification authority, and if it is online, server certificate will be assigned immediately. Click **Finish**.



CSE and Exchange Transaction Logs

What are transaction logs?

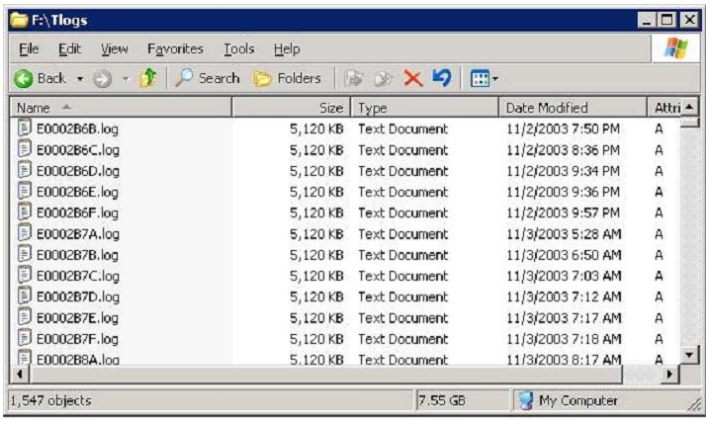
Exchange utilizes a transactional database model. Transactional databases are generally regarded as robust and stable, as database events are either wholly committed or discarded. If data is only partially committed to a database, corruption may result. Transactional logging greatly reduces this likelihood.

Exchange transaction logs record every transaction taking place on your Exchange server (reads, deletes, logins, meeting notifications, etc). Literally thousands of transactions can occur every hour when user email traffic is at its highest. These transactions are stored in “transaction logs”. By default, they are located at:

C:\Program Files\Exchsrvr\MDBdata

Transaction logs are 5120KB in size, and each log has a unique hexadecimal identifier. Below is an example list of Exchange transaction logs:

Log files such as these are extremely important to the health of your Exchange server.



Managing the transaction logs

It is extremely important that you monitor your transaction logs regularly as they are continually growing. If Exchange runs out of disk space and is unable to continue creating transaction logs, the Exchange server will shut down and your users will be unable to access their email. To prevent this situation from occurring, you should take the following actions:

1. Ensure there is sufficient disk space for Exchange transaction logs to grow. Sufficient space will differ from organization to organization. When in doubt, err on the side of caution and provide as much free space as possible.

   It is possible and usually desirable to specify a path for your transaction logs. Consider placing them on a dedicated disk or RAID array. Not only will this ensure adequate size, but you will realize performance gains as well.

   For more information, refer to Microsoft's documentation for transaction log placement.
2. Back up your Exchange Information stores regularly. Each time you back up your Exchange information stores, the transaction logs for said stores are committed to the Exchange database and the transaction log process “zeros out”, thereby eliminating the disk space utilized by the logs. This disk space is recovered when a backup is completed. If the Exchange information stores are never backed up, the transaction logs will inevitably grow to a size which outstrips available space.

   It is extremely important that you back up the Exchange information stores properly. A file level backup is incorrect and will not result in the transaction logs being committed and flushed.

The CSE and your Exchange transaction logs

The CSE is the agent responsible for unifying your email and voicemail databases. It needs to interact with the Exchange server on a regular basis in order to achieve this end. Every time the CSE interacts with your Exchange server, many transactions take place. These transactions are logged in the Exchange transaction logs. Logically, you can expect an increased rate of growth for your Exchange transaction logs when you are using the CSE to unify your messages. You should account for this before you configure the CSE to point to your Exchange server.

Accounting for accelerated transaction log growth

In order to determine how much extra space you will require on the Exchange server for your transaction logs, you should enumerate at least a week's worth of logs and determine the size they occupy. This is easily achieved by locating your transaction logs, selecting one created (for example) on Monday 12:00 AM, and then scrolling down until you reach (for example) Sunday 11:59PM. Shift-click to select all logs between these two points, and note the total disk space they occupy. Let's say this results in 4GB total disk space. To be safe, double this (to 8GB) and ensure you have at least this much disk space available for your transaction logs.

Summary

1. The CSE will logically result in accelerated growth of Exchange transaction logs.
2. Sufficient space must be provided for this growth. 2x your current transaction log usage is a safe guideline.
3. Regular backups should be carried out to free up disk space and clear your transaction logs.

Turning off the transaction logs

It is possible to turn off the logging on IBM Notes. Follow the procedure below if you need to turn off the creation of transaction logs.

1. Open the **Notes.ini** file.

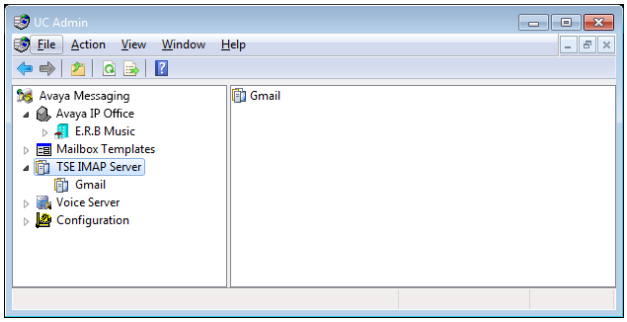
Note: If you are not sure of the location of this file, select **Start > Search > For Files or Folders...**, which opens the Search Results screen. In the **Search for files or folders named** field, enter ".ini" and click **Search Now**. When "Notes.ini" displays in the list of search results, double click it to open the file.

2. Make sure the following lines exist in the **.ini** file:
   - Log_Sessions 0
   - Log_Tasks 0
3. Save the **.ini** file and close it.

15 CSE SERVER

Introduction

Through the CSE Server, you will be able to add your mail servers so that they can be integrated with the UC server. UC server supports most mail servers that are currently used by most organizations. These include, but are not limited to, Microsoft Exchange, Google Apps/Gmail, and IBM Domino. Depending on the type of mail server you will be integrating with, you may also gain additional features such as Contact and Calendar synchronization along with message synchronization.

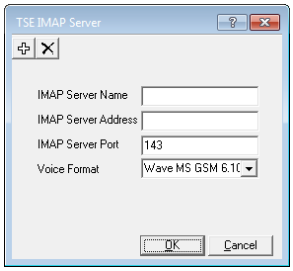


Note: A maximum of 4 CSE Servers can be attached to a system.

CSE Server - Add / Edit

Launch UC Administrator and right-click on **CSE Server**. Select **New > CSE Server**.

If there is a CSE Server that needs to be modified, double-click on it in the right-hand pane.



IMAP Server Name: Enter the name of the IMAP server. This is for your reference and does not impact performance. This label will be seen when you are associating Feature Groups or Mailboxes with a specific IMAP server for integration/synchronization.

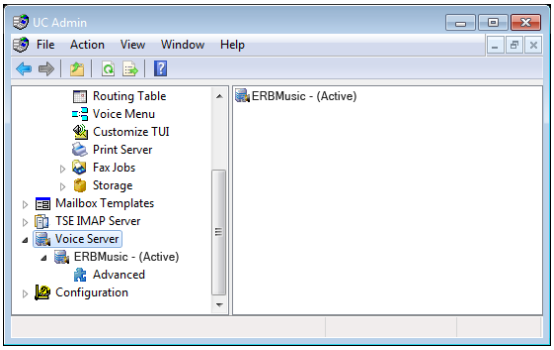
IMAP Server Address: Enter the IP or Domain address of the IMAP server.

IMAP Server Port: Enter the port which will be used to communicate with the IMAP server.

Voice Format: From the dropdown menu, select the voice format which will be used when sending voice messages to external voice servers.

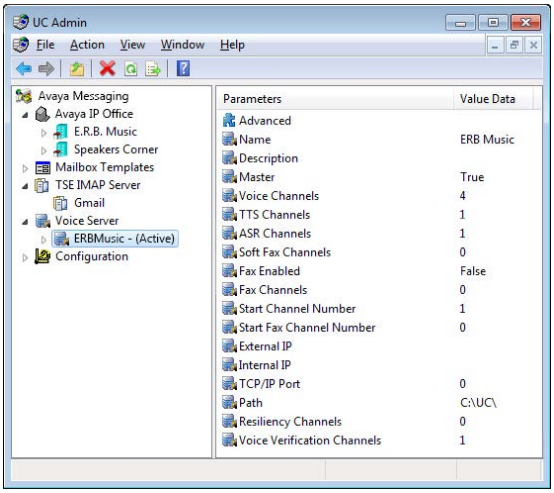
16 VOICE SERVER

Introduction



The Voice Server contains the primary information regarding the system. You will be able to configure and confirm the number of channels, ports and the path used by the UC server.

Field Description



You can modify each field of a Voice Server by double clicking the desired entry.

Name: Enter a short name for the Voice Server.

Description: Enter a short description for the Voice Server.

Master: Define whether this Voice Server is the Primary Voice Server.

Voice Channels: Enter the number of voice channels available in the system.

TTS Channels: Enter the number of text-to-speech channels available in the system.

ASR Channels: Enter the number of channels for auto-speech recognition available in the system.

Fax Enabled: Define whether this Voice Server has fax capabilities. This field is automatically enabled when the Voice Server detects that the fax services is enabled on startup.

Fax Channels: Enter the number of channels for fax available in the system.

Start Channel Number: Enter the channel at which this Voice Server begins to serve. For example, Voice Server 1 might be channels 1 to 20, so Voice Server 2, with a Start Channel Number of 21, would serve channels 21 to 40.

Start Fax Channel Number: Enter the fax channel at which this Voice Server begins to serve.

External IP: Enter the external IP of the Voice Server. This IP address is used when connecting to the admin remotely from an external computer.

Internal IP: Enter the internal IP of the Voice Server. This IP address is used when connecting to the admin remotely from another internal workstation.

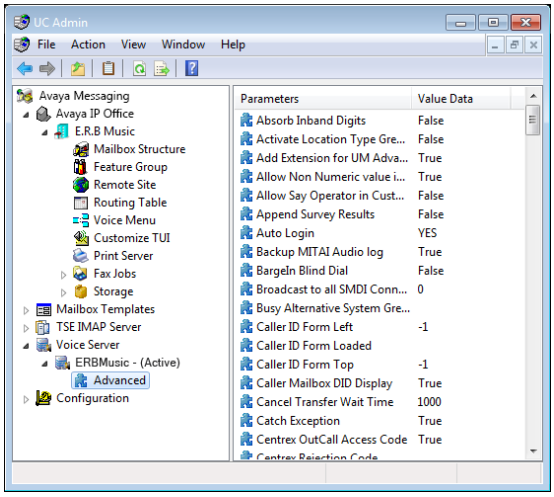
TCP/IP Port: Enter the port which can be used by UM Monitor to check the status of the Avaya Messaging server. A value of 0 specifies the default (which uses port 11000).

Path: Enter the installation directory path of the Voice Server (C:\UC by default).

Resiliency Channels: Enter the number of Resiliency (Redundancy) Channels available in the system.

Voice Verification Channels: Enter the number of Voice Verification Channels available in the system.

Advanced Field Description



Double-click on **Advanced** to access additional fields.

Warning: These fields should not be modified unless you are specifically instructed to do so by technical support staff. Changing these settings incorrectly could cause the system to fail.

List of Items

Absorb Inband Digits

Description: For Iwatsu/Panasonic switches, even though Avaya Messaging uses CTI or SMDI for integration, the switch still sends inband digits. The server must absorb these digits and dump them before going to greetings.

Values: False or True

Effective: Immediately

Default Value: “False” which means do not absorb the inband digits.

Activate Location Type Greeting

Description: Each location has three types of greeting: Default, Auto Location Name, and Location. If the user chooses the third option, there was no way in TUI to activate it. After recording the location greeting, the system automatically activated this greeting. In 2.0, there is no way in TUI to switch back to other types of greeting after this activation.

Values: False or True

Effective: Immediately

Default Value: default is “True” for OEM UCP; “False” for other OEMs

Add Extension for UM Advanced user

Description: For MITAI HCI Re-routing. Anytime the Admin adds a new extension, the MITAI should also add it to it’s own list to monitor. Currently we only add UM or Advanced users to the list. If this entry is “False”, don’t add the new extension to monitor list even if the mailbox is UM or Advanced user; if it’s “True”, add the new extension to monitor list if the mailbox is UM or Advanced user. But there is an exception here: the user can add a new extension through showshell to add to monitor list, in this case, this entry is ignored and the entry is added it to monitor list.

Values: False or True

Effective: Immediately

Default Value: False

Allow Non Numeric value in Caller ID Number

Description: For CTI Enabled systems, when a CTI Ring event arrives with the form “RING!108! abc!722” where 108 is the callee and “abc” is the caller, since “abc” is non-numeric, in most cases it is considered an invalid callerid and is reset to empty. If this registry is “True”, we allow non-numeric characters like “abc” as callerid. Otherwise, reset the callerid to “” if the caller info packet does not begin with a number.

Values: False or True

Effective: Immediately

Default Value: False

Allow Say Operator in CustMbx

Description: Allow the user to say operator to transfer to operator when he/she is in a Customized TUI

Values: False or True

Effective: Immediately

Default Value: “False” menus don’t allow say operator in Customized TUI

Auto Login

Description: Only used in SMDI integration. This was created to resolve an issue where the PBX flipped the callerID and mailbox info within the SMDI packet.

Values: “NOANSWER” means even if the CallerId is a mailbox profile, it plays the NoAnswer greeting of that mailbox. “BUSY” means even if the CallerId is in a mailbox profile, it plays the Busy greeting of that mailbox. “NO” means even if the CallerId is mailbox profile, it plays the Company greeting of that mailbox. “YES” or an empty string means if the CallerId is a mailbox profile, it goes to the login prompt.

Effective: Immediately

Default Value: YES

Backup MITAI Audio log

Description: Backup MiAudio logs to subfolders during system restart.

Values: “False” don’t backup MiAudio log, “True” backup MiAudio log

Effective: Immediately

Default Value: True

BargeIn Blind Dial

Description: Blind dialing BargeIn code instead of supervised. For some PBX switches (i.e. Panasonic), the server may need to use blind dial only.

Values: False or True

Effective: Immediately

Default Value: “False” means use supervised dialing

Busy Alternative System Greeting

Description: By default the system busy greeting is mess015.vox, but you can override it by specifying a full path file name as the system busy greeting.

Values: Full path of voice file name.

Effective: Immediately

Default Value: Empty means use the default system busy greeting mess015.vox.

Caller Mailbox DID Display

Description: Callee phone display shows either MailboxNum, DID, or CallerID depending on whether the callee is using an internal or external phone, as well as if DID of caller is defined or not. Generally:

- Callee is internal phone – show Caller MailboxNo; If caller is not a mailbox, show callerID.
- Callee is external phone – show DID defined in Caller Mailbox profile; if caller is not a mailbox, show callerID.

This functionality is only effective on supported switch platforms such as Mitel SIP Trunk.

Values: False or True

Effective: Immediately

Default Value: “False” means do not control callee’s phone display.

Cancel Transfer Wait Time

Description: For AASTRA M6501-RM, to dial the cancel transfer code with a single message doesn’t work. We have to dial the first digit of the code, wait, and then send the rest of the code. This setting will cause the server to dial the first digit of cancel transfer code, pause the amount of time defined in this registry entry and then send the rest of the code.

Values: Time in milliseconds

Effective: Immediately

Default Value: 1000

Catch Exception

Description: Enabling catch unhandled exception from middleware (EEVoice/EESip...etc.).

Values: False or True

Effective: Immediately

Default Value: “True” means catch and log exceptions thrown from middleware.

Centrex OutCall Access Code

Description: For Centrex transfer, sometimes we need to dial the outcall access code plus the Centrex code, sometimes we don’t need to dial the outcall access code because the Centrex code itself already has the capability to dial out. “True” means dial OutCall Access code + Centrex code; “False” means dial Centrex code only.

Values: False or True

Effective: Immediately

Default Value: True

Clear Connection After Cancel Transfer

Description: Iwatsu SIP may have an issue canceling a transfer when the call is connected (but not CompleteTransfer yet). We need to use CTI to disconnect the callee.

Values: False or True

Effective: Immediately

Default Value: “False” means don’t use CTI to clear the connection

CTI Answer Ring

Description: System will detect a ring from a CTI event if voice board is not detecting a ring. Usually happens on Brooktrout boards.

Values: False or True

Effective: Immediately

Default Value: “True” for Brooktrout board, “False” for other boards

CTI DNIS for Inband

Description: Use DNIS information received through CTI instead of inband strings.

Values: False or True

Effective: Immediately

Default Value: For CTI systems the default is “True”. Otherwise default “False”.

CTI Initialize Delay

Description: For a Panasonic CTI, after starting the voice system, there must be a delay of about 50 seconds before initializing the CTI service. Otherwise the system may hang during initialization.

Values: Delay length in seconds

Effective: Immediately

Default Value: “50” for Panasonic CTI, means wait for 50 seconds before initializing CTI Service; “0” for other systems.

CTI MakeCall without Account Code

Description: When using CTI to make an outbound call, some switches do not support dialing the account code. It must be stripped off before dialing.

Values: False or True

Effective: Immediately

Default Value: “True” for TAPI CTI means send the account code, “False” for others will strip off account code.

CTI Monitor Hangup

Description: Originally we called StopThenHangup whenever we received a CTI event Hangup, Idle or Clear. But Iwatsu tried centrex transfer, after getting no answer and receiving back the call, the call was dropped because we got a CTI event “CLEAR”. But this event “CLEAR” is for another line for Centrex Transfer.

Values: “False” call StopThenHangup for CTI Event Hangup, Idle, or Clear; “True” means call StopThenHangup for these.

Effective: Immediately CTI events.

Default Value: False

CTI Record All

Description: Combines with FGroup.RecordAll to determine if the system should record all outbound calls.

Values: False or True

Effective: Immediately

Default Value: “False” means don’t record all outbound calls.

CTI Use SMDI

Description: For CTI Enabled systems, we use SMDI for PBX integration for systems like MITAI, 3COM, and a Non-SMDI approach for other systems like IWATSU. Setting this entry to “True” will force IWATSU systems to use an SMDI approach.

Values: False or True

Effective: Immediately

Default Value: “False” which means don’t use SMDI.

Desktop Dial Supervised Transfer

Description: For iLink Pro Desktop outbound dial to a phone number, we can force it to use supervised transfer.

Values: False or True

Effective: Immediately

Default Value: “False” meaning blind transfer if possible.

Dial String Alpha Remove

Description: When we get dialing strings from Windows TAPI in Russian, it returns an extra char “W” in the return string such as 8W5017079700, we should remove this wrong character.

Values: Any characters needs to be removed

Effective: Immediately

Default Value: Ww. Lower or Upper case char “w” will be removed from dialing string returned from TAPI.

Direct Call Ask FindMe

Description: If a user’s location is configured to Auto FindMe and the internal extension is on the current location extension list, call directly to the internal extension with Busy/NoAnswer forward to VMail port, the system can choose to Ask the user to Findme or just go straight to Voicemail. If the registry = “0”, goto VoiceMail after NoAns/Busy. If = “1”, Ask to Findme after NoAns/Busy If = “2”, System automatically try other phone numbers on the list.

Values: 0 or 1 or 2

Effective: Immediately

Default Value: 2

Direct Dial paging

Description: Determines if the system will use direct dial instead of transfer functions, this is needed by 3Com Super Stack 3.

Values: False or True

Effective: Immediately

Default Value: “True” for 3Com TAPI Super Stack 3, “False” for other cases.

Direct Paging Channels

Description: Determines the channels used for direct dial paging.

Values: List channels with comma or hyphen delimiter. (1,3,4, 6-9)

Effective: Immediately

Default Value: Empty means all channels will be used.

Disable Caller Name Resolution

Description: For a given caller number, we can find matching items in contacts or a mailbox list so that we can put corresponding name on screen display, message envelope, etc. This setting controls how to resolve the name.

Values: 0 -- search contact and mailbox lists.

1 – Don't search mailbox

2 – Don't search contacts

3 – Don't search contacts or mailbox

Effective: Immediately

Default Value: 0 means search contacts and mailbox.

Disable Slave Server

Description: If the Consolidated server is down, DBWatcher will notify the Secondary server, VServer will check if the Primary is Up by checking the TCP connection. If it detects the Primary is up, it will disable all Secondary channels to make only the Primary operational so that all messages will be routed to the Primary to avoid synchronization issues.

Values: "False" means don't disable Secondaries when the Consolidated is down, "True" means disable Secondaries when the Consolidated is down.

Effective: Immediately

Default Value: "True" for VTI, "False" for others.

Discard Fax DID

Description: Discard Fax DID for faxmail, using our own internal memory variable faxmessage.extto to recover. It's useful for some hardware fax board environments where the DTMF of MbxID does not reliably pass through from voice channels to fax channels, we can use vserver internal memory to remember the MbxID.

Values: False or True

Effective: Immediately

Default Value: "False" meaning don't discard fax DID.

Dnic Mitel Inband

Description: Dialogic has its own logic processing PBX integration for Dnic Mitel which translates the display to Inband code. It has some issues and Avaya has implemented its own logic which will display directly and parse it.

Values: False or True

Effective: Immediately

Default Value: "False" which means do not use Dialogic inband.

Dnic Mitel Trunk Name Terminator

Description: For older SX200, usually the display is "T117 is calling" where T117 is the trunk. But sometimes there is no "is calling" string as the terminator to extract trunk information. For example:an external call "T117 TIME 00:01" where T117 is trunk name, we need to know TIME is the terminator so that we can extract "T117" out as trunk name.

Values: Any String as the terminator

Effective: Immediately

Default Value: Empty which means the whole display is the trunk if "is calling" doesn't show

DNIS Digit Length for Multiple Companies

Description: This registry works together with the previous registry “DNIS Multiple Companies”. It defines the maximum length of DNIS numbers to be used to judge which company takes the call.

Values: Digit Length

Effective: Immediately

Default Value: 4

DNIS Multiple Companies

Description: When activated, the system will use DNIS information to separate multiple companies. To configure, enter the DNIS information under the C.O. Assignment field in the Channel Assignment window of the company.

Values: False or True

Effective: Immediately

Default Value: “False” don’t use DNIS numbers to judge company.

Do Task Interval

Description: This will determine the amount of time between tasks. Values are entered in milliseconds.

Values: Time in milliseconds

Effective: Immediately

Default Value: 1500

Duplicate Call History Interval

Description: In order to prevent duplicate entries in the call history, we can set an interval where any calls with the same name and number will be entered only as a single entry.

Values: number of seconds for interval

Effective: Immediately

Default Value: 50

Dynamic SMDI Digits

Description: For standard SMDI packets, the digits for a called number are usually of fixed length. However, some variations may have dynamic length for calling and called number

Values: False or True

Effective: Immediately

Default Value: False

Express VoiceMail Mailbox First Digit Match

Description: When activated, the digit entered in a voice menu for the action express voice mail stays as the first digit in the mailbox.

Values: False or True

Effective: Immediately

Default Value: “True” which means it is activated.

Extensions with Dedicated CTI Log

Description: Comma delimited extension list who will have dedicated CTI log for easier analysis such as: CTI#20100706[4330].log, CTI#20100706[4331]...,etc.

Values: Comma delimited extension numbers.

Effective: Immediately

Default Value: Empty.

External Phone Log in

Description: User calls the system from a cell phone and wants to be automatically logged in.

Values: 0 or 1

Effective: Immediately

Default Value: 0 which means don’t login.

Fax Handshake Delay

Description: For faxmail, whenever a supervised transfer to a fax port is connected, pause the amount of time defined in this entry and wait for the fax port to send the handshake string *, and then complete the transfer.

Values: Delay in milliseconds

Effective: Immediately

Default Value: 3000

Fax Tone Mode

Description: The number of fax tones that must heard before taking action on that tone.

Values: Number of tones

Effective: After Restart

Default Value: 1

Fax Tone Work Around

Description: When a fax is detected, Voice server can specify in the registry how many tones have to be heard before taking action on that tone. Due to a Dialogic problem, sometimes the board sends a channel stop event instead of a Fax Tone event after a couple fax tones and stops fax detection. This key determines whether or not to activate the work-around: Whenever a fax tone is detected, flag a global variable for that channel, any channel stop event after that which is not issued by the application will be considered as fax tone and the application will take the appropriate action for that fax tone.

Values: False or True

Effective: Immediately

Default Value: “True” which means use the work around

FaxMail Blind Transfer

Description: When activated, the system will do a blind transfer to a fax port instead of a supervised transfer.

Values: False or True

Effective: Immediately

Default Value: “False” which means do a supervised transfer. “True” for SIP which means blind transfer.

FGroups Listening Expired Messages

Description: Comma delimited Feature Group Numbers which are allowed to listen to expired messages.

Values: Comma delimited FeatureGroup numbers.

Effective: Immediately

Default Value: Empty

Flush log right away

Description: In order to capture logs in real time this key must be activated.

Values: False or True

Effective: Immediately

Default Value: “False” which means do not flush logs right away.

Force External Trombone Transfer

Description: When activated, this options forces all external transfers to be trombone transfers.

Values: False or True

Effective: Immediately

Default Value: “True” for Iwatsu ECS SIP system; “False” for any other systems.

Force Internal Trombone Transfer

Description: When activated, the system will force all internal transfers to be trombone transfers.

Values: False or True

Effective: Immediately

Default Value: False

Force Replace CallerName

Description: When Caller Name comes from switch, we may choose to replace it with the name on the Mailbox/Contact for Screen pop or Message envelope. “True” means always take the name on Mailbox/Contact for the screen pop or envelope. Otherwise, take the mailbox/contact name only when the caller name from the switch is empty.

Values: False or True

Effective: Immediately

Default Value: False

Free format digit allow POUND in middle

Description: For free format dialing, ‘#’ can be treated as a termination key or just part of the phone number.

Values: False or True

Effective: Immediately

Default Value: “False” which means pound is a termination key.

Free format digit minimum length

Description: Minimum digit length needed for system to switch to free format dialing.

Values: Digit length

Effective: Immediately

Default Value: 2

Free Format Trombone Transfer

Description: This determines if we need to do a trombone (supervised) transfer when doing a free format transfer.

Values: 0 or 1

Effective: Immediately

Default Value: 1 for Mitel and 0 for others. 1 means do a trombone transfer.

Hangup InterDigit Delay

Description: The AASTRA M6501-RM sends DTMF digits to the voice server to indicate a call hangup. For example, M6501-RM sends A6 to the voice server to indicate a hangup. This registry indicates the maximum delay between the Hangup DTMF digits. If it's more than defined value, the voice server will not consider it a hangup situation.

Values: Time in milliseconds

Effective: After Readparms

Default Value: 300

Ignore Digit Caller Name

Description: If caller name is all numeric, make it empty.

Values: False or True

Effective: Immediately

Default Value: "True" meaning ignore pure digit caller names.

Ignore Unavailable Greeting

Description: We introduced Unavailable greeting in 2.0 in addition to NoAnswer/Busy greeting, Some customers don't want it to allow backwards compatibility with ver 1.x. Setting to "True" will not play the Unavailable greeting. Instead the NoAnswer greeting will be played in case location status is Unavailable.

Values: False or True

Effective: Immediately

Default Value: "False" which means play unavailable greeting

IMAP Sync Mode

Description: Open IMAP Session synchronously or asynchronously. Generally it should be Synchronously since vServer cannot use block function.

Values: YES or NO

Effective: Immediately

Default Value: NO meaning open IMAP session asynchronously.

Inband First E as extension

Description: Used when we receive more than one extension in inband patterns.

Values: False or True

Effective: Immediately

Default Value: "True" which means use the first 'E' as extension

Integration Remove Leading Zero

Description: Removes leading zero of extensions in integrations.

Values: False or True

Effective: Immediately

Default Value: “True” means remove leading zero of extensions.

Internal Extension Longer than External

Description: At some sites, the length of an internal extension might be longer than an external number. The **PBX Setting > ExtensionLength** cannot be used in this case. Instead, use the pattern or presence in the mailbox internal address list to decide.

Values: False or True

Effective: Immediately

Default Value: “True” for systems that have internal extensions that are longer than external number, “False” for others.

Internal Extension Pattern

Description: It’s combined with setting “Internal Extension Longer than External“ to judge whether a number is internal or external. This is a comma delimited string (i.e. 701,702,703). Phone numbers such as 7011234567, 7021234567, 7031234567 are treated as internal phone numbers even though the length is 10 digits.

Values: Comma delimited prefixed of internal extension.

Effective: Immediately

Default Value: Empty

ISDN Multiple D Channel Message Light

Description: The system can support multiple D Channels to control message lights on ISDN systems.

Values: False or True

Effective: Immediately

Default Value: True

IVR Call Back Channels

Description: Iwatsu asked Voice server to provide the ability for IVR ActiveX to call back to Voice server to initiate tasks like Reminder Out call, WakeUp Call, MWI ...etc. Since we don’t want to change Admin, use this registry instead

Values: List of channels to be used.

Effective: Immediately

Default Value: All channels will be used.

IVR Call Back Object

Description: Iwatsu asked Voice server to provide the ability for IVR ActiveX to call back to Voice server to initiate tasks like Reminder Out call, WakeUp Call, MWI ...etc. Since we don’t want to change Admin, use this registry instead

Values: The callback object name

Effective: After restart

Default Value: TestDB.clsIVRCallBack

IVR Call Back Object IP

Description: Iwatsu asked Voice server to provide the ability for IVR ActiveX to call back to Voice server to initiate tasks like Reminder Out call, WakeUp Call, MWI ...etc. Since we don't want to change Admin, use this registry instead

Values: The IP address

Effective: After restart

Default Value: Empty which means use local IP

LAN Call Dial Pause milliseconds

Description: When using iLink Pro Desktop to dial and you are not using a CTI enabled extension, you can pause the dial to final extension.

Values: Time in milliseconds

Effective: Immediately

Default Value: 500 milliseconds

Last Event For OutCall

Description: This determines the last event on the channel before it is considered available for Outcall.

Values: Event Code number

Effective: Immediately

Default Value: Empty, which means do not use the last event function.

Local Print Message

Description: We can choose to use either the Voice Server or the ReorgHelper components to print fax/email messages to printer.

Values: False or True

Effective: Immediately

Default Value: "True" which means to use voice server to print.

Long Digit for CTI PlaceCall

Description: A T1 Aastra does not support more than 20 digits CTI PlaceCall.

Values: Number

Effective: Immediately

Default Value: 0

Message Count INI File Name

Description: This is a feature requested by a customer where the MWI information is copied into an INI file instead of Dial/SMDI/CTI to switch. Another application then picks up the information from the INI and lights the phones. The information in the INI is in the following format for example:

[Message Count Company 1]

Mailbox 1000=3/25V:0/10F:5/35E

Meaning: Mailbox 1000 has -- 3 unread voice mails, and 25 read voice mails; 0 unread faxes, 10 read faxes; 5 unread emails, 35 read emails. In order for this feature to work, MWI light On/Off code should be “INI”. And user can put the INI full path file name in the registry.

Values: Full path file name of the INI file such as “C:\Windows\MsgCount.ini”.

Effective: Immediately

Default Value: UC product path\MsgCount.ini.

Message Subject without Extension

Description: In order to provide privacy, you can set this to not include extension numbers in messages from internal users.

Values: False or True

Effective: Immediately

Default Value: “False” means show extension number on subject

Message Volume Scale

Description: For Dialogic E1 systems, the default volume of messages may be very low. This entry is used to adjust it.

Values: From -4 to 4

Effective: Immediately

Default Value: 0

Military Time

Description: Determines if the system will use military time (24-hour).

Values: False or True

Effective: Immediately

Default Value: “False” which means do not use military time, 12-hour

Mitel CallerID Flip

Description: An issue with Dnic Mitel systems where the callerid after offhook is different than before offhook (which is VM port most case). Use this entry to take the callerid after offhook.

Values: “True” means take after offhook callerid, “False” means take the before offhook callerid.

Effective: Immediately

Default Value: True

NoAnswer Alternative System Greeting

Description: By default the system no answer greeting is mess034.vox, but you can override it by specifying a full path file name as the system busy greeting.

Values: Full path of voice file name.

Effective: Immediately

Default Value: Empty means use the default system no answer greeting mess034.vox.

No CTI MakeCall Extensions

Description: CTI Place call is supported or not.

Values: Empty means support CTI place call; Non-Empty string means do not support CTI place call.

Effective: Immediately

Default Value: Empty

No Message For Tutorial ON

Description: Don't receive messages when tutorial is still on.

Values: False or True

Effective: Immediately

Default Value: "False" meaning allow receiving messages while tutorial is on.

Only Supervised Trombone Transfer

Description: Determines if the system only supports trombone as supervised transfer so that it can do pre-ring popup instead of CTI Ring popup.

Values: False or True

Effective: Immediately

Default Value: "True" for Dialogic T1, ISDN, Diva ISDN which means trombone is the only way to do supervised transfer; "False" for others

Optional Arguments for Fax Gateway

Description: For third-party fax server integration like VSI, voice server just executes a DOS command line to send the fax to the VSI server. This registry defines the extra command line arguments to include.

Values: Complete argument

Effective: Immediately

Default Value: Empty

Other Valid Phone Digits

Description: Dnic Lucent sent CallerId including hyphen "-", but our logic only supported digit as valid CallerId. This registry string will solve the problem. It's implemented in none-Mitel OEM version. This registry contains characters that are valid phone number even though they may not be numeric characters for PBX integration purposes. Any phone numbers coming from PBX integration data packet that include the characters defined in this registry will be valid phone numbers.

Values: We can define multiple characters delimited by ^. For example, **-^ ^(^)** means hyphen-, space, brackets can be valid phone number.

Effective: Immediately

Default Value: Empty

Pause Between Customized TUI phrases

Description: Pause around 800ms between each segmented phrases in Customized TUI.

Values: False or True

Effective: Immediately

Default Value: default is "True" for OEM Voice Mobility which means pause 800ms between phrases in Customized TUI; "False" for other OEMs

Pause Outcall Task

Description: We introduced a new outcall task TASK_CUSTOMOUTCALL (56) for out dialing. It is similar to the OutCall feature in 2.1. This registry temporarily Pauses processing the task. It is usually set by a separate GUI utility. We can write our own GUI application to set this registry to Pause or continue processing Outcall tasks.

Values: "False" don't Pause. "True" Pause

Effective: Immediately

Default Value: False

PBX Record End Code

Description: For AASTRA M6501-RM, the phone set can ask voice server to record conversations by pressing a special button. Usually it's inband call, and user can pause, resume, and end the recording. If this registry is not empty, it means the system supports record conversation from the phone set and the code defined here is for terminating the recording.

Values: Example: "B34E#", where the E is the phone extension number the initiated the command. For example, if extension 2007 wants to terminate recording, it sends "B342007#"

Effective: After Readparms

Default Value: If the PBX is AASTRA M6501-RM(Model ID 154), default is "B34E#"; otherwise default is empty

PBX Record Pause Code

Description: For AASTRA M6501-RM, the phone set can ask voice server to record a conversations by pressing a special button. Usually it's inband call, and user can pause, resume, and end the recording. If this registry is not empty, it means the system supports record conversation from the phone set and the code defined here is for pausing the recording.

Values: Example: "B32E#", where the E is the phone extension number who initiates the command. For example, if extension 2007 wants to pause recording, it sends "B322007#"

Effective: After Readparms

Default Value: If the PBX is AASTRA M6501-RM(Model ID 154), default is "B32E#"; otherwise default is empty

PBX Record Restart Code

Description: For AASTRA M6501-RM, the phone set can ask voice server to record a conversation by pressing a special button. Usually it's inband call, and user can pause, resume, and end the recording. If this registry is not empty, means the system supports record conversation from the phone set and the code defined here is for resuming the record after a Pause.

Values: Example: "B33E#", where the E is the phone extension number who initiates the command. For example, if extension 2007 wants to resume recording, it sends "B332007#"

Effective: After Readparms

Default Value: If the PBX is AASTRA M6501-RM(Model ID 154), default is "B33E#"; otherwise default is empty

Performance Average Counter

Description: We've found a performance bottleneck in Voice server and we introduced some logic to measure the execution time of particular code blocks. For example, to measure each state execution time, we calculate the average execution time for a particular code block. This entry determines how many times to measure block execution before calculating the average.

Values: number of code blocks

Effective: After Readparms

Default Value: 30

Play Message Delay

Description: This is a delay on call progress tones, the value is in ms.

Values: Delay in milliseconds

Effective: Immediately

Default Value: 0

Play Message Type

Description: When a mailbox logs into Customized TUI, the system always plays message count for each type (Voice/Email/Fax) which could be lengthy. Some customers want to play only one or two of the types. The value is bitwise addable: **1 – Voice**, **2-Email**, **4-Fax**. So 7 (1+2+4) means play message count for each type as before.

Values: "1, "2", "4" or addition of them

Effective: Immediately

Default Value: 7 which means play all 3 types

Play Name before Requesting Password

Description: When a user calls their mailbox, they are prompted to enter their password. This field determines if their full name (First and Last) is included in the prompt. For example, "John Smith, please enter your password."

Values: "False" (don't play name) or "True" (play name)

Effective: Immediately

Default Value: "False" means do not play the user's name.

Pop External Only

Description: For CTI Enabled systems, whenever a CTI Ring event occurs, system pops up UM Client Manager indicating new call coming. This entry can disable the popup for the call comes from internal extension. Especially used for direct call between internal extensions. If this registry is “True”, system won’t popup if the caller is internal extension. If “False”, popup even it comes from internal extension.

Values: False or True

Effective: Immediately

Default Value: False

Print to default fax machine directly

Description: In a Customized TUI print fax action, the system by default asks the user to choose between printing fax to default machine or entering a specific fax phone number to send to. Some customers want to simplify the process to print straight to default fax machine. Setting to “True” means always print fax to default fax machine.

Values: False or True

Effective: Immediately

Default Value: False

Program phone when Empty HuntGroup

Description: When activated, users phone will be set to DND whenever their status changes to Unavailable. “True” means set the phone to DND whenever user status changes to Unavailable even though FGroup->HuntGroup is empty

Values: False or True

Effective: Immediately

Default Value: “False”, don’t turn on DND when status changes to Unavailable in case FGroup->HuntGroup is empty

Proxy Transfer Number As Is

Description: Dialing from Tandberg or Polycomm or Softphone, it can be dial as is, which means caller has to manually add any outcall access code, account code, long distance code, etc.; while if it's not dial as is, caller enters phone number and system will generate a dialable string.

Values: "True" means dial as is; "False" means user just put phone number.

Effective: Immediately

Default Value: True

Record Hangup Delay

Description: When hangup during recording, delay this amount of seconds before set on hook.

Values: Number of seconds

Effective: Immediately

Default Value: 0 meaning immediately set on hook

Recover Message Light

Description: Some PBXs automatically turn off message light during login even though there are still unread messages. This registry will ensure we double check Messages and FGroup settings and recover the message light status when user goes out of Customized TUI

Values: False or True

Effective: Immediately

Default Value: "False" means doesn't recover message light

Remove Outcall Access Code

Description: For dialing history, we can remove the outcall access code since it's not part of phone number.

Values: False or True

Effective: Immediately

Default Value: "True" means to remove the access code in dial history.

Replace CallerId Name By DNIS Number

Description: For some customers on some switches, user needs the DNIS number to be displayed as Caller Name.

Values: False or True

Effective: Immediately

Default Value: "False" means do not replace the caller name with DNIS.

RightFax Password

Description: Credentials for VServer to login to the RightFax server.

Values: User Password for RightFax

Effective: Immediately

Default Value: Empty

RightFax ServerName

Description: For third party RightFax, we need to provide its Server Name.

Values: Right Fax Server Name

Effective: Immediately

Default Value: Empty

RightFax Use NTAuthentication

Description: We can use the Windows NT account to login to a RightFax Server.

Values: False or True

Effective: Immediately

Default Value: “False” means not using NT account for RightFax server

RightFax UserId

Description: Credentials for VServer to login to RightFax server.

Values: User account for RightFax Server

Effective: Immediately

Default Value: Empty

Route Priority

Description: For routing table in old logic, DNIS always had priority over CALLERID, which means if the system got a DNIS number defined in the routing table, it will take the matched entry in the table even though the CallerID may also be defined in the table. This entry changes the situation by allowing the user to choose CallerID over DNIS, as well as only “CallID” or “DNIS” or even if no matching entries are found when searching in routing table.

Values: “DNIS,CALLERID” or “CALLERID,DNIS” or “CALLERID” or “DNIS” or just Empty

Effective: Immediately

Default Value: “DNIS,CALLERID”

Second Fax Tone

Description: Most Dialogic boards use standard fax tone definitions to detect fax tone. But on some switches/boards, it generates false fax tone detection (very rare). This registry selects an alternate tone definition to avoid false detections.

Values: False or True

Effective: Immediately

Default Value: “False” which means use standard tone definitions

Simple Tutorial

Description: This will determine if the tutorial will include all greetings or just name and personal greeting.

Values: False or True

Effective: Immediately

Default Value: “False” means do the full tutorial.

SIP Mixed Integration

Description: SIP may need inband, CTI, and SMDI together to get complete integration information especially for CallerId information.

Values: False or True

Effective: Immediately

Default Value: “False” means don’t used mixed source to get integration information.

Slow States Counter

Description: We’ve found a performance bottleneck in Voice server and introduced some logic to measure the execution time of particular code blocks. For example, to measure each state execution time, we log some top slow states. This registry determines how many slow states we should log.

Values: Number of states

Effective: After Readparms

Default Value: 10

SMDI Aging

Description: SMDI packets come from serial ports which can be out of sync with voice channel calls especially for busy systems. Sometimes the packet in the memory may be for previous call instead of the current call. We may need to wait several seconds for new packet to update the memory before processing the PBX integration parser.

Values: Number of seconds to wait

Effective: Immediately

Default Value: 3

SMDI Packet Reading Way

Description: We implemented different ways to read SMDI packets. 0 is optimized. All other values use methods which are not as good.

Values: 0 for optimum performance. Other values are not recommended.

Effective: Immediately

Default Value: 0

SMDI Serial Device Index For PBXNode

Node numbers must be assigned sequentially starting with **1** (e.g. 1 2 3 4...).

Description: -1 > Force MWI Output to broadcast to all SMDI Serial devices

Empty > Default, matching the sequencing number of PBXNode and SerialDevice in the database

Comma delimited sequence > e.g: 0,2,1 means

First PBXNode - SerialDevice 0

Second PBXNode - SerialDevice 2

Third PBXNode - SerialDevice 1

Values: ---

Effective: Immediately

Default Value: Empty

SMDI Service Terminator

Description: Termination character for PEX Service.

Values: ASCII code

Effective: Immediately

Default Value: 127 means ASCII code 127

SMDI Terminator

Description: For standard SMDI packets, there is always an ASCII code 25 character at the end. Some variations may define other ASCII codes as the termination character such as 10.

Values: “25”, “10” or any ASCII codes that apply.

Effective: Immediately

Default Value: 25

Softkey Customized Menu Name

Description: Comma delimited customized menu name list supporting softkey (Iwatsu only).

Values: ---

Effective: Immediately

Default Value: Empty

Standby If Not in Notification Channel Range

Description: In HA systems, if this setting value is “True”, vserver will check if its channel range is within notification port range of first company; if not within range, then don't connect to UMST which will make tVServer.VSActive = False, and all the outbound tasks won't be generated into this vserver.

Values: False or True

Effective: Immediately

Default Value: False

Star Stop Greeting

Description: During playing mailbox greeting, pressing STAR will hangup the call by default. Aastra wants to terminate the greeting and go straight to record message.

Values: False or True

Effective: Immediately

Default Value: “True” for OEM UCP; “False” for other OEMs.

Start System Delay

Description: For Aculab, system needs to wait for the Aculab firmware start up.

Values: Delay time in seconds

Effective: Immediately

Default Value: 120

Start up Delay

Description: Delay in seconds to initialize EEAM instance. Used to be for 1.x EEAM.exe. Ver 2.0 doesn't need the delay.

Values: in seconds

Effective: Immediately

Default Value: 0 means no delay to initialize EEAM

StayUp Date Time

Description: Works together with setting "Disable Slave Server". In case HA Consolidated server is down, we usually shutdown Secondary Server, this StayUp DateTime allows the Secondary to keep running till this Date/Time.

Values: Date/Time such as: 6/26/2010 5:10:05 PM

Effective: Immediately

Default Value: Empty. If "Disable Slave Server" is set to 1, this setting has to be set to valid date/time.

Take CallerName from SIP Integration

Description: Sometimes integration is not from SIP (e.g: Inband,etc.), but we still take CallerName from SIP.

Values: False or True

Effective: Immediately

Default Value: "False" meaning don't take CallerName from SIP.

Task Number

Description: How many tasks to read at once from EEAM.

Values: Number

Effective: Immediately

Default Value: 20

Transfer Proxy

Description: For Tandberg or Polycomm systems, vserver needs to behave as a switch to bridge between regular switch and Tandberg/Polycomm. This setting controls whether to support it or not.

Values: False or True

Effective: Immediately

Default Value: "True" for SIP with Multiple PBX Nodes. "False" for others.

Trim Digit Length

Description: The amount of time in ms, that the system will trim from end of recordings if the record was terminated by digits.

Values: Time in milliseconds

Effective: Immediately

Default Value: 0

Unavailable Alternative System Greeting

Description: By default the system unavailable greeting is mess2790.vox, but you can override it by specifying a full path file name as system unavailable greeting.

Values: Full path of voice file name.

Effective: Immediately

Default Value: Empty means using default system unavailable greeting mess2790.vox.

Unique Temp Record File

Description: Usually when vserver records a message, it is put in a temporary file named after the channel number such as temp1.msg, temp2.msg,etc. We experienced an issue with Dialogic systems there the file is locked even after finished recording, which prevents next record session on same channel from recording. With this set to “True”, we create a new unique file name every session to prevent the lock.

Values: “False” means not using unique temp record file; “True” means using unique temp record file.

Effective: Immediately

Default Value: False

Use EEAM Helper

Description: This determines if the system uses EEAM Helper.

Values: False or True

Effective: Immediately

Default Value: “True” means use EEAM Helper.

Use Local COM MWI

Description: Choose to use VServer to send MWI from local machine COM port versus sending from PEXService.

Values: False or True

Effective: Immediately

Default Value: “True” means use VServer to send MWI.

Use Local LAP

Description: Choose to user VServer to send LAP from local machine COM port versus sending from PEXService.

Values: False or True

Effective: Immediately

Default Value: “True” means use VServer to send LAP.

Use Local SMDI

Description: We can choose to use Voice Server(local) to parse SMDI information or a separate PexService(remote) to parse.

Values: False or True

Effective: Immediately

Default Value: “True” means use Voice Server to parse SMDI packet.

Use MakeCall

Description: Outbound call involves two steps: OffHook and Dial. This may cause collision when there is an incoming call at the same time. MakeCall combines these two steps to avoid collisions.

Values: False or True

Effective: Immediately

Default Value: “True” for VTI system which means use one-step MakeCall; “False” for other systems.

Use Menu Cache

Description: Determines if the system caches certain functions like voice menus, customized mailboxes and keymapping.

Values: False or True

Effective: Immediately

Default Value: “True” means read the menus in cache.

Voice Menu Get Transfer Type

Description: For voice menu action “Send to Phone Number”, determines whether this is a supervised or blind transfer. 0 means supervised transfer; 1 means blind transfer.

Values: 0 or 1

Effective: Immediately

Default Value: 0 for OEM Mitel(supervised); 1 for other OEMs(blind)

Voice Menu Special Record Conversation

Description: For Nortel switches, during phone conversations the user can press a special “Record” button which initiates a new call to VM port with Inband information of NoAnswer of a phantom mailbox. A voice menu with default action Record Conversation should be already attached with this phantom mailbox and the new incoming will come to this menu and start recording the conversation.

Values: False or True

Effective: Immediately

Default Value: “False” means don’t do this special record conversation. It should do regular transfer and complete conference.

VM Port Minimum Length

Description: It's for Ericsson SMDI integration systems. When parsing voicemail port extension from SMDI packet, we take the minimum length between this setting and voice port definition in Admin PBX Settings.

Values: Numeric value start from 1

Effective: Immediately

Default Value: 1 means minimum VM port length is 1

Wakeup call retries

Description: Determines how many times to retry dial wakeup extension in case NoAnswer/Busy

Values: Number of retries

Effective: Immediately

Default Value: 3

Web Report EEAM Helper

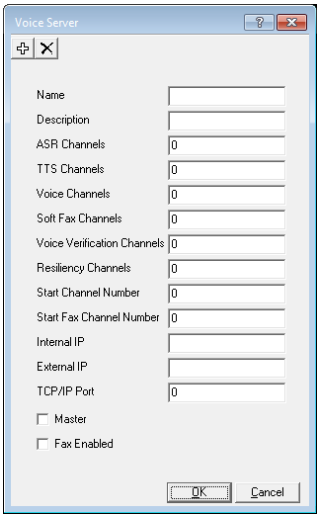
Description: This determines if we use EEAM Helper for web report functions.

Values: False or True

Effective: Immediately

Default Value: "True" means use EEAM Helper.

Adding a New Voice Server



Name: Enter a short name for the Voice Server.

Description: Enter a short description for the Voice Server.

ASR Channels: Enter the number of channels for auto-speech recognition available in the system.

TTS Channels: Enter the number of text-to-speech channels available in the system.

Voice Channels: Enter the number of voice channels available in the system.

Voice Verification Channels: Enter the number of Voice Verification Channels available in the system.

Resiliency Channels: Enter the number of Resiliency (Redundancy) Channels available in the system.

Start Channel Number: Enter the channel at which this Voice Server begins to serve. For example, Voice Server 1 might be channels 1 to 20, while Voice Server 2, with a Start Channel Number of 21, would serve channels 21 to 40.

Start Fax Channel Number: Enter the fax channel at which this Voice Server begins to serve.

Internal IP: Enter the internal IP of the Voice Server. This IP address is used when connecting to the admin remotely from another internal workstation.

External IP: Enter the external IP of the Voice Server. This IP address is used when connecting to the admin remotely from an external computer.

TCP/IP Port: Enter the port that the Voice Server will use for TCP/IP communication.

Master: Enable this checkbox if the Voice Server is Voice Server 1. The Primary Voice Server is always Voice Server one.

Fax Enabled: This checkbox is automatically enabled when the Voice Server detects that the fax services is enabled on startup.

17 CONFIGURATION

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Introduction

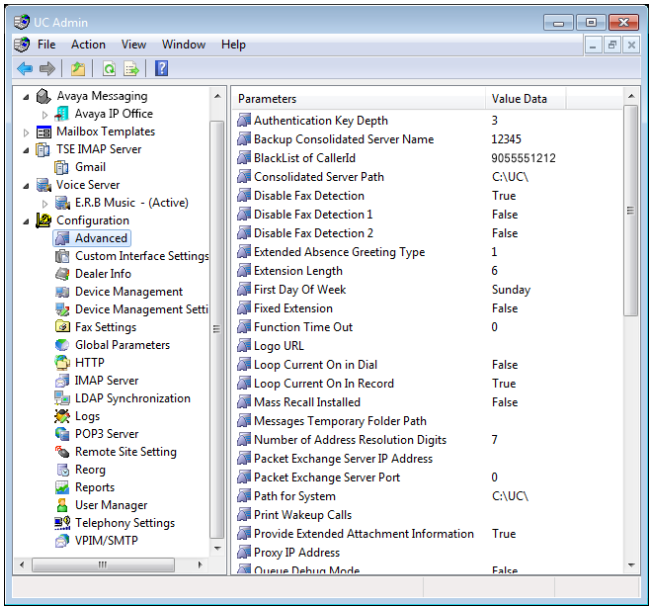
Configuration tables contain system settings for optional applications such as fax, email, external add-on devices, maintenance and unified messaging.

After the software has been installed, the system will display the configuration settings. You can then modify or fine tune the default values.

Advanced

The Advanced settings allow you fine-tune your UC system. Available settings include board settings, setting logs on or off for debugging, voice, and other specific and detailed options.

Note: In order for the changes made to the Advanced settings to take effect, it is required that you stop and restart the UC service.



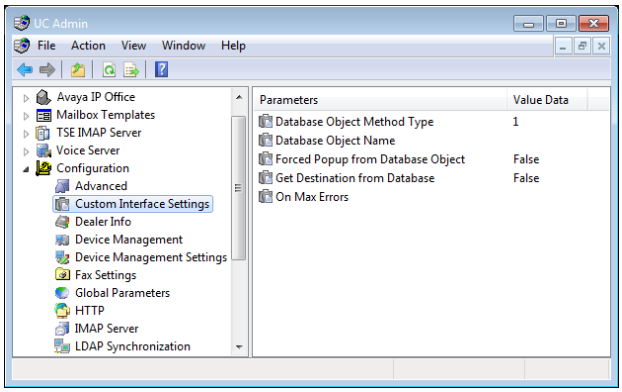
Setting	Function
Authentication Key Depth	Previous decryption keys are kept to provide the ability to read older encrypted messages. Use this value to set the number of old keys to keep in the system. See also **Re-Create Authentication Key Every (days)** below.
Backup Consolidated Server Name	This item is no longer supported.
BlackList of CallerId	Numbers listed here will be blocked by the UC Server. The call will be dropped.
Consolidated Server Path	Location of the server on the system hard drive.
Disable Fax Detection	If set to **True**, this prevents the voice board from recognizing both fax tones (1 and 2 below). **NOTE**: If you set this parameter to **True**, both Disable Fax Detection 1 and Disable Fax Detection 2 must also be set to **True**.
Disable Fax Detection 1	If set to **True**, this prevents the voice board from recognizing fax tone 1.
Disable Fax Detection 2	If set to **True**, this prevents the voice board from recognizing fax tone 2.
Disable Sending Undeliverable Message	If set to **1**, when a message has been determined to be undeliverable, the server will stop trying to send it.
Disable Supervisor Menu	If set to **True**, this prevents the administrator options from being available to an inbound caller through the Auto Attendant. Only the personal mailbox options are accessible.
Enforce DoD/JITC password policy	When installing the high security edition, this option is enabled by default. More strict rules for passwords will be enforced to comply with JITC certification.
Extended Absence Greeting Type	Set the greeting that will be played to callers when your location is set to **Extended Absence**. Set to **0** = Play the system default greeting. Set to **1** (default) = Play the name and location greeting. Set to **2** = Play the Location greeting.
Extension Length	This determines the extension length. Enter an integer.
First Day Of Week	This represents the first day of the week. Sunday is '1', Monday is '2', Tuesday is '3' and so on up to Saturday ('7'). Enter the appropriate number for your environment.
Fixed Extension	This determines if the extension length is fixed. Select **True** (yes) or **False** (no).
Format CallerId on Message Subject	Set this to **True** to have the telephone number in he subject line of a voicemail message parsed correctly (e.g. **9876543210** becomes **(987) 654-3210**)
Function Time Out	This is the maximum time the system is to wait for a function to complete its task before timing out.
HA Synchronization Filter Mode	Activating the filter will prevent the UC Server from synchronizing email messages. Voice traffic will still be synchronized. In large companies, this can improve server performance considerably by reducing network traffic. The default is **0** (no filtering). Set this value to **1** to enable filtering.
Idle time limit (in minutes) for MMC Admin and Web Admin	Set the desired value to determine how long Avaya Messaging Admin or the Web Admin programs can remain unused before automatically logging off. The default value is **30** min.
Logo URL	Allows you to choose the logo URL.
Loop Current On In Dial	Select **True** to enable loop current detection during dialing. Select **False** to disable this parameter.
Loop Current On In Record	Select **True** to enable loop current detection during recording. Select **False** to disable this parameter.
Mailbox Numeric Password Change	True / False
Mass Recall Installed	Select **True** to indicate that mass recall is installed. Select **False** to indicate that mass recall is not installed.
Message Link Notification	Deprecated.

Setting	Function
Messages Temporary Folder Path	This is an alternate folder for receiving messages.
Packet Exchange Server IP Address	How the voice server connects to the PBX.
Packet Exchange Server Port	This is for the port number of the packet exchange server.
Path for System	This allows you determine the path of the system.
Phone digits number	Enter the maximum length allowed for a telephone number.
Play Invalid Password	When set to **True**, this causes a prompt to be played when an invalid password is entered through the TUI.
Print Wakeup Calls	This allows you enable the printing of wakeup call activity. Select **Com 1**, **Com 2**, **Com 3** or **Com 4**, depending on your printer port.
Provide Extended Attachment Information	Set to True to include more information (i.e. callback ID, file name details) with an attachment so that other programs can use this detail (i.e. adding a callback button).
Proxy IP Address	This allows you to declare the proxy IP address.
Queue Debug Mode	This defines whether or not to queue the Debug Mode. Select **True** or **False**.
Queue Mode	This enables call queuing. A value of '2' is recommended.
Re-Create Authentication Key Every (days)	Set the value (in days) to change the security decryption key. See also **Authentication Key Depth** above.
Record with AGC	This indicates whether or not to use Automatic Gain Control during recording. Select **True** or **False**.
SMS Account PIN	This allows you to enter the personal information number for the SMS account.
SMS Account Username	This allows you to enter a username for the SMS account.
SMS Add Reply to Email	This item is no longer supported.
SMS HTTP Servers	This allows you to enter an HTTP address.
SMS Insert mailbox Reply-To address	This allows you to add a reply-to address to an SMS email.
SMS length limit	Enter the maximum number of characters allowed in an SMS message. Service providers typically limit messages to 160 characters. If your provider has a different limit, enter their value here.
SMS Provider	This allows you to select a SMS provider from a list box.
SMS Reply-to Phone Number	This allows you to send a SMS reply to a phone number.
SMS Site	This will display your SMS site name (HTTP server).
Store MIME Format	This allows you to store messages in MIME format.
Time Zone	Specifies the default time zone
Transfer Time Out	**With TAPI** – This value indicates the amount of time the system will wait after dialing an outside call over an analog CO line before playing the prompt. **With Analog voice boards** – If no connect or busy signal is received by the end of the entered value, the system will assume a not busy state and release the call.
Trim Digit	This enables the elimination of unnecessary digits at the beginning of a string. Select **True** or **False**.
Trim From End of File	This enables the trimming of milliseconds from the end of a recorded message.
TTS Mode	This allows you to choose the application to be used for Text-to-Speech. Select **None** or **RealSpeak**.
UM Monitor URL	Enter the URL to of the Web UM Monitor utility computer.
UMST Server Address	This allows you to enter the IP address of your UMST server. In most cases, make sure the field contains the IP address **127.0.0.1**.
UMST Server Port	This allows you to enter the port number that your UMST server is using.

Setting	Function
Unique Mailbox Address	Determines if mailbox addresses can be reused on other nodes and companies on the UC System. Set to **0** (default) = No enforcement of unique addresses. Set to **1** = The Web Access will ensure address uniqueness. Set to **2** = All components will enforce address uniqueness.
Unresolved From Address Format	Select **Administrator E-mail** to tag all unknown communications as being from the admin account. Choose **TelNT URI** to receive an unresolved message as a phone number (TEL:905-555-1212) for callback or TTS purposes.
Use Mailbox Language as Default	This indicates whether or not to use the mailbox's defined language as the system language when a caller returns to the automated attendant from the mailbox. Select **True** or **False**.
Use Port Monitor	This indicates whether or not the system will return a port to idle after a fixed time period. Select **True** or **False**.
Voice Recognition Mode	This allows you to configure the application to be used for voice recognition.
Web Site URL	This allows you to enter your corporate web site address.

Custom Interface Settings

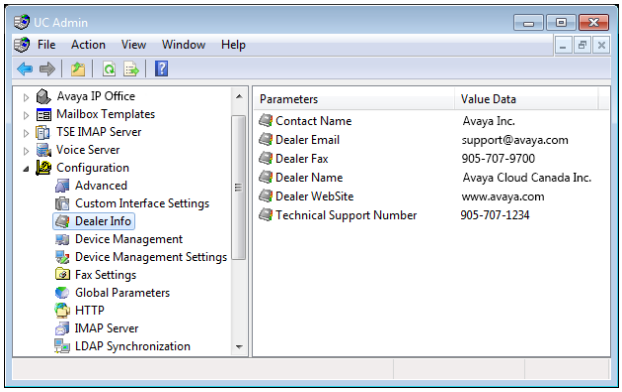
The Custom Interface settings allow you to specify the configurations that deal with integrating a third party database into the UC system.



Setting	Function
Database Object Method Type	Enter a value of **1** to support PIN-to-mailbox translations only. Enter a value of **2** (recommended) to provide a richer set of Interactive Voice Response (IVR) functionality.
Database Object Name	Set the value to **Object name.Get Destination**, where Object name is the calling program name.
Forced Popup from Database Object	Select **True** to enable the forcing of pop ups from the database. Select **False** to disable this parameter.
Get Destination from Database	Select **True** to enable the retrieving of the folder destination from the database. Select **False** to disable this parameter. Pertains to the IVR object.
On Max Errors	Select **Hang Up** to instruct the system to disconnect from the third party database in situations where too many errors occur. Select **Operator** to switch to the operator in situations where too many errors occur.

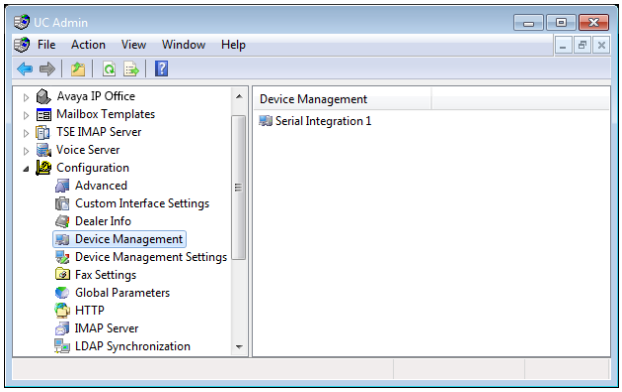
Dealer Info

The Dealer Information settings allow you to specify the information of the dealer who has installed the UC system.



Setting	Function
Contact Name	Shows the dealer representative contact name.
Dealer Email	Shows the dealer contact email address.
Dealer Fax	Shows the dealer contact fax number.
Dealer Name	Shows the dealer company name.
Dealer WebSite	Shows the dealer company website.
Technical Support Number	Shows the dealer technical support phone number.

Device Management



Device Management allows you to add and manage the integration of specific devices with the UC application.

The following devices are managed here. Please refer to the appropriate sections for more information.

- Local Area Paging Device
- Serial Integration Device
- Caller ID Device
- CTI Serial Integration Device
- CTI TCP/IP Integration Device

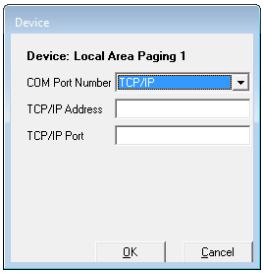
Note: After adding and configuring devices, you can always edit device settings by clicking **Configuration > Device Management > Device Management Settings**. The settings will appear in the right window, and you can edit the configurations by double-clicking the settings.

Local Area Paging Device

Local Area Paging is a module that allows you to use the pager function to notify you when you receive a call or message. In the Local Area Device tab, you can specify the associated settings to your paging device.

Note: The device settings that are selected must match the hardware settings of your pager in order to function properly.

TCP/IP Connection

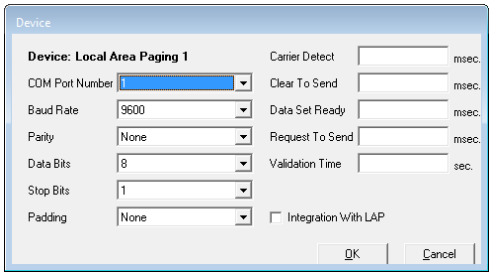


COM Port Number: From the dropdown menu, select the method through which the device will be connected to the UC server. If you are using a COM port instead of TCP/IP, please refer to the COM port section below.

TCP/IP Address: Enter the IP address of the LAP device that the UC server can connect to.

TCP/IP Port: Enter the port number of the LAP device that the UC server can connect to.

COM Port Connection



COM Port Number: From the dropdown menu, select the method through which the device will be connected to the UC server. If you are using TCP/IP as opposed to a COM port please refer to the TCP/IP section above.

Note: The value ranges in the COM Port Number/Baud Rate/Parity/Data Bits/Stop Bits/Padding fields are entirely dependent on the switch employed by your system. Consult with your Switch Administrator before altering these values.

Baud Rate: From the dropdown menu, select the rate (speed) of communication between the UC server and the connected device.

Parity: From the dropdown menu, select the value to be used in determining the integrity of data.

Data Bits: From the dropdown menu, select the number of bits to be used to represent one character of data.

Stop Bits: From the dropdown menu, select which last two bits are to indicate the end of a word.

Padding: From the dropdown menu, select a value to be used to prefix or pad an extension number.

Carrier Detect: Enter a value (in milliseconds) that the modem is to wait before indicating that the first packets of data have been received.

Clear To Send: Enter a value (in milliseconds) that the receiving station is to wait before indicating that it is ready to accept data.

Data Set Ready: Enter a value (in milliseconds) that the modem is to wait before indicating to the PC that it is able to accept data.

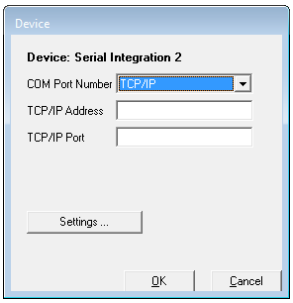
Request To Send: Enter a value (in milliseconds) that the node is to wait before attempting to initiate the sending of data.

Validation Time: Enter a value (in seconds) that the system is to wait before checking that data has been successfully sent or received.

Integration With LAP: Enable the checkbox.

Serial Integration Device

TCP/IP Connection

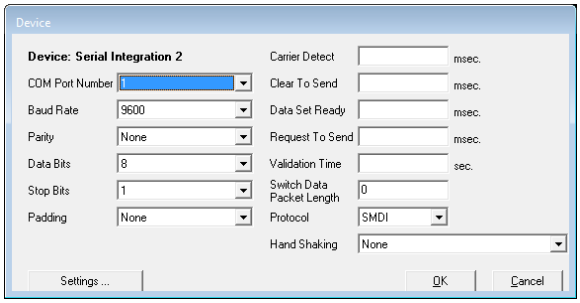


COM Port Number: From the dropdown menu, select the method through which the device will be connected to the UC server. If you are using a COM port as opposed to TCP/IP please refer to the COM port section below.

TCP/IP Address: Enter the IP address of the SMDI device that the UC server can connect to.

TCP/IP Port: Enter the port number of the SMDI device that the UC server can connect to.

COM Port Connection



COM Port Number: From the dropdown menu, select the method through which the device will be connected to the UC server. If you are using TCP/IP as opposed to a COM port please refer to the TCP/IP section above.

Note: The value ranges in the COM Port Number/Baud Rate/Parity/Data Bits/Stop Bits/Padding fields are entirely dependent on the switch employed by your system. Consult with your Switch Administrator before altering these values.

Baud Rate: From the dropdown menu, select the rate (speed) of communication between the UC server and the connected device.

Parity: From the dropdown menu, select the value to be used in determining the integrity of data.

Data Bits: From the dropdown menu, select the number of bits to be used to represent one character of data.

Stop Bits: From the dropdown menu, select which last two bits are to indicate the end of a word.

Padding: From the dropdown menu, select a value to be used to prefix or pad an extension number.

Carrier Detect: Enter a value (in milliseconds) that the modem is to wait before indicating that the first packets of data have been received.

Clear To Send: Enter a value (in milliseconds) that the receiving station is to wait before indicating that it is ready to accept data.

Data Set Ready: Enter a value (in milliseconds) that the modem is to wait before indicating to the PC that it is able to accept data.

Request To Send: Enter a value (in milliseconds) that the node is to wait before attempting to initiate the sending of data.

Validation Time: Enter a value (in seconds) that the system is to wait before checking that data has been successfully sent or received.

Switch Data Packet Length: Enter the maximum digit length of the packets being sent.

Protocol: From the dropdown menu, select the type of serial integration standard to be used (SMDI, MCI or User Defined).

Hand Shaking: From the dropdown menu, select the protocol to be employed in establishing communication between your system and another device.

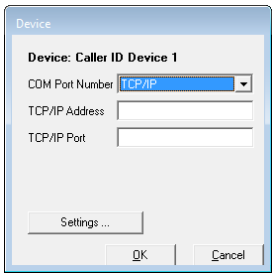
Note: The value in the Hand Shaking field is of considerable importance, and may require several attempts to set properly.

Hint: For the **Settings** button, refer to the section on Device Management Settings.

Caller ID Device

The Caller ID Device dialog box indicates the specifications of the Caller ID Device you are using.

TCP/IP Connection

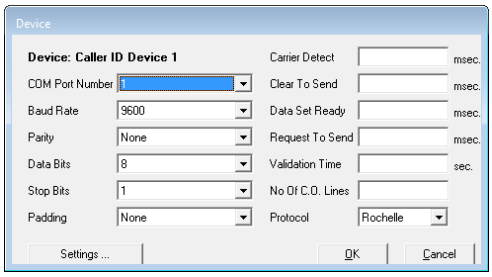


COM Port Number: From the dropdown menu, select the method through which the device will be connected to the UC server. If you are using a COM port as opposed to TCP/IP please refer to the COM port section below.

TCP/IP Address: Enter the IP address of the Caller ID device that the UC server can connect to.

TCP/IP Port: Enter the port number of the Caller ID device that the UC server can connect to.

COM Port Connection



COM Port Number: From the dropdown menu, select the method through which the device will be connected to the UC server. If you are using TCP/IP as opposed to a COM port please refer to the TCP/IP section above.

Note: The value ranges in the COM Port Number/Baud Rate/Parity/Data Bits/Stop Bits/Padding fields are entirely dependent on the switch employed by your system. Consult with your Switch Administrator before altering these values.

Baud Rate: From the dropdown menu, select the rate (speed) of communication between the UC server and the connected device.

Parity: From the dropdown menu, select the value to be used in determining the integrity of data.

Data Bits: From the dropdown menu, select the number of bits to be used to represent one character of data.

Stop Bits: From the dropdown menu, select which last two bits are to indicate the end of a word.

Padding: From the dropdown menu, select a value to be used to prefix or pad an extension number.

Carrier Detect: Enter a value (in milliseconds) that the modem is to wait before indicating that the first packets of data have been received.

Clear To Send: Enter a value (in milliseconds) that the receiving station is to wait before indicating that it is ready to accept data.

Data Set Ready: Enter a value (in milliseconds) that the modem is to wait before indicating to the PC that it is able to accept data.

Request To Send: Enter a value (in milliseconds) that the node is to wait before attempting to initiate the sending of data.

Validation Time: Enter a value (in seconds) that the system is to wait before checking that data has been successfully sent or received.

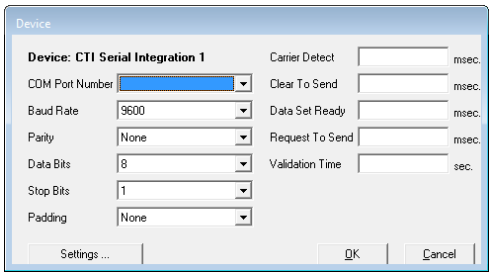
No. Of CO Lines: Enter the number of CO lines that are utilized by the current setup.

Protocol: From the dropdown menu, select the type of serial integration standard to be used (SMDI, MCI or User Defined).

Hint: For the **Settings** button, refer to the section on Device Management Settings.

CTI Serial Integration Device

The CTI Serial Integration allows you to define the type of CTI integration for CSTA integration that you are receiving through a serial link.



COM Port Number: From the dropdown menu, select the method through which the device will be connected to the UC server. If you are using TCP/IP as opposed to a COM port please refer to the TCP/IP section above.

Note: The value ranges in the COM Port Number/Baud Rate/Parity/Data Bits/Stop Bits/Padding fields are entirely dependent on the switch employed by your system. Consult with your Switch Administrator before altering these values.

Baud Rate: From the dropdown menu, select the rate (speed) of communication between the UC server and the connected device.

Parity: From the dropdown menu, select the value to be used in determining the integrity of data.

Data Bits: From the dropdown menu, select the number of bits to be used to represent one character of data.

Stop Bits: From the dropdown menu, select which last two bits are to indicate the end of a word.

Padding: From the dropdown menu, select a value to be used to prefix or pad an extension number.

Carrier Detect: Enter a value (in milliseconds) that the modem is to wait before indicating that the first packets of data have been received.

Clear To Send: Enter a value (in milliseconds) that the receiving station is to wait before indicating that it is ready to accept data.

Data Set Ready: Enter a value (in milliseconds) that the modem is to wait before indicating to the PC that it is able to accept data.

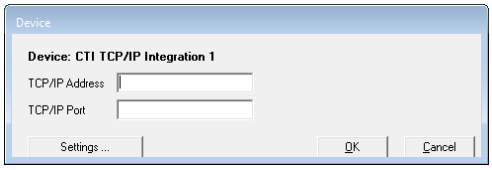
Request To Send: Enter a value (in milliseconds) that the node is to wait before attempting to initiate the sending of data.

Validation Time: Enter a value (in seconds) that the system is to wait before checking that data has been successfully sent or received.

Hint: For the **Settings** button, refer to the section on Device Management Settings.

CTI TCP/IP Integration Device

The TCP/IP Integration allows you to specify CTILINK or CSTA integration over TCP/IP.



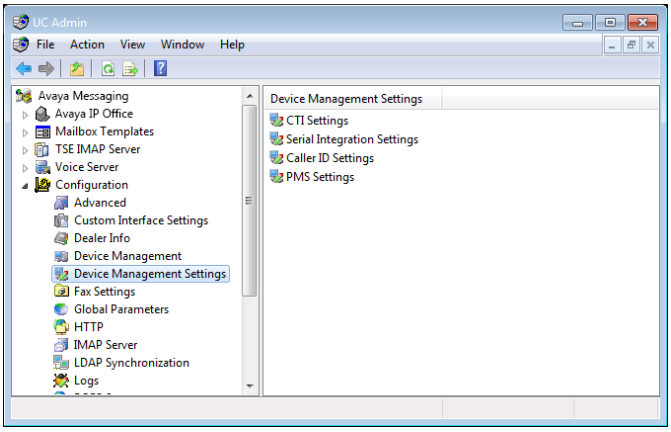
TCP/IP Address: Enter the IP address of the device that the UC server can connect to.

TCP/IP Port: Enter the port number of the device that the UC server can connect to.

Hint: For the **Settings** button, refer to the section on Device Management Settings.

Device Management Settings

Device Management Settings allow you to configure the specifics of the devices that are integrated with the UC application. Although you are prompted to specify device settings when adding new devices, you can conveniently edit these settings through this feature.

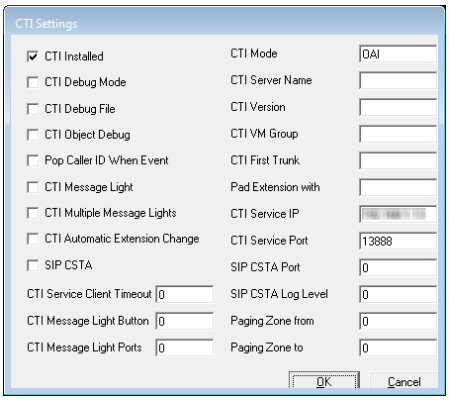


Note: These settings may play an integral part in the proper integration of your PBX and other devices to the UC server. The settings will often take affect even in the absence of separate hardware since the PBX itself must be configured (e.g. CTI Settings should be completed for proper CTI functionality integration).

Device Management Settings consists of the following items. Please refer to the individual sections for more information.

- CTI Settings
- Serial Integration Settings (SMDI)
- Caller ID Settings

CTI Settings



CTI Installed: Enable this checkbox to indicate that a CTI link from the PBX is active and available for monitoring.

CTI Debug Mode: Enable this checkbox to monitor and log the CTI events.

CTI Debug File: Enable this checkbox to enable the creation of a debug file from CTI event monitoring.

CTI Object Debug: Enable this checkbox to enable object debug.

Pop Caller ID When Event: Enable this checkbox to activate screen pop-ups on station-to-station and internal dialing.

CTI Message Light: Enable this checkbox to use the CTI serial link to light a message light.

CTI Multiple Message Lights: Enable this checkbox to use the CTI serial link to light multiple message lights.

CTI Automatic Extension Change: Enable this checkbox to use the CTI serial link to enable automatic extension changes when altering the default address of a Mailbox.

SIP CSTA: This item is no longer supported.

CTI Service Client Timeout: Enter the length of time that the system will continue to retry connections before failing.

CTI Message Light Button: Enter the numeric digit on the phone keypad that will enable the message light option. This is an optional setting for activating lights through the link.

CTI Message Light Ports: Enter the ports on the switch where the lights are located.

CTI Mode: Enter the type of CTI events that the system is to look for.

CTI Server Name: Enter the server machine or phone system on the network that will be sending the CTI events.

CTI Version: Enter the version description of the CSTA or CTI link on the switch.

CTI VM Group: Enter the VM ports that are to be monitored for events.

CTI First Trunk: Enter the first VM port to monitor.

Pad Extension with: Enter a numerical digit to represent the number of spaces that will pad those unused in the screen popup when an incoming call contains a string of digits less than the maximum specified.

CTI Service IP: Enter the IP address used by the CTI Service.

CTI Service Port: Enter the port used by for CTI Service traffic.

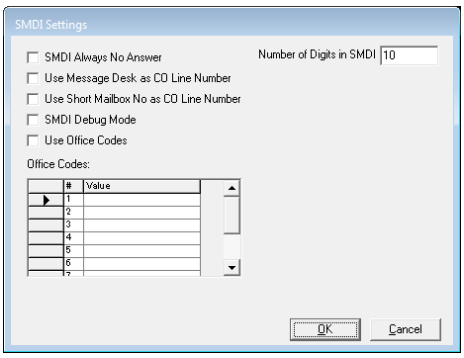
SIP CSTA Port: This item is no longer supported.

SIP CSTA Log Level: This item is no longer supported.

Paging Zone from: Enter the appropriate PBX number.

Paging Zone to: Enter the appropriate PBX number.

Serial Integration Settings



SMDI Always No Answer: Enable this checkbox to treat all busy / no answer conditions as no answer.

Use Message Desk as CO Line Number: Enable this checkbox for multi-tenanting configuration - message desk configuration must be programmed on the phone system.

Use Short Mailbox No as CO Line Number: Enable this checkbox for multi-tenanting purposes.

Note: This option must be programmed on the phone system.

SMDI Debug Mode: Enable this checkbox to log all SMDI events.

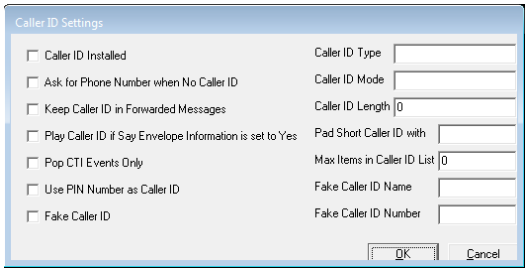
Use Office Codes: Enable this checkbox for central office integration in a centralized voice mail setup.

Number of Digits in SMDI: Enter the maximum number of digits in an SMDI string for the calling and called parties. The standard setting is 7 or 10 digits in length.

Office Codes - Value fields: Enter the codes used to distinguish one office from another. These will be the first three digits which comprise that part of a phone number following the area code.

Copy SMDI Packet to Remote Servers: In a High Availability environment, enabling this option will send SMDI packet data to the other servers in the array.

Caller ID Settings



Caller ID Installed: Enable this checkbox to use third-party a device for passing the Caller ID.

Ask for Phone Number when No Caller ID: Enable this checkbox to prompt the caller for a phone number when device fails to detect one.

Keep Caller ID in Forwarded Messages: Enable this checkbox to maintain and attach original Caller ID information to the message during forwarding.

Play Caller ID if Say Date and Time is set to Yes: Enable this checkbox to play time and date stamp in addition to Caller ID information.

Pop CTI Events Only: Enable this checkbox to perform screen pop-ups only on events driven by the CTI Link.

Use PIN Number as Caller ID: Enable this checkbox to treat PIN number inputs as Caller ID information.

Fake Caller ID: Enable this checkbox to define a fake number to use on all calls.

Caller ID Type: Enter the type of device connected for tracking caller ID such as Rochelle, Zeus or CTI.

Caller ID Mode: Enter the mode in which the system receives the caller ID information, such as inband, SMDI, or CTILink.

Caller ID Length: Enter the maximum digits that can be sent for caller ID packets.

Pad Short Caller ID: Enter any prefixes (such as an area code) when only 7 digits are sent. It will pad the number to ensure a proper lookup in a database.

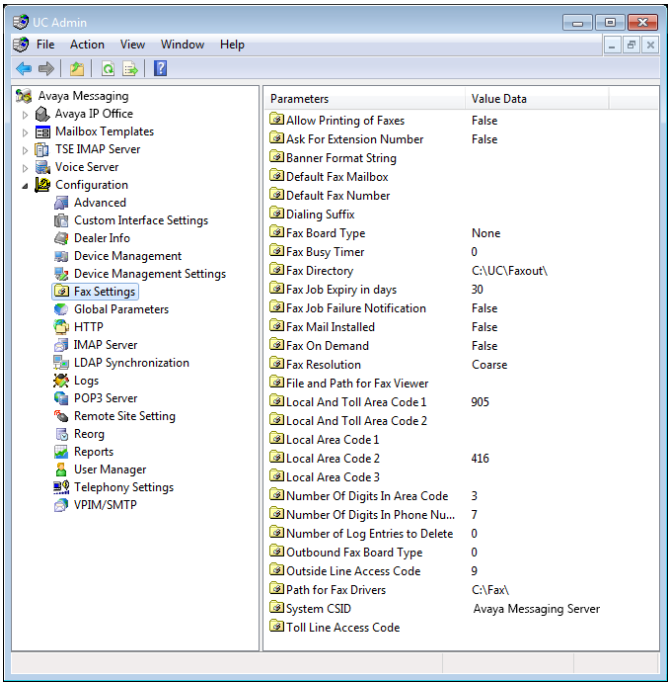
Max Items in Caller ID List: Enter the maximum list view for the system administration.

Fake Caller ID Name: Enter a name that you want to appear on the screen pop-ups.

Fake Caller ID Number: Enter the number you want to appear on the caller ID screen pop-ups and messages.

Fax Settings

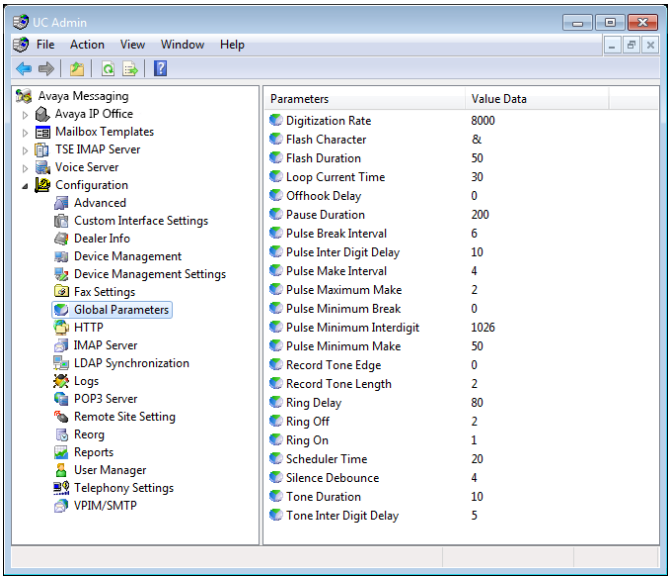
Fax Settings allow you to specify the information required for a user to be able to receive a fax into the Auto Attendant. Fax On Demand can be used to forward the fax to an appropriate Mailbox or location.



Setting	Function
Allow Printing of Faxes	This indicates whether or not users can print received faxes via the telephone. Select **True** or **False**.
Ask For Extension Number	This indicates whether or not to ask the caller for an extension number to put on the received faxes when using the Fax Mail module. Select **True** or **False**.
Default Fax Mailbox	This defines the mailbox that incoming faxes will be delivered to if no destination is given. Select a company, then a specific company mailbox.
Banner Format String	A string value denoting how the fax banner will appear.
Default Fax Number	This defines the default number to dial to print received faxes. Enter a number.
Dialing Suffix	This is the long distance account code required in order to make toll calls from the Phone system. This will apply if the default fax number is an external toll call.
Fax Board Type	This identifies the fax board that is integrated with the system. Select one of the fax boards. Applies to inbound faxes only.
Fax Busy Timer	This indicates the number of seconds to wait after initiating a transfer to the fax port before reverting back to an idle state.
Fax Directory	This specifies the path for the directory that contains the fax documents.
Fax Job Expiry in days	Specify the number of days to keep fax job status records.
Fax Job Failure Notification	Choose whether or not to send a notification email to the sender when a fax attempt fails. The default is **False** (do not send notification).
Fax Mail Installed	This indicates whether or not the Fax Mail option is enabled for receiving faxes. Select **True** or **False**.
Fax On Demand	This indicates if the Fax On Demand option is enabled. Select **True** or **False**.
Fax Resolution	This sets the resolution type for fax transmissions. Select either **Coarse** or **Fine**.
File and Path for Fax Viewer	This is the path to the directory containing the fax viewer application.
Local And Toll Area Code 1	This is the area code(s) in your region that covers both local and toll calls.
Local And Toll Area Code 2	This is the area code(s) in your region that covers local calls. **NOTE**: Code Number 1 for both entries is for 7-digit dialing. Code Number 2 and higher are for 10-digit dialing.
Local Area Code 1	This is the first local area code for the country.
Local Area Code 2	This is the second local area code for the country.
Local Area Code 3	This is the third local area code for the country.
Number Of Digits In Area Code	This indicates how many digits to view from the entered number as the Area Code.
Number Of Digits In Phone Number	This indicates how many digits to view from the entered number as the Phone Number.
Number of Log Entries to Delete	This sets the housekeeping rules for deleting old fax log entries starting from the oldest record.
Outbound Fax Board Type	This indicates the type of fax board for outgoing faxes.
Outside Line Access Code	This sets the code for line access to dial out a fax-on-demand call.
Path for Fax Drivers	This indicates the path to the directory that stores the fax drivers.
System CSID	This specifies the fax header information.
Toll Line Access Code	This defines the code for Alternate Carrier Access.

Global Parameters

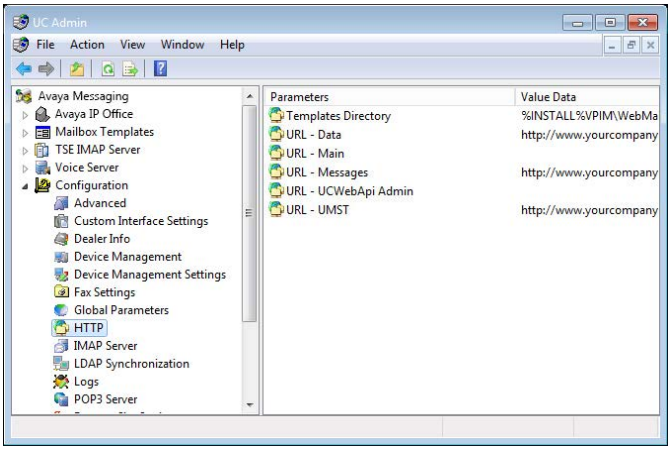
Global Parameters allow for the configuration of specific boards and pulse detection.



Setting	Function
Digitization Rate	This is the value used for digitization.
Flash Character	This is the character used in a dial string to indicate that a hook flash has occurred.
Flash Duration	This is the value of the duration of the hook flash in **10msec** intervals.
Loop Current Time	The value of the minimum time that the loop current must be off before Loop Current CST can be generated (**10msec** intervals).
Offhook Delay	The value for the offhook delay time (**10msec** intervals).
Pause Duration	The value of the length of a pause used in a dialing string. (**10msec** intervals).
Pulse Break Interval	The value of the break interval for pulse dialing (**10msec** increments).
Pulse Inter Digit Delay	The value of the inter digit interval for pulse dialing (**10msec** increments).
Pulse Make Interval	The value of the make interval for pulse dialing (**10msec** increments).
Pulse Maximum Make	The value of the maximum make pulse time for pulse dialing (**10msec** increments).
Pulse Minimum Break	The value of the minimum break interval for valid loop pulse dialing (**10msec** increments).
Pulse Minimum Interdigit	The value of the minimum inter digit interval for pulse dialing (**10msec** increments).
Pulse Minimum Make	The value of the minimum make interval for pulse dialing (**10msec** increments).
Record Tone Edge	The value for the Record DTMF filter time (**10msec** increments).
Record Tone Length	Indicates the event edge to use for record tone: **1**=event detection on trailing edge of tone **2**=event detection on leading edge of tone
Ring Delay	The value of the wait delay after which the ring count is reset (**100msec** increments).
Ring Off	The value of the minimum Ring Off interval to detect an incoming ring (**100msec** increments).
Ring On	The value of the minimum Ring On interval to detect an incoming ring (**100msec** increments).
Scheduler Time	The value of the Scheduler Time Slice, expressed as the maximum number of timer ticks (expressed in 1/20 sec), before the driver must return control to the program (**50msec** increments).
Silence Debounce	The value of the Silence message debounce interval (**10msec** increments).
Tone Duration	The value of the duration of dialed DTMF tones (**10msec** increments).
Tone Inter Digit Delay	The value of the inter digit tone dialing delay (**10msec** increments).

HTTP

HTTP Settings allows you to configure settings to view members of your voice mail system, and the status of each Mailbox through any Internet connection.



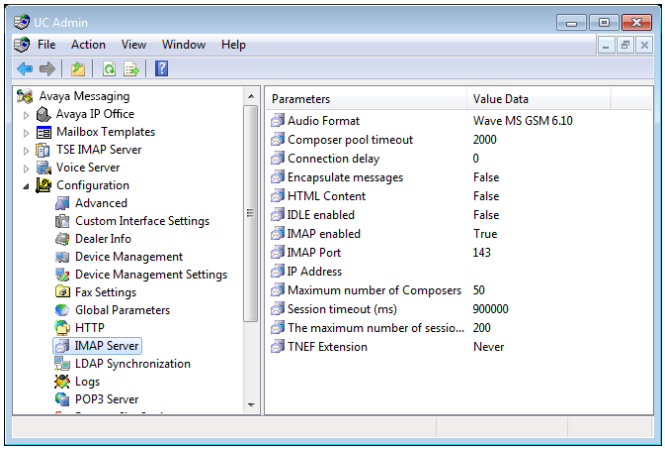
Caution: These settings are managed through the **Web Mail Utility** and should not be changed from here. For details, refer to Avaya Messaging Configuration on page 525 in this manual.

Setting	Function
Templates Directory	Specify the path to the location on the hard drive where templates are stored. By default, this is the UC Installation directory on the local drive.
URL - Data	Displays the Internet accessible address of the UC Server where the necessary icons and image files are stored.
URL - Main	Enter the Internet accessible address for the UC Server. Client applications (e.g. Web Access) use this address for their traffic.
URL - Messages	This is the path to the Internet accessible voice and fax message store.
URL - UCWebApiAdmin	(Optional) For sites that want to physically separate Admin and End-User functions, enter the Internet accessible address you want to use for all Admin client traffic (e.g. Web Admin). End-user content will continue to use the URL - Main address. *
URL - UMST	Contains the path to the Internet accessible files needed for web based telephone control.

* - Typically, this solution requires a second NIC to be installed in the voice server. All admin traffic passes through one card, while end-user traffic uses the other providing a physical separation of the flow of data. This prevents end-user accounts from being able to monitor or corrupt administrator traffic.

IMAP Server

IMAP Server settings allow you to configure IMAP messaging behavior.

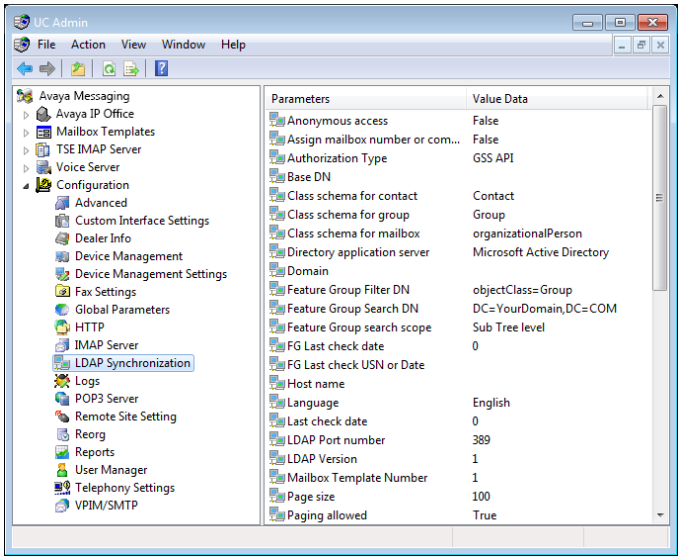


Setting	Function
Audio Format	This is the audio format for messages sent through IMAP.
Composer pool timeout	The maximum length of time in milliseconds one must wait before a new composer is created (for message creation). Note: Composer is the IMAP component that translates messages to mime format.
Connection delay	This is the allowable length of time to wait to connect.
Encapsulate messages	Select **True** to allow the encapsulation of messages, **False** to disable the option.
HTML Content	Set to **True** to allowing the sending of messages in HTML format.
IDLE Enabled	Set to **True** to enable Idle mode.
IMAP Enabled	Set to **True** to enable IMAP.
IMAP Port	This is the IMAP port.
IP Address	This is the default IMAP gateway address.
Maximum number of Composers	The composer is the means by which information from the DB is converted to the MIME format. A ratio of 1 composer to 3 users in suggested. For a system of 300 users, enter a value of 100.
Session timeout (ms)	This is the length of time (in milliseconds) to wait before timing out the session.
The maximum number of sessions	This is the maximum allowable number of IMAP sessions.
TNEF Extension	This is the message class or ID.

LDAP Synchronization

LDAP Synchronization settings allows the administrator to specify the network accessible directory information for the Internet Protocol (IP).

Email clients and other programs and services use this information to reach needed files.



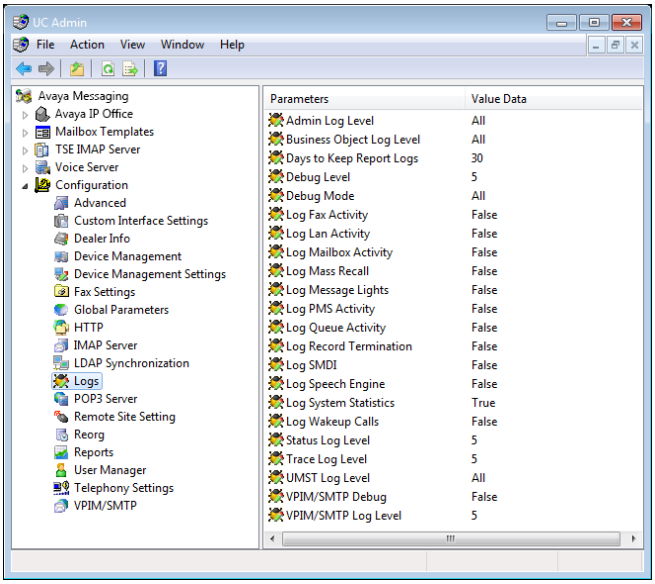
Settings	Function
Anonymous access	Select True if an anonymous bind (connection) is to be used. This allows login by any client, without authentication.
Assign mailbox number or company name if not user defined	Set this to True to have the system route any undefined imports to the first available user of the first defined company. When set to False, undefined LDAP imports will fail.
Authorization Type	Allows you to select the synchronization authorization type. Select **Simple** if simple authentication is to be used, or **GSS** if GSS authentication is to be used.
Base DN	This is for the unique base name.
Class schema for contact	This is for the object's class name to be synchronized with Public Contact.
Class schema for group	This is for the object's class name to be synchronized with Feature Group.
Class schema for mailbox	This is for the object's class name to be synchronized with mailbox.
Directory application server	Allows you to select the LDAP directory server. Your choices are **Microsoft Active Directory**, **Novell eDirectory**, **iPlanet**, or **Others**.
Domain	This is for the User's domain name.
Feature Group Filter DN	This is a data string describing what you are looking for on the directory server.
Feature Group Search DN	This is a data string describing the directory server location. This is the feature group search location.
Feature Group search scope	Select **One level** for a one-level search, or **Sub-tree level** for a multiple-level search.
FG Last check date	This value is read-only.
FG Last check USN or Date	This value is read-only.
Host name	This is for the directory server name.
Language	Allows you to select the language of the active system.
Last check date	This value is read-only.
LDAP Port number	Specify the LDAP port number.
LDAP Version	Specify the LDAP protocol version.
Mailbox Template Number	Apply the selected template number to imported accounts. The number is found in the **Mailbox Template** section of UC Admin.

Settings	Function
Page size	Indicates the number of entries to show per page when retrieving results from the server
Paging allowed	Select **True** to enable paging specifications.
Password	This is for the administrator password.
PC Last check date	This value is read-only.
PC Last check USN or Date	This value is read-only.
Pop up the query window	Set to **True** to enable query window popup, set to **False** to disable.
Public contact Filter DN	This is a data string describing what you are looking for on the directory server
Public contact Search DN	This is a data string describing the directory server location. This is the public contact search location.
Public contact search scope	Select **One level** for a one-level search, or **Sub-tree level** for a multiple-level search
SSL connection	Select **True** if Secure Socket Layers are being used
Synchronization direction	Usually this will be **Only Directory to Database**. For synchronization with an IMAP source, selecting **Both ways** will synch updated information only.
Synchronization Time (the last time)	This value is read-only
Synchronization timeout	Allows you to specify the maximum number of seconds before a connection and/or operation times out
Synchronization Type	Allows you to select the type of synchronization to occur. Select **DateTime** only when you want synchronization between the messaging and directory servers to occur on a time basis. In most cases, you will select **USN**.
Synchronization USN (The last value)	This value is read-only.
Synchronize deletions	This item is no longer supported.
Synchronize nested organizational units	For companies that have a hierarchical organization (ie. Sales on top, with regions below), setting this option to **True** will force LDAP to maintain the structure. Set to **False** to flatten the structure into the highest layer (i.e. all contacts into Sales).
Timeout	Allows you to specify the maximum number of seconds before a connection and/or operation times out.
Tombstone object DN	This item is no longer supported.
Update phone number	Select **True** to allow a phone number(s) to be updated, or **False** to deny that option.
User DN	This is the unique name for the User (admin).
User Filter DN	This is a data string describing what you are looking for on the directory server.
User Search DN	This is a data string describing the directory server location. This is the user search location.
User search scope	Select **One level** for a one-level search, or **Sub-tree level** for a multiple-level search
UUID	Specify the LDAP attribute to use as a **Universally Unique Identifier** in case the usual ID (i.e FirstName+LastName) may change.

Logs

Logs settings allow you to specify report logging on all system components.

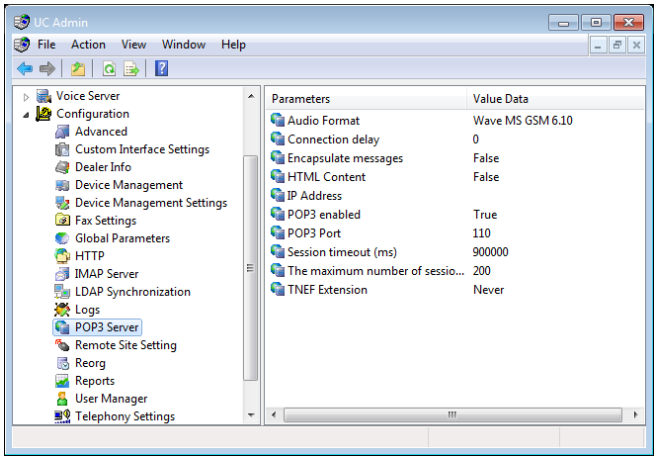
Note: Log and Debug information allow technical support representatives to more accurately pinpoint server issues. If there are no problems, however, you should, in order to save resources, leave your Log and Debug settings as default or even disable them entirely.



Settings	Function
Admin Log Level	This will create a log file for all Admin activity.
Business Object Log Level	This will create a log file for all EE Application Manager activity.
Days to Keep Report Logs	Defines the number of days that data is stored in log files. These are the logs that contain the data used for generating Web Reports, not system performance/maintenance monitoring data.
Debug Level	This sets the level of information sent to a log file when Debug mode is activated. Enter a number between **0** (least) and **5** (most), depending on the level of detail required.
Debug Mode	Debug mode for all main voice server activities.
Log Fax Activity	Logs all fax activity.
Log Lan Activity	This will create a log file for all Lan activity.
Log Mailbox Activity	This will create a log file for all Mailbox activity.
Log Mass Recall	Logs all Mass Recall activity.
Log Message Lights	Logs all Message Light activity.
Log Queue Activity	Creates a log file for all Queue activity.
Log Record Termination	Creates a log file for all Record termination activity
Log SMDI	Logs all SMDI activity.
Log Speech Engine	Creates a log file for all Log Speech Engine activity.
Log System Statistics	Creates a log file for all system statistics.
Log Wakeup Calls	Creates a log file for all Wakeup Call activity.
Status Log Level	Select a value that indicates the level at which status logs should be created. Set to **0** = Least detailed. Set to **5** = Most detailed.
Trace Log Level	Select a value that indicates the level at which trace logs should be created. Set to **0** = Least detailed. Set to **5** = Most detailed.
UMST Log Level	This will create a log file for all UMST activity.
VPIM/SMTP Debug	This allows for VPIM/SMTP debug.
VPIM/SMTP Log Level	This indicates the level of information sent to a log file for all VPIM/SMTP activity, provided debug is activated.

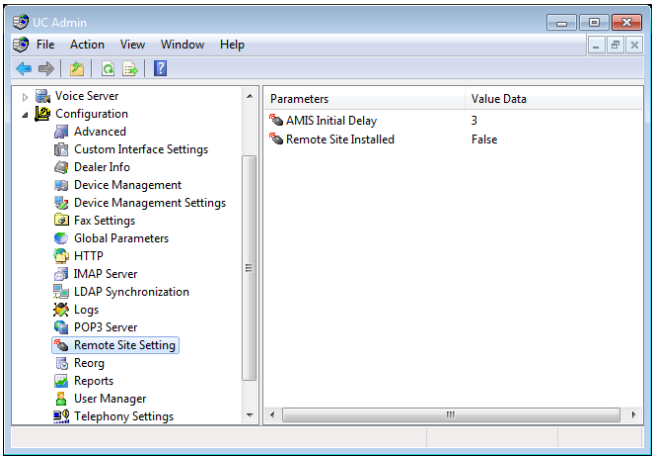
POP3 Server Settings

IMAP 4 and POP3 are no longer supported in Avaya Messaging 11.0.



Remote Site Setting

Remote Site settings allow you to configure both AMIS and VPIM parameters.

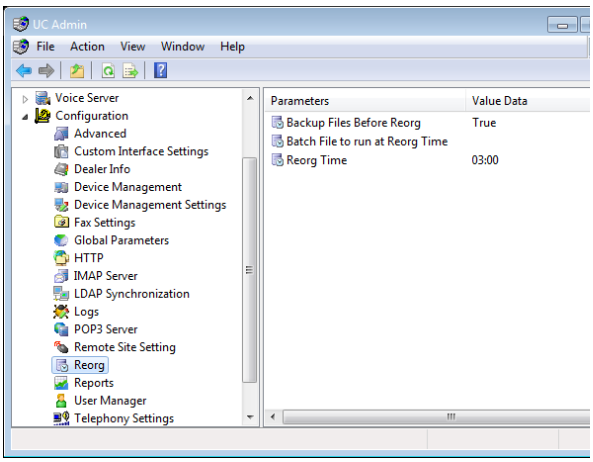


Setting	Function
AMIS Initial delay	The value of the delay, in seconds, that the system will use to ignore the C tone sent by AMIS. This is required only if there is a C tone sent via Inband signaling from the PBX. Set to zero if no delay is needed.
Remote Site Installed	Indicates if remote networking is installed. Set equal to **True** for AMIS/VPIM.*

* -- This setting must be configured as **True** on all servers in an HA environment since it is not automatically synchronized between them.

Reorg

Reorg allows you to specify the rules to activate and automatically run the function that cleans, compacts, and backs up the database. By default, the files (the database, the database log, and a configuration file) are backed up to the **\UC\DBbackup** folder on the installation drive.

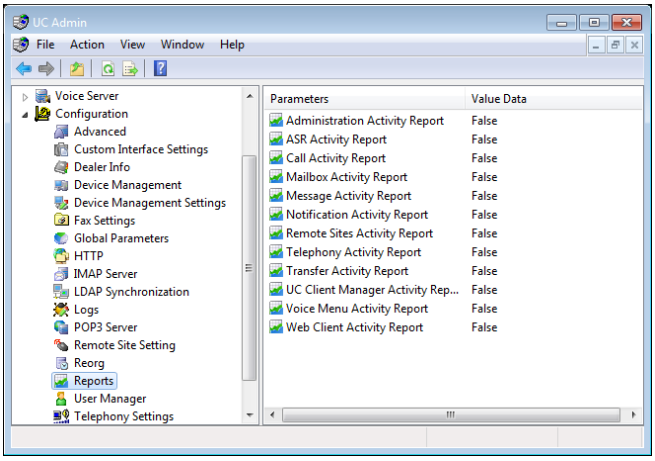


Setting	Function
Backup Files Before Reorg	Indicates whether or not to back up the database files before initiating the reorg.
Batch Files to run at Reorg Time	Defines a batch file to initiate before the reorg is performed. (i.e. network or tape drive backup)
Reorg Time	Sets the time of day (24-hour format) to initiate the reorg function. Select the **Disable Reorg** checkbox to disable the reorg function.

Note: Depending on the size of the system (e.g. number of users), the time it takes Reorg to complete its tasks will vary. All services are stopped during this time.

Reports

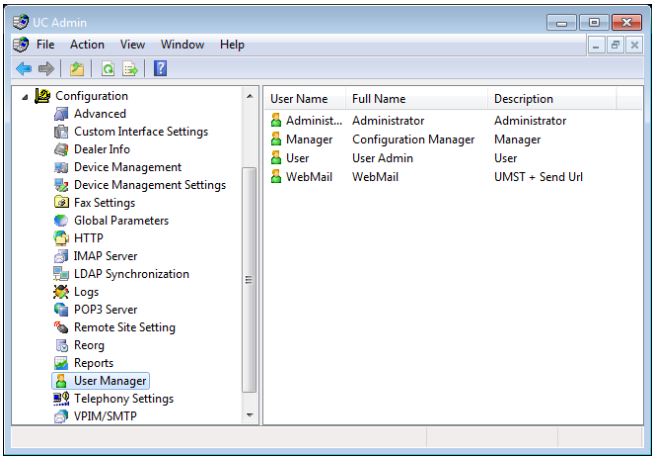
Reports settings allow you to enable or disable specific component activity reports.



Setting	Function
Administration Activity Report	Select **True** to allow for the creation of administration activity reports.
ASR Activity Report	Select **True** to allow for the creation of ASR activity reports.
Call Activity Report	Select **True** to allow for the creation of call activity reports.
Mailbox Activity Report	Select **True** to allow for the creation of mailbox activity reports.
Message Activity Report	Select **True** to allow for the creation of message activity reports.
Notification Activity Report	Select **True** to allow for the creation of notification activity reports.
Remote Sites Activity Report	Select **True** to allow for the creation of remote sites activity reports.
Telephony Activity Report	Select **True** to allow for the creation of telephony activity reports.
Transfer Activity Report	Select **True** to allow for the creation of transfer activity reports.
iLink Pro Desktop Activity Report	Select **True** to allow for the creation of Client Manager activity reports.
Voice Menu Activity Report	Select **True** to allow for the creation of voice menu activity reports.
Web Access Activity Report	Select **True** to allow for the creation of Web Access activity reports.

User Manager

The User Manager configuration setting allows you to specify one or more Administrators and the system properties that they control. The Administrators can have limited control over the UC systems (i.e. Edit PBX), up to Full Access.



Edit / Add User

Specify the following:

User Name: Enter the name of the administrator.

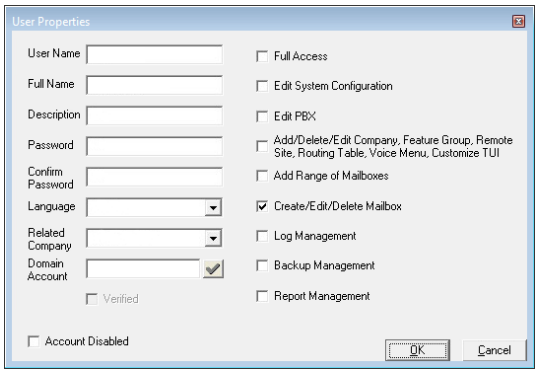
Full Name: Enter the administrator's full name.

Description: Enter the title or purpose of this administrator.

Password: Create the administrator's password.

Confirm Password: Re-enter the password.

Language: Select the language preference for this administrator.



Note: If multiple language support is needed for your administrators, a new administrator must be created for each language. When accessing the Supervisor Menu in the TUI, the password entered for the configured Administrator account will define the language to play.

Related Company: Select the companies this administrator has administrative rights over.

Account Disabled: Select to disable this account.

Domain Account: Use this field to allow administrators to login to the admin console using another domain's credentials. Enter a name and domain (e.g. johnc@company.com for Google and Office 365 credentials, domain\username for Windows). Click the check to verify access to the domain server.
When logging in to the console, choose the appropriate provider, then enter your credentials at the prompt.

Warning: Configuring domain login on any Avaya Messaging Admin account will activate it for **ALL** accounts. If different credentials are required for each account, each must be configured separately.

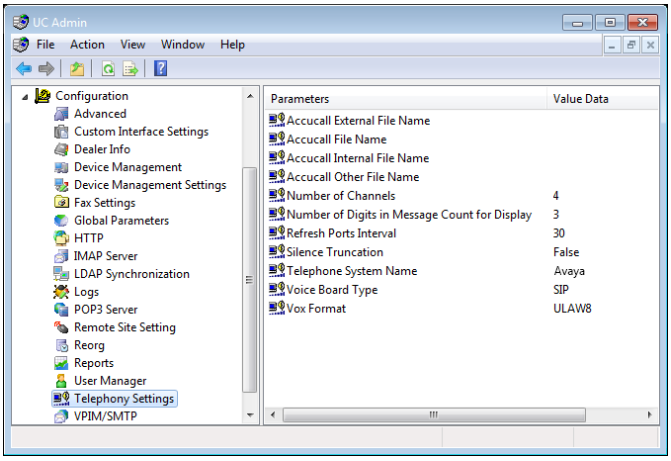
Enable the following tasks by selecting the corresponding checkbox:

Task	Function
Full Access	Allows a user full access to the system.
Edit System Configuration	Allows the administrator to edit system configuration files.
Edit PBX	Allows the administrator to edit the PBX.
Add/Delete/Edit Company, Feature Group, Remote Site, Routing Table, Voice Menu, Customize TUI	Allows the administrator to add, edit, and delete a company, feature group, remote site, routing table, voice menu, and to customize a TUI.
Add Range of Mailboxes	Allows the administrator to add a range of mailboxes.
Create/Edit/Delete Mailbox	Allows the administrator to create, edit, and delete a mailbox.
Log Management	Allows the administrator to set and define logs.
Backup Management	Allows the administrator to perform and define backup management.
Report Management	Allows the administrator to define and create reports and run the Web Reporter utility.

Note: You must be logged into the server as an administrator to be able to edit and delete User Manager settings.

Telephony Settings

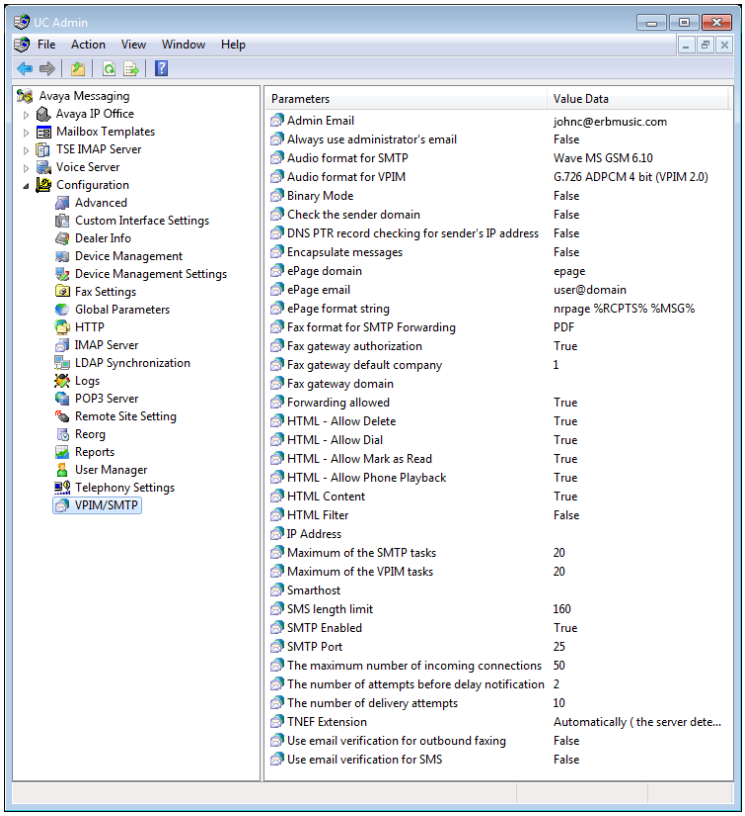
Use Telephony Settings to configure the behavior of the telephone phone system.



Setting	Function
Accucall External File Name (Brooktrout only)	Indicates the external filename used.
Accucall File Name (Brooktrout only)	Indicates the accucall filename used.
Accucall Internal File Name (Brooktrout only)	Indicates the internal filename used.
Accucall Other File Name (Brooktrout only)	Indicates the other filename used.
Norstar 7310 Dialing***	Allows for out-dialing to be performed on the virtual set dial pad rather than via the voice boards (Dialogic).
Norstar Busy Time Out***	Used to set timer for Busy Transfer.
Number of Channels	Indicates the total number of voice channels installed. *Must be set by the administrator.
Number of Digits in Message Count for Display	This value sets the number of digits used to send to a display pager or a supported display PBX telephone indicating the number of the message sending the notification.
Pulse Detection Enabled	Indicates whether or not to use pulse detection. Requires the correct hardware.
Refresh Ports Interval	Indicates the time interval between generating an offhook/onhook sequence on each port. Used to keep ports listed as active in certain PBXs.
Silence Truncation	Removes silence from recording (used for Rhetorex only).
Telephone System Name	Indicates the make of the telephone system.
Voice Board Type	Indicates the type of voiceboard used.
Vox Format	Indicates the format of all recordings in the system (for example, WAV).

VPIM/SMTP

VPIM/SMTP settings allow you to configure VPIM server behavior.



Setting	Function
Admin Email	Indicates the administrator's email address.
Always use administrator's email	Replaces the sender's email with that of the admin account. The display will still show the original sender. This is used when receiving messages from outside sources (i.e. Gmail) that may lack vital routing information.
Audio format for SMTP	This is the audio format for SMTP voice messages.
Audio format for VPIM	This is the audio format for VPIM voice messages.
Binary Mode	Set to **False** to allow binary encoded messages.
Check the sender domain	Enable to have the system check the domain of message senders, for purposes of confirming the legitimacy of message source.
DNS PTR record checking for sender's IP address	Select **True** to enable DNS PTR record checking for a sender's IP address.
Encapsulate messages	Select **True** to enable message encapsulation, **False** to disable.
ePage domain	Not generally implemented. Used in a proprietary installation.
ePage email	Not generally implemented. Used in a proprietary installation.
ePage format string	Not generally implemented. Used in a proprietary installation.
Fax format for SMTP forwarding	Select either **PDF** or **TIFF** for fax handling. Typically used for IMAP systems. The **Message Options** in each user's mailbox will override this setting.
Fax gateway authorization	Enable to authenticate fax gateway before sending a fax message.
Fax gateway default company	Indicates the default company number for sending of faxes.
Fax gateway domain	Indicates the domain of the fax gateway.
Forwarding allowed	Set to **True** to enable the forwarding of messages from remote machines.
HTML - Allow Delete	With **Send URL**, this enables or disables Deletion.
HTML - Allow Dial	With **Send URL**, this enables or disables Dialing.
HTML - Allow Mark as Read	With **Send URL**, this enables or disables marking a message as Read.

Setting	Function
HTML - Allow Phone Playback	With **Send URL**, this enables or disables message playback.
HTML Content	Set to **True** to allowing the sending of messages in HTML format.
HTML Filter	Allows for the filtering of HTML in messages to text.
IP Address	This is the default IP address for SMTP messages.
Maximum of the SMTP tasks	Indicates how many SMTP messages can be processed at one time.
Maximum of the VPIM tasks	Indicates how many VPIM messages can be processed at one time.
Notification Email	Administrator alerts will be sent to the email address entered here.
Smarthost	In case of a "non-connected" PC, all messages will be sent after being forwarded to this connected host.
SMS Length limit	Determines the length of a SMS text message.
SMTP Enabled	Indicates whether or not SMTP is enabled.
SMTP Port	Indicates the port used for SMTP messaging.
The maximum number of incoming connections	This is for the maximum number of VPIM/SMTP connections allowed.
The number of attempts before delay notification	Indicates the number of times a message send attempt will occur before the sender is sent a “message delayed” notification.
The number of delivery attempts	Indicates the number of times a message delivery attempt will occur before the sender is sent a “message delivery failure” notification.
TNEF Extension	This is the message class or ID
Use email verification for outbound faxing	Enable this option to require outbound faxes originating outside the company to be verified through email before sending. An off-site sender, after requesting to send a fax, will receive an email with a link which must be clicked before the fax will be sent.
Use email verification for SMS	Enable this option to require outbound SMS messages originating outside the company to be verified through email before sending. An off-site sender, after requesting to send an SMS message, will receive an email with a link which must be clicked before the message will be sent.

18 WEB ADMIN

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Introduction

Once Avaya Messaging has been installed, Avaya Messaging Admin is used to configure and maintain all aspects of the voice server.

Web Admin is a utility which provides access to a portion of Avaya Messaging Admin's functions across a network. Web Admin can manage users, making additions and changes as required, through its web enabled interface. The Google Chrome web browser can connect to the voice server to provide user administration from any computer attached to the Internet.

Web Admin is automatically enabled on the voice server during the installation of Avaya Messaging.

Hint: For optimal **WebAdmin** performance, it is recommended that the maximum number of users within a single Organizational Unit (OU) be kept below 1000.

Accessing Web Admin

Access to the Web Admin program is done through any web browser on any computer attached to the Internet.

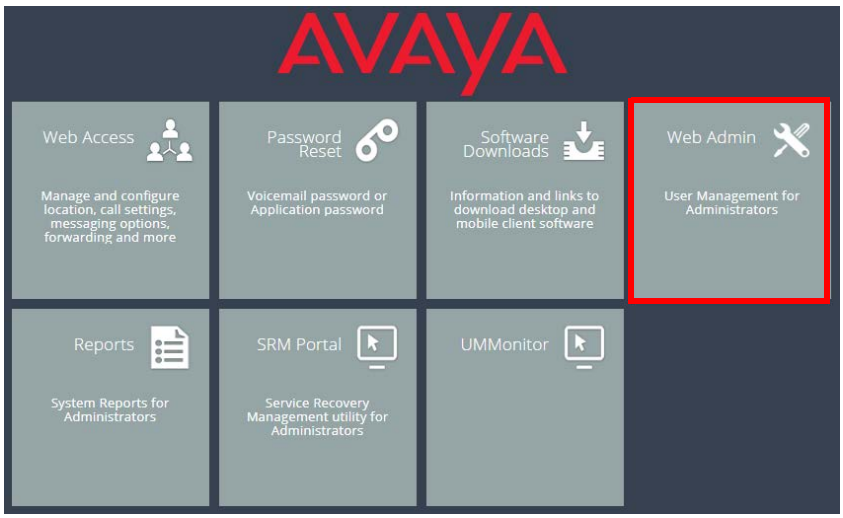
Note: Use Google Chrome for best results. Other web browsers may not be fully supported or provide access to all features.

1. From any computer with Internet access, open a web browser. Enter the **IP Address for the Avaya Messaging voice server**. For example:

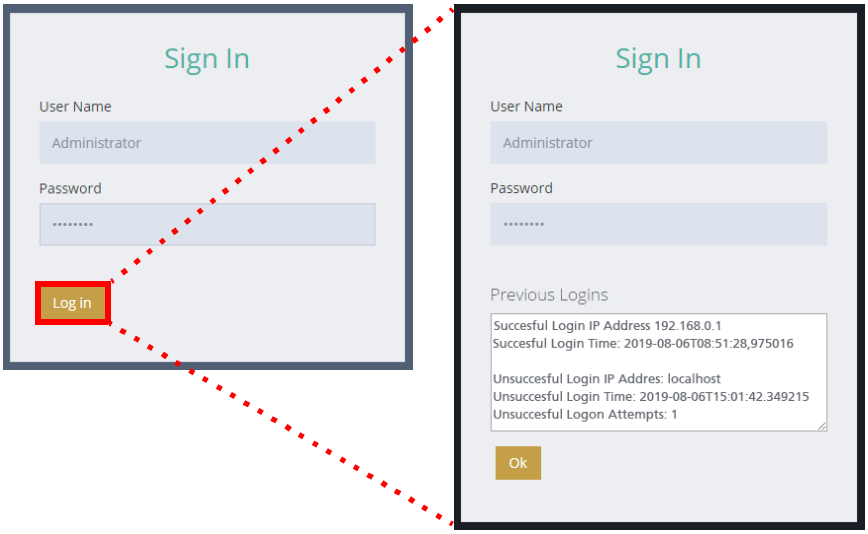
   http://192.168.0.1

Note: The Avaya Messaging server must be configured to allow access via the Internet. Refer to Avaya's Server Install Guide for more information.

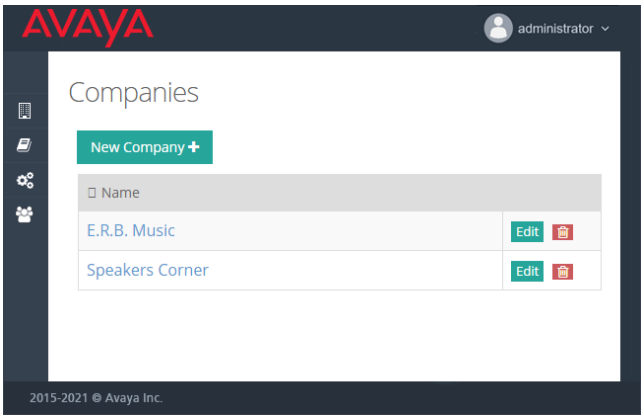
2. From the menu, select **Web Admin**.



3. At the login screen, enter the administrator **User name** and **Password** for the Avaya Messaging voice server, then click **Log in** and **OK**.



4. The Web Admin screen appears in the browser window.



Web Admin Languages

The Web Admin interface supports different languages. The language specified within the browser will be used to display the text items in Web Admin.

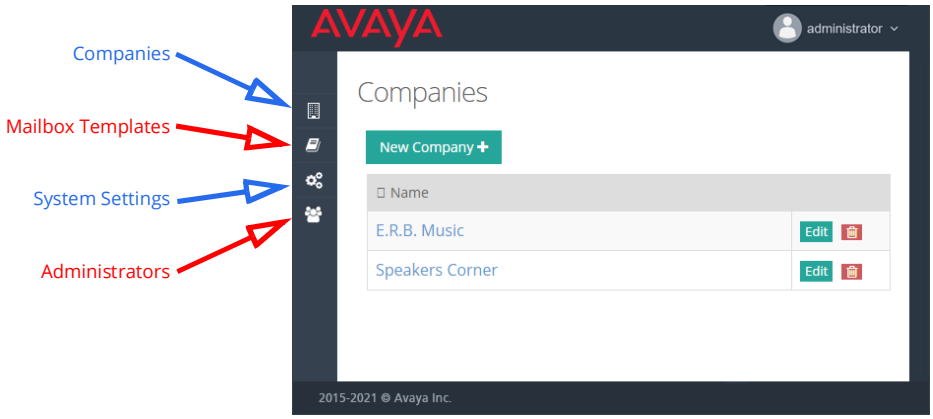
The languages currently supported are:

- English
- French
- Spanish

Main Page

The Web Admin main page has 3 main tabs along the left-hand side. Additional functions are contained within each object.

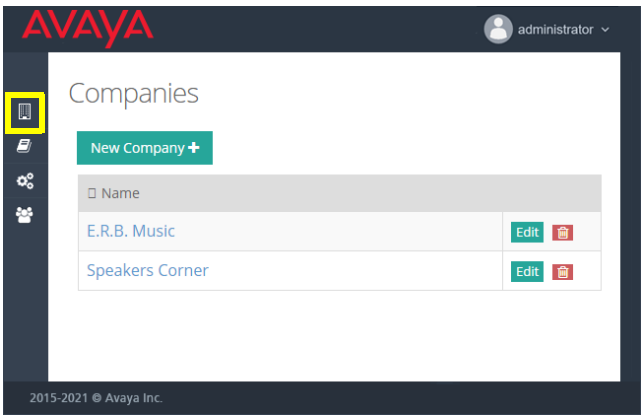
- Companies
- Mailbox Templates
- System Settings
- Administrators



Companies

Avaya Messaging allows you to create a single or multiple companies on a single server with multiple configurations for better management and segregation. Company settings set the ground rules for security, message management, ASR features, etc. All Feature Groups and Mailboxes under a Company share the rules and settings established for that Company.

All of the currently configured companies on the server are displayed here. Refer to Avaya's Server Configuration Guide for a complete description of all of the displayed options.



Click **Edit** beside a company to view and change its configuration. Click **New Company** to create a new company identity.

Note: The number of companies that can be added is controlled by your license. The base license allows you to have 2 companies. Contact your reseller if you need more than this.

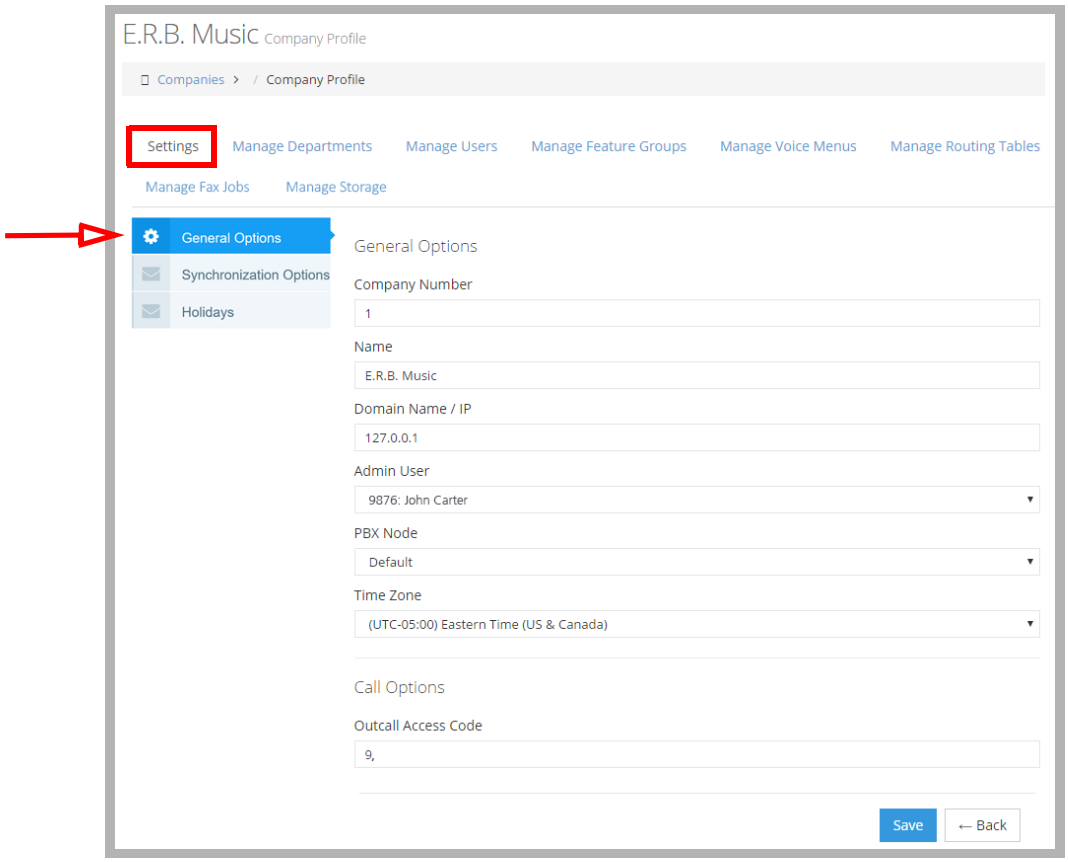
Caution: You must configure at least one company or the system will not operate correctly.

Settings

The Settings tab includes two sub-categories.

General Options

This section allows the user to view and modify the company's primary configuration.



Company Number: This field is entered automatically when you save the company. Each company must have a unique identifier.

Name: Enter the name of the company. The company name is used to associate users with a particular company when there are two or more companies sharing the same server. If this system is configured for only one company, modifying this field will not affect any functionality of the system.

Domain Name/IP: Enter the domain name or the company IP address of the server.

Warning: This domain name or IP address should not be the same as your mail server, especially when using IMAP synchronization or BES. For example, if you are using company.com as your mail server domain (e.g. user@company.com), the domain you enter here should be similar to voiceserver.company.com and never company.com.

Admin User: Enter the Administrator's Mailbox. The Admin Mailbox specified must have a VPIM address defined which is used for sending delivery notifications.

PBX Node: From the dropdown menu, select the PBX node that the current company will utilize. This option is only available if you have multiple PBXs defined in the PBX settings. You must choose a node whenever the option is available to you so that the system can properly manage the calls. Node numbers must be assigned sequentially starting with **1** (e.g. 1 2 3 4...).

Time Zone: Select the difference in hours between your primary office location and Greenwich Mean Time (GMT).

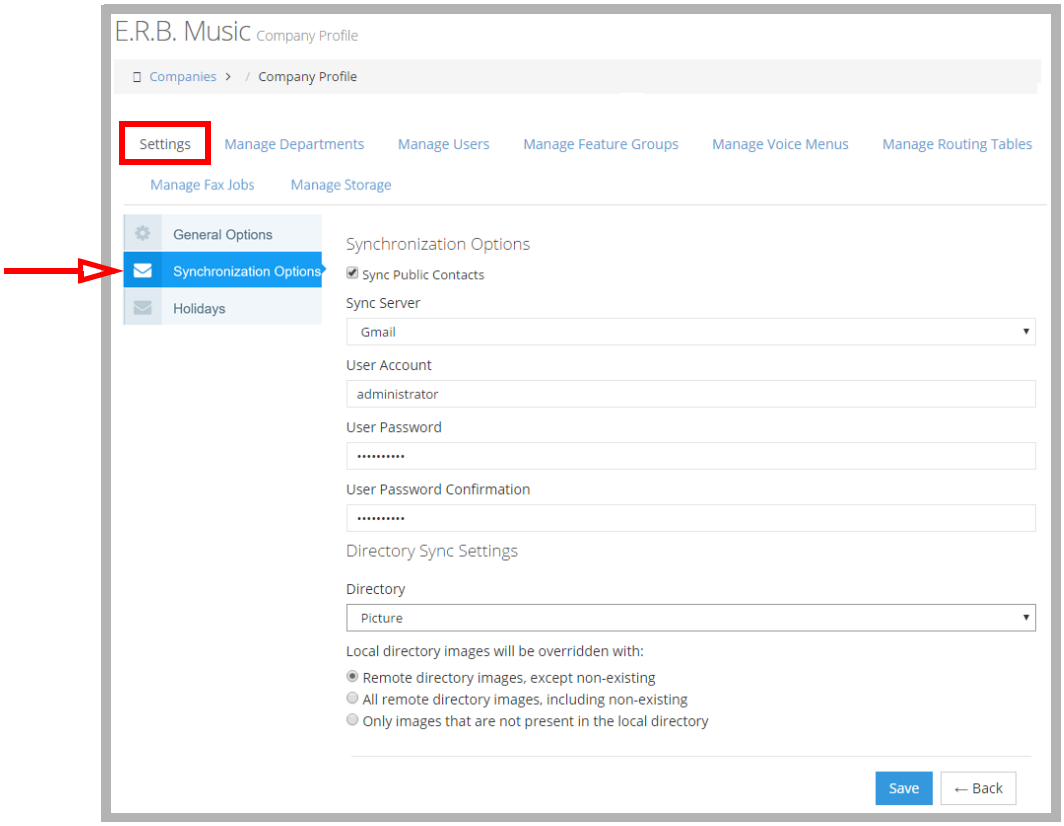
Outcall Access Code: Enter the code for system to access an outside line, followed by a comma.

Note: Avaya Messaging supports **Multi-Tenanting** where more than one company is setup on a single voice server. Each company is isolated from the others, so incoming calls on specific numbers or lines can be automatically routed to the correct auto attendant, Telephone User Interface and other resources. Additional licensing is required to configure more than one company.

Synchronization Options

Users can upload photographs to Google as part of their profile. The Synchronization Options tab allows the UC System to update these profile pictures when changes are made to the original online source files.

This tab provides company wide access for the system and requires an OAuth2 Service Account and Private key password to have been created on Google first.



Sync Public Contacts: Enable to include all corporate Public contacts. Disable to include only corporate contacts in the synchronization.

Sync Server: Select the server where the profile picture is stored (e.g. **Gmail**).

User Account: Enter the user name taken from the **Client ID** of the OAuth2 Service Account. Do not include the domain portion of the Client ID.

User Password: Enter the OAuth2 private key password (**notasecret**).

User Password Confirm: Re-enter the private key password to confirm.

Directory: Select **None** to disable profile picture synchronization. Choose **Pictures** to synchronize with the online source directory.

Avaya Messaging includes contact pictures if they have loaded a picture onto their Google profile. The **Image Directory Settings** control how the UC server deals with updated picture files.

Remote directory images, except non-existing: Picture files that are already in the storage directory that have changed since the last update will be downloaded.

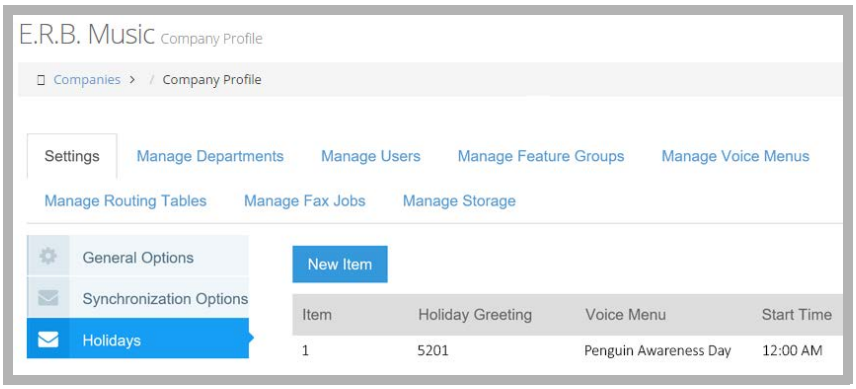
All remote directory images, including non-existing: All picture files for contacts will be downloaded to the image

directory.

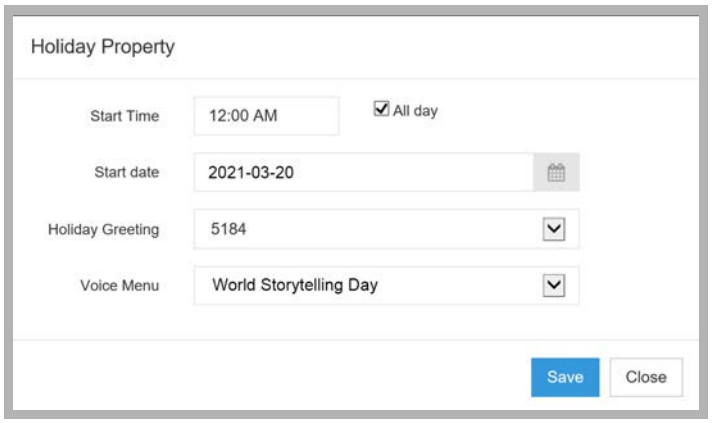
Only images that are not present in local directory: Picture files that are not already in the image directory will be downloaded.

Holidays

The Holidays tab allows you to specify holidays so that an appropriate greeting can be played on that day. You can enter as many holiday dates as you require.



Click **New Item** to add a holiday to the company schedule. Fill in the fields accordingly.



Start Time: Select or enter the start time of the holiday. Callers will hear the selected greeting and be sent to the define Voice Menu starting at the chosen time. The holiday will expire at 23:59 PM of that day.

All day: Enable this checkbox to honor the holiday for the entire day. The callers will hear the selected greeting and be sent to the define Voice Menu starting at 12:00 AM of the holiday. The holiday will expire at 23:59 PM of that day.

Month: From the dropdown menu, select the day, month and year that the holiday appears in.

Holiday Greeting: From the dropdown menu, select the prompt that corresponds to the selected holiday.

Note: You must record a new prompt for each holiday that you add. To record these greetings, refer to Recording a company greeting on page 451.

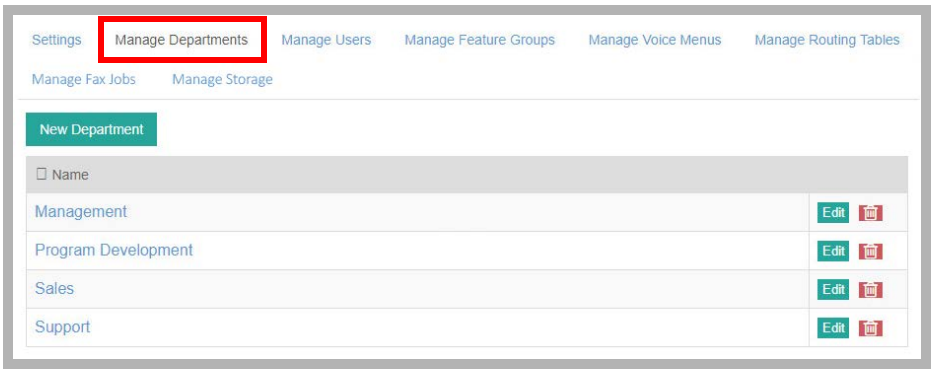
Voice Menu: From the dropdown menu, select the Voice Menu that the system will use during the Holiday hours.

Click **Save** when finished.

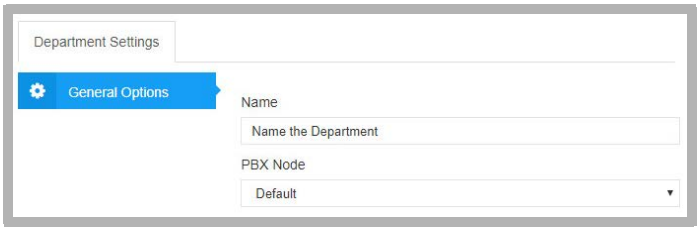
You can add as many holidays as required.

Manage Departments

Use the **Manage Departments** tab to create, edit and remove the departments within your company.



Click **New Department** to create a new unit, or click **Edit** beside and existing one to reconfigure.

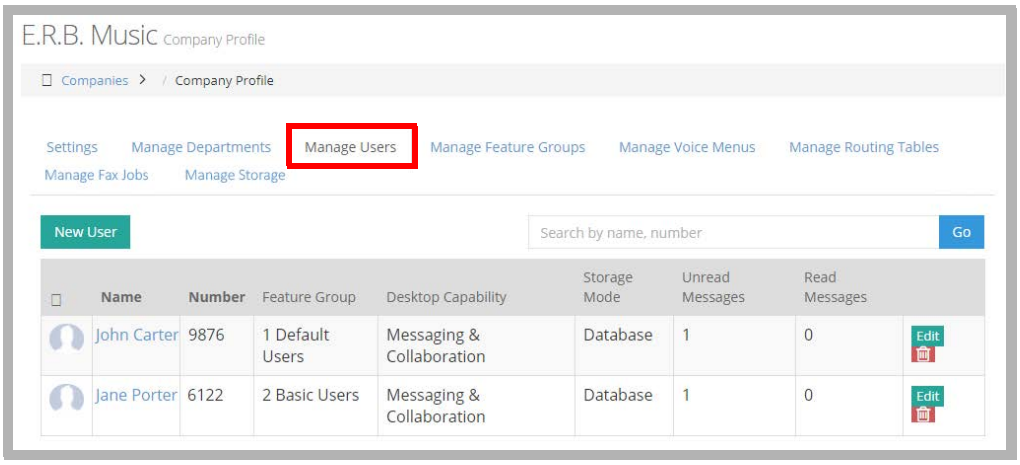


Name: Give a name to the new unit that helps to define its function.

PBX Node: From the dropdown menu, select the PBX Node that this department will reside on.

Manage Users: User Settings

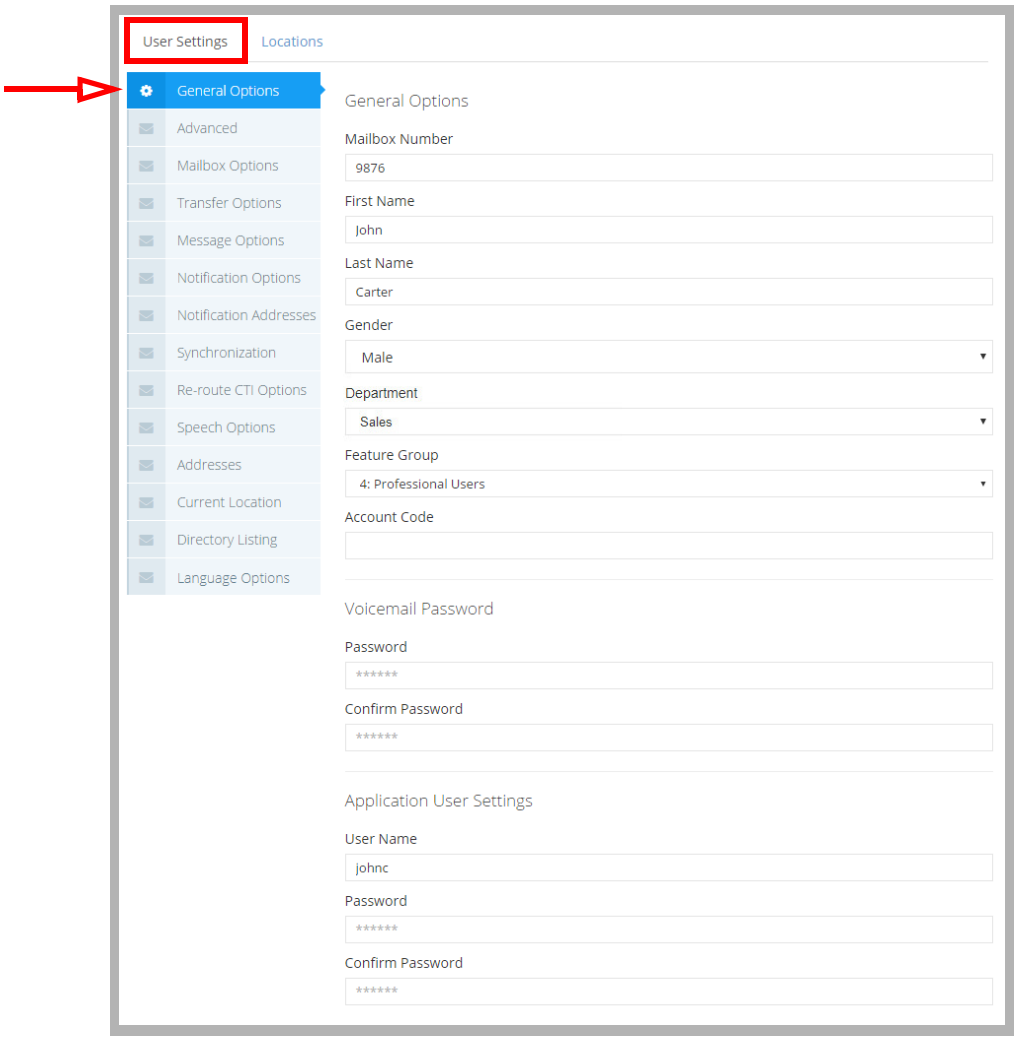
All currently configured users are shown here.



Click **Edit** beside a user, or click **New User** to add new people to the company.

General Options

The General tab allows you to configure the basic properties of a Mailbox including the number, name, password, etc.



Mailbox Number: The UC system automatically fills in the Mailbox number based on the other Mailboxes in the system upon Mailbox creation. If you wish to change it, simply enter the new Mailbox number in the field.

Note: If you want to change an existing user's Mailbox number, enter the new number in the **Mailbox Number** field and click **Save**. As a precautionary step to ensure Mailbox data is not lost, a new Mailbox entry based on the new number is created. The old internal extension number within the address tab will remain the same and can be changed manually.

First Name: Enter the first name of the user.

Last Name: Enter the last name of the user.

Gender: This will be used to select the TTS Voice (female/male) used when playing an email for the user, or generating a name greeting when name is recorded. The TTS Voice used for each gender is specified in the **Company Setup > Company Languages > Add/Edit** tab.

Department: If the administrator has configured one, the user can be added to an Organizational Unit using the dropdown menu.

Feature Group: From the dropdown menu, select the Feature Group that will be associated with the Mailbox.

Account Code: Enter the account number. This is used to pass account number information for toll charge billing back to an individual user.

Voicemail Password

Password: Enter the user's password. This password must be **numeric**.

Confirm Password: Confirm the user's password.

Application User Settings

User Name: Enter the user name for the account if the user is using the UC server as an email server. This is also the account used to login in to the Avaya iLink packages when using UC Credentials.

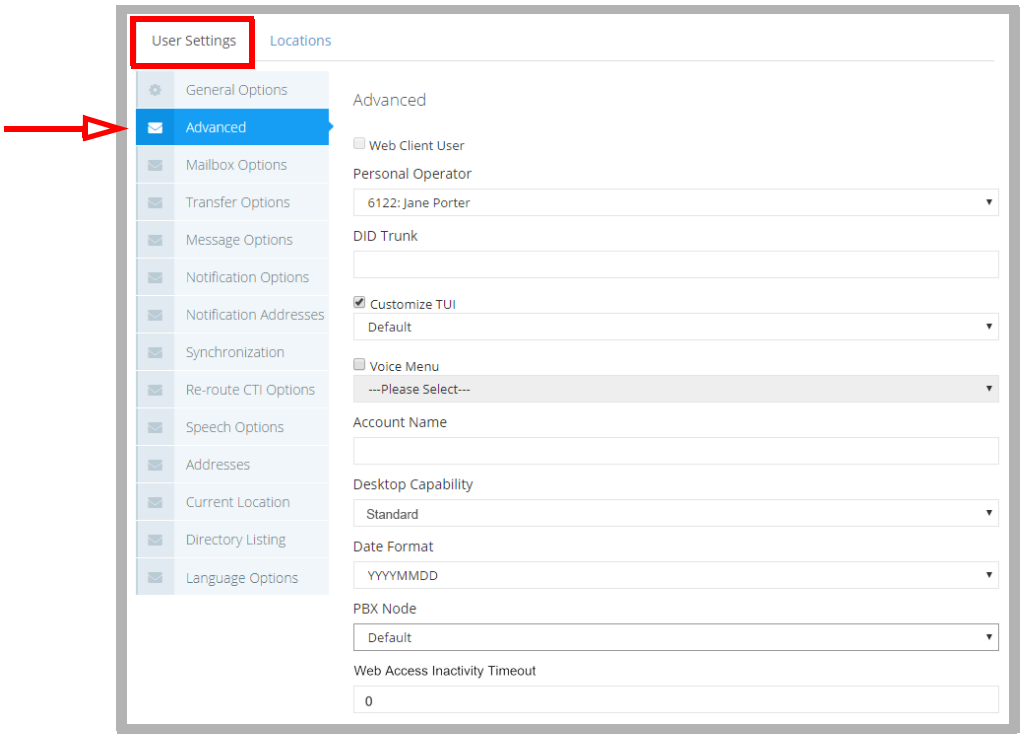
Password: Enter the user's password for the account. This password must be **alphanumeric** (not all numbers).

Confirm Password: Confirm the user's password for the account.

Note: When accessing the system using a telephone keypad, the Voicemail username and password are used. For all other access, such as through the Internet, use the Application User password.

Advanced

The Advanced tab allows you to configure the features that may be attached to the Mailbox such as Customize TUI, Web Access, etc.



Web Client User: Enable this checkbox to give the mailbox Web Access capability.

Personal Operator: From the dropdown menu, select a personal operator if you have a different person as your operator other than the company default.

Note: This field is optional, but if you select an operator, you must also specify a Mailbox. This Mailbox is recognized as the operator for this individual. When the caller is in a particular Mailbox and hits **0**, if this field is set, this user will be redirected to the Mailbox specified in this field instead of going to the company's active operator.

D.I.D Trunk: Enter the trunk number that the system will use to access the voicemail of this Mailbox. This field is normally used for Norstar Systems.

Customize TUI: Enable this checkbox to select a customized TUI from the accompanying dropdown menu.

Note: The dropdown menu is enabled only if you select **Customize TUI**.

Voice Menu: Enable this checkbox to have the user's calls answered with a customized Voice Menu offering callers a variety of choices. Select a Voice Menu to use for this Mailbox in the dropdown menu beside.

Note: A Voice Menu must be created in Avaya Messaging Admin before it can be applied to a Mailbox.

Account Name: Enter the Windows domain and account name for this mailbox user (e.g. DOMAIN\USER_NAME). If this is configured alongside Auto Discovery, users will be able to log into their iLink Pro Desktop based on their domain credentials without having to configure or enter any information in iLink Pro Desktop. This single sign on feature is only available when the user is on the same network as the Avaya Messaging server.

Desktop Capability: From the dropdown menu, select the type of functionality that this user will have .

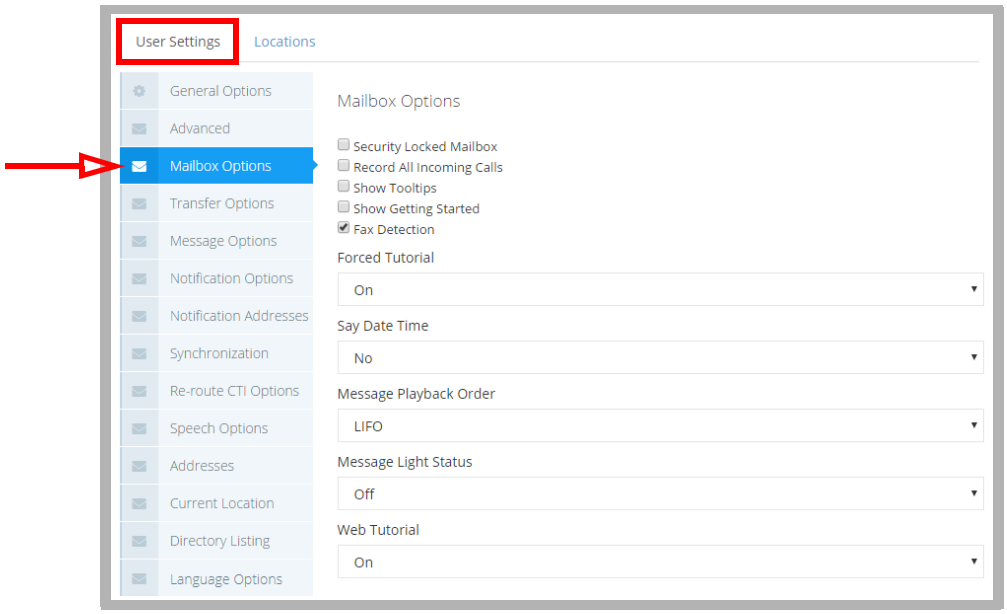
Date Format: From the dropdown menu, select the date format which will determine the way in which the date is expressed in Web Access and/or the telephone.

PBX Node: From the dropdown menu, select the PBX node on which the Mailbox will reside. This option is only available if there are multiple PBX nodes defined on the system.

Web Access Inactivity Timeout: If Web Access is left idle for the number of minutes specified, the current user is logged out. It will be necessary to login again when the user returns. Enter **0** to have no timeout.

Mailbox Options

Mailbox Options allows you to configure additional features that may enhance the user's experience with the associated Mailbox.



Security Locked Mailbox: This checkbox becomes enabled when a mailbox becomes locked after failing to log in X number of times. The X is defined on the Company properties under Password/Security tab. Disable this checkbox to allow users to log into their mailbox.

Send Business Card: Enable this checkbox to allow the user to send personal contact "signature" information with all messages.

Record All Incoming Calls: Enable this checkbox to have all inbound calls to the current Mailbox recorded.

Show Tooltips: Enable this checkbox to have Hints help documentation displayed by default throughout the Web Admin windows. The Hints help documentation, shown in yellow strips at the top of each screen, will display in Web Admin for the user until the user turns it off.

Show Getting Started: Enable this checkbox to have the Getting Started page displayed by default in Web Admin for the user. The Getting Started page will display until the user turns it off.

Fax Detection: Enable this checkbox to allow incoming faxes to deliver their message to the user's inbox if the call is unanswered. With this box unchecked, the phone set will ring but a fax call will be dropped if it is not answered.

Forced Tutorial: Select **On** from the radio buttons if you want the user to be prompted with a tutorial when accessing his / her Mailbox through telephone. You can select a full or simple tutorial through **UC Admin > Voice Server > Advanced > Simple Tutorial** (page 235).

Say Date Time: Select the Yes radio button if you want the user to be able to hear the envelope information when listening to a message. The information to be relayed is defined in the TUI action.

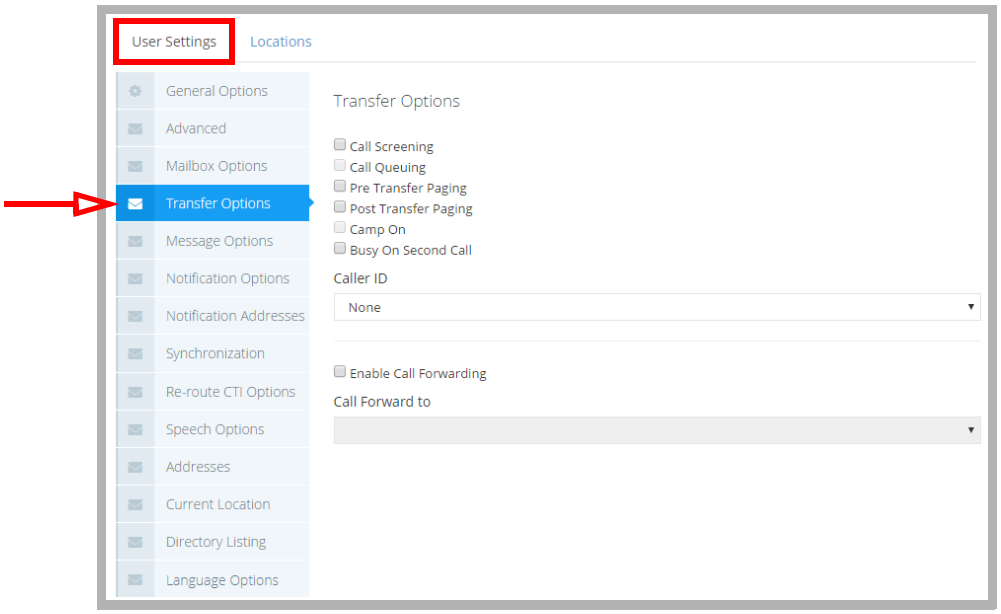
Message Playback Order: Select one of the radio buttons. This allows the users to listen to their messages by either FIFO (plays the oldest message first, newest message last) or LIFO (plays the newest message first).

Message Light Status: Displays the current condition (On / Off) of the Message Waiting Indicator for this mailbox.

Web Tutorial: Select **On** to enable a tutorial for the user when opening the Web Access. This option is enabled by default and turned off once the user has completed the tutorial or turns it off themselves. When a mailbox is created or reset, an email is sent to the user prompting them to complete the tutorial or to disable the feature.

Transfer Options

The Transfer Options tab of Mailbox allows you to configure the way in which incoming calls for the current Mailbox will be managed.



Call Screening: Enable this checkbox to instruct callers who wish to transfer to an extension to state their name at the tone.

Note: Call screening requires the call to be supervised and the user must be in his or her group.

Before the call is transferred, the recipient hears the caller's name and is prompted by the system to accept the call press **<1>**, to send to another extension press **<2>**, to accept and record conversation press **<3>**, to send to your Mailbox press **<#>**.

Call Queuing: Enable this checkbox to place incoming calls in a queue when an extension is busy. Callers are informed of their position in the hold queue and are given opportunities to either continue to hold or leave a voice message.

Warning: Call queuing is available only on telephone systems that provide a busy tone. Most telephone sets with multiple extension appearances do not produce a busy tone.

Pre Transfer Paging: Enable this checkbox to page users before the call is transferred.

When a caller requests an extension, the caller is put on hold and the UC system pages the user. The system then waits for a definable period of time (this timer is defined in the Advanced dialog with a default of 5 seconds) and then transfers the caller to the desired extension.

Post Transfer Paging: Enable this checkbox to page users after the call is transferred.

When a caller transfers to an extension that is busy or is not answered, the caller is forwarded to the user's Mailbox. In the user's personal greeting, the caller can be given the option to page the user over the telephone intercom system (for example, "Press 4 to have me paged"). Callers must be informed of the paging feature in the user's personal greeting. The system does not have a pre-recorded prompt.

CampOn: Enable this checkbox to notify the caller when the recipient of the call is available, assuming that the dialed number was originally busy.

Busy on Second Call: With this option enabled, incoming calls will be immediately routed to voicemail if the user is already on the phone. If disabled, incoming calls will keep trying to reach the user at that extension until the line is free.

Caller ID: From the dropdown menu, select the desired option to configure the Caller ID.

Note: This option is required for desktop screen pops using iLink Pro Desktop. The iLink Pro Desktop settings must also be configured to accept screen pops.

Note: If a blank Caller ID is sent to the iLink Pro Desktop, there will be no pop-ups.

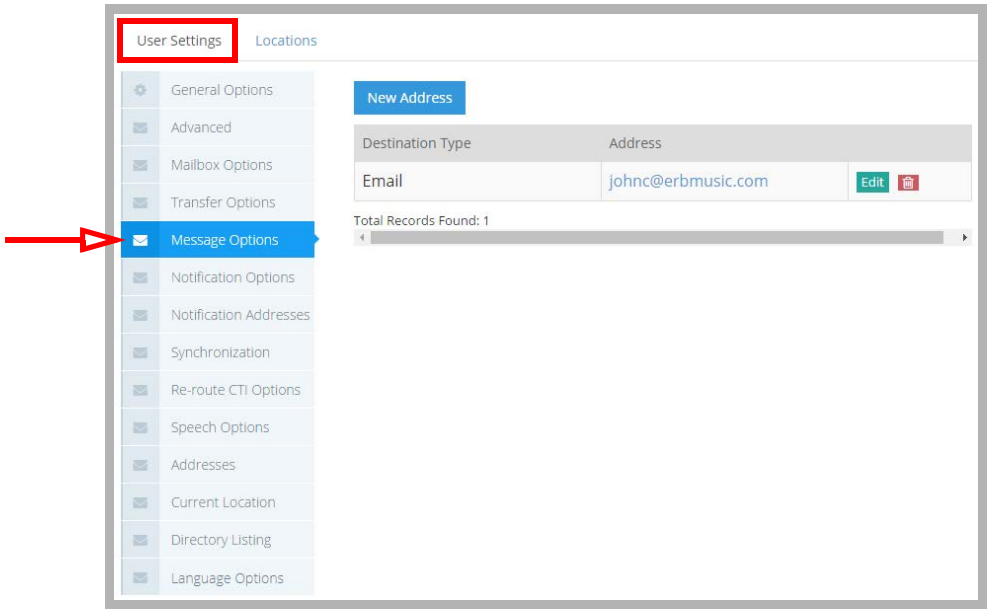
Enable Call Forwarding: Enable this checkbox to forward incoming calls transferred from the automated attendant to another Mailbox.

Call Forward to: Enter the Mailbox that calls will be transferred to manually or use the directory to select the Mailbox.

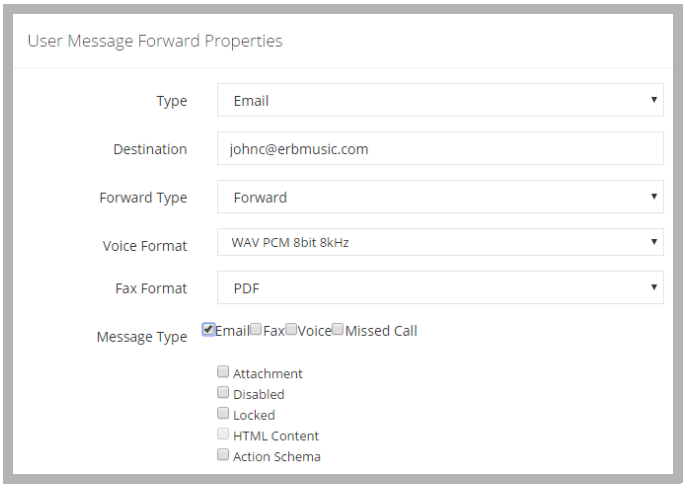
Note: When assigning a Mailbox to the fax extension or Admin Mailbox, you can hit the **Check Names** or **Address Book** buttons to find the Mailbox you are looking for.

Message Options

The Message Options tab of Mailbox allows you to control the user's messaging forwarding.

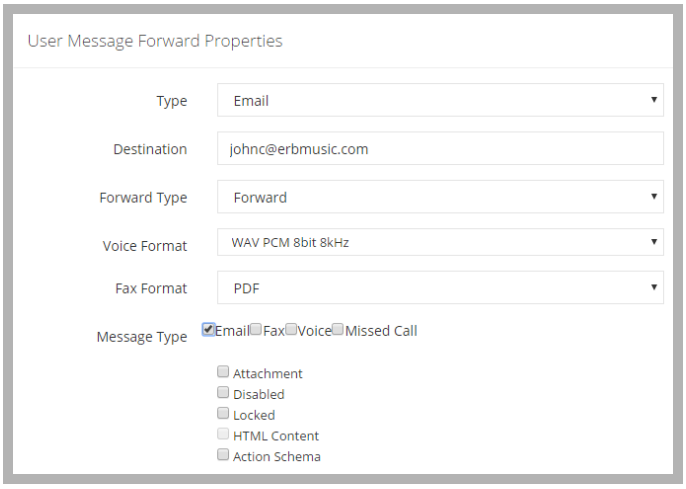


Edit an existing user, or click **New Address** to add a new person.



Add / Edit Message Options

The messages that arrive in the current Mailbox may be automatically forwarded or relayed to a destination of choice.



Type: From the dropdown menu, select the address type of the destination.

Destination: Refer to the chart.

Address: Refer to the chart.

Type	Destination	Address
AMIS	From the dropdown menu, select the desired Remote Site.	Enter the address within the chosen Remote Site that you wish to forward/relay to.
Distribution List:	From the dropdown menu, select the distribution list (both public and private from the Mailbox that is being configured will be available).	
email:	Enter the desired email address.	
Mailbox:	Enter the Mailbox number then click on verify or select a Mailbox from the directory.	
Print to Fax:	Enter the fax number or use the ellipsis button ... to open a dialog box.	
Print to Server Default Printer		
SMS email	Enter the desired email address.	
SMS Phone	Enter the phone number or use the ellipsis button ... to open a dialog box.	
VPIM	From the dropdown menu, select the desired Remote Site.	Enter the address within the chosen Remote Site that you wish to forward/relay to.
Storage Path	Enter the network path to the storage location.	Must be UNC Compatible path
Google Docs	Enter Google Docs Collection location.	Requires an existing collection

Forward Type: From the dropdown menu, select Forward or Relay.

Voice Format: From the dropdown menu, select the format of voice messages. The WaveUlaw8 format is recommended as the default.

Fax Format: From the dropdown menu, select TIFF or PDF. Fax messages that are automatically forwarded to email addresses will be converted into the selected format.

Message Type: Enable the checkboxes for the type of messages you want forwarded/relayed to the destination address.

Attachment: Enable this checkbox to allow any attachments to be included in the forwarded/relayed message.

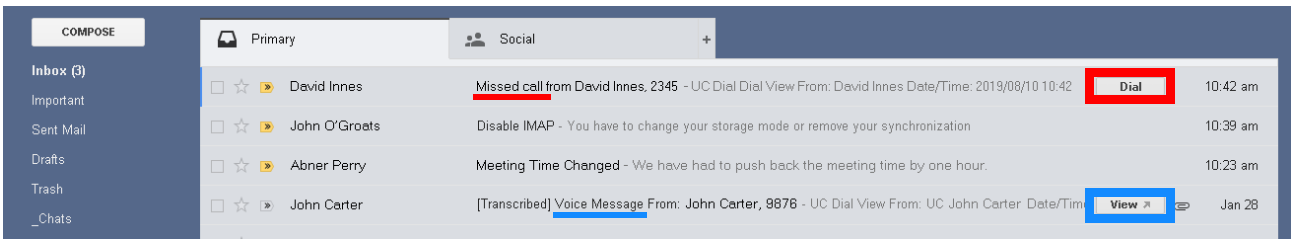
Disabled: Enable this checkbox to not automatically forward or relay received messages for the chosen address. This setting can be toggled by the Mailbox user at any time.

Locked: Enable this checkbox to not automatically forward or relay received messages for the chosen address. This setting can be toggled by the administrator and is active until changed.

HTML Content: Enable this checkbox to have files attached to messages accessible only through a hyper link (HTTP).

Note: Multiple Destinations require **separate** address entries to be made for each.

Action Schema: Enable this option to have tags appear in the subject line of emails that contain voice messages, or those that denote missed calls. This feature only applies to email clients that support DKIM verification.

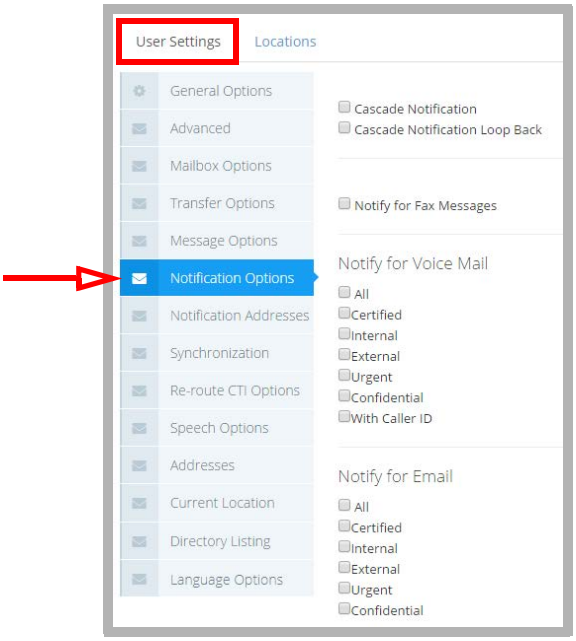


Dial: When an incoming call is received but not answered, and the caller does not leave a voice message, the Dial button will appear in the subject line of the email header. Click the button to place a call to the contact.

View: When a caller leaves a message in the mailbox, the View button will appear in the subject line of the message header. Click the call to open the playback control window to listen to the message through any audio capable device.

Notification Options

The Notification Options tab allows you to specify internal or external addresses that can be used to notify a user when they receive new messages.



Cascade Notification: Enable this checkbox to instruct the system to send notifications in consecutive order to a list or defined notification schedule.

Cascade Notification Loop Back: Enable to allow cascade notification loop back, which is like cascade notification except that it will not stop notifications after all retries are complete. It will instead start again from the beginning.

Notify for Fax Messages: Enable this checkbox to send a notification when fax mail is sent.

Notify for Voice Mail

Select one or more options from the following choices to activate notification for voicemail messages.

All - Notifies user of all voice mail messages that are received

Certified (Read Receipt) - Notifies user if a certified voice message has been received

Internal - Notifies user if a voice message has been received from an internal caller

External - Notifies user if a voice message has been received from an external caller

Urgent - Notifies user if an urgent voice message has been received

Confidential - Notifies user if a confidential voice message has been received

With Caller ID - Notifies user only if voice mail message is accompanied by Caller ID

Notify for Email

Select one or more options from the following choices to activate notification for email messages.

All - Notifies user of all email messages that are received

Certified (Read Receipt) - Notifies user if a certified email has been received

Internal - Notifies user if a email has been received from an internal caller

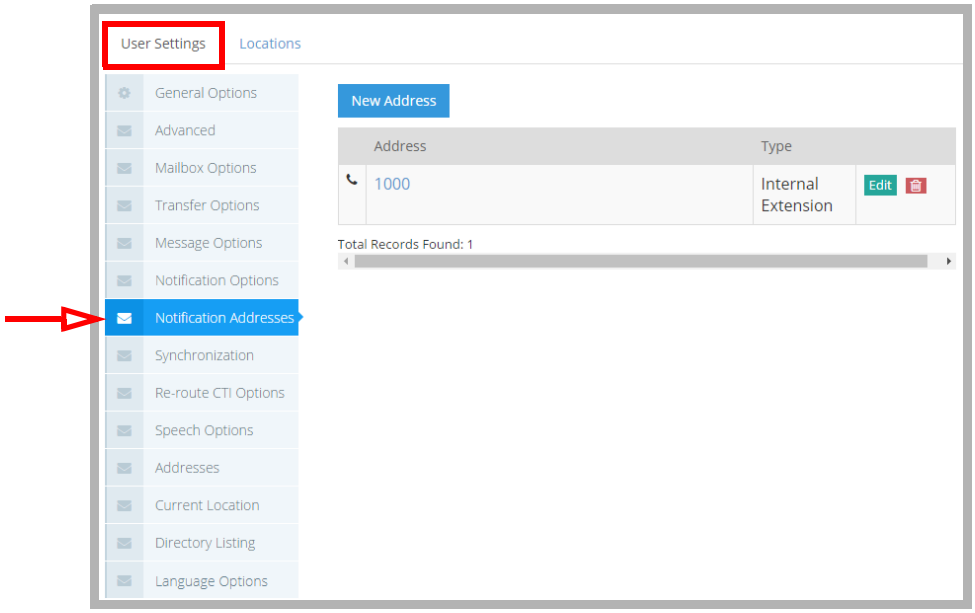
External - Notifies user if a email has been received from an external caller

Urgent - Notifies user if an urgent email has been received

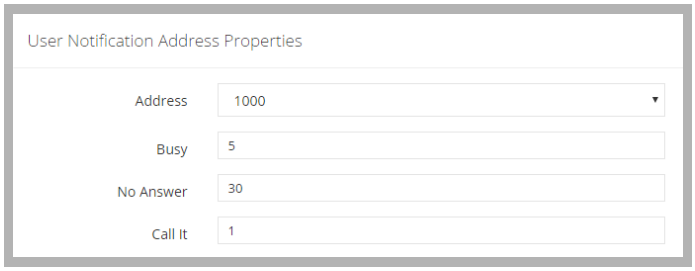
Confidential - Notifies user if a confidential email has been received

Notification Addresses

You may define as many notification destination addresses as you want to ensure that you receive all the notifications that you have defined.



Edit an existing address, or click **New Address** to create a new one.



Address: From the dropdown menu, select an address that will be used for notification. The addresses available on this list are the addresses listed under the current Mailbox's Address tab.

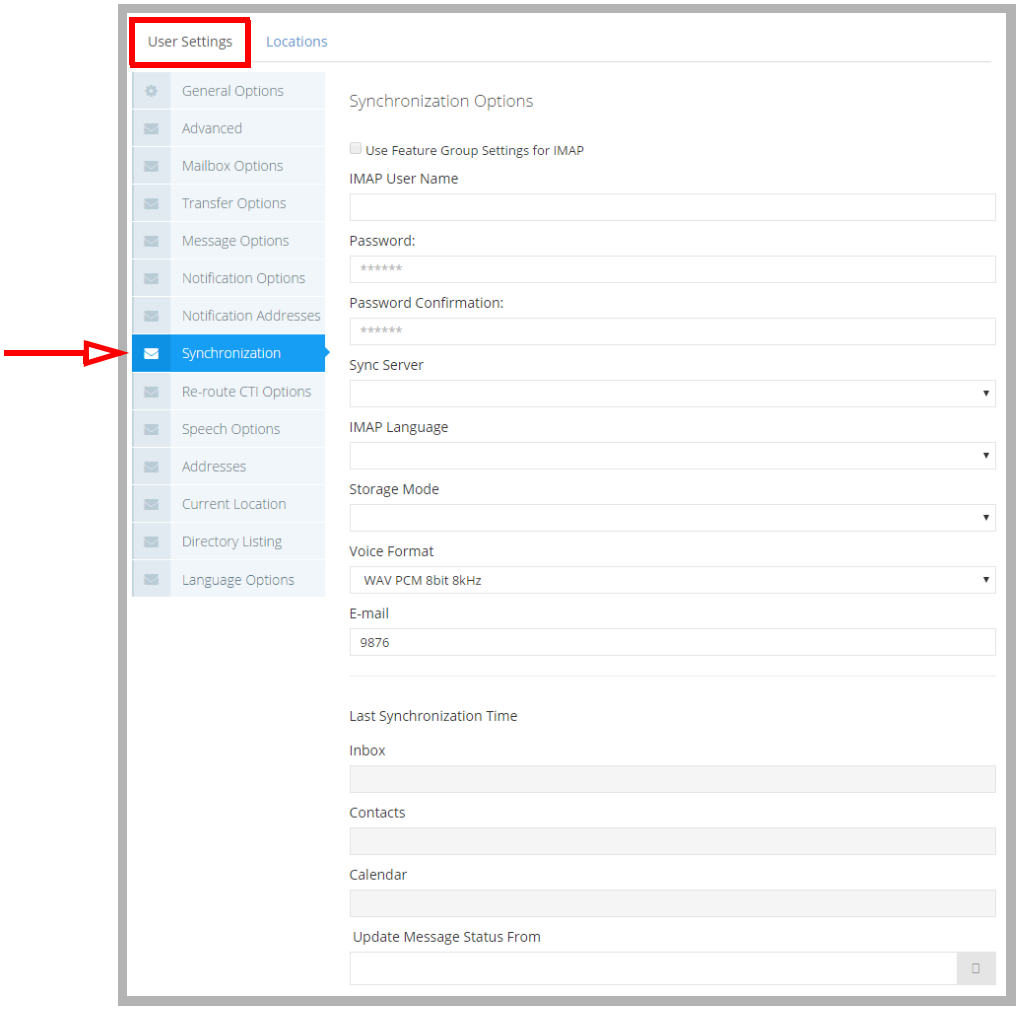
Busy: Enter the amount of time (**in minutes**) that the system will wait before retrying notification when the destination address is busy.

No Answer: Enter the amount of time (**in minutes**) that the system will wait before retrying notification when the destination address does not answer.

Call It: Enter the **number of times** the system will attempt to notify the Mailbox user. If the system is successful, it will not retry.

Synchronization Options

Synchronization Options allows you connect the current Mailbox with the IMAP CSE feature to synchronize information between your UC server and the email server (e.g. Microsoft Exchange, IBM Domino).



Use Feature Group settings for IMAP: Enable this checkbox to use the IMAP settings of the Feature Group. This is used when you are using a superuser account to connect to the Exchange server for the IMAP CSE feature.

IMAP User Name: Enter the IMAP account user name which the UC server will use to synchronize the data. Follow the domainname/username/alias format for this field.

Password: Enter the IMAP account password.

Password Confirmation: Re-Enter the IMAP account password.

Sync Server: From the dropdown menu, select the corresponding IMAP server.

IMAP Language: From the dropdown menu, select the primary language of the IMAP account.

Storage Mode: From the dropdown list, select IMAP to store messages in the IMAP store, or Database to store messages in the UC database.

Note: This field indicates whether or not the Mailbox is IMAP-synchronized. Setting storage to Database indicates no IMAP synchronization.

Voice Format: From the dropdown menu, select the voice compression format which is to be used when the user is sending a voice message outside of the UC server.

E-mail: Enter the email address to synchronize for the current user.

Last Synchronization Time

Inbox: This field displays the last time that the inbox of the mailbox was synchronized through the IMAP CSE server with the email server. This field cannot be modified and is for reference only.

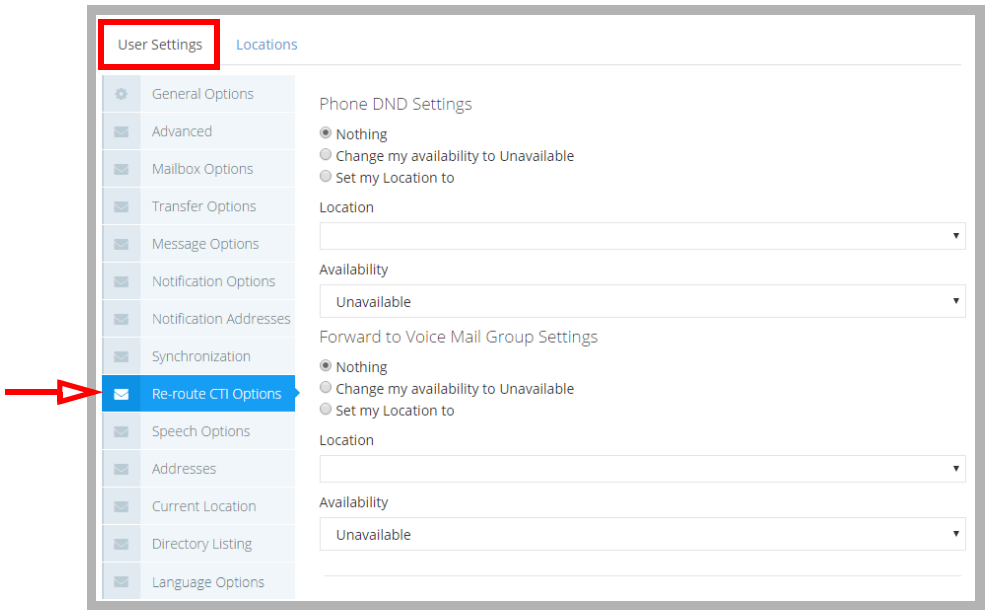
Contacts: This field displays the last time that the contact entries of the mailbox were synchronized through the IMAP CSE server settings with the email server. This field cannot be modified and is for reference only.

Calendar: This field displays the last time that the calendar entries of the mailbox were synchronized through the IMAP CSE server settings with the email server. This field cannot be modified and is for reference only.

Update Message Status From: This will synchronize the legacy IBM Domino and the UC servers at a defined time. Click the ellipsis button ... to manually select the date for the synchronization.

Re-route CTI Options

Re-route CTI Options lets you automatically append availability and/or location settings depending on your telephone settings. This feature is dependent on the telephone system that is utilized with the Mailbox.



Phone DND Settings

Nothing: Select this radio button to inform the caller that the phone is set to DND.

Change my availability to Unavailable: Select this radio button to inform the caller that the user is unavailable.

Set my location to: Select this radio button to manually define the location and availability that the callers will be informed of when the phone is set to DND.

- **Location**: From the dropdown menu, select the Location that the DND status of the phone will be associated with.
- **Availability**: From the dropdown menu, select the availability that will be associated with above location.

Forward to Voice Mail Group Settings

Nothing: Select this radio button to forward the caller according to the phone settings.

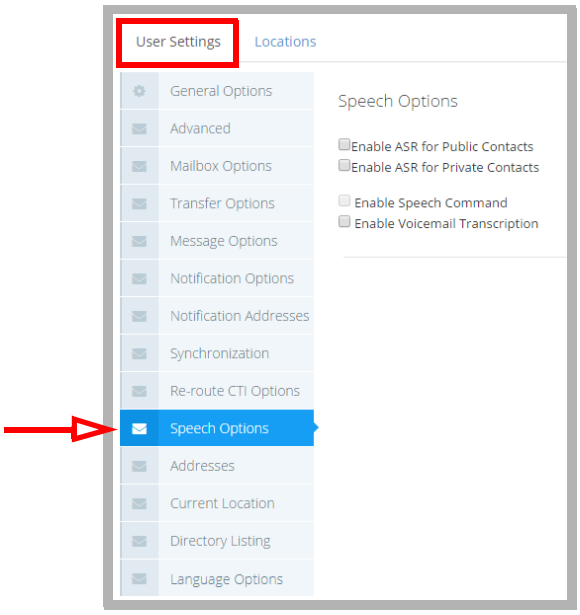
Change my availability to Unavailable: Select this radio button to inform the caller that the user is unavailable.

Set my location to: Select this radio button to manually define the location and availability that the callers will be informed of when forwarding is configured on the phone.

- **Location**: From the dropdown menu, select the Location that the forwarded status of the phone will be associated with.
- **Availability**: From the dropdown menu, select the availability that will be associated with above location.

Speech Options

The Speech Options tab allows you to configure the enrollment of the current mailbox in the voice verification features and configure the related security levels. You may also enable any transcription options here.



Enable ASR for Public Contacts: Enable this checkbox to allow the user of the current mailbox to access their public contacts through ASR along with the traditional DTMF method.

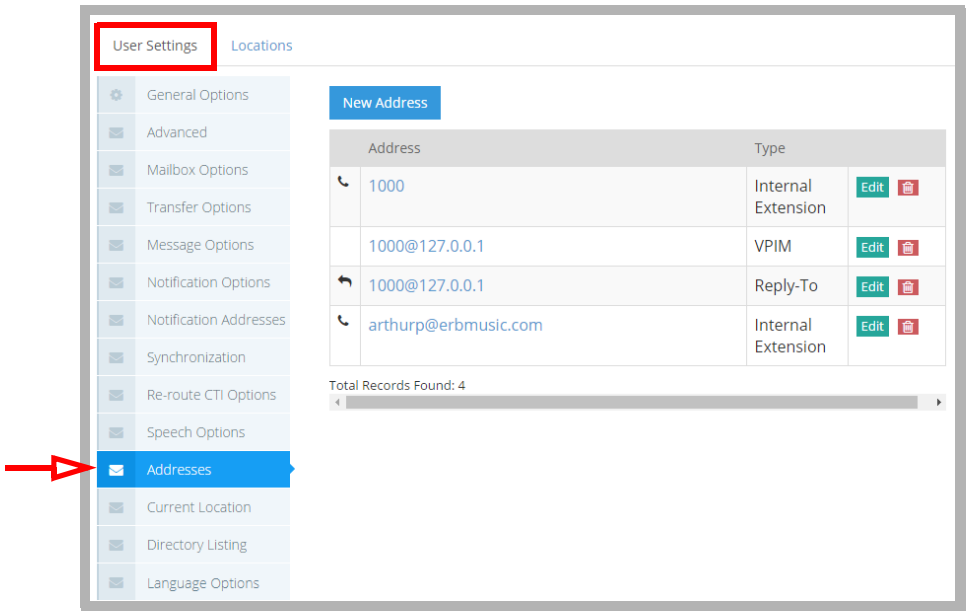
Enable ASR for Private Contacts: Enable this checkbox to allow the user of the current mailbox to access their private contacts through ASR along with the traditional DTMF method.

Enable Speech Command: Enable this checkbox to allow the user of the current mailbox to navigate the TUI through speech commands along with the traditional DTMF method.

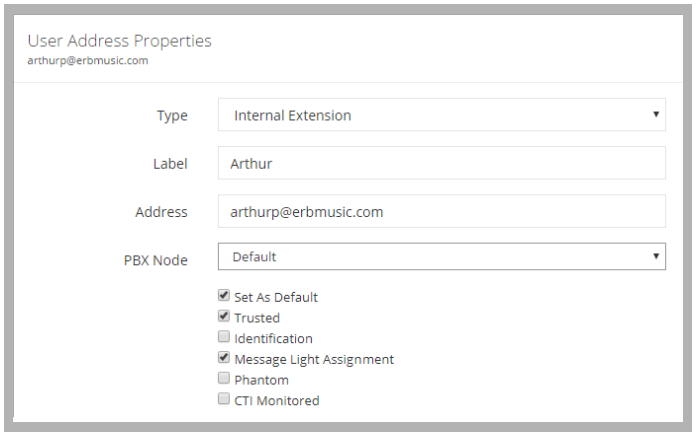
Enable Voicemail Transcription: Enable this checkbox to activate speech-to-text transcription for voice messages. Once enabled, voice messages left in this mailbox will be rendered into text, and sent to the associated email address. A transcription add-on to the Avaya Messaging license is required.

Addresses

Addresses allows you to add many types of addresses to be associated with the current Mailbox. These addresses may be used to further customize the way in which the user interacts with the UC system.



Select one of the following radio buttons to filter the displayed Addresses. The available options will change depending upon the Type chosen.



Type: Select the type of address to add to the mailbox from the dropdown menu.

Label: Provide a human readable name for this address.

Address: Enter the full email address.

PBX Node: From the dropdown menu, select the PBX node that the extension resides in.

Set as Default: Enable this checkbox to make this address the default for the current Mailbox.

Trusted: Enable this checkbox to assign this extension as a trusted number for voice verification features.

Identification: Enable this checkbox to use the defined external number as an Identification Number. The Identification Number can be used as an alternative method to log in to the Mailbox when Voice Verification is enabled on the system.

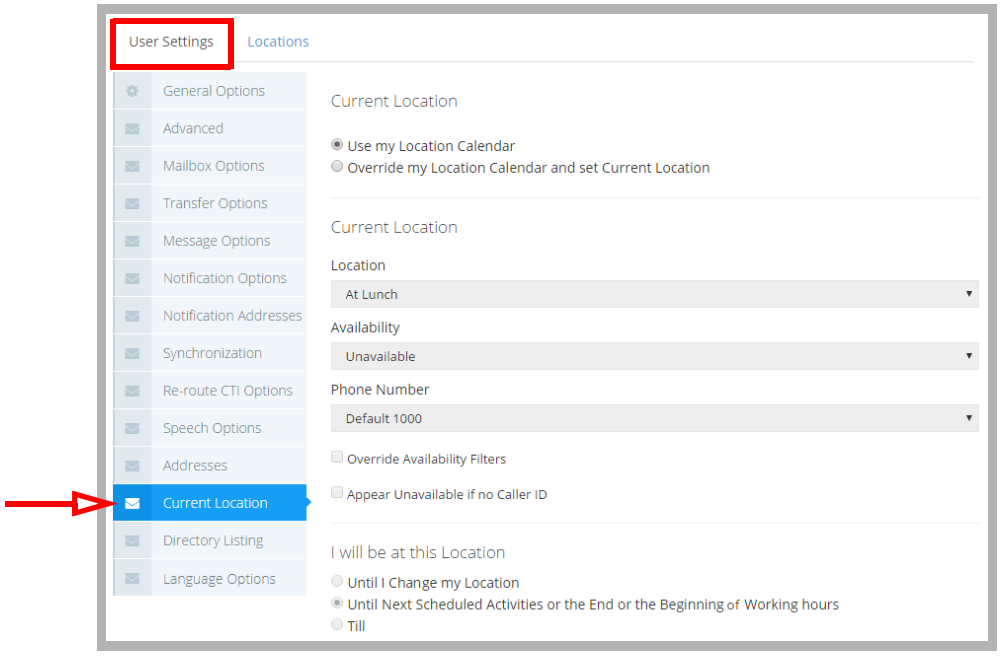
Message Light Assignment: This checkbox to enables message lights on the phone connected to this extension.

Phantom: Enable this checkbox to make the current extension a phantom extension. A phantom extension is not connected to an actual phone but can still be used to play greetings and accept messages.

CTI Monitored: This feature is not currently available.

Current Location Settings

The Locations tab of Mailbox allows you change the location status of the Mailbox and also modify the list of locations defined for the current Mailbox.



Current Location

Use my Location Calendar: Select this radio button to automatically set the location according to the calendar schedule.

Override my Location Calendar and set Current Location: Select this radio button to manually define a location for the current Mailbox. You must also define the following options.

Current Location

Location: From the dropdown list, select the desired location for the Mailbox.

Availability: From the dropdown list, specify the availability of the Mailbox.

Phone Number: From the dropdown list, select the current phone number that will be associated with the Mailbox.

Override Availability Filters: Enable this checkbox to have the system override the availability filter settings associated with the selected location.

Appear Unavailable if no Caller ID: Enable this checkbox to have the user appear unavailable if no caller ID is given on incoming calls.

I will be at this Location

Until I Change my Location: Select this radio button to keep the defined location settings until they are manually changed.

Until Next Scheduled...: Select this radio button to keep the defined location settings until the next scheduled activity on the calendar occurs.

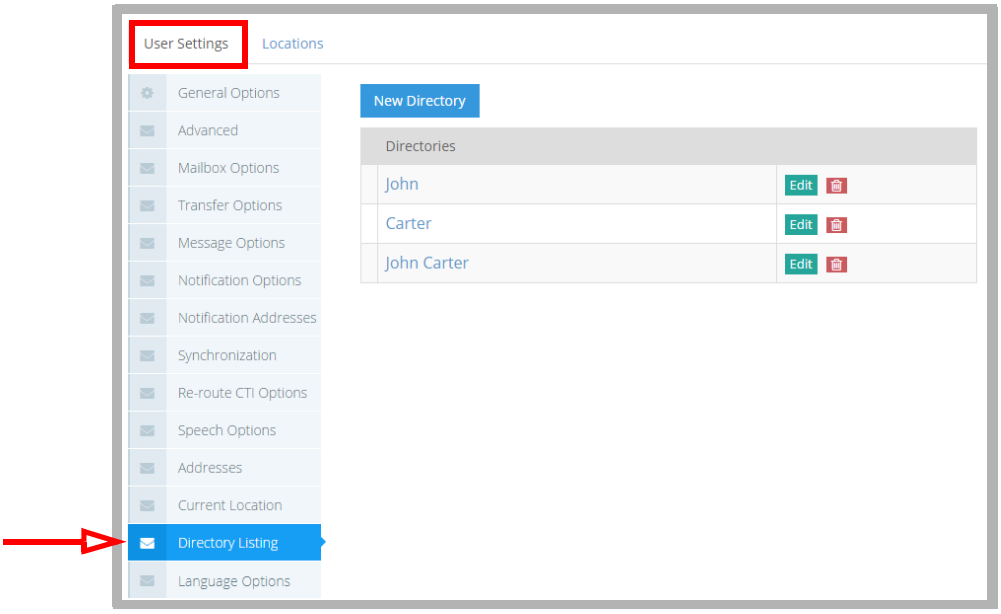
Till: Select this radio button to keep the defined location settings until the designated time. The location will change to the calendar schedule when the defined time is reached.

Directory Listing

The UC server allows the Mailbox user to create nicknames and store them in the company directory. A caller can then spell the user's name or speak the name to the speech enabled automated attendant.

The Mailbox must be in a Feature Group that has the company directory feature enabled. The Mailbox will then be accessible via ASR (Automatic Speech Recognition). In the Mailbox, a user can define multiple names that are used for directory purposes (e.g. first name, last name, maiden name).

When a Mailbox is created and the first name, last name and username are specified, the information is automatically input to the Directory List screen.



Note: The basic ASR license supports **250** names. Please check your ASR license for the number of names your system will support and upgrade the license if necessary.

Note: The Mailbox must be in a Feature Group that has the Company Directory feature enabled.

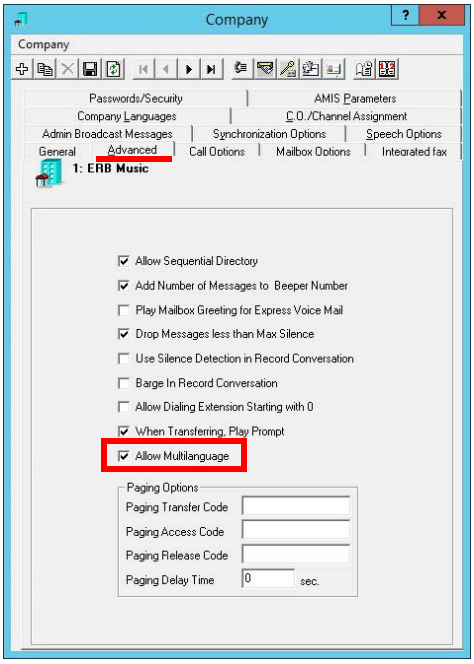
To add a new directory listing, click **New Directory**, then enter the details for the new item.

Language Options

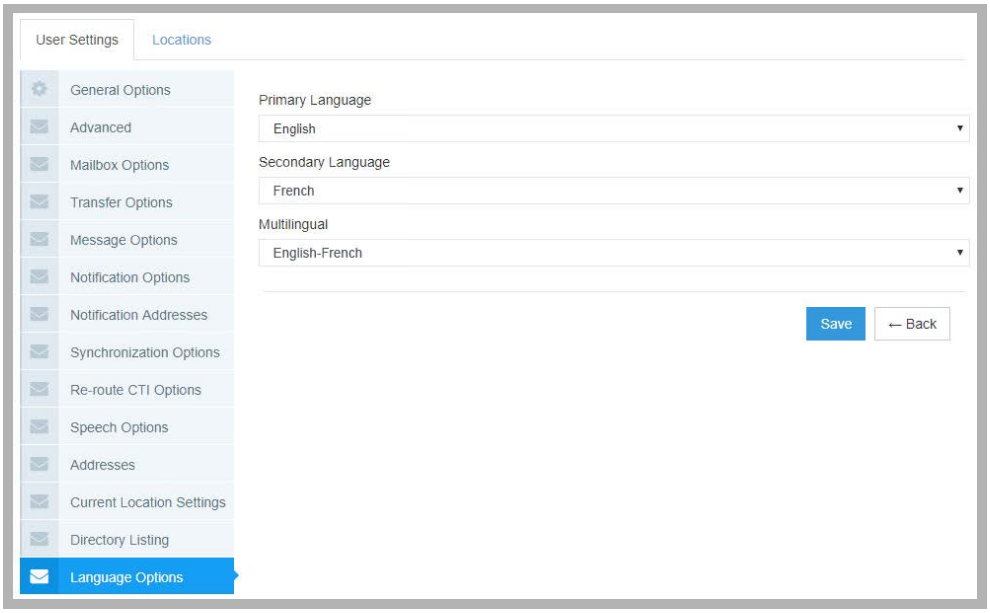
While the languages for the Auto Attendant are controlled by the system setting, you can use the Language Options tab to setup one or two languages for your mailbox prompts.

Before proceeding, make sure that support for multilingual features is turned on in Avaya Messaging Admin.

- On the **Company settings > Advanced** tab, enable **Allow Multilanguage**.



Specify one language as the primary, and another as the secondary, then choose which order to play them.



Primary Language: Select the language to be used as the main language for your mailbox prompts.

Secondary Language: Select the language to be used as an alternate language for your mailbox prompts.

Multilingual: From the dropdown menu, choose the order the prompts will be played: Primary only, Secondary only, Primary then Secondary, or Secondary then Primary.

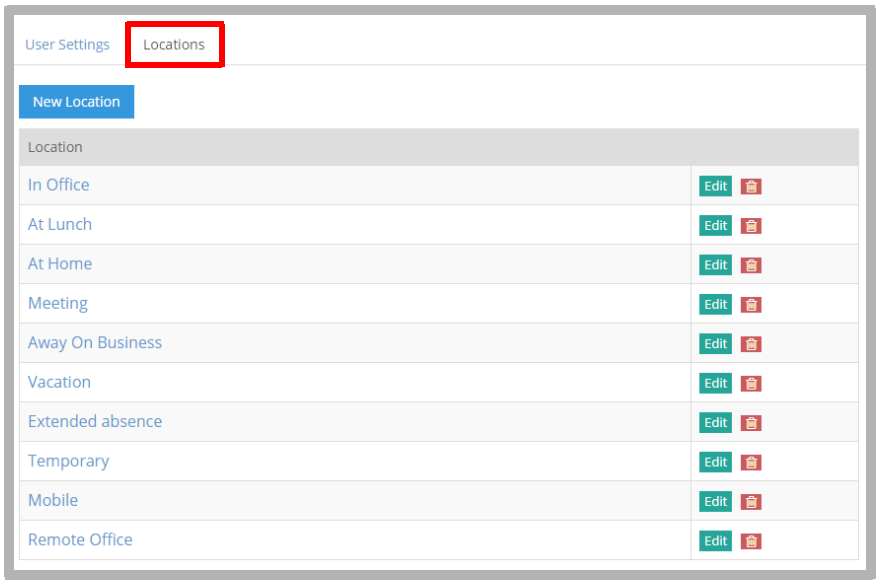
When an external caller reaches your mailbox, they will hear your mailbox prompts (e.g. “Please leave a message at the tone.”) in the order chosen under **Multilingual**.

When an internal caller reaches your mailbox, the voice server will scan their mailbox language preferences and play the prompts in the appropriate language.

Important: The appropriate languages must be installed on the voice server before they will be available here. Additional languages can be purchased as part of your Avaya Messaging license.

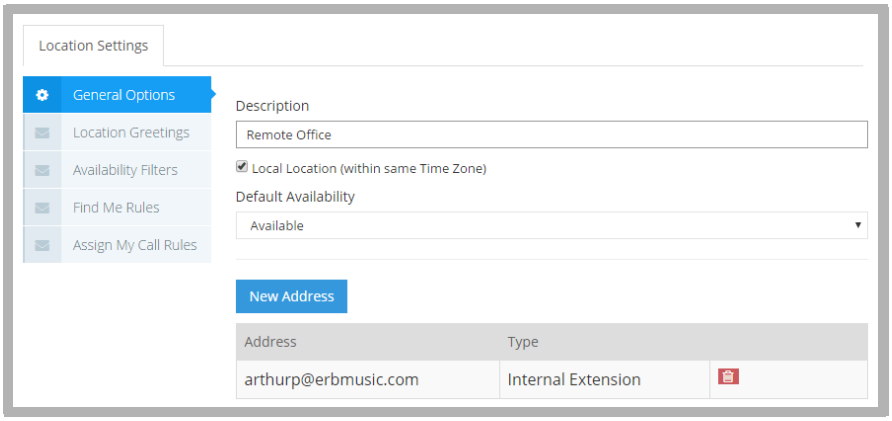
Manage Users: Locations

Use the Locations tab under Manage Users to review your currently available locations.



Edit an existing location, or click **New Location** to create and configure a new one.

General Options



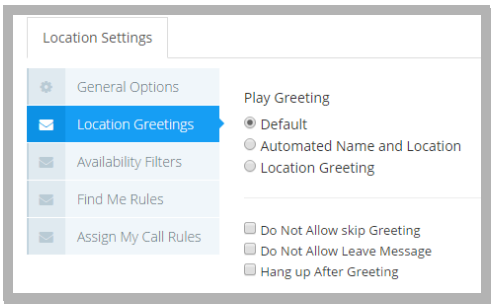
Description: Enter a title for the current location.

Local Location (within the same time zone): Enable this checkbox if the location you are creating is in the same time zone as your primary location.

Default Availability: From the dropdown menu, select the default availability for the location.

New Address: Click on this button to add an address to the current location. Select an address from the dropdown lost of available options.

Location Greetings



Default: Select this radio button to play the default greeting when the user is in the current location.

Automated Name and Location: Select this radio button to play an automated name and location greeting when the user is at the current location.

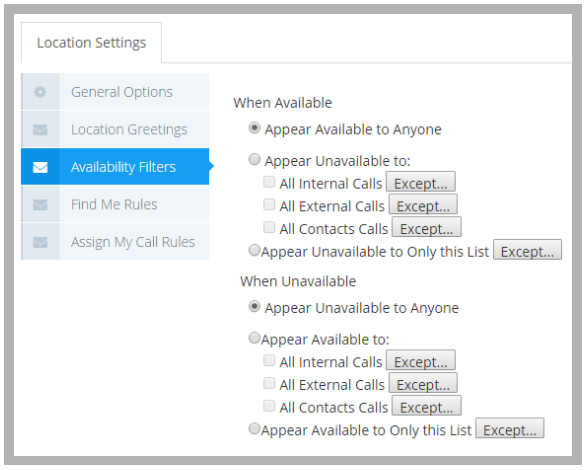
Location Greeting: Select this radio button to play the current location's greeting when the user is at that location.

Do Not Allow skip Greeting: Enable this checkbox to force the caller to listen to the entire greeting unless they disconnect.

Do Not Allow Leave Message: Enable this checkbox to prevent the caller from leaving a message in the Mailbox as long as the location is set to the current location.

Hang up After Greeting: Enable this checkbox to hang up on the caller right after playing the location greeting.

Availability Filters



When Available

Appear Available to Anyone: Select this radio button to appear available to everyone when set to available at the current location.

Appear Unavailable to: Select this radio button to appear unavailable according to the settings defined below when set to available at the current location.

Select the **All Internal Calls** check-box if you want to appear unavailable for all internal calls. If there will be exceptions to this rule, click **Except...** and choosed your exceptions.

Select the **All External Calls** check-box if you want to appear unavailable for all external calls. If there will be exceptions to this rule, click **Except...** and choosed your exceptions.

Select the **All Contacts Calls** check-box if you want to appear unavailable for all calls from contacts. If there will be exceptions to this rule, click **Except...** and choosed your exceptions.

Appear Unavailable to Only this List: Select this radio button to appear unavailable to a specific group of people even when you are available. The list may be defined by clicking on the ellipsis button ... on the right.

When Unavailable

Appear Unavailable to Anyone: Select this radio button to appear unavailable to everyone when set to unavailable at the current location.

Appear Available to: Select this radio button to appear available according to the settings defined below when set to unavailable at the current location.

Select the **All Internal calls** check-box if you want to appear available for all internal calls. If there will be exceptions to this rule, click **Except...** and choosed your exceptions.

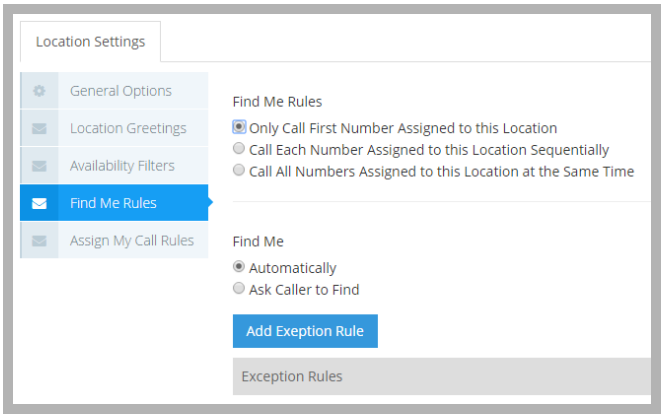
Select the **All External Calls** check-box if you want to appear available for all external calls. If there will be exceptions to this rule, click **Except...** and choosed your exceptions.

Select the **All Contacts Calls** check-box if you want to appear available for all calls from contacts. If there will be exceptions to this rule, click **Except...** and choosed your exceptions.

Appear Available to Only this List: Select this radio button to appear available to a specific group of people even when you are available. The list may be defined by clicking on the ellipsis button on the right.

Find Me Rules

When an incoming call arrives at your extension, the Find Me Rules determine how the UC System will route the call if you are not currently at your desk.



Find Me Rules

Only Call First Number... : Select this radio button to find the user only at the first number assigned to current location.

Call Each Number... : Select this radio button to find the user at each of the numbers assigned to current location in sequence.

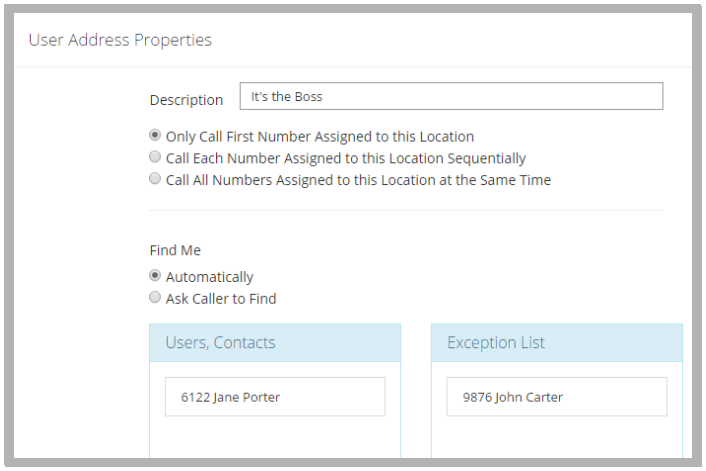
Call All Numbers... : Select this radio button to find the user at all numbers assigned to current location simultaneously.

Find Me

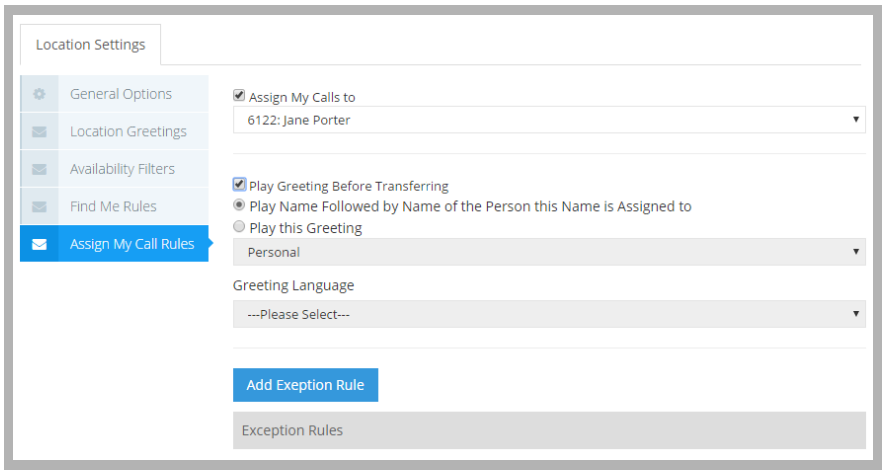
Automatically Find me: Select this radio button to have the system automatically search for the user.

Ask caller to Find me: Select this radio button to have the system ask the caller if they want the system to search for the user.

Click **Add Exception Rule** to choose which callers will have a different rule applied.



Assign My Call Rules



Assign My Calls to: Enable this checkbox to have your calls assigned to another Mailbox in the same Company. Enter or select the Mailbox from the dropdown menu.

Play Greeting Before Transferring: Enable this checkbox to have the greeting played before a call is transferred. You may specify the type of greeting to be played below.

Play Name followed by name of person the call is assigned to: Select this radio button to have the system explicitly state who the user is assigning the call to before transferring the call.

OR

Play this greeting: Select this radio button to select a specific greeting from the dropdown menu to play before transferring a call. If applicable, select the language of the greeting from the Language to play dropdown menu.

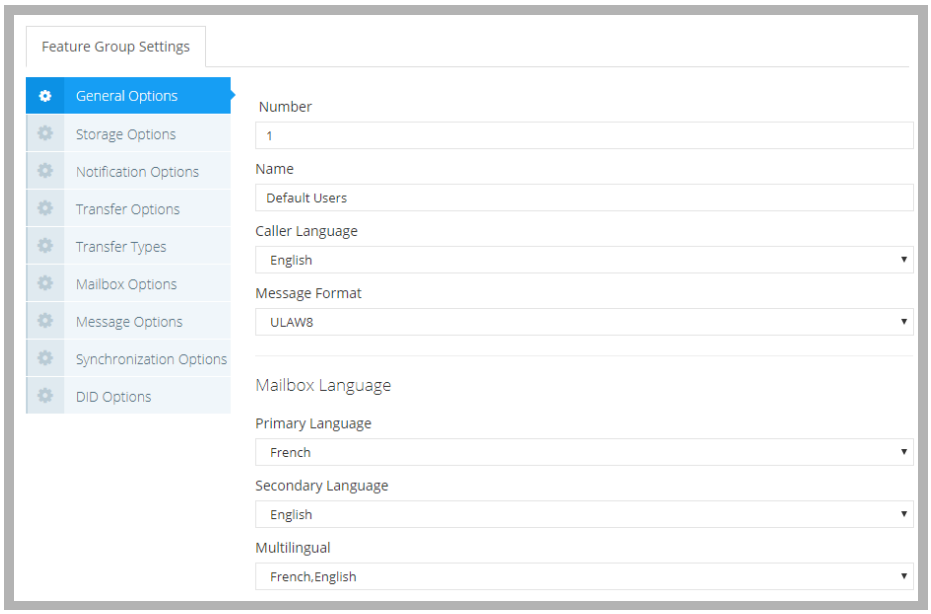
Exception List

Create rules that provide exceptions to the Find Me Rules listed above.

Manage Feature Groups

General Options

The General Options tab allows you to configure identification and localized settings.



Number: Enter the number that will be assigned to the Feature Group. By default, the next available number will be assigned to a new Feature Group. The range of possible Feature Group numbers is 1-999.

Name: Enter a name for the Feature Group.

Caller Language: From the dropdown menu, select the default language that the caller is greeted by if the caller does not choose a language when prompted by the automated attendant.

Message Format: From the dropdown menu, select the format the messages will be stored and played back in.

Note: If you are integrating IBM Notes with the UC system you must select the WAV format and must use the Dialogic JTC voice card.

Note: The message format selections available are defined by the type of board drivers that are loaded on the system.

Note: If set to the WAVMSGSM6106, 6108, 61011 or WAVETPGSM6106, 6018, 61011 formats, the user will not have full Control Key capabilities when using the Telephone User interface. Using the WAVGSM* formats will disable the fast-forward and rewind capabilities while listening to a message.

Mailbox Language

Primary Language: Select the language to be used as the main language for mailbox prompts for all members of this Feature Group.

Secondary Language: Select the language to be used as an alternate language for mailbox prompts for all members of this Feature Group.

Multilingual: From the dropdown menu, choose the order the prompts will be played: Primary only, Secondary only, Primary then Secondary, or Secondary then Primary.

Important: Multilingual functionality must be turned on in Avaya Messaging Admin.
On the **Company settings > Advanced** tab, enable **Allow Multilanguage**.

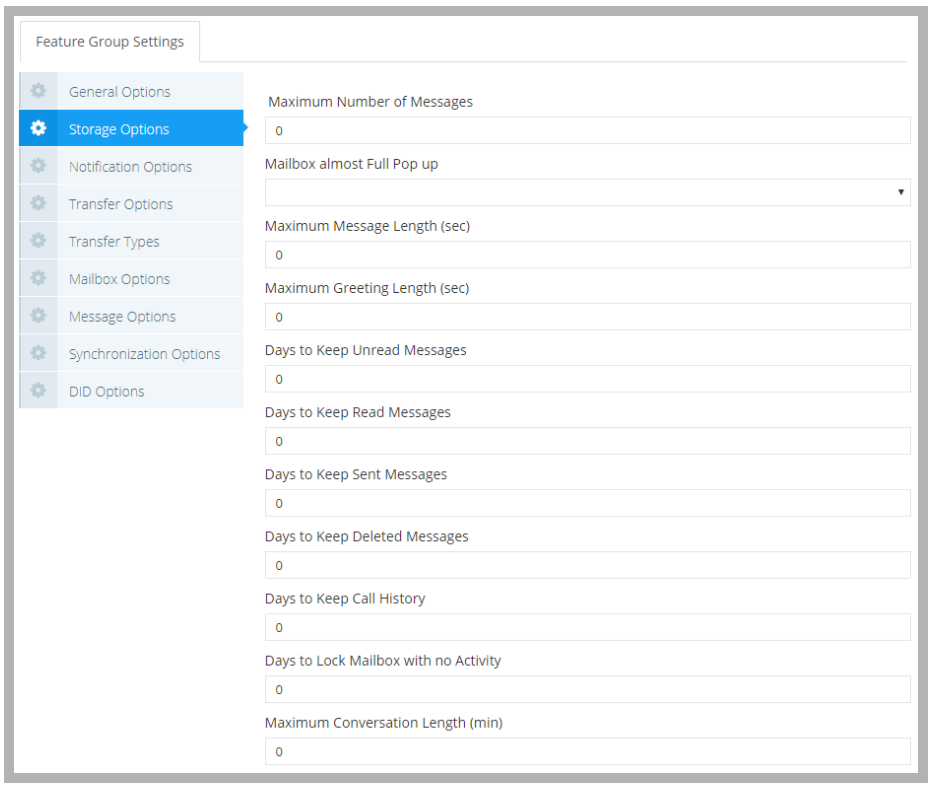
When an external caller reaches the mailbox of a member of this Feature Group, they will hear the mailbox prompts (e.g. “Please leave a message at the tone.”) in the order chosen under Multilingual.

When an internal caller reaches a mailbox, the voice server will scan their mailbox language preferences and play the prompts in the appropriate language.

Important: The appropriate languages must be installed on the voice server before they will be available here. Additional languages can be purchased as part of your Avaya Messaging license.

Storage Options

Storage Options allows you to configure message storage settings that will be enforced on the Mailboxes associated with this Feature Group.



Maximum Number of Messages: Enter the maximum number of messages that are allowed for each Mailbox

associated with the current Feature Group. The default is 200, and the maximum value is 32,000.

Hint: The maximum messages value should be based on the needs of the user. You should allow more than enough message storage space for each user to make sure that no messages get lost when a Mailbox reaches capacity. Ten megabytes of hard drive space is equal to approximately one hour of voice message storage.

Note: The maximum value for this field is ignored if the mailbox is synchronized with an email environment.

Warning: Users may experience performance degradation with mailboxes having more than 32,000 messages.

Mailbox almost Full Pop up: From the dropdown menu, select a percentage value at which the users will be notified that their Mailbox is almost full in Web Admin.

Maximum Message Length: Enter the maximum length of time (in seconds) that a recorded message can be for any given Mailbox within the Feature Group.

Note: This number is specified in seconds. This value should be set higher than the anticipated message length to ensure that callers are not disconnected in the middle of a message.

Maximum Greeting Length: Enter the maximum length of time (in seconds) that a recorded greeting can be for any Mailbox within the Feature Group. The maximum greeting length is 600 seconds.

Days to Keep Unread Messages: Enter the number of days (1-32767) the system will store unread messages before moving them to the deleted items folder. The default is 14 days.

Days to Keep Read Messages: Enter the number of days (1-32767) the system is to store read messages before moving them to the deleted items folder. The default is 14 days.

Days to Keep Sent Messages: Enter the number of days (1-32767) the system will keep sent messages before moving them to the deleted items folder. The default is 14 days.

Days to Keep Deleted Messages: Enter the number of days (1-32767) to keep deleted messages in the deleted items folder. The messages are permanently deleted when they are removed from the deleted items folder. The default is 14 days.

Days to Keep Call History: Enter the number of days to keep the call logs for inbound and outbound calls.

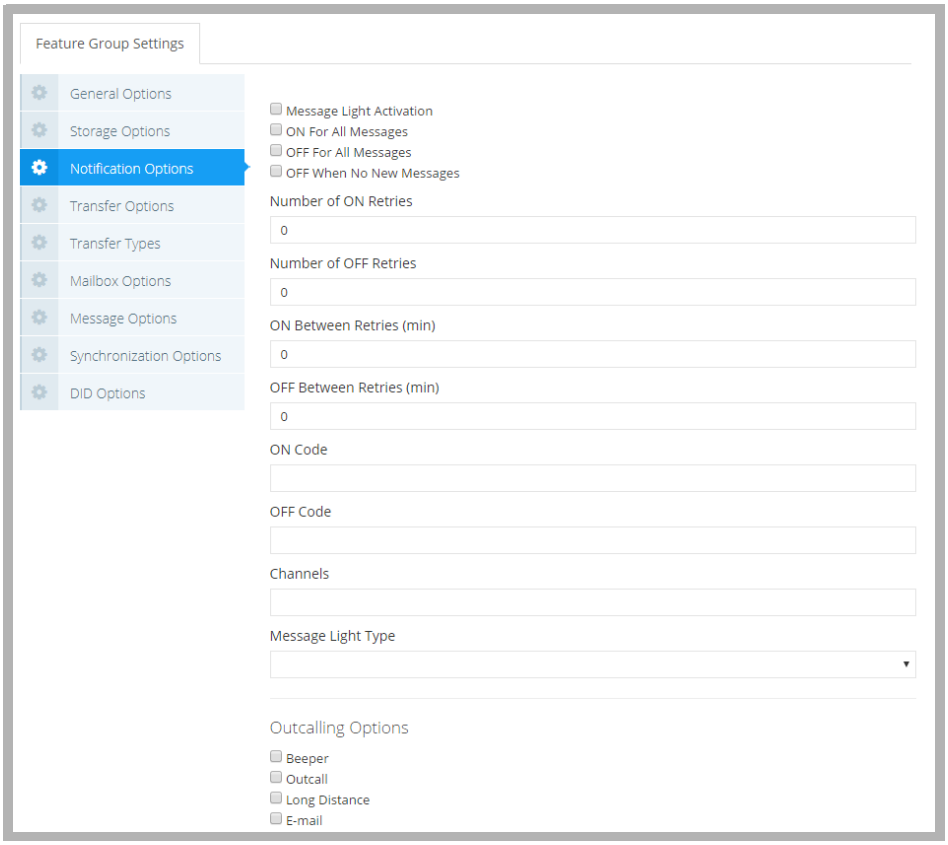
Days to Lock Mailbox with no Activity: Specify the number of days that a new voice, text or SMS message can be in the inbox and **Unread** before the mailbox is deemed Inactive and security locked by the system. Mailboxes locked in this manner will have their presence set to **Extended Absence**, and the owner will be flagged as **Unavailable**. This event is also triggered if there is no activity (incoming or outgoing) in the mailbox for the specified number of days. Enter **0** to disable the option.

Maximum Conversation Length: Enter the maximum length of time (in minutes) that a conversation can be between two parties before the call is ended by the system. The default is 60 minutes.

Note: The call needs to be supervised (e.g. trombone transfer) in order for the system to restrict the conversation length.

Notification Options

Notification Options allows you to configure Message Waiting Light indicators along with paging and other outside notification methods that are enabled for new messages. These settings will be enforced on the Mailboxes associated with this Feature Group.



Message Light Activation: Enable this checkbox to allow the message waiting light to be turned on under the conditions specified.

Note: If you have telephone sets that provide for message waiting lights as well as some that do not, make sure that separate Feature Groups are assigned for each type of set. De-select Message Lights for the Feature Group that does not have message waiting lights.

If you have any Mailboxes that do not have a corresponding telephone extension (for example, phantom Mailboxes that are used for Voice Menus, guest Mailboxes), do not enable this feature, as there are no message lights to activate.

ON For All Messages: Enable this checkbox to turn on the message waiting light (send ON code) when a message arrives.

OFF For All Messages: Enable this checkbox to deactivate the message waiting light (send OFF code) when at least one new message is read.

OFF When No New Messages: Enable this checkbox to deactivate the message waiting light (send OFF code) when no new messages are in the user's Mailbox.

Number of ON Retries: Enter the number of retries the system will attempt when activating message light fails.

Number of OFF Retries: Enter the number of retries the system will attempt when deactivating message light fails.

ON Between Retries: Enter the duration (in minutes) that the system will wait in between attempts to activate the message light.

OFF Between Retries: Enter the duration (in minutes) the system will wait between attempts to deactivate the MWI.

ON Code: Enter the code required to turn on message waiting lights.

OFF Code: Enter the code required to turn off message waiting lights.

Note: The ON Code and OFF Code fields should be used in situations where the code is too long to be input in the ON Code field in the PBX Message Light tab (usually MCI). As well, for multi-PBX configurations, different codes must be used for different PBXs. In this situation, certain Feature Groups can be assigned to a message waiting light code that reflects the different PBXs being used.

Channels: Enter the channel number that will be used to send message waiting light notifications.

Message Light Type: Select one of these options.

All: Enable this checkbox to send MWL code for all types of messages.

Fax: Enable this checkbox to turn on message lights only for new fax messages.

Voice: Enable this checkbox to turn on message lights only for new voice messages.

Outcalling Options

Beeper: Enable this checkbox to send notification messages to a pager when a new message arrives.

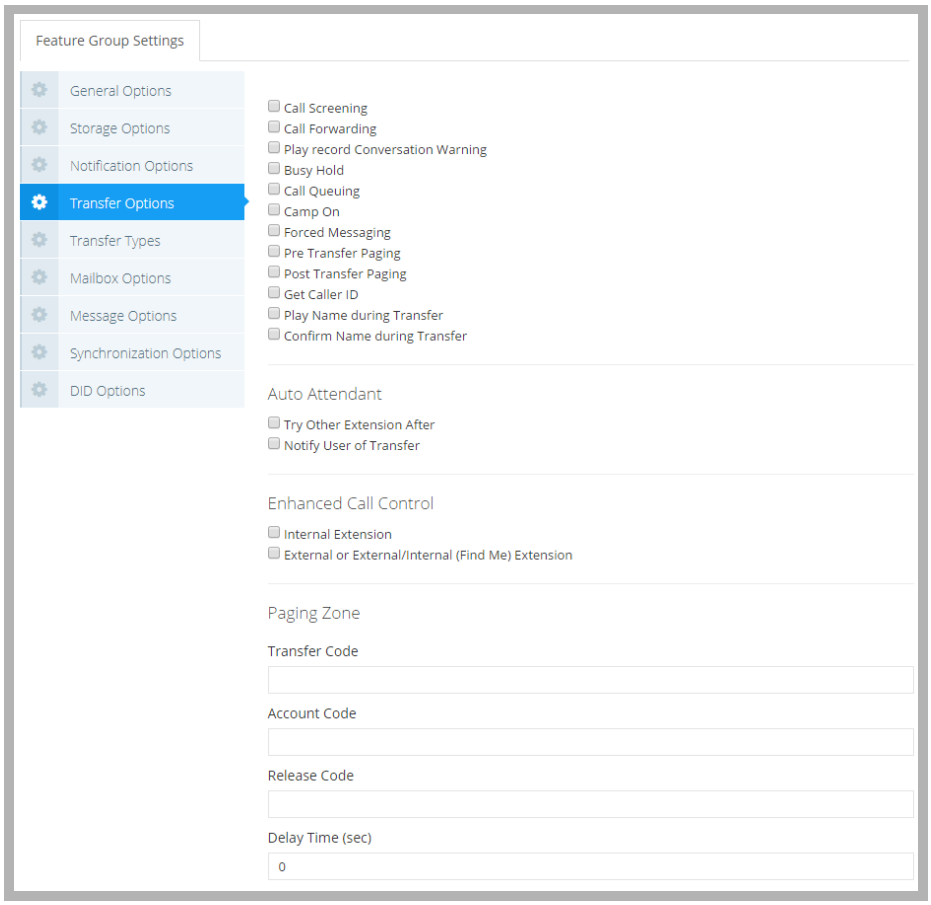
Outcall: Enable this checkbox to send notification messages to a telephone when a new message arrives.

Long Distance: Enable to send notification messages to a telephone (long distance) when a new message arrives.

E-mail: Enable this checkbox to send notification messages to an email when a new message arrives.

Transfer Options

Transfer Options allows you to configure the way in which the calls are handled. Transfer Options include Call Screening, Call Forwarding, Busy Hold, Call Queuing, and Paging Capabilities, either before the call is transferred or after the caller has reached the Mailbox.



Call Screening: Enable this checkbox to allow Mailbox users in this Feature Group to use Call Screening. Before initiating a transfer, the system will ask the caller for their name. When the recipient picks up, they will hear the recorded name and can decide what to do with the call.

Call Forwarding: Enable this checkbox to allow Mailbox users in the Feature Group to use Call Forwarding. When someone calls a Mailbox user, instead of ringing the Mailbox user's location, the system will forward the call to the person s/he has defined in their Mailbox.

Play record Conversation Warning: Enable this checkbox to notify the callers that the call is being recorded if the recipient has recording enabled.

Busy Hold: Enable this checkbox to give callers the option to either hold for the extension, leave a message for that extension, or try another extension if the called Mailbox is busy. While on hold, callers may leave a voice message by pressing *.

Note: This feature is only available on telephone systems that provide a busy tone. Most telephone sets with multiple extension appearances do not produce a busy tone.

Call Queuing: Enable this checkbox to allow Mailbox users in the Feature Group to use Call Queuing. If someone calls a busy extension, they are given the option to be placed in a queue to hold or leave a message.

Note: Call queuing is available only on telephone systems that provide a busy tone. Most telephone sets with multiple extension appearances do not produce a busy tone.

Camp On: Enable this checkbox to allow Mailbox users in the Feature Group to use Camp On. If someone calls a Mailbox user who is on the phone, they can press * to be notified when the Mailbox user has finished their current call.

Forced Messaging: Enable this checkbox to force the caller to press a key before they can leave a message. If this is disabled, the system will automatically starting to record a message after the mailbox greeting. This option can help to reduce the number of blank messages left on the system.

Pre Transfer Paging: Enable this checkbox to allow Mailbox users in the Feature Group to use Pre Transfer Paging. Before a call is transferred to a Mailbox user, the system will page the user first.

Post Transfer Paging: Enable this checkbox to allow Mailbox users in the Feature Group to use Post Transfer Paging. If the Mailbox user is not available, the caller can page the user again.

Get Caller ID: Enable this checkbox to send a pop up screen with the Caller ID information to the Mailbox user when they receive an incoming call.

Play Name during Transfer: Enable this checkbox to play the Mailbox user’s name when the caller is being transferred to the Mailbox.

Confirm Name during Transfer: Enable this checkbox to confirm the Mailbox user’s name when a caller is being transferred to the Mailbox.

Auto Attendant

Try Other Extension After: Enable this checkbox to give callers an option to try another extension after they leave a message in the Mailbox.

Notify User of Transfer: Enable this checkbox to notify the Mailbox user of an incoming call transfer.

Enhanced Call Control

Internal Extension: Enable this checkbox to allow users to have access to Enhanced Call Control features from their internal phones.

External or External/Internal (Find Me) Extension: Enable this checkbox to allow Mailbox users to have access to Enhanced Call Control features from their external phones or phones that they are connected to through the Find Me/Follow Me feature. Users must be dialed through the auto attendant in order for them to have access to Enhanced Call Control.

Paging Zone

Transfer Code: Enter the transfer code required for paging.

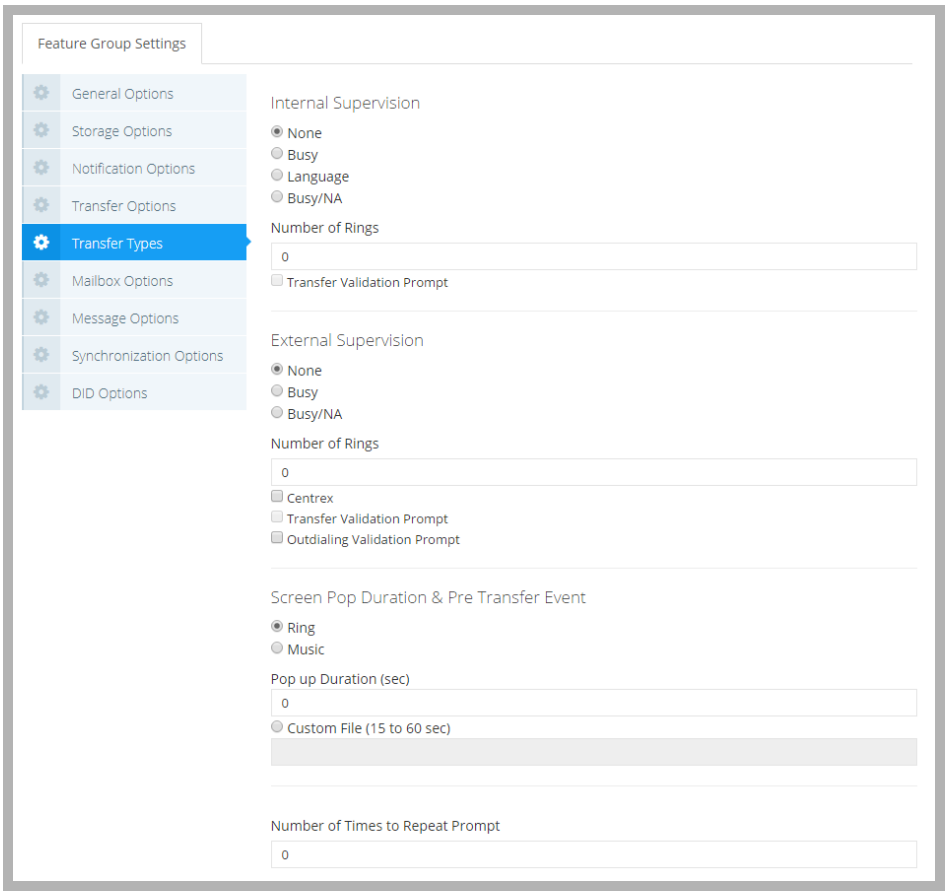
Account Code: Enter the account code required for paging.

Release Code: Enter the paging release code.

Delay Time: Enter the time (in seconds) that the server is to wait before it transfers the caller to the specified extension after the user is paged.

Transfer Types

The Transfer Types tab allows administrators to configure the rules associated with transfers that occur between the server and any of the defined extensions.



Warning: Only one transfer option (in each of Internal and External supervision groups) may be selected per Mailbox group.

Internal Supervision

None: Select this radio button to transfer calls to extensions without supervising the call (blind transfer). The caller being transferred to an extension is placed on hold while the system makes the connection. The caller is then released to the telephone system and is no longer in control of any of the actions. Calls may be transferred back to the system if the telephone system has the ability to return the callers if the extension is busy or unavailable.

Busy: Select this radio button to supervise the call while the caller is being transferred to the extension. The caller being transferred to an extension is placed on hold while the system makes the connection. If the extension is busy, the system instructs the caller to leave a message. However, if the extension is not busy and a ring signal is heard, the caller is released to the telephone system and is no longer in control of any of the actions. Calls may be transferred back to the system only if the switch has the capability to forward calls on a No-Answer condition.

Note: Under IP integration the Busy and Busy/NA option will operate in the same manner.

Language: Select this radio button to supervise the call while the caller is being transferred to the extension, and keep a record of the language selection that the caller has made. When the caller returns to the system (failed transfer or return to system), they will hear the menu in the selected language.

Note: The port used for supervised transfers will not be available to receive any calls as long as the supervision is active.

Busy/NA: Select this radio button to supervise the call while the caller is being transferred to the extension. The caller being transferred to an extension is placed on hold while the system makes the connection. The system checks for both the busy and the no answer conditions and informs the caller of the options available to them when either situation arises.

Note: The port used for supervised transfers will not be available to receive any calls as long as the supervision is active.

Number of Rings: Enter the number of rings that the server will detect before returning the caller to the system. In most scenarios this value is set to 0 which means that the value configured in the PBX is used. You may enter a different value here to override the PBX value but the value must be lower than what is currently configured in the PBX.

Transfer Validation prompt: Enable this checkbox to have the system prompt the extension before transferring the caller.

External Supervision

None: Select this radio button to transfer calls to extensions without supervising the call (blind transfer). The caller being transferred to an extension is placed on hold while the system makes the connection. The caller is then released to the telephone system and is no longer in control of any of the actions. Calls may be transferred back to the system if the telephone system has the ability to return the callers if the extension is busy or unavailable.

Busy: Select this radio button to supervise the call while the caller is being transferred to the extension. The caller being transferred to an extension is placed on hold while the system makes the connection. If the extension is busy, the system instructs the caller to leave a message. However, if the extension is not busy and a ring signal is heard, the caller is released to the telephone system and is no longer in control of any of the actions. Calls may be transferred back to the system only if the switch has the capability to forward calls on a No-Answer condition.

Note: Under IP integration the Busy and Busy/NA option will operate in the same manner.

Busy/NA: Select this radio button to supervise the call while the caller is being transferred to the extension. The caller being transferred to an extension is placed on hold while the system makes the connection. The system checks for both the busy and the no answer conditions and informs the caller of the options available to them when either situation arises.

Note: The port used for supervised transfers will not be available to receive any calls as long as the supervision is active.

Number of Rings: Enter the number of rings that the server will detect before returning the caller to the system. In most scenarios this value is set to 0 which means that the value configured in the PBX is used. You may enter a different value here to override the PBX value but the value must be lower than what is currently configured in the PBX.

Centrex: Enable this checkbox to supervise a transferred Centrex line so that the system can send the call back to the server if there is no answer.

Transfer Validation Prompt: Enable this checkbox to have the system prompt the extension before transferring the caller.

Outdialing Validation Prompt: Enable this checkbox to have the system prompt the extension before forwarding according to outdialing rules.

Screen Pop Duration & Pre-Transfer Event

Ring: Select this radio button to present the caller with a ring. Enter a length of time value (seconds) in the field.

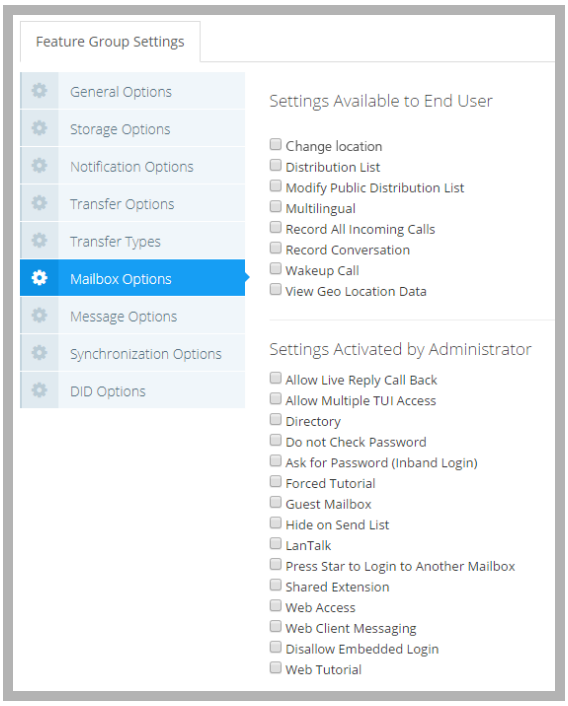
Music: Select this radio button to present the caller with the system default music. Enter a length of time value (seconds) in the **Pop up Duration** field.

Custom File: Select this radio button to present the caller with the a custom sound. Enter the path to the audio file.

Number of Times to Repeat Prompt: Enter the number of times you want the system to repeat the validation prompts.

Mailbox Options

Mailbox Options allows you to configure the level of features that the Mailboxes associated with the current Feature Group can utilize.



Note: For some functions, the Feature Group only gives the authority to enable the setting from the Mailbox properties. These functions must be manually added to the Mailbox after authorizing from the Feature Group.

Settings Available to End user

Change Location: Enable this checkbox to allow users in the Feature Group to change their location in iLink Pro Desktop and Web Access.

Distribution Lists: Enable this checkbox to allow members of the Feature Group to use distribution lists.

Modify Public Distribution List: When enabled, the user will have access (add/delete members, create/remove lists) to a public distribution list on the system using Web Access. If disabled, users can access the list but not make changes to it.

Multilingual: Enable this checkbox to allow users in the Feature Group to record greetings for multiple languages. The user will be prompted to select the language to record the greeting for.

Record All Incoming Calls: Enable this checkbox to allow users in the Feature Group to record all incoming calls.

Record Conversation: Enable this checkbox to allow users to record a telephone conversation, both incoming and outgoing calls. Recording function is managed through the iLink Pro Desktop.

Wakeup Call: Enable this checkbox to allow users in the Feature Group to manage wakeup calls.

View Geo Location Data: Enables the **Show on a Map** feature in iLink Pro. Users can click that item and see your location through Google Maps. When disabled, this menu item is not available.

Settings Activated by the Administrator

Allow Live Reply Call Back: Enable this checkbox to allow Mailbox users to use the "Call Back to Sender" TUI action after listening to a message.

Allow Multiple TUI Access: Enable this checkbox to allow two or more users to log into a single Mailbox account at the same time. This feature is intended for shared/public Mailboxes.

Directory: Enable this checkbox to allow users to be listed both in the dial-by-name directory and the complete directory. The dial by name directory is set up in ascending order with respect to Mailbox number. Callers may access the dial by name directory by pressing the * key when they reach the auto attendant, or they may listen to the complete company directory (arranged in ascending order according to Mailbox number) by pressing the * key a second time.

Do not Check Password: Enable this checkbox to skip the password check. The user will be sent directly to the TUI.

Ask For Password (Inband Login): Enable to prompt the users to enter their passwords every time they log in.

Forced Tutorial: Enable this checkbox to prohibit users from picking up messages until they have completed the tutorial. You can select a full or simple tutorial through **UC Admin > Voice Server > Advanced > Simple Tutorial** (page 235).

Guest Mailbox: Enable this checkbox to utilize a simplified messaging menu.

Hide On Send List: Enable this checkbox to hide all Mailboxes associated with the current Feature Group from the directory which is used to search users in iLink Pro Desktop and Web Access.

LanTalk: Enable this checkbox to allow users to send and receive Chat messages.

Press Star to Login to Another Mailbox: Enable this checkbox to allow users to log into another Mailbox at the Password Request prompt when they dial into the system by pressing *.

Shared Extension: Enable this checkbox if the users in this Feature Group are sharing extensions. If the system is dialed from a shared extension, the system will ask for the Mailbox number to log in to. If someone calls a shared extension, when the phone is answered, the system will say who the call is for.

Web Access: Enable this checkbox to give the users Web Access capability.

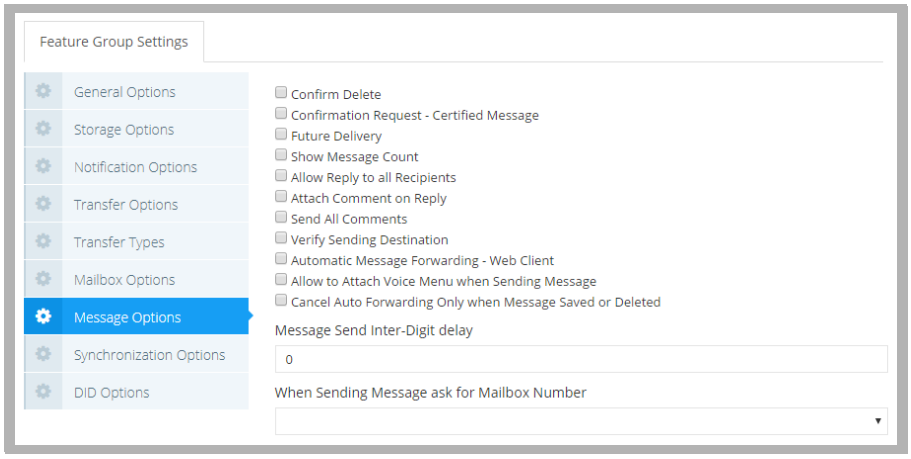
Web Client Messaging: Enable this checkbox to allow users to have messaging capabilities (email, voice mail, fax mail) while using Web Access. Users will have no access to their inbox from the Web Access if this feature is disabled.

Disallow Embedded Login: Client applications, such as iLink Pro, can login to the voice server automatically once configured. Enable this option to force users to login each time they connect through an app.

Web Tutorial: When enabled, the user will be forced to complete the web tutorial to setup their account.

Message Options

The Message Options tab allows you to configure comment attachments to messages, as well as message sending information.



Confirm Delete: Enable this checkbox to have the users prompted to confirm the deletion of a message.

Note: If Message Recovery is active any message that has been deleted may be reclaimed on the same day.

Confirmation Request-Certified Message: Enable this checkbox to instruct the server to prompt users to send a standard or certified message.

Future Delivery: Enable this checkbox to allow users to schedule a message delivery at a later date.

Show Message Count: Enable this checkbox to have Web Access display how many unread messages are in the Mailbox user's Inbox. Also, when a new message notification appears in iLink Pro Desktop, it will display the number of unread messages in the Inbox.

Allow Reply to all Recipients: Enable this checkbox to allow users to Reply All when replying to a message.

Attach Comment on Reply: Enable this checkbox to attach the original message body to the new message body when replying.

Send All Comments: Enable this checkbox to indicate whether or not to send all attachments of the original message when forwarding.

Verify Sending Destination: Enable this checkbox to verify the destination of outgoing messages.

Automatic Message Forwarding - Web Client: Enable this checkbox to allow messages received by this Feature Group to be forwarded to other Mailboxes and extensions.

Allow to Attach Voice Menu when Sending Message: Enable this checkbox to allow users to attach a voice menu along with the messages. This feature can be activated in the Voice Menu or the TUI. At the end of message playback, the recipients will be sent to the attached Voice Menu instead of the typical end of message menu.

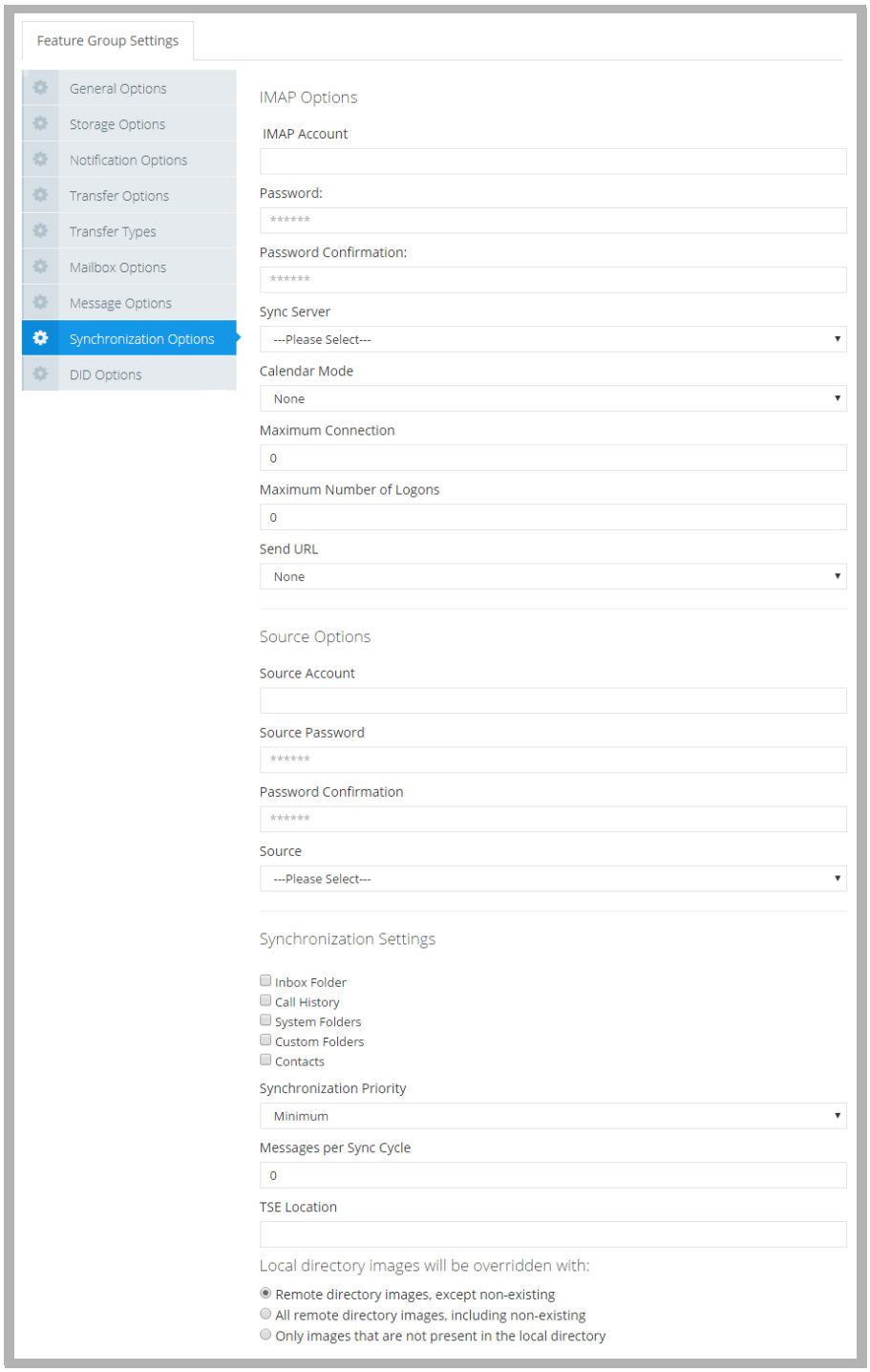
Cancel Auto Forwarding Only when Message Saved or Deleted: Enable this checkbox to instruct the server to cancel auto forwarding if the message has been saved or deleted.

Message Send Inter-Digit Delay: Enter the number of seconds that the server will wait while the user is entering a message before it decides that the caller has finished.

When Sending a Message ask for Mailbox Number: From the dropdown menu, choose the option to select the destination Mailbox either before (first) or after (last) recording the message.

Synchronization Options

Synchronization Options allows you configure the IMAP account for all Mailboxes associated with the current Feature Group. If you are using a superuser account with an Exchange server, this is where you enter the credentials.



IMAP Options

IMAP Account: Enter the Exchange superuser account name.

Account Password: Enter the password for the superuser.

Confirm Password: Re-enter the superuser password for confirmation.

Sync Server: Select the IMAP server from the dropdown menu. The IMAP servers are defined in the chapter Security Enhancements on page 517.

Calendar Mode: From the dropdown menu, select **None** to not sync any calendar entries, **Sync with mail server** to sync calendar entries between UC server and Exchange or Gmail servers, or **Outlook client calendar** to sync calendar entries between UC server the Outlook email client. Outlook client calendar requires the user to be logged into iLink Pro Desktop and that a version of Outlook compatible with UC Client forms is installed.

Maximum Connections: Enter the maximum number of failed system connection attempts that can occur before the user is locked out.

Note: It is recommended that this number is kept fairly high (1000+). The user can get locked out when, for example, the IMAP or email server goes down and there is no possibility of establishing a connection. This can happen on a re-boot.

Maximum Number of Logons: Enter the maximum number of failed system logons to the IMAP server that can occur before the user is locked out.

Note: This number should be less than that specified in the user's NT account for locking an account.

Send URL: From the dropdown menu, select the type of messages that you wish to use the Send URL feature with. Send URL will send a link of the attached files (rather than the actual file itself) for selected type of messages. This feature may be used as a security measure, in addition to reducing bandwidth usage. This feature requires additional configuration setup which can be found in **Security Enhancements on page 517**.

Source Settings

Connect to Avaya Aura Messaging through the **Message Sync Source** configured under **System Settings**.

Source Account: Type in the username for the Sync Source.

Source Password: Enter the password for the source.

Password Confirmation: Re-enter the source password for confirmation.

Source: Type in the URL for the source server.

Synchronization Settings

Inbox folder: Enable this checkbox to synchronize the messages in the Inbox folder between the IMAP server and the UC server. This is enabled by default.

Call History: Enable this checkbox to synchronize call history from the UC server to the IMAP server.

System Folders: Enable this checkbox to synchronize messages in default system folders (e.g. Inbox, Sent, Deleted) between the IMAP server and the UC server.

Custom Folders: Enable this checkbox to synchronize messages in custom folders (i.e. user created folders) between the IMAP server and the UC server.

Note: Once IMAP synchronization is enabled and configured, the Inbox folder is synchronized at all times between the IMAP and the UC servers.

Note: In order for actions such as Copy and Delete to be available, checkboxes such as Sync folders and Custom folders must be checked.

Contacts: Enable this checkbox to synchronize contacts if the email server is compatible with UC server.

Synchronization Priority: From the dropdown menu, select the level of priority for IMAP Feature Group synchronization. This field will work relative to other Feature Groups. For example, all FGs with Maximum priority will sync messages quicker than the FGs with Medium or Minimum setting.

Messages per Sync Cycle: Enter the number of messages that the server will attempt to synchronize during each synchronization cycle.

Note: The number you enter in this field depends on how evenly messages are distributed between all Mailboxes. The higher the number in this field, the longer it will take the server to start processing messages for the next Mailbox.

TSE Location: Enter or select the location of the UC TSE Cache Manager. This is only required if your CSE server is different from the UC server (e.g. using a stand alone CSE server).

Local directory images will be overridden with

iLink Pro and iLink Pro Desktop include contact pictures if they have loaded a picture onto their Google profile. Image Directory Settings controls how the UC server deals with updated picture files.

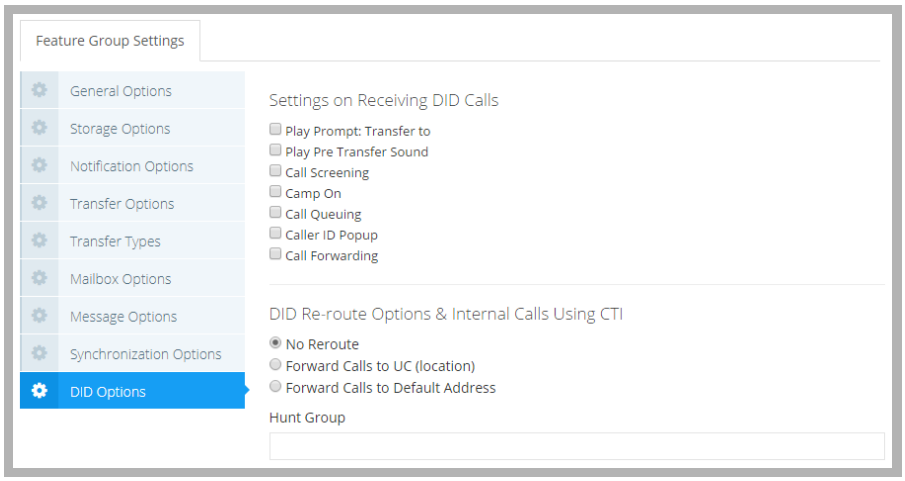
Remote directory images, except non-existing: Picture files that are already in the storage directory that have changed since the last update will be downloaded.

All remote directory images, including non-existing: All picture files for contacts will be downloaded to the image directory.

Only images that are not present in local directory: Picture files that are not already in the image directory will be downloaded.

DID Options

The DID Properties tab lets you to select specific features for incoming DID calls.



Settings on Receiving DID Calls

Play Prompt: Transfer to: Enable this option to have the default transfer prompt played when a DID call comes in.

Play Pre Transfer Sound: Enable this checkbox to play the default pre-transfer sound for incoming DID calls.

Call Screening: Enable this checkbox to instruct DID callers who wish to transfer to an extension to state their name at the tone.

Camp On: Enable this checkbox to enable the Camp On feature. When this function is enabled and the extension is currently busy, the caller may choose to be alerted when the user hangs up and the extension becomes available.

Call Queuing: Enable this checkbox to place incoming DID calls in a queue when an extension is busy. Callers are informed of their position in the hold queue and are given opportunities to either continue to hold or leave a voice message.

Caller ID Popup: Enable this checkbox to have the Caller ID of the DID callers pop up when their call comes in.

Call Forwarding: Enable this checkbox to enable call forwarding on DID calls.

DID Re-route Options & Internal Calls Using CTI

No Reroute: Select this radio button if DID/Internal calls are not to be forwarded on the UC system. Incoming calls will advance no further than the number originally dialed. This is the default option.

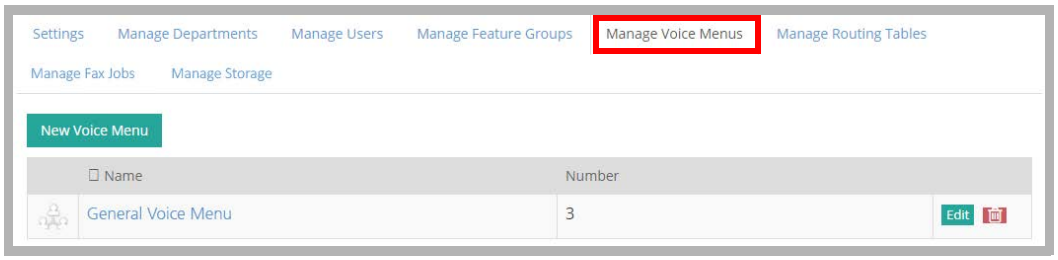
Forward calls to UC (location): Select this radio button to exploit the UC server's Find Me/Follow Me abilities. Incoming calls will search for the intended recipient according to a previously specified path.

Forward Calls to Default Address: Select this radio button to re-route the call to the default address defined in the Mailbox.

Hunt Group: Enter the number to be dialed to access DID messages.

Manage Voice Menus

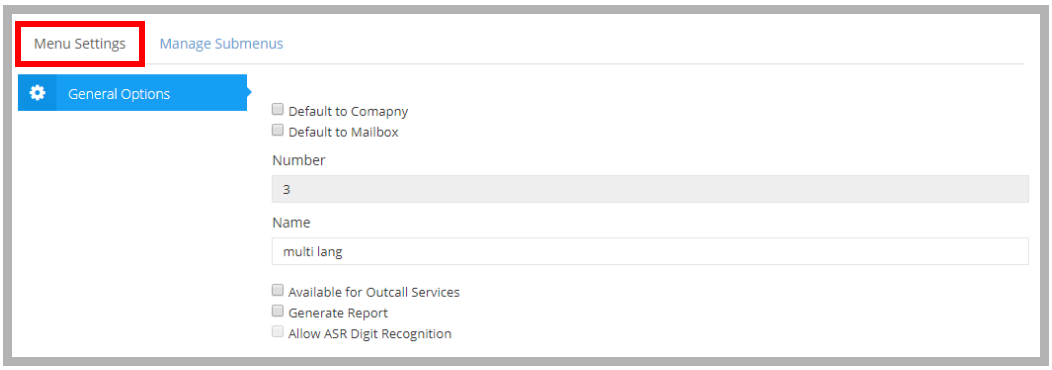
Voice Menus are used to allow callers to interact with the voice server. Voice Menus contain actions that can be performed when a specific key on the telephone is pressed. These actions are defined during the creation of the Voice Menu and are deployed in a variety of places (e.g. Company Greeting, Mailbox Greeting, Message Sending, Outcalling, etc.) and can be modified at any given time. Schedules can be applied to these menus, allowing a greater degree of flexibility in controlling the caller's capabilities.



Adding/Editing a Voice Menu

Click New Voice Menu, or click the Edit button beside an existing menu to access its configuration settings.

Menu Settings



Default to Company: Enable this checkbox to make this Voice Menu the default Voice Menu for the company. The company will use this menu by default even if there are no Voice Menus assigned manually from the company properties.

Default to Mailbox: Enable this checkbox to make this Voice Menu the default Voice Menu for all Mailboxes. Configuring a Voice Menu at the mailbox will override this setting (Mailbox > Advanced tab).

Number: This field is automatically generated when you add a new Voice Menu and cannot be changed.

Name: Enter the name of the Voice Menu. This is for your reference and has no impact on performance.

Note: Each voice menu file can have unlimited sub menus. You must begin the administration of Voice Menus in sub menu 1.

Available for Outcall Services: Enable this checkbox to have this Voice Menu usable for Outcall Jobs.

Generate Report: Enable this checkbox to have the system log the statistics of the Voice Menu on how many times a particular action is chosen.

Note: Even if Generate Report is disabled, the table will appear in the logs but it will not be populated.

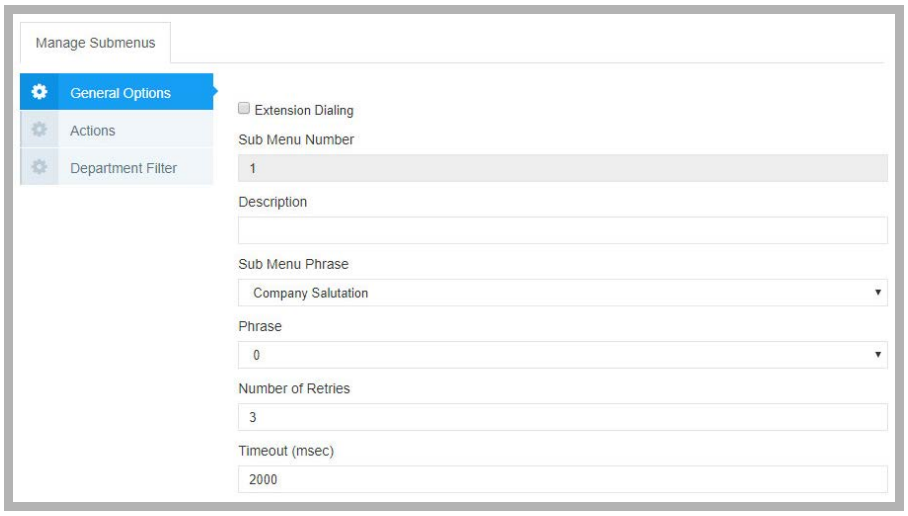
Allow ASR Digit Recognition: Enable this checkbox to allow callers to say the key they want in addition to pressing it.

Manage Submenus

Submenus are used to create multiple actions for a Voice Menu. For example: a Q&A script, an account code verification, or an IVR with password verification. All such applications would be created in a voice menu with multiple layered submenus to process the caller selection.

Note: While there are no hard limits on the number of submenus you can create, having too many submenus can have an impact on system performance.

Click **Add New Submenu**, or click **Edit** beside an existing submenu.



Extension Dialing: Enable this checkbox to allow callers in the current Voice Menu to be transferred directly to a Mailbox. The extension must be entered before the Timeout value is reached.

Sub Menu Number: This number is generated automatically when you add a new sub menu.

Description: Enter a description for the current submenu. This is for reference only and has no affect on performance.

Sub Menu Phrase: From the dropdown menu, select which greeting you want the phrase applied to. There are several options:

Salutation	Function
Nothing	No greeting is played.
Company Active Greeting	Plays the active greeting of the automated attendant that the voice menu is associated with.
Company Salutation	Plays a selected prerecorded company greeting.
Mailbox Active Greeting	Plays the active greeting for the Mailbox that the Voice Menu is associated with.
Mailbox Customized Greeting	Plays a selected customized greeting.

Phrase: From the dropdown menu, select the phrase to apply to this greeting.

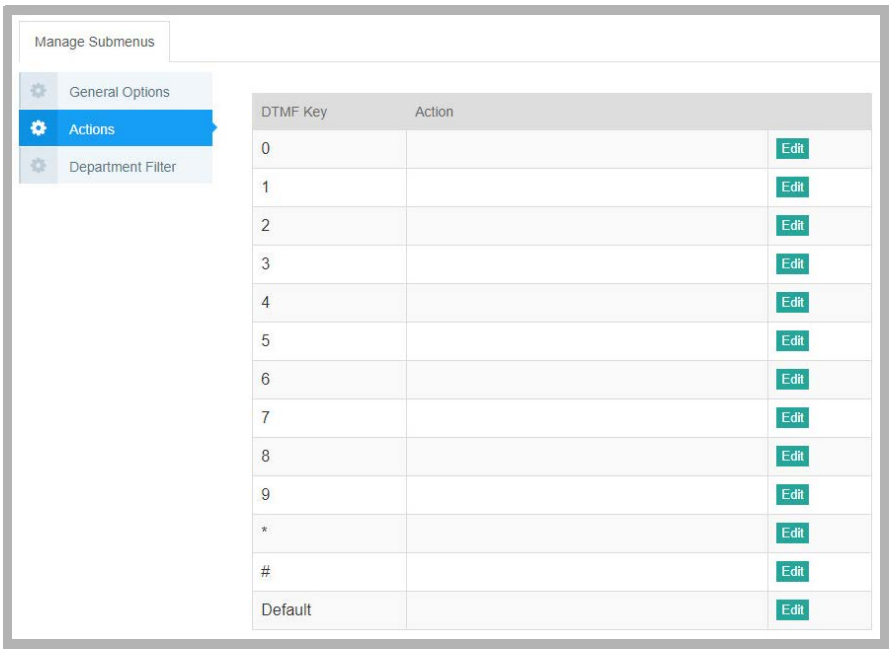
Number of Retries: Enter the number of incorrect attempts a caller can make before they are disconnected.

Timeout (msec): Enter the amount of time (in msec) that the system will wait before processing the caller's input. If the caller did not enter anything, the system will perform the default action.

Note: The default value is **2000**. A value of **0** is not permitted. However, if you want the default action to take effect immediately, you can enter a value of **30** or **1**.

Voice Menu Actions

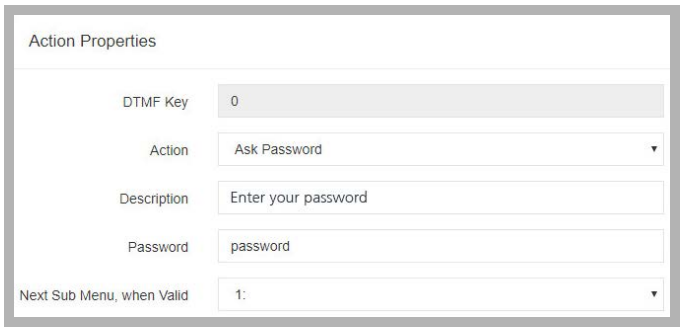
The Voice Menu must have actions assigned to the DTMF keys to function. The actions are added to a DTMF key by clicking **Edit** beside the key.



Note: The Description field in most of the actions are for report / logging purposes, as is the Question Label field which appears in some of the outcall related actions. You should fill these fields to make reports and logs easier to understand.

Ask Password

This action prompts the caller for a pre-defined password before granting access to the sub menu. The password must be numeric.



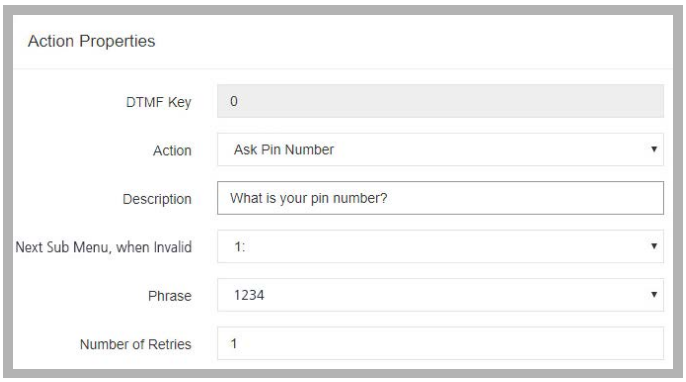
DTMF Key: This displays the key that this action will be assigned to.

Password: Enter the password the caller must enter before granting access to the selected sub menu.

Next Sub Menu, when Valid: From the dropdown menu, select the sub menu in the current Voice Menu to send the caller to when the entered password is correct.

Ask Pin Number

This action prompts the caller to enter their Pin Number. The system will verify the number against the Pin Number Routing Table and route the call accordingly. If the number is incorrect, the caller will be brought to the defined invalid Sub Menu.



Next Sub Menu, When Invalid: From the dropdown menu, select the sub menu in the current Voice Menu to send the caller to when the entered Pin Number does not exist.

Phrase: From the dropdown menu, select the phrase to prompt the caller for their Pin Number.

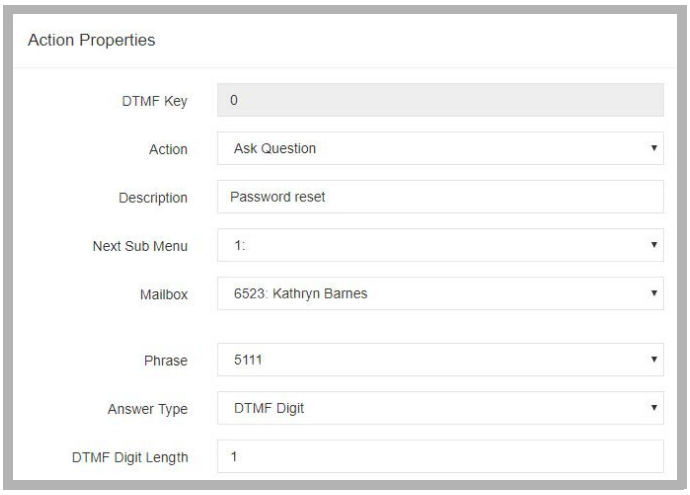
Note: This is a custom prompt and needs to be recorded manually.

Number of Retries: Enter the number of times a caller may fail to provide a valid Pin Number before being disconnected.

Ask Question

This action is used for a Question & Answer script. It enables the system to ask the caller a question and record their response. The results of the Q & A session will be sent to the defined Mailbox.

After answering the question, the caller will be brought to the defined next Sub Menu. In this way, you are able to link several questions together and have the results sent to the defined mailbox in one results page instead of several.



Next Sub Menu: From the dropdown menu, select the Sub Menu to bring the caller to after they have answered the question(s).

Mailbox: Enter the mailbox where the answers of the callers will be stored.

Phrase: From the dropdown menu, select the phrase to play to ask the caller a question.

Note: This is a custom prompt and needs to be recorded manually.

Answer Type: From the dropdown menu, select one of the following.

Voice Message - Choose this option to have the caller answer the question vocally.

DTMF - Choose this option to have the caller answer the question with DTMF keys. The length of the answer must also be defined.

Beep Caller Phone Number

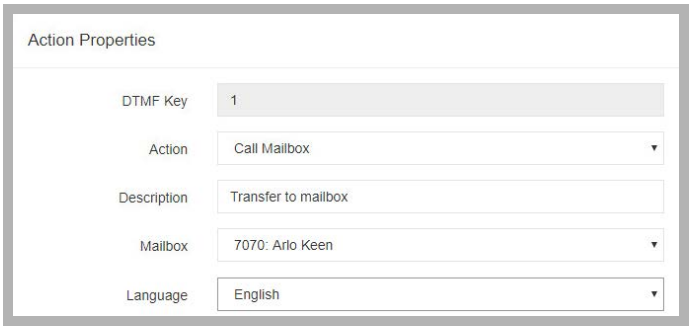
This action behaves like Send Beeper Message, an action that is available in all Mailboxes. A caller selecting this option is prompted to enter his/her phone number using the telephone keypad. The DTMF digits that are entered are then sent to the user's alphanumeric pager.

Note: The user must have an alphanumeric pager that is configured in the Notification section of the user's Mailbox.

There are no additional parameters for this action.

Call Mailbox

This action allows you to transfer a caller to a specific Mailbox.



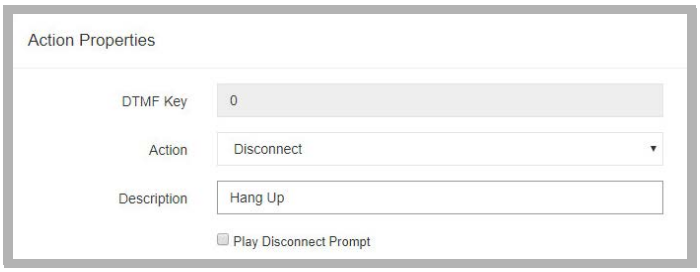
Mailbox: Enter the Mailbox to which the caller will be sent.

Language: From the dropdown menu, select the language you want the system to play when greeting the caller.

Disconnect

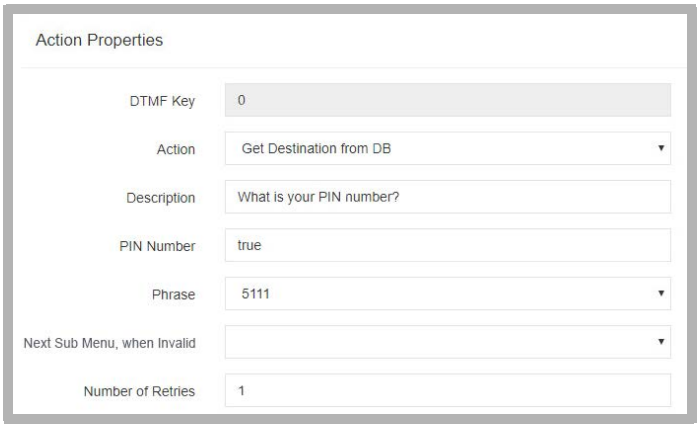
This action disconnects the caller from the system.

Choose whether or not the caller should hear a prompt before being disconnected.



Get Destination from DB

This action is associated with the desktop call control Active X. It asks the caller for their PIN and sends the call information to the Active X that has pre-defined actions and an integration setup.



Pin Number: Enter the PIN the caller must enter in order to continue.

Phrase: From the dropdown menu, select the phrase to play to ask the caller for their PIN.

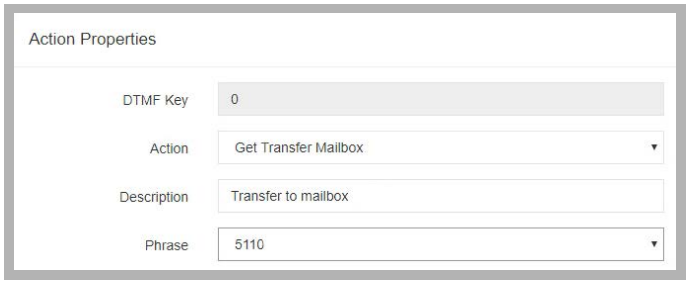
Note: This is a custom prompt and needs to be recorded manually.

Next Sub Menu, When Invalid: From the dropdown menu, select the sub menu in the current Voice Menu to send the caller to when the entered PIN does not exist.

Number of Retries: Enter the number of times a caller may fail to provide a valid PIN Number before being disconnected.

Get Transfer Mailbox

This action allows callers to transfer directly from within the voice menu to a desired extension. When a caller selects this action from a Voice Menu, they will hear the selected prompt, and then they can enter the mailbox number they want to transfer to.

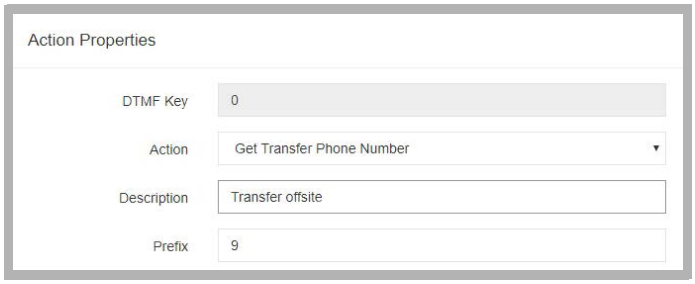


Phrase: From the dropdown menu, select the phrase to play to ask the caller to enter the mailbox user they want to transfer to.

Note: This is a custom prompt and needs to be recorded manually.

Get Transfer Phone Number

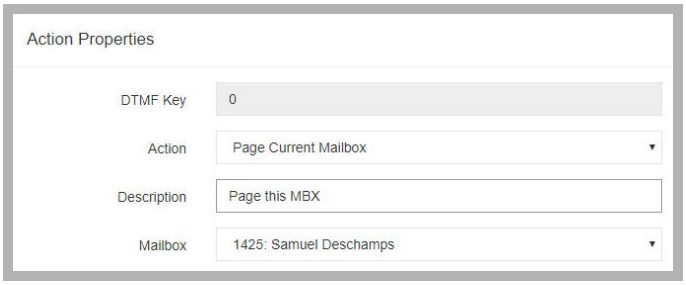
This action allows the caller to transfer to a phone number that is off site. When the key for this action is pressed, the caller will hear the dial tone. They can then enter the phone number and the system will execute the transfer.



Prefix: Enter the number that is required to access an external line.

Page Current Mailbox

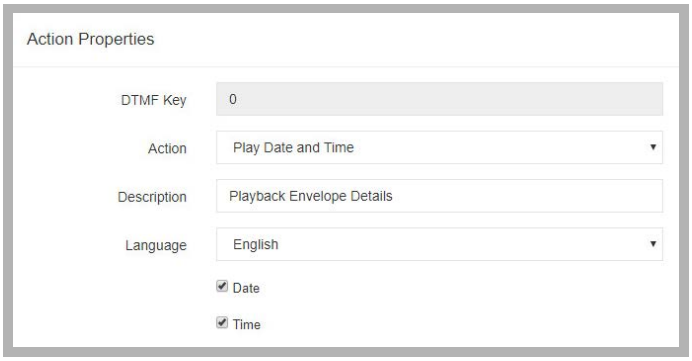
This action allows the caller to page a specific Mailbox user.



Mailbox: Enter the mailbox user to be paged.

Play Date and Time

This action is used to play the current date and/or time in the selected language.



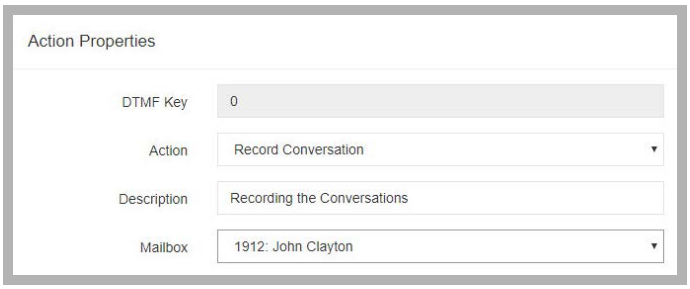
Language: From the dropdown menu, select the language to play back the date and/or time in.

Date: Enable this checkbox to have the system play back the date.

Time: Enable this checkbox to have the system play back the time.

Record Conversation

This action is used to initiate and record a conversation with a specific mailbox user.



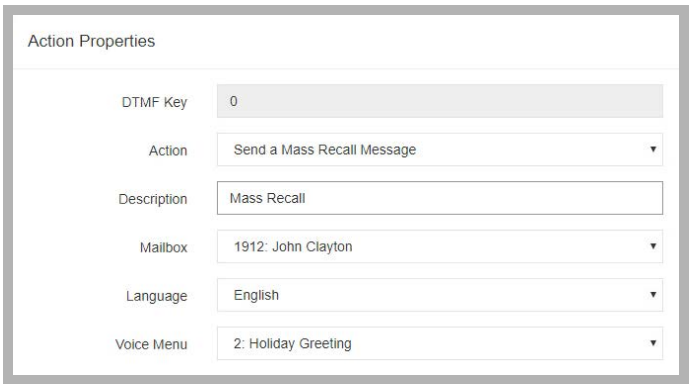
Mailbox: Enter the mailbox user to initiate and record a conversation with.

Return to Customized TUI

This action allows a mailbox user to be brought back to their Customized TUI. The Voice Menu needs to be bound to a mailbox user. At the mailbox greeting, press the key for this action and the caller will be brought to the mailbox user's TUI.

Send a Mass Recall Message

This action allows callers to use the Mass Recall feature. The chosen mailbox must have the necessary Distribution Lists configured so that the message is sent to the right people.



Mailbox: Enter the mailbox user to have the Mass Recall message sent to. This mailbox must have the proper Distribution Lists set up.

Language: From the dropdown menu, select the language to service the caller in.

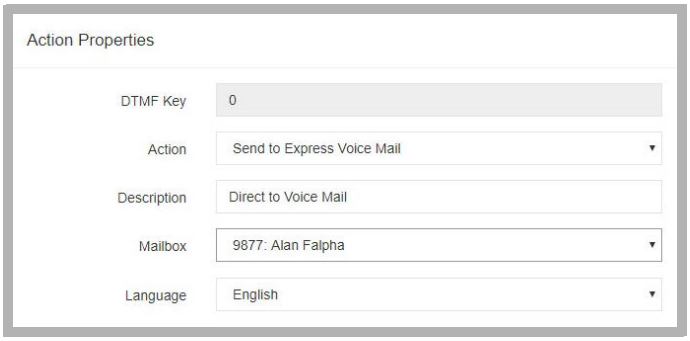
Voice Menu: From the dropdown menu, select a Voice Menu to attach to the message. After the recipients listen to this message, they will be brought to the selected Voice Menu instead of the default.

Send to Directory

This action sends the caller to the company directory.

Send to Express Voice Mail

This action brings the caller directly to the mailbox user's voice mail. Instead of hearing the full mailbox greeting, the caller will hear the mailbox user's name and the record tone.



Mailbox: Enter the mailbox user to which the express message is sent to.

Language: From the dropdown menu, select the language to service the caller in.

Send to Fax Mail

This action causes a fax message received at the number to be sent to a mailbox.

Mailbox: Specify the mailbox to route the incoming fax message to. If no mailbox is entered, and incoming fax will create a desktop prompt for the destination.

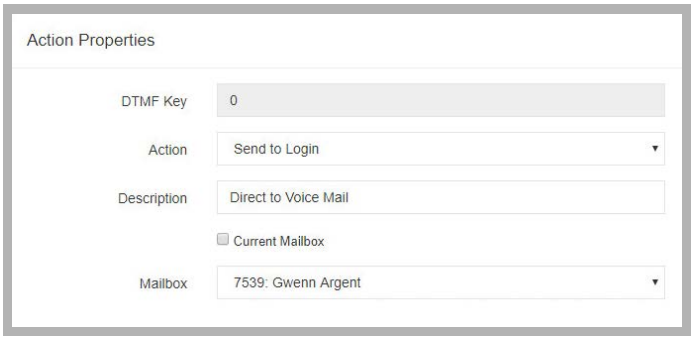
Send Fax Start Tone

This action allows incoming callers to tell the system that they want to transmit a fax to the recipient. Selecting this option will ready the system to receive the fax.

Mailbox: Enter the mailbox number that is to receive the fax when this menu item is selected.

Send to Login

This action allows the caller to log in to a mailbox. The system will first prompt them for the mailbox number and password.



Current Mailbox: Enable this checkbox to automatically connect to the current mailbox.

Mailbox: Enter the mailbox user to which the caller will attempt to log in to.

Note: If nothing is defined in this field, the system will prompt for both mailbox number and password. Else, the system will prompt just for the password.

Send to Main Greeting

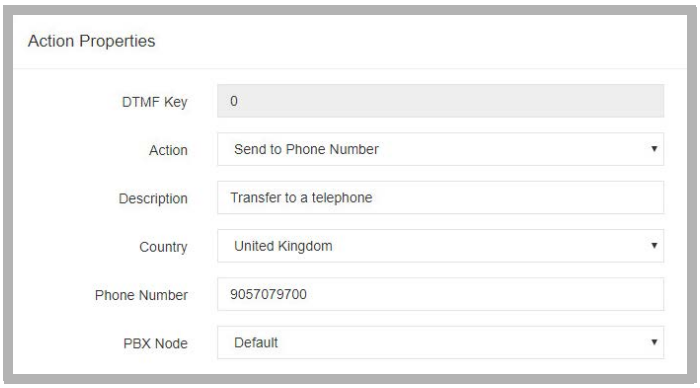
This action sends the call to the main company greeting.

Send to Operator

This action transfers the caller to the system defined operator. If the action was performed with a Voice Menu bound to a mailbox, the caller will be transferred to their Personal Operator if they have one defined.

Send to Phone Number

This action allows a caller to be sent to a specific phone number.



Country: From the dropdown menu, select the country to which the call is to be made.

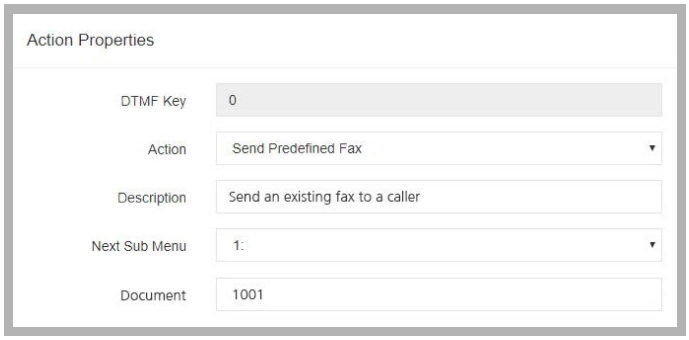
Phone Number: Enter the number to transfer to.

PBX Node: From the dropdown menu, select the node which the call is to be directed through.

Send Predefined Fax

This action will send a fax to the recipient. The fax must have already been saved to the **UC\Faxout** folder on the voice server hard drive; PDF or TIFF format only. Name the file with a document number (e.g. **1001.pdf**, **1002.tiff**).

When this item is selected from the voice menus, the caller will be prompted to enter their fax number and the file will be sent.



Next Sub Menu: From the dropdown menu, select the Sub Menu to bring the caller to after they have selected their fax.

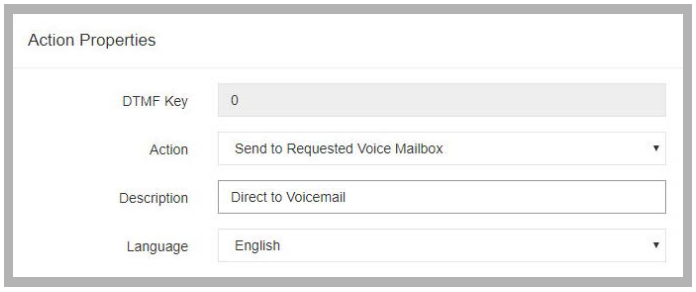
Document: Enter the document number for the fax that will be sent (e.g. **1001**). Do not include the file extension (i.e. pdf or tiff).

Note: This option will not be visible unless the **Fax on Demand** feature is enabled through Avaya Messaging Admin. In Admin, this is found under **Configuration > Fax Settings**, and should be set to **True**.

Send to Requested Voice Mailbox

This action brings the caller directly to the requested mailbox user's voice mail.

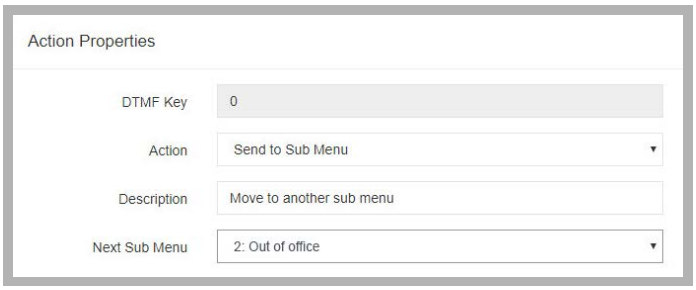
When the key for this action is pressed, the caller will be prompted to enter the mailbox number. After they enter the number, the caller will be brought to the mailbox user's voice mail."



Language: From the dropdown menu, select the language in which the prompt will be played.

Send to Sub Menu

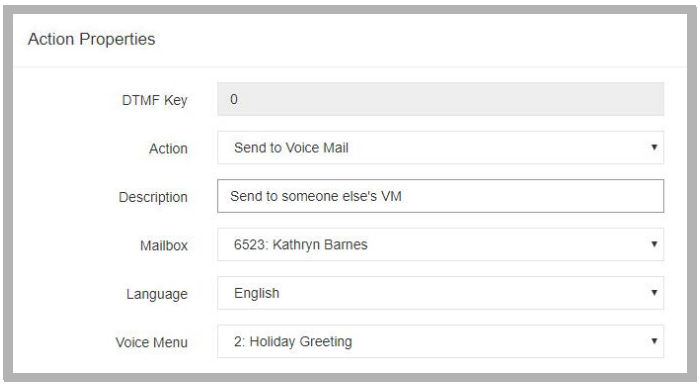
This action brings the caller to the specified sub menu for further processing.



Next Sub Menu: From the dropdown menu, select the sub menu to send the caller to.

Send to Voice Mail

This action brings the caller directly to the mailbox user's voice mail greeting.



Mailbox: Enter the mailbox user to which the voice message is sent.

Language: From the dropdown menu, select the language which the greeting will be played in.

Voice Menu: From the dropdown menu, select the Voice Menu to attach to the voice message. After the mailbox user listens to the message, they will be sent to the selected Voice Menu instead of the default.

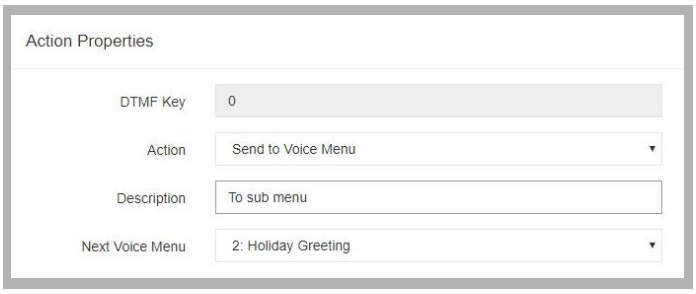
Send to Voice Mail Record Tone

This action brings the caller directly to the mailbox user's voice mail. The caller will not hear any record prompts, but will just hear the record tone.

Note: This action is only available if the Voice Menu is bound to a mailbox.

Send to Voice Menu

This action sends the caller to a different Voice menu for further processing. By default, the system will send the caller to the first sub menu of the selected Voice Menu.



Next Voice Menu: From the dropdown menu, select the Voice Menu to sent the caller to.

Send Requested Fax

This action will send a fax to the recipient. The fax file must have already been saved to the **UC\Faxout** folder on the voice server hard drive. Name the file with a document number (e.g. **1001.pdf**, **1002.tiff**).

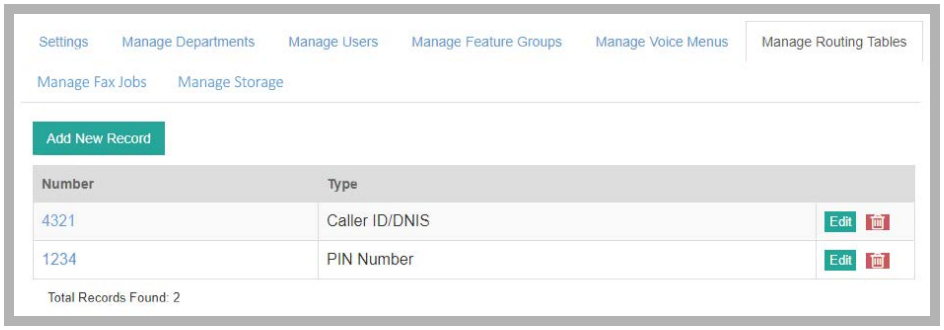
When this item is selected from the voice menus, the caller will be prompted to enter the number of the document they want to receive (e.g. **1002**), and their fax number. The selected file will then be sent.

Next Sub Menu: From the dropdown menu, select the Sub Menu to bring the caller to after they have selected their fax.

Note: This option will not be visible unless the **Fax on Demand** feature is enabled through Avaya Messaging Admin. In Admin, this is found under **Configuration > Fax Settings**, and should be set to **True**.

Manage Routing Tables

The Routing Table allows you to customize the way calls are handled depending on the information available. The information used for routing purposes is divided into three parts:



Caller ID: UC systems can be configured such that when a caller with a specific Caller ID dials into the system, the call will be routed to a specific Mailbox user or a voice menu. Selected phone numbers or area codes can be routed to a Mailbox user or voice menu.

DNIS (Dialed Number Identification Service): The calls can be routed according to the dialed number of the destination. While this is usually configured at the switch level, you also have the option of managing it through the UC server.

PIN verification: You can enforce a PIN entry on the default Voice Menu and route the calls according to the PIN received. This feature is usually adapted by support centers.

Click the **Add New Record** button, or click **Edit** beside an existing routing table.

Use the Type field to change between **Caller ID/DNIS** and **PIN Number**.

Caller ID/DNIS

The Caller ID/DNIS tab allows you to create a routing destination that is based on Caller ID and the DNIS (Dialed Number Identification Service). Routing destinations will be based on call information such as Caller ID, Voice Menu or Mailboxes and Account Codes.

Caller ID/DNIS Entries

Adding/Editing a Caller ID/DNIS Entry

Caller ID/DNIS: Enter the number that will be routed to the Mailbox or voice menu. You can enter either a Caller ID or a DNIS number.

Note: The Automated Attendant will detect the Caller ID or the DNIS number only if it is configured properly in the PBX configuration.

Hint: You can enter the full number or area code with wild cards "?". You can combine the wild cards with any configuration of numbers as well. For example, 416? will redirect all numbers that lead with 416.

Select one of the following radio buttons:

- **Mailbox**: Select this radio button to have callers that match the Caller ID/DNIS transfer to the selected Mailbox user upon dialing into the system.
- **Voice Menu**: Select this radio button to have callers that match the Caller ID/DNIS brought to the selected Voice Menu upon dialing into the system.

Sub Menu: From the dropdown menu, select the sub menu to use. Callers that match the Caller ID/DNIS will be brought to selected sub menu of the chosen Voice Menu. This option is available only when the Voice Menu radio button is selected.

Associated Name: Enter the description of the types of calls being redirected to a Mailbox.

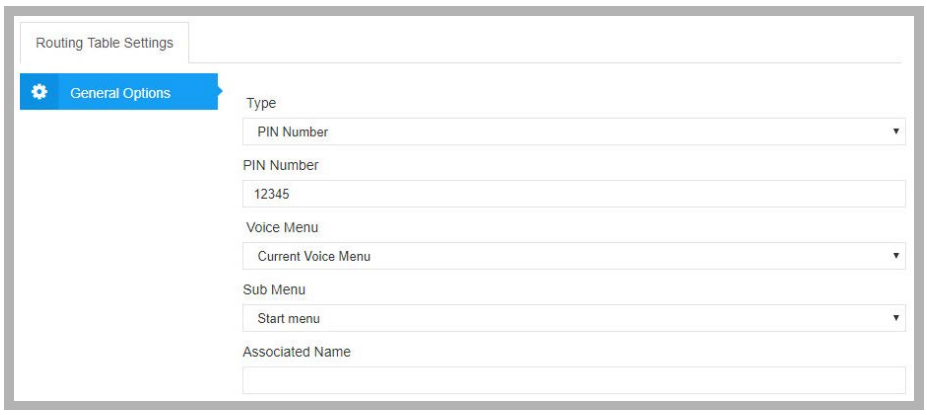
Note: After setting Caller ID/DNIS destinations, you must enable the Caller ID feature. In the Admin tree, select **Configuration > Device Management > Caller ID Settings** and enable the Caller ID settings.

PIN Number

Pin numbers are used to create a custom dialog and action set based on numerical inputs from the caller. Pin number verification and routing may be used in a support center, dealer, or partner log in scenarios.

PIN Number Entries

Adding/Editing a PIN Number Entry



Pin Number: Enter the PIN Number to be verified for call processing. The number can be up to 25 digits in length.

Voice Menu: From the dropdown menu, select the Voice Menu to direct callers to when they enter the correct Pin Number.

Sub Menu: From the dropdown menu, select the sub menu of the chosen Voice Menu to direct callers to when they enter the correct Pin Number.

Associated Name: Enter the name that will appear for screen pop-ups if using the “Pin Number as Caller ID” function.

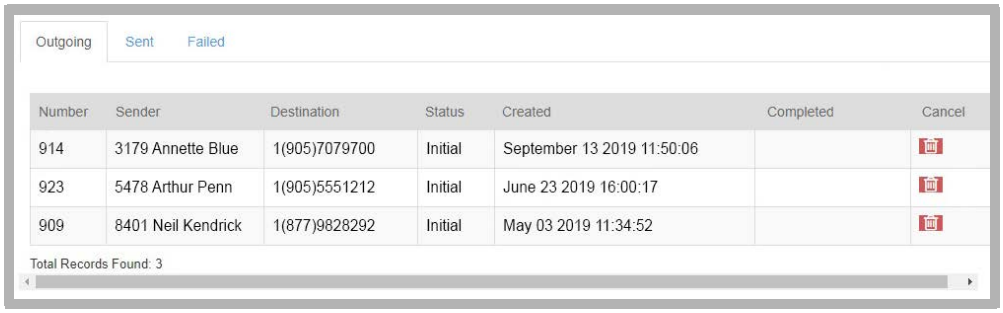
Note: After specifying PIN numbers, make sure that you enable the Ask Pin Number feature in the Voice Menu. In the UC Admin tree, expand the company that this PIN number is associated with and double-click Voice Menu. The Voice Menus appear in the right pane of the UC Admin console.

Manage Fax Jobs

These tables show the outbound fax traffic from the system. Inbound faxes are not included here.

Outgoing

This shows all faxes that are currently in the queue for transmission.
Click **Cancel** to stop transmitting and remove the item from the queue.



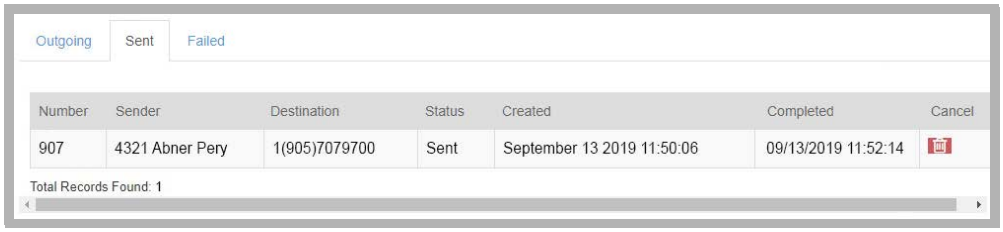
Outgoing Sent Failed

Number	Sender	Destination	Status	Created	Completed	Cancel
914	3179 Annette Blue	1(905)7079700	Initial	September 13 2019 11:50:06		
923	5478 Arthur Penn	1(905)5551212	Initial	June 23 2019 16:00:17		
909	8401 Neil Kendrick	1(877)9828292	Initial	May 03 2019 11:34:52		

Total Records Found: 3

Sent

These are the outbound faxes that have been successfully sent to the recipient.
Click **Cancel** to remove the item from the table.



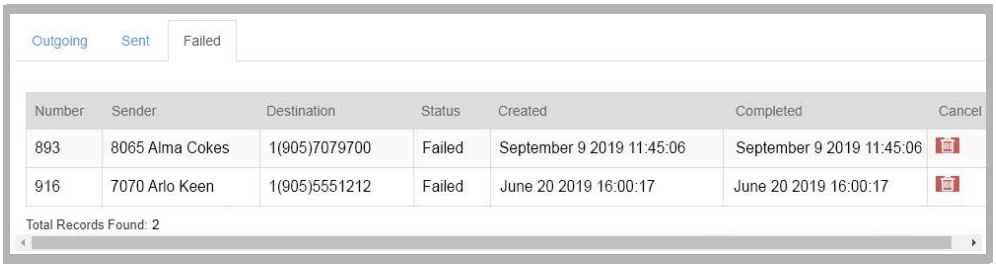
Outgoing Sent Failed

Number	Sender	Destination	Status	Created	Completed	Cancel
907	4321 Abner Pery	1(905)7079700	Sent	September 13 2019 11:50:06	09/13/2019 11:52:14	

Total Records Found: 1

Failed

The messages in this table have not been sent to the recipient due to a failure (i.e. no answer, busy, wrong number, etc.).
Click **Cancel** to remove the item from the table.



Outgoing Sent Failed

Number	Sender	Destination	Status	Created	Completed	Cancel
893	8065 Alma Cokes	1(905)7079700	Failed	September 9 2019 11:45:06	September 9 2019 11:45:06	
916	7070 Arlo Keen	1(905)5551212	Failed	June 20 2019 16:00:17	June 20 2019 16:00:17	

Total Records Found: 2

Key

Number: The job number for this action.

Sender: The extension and name of the person sending the fax.

Destination: The number where the fax was being sent.

Status: Result of the send attempt (Initial, Sent, Failed).

Created: Date and time when the fax job originally entered the system.

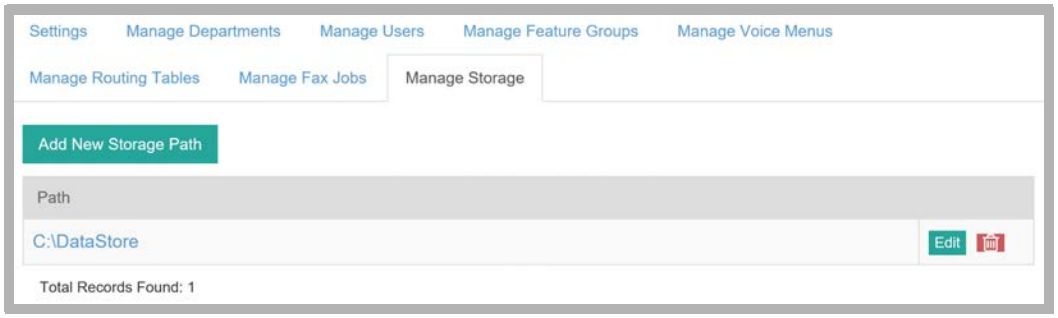
Completed: Date and time when transmission of the fax job ended / failed.

Cancel: Click here to remove the item from the table. This will stop transmission if the message is currently active.

Manage Storage

The Manage Storage feature allows you to define locations on the network where incoming messages (email, voice, and fax) can be stored outside of the user's mailbox. These paths will be available to **all** users.

Click on an existing location to edit the path, or click **Add New Storage Path** to create a new location.



Note: Setting the path to **C:** will send the messages to the root of the **Voice** server, **not** to the users' computers.

Warning: The paths entered must conform to the UNC standard including the use of backslashes **** (i.e. **\\192.168.1.10\path**).

You can now set storage path usage for anyone wishing to make use of the feature. You can also create Private Paths, accessible to one user only. Users can also manage the feature through Web Access.

1. From **Settings > Manage Users**, select a user and go to **Message Options**.
   Click an existing address to modify it, or choose **New Address** to create a new one.
2. Enter the following options. Click **OK** when finished:

   Type: Select **Storage Path** from the dropdown list.

   Destination: Use the dropdown list to select the storage location from those created above. You can also enter the path in the space provided. This location is specific to the selected user. No other users will store their data there.

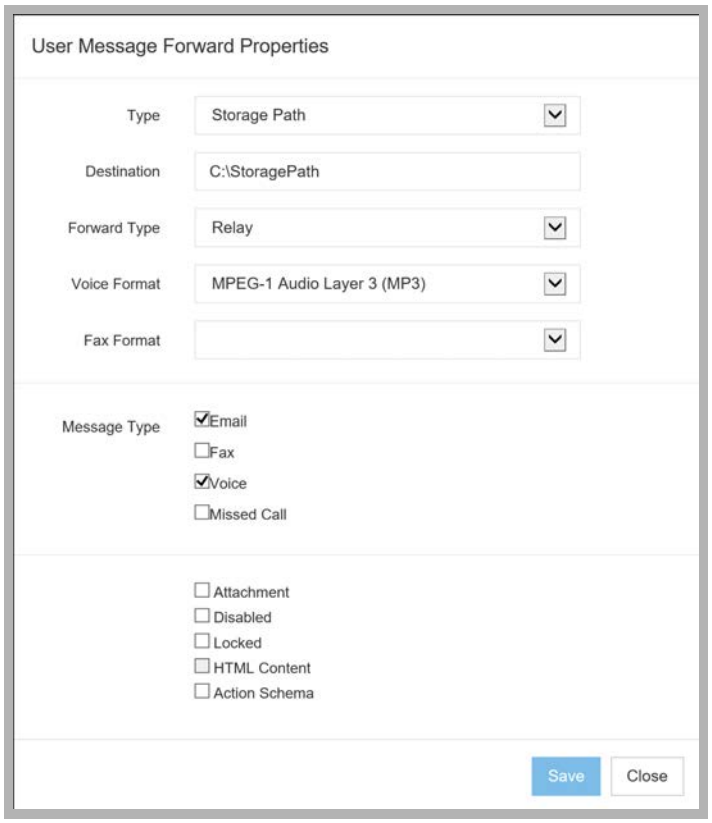
   Forward Type: Choose **Relay** from the dropdown list.

   Voice Format: Select the file format for storing voice messages.

   Fax Format: Select the file format for storing faxes.

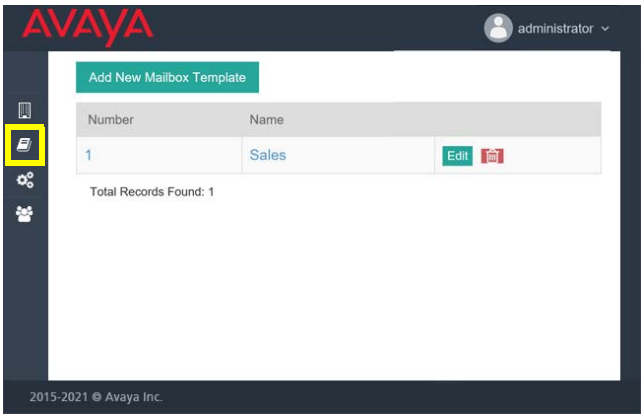
   Message Type: Enable the checkboxes to choose which types of messages (Email, Fax, Voice) will be directed to the

storage location. Enable all that apply.



Click **Save** when finished.

Mailbox Templates



The existing templates are shown at the main screen.

Click on a template to edit its configuration, or click Delete to remove the template from the system.

To create a new template, click **Add New Mailbox Template**.

Fields that are grayed-out cannot be configured as part of the template.

General Options

Template Number: Enter the template number. This number will be used for sorting the templates.

Template Name: Enter the template name for your reference.

Account Code: Enter the account number. This is used to pass account number information for toll charge billing back to an individual user.

Voicemail Password

Password: Enter the user's password. This password has to be **numeric**.

Application User Settings

Password: Enter the user's application user password. This password has to be **alphanumeric**.

Confirm Password: Confirm the password.

Note: The voicemail password is used when accessing the system through a telephone keypad. The application user password is used with all other access methods (i.e. Avaya iLink Pro, Web Access).

Advanced

Web Client User: Enable this checkbox to give the Mailbox Web Access capability.

D.I.D Trunk: Enter the trunk number that the system will use to access the voicemail of this Mailbox. This field is normally used by Norstar Systems.

Account Name: Enter the Windows domain and account name for this mailbox user (e.g. DOMAIN\USER_NAME). If this is configured alongside Auto Discovery, users will be able to log into their iLink Pro Desktop based on their domain credentials without having to configure or enter any information in iLink Pro Desktop. This single sign on feature is only available when the user is on the same network as the Avaya Messaging server.

Desktop Capability: From the dropdown menu, select the type of functionality that this user will have (i.e. Collaboration, Messaging).

Date Format: From the dropdown menu, select the date format which will determine the way in which the date is expressed in Web Access and/or the telephone.

PBX Node: From the dropdown menu, choose the correct node for this template.

Mailbox Options

Security Locked Mailbox: This checkbox becomes enabled when a mailbox becomes locked after failing to log in X number of times. The X is defined on the Company properties under Password/Security tab. Disable this checkbox to allow users to log into their mailbox.

Show Tooltips: Enable this checkbox to have hints help documentation displayed by default throughout the Web Access windows. The Hints, shown in yellow strips at the top of each screen, will display in Web Access until the user turns it off.

Show Getting Started: Enable this checkbox to have the Getting Started page displayed by default in Web Access for the user. The Getting Started page will display until the user turns it off.

Fax Detection: Enable this checkbox to allow incoming faxes to deliver their message to the user's inbox if the call is unanswered. With this box unchecked, the phone set will ring but a fax call will be dropped if it is not answered.

Group Mailbox: Enable this checkbox to convert this mailbox into a group mailbox. Group Mailboxes are accessible to

multiple users, and all activity is tracked. The administrator can generate a report with the details.

Tutorial: Select **On** if you want the user to be prompted with a tutorial when accessing his/her Mailbox through telephone.
You can select a full or simple tutorial through **UC Admin > Voice Server > Advanced > Simple Tutorial** (page 235).

Say Date Time: Select Yes if you want the user to listen to the envelope information when listening to a message. The type of envelope information that will be played is defined from the TUI associated with the current Mailbox.

Message Playback Order: Select an option from the dropdown list. This allows the users to listen to their messages by either FIFO (plays the oldest message first, newest message last) or LIFO (plays the newest message first).

Web Tutorial: Select On to have the user work through the welcome tutorial when accessing Web Access. This tutorial takes the user through the personalization of their mailbox and the recording of greetings.

Transfer Options

Pre Transfer Paging: Enable this checkbox to page users before a call is transferred.

When a caller requests an extension, the caller is put on hold and the UC system pages the user. The system then waits for the specified period of time (the timer is defined on the Advanced tab and has a default of 5 seconds) and then transfers the caller to the desired extension.

Post Transfer Paging: Enable this checkbox to page users after the call is transferred.

When a caller transfers to an extension that is busy or is not answered, the caller is forwarded to the user's Mailbox. In the user's personal greeting, the caller can be given the option to page the user over the telephone intercom system (for example, "Press 4 to have me paged"). Callers must be informed of the paging feature in the user's personal greeting. The system does not have a pre-recorded prompt.

Busy on Second Call: With this option enabled, incoming calls will be immediately routed to voicemail if the user is already on the phone. If disabled, incoming calls will keep trying to reach the user at that extension until the line is free.

Caller ID: From the dropdown menu, select the desired option to configure the Caller ID.

Note: This option is required for desktop screen pops using iLink Pro Desktop. The iPD settings must also be configured to accept screen pops.

Note: If a blank Caller ID is sent to iPD, there will be no pop-ups.

Notification Options

Cascade Notification: Enable this checkbox to instruct the system to send notifications in consecutive order to a list or defined notification schedule.

Cascade Notification Loop Back: Enable checkbox to allow cascade notification loop back, which is like cascade notification except that it will not stop notifications after all retries are complete. It will instead start again from the beginning.

Notify for Fax Messages: Enable this checkbox to send a notification when fax mail is sent.

Notify for Voice Mail

Select one or more options from the following choices to activate notification for voice mail messages.

All - Notifies user of all voice mail messages that are received

Certified - Notifies user if a sent voice message has been received

Internal - Notifies user only if voice mail message is from an internal user

External - Notifies user only if voice mail message is from an external user

Urgent - Notifies user only if an urgent voice mail message is received

Confidential - Notifies user only if voice mail message is of a private status

With Caller ID - Notifies user only if voice mail message is accompanied with Caller ID

Notify for Email

Select one or more options from the following choices to activate notification for email messages.

All - Notifies user of all email messages that are received

Certified - Notifies user if a sent email message has been received

Internal - Notifies user only if email is from an internal user address

External - Notifies user only email is from an external user address

Urgent - Notifies users only if an urgent email message is received

Confidential - Notifies user only if email message is of a private status

Synchronization Options

Use Feature Group settings for IMAP: Enable this checkbox to use the IMAP settings of the Feature Group. This is used when you are using a superuser account to connect to the Exchange server for the IMAP CSE feature.

Sync Server: From the dropdown menu, select the corresponding IMAP server.

IMAP Language: From the dropdown menu, select the primary language of the IMAP account.

Storage Mode: From the dropdown list, select IMAP to store messages in the IMAP store, or Database to store messages in the UC database.

Note: This field indicates whether or not the Mailbox is IMAP-synchronized. Setting storage to Database indicates no IMAP synchronization.

Voice Format: From the dropdown menu, select the voice compression format which is to be used when the user is sending a voice message outside of the UC server.

Speech Options

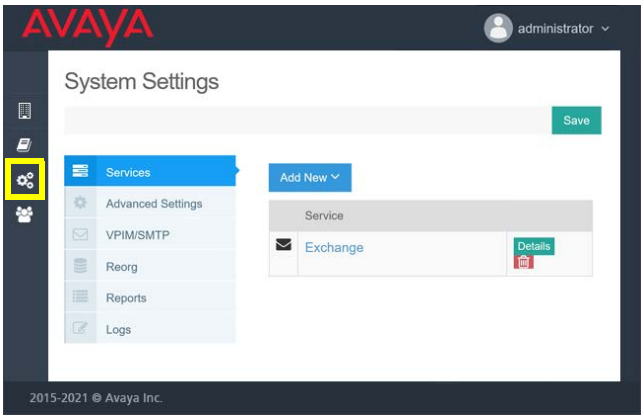
Enable ASR for Public Contacts: Enable this checkbox to allow the user of the current mailbox to access their public contacts through ASR along with the traditional DTMF method.

Enable ASR for Private Contacts: Enable this checkbox to allow the user of the current mailbox to access their private contacts through ASR along with the traditional DTMF method.

Enable Voice Message Transcription: Enable this option to provide ASR transcription service to users of this template. Use of this feature requires additional licensing.

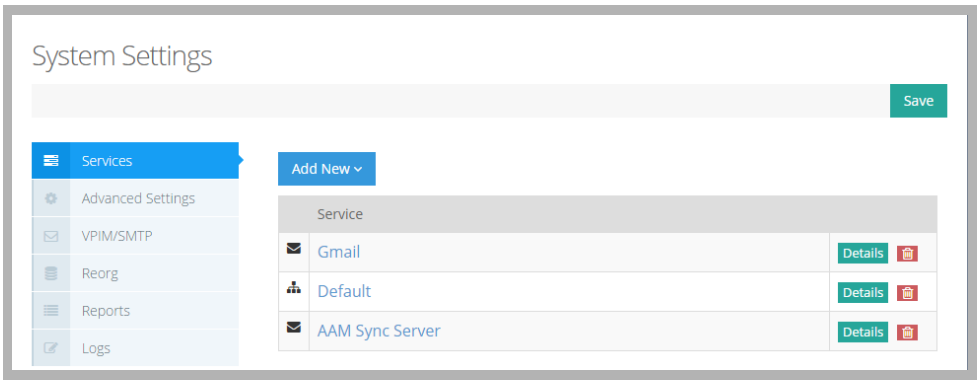
Once all of the settings have been configured, click **Save** to create the template.

System Settings



Services

Use the Services tab to configure connections to supporting servers for Avaya Messaging.



Several servers may already be configured depending upon the choices you made during the installation of the program. Review the settings for existing servers by clicking the **Details** button.

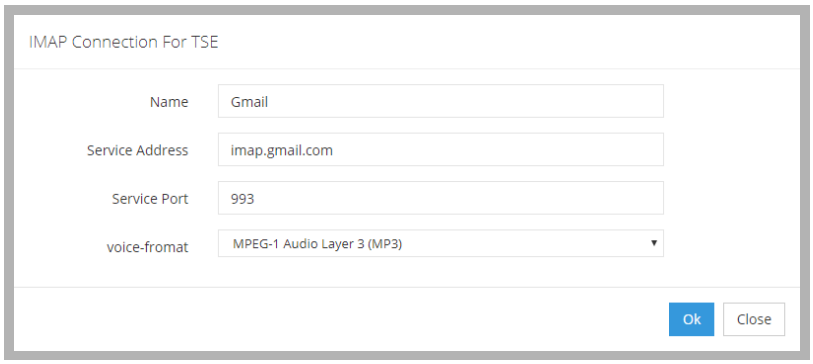
Click **Add New** and select the Synchronization Source created in the system settings section.

Email Server: Connect the voice server to another Email Server.

CTI for Aura CM: Allows the voice server to integrate with Avaya Aura CM.

Message Sync Source: Connect to another server.

When you have made a selection, enter the details for the server.



Name: Enter a name for this service.

Service Address: Put the IP address for the server here.

Service Port: Set this value to 993.

Voice Format: Use this field to tell Avaya Messaging what audio format to use for voicemail files.

Advanced Settings

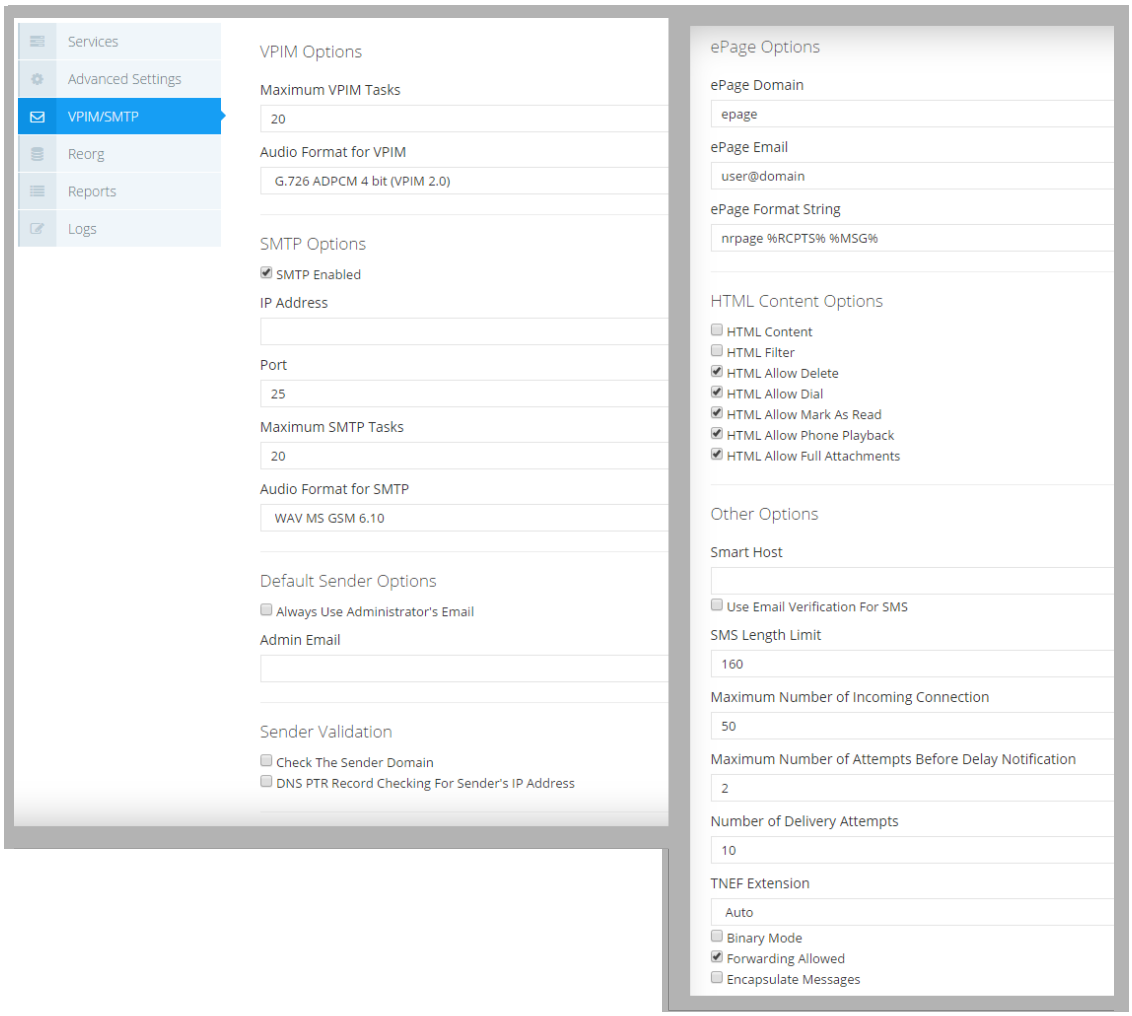
Configure the paths to the Consolidated and System servers. Enter the URL for each server in the spaces provided.

Consolidated Server Path: Enter the installation directory path of the Consolidated Server (for sites using High Availability), or the path to the voice server directory.

System Path: Enter the installation directory path of the voice server (C:\UC by default).

VPIM/SMTP

VPIM/SMTP settings allow you to configure VPIM server behavior.



VPIM Options

Maximum VPIM Tasks: Enter the number of VPIM messages can be processed at one time.

Audio Format for VPIM: Choose the audio format for VPIM voice messages.

SMTP Options

SMTP Enabled: Indicates whether or not SMTP is enabled.

IP Address: Add the default IP address for SMTP messages.

Port: Indicates the port that will be used for SMTP messaging. The default value is **25**.

Maximum SMTP Tasks: Enter the number of SMTP messages can be processed at one time.

Audio Format for SMTP: Choose the audio format for SMTP voice messages.

Default Sender Options

Always Use Administrator's Email: Replaces the sender's email with that of the admin account, although the display will still show the original sender. This is used when receiving messages from outside sources (i.e. Gmail) that may lack vital routing information.

Admin Email: Type in the administrator's email address.

Sender Validation

Check The Sender Domain: Enable to have the system check the domain of message senders to confirm the

legitimacy of the source.

DNS PTR Record Checking For Sender's IP Address: Enable to allow DNS PTR record checking of a sender's IP address.

ePage Options

ePage Domain: Not generally implemented. Used in a proprietary installation.

ePage Email: Not generally implemented. Used in a proprietary installation.

ePage Format String: Not generally implemented. Used in a proprietary installation.

HTML Content Options

HTML Content: Enable this item to allow sending messages in HTML format.

HTML Filter: Allows the filtering of HTML in messages to text.

HTML Allow Delete: Used with Send URL. This permits / denies deleting.

HTML Allow Dial: Used with Send URL. This permits / denies dialing.

HTML Allow Mark As Read: Used with Send URL. This permits / denies marking a message as Read.

HTML Allow Phone Playback: Used with Send URL. This permits / denies message playback.

HTML Allow Full Attachments: Allow whole attachments of voice message to be part of the message.

Other Options

Smart Host: In the case of a non-connected PC, all messages will be sent after being forwarded to this host.

Use Email Verification For SMS: Enable this option to require outbound SMS messages originating outside the company to be verified through email before sending. An off-site sender, after attempting to send an SMS message, will receive an email with a link which must be clicked before the message will be sent.

SMS Length Limit: Set the maximum length of an SMS text message.

Maximum Number of Incoming Connections: Set the maximum number of VPIM/SMTP connections allowed.

Maximum Number of Attempts Before Delay Notification: Indicates the number of times the voice server will attempt to send a message before it notifies the sender that message delivery is still pending.

Number of Delivery Attempts: Indicates the number of times the voice server will attempt to send a message before it notifies the sender that message delivery has failed.

TNEF Extension: This is the message class or ID.

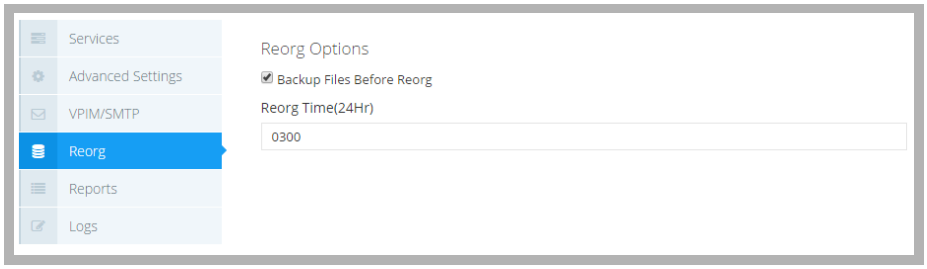
Binary Mode: Disabling this feature will allow binary encoded messaging.

Forwarding Allowed: Enable to allow the forwarding of messages from remote machines.

Encapsulate Messages: Enabling this will permit message encapsulation.

Reorg

Reorg settings allow you to specify the rules to activate and run the function that cleans and compacts the database.

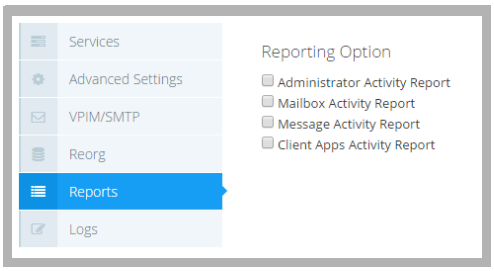


Backup Files Before Reorg: Configure whether to back up the database files before initiating the reorg or not.

Reorg Time: Sets the time of day, in 24-hour format, to start the reorg function.

Reports

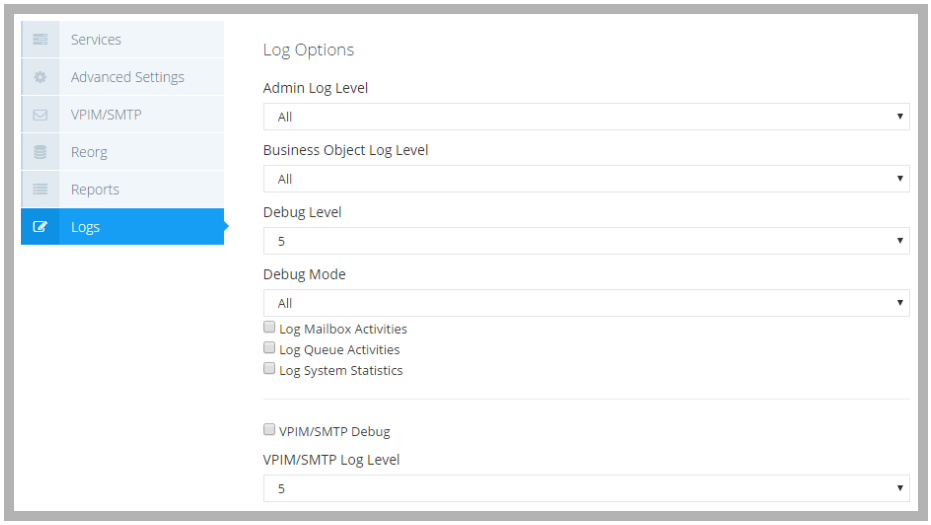
Reports allows you to enable or disable specific component activity reports.



Administrator Activity Report: Enable this item to allow the creation of administration activity reports.
Mailbox Activity Report: Enable this item to allow the creation of mailbox activity reports.
Message Activity: Enable to allow the creation of message activity reports.
Client Apps Activity Report: Enable to allow the creation of client applications activity reports.

Logs

System Health settings allow you to specify report logging on all system components.



Admin Log Level: Create a log file for all Admin activity.

Business Object Log Level: This will create a log file for all EE Application Manager activity.

Debug Level: Sets the level of information sent to a log file when Debug mode is activated. Enter a number between 0 (less) and 5 (most), depending on the level of detail required.

Debug Mode: Debug mode for all main voice server activities (**All, Debug, Event, No, Notify**).

Log Mailbox Activities: Creates a log file for all Mailbox activity.

Log Queue Activities: Creates a log file for all Queue activity.

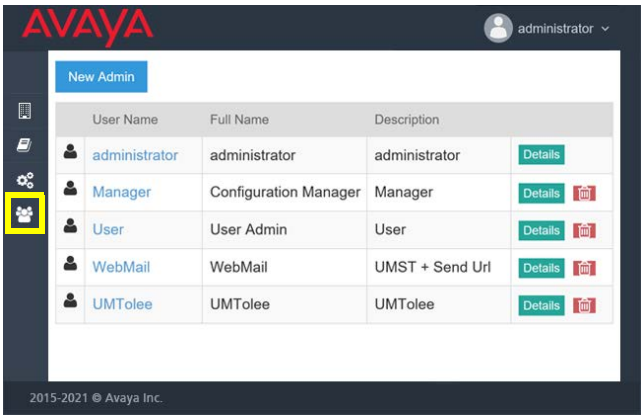
Log System Statistics: Creates a log file for all system statistics.

VPIM/SMTP Debug: Allows for VPIM/SMTP debugging.

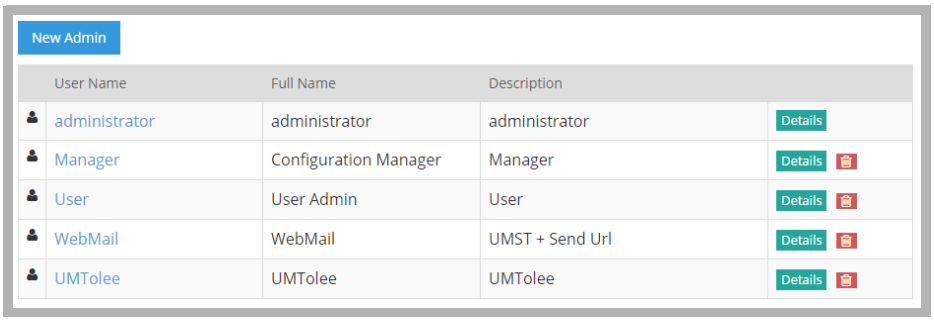
VPIM/SMTP Log Level: This indicates the level of information sent to a log file for all VPIM/SMTP activity, provided debug is activated.

Caution: Turning on many log options and/or collecting data for long periods can generate very large log files that may exceed the space available on the system drive.

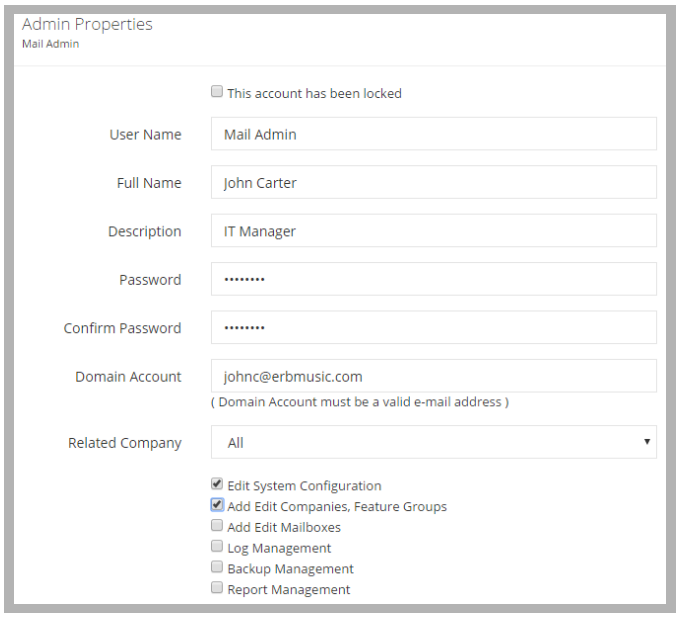
Administrators



The Administrators panel displays all of the accounts with admin privileges on the voice server.



Click **Details** to view each account's configuration, or select **New Admin** to add a new account.



This Account has been locked: Select to disable this account.
User Name: Enter the name of the administrator.
Full Name: Enter the administrator's full name.
Description: Enter the title or purpose of this administrator.
Password: Create the administrator's password.

Confirm Password: Re-enter the password.

Domain Account: Enter an email address of a user on the domain who will operate this account.

Related Company: Select the companies this administrator has administrative rights over.

Edit System Configuration: Allows this account to edit system configuration files.

Add Edit Companies, Feature Groups: This account can add, edit, and delete companies and feature groups.

Add Edit Mailboxes: Allows the account to create, edit, and delete mailboxes.

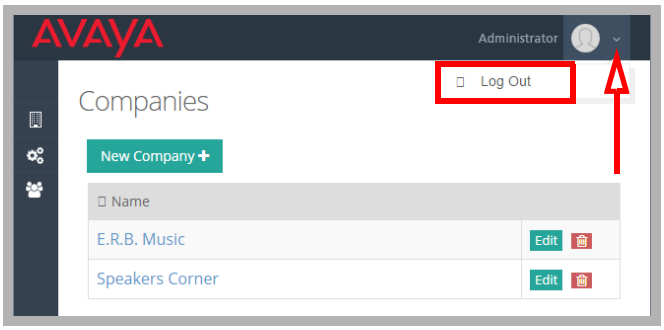
Log Management: This user can set and define logs for tracking issues and usage.

Backup Management: Allows this account to perform and define backup management tasks.

Report Management: Enable to allow the account to define and create reports and run the Web Report utility.

Logout

Selecting this option will prompt you to log out of the Web Admin program.



Separating Web Console Streams: Users vs Administrators

Important: This section applies only to High Security installations.

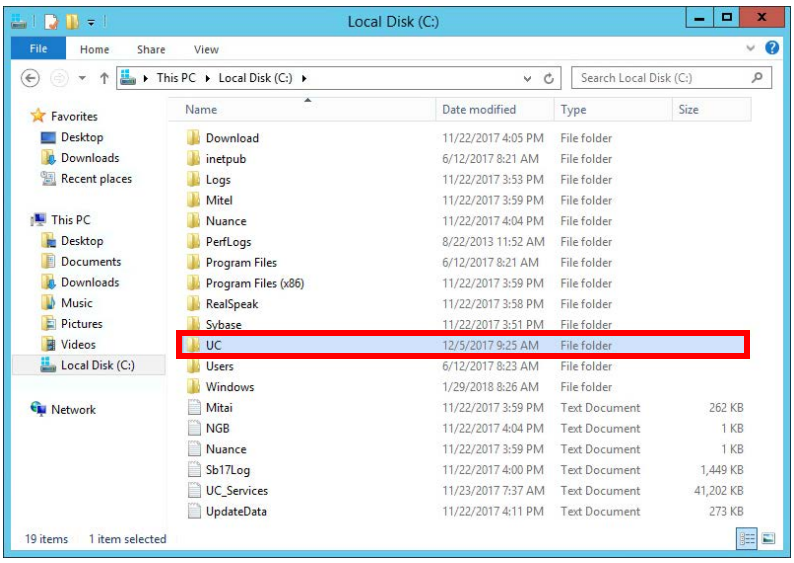
End-users and administrators have different rights to the Avaya Messaging database. Administrators are authorized to view all of the data system-wide, while end-users can only access some of the data from their own account. This division helps to prevent end-users from accidentally damaging or changing the database.

By default, communications between front-end client applications, such as iLink Pro, and the voice server use a single stream for both administrators and end-users. Since all traffic flows along the same stream, this creates the potential for a security vulnerability.

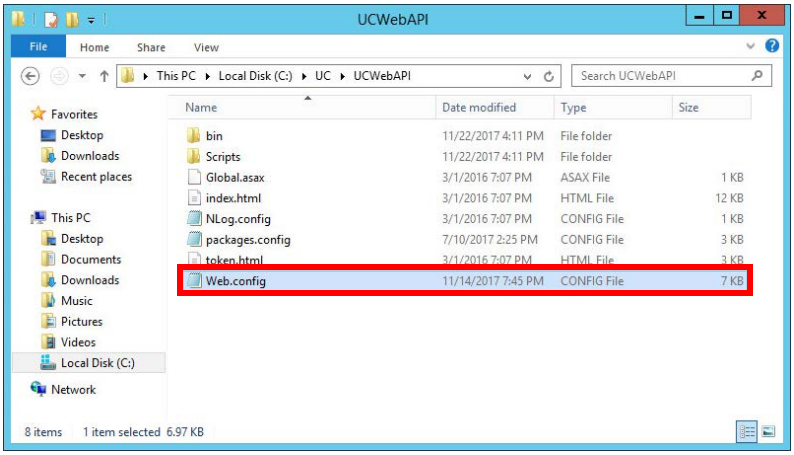
For high security environments, such as those requiring JITC compliance, it is necessary to separate the administrator and end-user paths to ensure the integrity of the data streams. Administrators and end-users will still have the same levels of authorization, but they will each use their own, isolated stream.

Procedure

1. On the voice server, open the drive where Avaya Messaging was installed. By default, this is the C drive. Open the **UC** folder on this drive.



2. Open the **UCWebAPI** folder. Double-click the **Web.config** file. Open it using a text editor such as Windows Notepad.

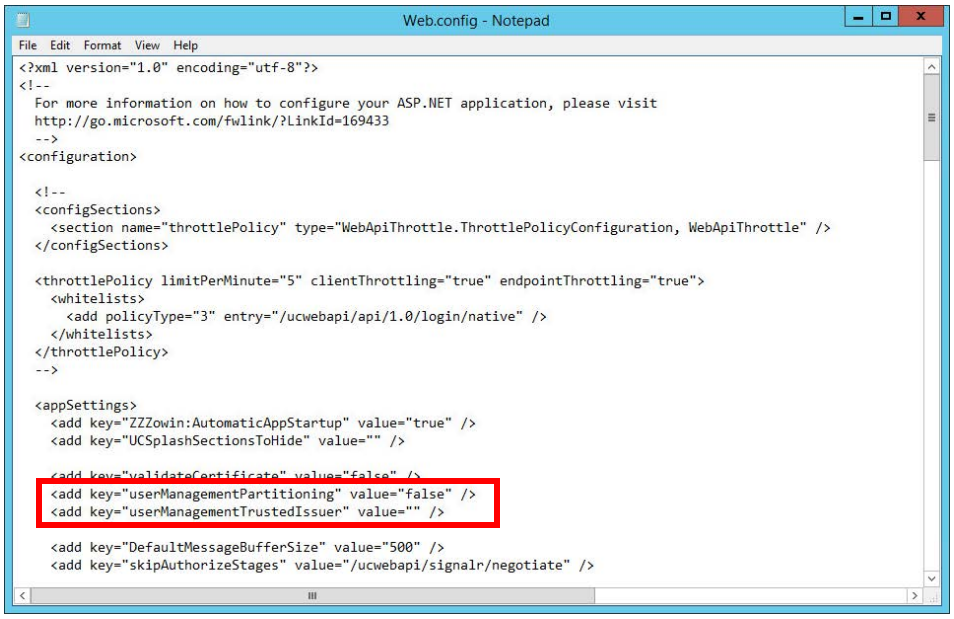


3. Locate the **<appSettings>** section. Change the value for the following line to read “true”.
   Change...

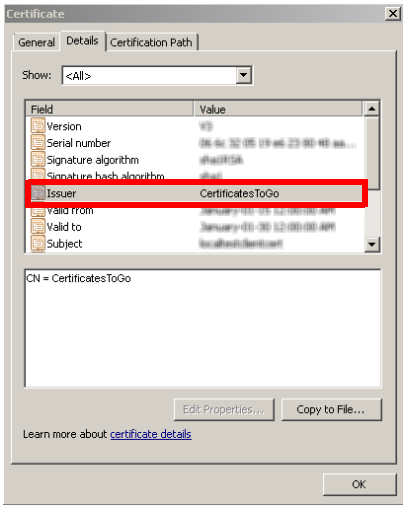
   <add key=”userManagementPartitioning” value=”**false**” />

   into...

   <add key=”userManagementPartitioning” value=”**true**” />



4. Optionally, you can add the protection of a certificate layer to further secure the stream. Change the value for the following line to include the name of **Certification Authority** (CA) that provided the certificates you will be using.



   For example, change...

   <add key=”userManagementTrustedIssuer” value=”” />

   into...

   <add key=”userManagementPartitioning” value=”**CertificatesToGo**” />

Important: The name used here must match **exactly** the name of the Certification Authority as it appears within the certificate. Review the certificate details to determine the precise name to be used.

Note: Self-signed certificates are not permitted. Only certificates issued by a CA can be used to satisfy the requirements of JITC.

A Note for JITC Installations

If Avaya Messaging is installed onto a system with a JITC High Security license, there will be two versions of the Web.config file created in two different folders on the installation drive. One of these is used to configure the administrator accounts, and the other for standard users.

For Administrators

The administrator directory is the **\UC\UCWebApiAdmin** folder.

Within this folder is the **Web.config** file that you will edit as described above.

This is the file that must be modified.

For Standard Users

The standard user directory is the **\UC\UCWebAPI** folder.

Within this folder is a second copy of the **Web.config** file that is used by all accounts that do not have administrator privileges. This file does NOT need to be modified to separate the communication streams.

Leave this file unchanged.

19 LDAP IMPORT UTILITY

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353 Toolbar Buttons

354 Importing a user into the system

357 Importing Directory users into the system

363 Configuring and Connecting

367 Adding and Importing mailboxes

368 Checking Imported and Saved Mailboxes

368 Clearing a mailbox

368 Updating the Directory

368 Synchronizing the database with the Directory

Introduction

The LDAP Import Utility allows you to import user information from your Active Directory servers or from text files into the Avaya Messaging database. This utility is suited to situations where there is already existing user information prior to installing Avaya Messaging.

The LDAP Import Utility is installed with Avaya Messaging. To access it from the Windows Desktop, click **Start > Programs > Avaya Messaging > LDAP Import Tool**.

Toolbar Buttons

Button	Name	Function
	Import mailboxes	Imports one or several mailboxes.
	Import contacts	Imports one or many contacts.
	Import Distribution List	Imports one or more distribution lists.
	Print	Print a file.
	Help	Accesses LDAP Import Utility help file.
	What's this?	Provides a brief explanation for the selected item.
	Settings	Opens the Settings dialog box.
	Connect LDAP Server	Connects to the LDAP server.
	Disconnect from LDAP Server	Disconnects from the LDAP server.
	Save mailboxes in database	Saves mailboxes data to the Avaya Messaging database.
	Assign mailbox numbers	Allows you to modify the attributes of a range of mailboxes.
	Reset mailbox numbers	Allows you to clear mailbox settings for selected users.
	Select All	Select all mailboxes.
	Read Mailboxes	Display all mailboxes.
	Assign OU & Company	Import the company/organizational unit information from a database.
	Assign Mailbox number and extension from database	Assigns a mailbox number and extension directly from a database.
	Link User with database	Synchronizes the Voice Server database with the directory.
	USN & Timestamp	Specify USN or Time.
	Update Directory	Updates the directory.
	Adjust mailbox number and extension	Edit the attributes associated with a mailbox in the directory.
	Check for mailbox duplication	Validates mailbox information before importing.
	Import Companies	Allows you to import all selected Companies.
	Import OUs	Allows you to import all selected Organizational Units.
	Check Selected Branch	Select all items/subitems of the selected object in the directory pane.
	Uncheck Selected Branch	Deselect all items/subitems in the directory pane.

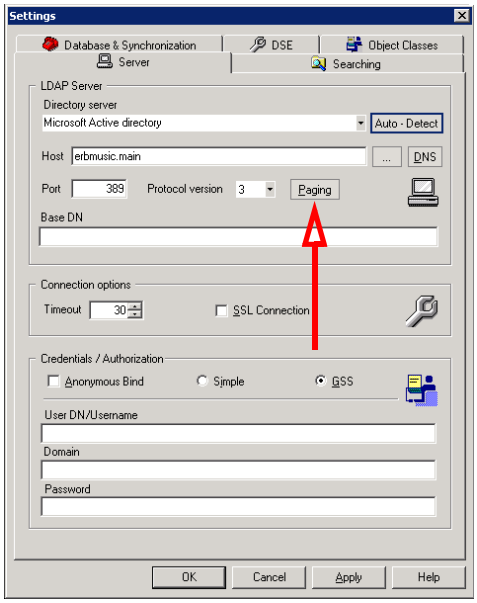
Importing a user into the system

The LDAP Import Tool allows you to gather user data from a text file or from your directory. When using LDAP to import a user from the directory to the voice server, the following steps must be performed:

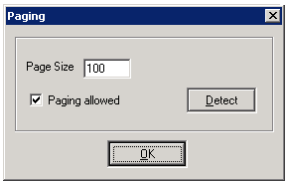
1. Open the LDAP Importer. Go to **Start > All Programs > Avaya Messaging > LDAP Import Tool**.
2. Click the **Settings** toolbar button . The Settings screen (Server tab) appears.
3. Verify the following LDAP Server information:
   - The **Directory Server** field contains the correct Directory Server.
   - The **Host** field contains the correct directory server name.

Note: Click the ellipsis or **DNS** button if you want to browse through the available server locations.

   - The **Port** field contains the correct LDAP Server port number.
   - The value in the **Protocol Version** dropdown list is correct.

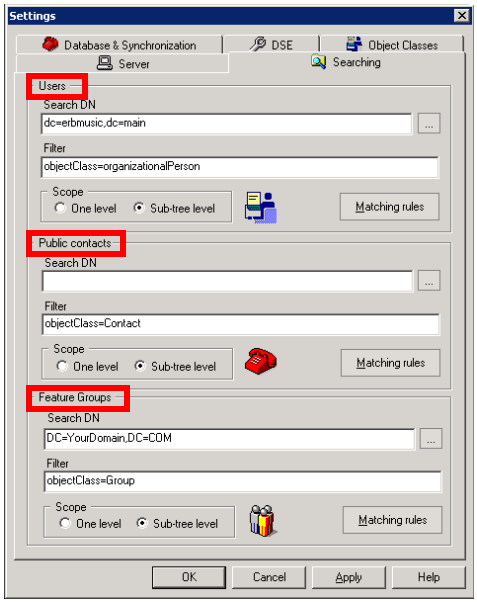


4. Click **Paging**. The Paging dialog box appears:
5. Set the Paging specifications:
   - **Page Size** specifies the number of entries to show per page when retrieving results from the server.
   - Enable **Paging allowed** to use paging specifications.
   - Click the **Detect** button to check if the server supports the paging mode.
   - Click **OK** to save specifications.



6. In the Connections options feature box, specify the following:
   - In the **Timeout** field, enter the time (in minutes) for the length of a connection.
   - Enable the **SSL Connection** checkbox to use Secure Sockets Layers.
7. In the Credentials/Authorization feature box:
   - Enable the **Anonymous Bind** checkbox to allow login to LDAP by any client without authentication.
   - Select either **Simple**, for no encryption, or **GSS**, to encrypt communications.
   - Enter the **User DN/Username** for the administrator account.
   - Enter the directory **Domain** name.
   - Enter the administrator **Password**.

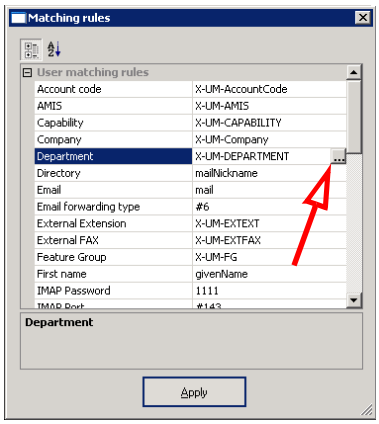
8. Click on the **Searching** tab.
9. You can search either by **Users**, **Public Contacts** or **Feature Groups**.



For all search methods:

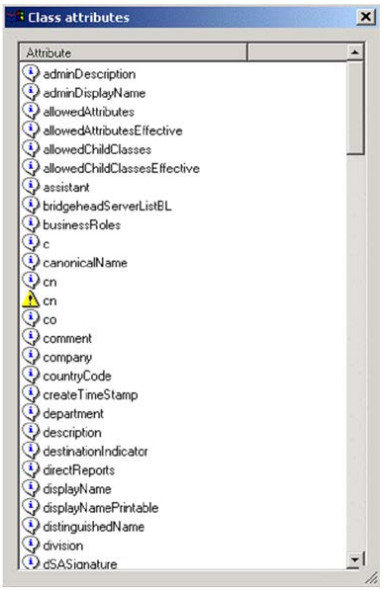
10. In the **Search DN** field, enter a data string describing the directory server location. This defines where to search.
11. Enter a data string describing what you are looking for on in the **Filter** field.
12. Select either **One level**, to search only the current tier of the directory hierarchy, or **Sub-tree level** to include all levels in the search.

13. Select **Matching Rules**. This screen shows which fields in the Avaya Messaging database correspond to which fields in the directory database.



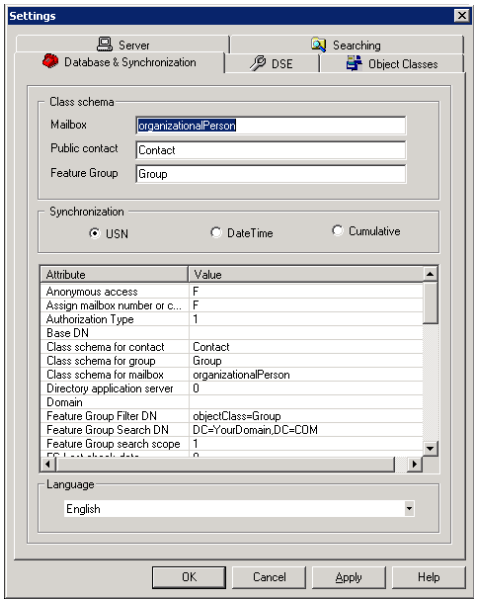
Note: By default, all attributes are predetermined to match most existing Directory servers. Also, this is where you will define which field in the AD will be used for mailbox number on the Avaya Messaging side. You may use any free field within AD to assign mailbox numbers, as long as you match them accordingly under the Matching Rules.

14. Highlight the Class Object for which you want to define a unique matching rule, and then click the ellipsis button. The **Class Attributes** dialog box appears.
15. Select the attribute that you want to assign to the Class Object, then close the Class Attributes dialog box. The chosen Class Object will now be associated with the specified field in the Avaya Messaging database.
16. Repeat Steps 13-15 for all matching rules you want to define.
17. When finished click **Apply**.



18. Click on the **Database & Synchronization** tab.
    In the Class schema feature box complete the following:
    - Enter the object class name to be synchronized with Mailbox.
    - Enter the object class name to be synchronized with Public Contact.
    - Enter the object class name to be synchronized with Feature Group.

    In the Synchronization feature box:
    - Choose **USN** to synchronize data based upon the Update Sequence Number. Choose **DateTime** to sync based upon time stamps. Select Cumulative to have both servers compare their contents and make updates where appropriate.

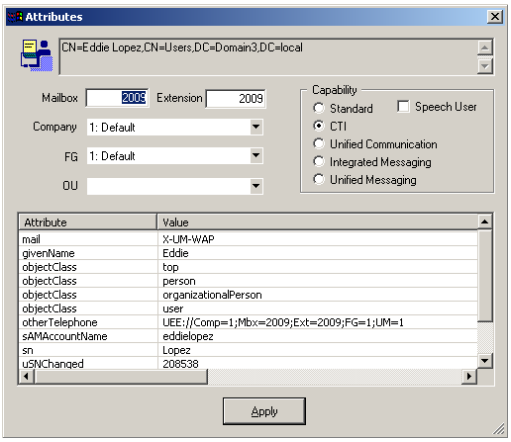


Note: USN is best for most applications. Time stamps between servers can be out of sync, which can prevent the accurate replication of data. Cumulative synchronization can be time consuming.
Not all servers support all methods of synchronization.

- Make sure the correct language for the interface is selected in the **Language** dropdown list.

19. Click **Apply**, then **OK**. You are returned to the main LDAP Import Tool screen.
20. Back on the main LDAP Import screen, click on the **Connect LDAP Server** button . Double click on a user.

    The Attributes screen appears. You should see the same user parameters in this window as are defined in the Directory.



21. Return to the Directory and open the properties for the user.
22. Change the mailbox number value (Unified Messaging tab) and re-synchronize the LDAP. The user's mailbox number in both LDAP and the directory should be the same.
23. Press to save the changes to the database. You will be prompted to enter additional information (password, IMAP Server, tutorial).
24. Click the **Import Mailboxes** toolbar button , then go to the main system window and view the mailboxes pane.
    The user should now be among the listed users.

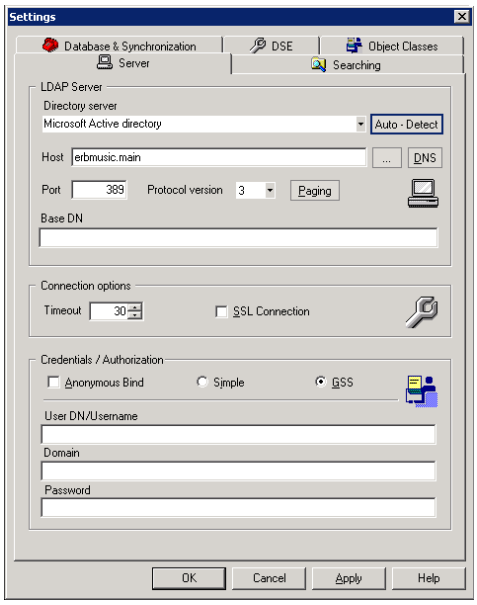
Changing a user

To change a non-Messaging user to a Messaging user:

1. In the directory, select a user who does not have messaging options defined.
2. Add information to the required fields and save.
3. Press the **Connect LDAP Server** toolbar button to view the users in the directory. You should see the old user, but now with additional fields declared.
4. Press the **Save mailboxes in database** toolbar button to save the user to the database. You will be prompted to enter additional information (password, IMAP Server, tutorial).
5. Go to the Admin window to view the mailboxes pane. *The user should be a part of the Admin.*

Importing Directory users into the system

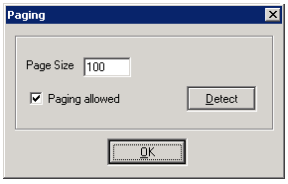
1. Open the LDAP Import Tool.
2. Select **Tools > Settings**, or click the Settings toolbar button . The Settings screen (General tab) appears.
3. Enter the following information:
   - Make sure the **Directory Server** dropdown list indicates the correct Directory Server.
   - In the **Host** field, enter the directory server name.



Note: Click the **ellipsis** ... or **DNS** button if you want to browse from a list of server locations.

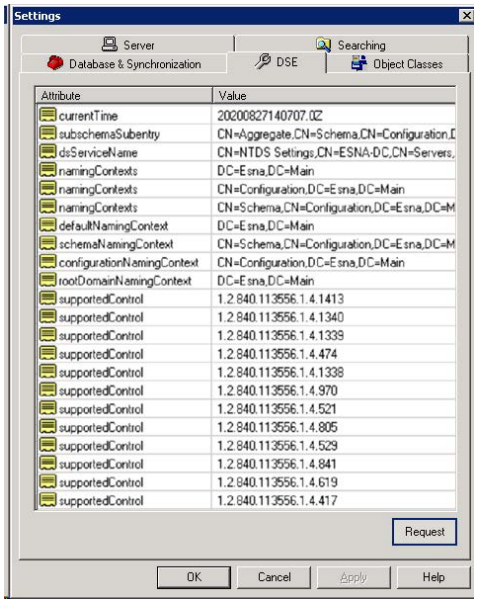
Note: Use if you want default server parameters to load automatically.

   - Make sure the **Port** field contains the correct LDAP Server port number.
   - Make sure the value in the **Protocol Version** dropdown list is correct.
4. Click **Paging**. The Paging dialog box appears.

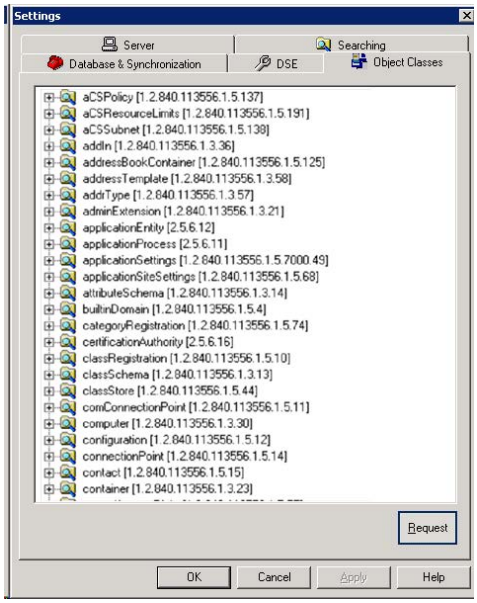


5. Adjust the Paging specifications as follows:
   - Indicate the number of entries to show per page when retrieving results from the server.
   - Select the **Paging allowed** checkbox to enable paging specifications.
   - Click the **Detect** button to check if the server supports the paging mode.
   - Click **OK** to save specifications.
6. On the Server tab, check the following administrator credentials information:
   - Select the **Anonymous Bind** checkbox to allow login to LDAP by any client, without authentication.
   - Select either the **Simple** (no encryption) or **GSS** (encrypted) radio button.
   - Make sure the **User DN/Username** field contains the correct administrator user name.
   - Make sure the **Domain** field contains the correct directory domain name.
   - Make sure the **Password** field contains the correct administrator password.

7. Click on the **DSE** tab.
8. If you want to view DSE information, click **Request**. The list box is populated with DSE entries:
9. Click on the **Object Classes** tab.

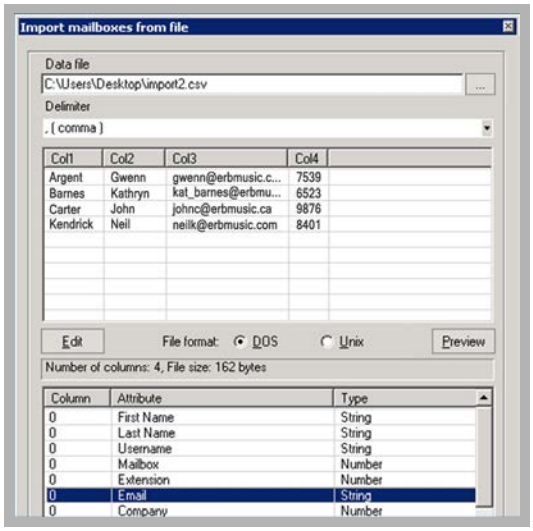


10. If you want to view object class information, click **Request**. The listbox is populated with object class information.



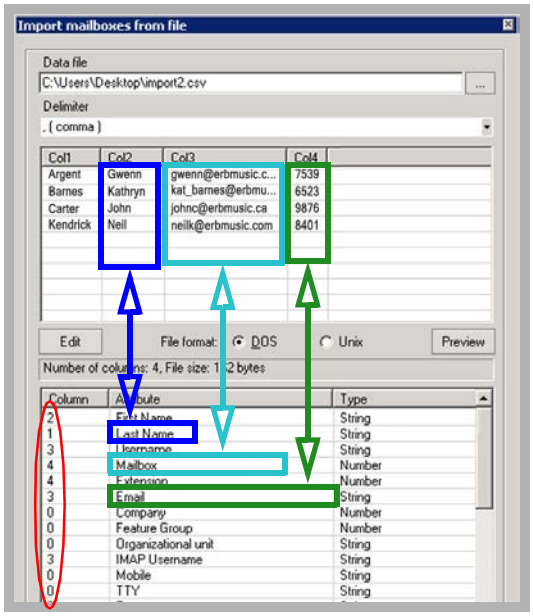
Importing from a file

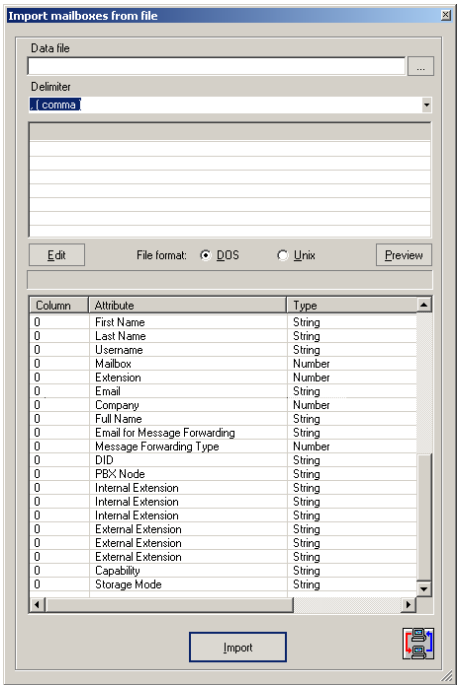
1. In the LDAP Importer toolbar, click **File** > **Import Mailboxes**. The Import from File dialog box appears.
2. In the **Data File** field, enter the path of the source file to import, or click **Browse** to select the source file.
3. In the **Delimiter** field, select the delimiter from the list of predefined characters, or define your own. Most csv files are comma delimited.
4. Select the file format of the Data file, either **DOS** or **Unix**.
5. Click **Preview** to view the data from the file and ensure that the settings are correct.
6. Click **Edit** to change the settings. The Notepad dialog box appears. Edits may be done here or on the original file.
7. Make your changes and restart the import tool.



8. To match a column with an attribute, click an attribute in the lower pane, then click the corresponding column in the upper pane.

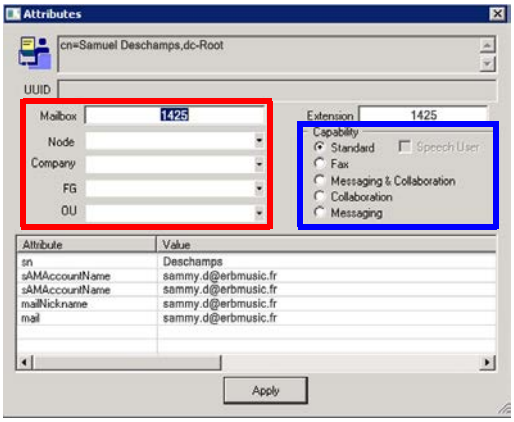
   The column number will appear in the **Column** field beside the attribute.
9. When all attributes have been assigned, click **Import**. The system copies the data from the selected file to the specified fields in the Avaya Messaging database.



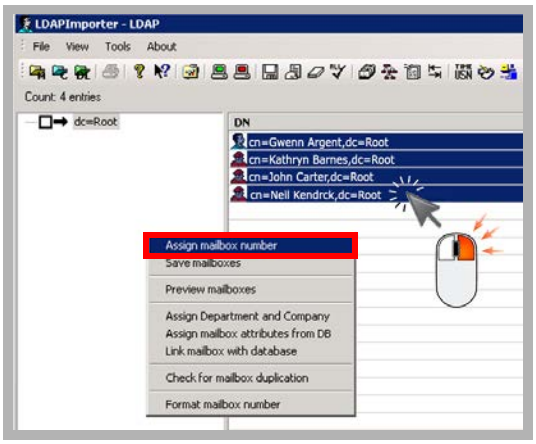


10. If the icon next to the account is red , then there is not enough information to create that mailbox. The database may not include a required element, such as the Company Number or Feature Group. Add the missing data to the file and run the import again.
    Changes can also be made using the GUI (see step 11 for individual changes, step 12 for bulk changes).

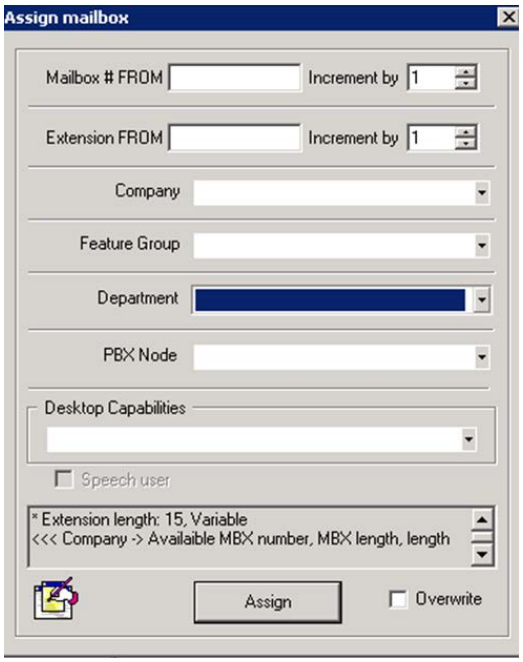
    If the icon next to the account is green , then there is enough information to create the mailbox.
11. To modify an individual account's attributes, double-click the mailbox in the attributes window. Select the attribute to modify from the dropdown menus. You can also change its capabilities, but these can only be applied if the required user license has been purchased (all mailboxes are set to **Standard** by default). Refer to the Technical Operating Guidelines for further details on the specific license features. Click **Apply** when ready.



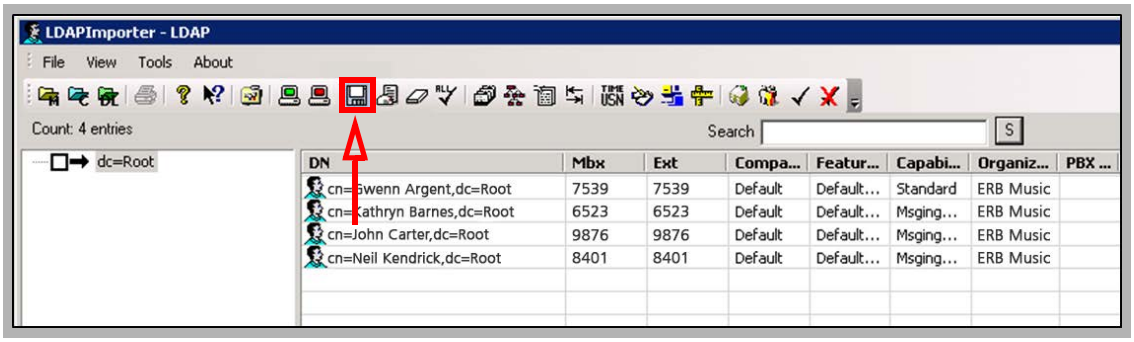
12. To make changes to multiple users, hold the **Shift** or **Ctrl** key and select all of the accounts to modify. Right-click one of them and select **Assign Mailbox number**.



Select the desired attribute from the dropdown menus and click **Assign** when ready.

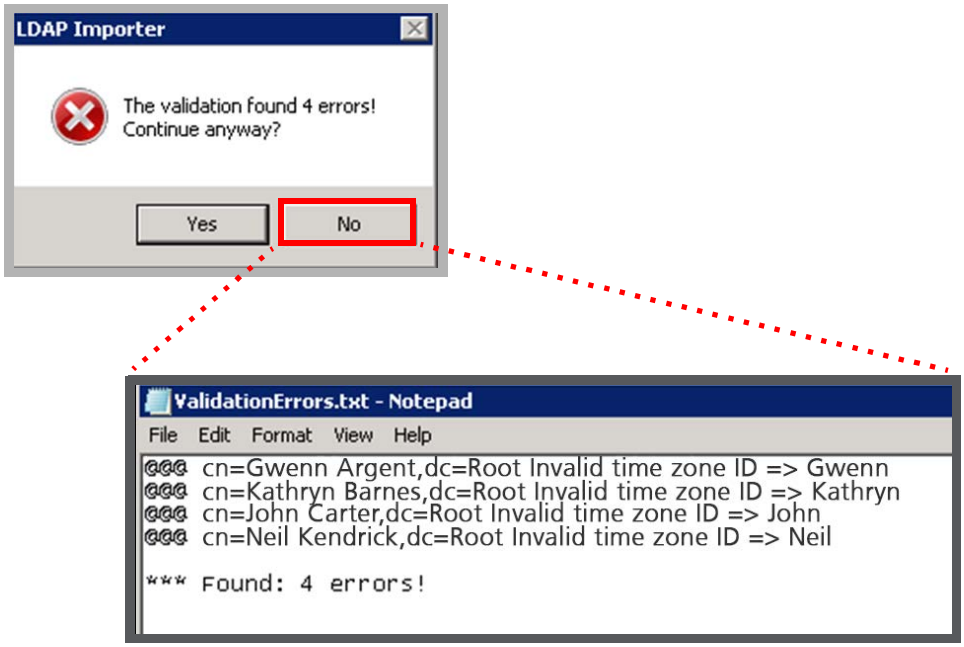


13. Once all accounts have been updated, hold the **Shift** or **CTRL** key to select which users to add to the Avaya Messaging database. Click **Save mailboxes in database** to start the export.



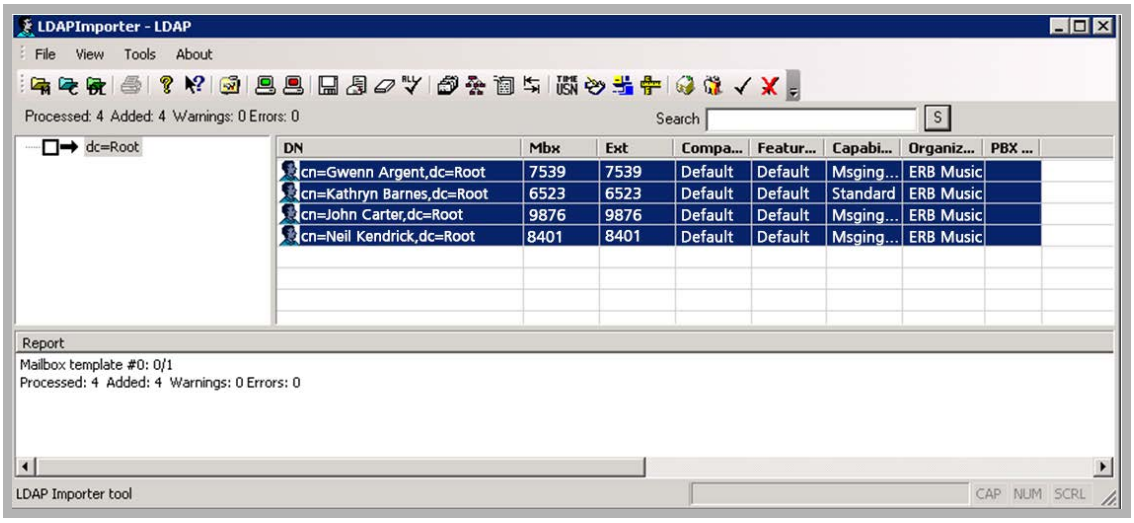
Hint: You can use **Ctrl + A** to select all accounts.

14. If a validation error occurs, click **No** to review what the error log.

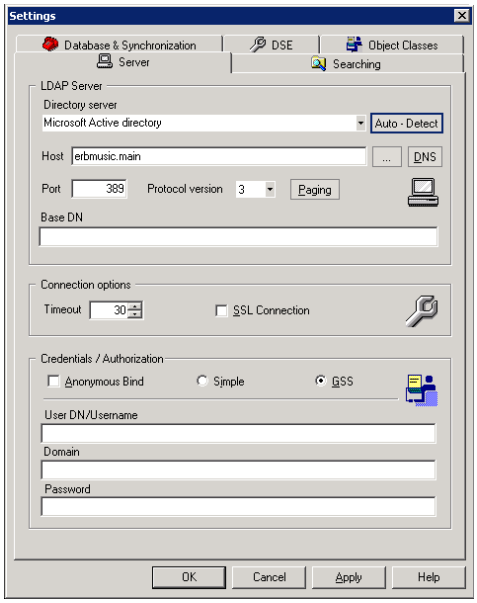


Most errors can be ignored and modified in Avaya Messaging Admin once the mailboxes have been imported. Close the ValidationErrors file, select the **Save Mailboxes in Database** icon, and chose **Yes** to complete the import.

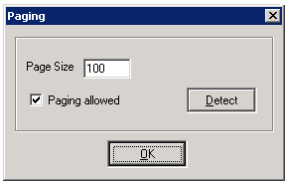
15. The results of the import will be displayed.



Configuring and Connecting



1. In the LDAP Importer toolbar, click the **Settings** toolbar button:
2. In the **Host** field, enter or select an LDAP server name or address.
3. In the **Port** field, enter the LDAP Port. (Also applicable to SSL).
4. In the **Protocol version** dropdown list, select the protocol version.



5. Click **Paging**. The Paging dialog box appears.
6. Adjust the paging specifications:
   - In the **Page Size** text box, indicate the number of entries to show per page when retrieving results from the server.
   - Select the **Paging allowed** checkbox to enable paging.
   - Click the **Detect** button to check if the server supports paging mode.
   - Click **OK** to save specifications and return to the Settings screen.
7. In the **Base DN** field, enter an unique name for the base.
8. In the **Timeout** box, indicate the maximum number of seconds before a connection or operation has timed out.

9. Select the **SSL Connection** checkbox if Secure Socket Layers are being used.
   - In the Credentials/Authorization box, select **Anonymous Bind** if an anonymous bind is to be used.

     OR

     Select **Simple** if simple authentication is to be used.

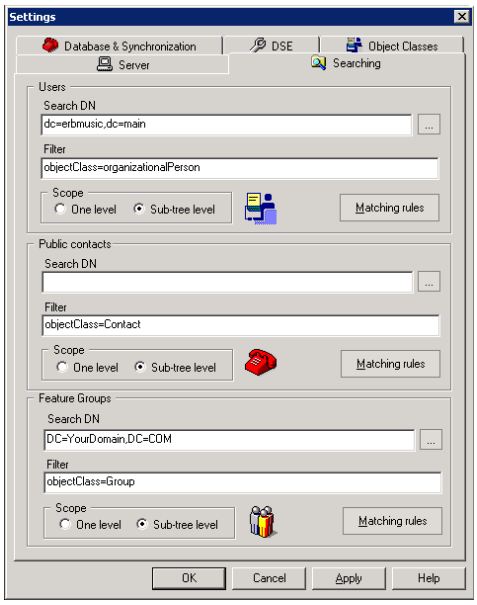
     OR

     Select **GSS** if GSS authentication is to be used.

Note: If **Anonymous Bind** is selected, User DN/Username, Domain, and Password fields are disabled.
If **Simple** is selected, the User DN/Username and Password fields are enabled.
If **GSS** is selected, the User DN/Username, Domain, and Password fields are all enabled.

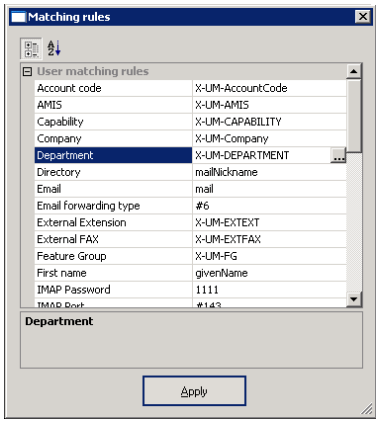
10. In the **User DN/Username** field, enter the user name.
11. In the **Domain** field, enter the domain name.
12. In the **Password** field, enter the user's password.
13. Click **Apply** and **OK**, then click on the **Searching** tab.
14. You can search by Users, Public Contacts, and Feature Groups.

    FOR EITHER SEARCH METHOD:
15. Make sure the **Search DN** field contains a data string describing the directory server location. This is the search location.
16. Make sure the **Filter** field contains a data string describing what you are looking for on the Directory server.
17. Select either the **One level** radio button for a one-level search, or the **Sub-tree level** radio button for a multiple-level search.

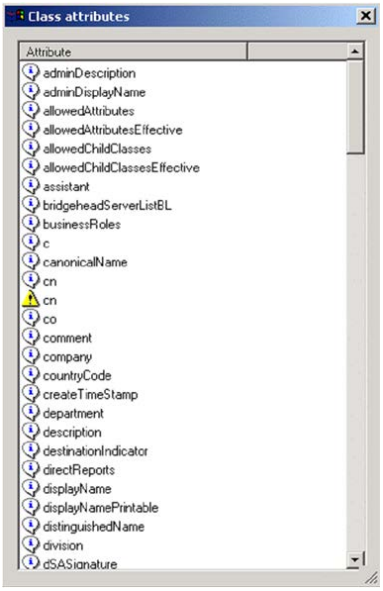


18. Select **Matching Rules** to redefine the Matching Rules to use.
    The Matching Rules window appears.

Note: By default, all attributes are predetermined to match most existing Directory servers. Also, this is where you will define which field within AD will be used for mailbox number on the Avaya Messaging side. You may use any free field within AD to assign mailbox numbers, as long as you match them accordingly under the Matching Rules.



19. Highlight the Class Object that you want to define a unique matching rule for, and then click the ellipsis button. The Class Attributes dialog box appears.
20. Select the attribute that you want to assign to the Class Object, then close the Class Attributes dialog box.
21. Repeat Steps step 19 and step 20 for all matching rules you want to define.



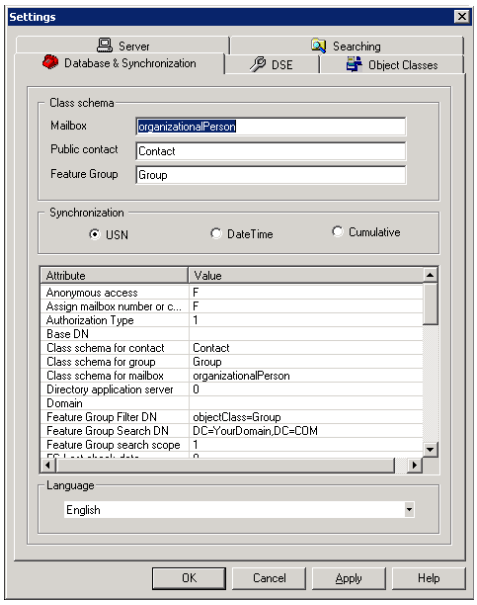
22. When finished click **Apply** and **OK**, then click on the **Database & Synchronization** tab.

Note: By default, the attributes are set. Double check them to ensure that they correspond with your specific Directory settings.

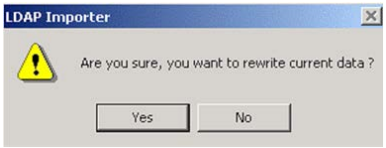
- Enter the object class name to be synchronized with Mailbox.
- Enter the object class name to be synchronized with Public Contact.
- Enter the object class name to be synchronized with Feature Group.
- Make sure the correct language is selected in the **Language** dropdown list.

In the Synchronization feature box:

- You will most likely select the **USN** radio button. Select the **DateTime** radio button only when you want synchronization between the messaging and directory servers to occur on a time basis.
- Select the **Update telephone number** checkbox if you want the telephone number to synchronized with the user's mailbox number.

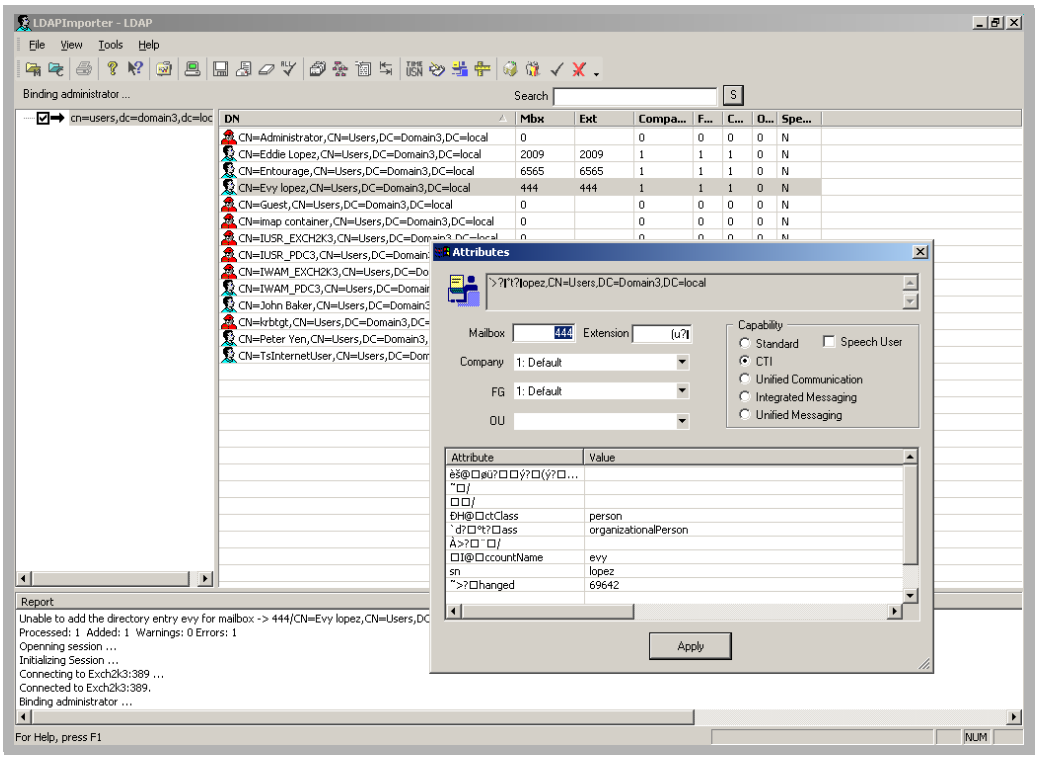


23. Click **Apply**, then **OK** to return to the main LDAP Import Tool screen.
24. When all settings have been defined, click the **Connect LDAP Server** toolbar button. The following dialog box appears.
25. Click **Yes**.



The system attempts to connect to the Active Directory and will import all users that were defined in the IMAP server. It displays the hierarchy of the information and specified attributes can be viewed by double-clicking on each (The Attributes dialog

box appears, displaying the attributes associated with the selected user).



Adding and Importing mailboxes

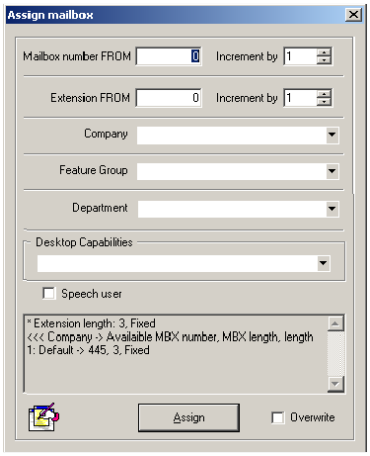
After connecting and receiving the data from the directory server, you can import a selection of users or assign mailbox attributes.

Note: The import time for 500+ users is approximately 15 minutes. This ensures that all mailbox information is correctly imported.

1. To import defined users, highlight the user(s) you want to import and click the **Assign Mailbox number and extension from db** toolbar button.
2. Click **Import** to import all selected users.

   OR

   To assign mailbox attributes to users before importing, highlight a user and hit the
   Assign Mailbox Number and extension from db toolbar button.
   The Assign Mailbox dialog box appears.

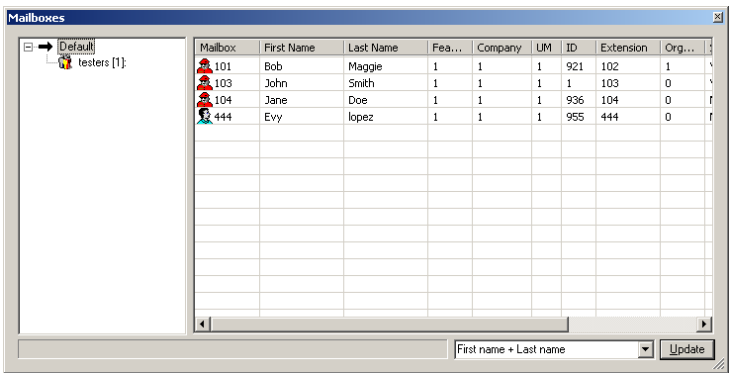


3. In the **Mailbox number FROM** field, enter a mailbox number for the selected user.
4. In the Mailbox number FROM **Increment by** spinbox, select the number to increment the mailbox by.
5. In the **Extension FROM** field, enter the extension number.
6. In the Extension FROM **Increment by** spinbox, select the number to increment the extension by,
7. From the **Company** dropdown list, select the company that the user is to be associated with.
8. From the **Feature Group** dropdown list, select the feature group that the user is to be associated with.
9. From the **Department** dropdown list, select the department that the user is to be associated with.
10. From the **Desktop Capabilities** dropdown list, select which capability to assign to the user.
11. Click **Assign** and close the Assign Mailbox dialog box.
12. Repeat Steps step 4~step 11 to assign mailboxes for all users.
13. Click **Import** to import and save user settings.

Note: If any errors occur, the Report window displays all errors.

Checking Imported and Saved Mailboxes

1. To check the imported and saved mailboxes, go to the LDAP Importer toolbar and click the **Read Mailboxes** button. The Mailboxes dialog appears, displaying all the assigned mailboxes and attributes.



Clearing a mailbox

To clear a mailbox, highlight a user in the LDAP Importer and click **Clear**.

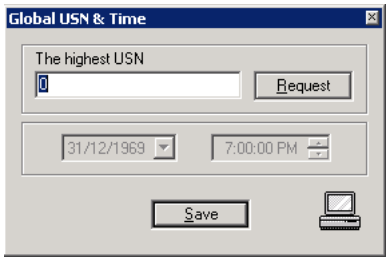
Updating the Directory

Whenever attributes are defined or configured in the LDAP Import Utility, you need to update the objects (users) on the directory server.

In the LDAP Import Utility toolbar, click the **Update Directory** toolbar button. *The system updates the directory server.*

Synchronizing the database with the Directory

You must synchronize the Database with the Directory.



1. In the LDAP Import Utility toolbar, click the **USN and Timestamp** toolbar button. The Global USN & Time dialog box appears.
   If you selected **USN** on the Avaya Messaging + Synchronization tab, the **The Highest USN** field is enabled. If you selected **DateTime**, the **Date** and **Time** boxes are enabled.
2. In the **The Highest USN** field, enter the highest unique sequence number.
3. Click **Request** to retrieve the USN.

   Click **Save**.

   OR

   For the **Date**, indicate the date the object is to begin synchronizing from.
4. For **Time**, indicate the time the object is to begin synchronizing from.
5. Click **Save**.
6. In the LDAP Import Utility Toolbar, click on the **Link User with database** toolbar button. *The system synchronizes the information from the Database with the Directory.*

20 MAILBOX BULK MANAGER

In This Chapter:

370 Introduction

371 Using the Mailbox Bulk Manager

375 Using Comma Delimited Files

376 Saving the Changes

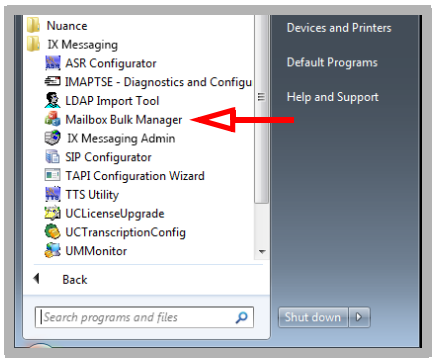
Introduction

The Mailbox Bulk Manager program provides system administrators with a means to modify usernames and passwords for large numbers of people at the same time. One or more accounts can have their usernames changed to a standardized format, or their passwords randomized using this program.

The user data can also be exported to a comma delimited (CSV) file, where the changes can be made using any text editor (i.e. Notepad). The updated file can then be imported into the Bulk Manager in order to overwrite the original user data on the voice server.

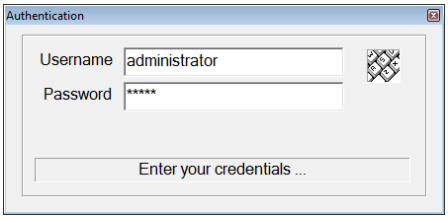
Starting the Mailbox Bulk Manager

The Mailbox Bulk Manager is in the Avaya Messaging menu in the **Windows Start** button. Click the link to launch the program.



When prompted for authorization, enter the same administrator credentials used with Avaya Messaging Admin.

Enter the username and password, then hit **Enter** to go to the main screen of the Bulk Manager.



Using the Mailbox Bulk Manager

Toolbar Buttons

The icons at the top of the window have the following functions when available.

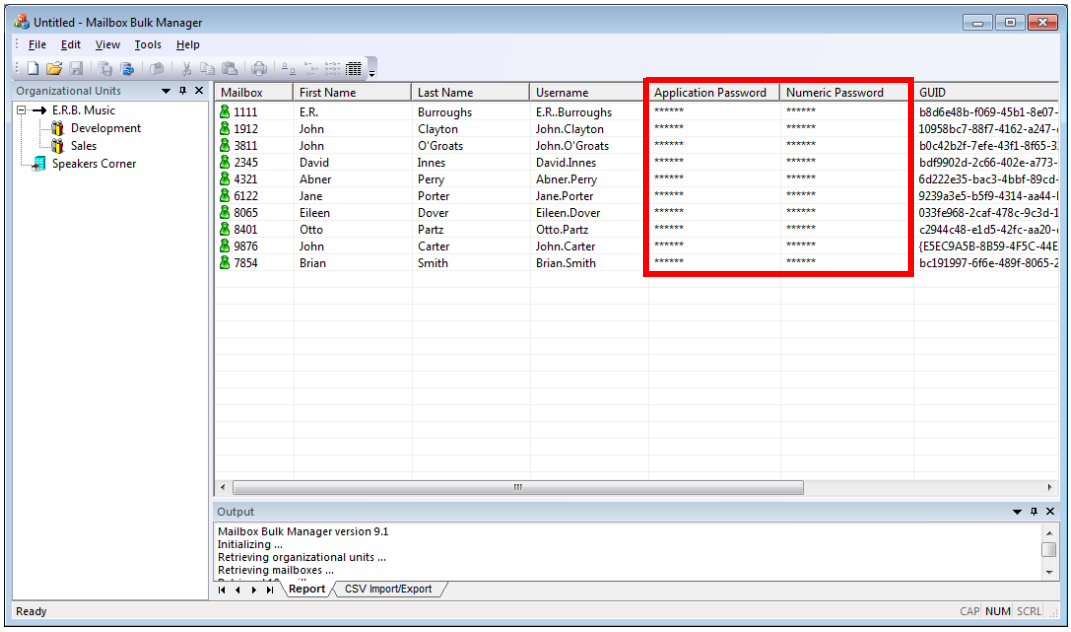
Icon	Description
	New creates a comma delimited data file in the specified location. This file will be empty, and it can be modified with any text editor (i.e. Notepad).
	Open will allow an existing comma delimited file's data to be brought into the program. This file can come from any source.
	With one or more users selected, click **Save** to export those users' data to a comma delimited file in the specified location.
	Use **Save into DB** to push all changes into the voice server database. This will overwrite the existing data.
	Click **Refresh from DB** to update the display with the current information from the database. All unsaved changes will be lost.
	Select one or more users, then click **Modify Credentials** to make changes to their usernames and passwords.

Managing Usernames and Passwords

After logging in, the program automatically loads the details for the current installation of Avaya Messaging.

Click on a Company to view all users, including all members of any Organizational Units. Click on an OU to view only the users it contains.

The **Application** and **Numeric Passwords** are not displayed for security reasons.



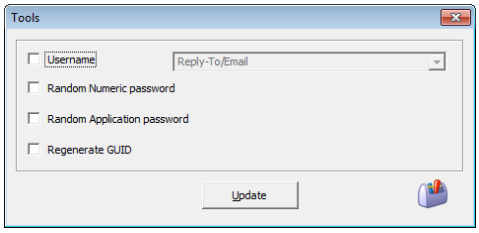
Selecting Users

Click on a user to modify.

Use **CTRL+ Click** and **SHIFT + Click** to select multiple users.

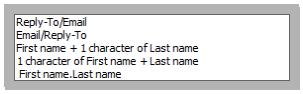
Modifying User Credentials

With the desired users selected, click **Tools > Modify Credentials**, or click the Modify Credentials icon.

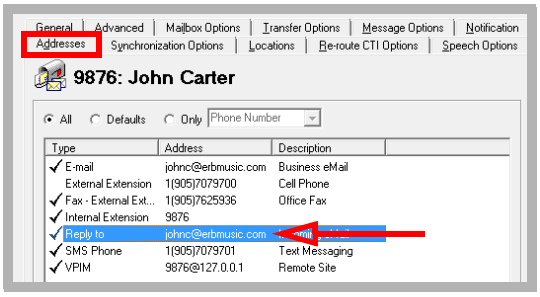


Enable all of the necessary items. The selected users will have these changes applied to their account.

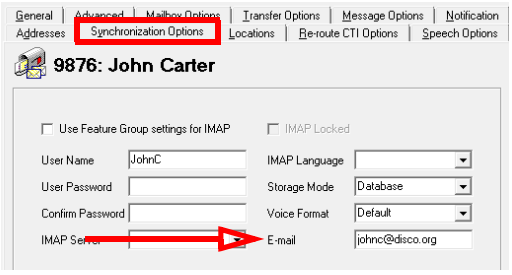
Username: When enabled, select from the dropdown list one of the predefined formats to use for the **Application Username**. This is required when users log into the system from any source other than a telephone keypad.



- **Reply-To/Email** - Choose this option to have the username changed to a user's email Reply To address (**johnc@erbmusic.com, aperry21@home.org**).
  This value is the **Reply To** option set for each user on their **Addresses** tab in Avaya Messaging Admin.



- **Email/Reply-To** - Choose this option to have the username changed to each user's email address (**johnc@disco.org, aperry21@school.edu**).
  This is the **Email** address set for each user on their **Synchronization Options** tab in Avaya Messaging Admin.



- **First name + 1 character of Last name** - The username will be changed to the person's first name, followed by the first letter of their last name (**JohnC**, **AbnerP**).
- **1 character of First name + Last name** - The username will be changed to the first letter of the person's first name, followed by their last name (**JCarter**, **APerry**).

- **First name.Last name** - The username will be the person's first name, followed by a dot, and then their last name (**John.Carter**, **Abner.Perry**).

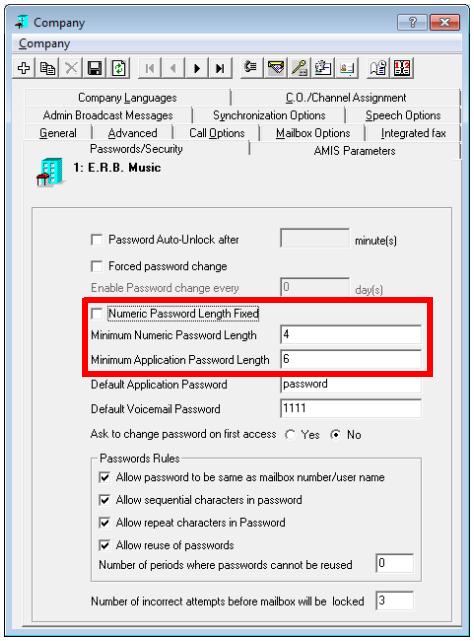
Random Numeric password: The numeric password is used when logging into the system from a touch tone phone keypad. Enable this item to change the numeric passwords for all selected users. This password will be all numbers.

Random Application password: The application password is used when logging into the system from any means other than a telephone keypad. This includes all web enabled programs, such as iLink Pro and Web Access. Enable this item to change the application passwords for all selected users. This password will be a combination of numbers and letters.

Regenerate GUID: Enable this option to create a new GUID for all selected users.

Randomized passwords are unique to each user.

Generated passwords will obey the rules specified for password length on the voice server. These are set in Avaya Messaging Admin, on the **Company > Passwords/Security** tab.

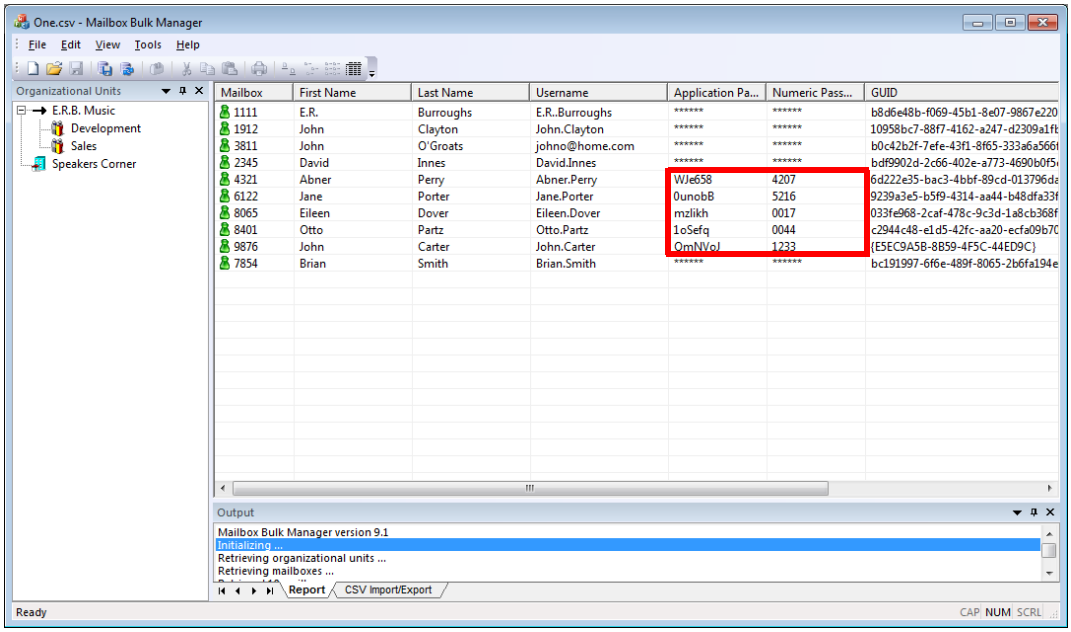


Once the selections have been made, click the **Update** button to make the changes to all selected users.

Warning: All changed passwords are visible in the main window.

Record their values **now** so that users can be told what their login credentials have become.

Once the changes have been saved to the database, the passwords will no longer be visible.



Using Comma Delimited Files

The Mailbox Bulk Manager can work with comma delimited (CSV) files. These files can be generated from any source providing they comply with the structural requirements of the program.

Required CSV File Structure

The external files must be saved with a CSV file extension. They must conform to standard rules for comma delimited files.

- Each row represents a separate record and ends with a carriage return.
- Individual fields within a record are separated by a comma.
- Individual fields within a record are enclosed in double quotation marks.

The Mailbox Bulk Manager expects each record in the CSV file to contain 9 fields. The first row in the file contains the names for each of the fields. These are:

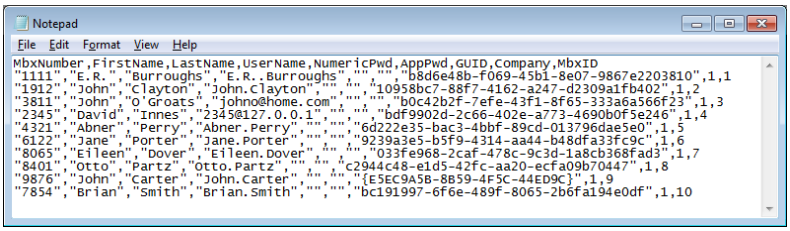
MbxNumber,FirstName,LastName,UserName,NumericPwd,AppPwd,GUID,Company,MbxID

Company: This value identifies which company at the site the user belongs to. The default value is **1**.

MbxID: This code must be unique for all users. Any changes made are applied against the user with the same MbxID.

Exporting User Data to a CSV File

To export the user details to a CSV file, select the desired users in the main window, then click **File > Save**, or click the Save icon.



Note: Existing passwords are NOT exported with the other data. Enter password data within the double quotation marks "" for each password. The Bulk Manager can also randomly generate passwords once the file has been imported. Passwords must be generated before the data can be saved to the database.

Modifying the CSV File

An exported CSV file can be edited using a text editor, such as Windows Notepad. It can also be loaded into a spreadsheet or word processor. Make any changes in the editor, then save the file in comma delimited (CSV) format.

Hint: The master file can be created and maintained in a third part application, such as Microsoft Excel. If all of the fields, including the title row, are present and populated, and the file is saved in the CSV format, any program can be used as the source of the information.

Warning: The Mailbox Bulk Manager cannot create new users in the database. It can only change existing users. This includes the use of CSV files. New users must be created within Avaya Messaging (e.g. Avaya Messaging Admin, Web Access), or introduced through the LDAP Import Tool.

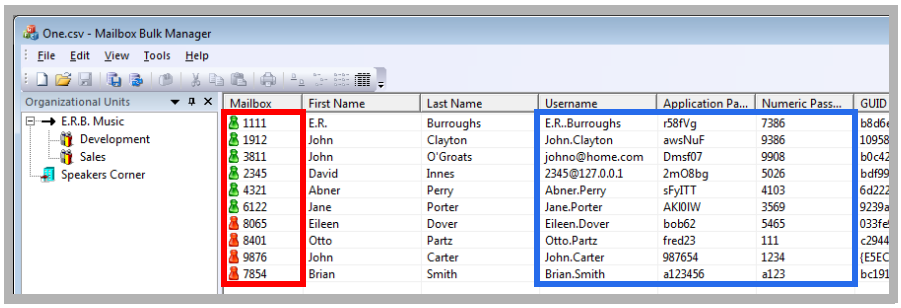
Importing from a CSV File

A CSV file, regardless of its source, can be imported into the Mailbox Bulk Manager to overwrite the existing database.

Go to **File > Open**, or click on the Open icon. Select the CSV file to import. The updated information will appear in the main window. The display will change to reflect the updates, but it will not overwrite the program data until it is saved to the database.

Saving the Changes

Once all changes have been made, verify that all user data is complete. In the main window, the icon to the left of each user's mailbox number indicates the status of their data.



- Green indicates that all fields are complete and correctly populated.

- A Red symbol means that some data is missing or is incorrect. Check that all usernames and passwords have been entered, that numeric passwords are numbers only, and that Application Passwords contain both numbers and letters. Passwords must also conform to the rules configured in Avaya Messaging regarding minimum/fixed length.

Warning: Record the passwords **before** saving into the database. Once saved, the password details will be hidden and cannot be retrieved. A password must be reset if it is forgotten.

Once all users are correctly configured, click **File > Save into Database**, or click the Save into DB icon.

The changes will be made to the voice server database, and the password values will be obscured.

Any existing information in the database will be overwritten. Users who were not selected are unaffected.

21 GIVE IVR

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Introduction

Note: Port Pooling is not available when using Contact Center integration.

Important: Transferring calls through GIVE IVR uses both a Dialogic port and a SIP port. Both ports will be in use until the transfer is completed.

Avaya Messaging supports integration with Avaya Aura Contact Center Services. Similar to CallPilot, Avaya Messaging 10.8+ supports the ability to play announcements and collect DTMF digits using the Meridian ACCESS API protocol. A migration tool is also available to allow the recordings to be migrated from the CallPilot system to Avaya Messaging. Avaya Messaging can replace CallPilot through its integration with Avaya Aura Contact Center Services.

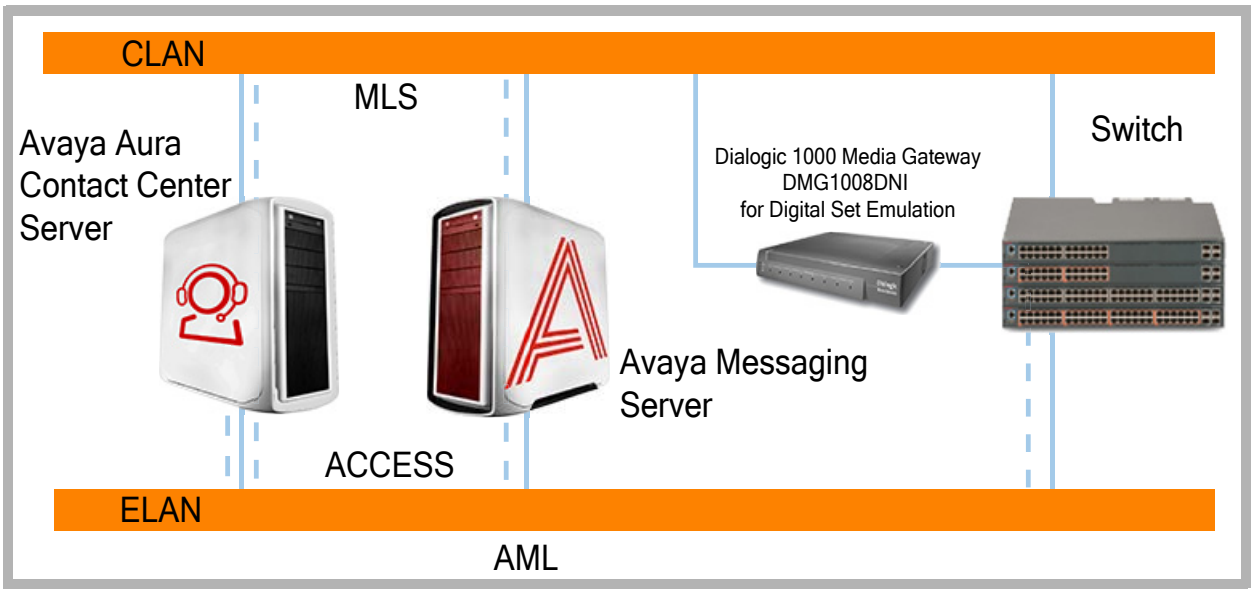
The Avaya Aura Contact Center uses CallPilot as the voice services provider to interact with callers. Avaya Messaging must become the voice services provider for Contact Center. This document provides details on the setup and configuration for the following components when replacing CallPilot with Avaya Messaging:

- CS1000 PBXs
- Dialogic Media Gateway (DMG)
- Avaya Messaging voice processing system
- Avaya Contact Center Server

The following subsystems work together to provide voice services to the Avaya Contact Center:

- CS 1000 PBX
- Dialogic Media Gateway
- Avaya Contact Center Server
- Avaya Messaging voice processing system
- Meridian Link Services

These systems communicate across local area networks (LANs).



For complete instructions on configuring PBX, Avaya Contact Center and Meridian Link Services, refer to the corresponding Avaya documentation.

Note: The CS1000 has been discontinued. No technical support is available for this product.

Pre-requisites

This guide is requires that:

- the Avaya Contact Center Server is installed and operating.
- the PBX is correctly configured to work with Avaya Messaging SIP voice ports (Normal messaging services).
- Meridian Link Services is configured and enabled on the PBX.
- the Avaya Messaging Server is installed and is operating.
- For **each** DMG port used, the CS1000 must have an AST license.

Subsystem configuration reference information

For an incoming call, control of the call passes from one subsystem to another. Each provides a specific set of features and services.

The following table shows the entities that must be configured on the different subsystems. When configuring an entity on more than one subsystem, you must ensure that the parameters are consistent across all of them.

CONFIGURATION ELEMENT	PBX	AVAYA MESSAGING	AVAYA CONTACT CENTER SERVER	DMG
Avaya Contact Center Server CDNs	•		•	
IVR ACD_DNs (ACCESS and IVR)	•	•[1]	•	
Phone sets	•		•	
Routes	•			
Scripts			•	
Treatment DNs	• (optional)	•[1]	•	
Voice ports (virtual Agent TNs) / voice channels [2]		•	•	•
Voice files and segments		•	•	

1 - For GIVE IVR, IVR ACD_DN (if it passed as default treatment DN) and Treatment DNs should be configured in the Avaya Messaging routing table with corresponding voice menus.

2 - Avaya Contact Center Server control requires dedicated IVR/ACCESS voice ports to operate correctly.

Meridian Link

Meridian Link (MLink) is an interface that enables communication between a host application and the PBX. It facilitates the integration of the computer with the PBX. The host processor interacts with the PBX by exchanging application layer messages.

Meridian Link Services

Meridian Link Services (MLS) is a process that runs on the Avaya Contact Center Server that gives the customer CTI server access to the Meridian Link interface. Through MLS, the server can connect to Meridian Link applications over the CLAN.

External applications register with MLS to obtain access to application layer messages. MLS commands that result in call processing requests are sent over the ELAN subnet to the PBX. Examples of external applications that can register with MLS include Computer Telephony Integration (CTI).

Avaya Messaging connects to the Avaya Contact Server over CLAN and uses MLS protocols to support Avaya Contact Center Give IVR and voice services.

PBX

Introduction

The PBX provides voice path connections that carry speech traffic (phone calls). They are configured as terminal numbers (TNs) on the PBX. Virtual ACD agent phone sets must be configured to be used as ACCESS/IVR ports in Avaya Messaging voice processing systems and Avaya Contact Center.

Communication

The PBX communicates with the DMG, Avaya Messaging and Avaya Contact Center Server.

Communicating with the DMG

Avaya Messaging is a SIP based system and is, therefore, unable to support PBX IVR/ACCESS voice paths directly.

The Dialogic Media Gateway is used to provide SIP signaling and RTP voice path for Virtual ACD agent phone sets. ACD agent phone sets (Type 2616) must be connected to the DMG digital ports.

Communicating with Avaya Messaging

The PBX communicates with Avaya Messaging over CLAN using SIP protocols for normal unified messaging operations.

Communicating with Avaya Contact Center

The PBX is communicating with Avaya Contact center over ELAN subnet using AML protocol for call management.

Important: Older model PBXs may not support SIP. In this case, **all** traffic must be routed through the DMG. A direct link with the voice server cannot be established since Avaya Messaging only supports SIP.

Configuring ACCESS/IVR ACD-DNs

An ACCESS/IVR ACD-DN is assigned to ports that provide voice processing services. Program the voice ports as ACD agents belonging to ACCESS/IVR ACD-DNs. The Avaya Contact Center then must acquire the IVR ACD_DNs.

Configure an IVR ACD-DN for each group of voice ports; for example, configure one for ACCESS and another for Give IVR voice ports.

Note: When setting up the ACD queue for the CS1000, ensure that the **HOML** value is set to '**NO**'.

Configuring Voice Ports

Configure ACCESS/IVR voice ports as virtual agent TNs for Avaya Messaging. These must be configured as an associated set to enable MLink (MLS) messages.

The Avaya Messaging voice ports should be created or changed in Overlay 11.

Use the same responses and values used by CallPilot for any prompts not listed in the table.

PROMPT	RESPONSE	DESCRIPTION
REQ	NEW	Add a voice port
TYPE	**2008**	
AST	**00 01**	Associated set assignment on key 0 and key 1 (required for MLS messages)

Avaya Contact Center Server

Introduction

Avaya contact center needs a Voice Services provider, such as Avaya Messaging, to do voice processing and to support some caller interactions.

Two ways to do voice processing

Avaya Contact Center Server supports voice processing using the following methods.

- **Script commands**: Calls terminate on CDNs and enter the Avaya Aura Contact Center server script. The script statements can connect the call to a voice port or RAN trunk for voice processing interactions.
- **Front-end IVR**: Calls terminate directly on a Avaya Messaging voice port, voice menu, and are not passed to the Avaya Contact Center Server until the voice processing system transfers the call to a CDN. This method of voice processing is largely transparent to the Avaya Aura Contact Center Server. The Contact Center Server must not acquire the voice ports used for front-end IVR.

Different ways to interact with callers

You can interact with callers in several ways.

Play a message to a caller

You can use any of the script commands listed in the following section to play a message to a caller. You can use the **Give Controlled Broadcast** command to play a recorded announcement to a caller in either **Start/Stop** mode (where the caller hears the entire message from start to finish), or **Continuous** mode (where the caller can enter and exit at any point in the message). Other announcements do not use these modes.

Interact with an external voice system

Interaction with an external voice system enables the Avaya Contact Center Server to control communication with the caller through commands and treatments placed in the scripts. You can use the **Open Voice Session** and **End Voice Session** commands to interact with a caller directly. To use these commands, you must use Avaya Aura Contact Center Voice Services on Avaya Messaging.

Interact with a caller indirectly

Communication with the caller is controlled by the voice processing system. You can interact with a caller indirectly by using the Give IVR command to connect them to a voice port controlled by an Avaya Messaging voice menu.

Script commands

The Avaya Contact Center Server supports the following voice processing commands.

- **Give RAN**: Use this command to play announcements using a MIRAN card, or an announcement machine connected to a RAN trunk. The RAN Broadcast feature in X11 r. 23 allows you to connect multiple callers to the same RAN port. As the call is connected to a RAN trunk rather than a voice port, this is not strictly a voice processing command. However, it does allow you to play a message for a caller.
- **Give IVR**: Use this command to play an announcement or IVR session using a Avaya Messaging voice menu. The voice processing system controls the processing of the call. This is be based upon the IVR ACD-DN or the DN. Digits can be collected from the caller, but they cannot be accessed from the script.
- **Give Controlled Broadcast**: Use this command to play a message for multiple callers using the same voice port. It requires Avaya Aura Contact Center Voice Services on Avaya Messaging.
- **Open/End Voice Session**: Use this set of commands to provide an interactive voice session in which you can play prompts and collect digits. It requires Avaya Aura Contact Center Voice Services on Avaya Messaging.

Note: During script execution, all voice processing commands, as well as the Give RAN command, suspend the script until the command completes. Once the command completes, the next statement in the script is executed.

Communication

The server communicates with both the PBX and Avaya Messaging.

Communicating with the PBX

The server executes scripts and instructs the PBX to set up the speech paths necessary to connect calls to voice ports, agents, or RAN trunks, and to provide tone treatments to calls (e.g. ringback and busy). The server communicates with the PBX over the ELAN subnet using the AML messaging protocol.

Communicating with Avaya Messaging

The Avaya Contact Center Server communicates with Avaya Messaging to instruct it to play prompts, collect digits input by callers, or both.

For basic voice processing (Give IVR), the server communicates with Avaya Messaging over the CLAN using the Meridian Link interface.

For advanced voice processing (controlled broadcast and voice session commands), the server tells Avaya Messaging which prompts to play using the ACCESS protocol over the ELAN subnet. Messages between the PBX and Avaya Messaging (call arrival messages) travel on the ELAN subnet to the Avaya Contact Center Server, which then sends them over the CLAN to Avaya Messaging using the MLS protocol.

Voice processing resource acquisition summary

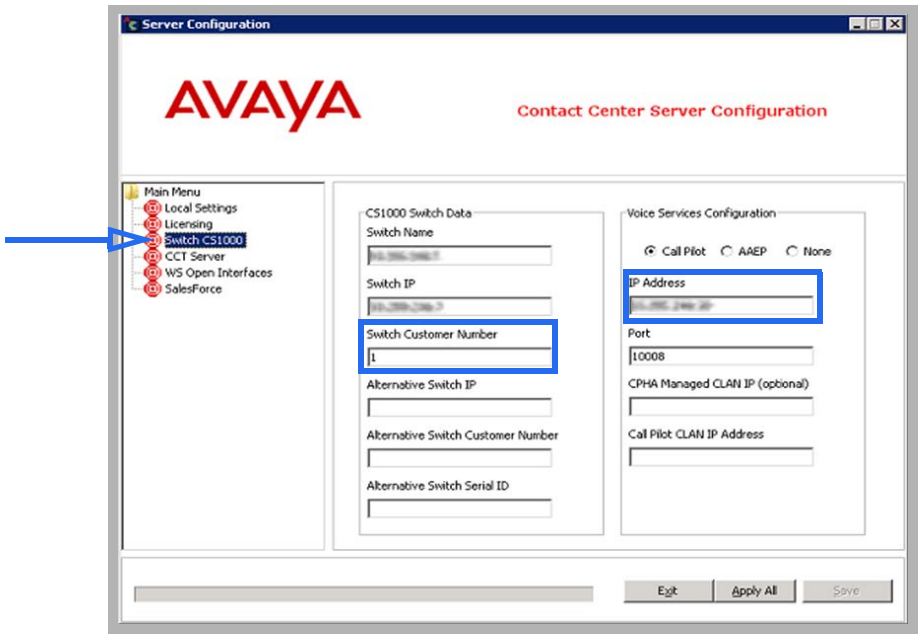
The following table summarizes the resources that the Avaya Contact Center Server must acquire for the different voice processing commands.

COMMAND	IVR ACD_DN	VOICE PORT TN	VOICE PORT CHANNEL
Give IVR	Yes	Yes	No
Controlled Broadcast	Yes	Yes	Yes
Voice Sessions	Yes	Yes	Yes
Front-end IVR	No	No	No

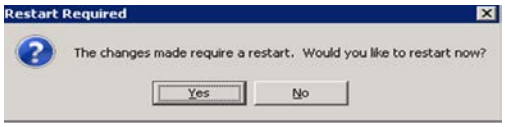
Configuration

Connecting to Avaya Messaging

1. On the Avaya Contact Center Server, go to
   Start > All Programs > Avaya > Contact Center > Manager Server > Server Configuration.
2. Select **PBX CS1000**. Since Contact Center Server codes have not changed, select CallPilot and enter the ELAN network interface IP Address of Avaya Messaging under **IP Address**.
   Record the value for **Switch Customer Number** (this value can be changed if required) for use in **step 3** (Voice Servers: SCCS_SERVER) below.



3. Click **Apply All**.
4. Click **Yes**.

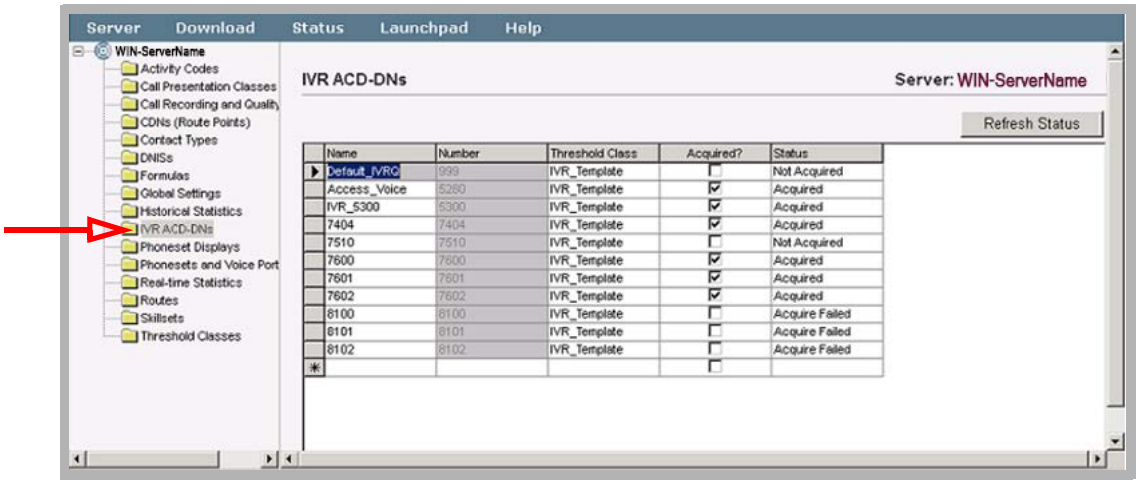


Configuring IVR ACD-DNs on the Server

Configure and acquire the PBXes ACCESS/IVR ACD-DN uses for voice processing (an ACD-DN where the voice ports are defined) by Avaya Contact Center Server.

To configure and acquire an IVR ACD-DN:

1. Through your web browser, enter the URL for the Contact Center Manager and login.
2. Go to **Configuration**.
3. In the left-hand pane, select the server to add the IVR ACD-DN onto.
4. Select **IVR ACd-DNs**.
5. In the field for **Name**, enter the name of the IVR ACD-DN.
6. In the field for **Number**, enter the ACCESS/IVR ACD-DN number. This number must match the DN configured on the CS 1000 system.
7. Select the **Threshold Class**.
8. Click on any other row in the table, and the system adds the ACD DN. The status will show as **Not Acquired**.
9. Enabled **Acquired** for the DN just created.
10. Click **Refresh Status** until the status is updated to **Acquired**.
11. Repeat steps 5 to 10 to configure additional ACD DNs.



Note: To reconfigure an ACD-DN, first release the ACD-DN, edit the configuration parameters, and then recapture the ACD-DN.

Configuring Voice Ports on the Server

Configure and acquire the ACCESS/IVR voice ports and ACCESS channel numbers used by the Avaya Contact Center.

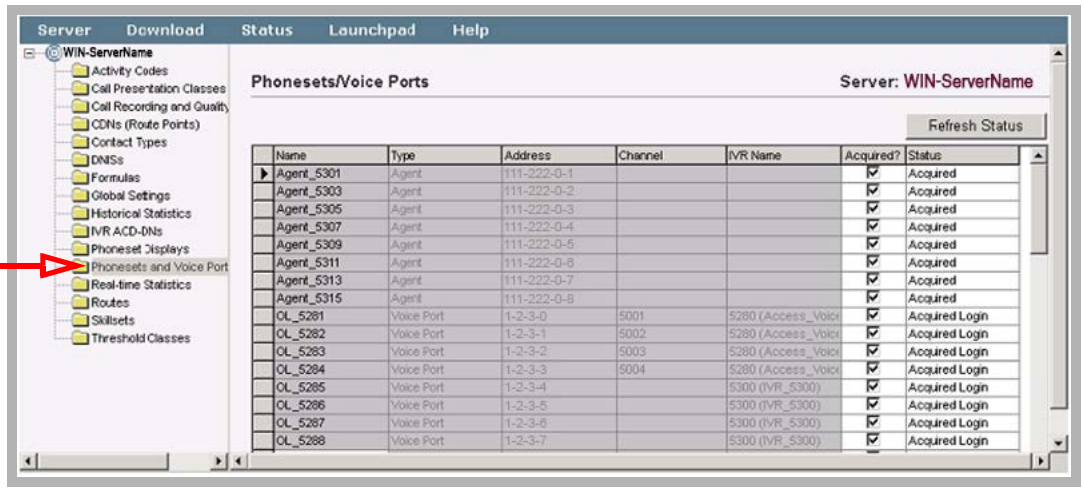
Note: If there are ACCESS/IVR ports already configured for CallPilot and you do not want to use them for Avaya Messaging, remove them and add new ACCESS/IVR ports.

To add/change a phoneset as a voice port:

1. Through your web browser, enter the URL for the Contact Center Manager and login.
2. Select **Configuration**.
3. In the left-hand pane, select the server to add telephones and voice ports onto.
4. Select **Phonesets and Voice Ports**.
5. In the field for **Name**, enter the name of the telephone as it will appear in reports.
6. In the field for **Type**, select **Voice Port**.
7. In the field for **Address**, enter the TN of the telephone.

Note: For ACCESS voice ports only, type the Channel number. This must match the **classId** configured for ACCESS Ports on Avaya Messaging.

8. Click on any other row in the table, and the system adds the voice port. The status will show as **Not Acquired**.
9. Enable **Acquired** for the TN just created.
10. Click **Refresh Status** until the status is updated to **Acquired**.
11. Repeat steps 5 to 10 to configure additional TNs.



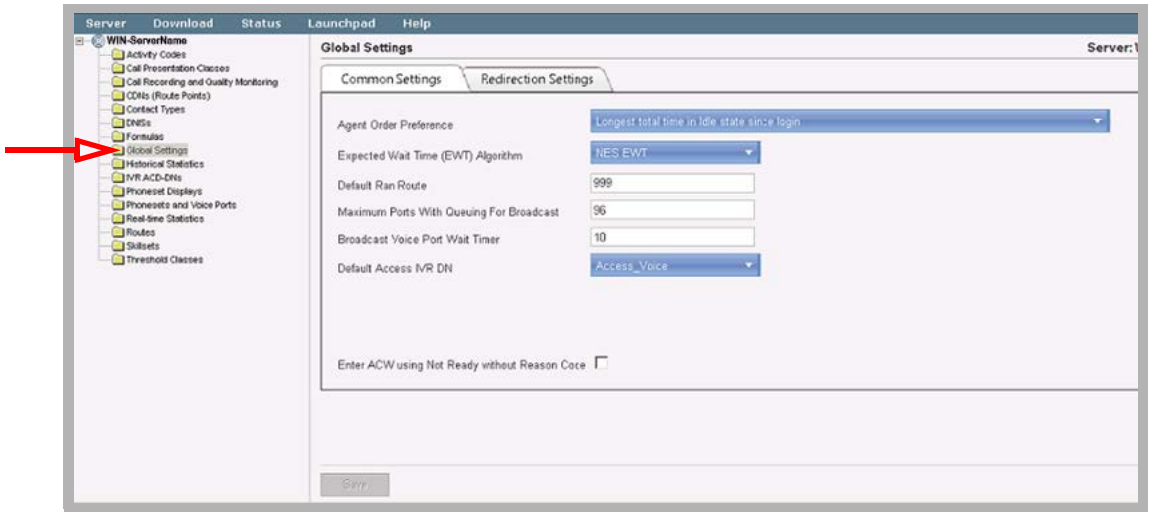
Configuring IVR ACD-DN Global Settings

To support voice processing in Avaya Contact Center you must configure a number of items under IVR ACD-DN Global Settings. These ARE:

- The number of voice ports that can be used for broadcast announcements.
- The wait time for a start/stop broadcast announcement (the amount of time between the arrival of the first call for the start/stop broadcast announcement and when it starts).
- The default ACCESS treatment DN for the controlled broadcast and voice session script commands (the ACCESS ACD-DN).

To configure IVR ACD-DN Global Settings

1. Through your web browser, enter the URL for the Contact Center Manager and login.
2. Select **Configuration**.
3. In the left-hand pane, select the server to configure.
4. Select the **Global Settings**.
5. Select the ACCESS ACD_DN that was defined in IVR ACD_DNs for **Default Access IVR DN**.

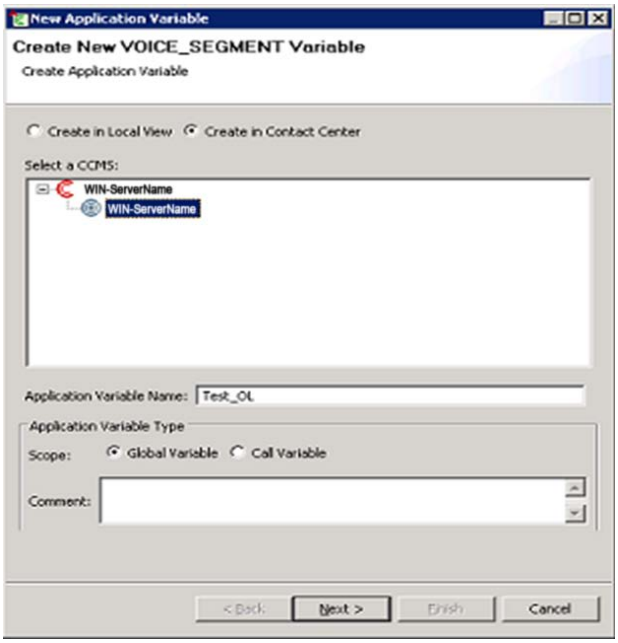


Defining Voice Segment Variables

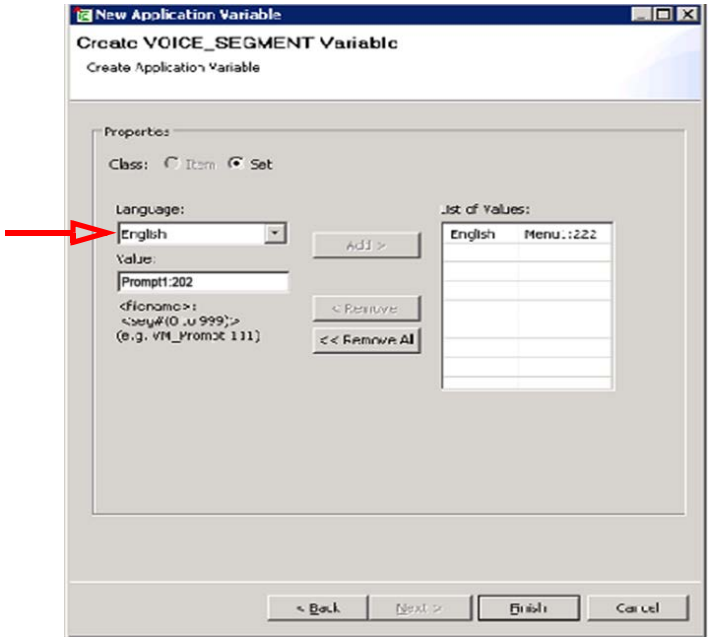
Avaya Contact Center scripts reference voice segments on Avaya Messaging by using voice segment variables. Voice segment variables can contain one or more voice segments. These voice segments contain specific words or phrases imported from CallPilot or recorded in Avaya Messaging.

To define Voice Segment Variables

1. Go to **Orchestration Designer > Contact Server name > Application Variables**.
2. Right-click **Voice_Segments**.
3. Click **New**.



4. Enter an **Application Variable Name**.
5. Click **Next**.
6. Select a **Language**.



7. In the **Value** field, type in the **[Application Name]:[Segment Number]**. The application name is case sensitive and must be same for the application imported or created in Avaya Messaging.
8. Click **Add**
9. Repeat steps 7 to 8 to add more segments to variable as required.
10. When ready, click **Finish**.

Avaya Messaging

Introduction

The Avaya Messaging server will be the new voice services provider for the Avaya Contact Center.

Communication

The Avaya Messaging voice server communicates with the PBX, DMG and the Avaya Contact Center.

Communicating with the PBX

The server connects to the PBX through the CLAN for the SIP voice ports used for messaging and unified communication.

Communicating with the DMG

The server is connected to the Dialogic Media Gateway over the CLAN subnet using SIP for ACCESS/IVR ports to provide services to the Avaya Contact Server. On the PBX, these ports are configured as an SL1 phone set TN (virtual agents).

Important: Older model PBXs may not support SIP. In this case, **all** traffic must be routed through the DMG. A direct link with the voice server cannot be established since Avaya Messaging only supports SIP.

Communicating with the Avaya Contact Center

The server communicates with the Avaya Contact center over:

- ELAN subnet using ACCESS protocols for voice services.
- CLAN subnet using MLink protocols for Give IVR.

Voice Services

Avaya Contact Center Server can access the voice services provided by Avaya Messaging through:

- Give IVR
- Give Controlled Broadcast
- Open Voice Session

Give IVR

To support Give IVR commands, for each treatment DN an entry should be added to the Avaya Messaging routing table. The Treatment DN must be used for Caller ID/DNIS, and the desired voice menu must be assigned to this entry.

When the Give IVR script command is used, the Avaya Contact Center Server sends the command along with an ACD-DN and a treatment DN (if specified) over the AML (ELAN) connection to the PBX. When the call arrives at an Avaya Messaging voice port, the PBX alerts Avaya Messaging:

- Through Avaya Contact Center Server. The alert is sent over the CLAN using the Meridian Link interface and managed by Avaya Messaging.
- Through the DMG. The alert is sent over the CLAN using SIP.

Upon receiving a new SIP call, Avaya Messaging waits to receive an MLink notification through UCMlinkService and UCSCCSHandler, then uses the treatment ID as DNIS information to find the assigned voice menu in the routing table.

ACCESS Voice Services

When the Give Controlled Broadcast Announcement or Open Voice Sessions script commands are used, Avaya Contact Center Server sends the command and the ACD-DN over the AML (ELAN) connection to the PBX. When the call arrives at an Avaya Messaging voice port, the PBX alerts Avaya Messaging:

- Through Avaya Contact Center Server. The alert is sent over the CLAN using the Meridian Link interface and managed by Avaya Messaging.
- Through the DMG. The alert is sent over the CLAN using SIP.

Upon receiving a new SIP call on ACCESS channels, Avaya Messaging will not answer the call. It will wait for Avaya Contact Center to handle the call using ACCESS protocol commands.

Configuration

It is assumed that Avaya Messaging is installed, configured and operating normally.

To configure Avaya Messaging to support Avaya Contact Server voice services:

- Use the **UCAPEConfig** utility to define the ACCS/IVR pbx node, ACCESS/IVR ports and other entities.
- Use UC Admin to add new routing table entries and voice menus.
- Use Sip Configuration to define the ACCS/IVR PBX node and ACCESS/IVR ports for SIP service.

UCAPEConfig

Each site will employ either of the following configurations:

Standard

Typical standard configuration consist of one Avaya Contact Server and one Avaya Messaging server which supports up to 120 ports (ACCESS, IVR and regular).

High Capacity

This type of configuration is for customers with more than 120 ports, or with multiple Avaya Contact Servers. In this instance, multiple Avaya Messaging servers should be installed in a High Availability (HA) configuration.

A bundle of two or more Avaya Messaging servers should be used to provide voice services per each ACCS server. The number of ACCESS/IVR ports for the ACCS server determines the number of Avaya Messaging servers in a given bundle.

Each ACCS server can connect to only one Avaya Messaging server. Therefore, in any bundle one Avaya Messaging server should be configured to connect to the ACCS server to manage ACCESS and MLINK connections. This server has SCCS_SERVER role.

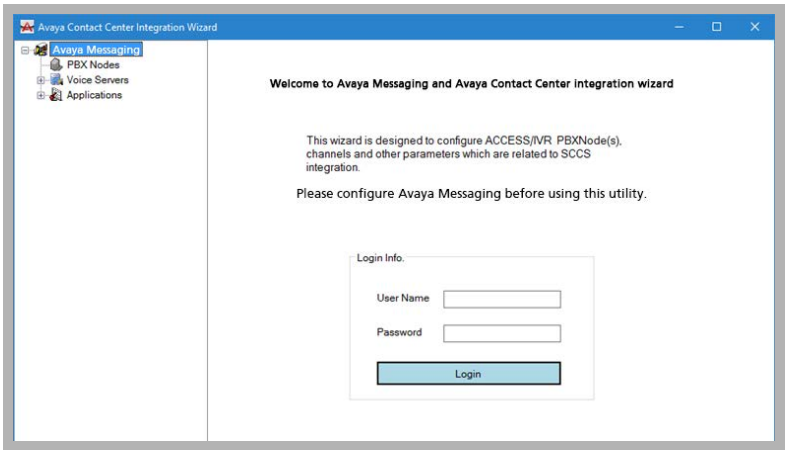
All other servers in a bundle send or receive ACCESS/IVR messages through the SCCS_SERVER and their role is set to SCCS_CLIENT.

- **Example 1**: The customer has one ACCS server with 300 ACCESS/IVR ports.
  Using an HA configuration, a bundle of three Avaya Messaging servers are providing voice services to the ACCS server. The unused 60 ports could be used for regular voice messaging services. The HA configuration may have other servers to provide more regular ports based upon the customer's voice messaging needs.
- **Example 2**: The customer has three ACCS servers with each supporting 200 ACCESS/IVR ports.
  Using an HA configuration, three bundles of two Avaya Messaging servers provide voice services to the 3 ACCS servers. In each bundle, the unused 40 ports could be used for regular voice messaging services. The HA configuration may have other servers to provide more regular ports based upon the customer's voice messaging needs.

Use the UCAPEConfig utility to setup a site to your specific requirements. With this utility you are able to:

- Define the settings for the PBXNodes that contain ACCESS/IVR channels.
- Change a voice server's role from a regular Avaya Messaging server to SCCS server or client.
- Add ACCESS/IVR ports to servers that are used for ACCS integration (Server or Client).
- Define Applications and add voice segments.

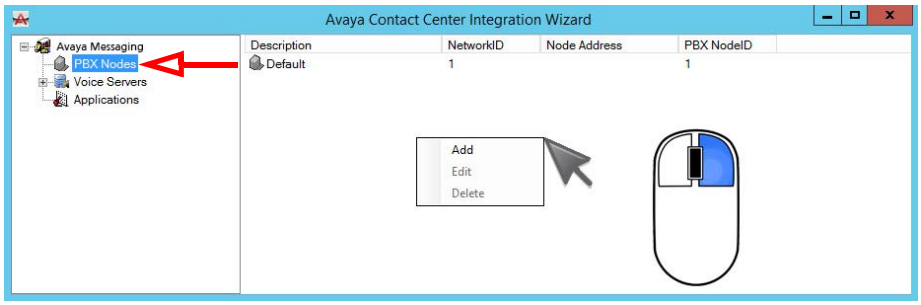
Run **UCAPEConfig.exe** from the **SCCS** folder in the Avaya Messaging program folder, and login.



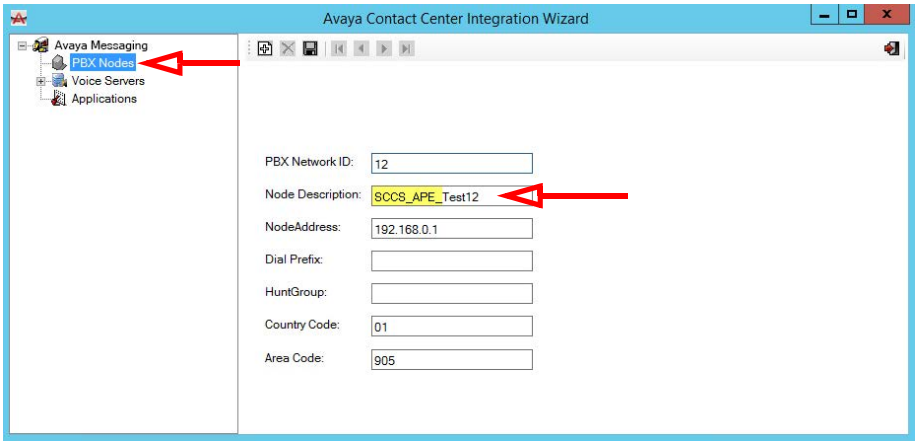
PBX Nodes

The Access/IVR ports must be dedicated to Avaya Contact center voice services. Define a dedicated PBX Node, then assign all ACCESS/IVR ports to it. This will prevent these ports from being used for other purposes.

1. Select **PBX Nodes** in left-hand pane. In the right-hand pane, right-click an open area and choose **Add**.



2. Fill in the fields with your site details. Avaya Messaging requires that the Node Descriptions for all SCCS (ACCESS/IVR) nodes starts with **SCCS_APE_** .



PBX Network ID: Enter an unique PBX network node ID. This ID will be used in the SIP configuration utility to define ACCESS/IVR ports.

Node Description: Ensure the description starts with **SCCS_APE_** followed by whatever other description you require.

Node Address: Enter the IP Address of the PBX Node.

Dial prefix: Enter the dial prefix for the PBX node.

HuntGroup: Enter the HuntGroup for the PBX node.

Country Code: Enter the Country Code from which most calls will be made.

Area Code: Enter the Area Code from which most calls will be made.

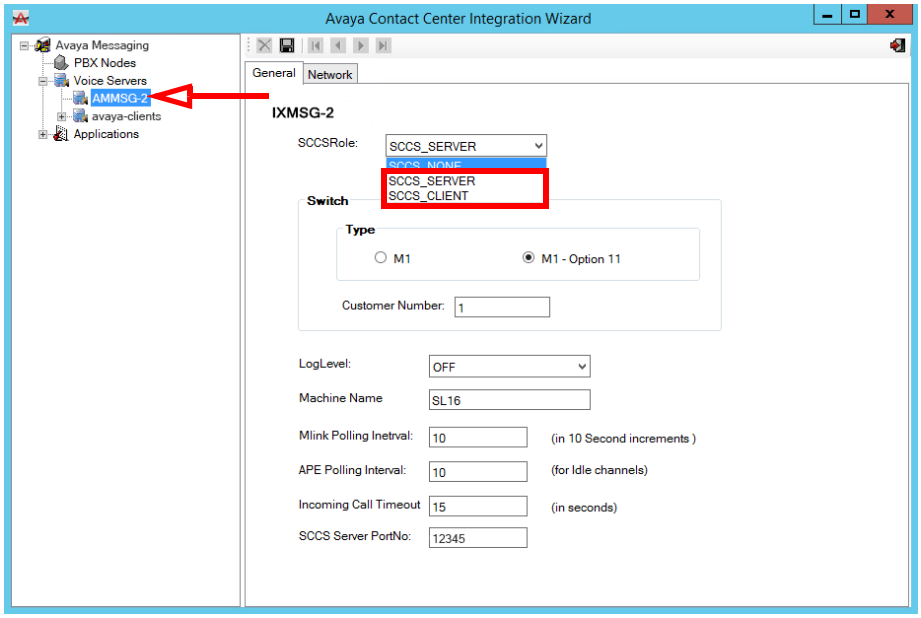
Voice Servers: SCCS_SERVER

Selecting an existing voice server to change it into a SCCS_SERVER or SCCS_CLIENT, then configure the settings for its role.

Note: You cannot add a new server with this utility. When you delete an SCCS_SERVER or SCCS_CLIENT, it is reset to a regular Avaya Messaging voice server. Before deleting a SCCS_SERVER or SCCS_CLIENT all of their associated ports must be deleted or transferred to another server.

To change a server's role:

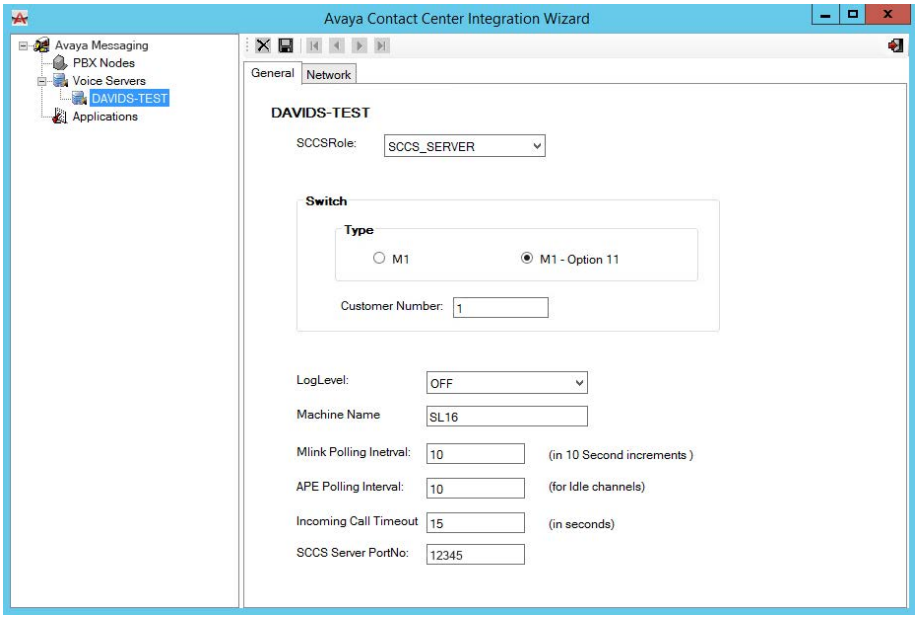
1. In the left-hand pane, open the Voice Servers item and select a server to change.
2. In the right-hand pane, use the dropdown menu for **SCCSRole** to change the server into either an **SCCS_SERVER** or **SCCS_CLIENT**.



Configure the server for its role as the **SCCS_SERVER** or **SCCS_CLIENT**.

Note: For the computers that provide voice services to an Avaya Contact Server, one should be configured as the **SCCS_SERVER**, and the remainder should be configured as **SCCS_CLIENT**s. The SCCS_Server should be configured first since the CLIENT machines must have a SERVER to reference during setup.

3. On the **General** tab, define parameters for the **ACCESS** and **MLink** protocols.



SCCSRole: Set to SCCS_SERVER to enable Avaya Contact Center integration in Avaya Messaging and start the required services to manage MLink and ACCESS protocols.

Customer Number: This must be the same as the Switch Customer Number recorded from **step 2** above (Connecting to Avaya Messaging).

LogLevel: This sets the level of information sent to log files.

Machine Name: Give the machine a name.

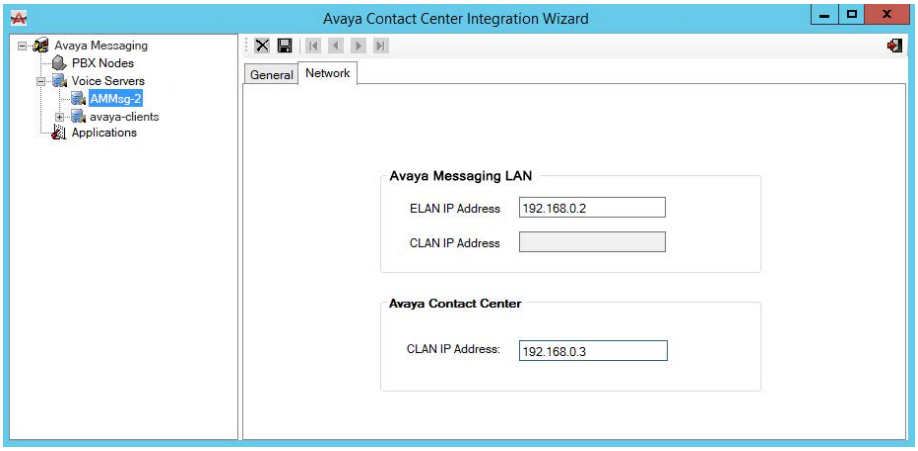
Mlink Polling Interval: Assign a value between 10 seconds and 10 minutes, in 10 second increments. When the interval is reached and there is no message flow from the Avaya Messaging to Mlink during this time, Meridian sends a Polling message to Avaya Messaging. Meridian gives Avaya Messaging two chances to respond. If Avaya Messaging does not reply to the polling message within 10 seconds of the second attempt, Mlink releases the application and all of its resources. Polling prevents Avaya Messaging from generating excessive network traffic.

APE Polling Interval: Enter a value in seconds. When the polling timeout expires and there is no activity on ACCESS channel during this time interval, the Avaya Messaging sends a polling message to the Avaya Contact Center ACCESS Protocol Emulator.

Incoming Call Timeout: Enter a value in seconds. Avaya Messaging receives incoming call notifications from two sources (SIP and MLINK) on the ACCESS/IVR channels. Avaya Messaging must wait to receive both notifications before sending Incoming call messages to the Avaya Contact Center ACCESS Protocol Emulator. This interval specifies how long an incoming call notification will be considered valid.

SCCS Server PortNo: Set the value for this field to any available port on the server except ports 3000 and 10008 as they are reserved for system operations.

4. On the Network tab, define parameters for the **ACCESS** and **MLink** protocols.



Note: The **Network** tab is only available when an SCCS_SERVER is being configured. Skip this step when configuring an SCCS_CLIENT machine.

Avaya Messaging LAN

ELAN IP Address: Enter the IP address of the Avaya Messaging ELAN subnet network interface.

CLAN IP Address: Shows the internal IP address of voice server if it was set. Otherwise Enter the IP address of Avaya Messaging CLAN subnet network interface.

Avaya Contact Center

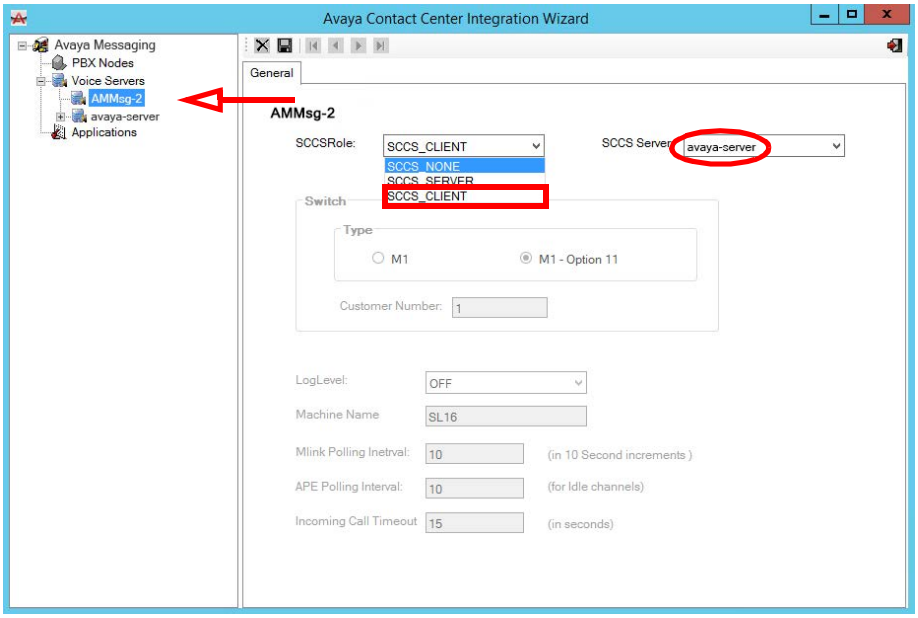
CLAN IP Address: Enter the IP address of the Avaya Contact Center server CLAN subnet network interface.

5. Click the **Save** icon when finished.

Voice Servers: SCCS_CLIENT

With an SCCS_SERVER configured, setup one or more computers to act as SCCS_CLIENTs. This clients connect to the selected SCCS_SERVER to send and receive MLink and ACCESS messages.

1. Select the computer to use as the client from the list in the left-hand pane.
2. Set the **SCCSRole** as **SCCS_CLIENT**. In the field for **SCCS Server**, select the server to place the client under.



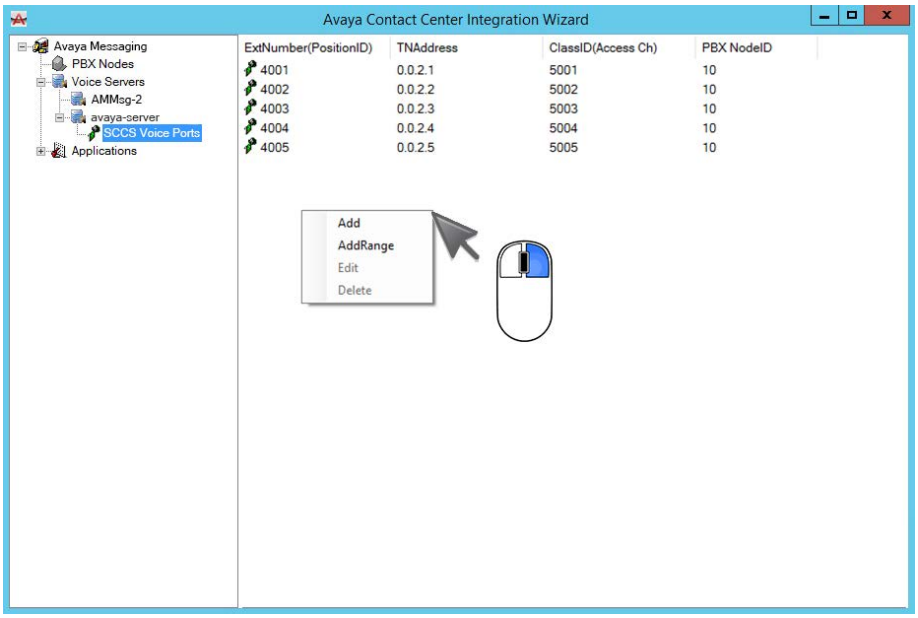
3. Click the **Save** icon when finished.

SCCS (ACCESS/IVR) Voice ports

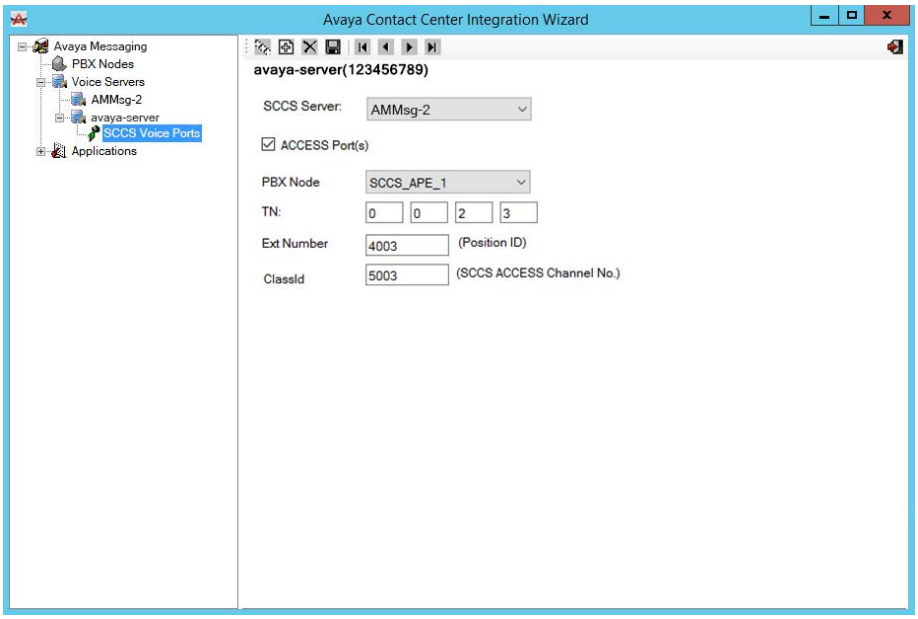
Selecting an SCCS_SERVER in left-hand pane will display all configured ACCESS/IVR voice ports. Add new ports as necessary in the right-hand pane.

Add a Port

1. Click an existing port to edit, or right-click in an open area of the right-hand pane and select **Add** to create a new port.



2. Add the details required.



SCCS Server: From the dropdown menu, choose the SCCS Server that this SCCSClient should be associated with.

ACCESS Ports: Enable to add ACCESS ports. This will enable the ClassId field.

PBX Node: Select the SCCS PBX node that added port(s) belong to from the dropdown menu.

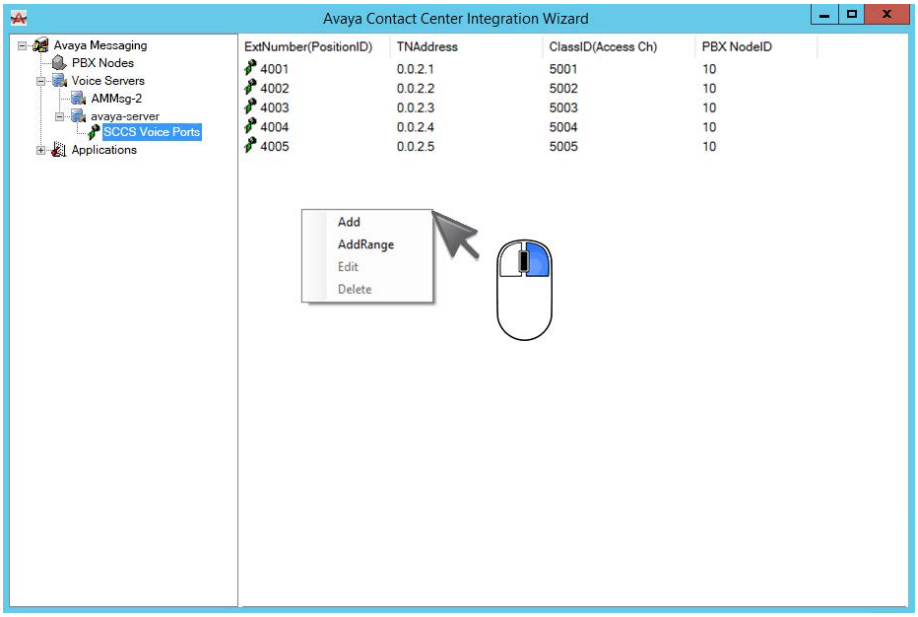
TN: Enter the loop, shelf, unit, and card numbers defined on the PBX for the (starting) port.

Ext Number: Enter the Position ID that is defined for this port on the PBX.

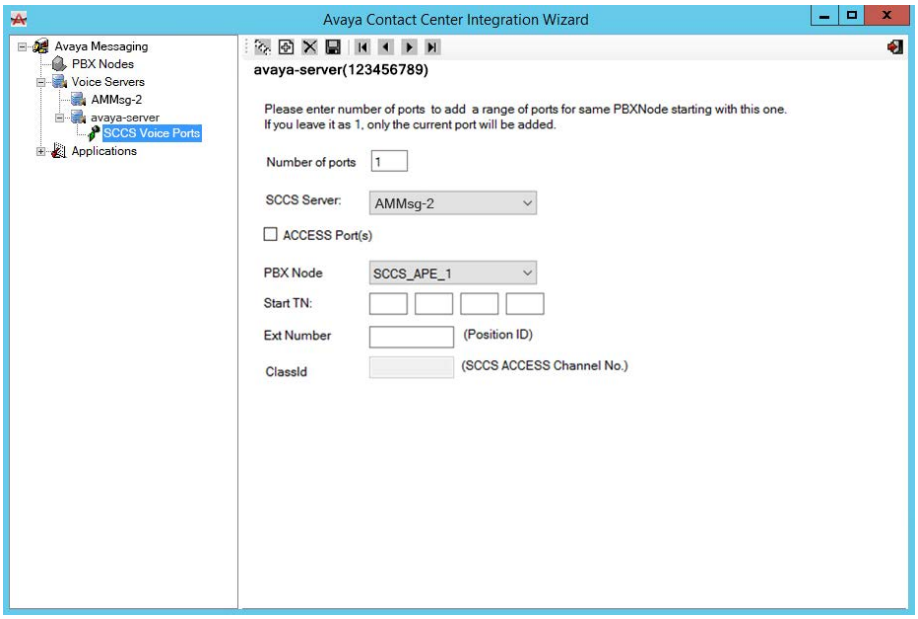
ClassId: Enter a unique number for ACCESS port(s) only. This number will be used as the channel number when configuring the Avaya Contact Center ACCESS voice ports.

Add a Range of Ports

1. Click an existing port to edit, or right-click in an open area of the right-hand pane and select **Add Range** to create a series of new ports.



2. Add the details required.



Number of Ports: Enter the number of ports to be added to the PBX node.

SCCS Server: From the dropdown menu, choose the SCCS Server that this SCCSClient should be associated with.

ACCESS Ports: Enable to add ACCESS port(s). This will enable the ClassId field.

PBX Node: From the dropdon menu, select the SCCS PBX node that added ports will belong to.

Start TN: Enter the loop, shelf, unit, and card numbers defined on the PBX for the (starting) port.

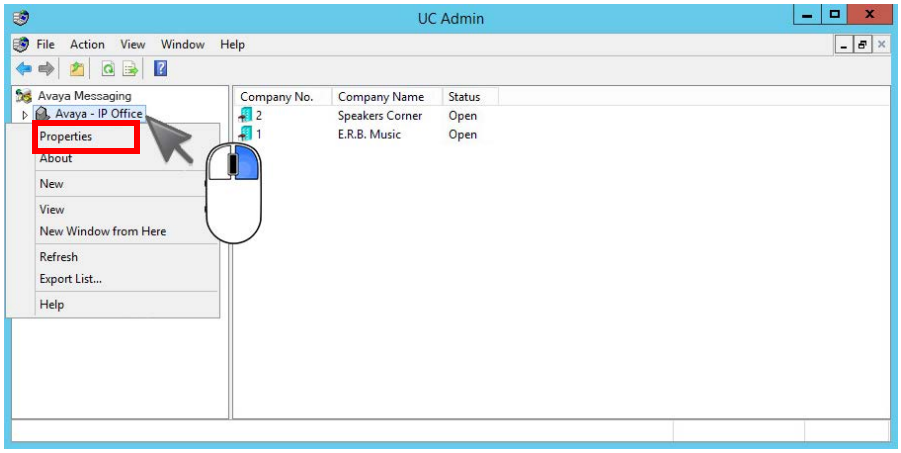
Ext Number: Enter the Position ID that is defined for this port in the PBX.

ClassId: Enter a unique number for ACCESS port(s) only. This number will be used as the channel number when configuring the Avaya Contact Center ACCESS voice ports.

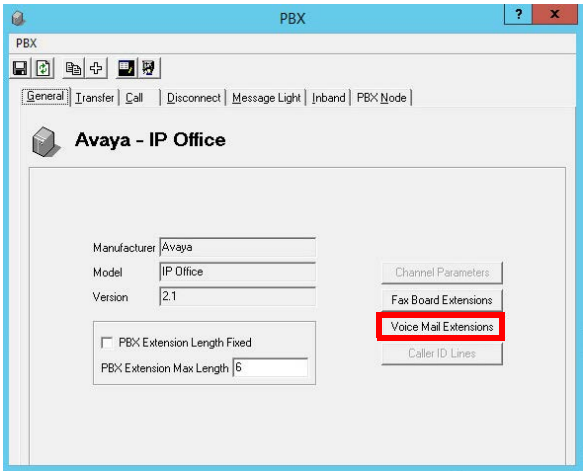
Verification

Once all of the ACCESS/IVR ports have been configured, run Avaya Messaging Admin and verify the ports are assigned to the correct PBX node(s).

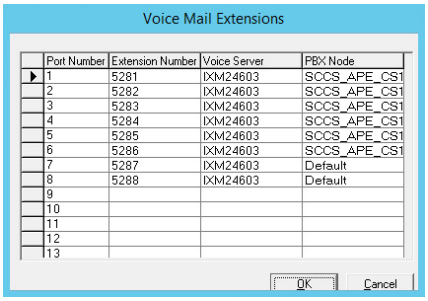
1. On the Avaya Messaging voice server, open **Avaya Messaging Admin** from the desktop. Right-click the PBX and select **Properties**.



2. On the **General** tab, click **Voice Mail Extensions**.



3. Verify that the required ports are present.

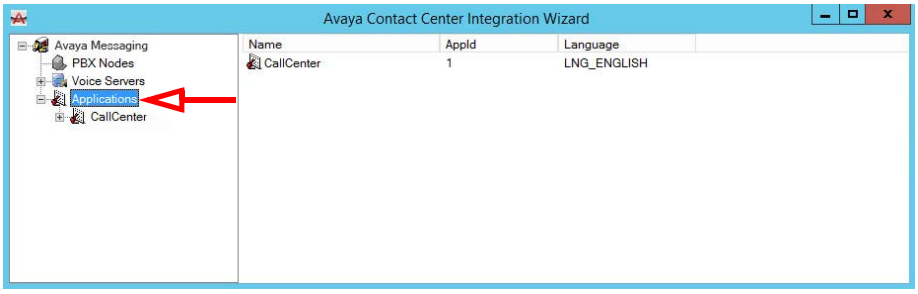


Applications

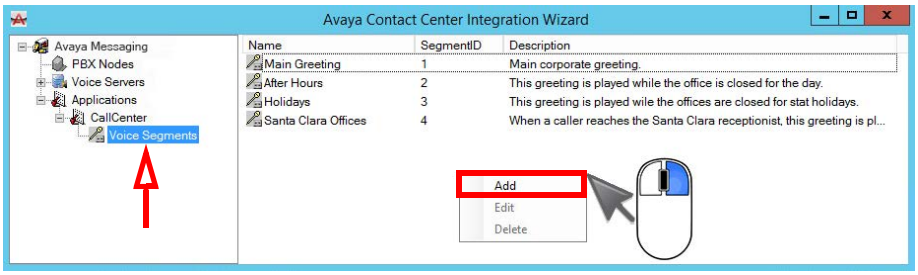
CallPilot applications are similar to Avaya Messaging voice menus. CallPilot keeps voice segments within an application, but it has no associated actions and is just a container for the segments.

For ACCESS voice services, Avaya Contact Center passes an application name in a **Open File** command to get the file handle. To play a voice segment, it passes file handle along with segment number to the voice services provider.

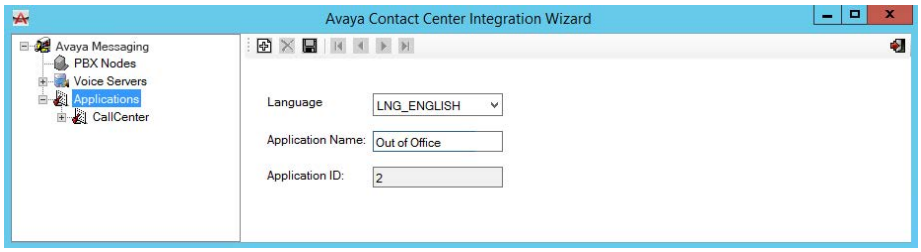
1. Click **Applications** in the left-hand pane to see all existing applications.



2. Select an existing application, or right-click on an empty area in the right-hand pane and choose **Add** to create a new one.



3. Double-click an existing voice segment to edit, or right-click in an open area in the right-hand pane and select **Add** to create a new one.

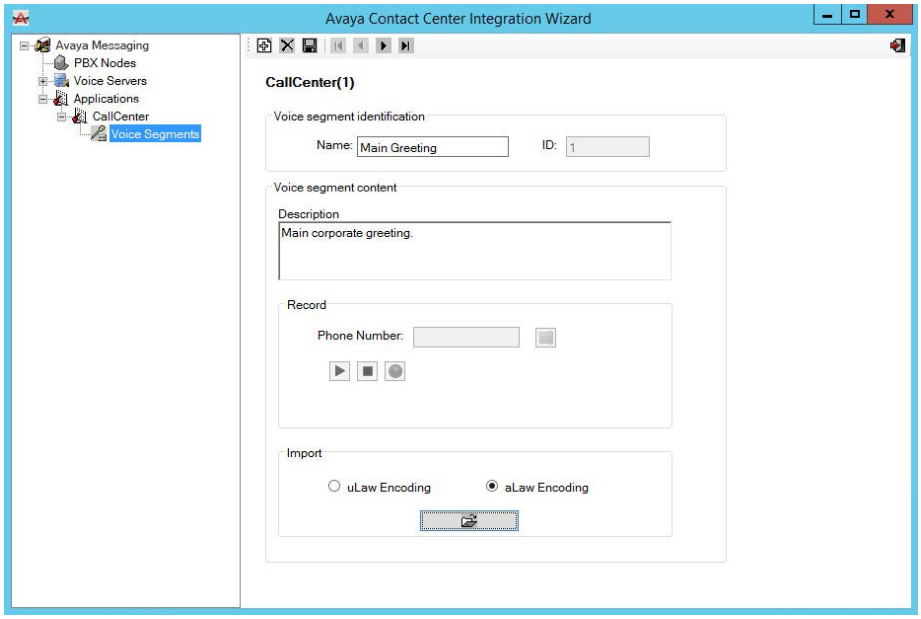


Language: Select the language for this application.

Application Name: Enter a unique name for this application. The name is used as the filename when you create Voice Segment variables in Avaya Contact Center.

Application ID: Automatically populated, this is a unique ID created for this application.

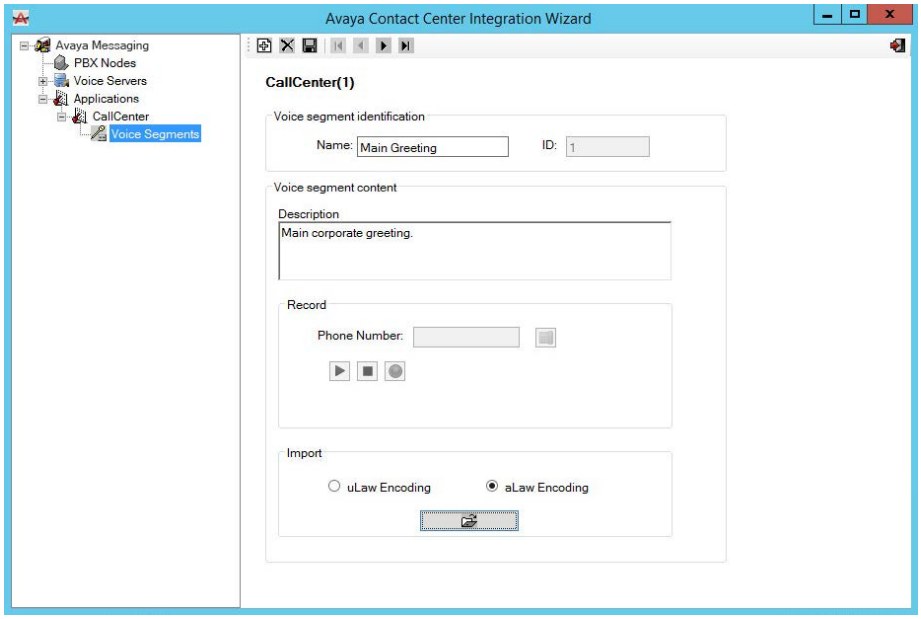
4. Enter the details for the voice segment.



Voice Segments

Expand an application in left pane and select **Voice Segments** to see the voice segments already defined for that application. You are able to add new voice segment from context menu.

1. Select a voice segment under **Applications**. To create a new one, right-click on an open area and choose **Add**.
2. Fill in the details for this voice segment file.



Name: Enter a unique name for the voice segment.

Description: Enter a description to track the content of voice segment.

Record - If this utility is running on a SCCS_SERVER server this group will be enabled.

PhoneNumber : Enter your internal phone number and press **Phone**.

Phone: Click to place a call to phone number. Answer the phone to be able to record or play voice segments.

Record: Click to record a voice segment.

Stop: Click to stop recording or playing the segment.

Play: Click to play the voice segment.

Import

Encoding: Select the proper encoding (aLaw or µLaw) should be used in importing WAV files.

Import: Click to import WAV or VOX file into this voice segment. Select the file to be imported as recording for the current voice segment.

Hint: You can play the imported file over the phone by clicking the **Play** button.

UC Admin

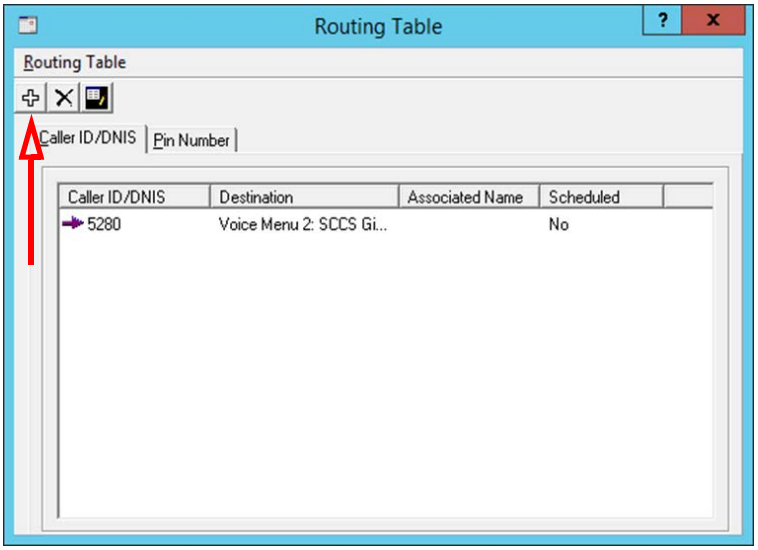
GIVE IVR Configuration

To support Give IVR in Avaya Messaging, a voice menu must be created for the application and assigned a path in the routing table.

Voice Menu

Refer to chapter 9 for complete information on configuring Voice Menus.

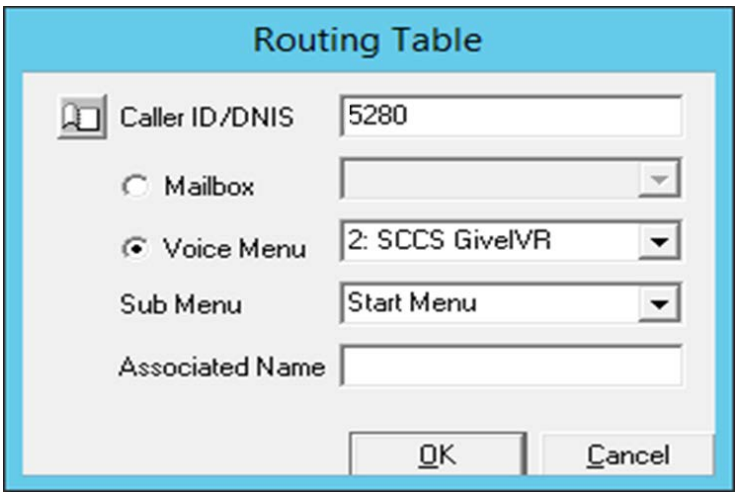
Routing Table



Add a new route for each treatment ID used to send the Give IVR command.

Click **+** to create a new routing table.

Add Route



Caller ID/DNIS: Enter the treatment ID.

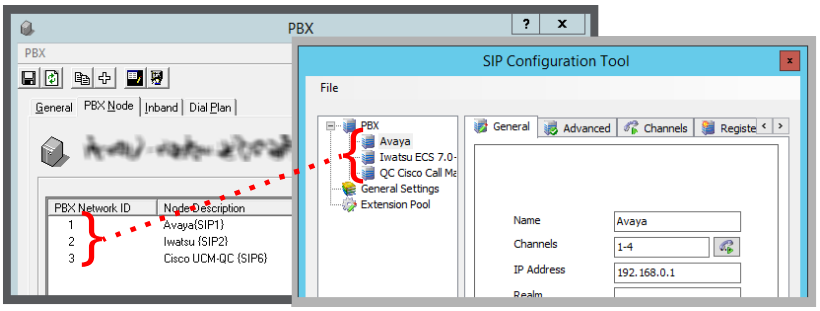
Voice Menu: Enable this option. From the dropdown menu, select the Voice Menu created for the treatment ID.

Sub Menu: From the dropdown menu, select the sub menu to use. Callers with this DNIS and treatment ID will be brought to selected sub menu of the chosen Voice Menu.

SIP Configuration Tool

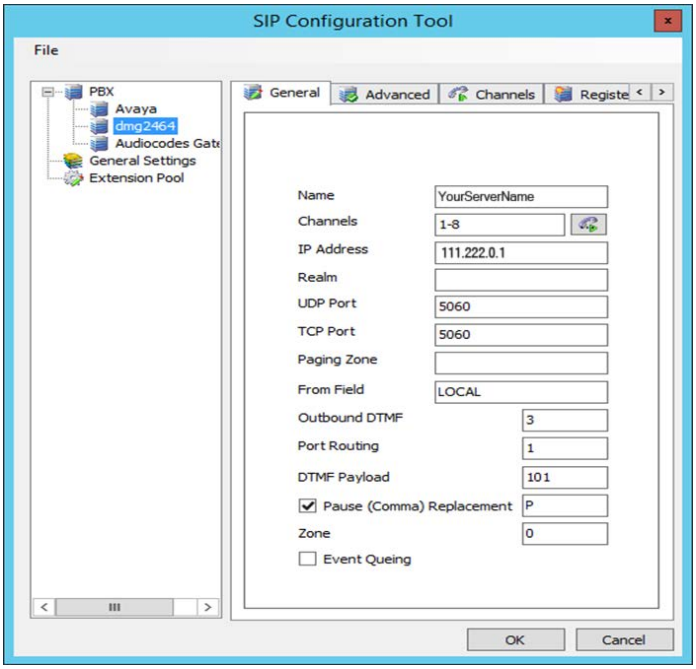
Dialogic Media Gateway ports must be configured using the SIP Configuration Tool.

Note: Sites listed in the SIP Configuration tool must appear **in the same order** as they are numerically configured in UC Admin > PBX in the **PBX Network ID** column. If SIP Configurator does not have a connection to one of those devices, then a dummy PBX (i.e. no channels defined) must be added to the SIP Configuration Tool in the correct position to keep both utilities aligned. For example, if there are 5 devices installed in UC Admin, there must be 5 devices also in SIP Configurator in the same order.



PBX # / Node Description	SIP Configuration
1 Avaya	Avaya
5 Cisco	Mitel
3 Iwatsu	**Dummy 1**
2 Mitel	Broadsoft
4 Broadsoft	**Dummy 2**

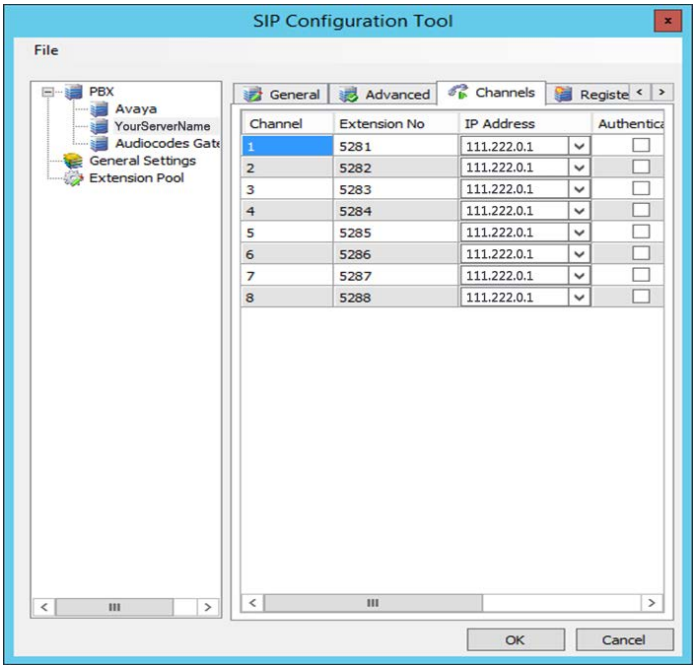
Go to the **General** tab.



Port Routing: Enter 1 to configure the DMG ports as SIP agents.

Go to the **Channels** tab and add channels with Extension numbers. These are the Position IDs that are assigned to

ACCESS/IVR ports in CS1000 configuration.



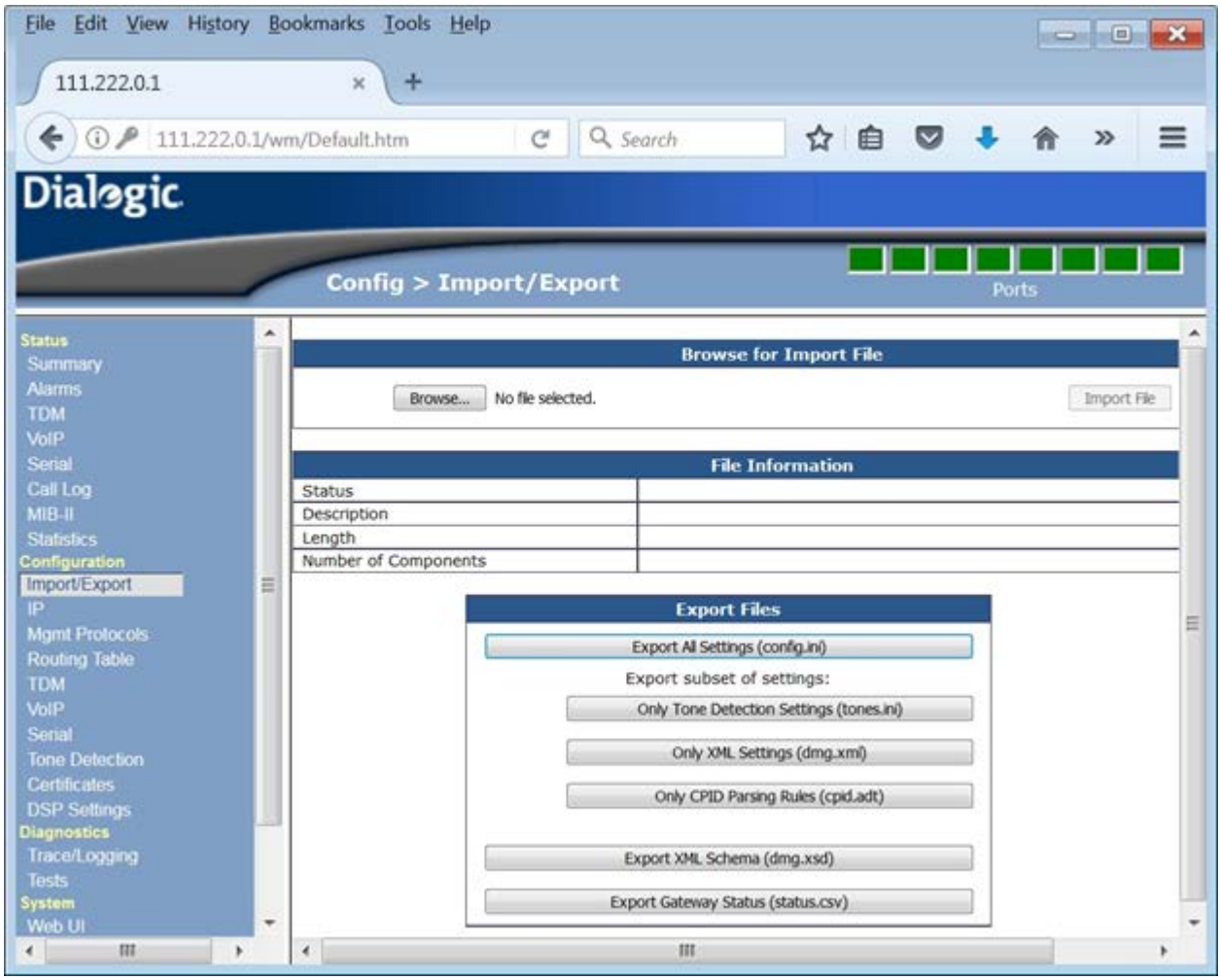
Dialogic Media Gateway (DMG)

Avaya Messaging ACCESS/IVR voice ports must be configured on the DMG. TDM trunk groups and corresponding routing rules must be created for every voice port.

For **each** DMG port used, the CS1000 must have an AST license.

Export the DMG configuration into a file.

Login to the **DMG Web Console** and go to **Configuration > Import/Export**. Click **Export All Settings** (config.ini).



Changes in the DMG Config File.

TDM Trunk groups.

Open the **config.ini** file in a text editor (i.e. Notepad) and find **<TdmTrunkGroups>**.

```
<TdmTrunkGroups>
    <Group>
        <Name>TdmAll</Name>
        <SelectMode>
            <Direction>Ascending</Direction>
            <Mode>Linear</Mode>
        </SelectMode>
        <Exp>*</Exp>
    </Group>
```

Add the following lines for every voice port.

```
<Group>
    <Name>Tdm1</Name>
    <SelectMode>
        <Direction>Ascending</Direction>
        <Mode>Linear</Mode>
    </SelectMode>
    <Exp>1(1)</Exp>
</Group>
```

The final TDM Trunk groups section should look like the following.

```
<TdmTrunkGroups>
    <Group>
        <Name>TdmAll</Name>
        <SelectMode>
            <Direction>Ascending</Direction>
            <Mode>Linear</Mode>
        </SelectMode>
        <Exp>*</Exp>
    </Group>
    <Group>
        <Name>Tdm1</Name>
        <SelectMode>
            <Direction>Ascending</Direction>
            <Mode>Linear</Mode>
        </SelectMode>
        <Exp>1(1)</Exp>
    </Group>
    <Group>
        <Name>Tdm2</Name>
        <SelectMode>
            <Direction>Ascending</Direction>
            <Mode>Linear</Mode>
        </SelectMode>
        <Exp>2(1)</Exp>
    </Group>
.........
</TdmTrunkGroups>
```

Create outbound group

If your PBX does not have a SIP port connected to the voice server, at least one TDM port should be dedicated for message tasks as well as recording voice segments through the UCAPEConfig utility.

Add the following group in Exp. List the ports that should be used for the messaging system.

```
    <Group>
        <Name>TDM Messaging group </Name>
        <SelectMode>
            <Direction>Ascending</Direction>
            <Mode>Linear</Mode>
        </SelectMode>
        <Exp>7(1),8(1)</Exp>
    </Group>
.........
</TdmTrunkGroups>
```

Create Routing rules

In the **<Rules>** section add a routing rule for every voice channel. The rules must be before any other rules configured on the DMG.

```
<Rules>
    <InboundTdm>
        <Name>InboundTdm1</Name>
        <Enabled>true</Enabled>
        <Match>
            <RequestType>Any</RequestType>
            <TrunkGroup>Tdm1</TrunkGroup>
            <CpidExpressions>
                <CallingName>*</CallingName>
                <CallingNumber>*</CallingNumber>
                <CalledName>*</CalledName>
                <CalledNumber>*</CalledNumber>
                <RedirName>*</RedirName>
                <RedirNumber>*</RedirNumber>
            </CpidExpressions>
        </Match>
        <Route>
            <VoipRoute>
                <Method>Bridged</Method>
                <HostGroup>Avaya MessagingHG</HostGroup>
                <CpidManipulation>
                    <CallingName>S</CallingName>
                    <CallingNumber>S</CallingNumber>
                    <CalledName>D</CalledName>
                    <CalledNumber>"5281"</CalledNumber>
                    <RedirName>R</RedirName>
                    <RedirNumber>R</RedirNumber>
                </CpidManipulation>
            </VoipRoute>
        </Route>
    </InboundTdm>
    <InboundTdm>
        <Name>InboundTdm2</Name>
        <Enabled>true</Enabled>
        <Match>
            <RequestType>Any</RequestType>
            <TrunkGroup>Tdm2</TrunkGroup>
            <CpidExpressions>
                <CallingName>*</CallingName>
                <CallingNumber>*</CallingNumber>
                <CalledName>*</CalledName>
                <CalledNumber>*</CalledNumber>
                <RedirName>*</RedirName>
                <RedirNumber>*</RedirNumber>
```

```
            </CpidExpressions>
        </Match>
        <Route>
            <VoipRoute>
                <Method>Bridged</Method>
                <HostGroup>Avaya MessagingHG</HostGroup>
                <CpidManipulation>
                    <CallingName>S</CallingName>
                    <CallingNumber>S</CallingNumber>
                    <CalledName>D</CalledName>
                    <CalledNumber>"5282"</CalledNumber>
                    <RedirName>R</RedirName>
                    <RedirNumber>R</RedirNumber>
                </CpidManipulation>
            </VoipRoute>
        </Route>
    </InboundTdm>
.....................
</Rules>
```

Where:

- InboundTdm1, InboundTdm2,... - the names of the inbound TDM routing rules,
- Tdm1, Tdm2,.... - the names of TDM trunk groups,
- 1(1), 2(1),.... - port (channel) content,
- Avaya MessagingHG - the name of the VoIP hunt group configured for Avaya Messaging,
- "5281", "5282",.... - channels extension numbers.

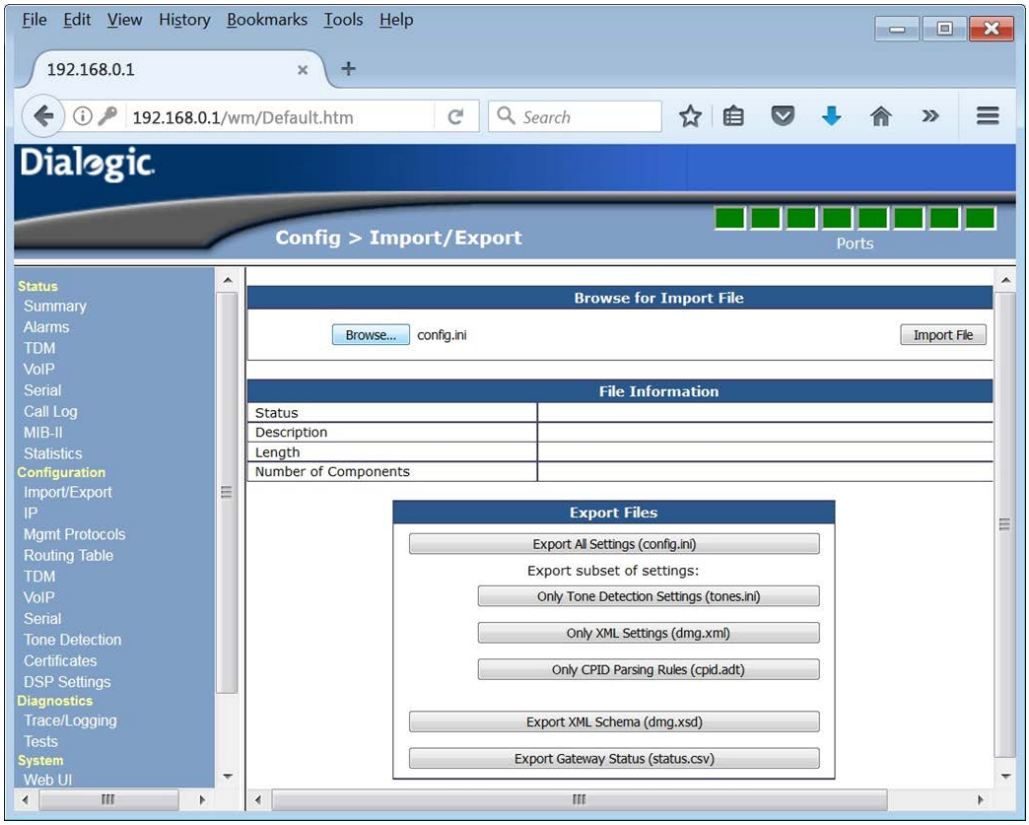
VoIP Routing

For regular messaging services in the <Rules> section add a routing rule for VoIP channel. The rules must be before any other rules configured on the DMG.

```
<InboundVoip>
    <Name>Inbound VoIP Rule #21</Name>
    <Enabled>true</Enabled>
    <Match>
        <RequestType>Call</RequestType>
        <HostExpression>10.255.246.30</HostExpression>
        <CpidExpressions>
            <CallingName>*</CallingName>
            <CallingNumber>*</CallingNumber>
            <CalledName>*</CalledName>
            <CalledNumber>*</CalledNumber>
            <RedirName>*</RedirName>
            <RedirNumber>*</RedirNumber>
        </CpidExpressions>
    </Match>
    <Route>
        <TdmRoute>
            <Method>Bridged</Method>
            <TrunkGroup>TDM Messaging group </TrunkGroup>
            <CpidManipulation>
                <CallingName>S</CallingName>
                <CallingNumber>S</CallingNumber>
                <CalledName>D</CalledName>
                <CalledNumber>D</CalledNumber>
                <RedirName>R</RedirName>
                <RedirNumber>R</RedirNumber>
            </CpidManipulation>
        </TdmRoute>
    </Route>
</InboundVoip>
```

Import the Configuration File into the DMG.

Login to the DMG Web Console and go to **Configuration > Import/Export**. Click **Browse**. Select the modified configuration file and click **Import File**.



When finished, restart the DMG.

22 DEFAULT PROMPTS

In This Chapter:

416 Introduction

416 File Names and Text

Introduction

Should the System Administrator wish to rerecord the system prompts, this section provides a complete list of those prompts, including their file names and their contents (or an explanation thereof).

File Names and Text

File Name	Text
sal0000.vox	Thank you for calling. Your Call is being handled by our Unified Communications System. Please dial the extension of the person you wish to speak with, or press star for the company directory, or stay on the line for further assistance.
mess003.vox	I'm sorry....
mess004.vox	...did not answer. Please leave a message.
mess005.vox	...is on the phone. Please leave a message.
mess006.vox	You have reached the voice mailbox of...
mess007.vox	Please hold for assistance.
mess008.vox	Paging your party.
mess009.vox	Thank you for calling. Good-bye.
mess010.vox	Thank you, Please Hold
mess011.vox	Transferring you to...
mess012.vox	Paging...
mess013.vox	One moment, you have a call.
mess014.vox	I'm sorry I did not understand that, please try again.
mess015.vox	...is busy, you have reached the voice mail of...
mess016.vox	...did not answer. You've reached voice mail of...
mess017.vox	I'm sorry. Your party is not in office right now. Please leave a message.
mess018.vox	....is out of the office and will return at .....
mess019.vox	Please enter your area code and telephone number
mess020.vox	Call For
mess021.vox	I am sorry that extension is busy, to try another extension press 1, to be transfer to the receptionist press 0, or stay on the line to leave a message.
mess022.vox	Please enter the mailbox number of the person for whom you wish to leave a message.
mess023.vox	I'm sorry....
mess024.vox	...is not in the office right now. Please leave a message.
mess025.vox	...is not available to take your call. Please leave a message.
mess026.vox	At the tone, please leave a message.
mess027.vox	Caller found, Please hang up for to receive the call
mess028.vox	I'm sorry, no-one is currently leaving you a message
mess029.vox	Your party is now available
mess031.vox	I'm sorry that extension is busy. To try another extension press 1, to try the extension again press 2, to be transferred to the receptionist press 0. or stay on the line to leave a message
mess032.vox	I'm sorry there is no answer at that extension to try another extension press 1, to be transferred to the receptionist press 0, or stay on the line to leave a message.
mess033.vox	Enter the extension of the person you wish to redirect this call to.

File Name	Text
mess035.vox	May I say who is calling?
mess038.vox	You have a call from...
mess040.vox	To accept press 1, send to another extension press 2, send to your mailbox press pound mess041.voxTo accept press 1, send to another extension press 2, accept and record conversation press 3, send to your mailbox press pound.
mess043.vox	There are...
mess044.vox	There is...
mess045.vox	...calls ahead of you.
mess046.vox	...call ahead of you.
mess048.vox	That extension is still busy. To try another extension press 1, To remain on hold press 2, To leave a message press 5, or press star to exit.
mess049.vox	That extension is busy. To try another extension press 1, To remain on hold press 2, To leave a message press 5, or press star to exit.
mess050.vox	That extension is busy. Your call is being processed next, To try another extension press 1, To remain on hold press 2, To leave a message press 5, or press star to exit.
mess052.vox	That extension is still busy, your call is being processed next. To try another extension press 1, To remain on hold press 2, To leave a message press 5, or press star to exit.
mess054.vox	Press 1 after hearing the name of the person you wish to be transferred to.
mess055.vox	Please enter the first few letters of the person's name. For the letter Q or Zed, press 1.
mess056.vox	Please enter the first few letters of the person's name. For the letter Q or Zee, press 1.
mess057.vox	I'm sorry I don’t recognize that name.Please re-enter the first few letters of the person's name. For the letter Q or Zed, press 1.
mess058.vox	I'm sorry I do not recognize that name. Please re-enter the digits that correspond to the first few letters of the person's first or last name. For the letter Q or Zee press 1.
mess059.vox	Press...
mess060.vox	for...
mess061.vox	Press 1 for...
mess062.vox	Press 2 for...
mess063.vox	Press 3 for...
mess064.vox	Press 4 for...
mess065.vox	Press 5 for...
mess066.vox	Press 6 for...
mess067.vox	Press 7 for...
mess068.vox	Press 8 for...
mess069.vox	Press 9 for...
mess073.vox	Please enter the telephone number or numeric message to be sent.
mess074.vox	You entered ...
mess075.vox	Thank you. Your message will be sent
mess077.vox	I'm sorry, that mailbox is full, please try again later.
mess078.vox	I'm sorry this mailbox cannot receive messages.
mess079.vox	I'm sorry this mailbox cannot receive messages at this time. The user of this mailbox is in a extended absence.

File Name	Text
mess080.vox	Record your message at the tone. When finished, hang-up or press pound for more options
mess081.vox	"To try another extension...Press 1, To leave a message...Press 5, To be transferred to the receptionist...Press 0. "
mess082.vox	To send your message press 1, re-record press 2, review press 3, to continue recording press 4, to cancel your message press star.
mess083.vox	To send with normal delivery press 1, to send with urgent delivery press 2
mess084.vox	There are 10 seconds of recording time left.
mess086.vox	If you would like to receive a response for this message press 1.
mess087.vox	I'm sorry, there is no answer at that extension. To leave a message for...
mess088.vox	"I'm sorry, that extension is busy. To leave a message for..."
mess090.vox	Thank you. Your message has been sent.
Mess091.vox	Please enter the first few letters of the person's name. For the letter Q, press 7 for Zed press 9.
Mess092.vox	Please enter the first few letters of the person's name. For the letter Q, press 7 for Zee press 9.
Mess093.vox	I'm sorry I do not recognize that name. Please re-enter the digits that correspond to the first few letters of the person's first or last name . For the letter Q press 7 for Zed press 9
Mess094.vox	I'm sorry I do not recognize that name. Please re-enter the digits that correspond to the first few letters of the person's first or last name. For the letter Q press 7 for Zee press 9
mess103.vox	To confirm deletion of this message press 9, or press pound to return to the previous menu.
mess107.vox	Mass Recall Deleted
mess108.vox	I'm sorry, you do not currently have access to that feature.
mess109.vox	I'm sorry, that is not a valid entry.
mess110.vox	You have...
mess112.vox	...New messages
mess113.vox	New message.
mess119.vox	This message is a fax.
mess121.vox	End of new messages
mess124.vox	I'm sorry, you cannot reply to a message sent by an outside caller.
mess125.vox	... received your message on...
mess126.vox	You Cannot Forward a Confidential Message
mess131.vox	Reply sent, what would you like to do with the original message.
mess132.vox	To send this message standard press 1, certified press 2.
mess133.vox	message sent certified.
mess134.vox	Message Saved.
mess135.vox	Message Deleted
mess136.vox	Message Moved
mess139.vox	Enter the next recipient's mailbox number. If finished press pound.
mess140.vox	Enter the destination mailbox number
mess142.vox	That is an invalid mailbox, please try again.
mess143.vox	Begin speaking at the tone, press pound when finished

File Name	Text
mess145.vox	"To send your message press 1, re-record your message press 2, review your message press 3, continue recording press 4, cancel your message press star."
mess146.vox	Nothing Recorded
mess147.vox	There is nothing currently recorded
mess148.vox	We did not get your recording, either because your message was too short or due to a bad connection.
mess149.vox	To disconnect press 1, to record a message press 2
mess152.vox	Notification entries.
mess153.vox	Notification entry
mess155.vox	Blank.
mess156.vox	There are no notifications defined
mess160.vox	"To add a new notification entry press 1, modify an entry press 2, delete an entry press 3, listen to an entry press 4, turn notification on or off press 5, Or to return to the previous menu press pound."
mess163.vox	Please enter the telephone number for notification. When finished press the pound sign
mess167.vox	If this is correct press 1, otherwise press 2.
mess168.vox	If this is a beeper press 1, phone press 2
mess169.vox	Notification Added
mess170.vox	Please record your notification prompt at the tone, press pound to exit
mess171.vox	Notification deleted
mess172.vox	Please enter the 4 digit start time, hour then minute
mess173.vox	Please enter the 4 digit start date, month then day.
mess174.vox	Please enter the 4 digit stop time, hour then minute.
mess175.vox	Please enter the 4 digit stop date, month then day.
mess176.vox	Please enter the entry number to be changed.
mess177.vox	That is an invalid outcall entry
mess178.vox	Please enter the outcall entry to delete. To delete all entries press star.
mess179.vox	Notification is now active
mess180.vox	Notification is now off.
mess186.vox	Hello this is your voice messaging system there is a message for...
mess189.vox	Urgent message
mess190.vox	New voice message
mess195.vox	New data messages
mess197.vox	New email messages
mess200.vox	Enter the destination number. To return to the previous menu press pound.
mess202.vox	I'm sorry that is an invalid mailbox number.
mess203.vox	To add comments press 1, to forward without comments press 2.
mess205.vox	Message Forwarded. What would you like to do with the original message?

File Name	Text
mess230.vox	"To listen to an existing list press 1, add a list press 2, modify an existing list press 3, delete an existing list press 4, Or to return to the previous menu press pound"
mess233.vox	There are no distribution lists at this time
mess235.vox	End of list
mess240.vox	Enter the list number to modify
mess242.vox	I'm sorry there is no such list.
mess245.vox	To listen to list members press 1, add members to your list press 2, delete members from your list press 4, change list name press 5, or to return to the previous menu press pound.
mess248.vox	End of list.
mess255.vox	Enter the mailbox number to be added
mess260.vox	Enter the mailbox number to be deleted
mess265.vox	Enter the List Number to add
mess267.vox	Please record the list name at the tone, when finished press pound.
mess268.vox	This list number already exists. Press 1 to modify, or any other key to continue.
mess270.vox	To accept press 1, re-record press 2, or to return to the previous menu press pound.
mess272.vox	To add members to this list press 1, to continue press 2, or to return to the previous menu press pound
mess275.vox	Enter the list number to be deleted.
mess280.vox	Enter the list number to send this message to.
mess281.vox	Your distribution list is being processed. Please hold until you hear main menu prompt or hang up and call back later.
mess300.vox	Please enter the supervisor password
mess306.vox	"SUPERVISOR MAIN MENU- To configure mailboxes press 1, configure feature groups press 2, system prompts press 4, company maintenance press 5, return to the automated attendant press 0, Or to disconnect press pound."
mess310.vox	I’m sorry there is no such voice prompt.
mess311.vox	"To change system time press 1, change system date press 2, change operation mode press 3, To return to the previous menu press pound."
mess312.vox	The office is now open
mess313.vox	The office is now closed
mess323.vox	Enter the parameter number followed by the new value for that parameter followed by the pound sign
mess326.vox	Enter the two digit feature group number to change. To return to the previous menu press pound.
mess329.vox	To review Press 1, to modify press 2
mess343.vox	You have entered an incorrect value, try again.
mess351.vox	Please enter the message segment number to be recorded.
mess355.vox	For system prompts Press 1, for company Salutation press 2

File Name	Text
mess358.vox	Enter the system prompt to work with.
mess361.vox	Press 1 to Accept, 2 to review, 3 to record, or pound to exit.
mess370.vox	Please enter the 4 digit system salutation to work with.
mess371.vox	Salutation accepted
mess380.vox	Please enter the first mailbox.
mess382.vox	Please enter the last mailbox.
mess385.vox	To create mailboxes press 1, To delete mailboxes press 3.
mess387.vox	Please enter the two digit feature group for these mailboxes.
mess395.vox	Press 1 to confirm deletion of these mailboxes, or press pound to return to the previous menu.
mess400.vox	Please enter you mailbox number.
mess404.vox	I'm sorry that mailbox is invalid please try again.
mess405.vox	Please enter your password...
mess406.vox	The mailbox you are trying to access is already in session. Please try again later.
mess407.vox	To rewind the message...
mess411.vox	If you are forwarding a message to a distribution list, make sure your mailbox is not a member of that list.
mess412.vox	Enter the mailbox number to have calls forwarded to
mess413.vox	Call forwarding is now off.
mess414.vox	Calls forwarded to...
mess415.vox	Enter the destination to forward messages to.
mess416.vox	Enter the 4 digit delay time, hour then minute.
mess417.vox	Call screening is now off.
mess418.vox	Call screening is now active.
mess419.vox	Messages forwarded to...
mess420.vox	"To delete messages upon forwarding press 1, To leave messages in your mailbox after forwarding press 2."
mess421.vox	Message forwarding is now off.
mess422.vox	Call queuing is now off.
mess423.vox	Call queuing is now active
mess426.vox	You are logged in
mess427.vox	You are logged out.
mess454.vox	"To accept this greeting press 1, re-record press 2, delete press 3, review press 4, to return to the previous menu press pound."
mess458.vox	Message playback will be Last In First Out.
mess459.vox	Message playback will First In First Out.
mess472.vox	Your mailbox is no longer password protected.
mess473.vox	Please enter you new password, up to 15 digits followed by the pound sign.
mess475.vox	To confirm re-enter your new password followed by the pound sign.
mess476.vox	I'm sorry your entries do not match, please try again.
mess477.vox	Your new password will be active the next time you call
mess478.vox	Auto time stamp is now active.
mess479.vox	Auto time stamp is now off.
mess480.vox	Do not disturb is now active.
mess481.vox	Do not disturb is turned off.

File Name	Text
mess482.vox	Pre-Paging is now off.
mess483.vox	Pre-Paging is now active
mess484.vox	Post-Paging is now off.
mess485.vox	Post-Paging is now active.
mess490.vox	To repeat this prompt press zero, or to return to the previous menu press pound.
mess492.vox	Enter the 2 digit greeting to record, 1 to 99
mess493.vox	Enter the 2 digit greeting to activate. To deactivate your optional greeting press 0
mess494.vox	Select the language number to record your greetings for
mess496.vox	Default Greetings are now active
mess497.vox	Your Active greeting is number
mess500.vox	<One minute of music used in the Holding Queue.>
mess515.vox	Enter the two digit company number
mess516.vox	I'm sorry that is not a valid company number.
mess517.vox	"To listen to existing holidays press 1, add a holiday press 2, delete a holiday press 3, To return to the previous menu press the pound sign."
mess522.vox	Enter the 4 digit holiday date, month then day.
mess524.vox	Enter the 4 digit holiday salutation
mess526.vox	Holiday added.
mess527.vox	Enter the 4 digit holiday to delete, month then day
mess529.vox	Holiday deleted
mess562.vox	This is an automated call, to disconnect press 1.
mess581.vox	... is at Lunch and will return at ...
mess582.vox	... is at Lunch
mess583.vox	... cannot be interrupted, but will be available after ...
mess584.vox	... cannot be interrupted
mess585.vox	... is in a meeting, and will be available after ...
mess586.vox	... is in a meeting
mess587.vox	... is at home until ...
mess588.vox	... is at home
mess589.vox	... is away on vacation until ...
mess590.vox	... is on vacation
mess591.vox	... is out of town until ...
mess592.vox	... is out of town
mess593.vox	... is away on business
mess594.vox	... is away on business until ...
mess620.vox	There are new unreceived faxes.
mess621.vox	There are no unreceived faxes.
mess622.vox	"To save this fax as a document press 1, delete this fax press 2, skip to the next fax press the star key, Or to return to the previous menu press pound"
mess624.vox	Enter the document number to save the fax as.
mess625.vox	Document saved
mess626.vox	Error saving document, you may have to re-fax this document to save it properly

File Name	Text
mess627.vox	There are more unreceived faxes
mess628.vox	No more unreceived faxes.
mess629.vox	Deleting fax. To confirm the deletion of this fax press 9, otherwise press pound to return to the previous menu
mess630.vox	Fax deleted
mess631.vox	Error deleting fax
mess640.vox	At the sound of the fax tone, please press start on your fax machine
mess641.vox	There are currently no free fax ports, please try again later.
mess650.vox	To change the mailbox language press 3 mess672.voxThis is your Wakeup Call, To Cancel press 1, to reschedule press 2, or press any other key to Snooze mess673.voxFor Same Time tomorrow press 1, to enter a new time press 2
mess680.vox	Please enter you area code and fax number.
mess700.vox	... press 0
mess701.vox	... press 1
mess702.vox	... press 2
mess703.vox	... press 3
mess704.vox	... press 4
mess705.vox	... press 5
mess706.vox	... press 6
mess707.vox	... press 7
mess708.vox	... press 8
mess709.vox	... press 9
mess710.vox	... press Star
mess711.vox	... press Pound
mess712.vox	... press Star
mess720.vox	Please enter your customer ID
mess721.vox	Please re-enter your customer ID
mess730.vox	Please enter your access code.
mess740.vox	Please enter the document number to be faxed.
mess742.vox	I'm sorry you have entered an invalid document number, please try again.
mess743.vox	Document has been sent
mess744.vox	Please enter the area code and fax number of the receiving fax machine.
mess745.vox	Your fax will be sent to...
mess746.vox	Please enter your extension number so that the fax can be directed to your attention
mess747.vox	... is an invalid fax number
mess755.vox	To send your message to your default fax machine press 1. To select a different fax number press 2, To print your fax to a printer press 3.
mess756.vox	To send your fax to your default fax machine press 1. To select a different fax number press 2. To print your fax on a printer press 3. To save this fax as a fax on demand document press 4.
mess757.vox	To send your fax to ...
mess758.vox	...Press 1. To select a different fax number press 2. To print your fax on a printer press 3. To save this fax as a fax on demand document press 4.
mess770.vox	Please enter the country code of the receiving fax machine followed by the pound sign

File Name	Text
mess756.vox	To send your fax to your default fax machine press 1. To select a different fax number press 2. To print your fax to a printer press 3. To save this fax as a fax on demand document press 4.
mess771.vox	Please enter your country code followed by the pound sign
mess772.vox	Please enter the country code for your outcall destination followed by the pound sign
mess773.vox	Please enter the country code for your wakeup call followed by the pound sign
mess774.vox	That is an invalid number, Please try again
mess775.vox	Please enter your area code followed by the pound sign
mess776.vox	Please enter your telephone number followed by the pound sign
mess800.vox	Welcome to your new voice messaging system. Over the next few minutes we will introduce you to some of the features of the system and help you initialize your mailbox. If you wish to exit the tutorial at any point press the pound sign located on the bottom right hand corner of your telephone keypad.
mess801.vox	Your mailbox is where all your messages will be stored and also where you can send messages to others in your company. To keep your mailbox secure you should enter a password.
mess802.vox	Callers will hear one of the user's greetings when they are leaving a message for you. There are three default greetings. First there is the personal greeting. This greeting is heard when you are not at your desk but present. Try to change this prompt as
mess803.vox	The busy greeting will let the caller know that you are on the phone. An example of this greeting would be " Hi. It is Kim Stevens. I'm currently on the phone . Please leave a message and I will get back to you as soon as I can. Thanks". You will now record your busy greeting.
mess804.vox	The gone home prompt is activated when you have gone home for the day. This will automatically be played when you logout of the system, so you only need to record it once. An example of this prompt would be "Hi, this is Kim Stevens, I have gone home for the day. Please leave a message at the tone and I will return your call tomorrow." You will now record your at hom prompt.
mess805.vox	The next greeting to record is your name greeting. It consists of your first and last name. This greeting is entered in a variety of places, and will identify your mailbox to callers leaving you messages. An example of a name greeting is " Mark Smith".
mess806.vox	Finally, in order to register you in the company directory you will have to spell the first three letters of your last name. Callers who do not know your extension can access your mailbox by spelling your last name in the company directory. For example
mess807.vox	This completes your mailbox tutorial. If you require to make additional changes to your greetings, you can follow the instructions in your user's guide. If you have any questions about using your new mailbox, you may ask your system supervisor. Thanks
mess808.vox	Since you have decided to not to carry out your tutorial, you will need to follow the instructions in your user's guide to change your greetings and password. If you have any questions about using your new mailbox, you may ask your system supervisor. Thanks.
mess809.vox	Your password will expire in ...
mess810.vox	Your password will expire tomorrow
mess811.vox	Your password is expiring today
mess812.vox	Your password has expired.
mess813.vox	To enter a new password press 1, to continue press 2.
mess814.vox	You will need to enter a new password to continue.

File Name	Text
Mess815.vox	I'm sorry, that is not the correct password.
mess820.vox	Welcome to your Voice Mail. Your mailbox is where your messages will be stored. It is simple to use. If you have any questions about using your mailbox, please contact the front desk
mess840.vox	Your current wakeup call is set for
mess841.vox	To add a wake up call press 1, to return to the previous menu press #
mess842.vox	To cancel your wake up call press 1, to reschedule your wake up call press2, to return to the previous menu press #.
mess844.vox	Please enter the 4-digit wake-up call time, hour then minutes.
mess845.vox	Please enter the 4-digit wake-up call date, month then day.
mess850.vox	Please enter the telephone number for your wake up call.
mess885.vox	Wake-up call added
mess899.vox	Press 1 for Yes, 2 for No.
mess900.vox	Allow message lights.
mess901.vox	Allow Beeper Message Delivery.
mess902.vox	Allow Phone Message Delivery.
mess903.vox	Allow long distance Message Delivery
mess904.vox	Allow Call Screening.
mess905.vox	Allow Call forwarding.
mess906.vox	Allow Do not Disturb.
mess907.vox	Allow busy hold.
mess908.vox	Allow Call Queuing
mess909.vox	Allow Pre-transfer Paging.
mess910.vox	Allow Post-Transfer Paging.
mess911.vox	Allow distribution lists.
mess912.vox	Allow directory registration
mess913.vox	Allow message confirmation.
mess914.vox	Allow message recovery.
mess915.vox	Allow login / logout.
mess916.vox	Allow access to supervisor functions
mess917.vox	Enter maximum number of messages allowed
mess918.vox	Enter maximum message length.
mess919.vox	Enter maximum days to save messages
mess920.vox	Enter maximum rings for call progress.
mess921.vox	"For no transfer supervision press 1, For busy only supervision press 2, For Busy no answer supervision press 3, For multilingual supervision press 4."
mess922.vox	Enter mailbox language number.
mess1000.vox	Send to Menu ...
mess1001.vox	For Mailbox Options...
mess1002.vox	To Record Greetings...
mess1003.vox	For Notification Options ...
mess1004.vox	For Call Transfer Options...
mess1005.vox	For Distribution List Maintenance ...
mess1006.vox	To Change your password ...

File Name	Text
mess1007.vox	For Message Options
mess1008.vox	To return to the automated attendant ...
mess1009.vox	To disconnect ...
mess1010.vox	To Add a List ...
mess1011.vox	To Delete an existing List ...
mess1012.vox	To modify a List ...
mess1013.vox	To Review Lists ...
mess1014.vox	To return to the main menu
mess1015.vox	To go to the next menu
mess1016.vox	To return to the previous menu
mess1021.vox	To Add a Notification Entry ...
mess1022.vox	To Delete a Notification Entry ...
mess1023.vox	To modify an existing Notification Entry...
mess1024.vox	To Review Notifications ...
mess1025.vox	To turn notifiction on or off.
mess1029.vox	To Set a Wakeup Call ...
mess1031.vox	To Clear your Password ...
mess1032.vox	To Listen to your existing password ...
mess1033.vox	To Set a New Password ...
mess1034.vox	To Clear your Voice Password ...
mess1035.vox	To Listen to your existing Voice Password ...
mess1036.vox	To Set a New Voice Password
mess1038.vox	To browse ...
mess1040.vox	To Browse Folders ....
mess1041.vox	To AutoPlay Messages ...
mess1042.vox	To Listen to ...
mess1043.vox	Unread ...
mess1044.vox	Read ...
mess1045.vox	Voice ...
mess1046.vox	Email ...
mess1047.vox	Fax ...
mess1048.vox	And ...
mess1049.vox	In ...
mess1050.vox	To...
mess1051.vox	Messages...
mess1052.vox	your Inbox...
mess1053.vox	your Deleted Folder ...
mess1054.vox	your OutBox ...
mess1055.vox	your Sent Items ...
mess1056.vox	Folder ....
mess1057.vox	To Send a Message ...
mess1059.vox	To Change Auto Forwarding ...
mess1060.vox	To Reply to All ...
mess1061.vox	To Delete ...

File Name	Text
mess1062.vox	To Move To ...
mess1063.vox	To Review ...
mess1064.vox	To Reply ...
mess1065.vox	To Forward ...
mess1066.vox	For Message Information ...
mess1067.vox	For Time and Date ...
mess1068.vox	To skip to the next message
mess1069.vox	To Record Out of Town Greeting
mess1070.vox	To Record Personal Greeting ...
mess1071.vox	To Record Busy Greeting ...
mess1072.vox	To Record At Home Greeting ...
mess1073.vox	To Record Name Greeting ...
mess1074.vox	To Record Do Not Disturb Greeting...
mess1075.vox	To Record Lunch Greeting ...
mess1076.vox	To Record Vacation Greeting ...
mess1077.vox	To Record In Meeting Greeting ...
mess1078.vox	To Record Customized Greetings ...
mess1079.vox	To Set Active Greeting ...
mess1081.vox	To Change your Status ...
mess1082.vox	To Play Active Options ...
mess1083.vox	To Clear Mass Recall ...
mess1084.vox	To Recall a Caller ...
mess1091.vox	To Turn Call Screening On or Off ...
mess1092.vox	To Turn Call Forwarding On or Off ...
mess1093.vox	To Turn Call Queuing On or Off ...
mess1094.vox	To Turn Post Paging On or Off ...
mess1095.vox	To Turn Pre Paging On or Off ...
mess1096.vox	To print ...
mess1097.vox	To deliver to a fax machine or a printer...
mess1098.vox	To review & print ...
mess1100.vox	To Skip to the previous message
mess1101.vox	To Skip to the previous message without changing Read status
mess1102.vox	To Mark the message Unread
mess1103.vox	To Mark the message Read
mess1104.vox	To Skip to the next message without changing Read status
mess1105.vox	Next Message
mess1106.vox	Previous Message
mess1109.vox	Message Saved in Draft
mess1110.vox	For Message Options
mess1111.vox	To Send your message
mess1112.vox	To save your message in Draft and Exit
mess1113.vox	To Re-Record your message
mess1114.vox	To append to your message
mess1115.vox	To cancel message and exit

File Name	Text
mess1116.vox	To review your message
mess1117.vox	To Certify Message...
mess1118.vox	To Cancel Certified mark...
mess1119.vox	To Mark Message urgent
mess1120.vox	To Cancel Urgent Mark....
mess1121.vox	To change message normal
mess1122.vox	To Mark Message Confidential ...
mess1123.vox	To Cancel Confidential Mark...
mess1124.vox	To Send your Message as urgent
mess1125.vox	To Send your message as certified
mess1126.vox	To Send your message as Confidential
mess1127.vox	To Send your message as Certified and Urgent
mess1128.vox	To Send your message as certified and Confidential
mess1129.vox	To Send your message as Urgent and Confidential
mess1130.vox	To Send your message as Urgent, Confidential and Certified
mess1131.vox	To Send your Message as
mess1132.vox	urgent
mess1133.vox	certified
mess1134.vox	Confidential
mess1135.vox	and
mess1136.vox	To Set Mass Recall Delivery...
mess1137.vox	To Cancel Mass Recall Delivery...
mess1140.vox	For Distribution List Items
mess1141.vox	To add distribution list member
mess1142.vox	To Delete Distribution List Member
mess1143.vox	To Review Distribution List Members
mess1144.vox	To Review List Name
mess1145.vox	To Re-Record List Name
mess1146.vox	your Draft folder...
mess1147.vox	your Sent folder...
mess1148.vox	your Top folder...
mess1149.vox	
mess1150.vox	For Message Options...
mess1151.vox	For Fax Options...
mess1152.vox	For Distribution List Options...
mess1154.vox	To transfer to the operator
mess1155.vox	To transfer to ...
mess1160.vox	To save your message press 1, re-record press 2, review press 3, to continue recording press 4
mess1161.vox	To Send to Tutorial
mess1162.vox	To Define default fax address
mess1163.vox	Please enter the country code for your default fax address followed by the pound sign
mess1164.vox	To save your message press 1, re-record press 2, review press 3, to continue recording press 4, to cancel your message press star

File Name	Text
mess1165.vox	Default Fax Address Added
mess1166.vox	Your current default fax address is ...
mess1167.vox	To Change your default fax address press 1, to return to the previous menu press #.
mess1169.vox	Remote site number is invalid. Please try again
mess1170.vox	Remote site number is invalid.
mess1171.vox	I'm sorry that is invalid remote site number, please try again
mess1172.vox	I'm sorry that is invalid remote site number.
mess1173.vox	
mess1174.vox	To listen to messages in the folder press 1, to browse subfolders press 2.
mess1180.vox	To train your voice print ...
mess1181.vox	To delete your voice print ...
mess1182.vox	Your voice print has been deleted
mess1183.vox	I'm sorry I couldn't delete your voice print. Please try again later.
mess1184.vox	Document has been printed
mess1185.vox	Your documents will be saved as batch mode. Please enter the starting document number to save the fax as
mess1186.vox	To record conditional greetings
mess1187.vox	I'm sorry the Message Storage Server is busy at this moment, please retry it later.
mess1188.vox	Your mailbox is full.Please delete unneeded messages.
mess1189.vox	I'm sorry your IMAP password is locked or has expired, please use your WebClient mailbox or iLink Pro Desktop to change it or ask the system Administrator for assistance.
mess1190.vox	For more options
mess1191.vox	For message delivery options
mess1192.vox	For more mailbox options
mess1193.vox	For more message options
mess1194.vox	For more delivery options
mess1195.vox	To reply to this message
mess1917.vox	Maximum number of messages allowed is...
mess1918.vox	Maximum message length is...
mess1919.vox	Maximum days to save messages is...
mess1920.vox	Maximum rings for call progress is...
mess1921.vox	Transfer supervision option is...
mess1922.vox	Mailbox language number is...
mess1963.vox	No transfer supervision is on
mess1964.vox	Busy only supervision is on
mess1965.vox	Busy no answer supervision is on
mess1966.vox	Multilingual supervision is on
mess1967.vox	Centrex supervision is on
mess1968.vox	Blind centrex transfer is on
mess1997.vox	Unread Message
mess1998.vox	Unread Messages
mess1999.vox	Read Message
mess2000.vox	Read Messages

File Name	Text
mess2001.vox	Unread Voice Message
mess2002.vox	Unread Voice Messages
mess2003.vox	Unread Email Message
mess2004.vox	Unread Email Messages
mess2005.vox	Unread Fax Message
mess2006.vox	Unread Fax Messages
mess2007.vox	Read Voice Message
mess2008.vox	Read Voice Messages
mess2009.vox	Read Email Message
mess2010.vox	Read Email Messages
mess2011.vox	Read Fax Message
mess2012.vox	Read Fax Messages
mess2016.vox	Please Enter the Desired Folder Number, to list sub folders, press *
mess2018.vox	When you hear your desired subfolder name, press 1
mess2019.vox	End of Sub Folders
mess2022.vox	For Unread Messages press 1, Read Messages press 2, All messages press 9
mess2023.vox	For Voice Messages press 1, Email Messages press 2, Fax Messages press 3, All messages press 9
mess2024.vox	Message marked Urgent
mess2025.vox	Message marked Confidential
mess2026.vox	Message marked Certified
mess2027.vox	To Set your Status to In Office Press 1, At Home Press 2, Do Not Disturb Press 3, At Lunch Press 4, In a Meeting Press 5, On Vacation Press 6
mess2028.vox	Please enter the four digit Date you will return, month then day
mess2029.vox	Please enter the four digit Time you will return, hour then minute
mess2030.vox	Urgent Mark Cancelled
mess2031.vox	Confidential Mark Cancelled
mess2032.vox	Certified mark cancelled
mess2034.vox	To Send this message press 1, Mark Message Urgent press 2, Review Message press 3, Rerecord message press 4, Append Message press 5, Cancel Message press *
mess2035.vox	To Send this message press 1, Mark Message Urgent press 2, Review Message press 3, Rerecord message press 4, Append Message press 5, Cancel Message press *
mess2036.vox	To Send Standard press 1, Certified Press 2, Confidential press 3, Certified and Confidential press 4, Future Delivery press 5
mess2037.vox	Enter the 4 digit date you want this message delivered, month then day
mess2038.vox	Enter the 4 digit time you want this message delivered, hour then minute
mess2039.vox	Your message will be delivered on ...
mess2040.vox	Your current greeting is ...
mess2041.vox	This is how your new greeting will sound....
mess2045.vox	For ...
mess2046.vox	...Voice Messages press 1
mess2047.vox	... Email Messages press 2
mess2048.vox	...Fax Messages press 3
mess2049.vox	... all messages press 9.

File Name	Text
mess2050.vox	To return to the previous menu press pound ...
mess2060.vox	I'm sorry that is not a valid entry, please try again.
mess2087.vox	I'm sorry there is no answer at that extension, To leave a message for...
mess2088.vox	I'm sorry that extension is busy, To leave a message for...
mess2100.vox	To enroll, press 1. To return to the previous menu, press pound
mess2101.vox	Your voiceprint is not in our database.
mess2102.vox	Would you like to enroll now?
mess2103.vox	Your voiceprint is already registered.
mess2104.vox	Would you like to re-enroll?
mess2105.vox	To re-enroll, press 1. To return to the previous menu, press pound
mess2106.vox	Please say the keyword followed by your first and last name
mess2107.vox	Please repeat the keyword followed by your first and last name
mess2108.vox	Please count from zero to nine as follows: zero, one, and so on.
mess2109.vox	Please count from nine to zero as follows: nine, eight, and so on.
mess2110.vox	Lastly, please say the four-digit year your were born in.
mess2111.vox	Thank you. You have successfully enrolled.
mess2150.vox	Hello, thank you for calling. Please say the person you're trying to reach, or use the keyword, followed by your name, to login to your mailbox. Alternatively, you can enter the extension you are trying to reach, or press pound to log into your mailbox.
mess2151.vox	Please say your mailbox number
mess2152.vox	Please say your extension
mess2153.vox	Please say the following five-digit number:
mess2154.vox	Please say what day of the week it is
mess2155.vox	Please say your phone number
mess2156.vox	Please say the four-digit year you were born in
mess2165.vox	This list number already exists as a company wide distribution list and cannot be modified
mess2166.vox	I'm sorry there is no Text To Speech Engine enabled, you are not able to access this feature.
mess2167.vox	End of contact list
mess2168.vox	There are no contacts.
mess2169.vox	To review contacts...
mess2170.vox	To call a contact...
mess2171.vox	The default phone number is...
mess2175.vox	The default email address is...
mess2177.vox	To review private contacts...
mess2178.vox	To review public contacts...
mess2179.vox	To call a private contact
mess2180.vox	To call a public contact
mess2185.vox	End of messages
mess2186.vox	End of read messages
mess2187.vox	This is an undeliverable message
mess2188.vox	Message skipped.
mess2189.vox	...no Unread Messages.

File Name	Text
mess2311.vox	the original message is
mess2400.vox	Enter the destination mailbox number or press * to dial by name
mess2401.vox	Enter the next recipient's mailbox number, or press * to dial by name. If finished press pound
mess2402.vox	Nothing recorded, please try again
mess2403.vox	You haven't entered a valid recipient's mailbox number, press 1 to retry or any other key to return to the previous menu.
mess2404.vox	Message Forwarded certified. What would you like to do with the original message?
mess2405.vox	Reply sent certified, what would you like to do with the original message.
mess2406.vox	Public Contact...
mess2407.vox	Private Contact...
mess2408.vox	Mailbox...
mess2409.vox	I'm sorry there is no default phone number defined for that contact, we cannot transfer you to that person.
mess2410.vox	I'm sorry there is no default Email address defined for that contact, we cannot send message to that person.
mess2411.vox	Certified Reply Message
mess2412.vox	Confidential message
mess2413.vox	I'm sorry that is an invalid extension, please try again
mess2414.vox	That mailbox is already added in the list, please try again.
mess2415.vox	That destination is already added in the list, please try again.
mess2416.vox	That contact is already added in the list, please try again.
mess2417.vox	You cannot add yourself to your own Distribution List, please try again.
mess2418.vox	and your current location is...
mess2419.vox	In office
mess2420.vox	Meeting
mess2421.vox	At Lunch
mess2422.vox	At Home
mess2423.vox	Out of Town
mess2424.vox	Vacation
mess2425.vox	Extended absence
mess2426.vox	Temporary
mess2427.vox	User defined Location
mess2428.vox	Away on Business
mess2442.vox	You pressed...
mess2443.vox	Termination keys added.
mess2444.vox	... is on extended absence
mess2445.vox	... is on extended absence until ...
mess2451.vox	To Send your Message as urgent in the future
mess2452.vox	To Send your message as certified in the future
mess2453.vox	To Send your message as Confidential in the future
mess2454.vox	To Send your message as Certified and Urgent in the future
mess2455.vox	To Send your message as certified and Confidential in the future
mess2456.vox	To Send your message as Urgent and Confidential in the future

File Name	Text
mess2457.vox	To Send your message as Urgent, Confidential and Certified in the future
mess2458.vox	To Send your message in the future
mess2459.vox	Please enter the 4 digit message delivery time, hour then minute, or press pound to return to the previous menu.
mess2460.vox	Please enter the 4 digit message delivery date, month then day,or press pound to return to the previous menu.
mess2462.vox	Please enter the two digit year
mess2463.vox	Please enter the two digit month
mess2464.vox	Please enter the two digit day of the month.
mess2465.vox	Please enter the two digit hour
mess2466.vox	Please enter the two digit minute
Mess2467.vox	Start
mess2468.vox	Stop
mess2469.vox	For day of the week, press star 1 for...
mess2470.vox	Press star 1 for...
mess2471.vox	Star 7 for...
mess2472.vox	Please enter the two digit day of the week.
mess2473.vox	For delivery time and date
mess2474.vox	Your message will be delivered on...
mess2475.vox	Your message delivery date is...
mess2476.vox	Unknown
mess2477.vox	To reply to the sender and all recipients...
mess2478.vox	To add recipients...
mess2479.vox	To delete a recipient...
mess2480.vox	To listen to recipients...
mess2481.vox	Press 1 after hearing the name of the recipient you wish to delete, or press pound to return to the previous menu.
mess2482.vox	Recipient...
mess2483.vox	I'm sorry there is no recipient entered.
mess2484.vox	...has been deleted.
mess2488.vox	Enter the digits that correspond to the first few letters of the person's first or last name you wish to send message. For the letter Q or Zee press 1.
mess2489.vox	Enter the digits that correspond to the first few letters of the person's first or last name you wish to send message. For the letter Q press 7, for Zee press 9.
mess2490.vox	Enter the digits that correspond to the first few letters of the person's first or last name you wish to call. For the letter Q or Zee press 1.
mess2491.vox	Enter the digits that correspond to the first few letters of the person's first or last name you wish to call. For the letter Q press 7, for Zee press 9.
mess2492.vox	Enter the digits that correspond to the first few letters of the person's first or last name you wish to send the message. For the letter Q or Zed press 1.
mess2493.vox	Enter the digits that correspond to the first few letters of the person's first or last name you wish to send the message. For the letter Q press 7, for Zed press 9.
mess2494.vox	Enter the digits that correspond to the first few letters of the person's first or last name you wish to call. For the letter Q or Zed press 1.
mess2495.vox	Enter the digits that correspond to the first few letters of the person's first or last name you wish to call. For the letter Q press 7, for Zed press 9.

File Name	Text
mess2496.vox	I'm sorry I do not recognize that name. Please re-enter the digits that correspond to the first few letters of the person's first or last name you wish to send message. For the letter Q or Zee press 1.
mess2497.vox	I'm sorry I do not recognize that name. Please re-enter the digits that correspond to the first few letters of the person's first or last name you wish to send the message. For the letter Q press 7, for Zee press 9
mess2498.vox	I'm sorry I do not recognize that name. Please re-enter the digits that correspond to the first few letters of the person's first or last name you wish to send the message. For the letter Q or Zed press 1.
mess2499.vox	I'm sorry I do not recognize that name. Please re-enter the digits that correspond to the first few letters of the person's first or last name you wish to send the message. For the letter Q press 7, for Zed press 9
mess2500.vox	I'm sorry I do not recognize that name. Please re-enter the digits that correspond to the first few letters of the person's first or last name you wish to call. For the letter Q or Zee press 1.
mess2501.vox	I'm sorry I do not recognize that name. Please re-enter the digits that correspond to the first few letters of the person's first or last name you wish to call. For the letter Q press 7, for Zee press 9
mess2502.vox	I'm sorry I do not recognize that name. Please re-enter the digits that correspond to the first few letters of the person's first or last name you wish to call. For the letter Q or Zed press 1.
mess2503.vox	I'm sorry I do not recognize that name. Please re-enter the digits that correspond to the first few letters of the person's first or last name you wish to call. For the letter Q press 7, for Zed press 9
mess2504.vox	Press 1 after hearing the name of the person you wish to send the message.
mess2505.vox	Press 1 after hearing the name of the person you wish to call.
mess2508.vox	Text to Speech is currently unavailable, please try again later.
mess2509.vox	Please wait while the message is retrieved.
mess2510.vox	Press 1 to review the current greeting, 2 to record a new greeting, or any other key to keep the current recording
mess2511.vox	<one second silence>
mess2512.vox	Or say the name of the person you wish to call.
mess2513.vox	Enter the destination mailbox number or press * to dial by name. Or say the name of the person you wish to send the message.
mess2514.vox	Enter the next recipient's mailbox number, or press * to dial by name. Or say the name of the person you wish to send the message. If finished press pound
mess2515.vox	I'm sorry the time should be later than the current time, please try again.
mess2516.vox	The existing system prompt is...
mess2517.vox	The system prompt is not recorded yet. Press 1 to record, 2 for next prompt, or pound to exit.
mess2518.vox	First Unread Message
mess2519.vox	First Read Message
mess2520.vox	First Message
mess2523.vox	will be delivered on
mess2524.vox	your future delivery messages
mess2525.vox	To Auto Play...
mess2530.vox	... press A
mess2531.vox	... press B
mess2532.vox	... press C

File Name	Text
mess2533.vox	... press D
mess2534.vox	... press E
mess2535.vox	... press F
mess2536.vox	... press G
mess2537.vox	... press H
mess2538.vox	... press I
mess2539.vox	... press J
mess2540.vox	... press K
mess2541.vox	... press L
mess2542.vox	... press M
mess2543.vox	... press N
mess2544.vox	... press O
mess2545.vox	... press P
mess2546.vox	... press Q
mess2547.vox	... press R
mess2548.vox	... press S
mess2549.vox	... press T
mess2550.vox	... press U
mess2551.vox	... press V
mess2552.vox	... press W
mess2553.vox	... press X
mess2554.vox	... press Y
mess2555.vox	... press Zee
mess2556.vox	... press Zed
mess2560.vox	Future delivery message
mess2561.vox	ress 1 to Deliver now, press 2 to change the delivery date and time, or any other key to keep the existing delivery date and time.
mess2562.vox	Message Delivered
mess2563.vox	To Deliver now
mess2564.vox	To change the delivery date and time
mess2565.vox	To keep the existing delivery date and time
mess2566.vox	Delivery date and time changed
mess2567.vox	...and other recipients
mess2568.vox	I'm sorry, there is no valid file to print.
mess2569.vox	To complete your request press 1, any other key to reject
mess2570.vox	To deliver to a fax machine
mess2571.vox	To send your message to your default fax machine press 1. To select a different fax number press 2.
mess2572.vox	To Call back on...
mess2573.vox	To Call back this person...
mess2574.vox	To Call back on this number press 1, to enter a different number, press 2.
mess2575.vox	Please enter the country code of the person followed by the pound sign
mess2576.vox	To accept press 1, any other key to reject.
mess2577.vox	Hello, This call is for...
mess2578.vox	Your party has hung up. You are being returned to your mailbox session.

File Name	Text
mess2579.vox	Your party has hung up. Please enter your password to go back to your mailbox session.
mess2580.vox	The maximum conversation time has been reached; to keep the conversation active press 1, or any other key to go back to your mailbox session.
mess2581.vox	You will now be sent back to your mailbox session.
mess2582.vox	I'm sorry that phone number is busy.
mess2583.vox	I'm sorry there is no answer at that phone number.
mess2584.vox	Now system will ask your notification start date and time.
mess2585.vox	Now system will ask your notification stop date and time.
mess2586.vox	Your notification start date time is:
mess2587.vox	Your notification stop date time is:
mess2588.vox	First
mess2589.vox	Second
mess2590.vox	Third
mess2591.vox	Fourth
mess2592.vox	Fifth
mess2593.vox	Last
mess2594.vox	To send your message to ...
mess2595.vox	... press 1. To select a different fax number press 2.
mess2608.vox	Recurs
mess2609.vox	On
mess2610.vox	I'm sorry the Stop Date time should be later than Start Date Time.Please try again.
mess2611.vox	Notification entry deleted
mess2612.vox	Everyday
mess2613.vox	Every
mess2614.vox	Day
mess2615.vox	Days
mess2616.vox	Every weekday
mess2617.vox	Every week
mess2618.vox	Week
mess2619.vox	Weeks
mess2620.vox	Every Month
mess2621.vox	Month
mess2622.vox	Months
mess2623.vox	On Day...
mess2624.vox	On the...
mess2625.vox	Weekday
mess2626.vox	Every year.
mess2627.vox	Of
mess2628.vox	Weekend
mess2649.vox	Hello,
mess2650.vox	... is calling,
mess2651.vox	There was no answer in that extension
mess2652.vox	to find...
mess2653.vox	press 1 or any other key to leave a message

File Name	Text
mess2670.vox	You can press pound pound to terminate the conversation and go back to your menu any time.
mess2671.vox	I'm sorry there is no answer at that extension, please try later.
mess2672.vox	I'm sorry that extension is busy, please try later.
mess2673.vox	To play back the text message in...
mess2674.vox	English
mess2675.vox	French
mess2676.vox	German
mess2677.vox	Spanish
mess2678.vox	Italian
mess2679.vox	Cantonese
mess2680.vox	Mandarin
mess2681.vox	Japanese
mess2682.vox	Arabic
mess2683.vox	Farsi
mess2684.vox	Russian
mess2685.vox	Polish
mess2686.vox	Hungarian
mess2687.vox	Greek
mess2688.vox	Thai
mess2689.vox	Portuguese
mess2690.vox	Dutch
mess2700.vox	Next Language
mess2701.vox	Please wait while the message is retrieved.
mess2702.vox	I'm sorry currently there is no resource to broadcast, system will just transfer you to default phone number of this person.
mess2703.vox	...is assigning the call to...
mess2704.vox	To Find me press 1, or any other key to continue
mess2706.vox	Searching your party...
mess2707.vox	...is in office.
mess2708.vox	...is in office and will return at...
mess2710.vox	...is in temporary location
mess2711.vox	...is in temporary location until...
mess2713.vox	until...
mess2714.vox	...is in user defined location
mess2715.vox	...is in user defined location until...
mess2716.vox	...is on extended absence
mess2717.vox	...is on extended absence until...
mess2718.vox	Please leave a message
mess2719.vox	You are available
mess2720.vox	You are unavailable
mess2721.vox	To make yourself available, press 1; To change your location, press 2; To listen to your current greeting when you are not available, press 3, or press # to continue.

File Name	Text
mess2722.vox	To make yourself Unavailable, press 1; To change your location, press 2; To listen to your current greeting when you are not available, press 3, or press # to continue.
mess2723.vox	Press 1 after hearing the name of the Location you wish to switch to. To return to previous menu, press pound. mess2724.voxI'm sorry there is no valid location to switch to, please try later.
mess2725.vox	<<10 minutes of music used in the Holding while Broadcasting>>
mess2726.vox	I'm sorry the caller already hung up the call.
mess2727.vox	The other extension already picked up the call
mess2728.vox	You are now available
mess2729.vox	You are now unavailable.
mess2730.vox	...unless you say No
mess2731.vox	...unless you say Cancel
mess2732.vox	...unless you say...
mess2733.vox	Your current location is switched to...
mess2734.vox	Press 1 to re-record the current greeting, or any other key to continue.
mess2735.vox	Greeting accepted
mess2736.vox	Greeting deleted
mess2737.vox	This is your system automated Name and Location greeting. To switch to your location greeting, press 1, any other key to continue.
mess2738.vox	Current location greeting is not recorded, the following default greeting will be played in case you are away from your desk...
mess2739.vox	Press 1 to record the greeting for the current location, 2 to re-record default greeting, any other key to continue.
mess2740.vox	Your current greeting is switched to your location greeting
mess2741.vox	Your location greeting is not recorded yet. Press 1 to record, any other key to continue.
mess2742.vox	To change your location...
mess2743.vox	To change your location to...
mess2744.vox	I'm sorry there is no user defined location to switch to.
mess2745.vox	and the associated extension number is...
mess2746.vox	To change the current extension number, press 1, or any other key to continue
mess2747.vox	Your current extension number has changed.
mess2748.vox	Go back to your locations calendar
mess2749.vox	Your Caller Id is:
mess2750.vox	To make it your default extension, press 1, or any other key to continue.
mess2751.vox	To make current Caller Id...
mess2752.vox	...your default extension, press 1; To change current extension number, press 2, or any other key to continue.
mess2753.vox	...your default extension.
mess2754.vox	To block callers from leaving messages ...
mess2755.vox	To allow callers to leave messages ...
mess2756.vox	To block callers from skipping your greeting
mess2757.vox	To allow callers to skip your greeting.
mess2758.vox	Otherwise press pound.
mess2759.vox	To record more greetings.
mess2760.vox	To record a greeting for location...

File Name	Text
mess2761.vox	I'm sorry there is no user defined location.
mess2762.vox	Press 1 after hearing the name of the Location you wish to record greeting for. To return to the previous menu, press pound.
mess2763.vox	Please enter the country code of the current extension number followed by the pound sign.
mess2764.vox	I'm sorry you cannot add yourself to a distribution list.
mess2765.vox	This destination is already in the distribution list.
mess2766.vox	Hello, you wanted to talk to ...
mess2767.vox	Press 1 to call this person now, any other key to ignore.
mess2768.vox	The speech recognition ability for public contacts is disabled
mess2769.vox	The speech recognition ability for private contacts is disabled
mess2770.vox	...is busy. To be automatically notified if this extension becomes free in next 30 minutes, press *; or stay on the line to leave a message.
mess2771.vox	You will be automatically called at this extension if it becomes free in next 30 minutes.
mess2772.vox	Please enter your...
mess2773.vox	...digit password.
mess2774.vox	The minimum length is...
mess2775.vox	...digit.
mess2776.vox	To confirm, re-enter your new password.
mess2777.vox	The password minimum length is...
mess2778.vox	...digits, please try again.
mess2779.vox	Your Password cannot be the same as your mailbox number. Please try again.
mess2780.vox	Your Password cannot be sequential numbers. Please try again.
mess2781.vox	Your Password cannot have repeat numbers. Please try again.
mess2782.vox	Your Password was used as a previous password. Please try again.
mess2783.vox	Your Password does not obey the established security rules. Please try again.
mess2784.vox	I'm sorry your mailbox is locked, please contact your administrator.
mess2785.vox	Voice Recorded
mess2786.vox	The password lenght is ...
mess2787.vox	and...
mess2788.vox	Your mailbox is almost full, please delete any messages that you no longer require.
mess2789.vox	To reply to the sender only...
mess2790.vox	...Is not available right now.
mess2791.vox	I'm sorry, there are multiple matches.
mess2792.vox	Enter the digits that correspond to the first few letters of the person's first or last name you wish to leave the message. For the letter Q or Zee press 1.
mess2793.vox	Enter the digits that correspond to the first few letters of the person's first or last name you wish to leave the message. For the letter Q press 7, for Zee press 9.
mess2794.vox	Or say the name of the person you wish to leave the message.
mess2795.vox	Press 1 after hearing the name of the person you wish to leave the message.
mess2796.vox	Enter the digits that correspond to the first few letters of the person's first or last name you wish to leave the message. For the letter Q or Zed press 1.
mess2797.vox	Enter the digits that correspond to the first few letters of the person's first or last name you wish to leave a message. For the letter Q press 7, for Zed press 9.

File Name	Text
mess2798.vox	To record an Unavailable greeting...
mess2799.vox	To record a personal greeting for an internal caller...
mess2800.vox	To record a busy greeting for an internal caller...
mess2801.vox	Your mailbox is where all your messages will be stored and also where you can send messages to others in your company.
mess2802.vox	The Unavailable greeting will let the caller know when you are not able to take call. An example of this greeting would be " Hi. It is Mark Smith. Sorry, I'm unavailable right now. Please leave a message and I will get back to you as soon as I can. Than
mess2805.vox	I'm sorry I do not recognize that name. Please re-enter the digits that correspond to the first few letters of the person's first or last name you wish to leave the message. For the letter Q or Zee press 1.
mess2806.vox	I'm sorry I do not recognize that name. Please re-enter the digits that correspond to the first few letters of the person's first or last name you wish to leave the message. For the letter Q press 7, for Zee press 9
mess2807.vox	I'm sorry I do not recognize that name. Please re-enter the digits that correspond to the first few letters of the person's first or last name you wish to leave the message. For the letter Q or Zed press 1.
mess2808.vox	I'm sorry I do not recognize that name. Please re-enter the digits that correspond to the first few letters of the person's first or last name you wish to leave the message. For the letter Q press 7, for Zed press 9
mess2809.vox	To record an unavailable greeting for an internal caller...
mess2810.vox	To play back current extension number.
mess2811.vox	The current time is...
mess2812.vox	To make yourself Unavailable...
mess2813.vox	To make yourself Available...
mess2814.vox	To review your current availability and location...
mess2815.vox	Dot...
mess2816.vox	You current location is...
mess2817.vox	To save message...
mess2818.vox	Message Cancelled
mess2819.vox	Press 1 after hearing the phone number of the person you wish to dial. To return to previous menu, press pound.
mess2820.vox	You were a copied recipient...
mess2821.vox	You were a blind \copied recipient...
mess2822.vox	...digits.
mess2823.vox	Mass Recall Cancelled
mess2824.vox	Mass Recall is set
mess2827.vox	The current day is...
mess2928.vox	on (946:AM on July 7th, 2005)
mess2900.vox	Please hold for...
mess2901.vox	Looking for...
mess2902.vox	Searching for...
mess2903.vox	Please wait while I look for...
mess2904.vox	Just a moment while I locate your party...
mess2999.vox	Attachment
mess3000.vox	Answer
mess3001.vox	When you hear the name of the person you are trying to reach say yes, or press 1.

File Name	Text
mess3002.vox	Say no.
mess3003.vox	I'm sorry can you please repeat that?
mess3003b.vox	I don't think I heard you, can you please repeat that?
mess3003c.vox	I'm sorry, please say the first and last name of the person you are trying to reach or dial their extention number.
mess3003d.vox	Who?
mess3004.vox	Please say the person you're trying to reach, or use the keyword, followed by your name, to login to your mailbox. Alternatively, you can enter the extension you are trying to reach, or press pound to log into your mailbox.
mess3005.vox	Did you say?
mess3005b.vox	I think you said ...
mess3005c.vox	... is that correct?
mess3006.vox	The following names match your selection.
mess3006b.vox	There are multiple matches.
mess3006c.vox	More than one person has this name.
mess3007.vox	Sorry you are having trouble. Please try again later. Thank you for calling goodbye.
mess3008.vox	Star
mess3009.vox	Pound
mess3010.vox	I think I heard
mess3011.vox	To stop the transfer to ...
mess3011b.vox	Say no if you'd like to try another name.
mess3011c.vox	To stop this transfer please say no
mess3012.vox	Sorry I'm having so much trouble, I'm transfering you to the operator and I'll work on recognizing that name better.
mess3100.vox	Say one for
mess3101.vox	Say two for
mess3102.vox	Say three for
mess3104.vox	Say four for
mess3105.vox	Say five for
mess3106.vox	Say six for
mess3107.vox	Say seven for
mess3108.vox	Say eight for
mess3109.vox	Say nine for
mess3110.vox	or say zero for the next recognized name
mess3111.vox	or press zero for the receptionist
mess3112.vox	I'm sorry, could you please repeat that name?
mess3113.vox	I'm sorry, could you please repeat that digit?
mess3114.vox	I'm sorry, could you please say yes or no?"
mess3115.vox	I'm sorry, I'm having trouble understanding you
mess3116.vox	... unless you say cancel.
mess3117.vox	... the next recognized name
mess3118.vox	Did you want to transfer to
mess3119.vox	Did you want to login as
mess3120.vox	I'm sorry, I couldn't verify you. Let me transfer you to the operator.

File Name	Text
mess3121.vox	I'm sorry, I couldn't enroll you. Please try again later.
mess3122.vox	Thank you, you have been verified.
mess3123.vox	Welcome...
mess3124.vox	Verified...
mess3125.vox	Please say a question that has a four-digit answer.
mess3126.vox	Please answer that question.
mess3127.vox	Say one ...
mess3128.vox	Say two ...
mess3129.vox	Say three ...
mess3130.vox	Say four ...
mess3131.vox	Say five ...
mess3132.vox	Say six ...
mess3133.vox	Say seven ...
mess3134.vox	Say eight ...
mess3135.vox	Say nine ...
mess3136.vox	Say Zero...
mess3137.vox	Please say your PIN number
mess3150.vox	Say yes when you hear the name of the person you want to transfer to.
mess3151.vox	Say yes when you hear the name of the person you want to login as.
mess3152.vox	Say no to hear the next recognized name
mess3153.vox	... to transfer to ...
mess3154.vox	... to login as ...
mess3160.vox	The next group of names
mess3161.vox	or...
mess3162.vox	Say yes when you hear the name of the person or department you want to be transferred to or no at anytime to start over.
mess3163.vox	Say yes when you hear the the name of the person you want to send a message to or no at anytime to start over.
mess3164.vox	Say yes when you hear the name of the person you are trying to call to or no at anytime to start over.
mess3165.vox	Say yes when you hear the name of the person you are searching for or no at anytime to start over.
mess3166.vox	would you like to hear the next group of names?
mess3167.vox	Could you please repeat that name?
mess3168.vox	Could you please repeat that digit?
mess3169.vox	Could you please repeat those digits?
mess3170.vox	Could you please repeat that?
mess3171.vox	Please say yes or no.
mess3172.vox	Operator...
mess3173.vox	Receptionist...
mess3175.vox	Private contact...
mess3176.vox	Public contact...
mess3177.vox	To start over.
mess3178.vox	First business number
mess3179.vox	Second business number

File Name	Text
mess3180.vox	First home number
mess3181.vox	Second home number
mess3182.vox	Other number
mess3184.vox	Business fax number
mess3185.vox	Home fax number
mess3186.vox	Other fax number
mess3187.vox	Mobile number
mess3188.vox	T T Y number
mess3189.vox	Pager number
mess3190.vox	I S D N number
mess3191.vox	SIP Address
mess3192.vox	There are multiple phone numbers for this person
mess3193.vox	From
mess3194.vox	With email
mess3195.vox	With phone number
A.VOX	A
B.VOX	B
C.VOX	C
D.VOX	D
E.VOX	E
F.VOX	F
G.VOX	G
H.VOX	H
I.VOX	I
J.VOX	J
K.VOX	K
L.VOX	L
M.VOX	M
N.VOX	N
O.VOX	O
P.VOX	P
Q.VOX	Q
R.VOX	R
S.VOX	S
T.VOX	T
U.VOX	U
V.VOX	V
W.VOX	W
X.VOX	X
Y.VOX	Y
Z.VOX	Z
1	Zero
2	One
3	Two

File Name	Text
4	Three
5	Four
6	Five
7	Six
8	Seven
9	Eight
10	Nine
11	Ten
12	Eleven
13	Twelve
14	Thirteen
15	Fourteen
16	Fifteen
17	Sixteen
18	Seventeen
19	Eighteen
20	Nineteen
21	Twenty
22	Thirty
23	Forty
24	Fifty
25	Sixty
26	Seventy
27	Eighty
28	Ninety
29	Hundred
30	Thousand
31	Million
32	Cents
33	Record Silence
34	AM
35	PM
36	Seconds
37	Minutes
38	Hours
39	Month
40	Day
41	Year
42	January
43	February
44	March
45	April
46	May
47	June

File Name	Text
48	July
49	August
50	September
51	October
52	November
53	December
54	Star
55	Pound
56	Flash Hook
57	Comma
58	Number
59	Oh
60	Message
61	Less Than
62	Equals
63	Greater Than
64	Question
65	At
66	A
67	Today
68	Yesterday
69	Monday
70	Tuesday
71	Wednesday
72	Thursday
73	Friday
74	Saturday
75	Sunday
76	K
77	L
78	M
79	N
80	O
81	P
82	Q
83	R
84	S
85	T
86	U
87	V
88	W
89	X
90	Y
91	Z

File Name	Text
92	Extension
93	Added
94	Changed
95	Deleted
96	Salutation
97	Messages
98	Through
99	From
100	Range
101	Parameter
102	Time
103	Date
104	Yes
105	No
106	Entry
107	Telephone
108	Box
109	List
110	Tomorrow

23 SUPERVISORY FUNCTIONS OVER PHONE

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448 Supervisor Menu

448 Accessing the Supervisor Menu

449 Creating a mailbox / range of mailboxes

449 Deleting a mailbox

450 Recording a system prompt

451 Recording a company greeting

452 Changing the holiday setting

Introduction

Although Avaya Messaging is designed with a comprehensive set of system screens, you can perform many of the system's supervisory functions through the telephone. Thus, the System Administrator is not restricted to his or her desktop PC when the need arises to perform supervisory functions. A set of prompts guides you through these functions.

Hint: This chapter contains key information relating to the system's remote functions.

Supervisor Menu

Accessing the Supervisor Menu

You can access the Supervisor menu from the handset.

Internal Extension

1. To access the system from an **internal extension**, press [*****]. The system will ask for the Mailbox number.
2. Having provided the Mailbox number, press [*****] again. The system will prompt you to enter the Supervisor password.
3. Enter the Supervisor password.

Note: The password entered will be specific for the administrator's settings and language. Once the password is accepted, the system will play instructions and prompts based on the administrator's language.

Caution: If an incorrect password is entered, you have three retries at entering the correct password. If you do not enter the correct password, the system hangs up.

External Extension

1. To access the system from an **external extension**, press [**#**]. The system will ask for the Mailbox number.
2. Having provided the Mailbox number, press [*****]. The system will prompt you to enter the Supervisor password.
3. Enter the Supervisor password.

The system will play the Supervisor Menu:

- To configure mailboxes, press [**1**]
- To configure feature groups, press [**2**]
- For system prompts, press [**4**]
- For company maintenance, press [**5**]

Note: Multiple supervisors may access the system supervisory functions at the same time.

Creating a mailbox / range of mailboxes

You can use the handset to create a mailbox for a user without accessing the Administration Console.

1. Press [**1**] at the Supervisor Main Menu.
2. You will be prompted to enter the first mailbox. Enter the lowest mailbox number in the list.
3. The system will prompt you to enter the last mailbox number. Enter the highest mailbox number.
4. You will be asked to press [**1**] to create a mailbox, or [**3**] to delete a mailbox.

Hint: To work with a single mailbox, enter the same mailbox number for both values. If you make a mistake, press # to return to the previous menu.
Creating a range of mailboxes automatically creates sequentially numbered mailboxes. You can delete any unwanted mailboxes later.

5. Press [**1**] to create a mailbox. You are prompted to enter the 2-digit feature group.
6. Enter the feature group number containing the options you want the mailboxes to have. There will then be a short pause while the system creates the mailboxes.
7. The system will play a confirmation message and you will be returned to the Supervisor Main Menu.

Deleting a mailbox

Avaya Messaging allows you to delete one or more mailboxes that have been set up on your system.

Warning: When the system deletes a mailbox, all prompts, messages, and settings will be permanently removed and cannot be recovered.

1. Press [**1**] at the Supervisor Main Menu.
2. You are prompted to enter the first mailbox. Enter the lowest mailbox number in the list.
3. You are prompted to enter the last mailbox. Enter the highest mailbox number.

Hint: To work with a single mailbox, enter the same mailbox number for both values. If you make a mistake, press # to return to the previous menu.

4. The system prompts you press [**1**] to create a mailbox or [**3**] to delete a mailbox.
5. Press [**3**] to delete mailboxes. The system prompts you to confirm the deletion of these mailboxes by pressing [**1**].

Note: When you press [1], there will be a short pause while the system performs the deletion.

6. Press [**1**]. The system confirms that you have successfully deleted the mailbox, and you will be returned to the Supervisor Main Menu.

Recording a system prompt

The System Prompts are the default pre-recorded messages listed in Default Prompts on page 415.

1. Press [**4**] at the Supervisor main menu.
2. The system speaks the following message:
   Press [**1**] for system prompts; press [**2**] for company greetings.
3. Press [**1**] to record system prompts. The system speaks the following message:
   Please enter the system prompt to work with.
4. Enter the system prompt. The system plays back the prompt you have chosen. When the playback ends, the system speaks the following message:
   Press [**1**] to accept; [**2**] to review; [**3**] to record; or [**#**] to exit.
5. The system plays the system prompt that you just recorded. The system then prompts you to choose one of the following options:
   To accept press [**1**]; to review press [**2**]; to re-record press [**3**];or to return to the previous menu press [**#**].

Warning: "Record" deletes and replaces the original prompt. Press [3] to record. After the tone, begin speaking in a clear, slow voice. When you finish, press [1].

6. If you are satisfied with the system prompt, press [**1**].
   If you are not satisfied with the prompt, press [**3**] to re-record it.
7. To record another system prompt, repeat Steps 2 through 5.
8. To return to the Supervisor Menu, stay on the line.

Recording a company greeting

A company greeting is used to greet callers when they reach the company. For best quality, use a telephone handset to record a company greeting.

1. Press [**4**] at the Supervisor Main Menu. The system speaks the following message:

   Press [**1**] for system prompts; press [**2**] for company greetings.

   The Company Greetings are the custom salutations that callers hear when they call your company (for example, Good morning...you have reached the ABC company...). They may be used when defining Business Hours, Voice Menus for companies or Mailboxes and Customized TUIs.
2. Press [**2**] to record company greetings. The system speaks the following message:

   Please enter the two-digit company greeting to work with.
3. Enter the company number. Press **1** is company is **#1**. The system speaks the following message:

   Please enter the four-digit system salutation to work with.

Note: The Company greetings are salutations set up on the Company Menu. The numbers you use must be entered on the Company Menu in the Greeting Times/Phrases section of the screen.

4. Enter the company greeting. The system speaks the company greeting you chose, if it was previously recorded.

   When the recording ends (if a greeting was previously recorded), the system speaks the following prompt:

   Press [**1**] to accept; [**2**] to review; [**3**] to record; or [**#**] to exit.
5. Press [**3**] to record. At the tone, begin speaking in a clear, slow voice.

Hint: Try to eliminate all background noise. If possible, use a telephone within your office. Accessing the system through outside lines may result in additional background noise.

6. When you finish, press [**#**]. The system plays the new greeting automatically. When the greeting ends, the system speaks the following prompt:

   Press [**1**] to accept; [**2**] to review; [**3**] to record; or [**#**] to exit.
7. If you are satisfied with the system prompt, press [**1**].
8. If you are not satisfied with the prompt, press [**3**] to re-record it.
9. To record another system prompt, repeat Steps 2 through 5.
10. To return to the Supervisor Menu, stay on the line.

Changing the holiday setting

Use the handset to change the holiday setting.

1. Press [**5**] at the Supervisor's Administration Console. The system speaks the following prompt:

   Please enter the two-digit company number.
2. Enter the number of the company that you wish to modify. The system speaks the following prompt:

   To listen to existing holidays, press [**1**]; to add a holiday, press [**2**]; to delete a holiday, press [**3**]; or to return to the previous menu, press [**#**]." Press [**1**] to review the dates and greeting numbers of existing holidays for this particular company, press [**2**] to enter a new holiday date and prompt number, and press [**3**] to remove an existing holiday date and prompt number.
3. Press [**1**] to listen to existing holidays. If any holidays exist, the system plays the date and greeting number of each holiday assigned to this particular company.
4. Press [**2**] to add a holiday. The system speaks the following prompt:

   Enter the four-digit holiday date, month, then day.
5. Enter the 4-digit holiday salutation. For example: Christmas Day (December 25) would be entered **1225**.

Note: When adding holidays, remember to record the new Holiday Salutation.

6. Press [**3**] to delete a holiday:

   When you press [**3**] to delete a holiday, you are prompted for the following:

   Enter the four-digit holiday date to delete, month, then day.

   For example, to remove Christmas Day (December 25) from the holiday list, enter **1225**.

24 CLIENT PREPARATIONS

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457 Getting Started

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463 Single Sign On (Integrated Credentials)

463 Push Install for iLink Pro Desktop

468 Push iLink Pro Desktop Settings to Client PCs

Introduction

So that the end user's experience with the client software is smooth, customize and prepare the client software environment from the Avaya Messaging server.

Web Access Preparations

Web Access is a web-based interface that provides users with access to their UC account and features over the Internet. Web Access must be configured before the user can take advantage of his or her iLink Pro Desktop.

The following four (4) steps must be performed prior to using Web Access:

1. **Configure the UC Server** to install Web Access services
2. **Configure your browser** to support the UC portal for Web Access
3. **Install the Java Plug-In**, which allows user to listen to voice messages over the web
4. **Install Permissions for Java**, which allows users to record voice messages and greetings over the web

Configuring your browser

In order for Web Access to work properly, you must be using a Windows or Linux OS along with either:

- **Microsoft Internet Explorer** version 6.0 or later
- **Firefox**

Java Plug-In

Downloading the Java plug-in

Users must install a special Java Plug-In in order to listen to voice messages using the PCs sound card. The plug-in is downloaded from the Web Access login page.

To download the Java plug-in:

1. Close all running applications and open the browser.
2. Enter the IP address of the UC server in the **Address** field followed by **/UC**, then click **Go**.
3. On the splash selection page, click on **Web Access**. The Web Access login page appears.

Note: Contact your System Administrator for the IP address of your UC server.

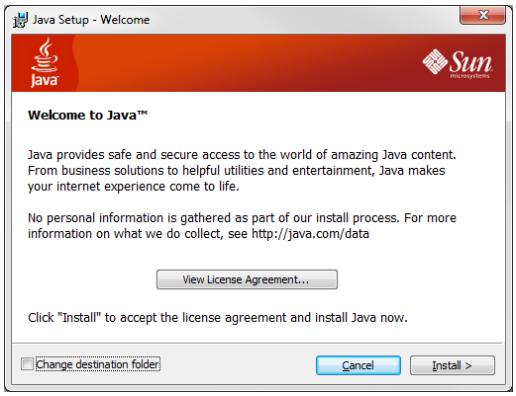
4. Click on **1 | Java Plugin**. The File Download dialog box appears.
5. Click **Save**. The Save As dialog box appears.
6. Select a download location and click **Save**.

Installing the Java plug-in

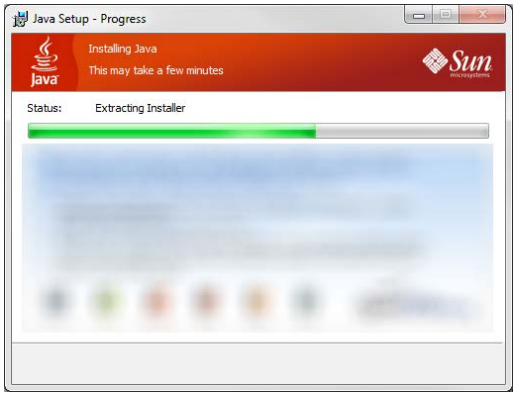
After downloading the Java Plug-In, install it onto your PC.

1. If installing the Java plug-in immediately after down loading, click the **Open** button on the **Download complete** dialog box. If installing sometime after the download, locate the downloaded file on your hard drive and double-click. The Welcome screen appears.

   Click **Install**.

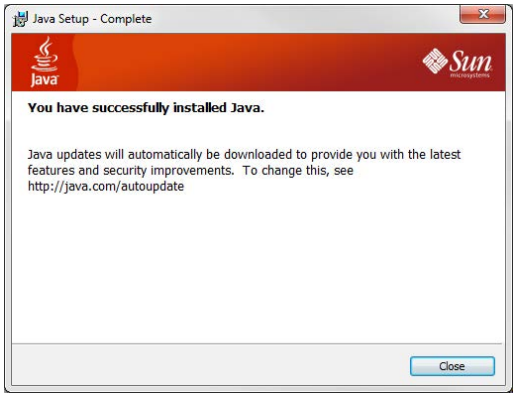


2. Java will be installed on your computer.



3. When the installation is complete, the following screen appears.

   Click **Close**.



Permissions

Downloading Permissions

Permissions, along with the Java plug-in, allow you to record greetings and voice messages using your PC's sound card.

Note: If you are setting up Web Access at home or anywhere outside the office, the server should point to http://IP Address/UC/WebClient.

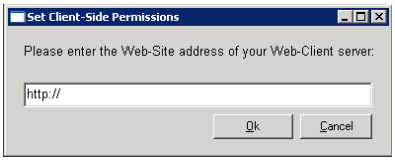
1. Close all running applications and open your browser.
2. Enter the IP address of the UC server in the **Address** field, followed by **/UC/WebClient**, then click **Go**.
3. On the splash page, click on **Web Access**. The Web Access login page appears.

Note: Contact your System Administrator for the IP address of your UC server.

4. Click on **2 | Grant Permission**. The File Download dialog box appears.
5. Click **Save**. The Save As dialog box appears.
6. Select a location for the download and click **Save**.

Installing Permissions

Once you have downloaded the Permissions, you can install them onto your PC.



1. Double click on **GrantPermission.exe** (the installation file you downloaded). The Installing dialog box appears as the permissions begin to install.

   The Set Client-Side Permissions dialog box appears.
2. Enter the IP address of the UC server and click **OK**. A dialog box appears, confirming that permission is granted.
3. Click **OK**. *You can now use the Record and Listen function in Web Access.*

Getting Started

If you have just installed the Java Plug-In and Grant Permissions, you will have to close all open browsers and start a new browser session for these changes to take effect. With all changes now made, return to the Web Access login screen, enter your Mailbox number and password to access your account.

Enabling SSL for Web Access

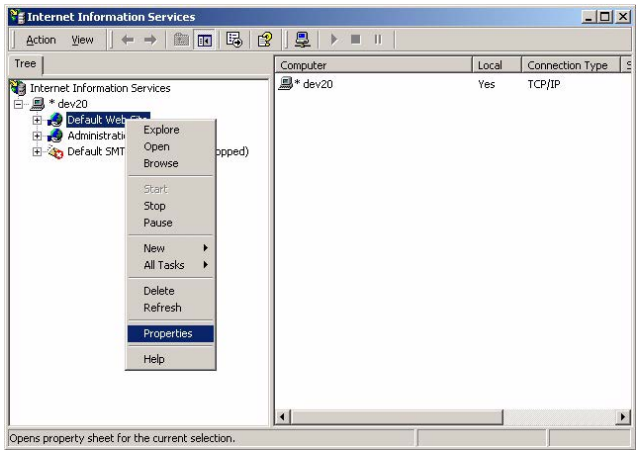
Before using Web Access, it is recommended that you enable SSL on the Web Access website to ensure a secure connection.

Note: Digital certificates encrypt data using Secure Sockets Layer (SSL) technology. This is the industry-standard method for protecting web communications. The SSL security protocol provides data encryption, server authentication, message integrity, and optional client authentication for a TCP/IP connection.

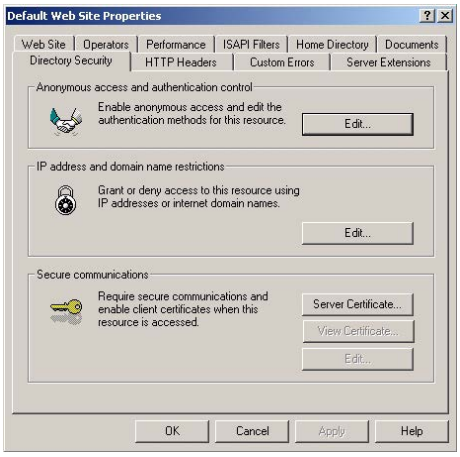
SSL is built into all major browsers and web servers. By simply installing a digital certificate, you enable your browser's SSL capabilities.

1. From the Windows desktop, click **Start > Settings > Control Panel**.
2. Double click on **Administrative Tools**, then **Internet Information Services (IIS) Manager**. The Internet Information Services screen appears.
3. Locate your Web Access web site in the left-hand pane and right-click on the site entry.

   Select the **Properties** for your web site.



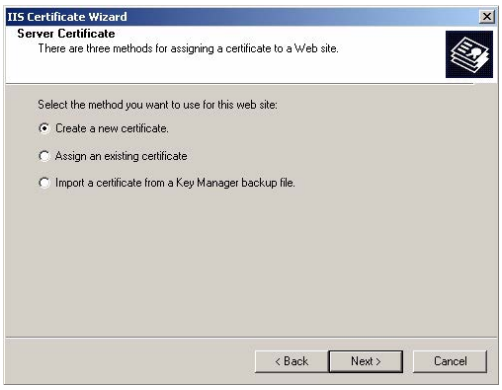
4. On the **Directory Security** tab, click on the **Server Certificate** button.



5. Click **Next**.

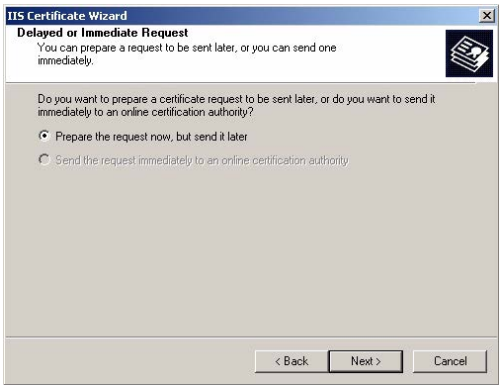
6. Select the **Create a new certificate** radio button.

   Click **Next**.



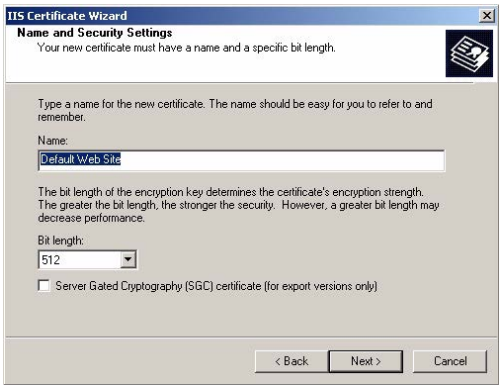
7. Select the **Prepare the request now, but send it later** radio button.

   Click **Next**.



8. In the **Name** field enter a name for the certificate.
   Click **Next**.
9. Specify the following:
   - From the **Organization** dropdown list, type or select your organization name.
   - From the **Organizational unit** dropdown list, type or select your department name.

   Click **Next**.
10. Enter your country, state/province and city, then click **Next**.
11. Enter the file name that the request will be saved in, then click **Next**.
    A summary of the information you have entered is displayed.



12. Verify that the information displayed is correct, then click **Next**.

    At this point, a private and public key for the certificate request is created. A certificate holds your name, your public key and other secondary information, all of which are signed by a Certification Authority (CA) using a private key and integrity algorithm. The private key stays in your PC and the public key is sent to the CA.

Note: For this example, the certification authority Verisign is used. Only the trial version method is illustrated. It is recommended that you apply for a commercial certificate once you have decided on the CA that best suits your needs.

13. In your web browser, go to **www.verisign.com.**
14. On the Verisign main page, click on **SSL Trial ID**. At this point, you will be prompted to enter your information.
15. When prompted for CSR (Certificate Signing Request), open the request file that you saved, then copy and paste the contents of the request file in the space provided by Verisign. *Verisign will email the test server-side certificate to the address you have specified.*

Note: Begin copying the request file from the line “Begin New Certificate Request”.

16. To ensure that the certificate you receive is Base64-encoded, create an empty file with the `.cer` extension, then copy and paste the contents that appear between the lines "`Begin Certificate`" and "`End Certificate`".
17. In IIS 5.0, click the **Properties/Directory Security** tab.
18. Click **Edit Secure Communications**, then click **Server Certificate**.
19. Select **Process**, then click **Next**.
20. Select the file name (**.cer** format) you created from the Verisign certification issued to you, then click **Next**.
21. When you have verified that the certificate overview information is correct, click **Next**.
22. Click **Finish**. *Your web server certificate is installed for Web Access.*

Ensuring SSL requirement for Web Access

Sometimes your URLs will be changed back to HTTP and you will be making regular, non-secure HTTP connections. To ensure that your server requires an SSL connection for your web service at all times, you will need to specify that SSL is required on the virtual directory your service is located in.

1. In the IIS 5.0 Manager, right click the UC/Web Access virtual directory and click **Properties**.
2. On the **Directory Security** tab, click **Edit Secure Communications**.
3. Select **Require SSL**.

Domain Name System (Auto Discovery from iPD)

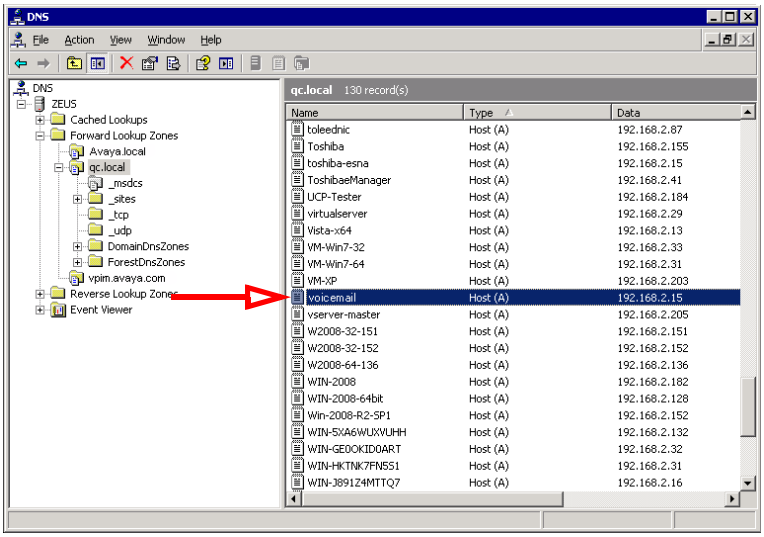
This appendix provides information on configuring the DNS (Domain Name System) Auto Discovery function as it pertains to Avaya Messaging. This will allow the system to automatically convert host names and domain names into IP addresses on the Internet or on local networks that employ the TCP/IP protocol.

DNS Auto Discovery Configuration

Note: The following steps may vary depending on the type of Windows operating system you have.

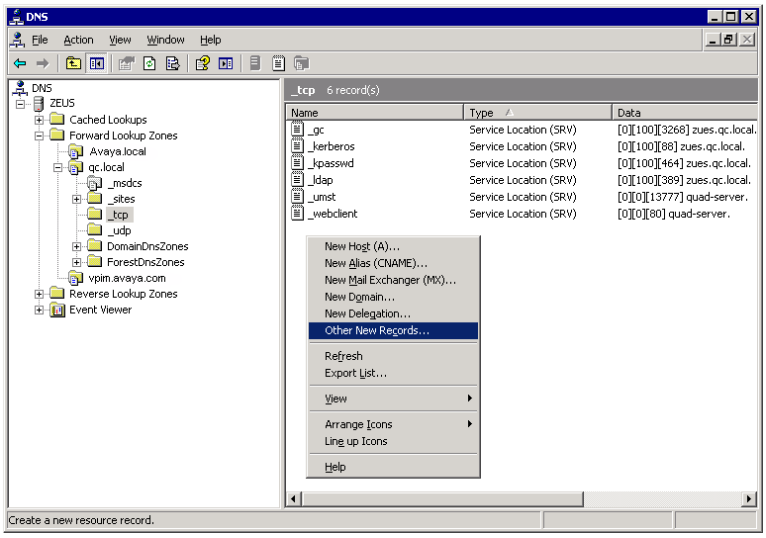
Configuring a Service: _webclient

1. Locate your DNS/MMC snap-in via the following path: **Start > Settings > Control Panel > Administrative Tools**. Its precise location at this point will depend on where the System Administrator placed it.
2. Click on the **DNS** icon. Ensure that there is an entry for your Voice Server and make note of the name.

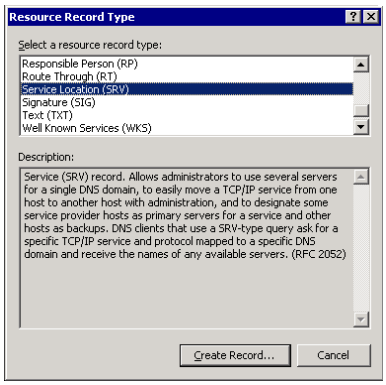


3. On left-hand side of the screen, click on the **_tcp** folder.

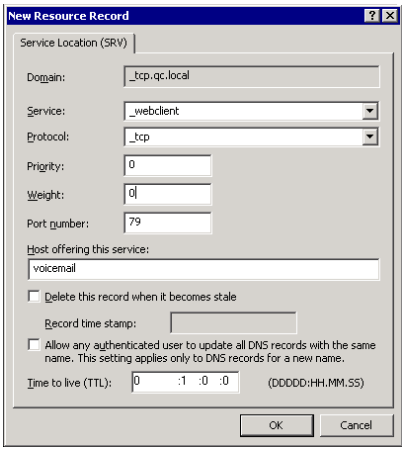
4. Right click in the right hand pane and select **Other New Records...** from the popup menu.



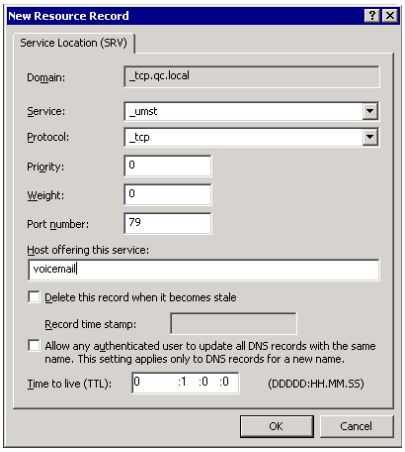
5. Select **Service Location** and click the **Create Record** button.



6. On the New Resource Record screen, enter **_webclient** in the **Service:** text field.
7. Select **_tcp** from the **Protocol** dropdown list.
8. The **Priority:**, **Weight:** and **Port number:** fields may be left at their default values.
9. In the **Host offering this service:** text field, enter the **Name** value as found in Step 2. In this case, **voicemail**.
10. Click **OK**.



Configuring a Service: _umst



1. Repeat Steps step 1 through step 4 from page 460.
2. Select **Service Location** and click the **Create Record** button.
3. Enter **_umst** in the **Service:** text field.
4. Select **_tcp** from the **Protocol** dropdown list.
5. The **Priority:**, **Weight:** and **Port number:** fields may be left at their default values.
6. In the **Host offering this service:** text field, enter the **Name** value as found in Step step 2. In this case, **voicemail**.
7. Click **OK**.

The DNS Auto Discover option is now available for use with iLink Pro Desktop.

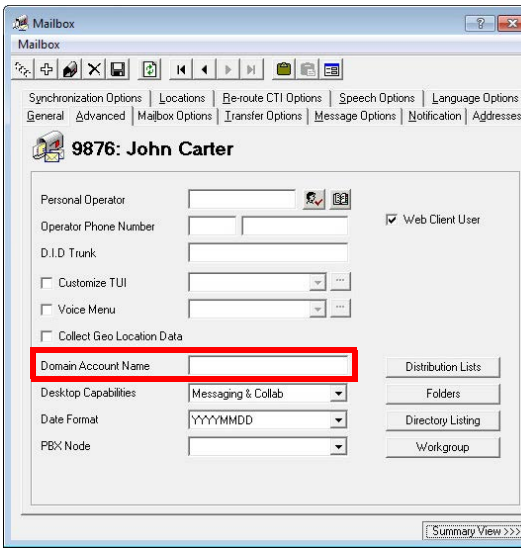
Single Sign On (Integrated Credentials)

Once you have auto discovery configured on the **Domain Name System (Auto Discovery from iPD) on page 460**, you have the option to configure a single sign-on for end users. Single sign-on allows iLink Pro Desktop to use the current user's Windows domain account credentials to log them into a UC mailbox. This means that a user can install and run iLink Pro Desktop on their workstation without having to consider server settings or entering a password.

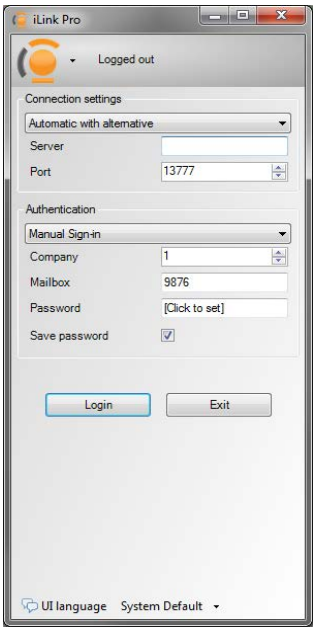
In order for UC server to recognize a user's domain account name, you must manually enter it in the mailbox settings of the individual user.

From the **Advanced** tab of the user's mailbox, enter the user's network domain and user name in the **Domain Account Name** field, separated by a backslash ****.

For example: **windows_domain\user_name**



Once the information has been saved, the end user will be able to employ automatic settings for both server setup and security credentials. All that is necessary is click on **Login** to launch the iLink Pro Desktop..



> **Note**: This feature will only work when the user is logged into the computer with their own credentials within the domain. If they are using computer in a different domain (e.g. a home computer which is not connected to organization's domain), or has logged in with different credentials (e.g. public terminal within the organization), they will have to manually enter their login information.

Push Install for iLink Pro Desktop

A **Push install** allows the System Administrator to install software across a network, eliminating the need to physically visit each machine. The following procedure outlines the steps required to configure a push install of iLink Pro Desktop.

Creating transformations for MSI installation

In order to create a transformation for the MSI (Microsoft Installer) package, it is necessary to use an MSI editing tool. One example is ORCA, available as part of the Windows Installer SDK at

http://msdn.microsoft.com/en-us/library/aa370557(v=vs.85).aspx

Download and run the Windows Installer SDK, then install the ORCA.MSI package. This will install the ORCA editor on your PC.

When transformations are necessary

You can apply a transformation to an MSI package when you want to control the features that will be pushed to the workstations.

Modifying the transformation

If changes to the features being installed are necessary, modify the **Properties** table.

In the case of a iLink Pro Desktop setup, all features are installed by default.

iPD Features installation is controlled by the following MSI properties:

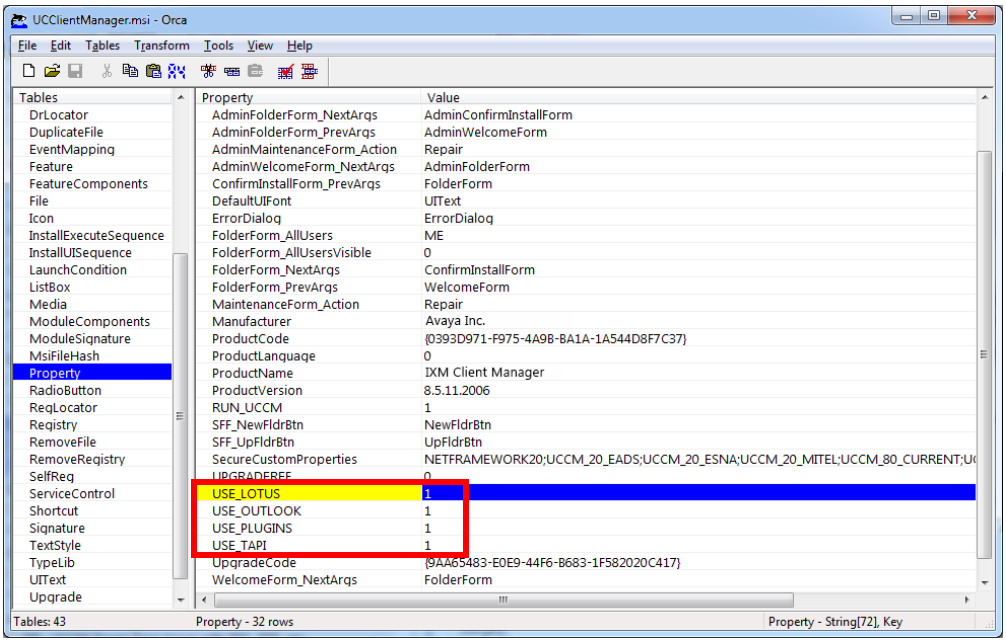
USE OUTLOOK - the Outlook plug-in.

USE IBM - the IBM plug-in.

USE PLUGINS - UCCM plug-ins.

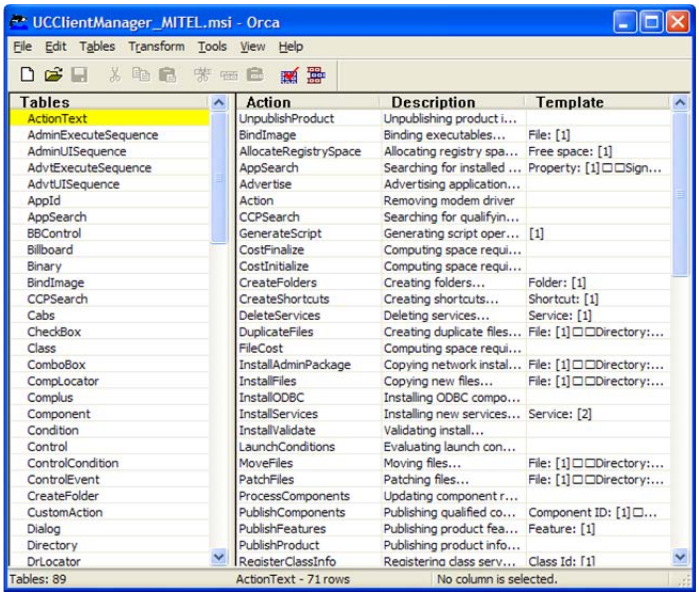
USE TAPI - TAPI components.

To disable one or more of these features, go to the **Property** table, double-click on the **Value** field and change the number to 0.

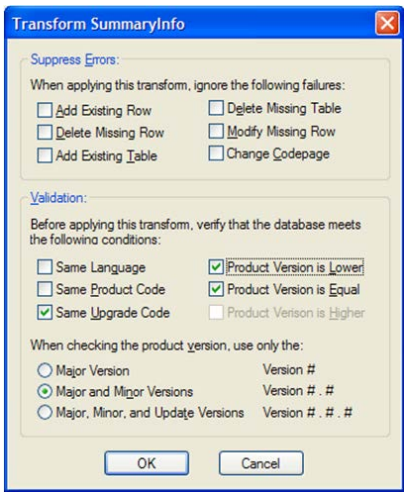


To create a transform:

1. Start the ORCA editor and open the iLink Pro Desktop MSI package.



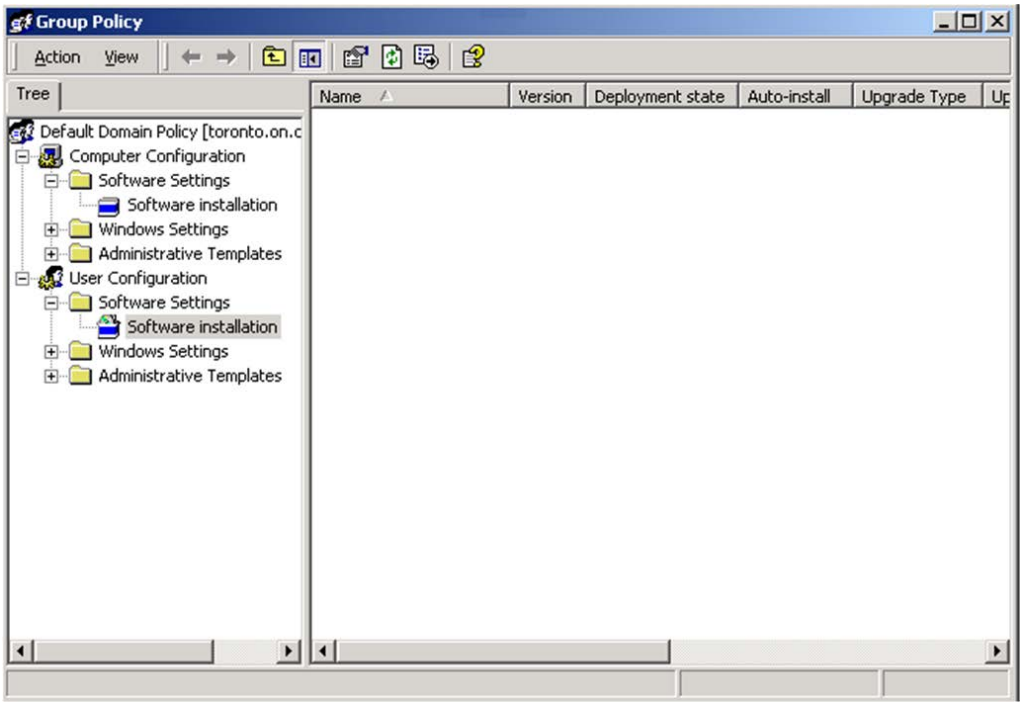
2. In the ORCA menu, select **Transform > New Transform.** From **New Transform**, select **Transform Properties**. The following screen appears.
3. In the **Suppress Errors** feature box, select the checkboxes as required to set transformation error handling. As a rule, you will *not* want to suppress any errors.
4. In the **Validation** feature box, select the checkboxes as required to set verification options. It is worthwhile to leave the **Product Version is Higher** checkbox *disabled* to ensure that the transformation will be *unusable* with higher versions of a product (higher versions might have a modified setup structure and transformations generated for the current product version may be in conflict).
5. Modify other table values in the MSI package as required. Click **OK**.
6. Select **Transform > Generate Transform**. Enter the name of the MST file to be created.
7. Select **Transform > Close Transform** to save the transformation.
8. Close the current MSI file and repeat Steps 1-7 as necessary to create further transformations.



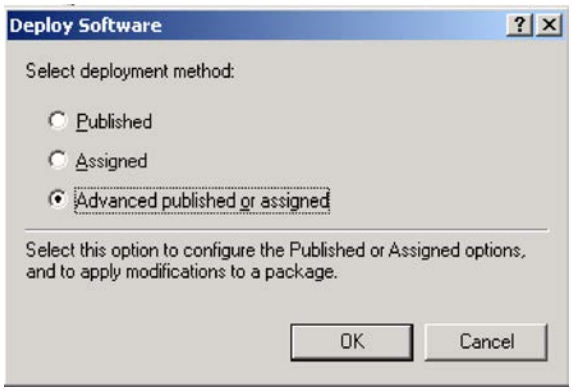
How to publish transformations for MSI installation

When a transformation has been saved, it is possible to publish it along with the MSI package in active directory. In so doing, the default behavior of the MSI installation will be modified for a push install.

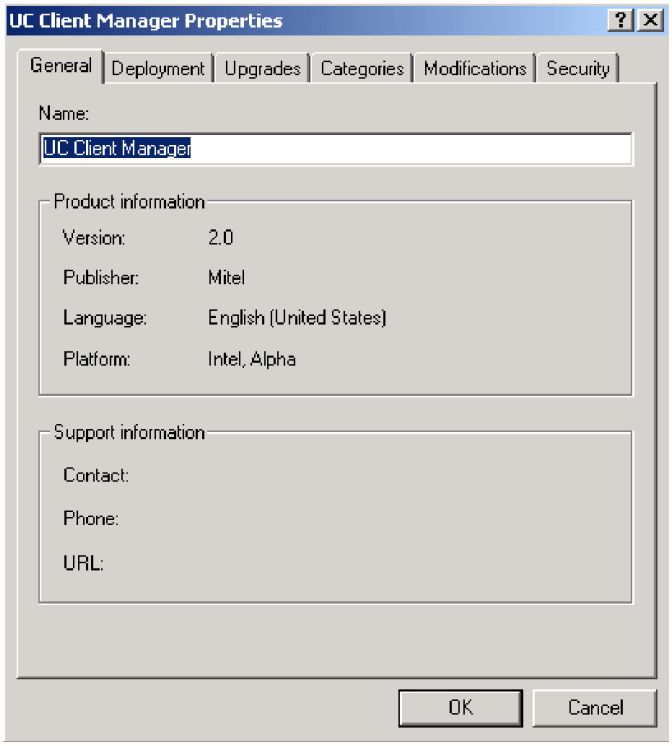
1. Open the **Group policy** snap-in and navigate to the **Software installation** node.



2. Right-click in the right-hand pane and select **New > Package.**
3. Select the appropriate MSI package for which the transformation was created.
4. Select **Advanced published or assigned** in the **Deploy Software** dialog box and click **OK**.



5. Select the **Modifications** tab and add all transformations to be applied using the **Add** button. If necessary, you may revise the order in which the transformations are to be applied.



6. Click **OK** after all transformations have been added. The transformation package is now ready for push installation.

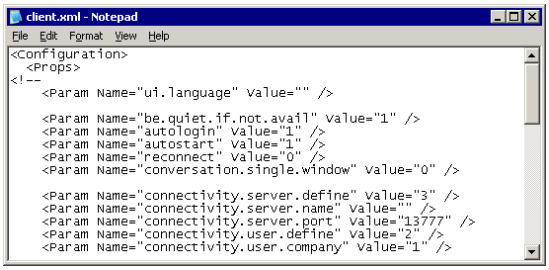
Push iLink Pro Desktop Settings to Client PCs

With iLink Pro Desktop, it is possible to push detailed settings regarding iPD along with the application. Through the use of client.xml and plugins.xml, you will be able to push specific settings related to iPD to any user.

This section lists all settings related to iPD so that you can troubleshoot settings related problems as well. Not all settings within this section are meant to be pushed to the users. In most cases, these settings files (client.xml and plugins.xml) will be available under the **\Documents and Settings\User\Application Data\UCCM_NG** folder, which may vary depending on the type of OS that the user has. Pushing iPD settings to users will customize these setting files.

Note: Once you have finished creating the custom xml files for your push process, please refer to **Creating a Custom MSI Package on page 476**.

Client.xml



Client.xml is used to push most settings regarding iPD other than those related to plug-ins. You will be able to configure the connectivity settings (login settings), set the size and position of iPD, and manually assign values to most configuration settings available under the Settings window in iPD. By default, the client.xml file provided to you for customization will contain most of the fields covered in this document. If you see a particular setting that is in this document but not in the xml file, simply create the entry using the same format and assign the appropriate values.

Note: Root node **Configuration** is mandatory for all xml files. Sub-nodes and parameters are optional and may be omitted when creating default configuration files.

To define a setting for a user, you must first select a section to define. These sections are **Session**, **Forms** and **Props** and can be configured as below.

```
<SECTION_NAME>
<!--
  <Param Name="PARAMETER_NAME" Value=" " />
-->
</SECTION_NAME>
```

To define a specific setting under a section, place the below field within the defined section.

```
<Param Name="PARAMETER_NAME" Value=" " />
```

Refer to the below charts for specific information on each group of settings and their parameters.

Note: Parameter Name is the name you must define to configure a specific setting.

Note: The **Type** field indicates the type of data that a specific setting requires.
String: Can be numeric or alphanumeric value.
Number: Must be a numeric value.
Boolean: Can be either true (1) or false (0).

Note: The **Responsibility** field indicates who has control over the field in question.
Corporate: The value of this setting is mostly managed by the server. For most applications, corporate type fields are ideal for creating a configuration file.
User: The value of this setting is managed by the user. This field should be left for the user to configure on their own.
Internal: This field is maintained by the application. Modifications may cause problems and are only meant to be used during troubleshooting by technicians. Do not include these in a configuration file.

UMST Connectivity Parameters

Section Name: **Session**

Parameter Name	Type	Responsibility	Notes
SERVER	String	corporate	UC server address (IP or FQDN).
PORT	Number	corporate	UC server port.
COMPANY	Number	corporate	Company Number for User's UC Company.
MAILBOX	String	user	User's Mailbox Number.
PASSWORD	String	user	User's Mailbox Password.
SAVEPASSWORD	Boolean	user	If true, save mailbox password.
ENCPASSWD	Boolean	internal	Protocol option.
LOGINNOTIF	Boolean	internal	Protocol option.
CLIENTTYPE	Number	internal	Protocol option.

Window size/position

Section Name: **Forms**

Note: Currently, this section contains size and location parameters for a set of screen forms used in **iPD**. These parameters are not intended for manual configuration and should be used for reference only. **Form-name** is unique to each window within iLink Pro Desktop.

Parameter Name	Type	Notes
form-name.x	Number	X-coordinate of form.
form-name.y	Number	Y-coordinate of form.
form-name.h	Number	Form's height.
form-name.w	Number	Form's width.
form-name.m	Number	Non-zero means maximized window.

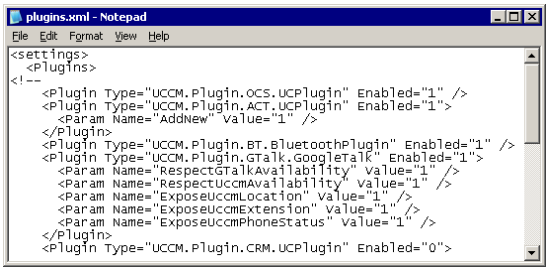
iLink Pro Desktop Settings

Section Name: **Props**

Parameter Name	Type	Responsibility	Notes
cfg20.import.done	Boolean	internal	Set to 'true' after iPD configuration check/import to avoid repetitive processing.
log.filter	Number	internal	Log window filter setting.
mac.no.help.warn	Boolean	internal	Allows user to suppress the warning concerning to help viewer.
internal.debug	Boolean	internal	Switches debug pieces on.
internal.contacts.fresh.hours	Number	internal	Internal use.
internal.oem	Number	internal	Last active OEM identifier.
internal.oem.eula	Number	internal	Last accepted EULA.
internal.seen.missed.timestamp	Number	internal	Tracks which missed calls are already seen.
ui.contacts.expand	Boolean	user/internal	If true, contacts will be shown in expanded mode.
ui.groups.expand	String	user/internal	Pipe-separated list of group IDs to be shown expanded.
internal.dialout.extension	String	internal	Contains the user's preferred dial-out extension if any.
internal.dialout.extension.type	Number	internal	Contains the user's preferred dial-out extension if any.
internal.dialout.pbx	String	internal	Contains the user's preferred dial-out extension if any.
web.home	String	corporate	Use this field to override Web Access address. Leave empty to use server-side settings.
web.secure	Boolean	corporate	If true, use HTTPS instead of HTTP.
be.quiet.if.not.avail	Boolean	user	If true, suppress sounds if status is set to not available.
search.engine	String	user	Default search engine ID. Currently supported: "GoogleDesktop" for Google Desktop, "MSSearch" for Microsoft Search.
autologin	Boolean	user	If true, iLink Pro Desktop automatically connects to the server when application starts. Safely ignored if there are no credentials saved.
autostart	Boolean	user	If true, start iLink Pro Desktop automatically when user logs into Windows. Requires iPD to start at least once to apply the setting.
reconnect	Boolean	user	If true, iLink Pro Desktop automatic re-connects whenever the connection is dropped.
conversation.single.window	Boolean	user	If true, use a single window with multiple tabs to display multiple Chat conversations.
callman.separate.window	Boolean	user	If true, show separate Call Manager window instead of integrating into main window.
callman.autoclose	Boolean	user	If true, close Call Manager window automatically if there are no calls.
callman.track.outgoing	Boolean	user	If true, display outgoing calls in Call Manager and allow call control.
callman.save.dialout.extension	Boolean	user	If true, save currently selected dial-out extension. If the setting is false, then dial-out extension will be reset to default next time the application is launched.

Parameter Name	Type	Responsibility	Notes
callman.default.action	Number	user	Default action for incoming calls that are not answered by the users in person. 0 for Take Call (no action), 2 for Take Message, 3 for Transfer. Transfer setting cannot be pushed to users since it requires a target which must be defined by the user.
callman.default.action.transfer	String	user	Destination of transfer when using Transfer as the call's default action. This setting cannot be pushed to users.
callman.history.cleanup.days	Number	user	Cleanup call history older than defined number of days. Zero to disable cleanup.
callman.history.mask	Number	user	Call history filter. Bitwise combination of missed (2), answered (1) and dialed (4) calls.
callman.autosearch	Boolean	user	If true, perform automatic desktop search against caller name/id on incoming calls.
notification.on.new.message	Boolean	user	If true, activate notification for new messages.
notification.record.beep	Boolean	user	If true, play sound when recording starts.
notification.lantalk.focused	Boolean	user	If true, play sound even if Chat window is in use when a new message arrives.
notification.tray.animation	Boolean	user	If true, use animated tray icon instead of static icons during notification.
notification.mailbox.flags	String	user/internal	Internally maintained list of notification flags per mailbox.
sound.no.sound	Boolean	user	If true, turn off all sounds.
sound.file.connected	String	user	Sound to play when logging in. Prefix with pipe ("|") to mark as disabled.
sound.file.disconnected	String	user	Sound to play connection is dropped. Prefix with pipe ("|") to mark as disabled.
sound.file.incoming.call	String	user	Sound to play on incoming calls. Prefix with pipe ("|") to mark as disabled.
sound.file.record.started	String	user	Sound to play when recording starts. Prefix with pipe ("|") to mark as disabled.
sound.file.lantalk	String	user	Sound to play when new Chat message is received. Prefix with pipe ("|") to mark as disabled.
sound.file.new.message	String	user	Sound to play when new message arrives. Prefix with pipe ("|") to mark as disabled.
sound.file.user.online	String	user	Sound to play when other users come online. Prefix with pipe ("|") to mark as disabled.

plugins.xml



plugins.xml is used to push settings regarding various iPD plug-ins. This will allow you to manually assign values to the plug-ins that your organization uses and automatically push the settings that are commonly used. By default, the plugins.xml file provided to you for customization will contain most of the fields covered in this document. If you see a particular setting that is in this document but not in the xml file, simply create the entry using the same format and assign the according values.

Note: Root node **Configuration** is mandatory for all xml files. Sub-nodes and parameters are optional and may be omitted when creating default configuration file.

To enable a plug-in by default for the users, use

<Plugin Type="PLUG-IN_ID" Enabled="1" />

Note: Value of 1 is enabled, and 0 is disabled. Plug-ins which require the user to provide information (e.g. username, password, etc.) may also be turned on automatically through this setting but will be inactive until the user finishes configuring the plug-in.

If you wish to specify a certain setting for a specific plug-in, use

<Plugin Type="PLUG-IN_ID" Enabled="x">

<Param Name="PARAMETER_NAME" Value=" " />

</Plugin>

Refer to the below charts for specific information on plug-in IDs and their parameters.

Note: Parameter name is the name you must define under the plug-in ID to configure a specific setting.

Note: **Type** field indicates the type of data that a specific setting requires.
String: Can be numeric or alphanumeric value.
Number: Must be a numeric value.
Boolean: Can be either true (1) or false (0).

Note: **Pre-configurable** indicates whether a specific setting can be pushed to the user or not. For most cases, settings which cannot be pushed are those that are specific to the user (i.e. username, password).

Bluetooth Plug-in

Plug-in ID: UCCM.Plugin.BT.BluetoothPlugin

Parameter Name	Type	Pre-configurable	Notes
Device	String	No	Bluetooth device information including MAC-address.
ActionInRange	Number	Yes	Action to be performed if the device is in range. Do Nothing = 0, Follow Calendar = 1, Set Location = 2.
ActionOutOfRange	Number	Yes	Action to be performed if the device is out of range. Do Nothing = 0, Follow Calendar = 1, Set Location = 2.
InRangeFirst	Boolean	Yes	If set to true, actions may only be performed if the device is seen in range first.
LocationIdInRange	Number	Probably	EEAM location identifier. Valid if ActionInRange is set to “set location”.
LocationIdOutOfRange	Number	Probably	The same as for LocationIdInRange.

Smart tags Plug-in

Plug-in ID: UCCM.Plugin.STG.UCPlugin

No parameters are available for this plug-in.

Skype Plug-in

Plug-in ID: UCCMPluginSkype.SkypePlugin

Parameter Name	Type	Pre-configurable	Notes
RespectSkypeStatus	Boolean	Yes	If true, UC Client changes availability when Skype status changes.
ExposeAvailability	Boolean	Yes	If true, Skype changes its status when UC Client availability changes.
ExposeExtension	Boolean	Yes	If true, Skype displays current UC extension in the mood field.
ExposeExtensionIfAvail	Boolean	Yes	If true, Skype only exposes current UC extension only if UC Client is in available state.
ExposeLocation	Boolean	Yes	If true, include UC Location name in Skype mood field.
ExposeOnThePhone	Boolean	Yes	If true, include “on the phone” text in Skype mood field when UC status is “on the phone”.
SearchContacts	Boolean	Yes	If true, allow Skype contacts search.

Google Talk Plug-in

Plug-in ID: UCCM.Plugin.GTalk.GoogleTalk

Parameter Name	Type	Pre-configurable	Notes
User	String	No	Google Talk user name.
Password	String	No	Google Talk password.
RespectGTalkAvailability	Boolean	Yes	If true, UC Client changes availability when Google Talk availability changes.
RespectUccmAvailability	Boolean	Yes	If true, Google Talk changes availability UC Client availability changes.
ExposeUccmLocation	Boolean	Yes	If true, include UC location name into Google Talk status text.
ExposeUccmExtension	Boolean	Yes	If true, include current UC extension into Google Talk status text.
ExposeUccmPhoneStatus	Boolean	Yes	If true, include “on the phone” string into Google Talk status text when UC status is “on the phone”.

Microsoft Dynamics CRM Plug-in

Plug-in ID: UCCM.Plugin.CRM.UCPlugin

Parameter Name	Type	Pre-configurable	Notes
Version	Number	Yes	Define MS CRM server version. “0” for CRM v1 and v2, “1” for CRM v3, “2” for CRM v4.
Server	String	Yes	FQDN or IP address of the CRM server.
Organization	String	Yes	Organization name to work with. CRM v3-and v4-specific.
DefaultCredentials	Boolean	Yes	If true, use Windows authentication to log in to CRM.
User	String	No	User name.
Password	String	No	Password.
Domain	String	Yes	Domain name.
AddIfMissing	Boolean	Yes	If true, create new contact entry if the caller ID does not match existing records.
ForceIE	Boolean	No	Internally used for testing.

ACT! Plug-in

Plug-in ID: UCCM.Plugin.ACT.UCPlugin

Parameter Name	Type	Pre-configurable	Notes
AddNew	Boolean	Yes	If true, create new contact entry if the caller ID does not match existing records.

OCS Plug-in

Plug-in ID: UCCM.Plugin.OCS.UCPlugin

No parameters are available for this plug-in.

Microsoft Office Plug-in

Plug-in ID: UCCM.Plugin.MSO.UCPlugin
No parameters are available for this plug-in.

MSN/Live/Windows Messenger Plug-in

Plug-in ID: UCCM.Plugin.MSN.MSNPlugin
No parameters are available for this plug-in.

PCRecruiter Plug-in

Plug-in ID: UCCM.Plugin.PCR.UCPlugin
No parameters are available for this plug-in.

SalesForce Plug-in

Plug-in ID: UCCM.Plugin.SFC.SalesForce
No parameters are available for this plug-in.

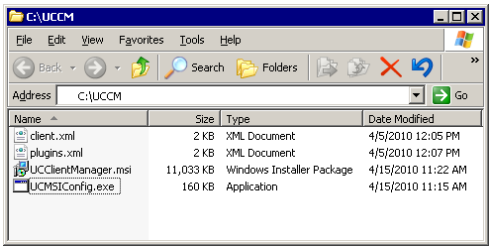
TAPI Plug-in

Plug-in ID: UCCM.Plugin.TSP.UCPlugin
No parameters are available for this plug-in.

Creating a Custom MSI Package

Once the custom configuration files are ready, you must create a custom MSI package which will contain the new configuration files along with the iLink Pro Desktop application.

To create an MSI packaged with customized settings, place all the necessary files in a single folder. These files are:



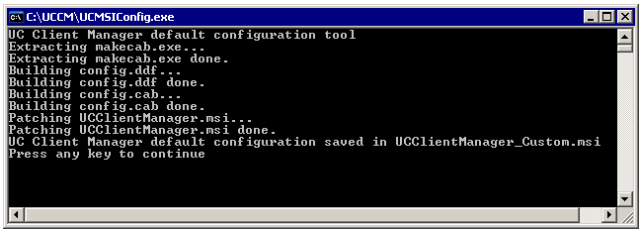
client.xml: File containing custom settings for iLink Pro Desktop.

plugins.xml: File containing custom settings for iPD Plug-ins.

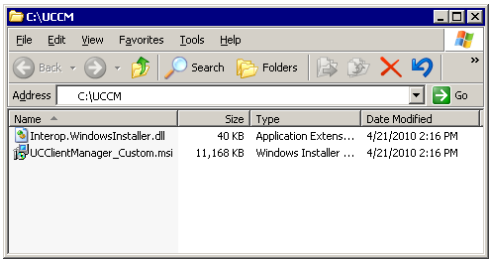
UCClientManager.msi: Default installation file for iPD.

UCMSIConfig.exe: Executable file for creating customized iPD MSI.

When all the files are ready, double click on the **UCMSIConfig.exe** file to start the compile process. Once the process is complete, press any key to exit the compiler.



There will be two files created. The only file necessary for custom push installation is **UCClientManager_Custom.msi**. Use this file during your push install process to push custom settings along with the iPD application.



25 WEB REPORT

In This Chapter:

478 Introduction

480 Starting Web Reports

482 Using Pre-programmed Reports

483 Creating New Reports

486 Viewing Reports

487 Web Reports Legend

Introduction

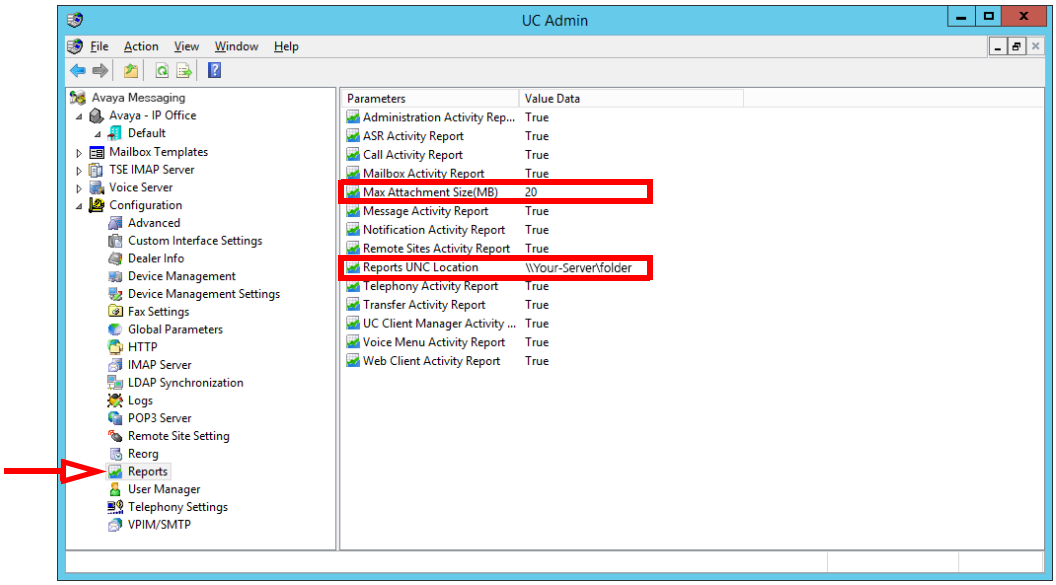
Avaya Avaya Messaging allows you to generate a variety of reports on key areas of the system, such as calls per hour by PBX and company, port usage and mailbox usage. These reports help you adjust server load and performance to ensure maximum productivity.

1. In order to use Web Reports, you must first enable data collection in the Avaya Messaging Admin console.

   Go to **Reports**. In the right-hand pane, set to **True** all of the report parameters you expect to need.

   Double-click **Max Attachment Size(MB)** and set the largest email that your want to pass through your mail servers.

   For **Reports UNC Location**, specify the path where report files larger than the Max Attachment Size will be stored. The location can be on the local machine, somewhere else on the network, or an external server reachable through an Internet connection.



When generating Web Reports, you can view the results on your monitor, or have them sent out as an email.

If you choose to send the reports as email:

- If the file size is less than the **Max Attachment Size**, the report will be emailed directly to you.
- If the file size exceeds the **Max Attachment Size**, the file will be saved to the UNC location specified. An email notification will be sent to you that the file was created. Go to that location to recover the report file.

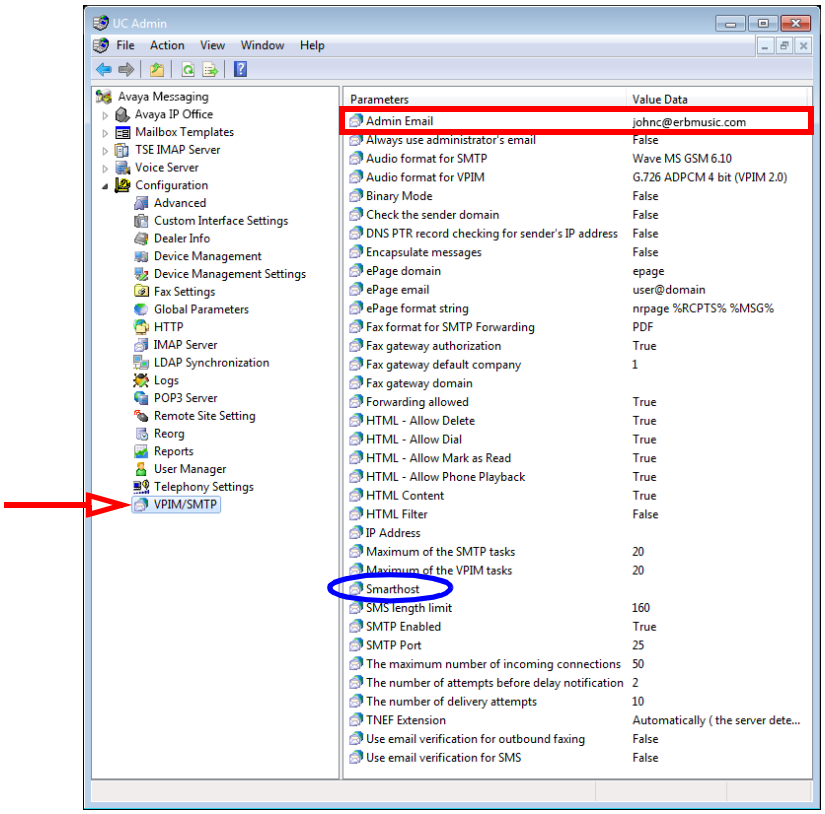
This prevents larger reports from being blocked by or severely taxing your email server.

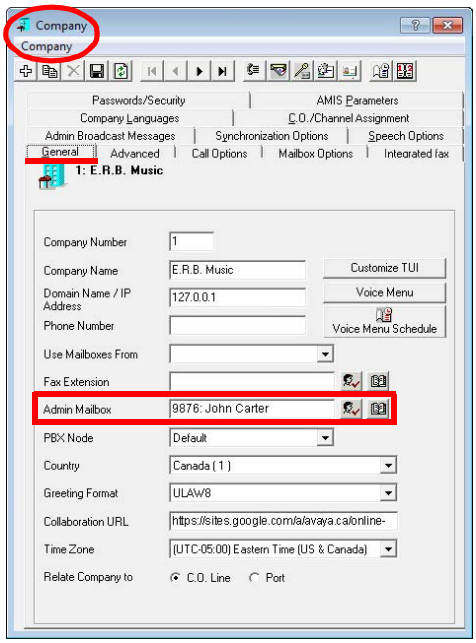
Both settings are required before Web Reports can return any data.

Hint: By default, no report data is collected unless these settings are enabled. Any information on traffic before these settings were changed is lost.

2. If you have not already done so, an administrator email must be setup on the system before Web Reports will work.

   This can be added under **VPIM/SMTP**, or from the **Company > General** page.





Hint: Depending upon how your servers are setup, it may be necessary to configure Smarthost. Consult with your administrator.

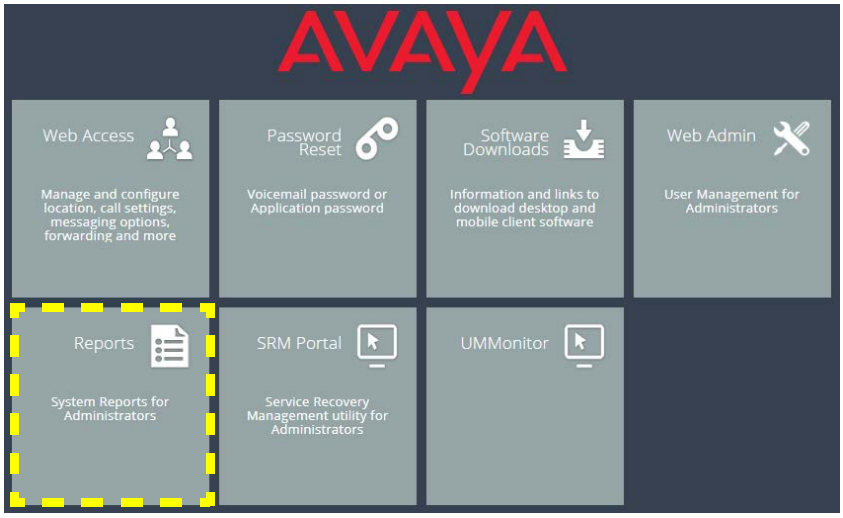
Starting Web Reports

Before you can generate a report, you must log in.

Note: Use Google Chrome for best results. Other web browsers may not be fully supported or provide access to all features.

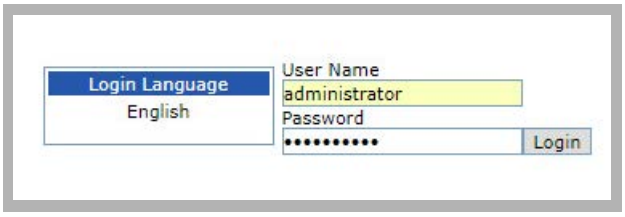
To log in:

1. In a web browser, enter the IP address or hostname of the UC server (i.e. **user.yourcompany.com** or **https://192.168.1.10** or **https://localhost**) and hit **Enter**. The following screen appears. Click **Reports**.

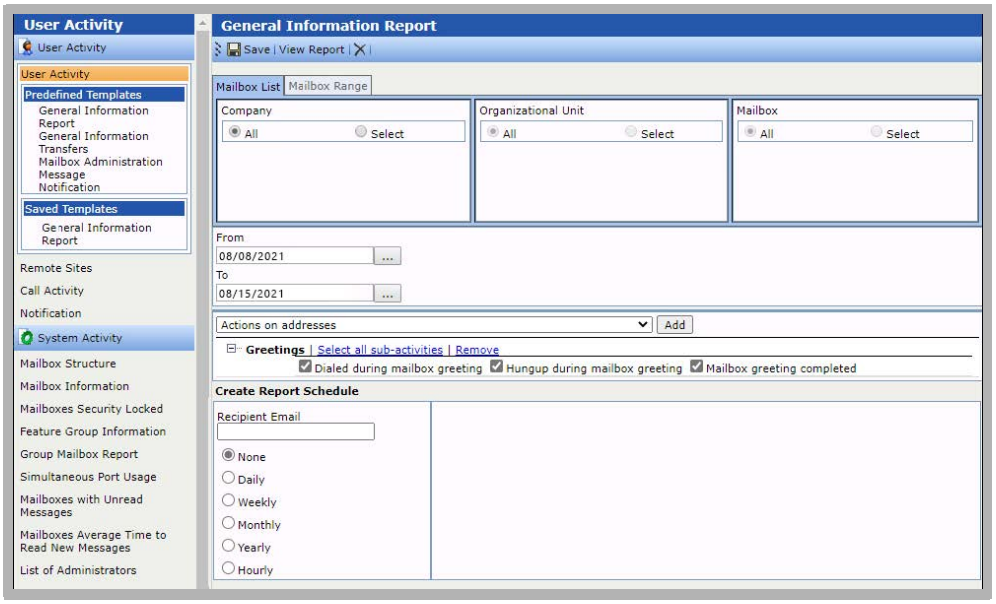


Hint: If you do not know the IP address or the server name, contact your network administrator.

2. The login screen appears. Enter the administrator credentials for **User Name** and **Password**, then click **Login**.

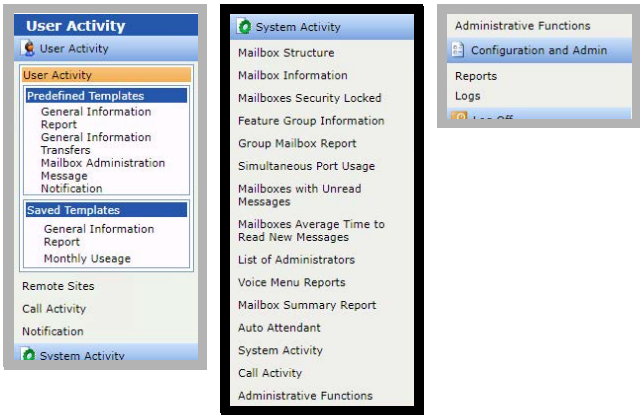


3. The Web Reports main page appears.

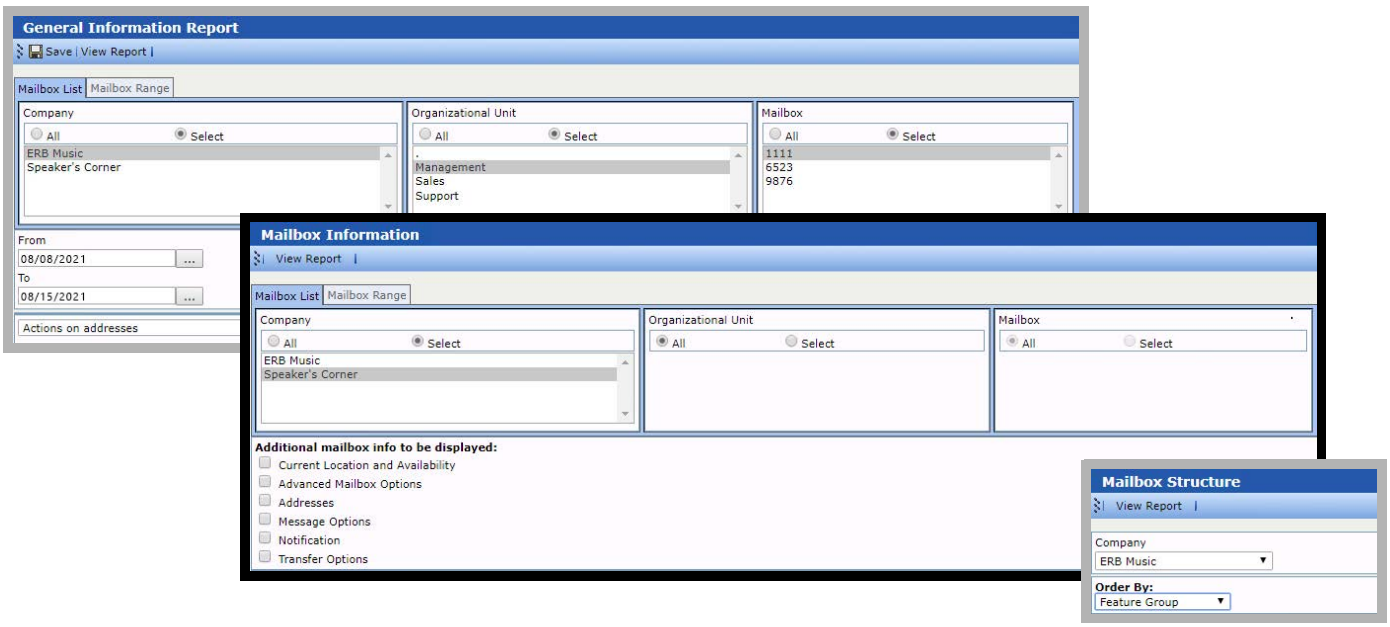


Using Pre-programmed Reports

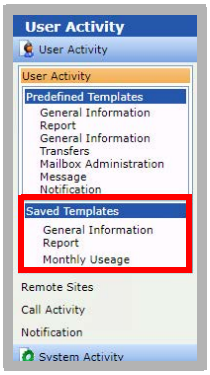
The Web Reports feature includes some of pre-made templates. These are listed in the left-hand pane.



For most of these, you must specify the parameters (i.e. which company, mailboxes, etc.) to include in the report.



Many of these templates can be saved and reused.

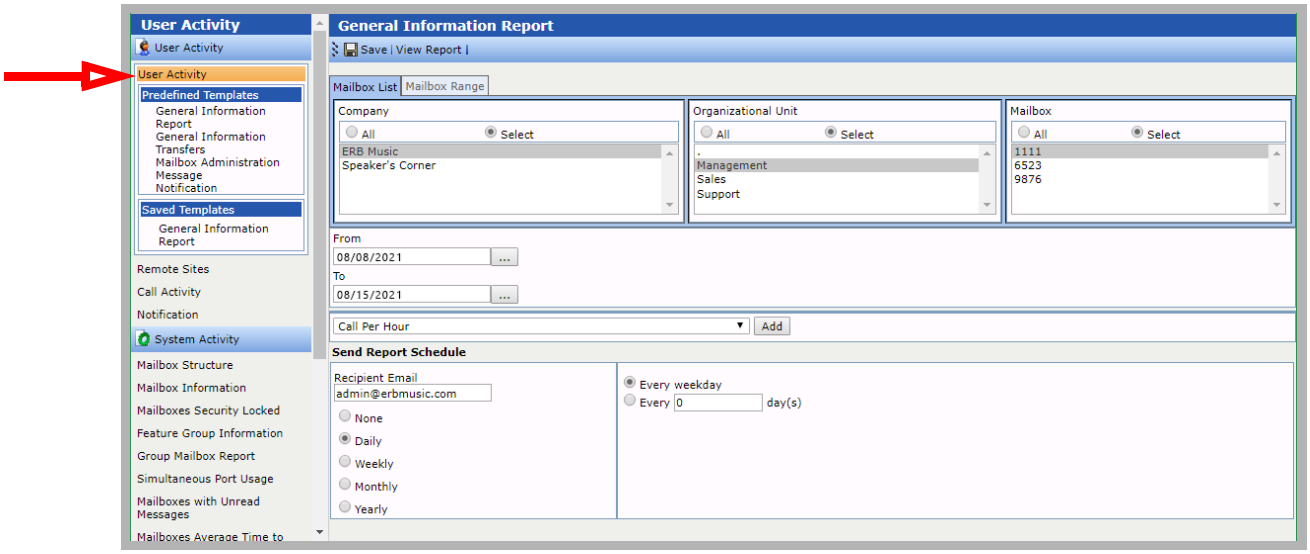


Additional reports can be created as necessary (see Creating New Reports).

Creating New Reports

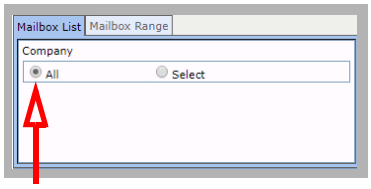
Hint: Due to the large number of report parameters available, templates should be created that focus on specific areas. Once saved, these can be run as required, or scheduled to run automatically.

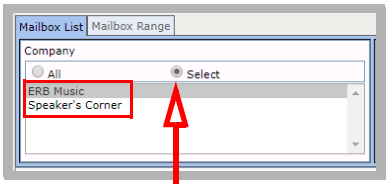
When you click a report in the left-hand pane, the following screen appears.



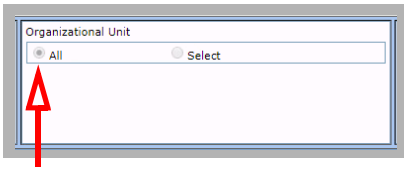
All report screens contain a number of useful, predefined templates. By making changes to these templates and saving them, reports can be created to meet almost any requirement.

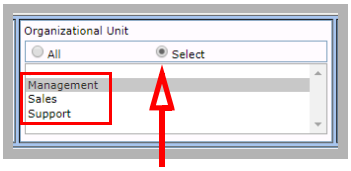
1. Highlight **User Activity** (or another heading in the left-hand pane). The **User Report** screen appears.
2. On the **Mailbox List** tab, pick the **Company** (if more than one are present) to generate the report for. Enable **All** to include every company, or enable **Select** to pick one.



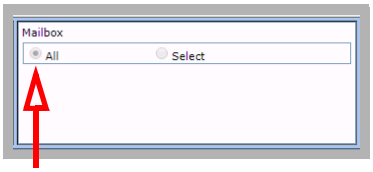


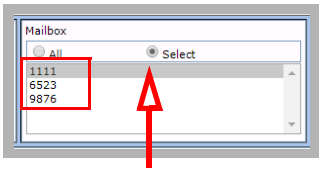
3. Choose the **Organizational Unit** for the report. Enable **All** to include every OU under the chosen company, or enable **Select** to pick.



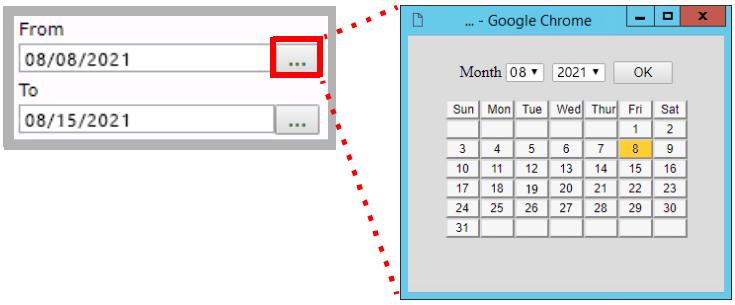


4. Specify which mailboxes to include in the report. Enable **All** to include all mailboxes, or enable **Select** to pick.

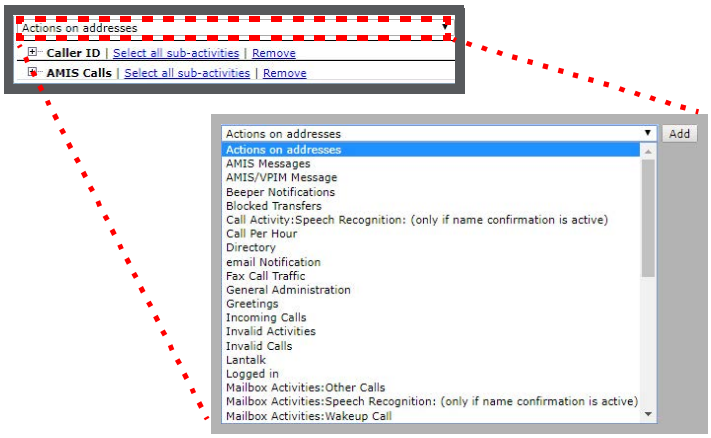




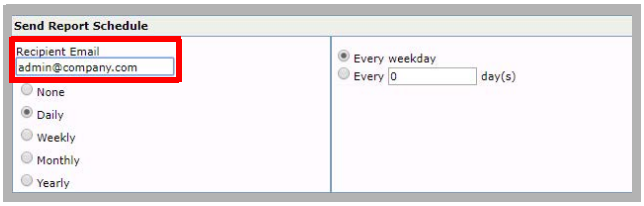
5. Choose the date range that the report will cover in the **From** and **To** fields. Click the ... to open a calendar to select the dates.



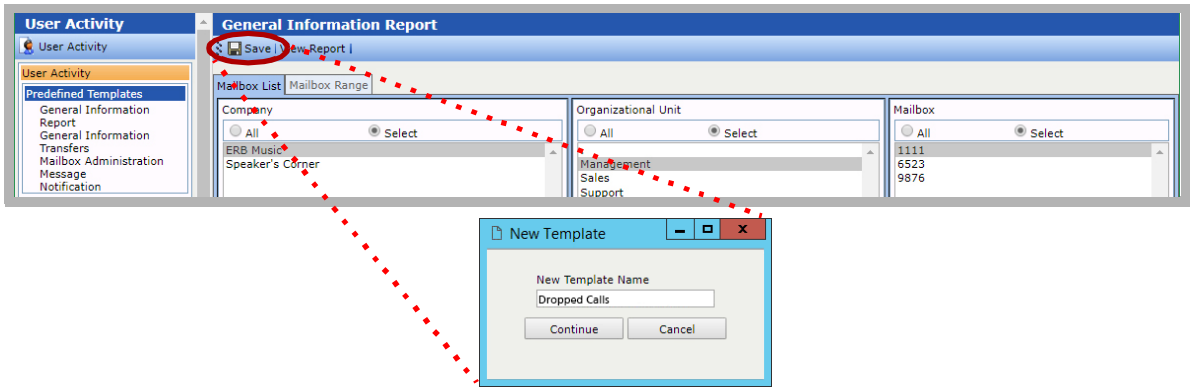
6. Add the parameters that are to be included in the report. Select a parameter from the dropdown list and click **Add**. Repeat this step to add all desired parameters.



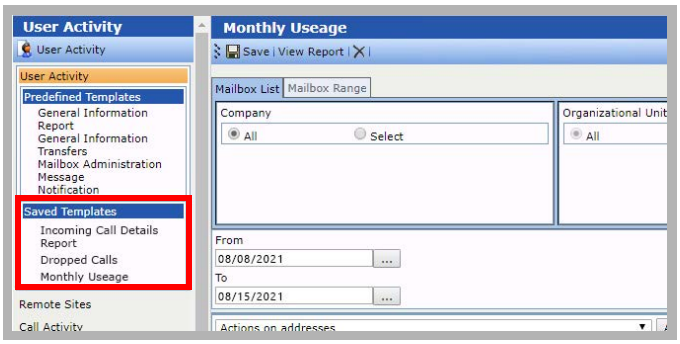
7. Optionally, you choose to generate the reports on a set schedule. The reports will be emailed to the selected people. Choose the schedule for the system to generate this report (e.g. every day, every 3 weeks on a Monday, etc.). Specify one or more email addresses where the report is to be sent. Separate multiple addresses using a comma (i.e. johnc@company.com , janep@company.com).



8. Click **Save**. The New Template dialog box appears.



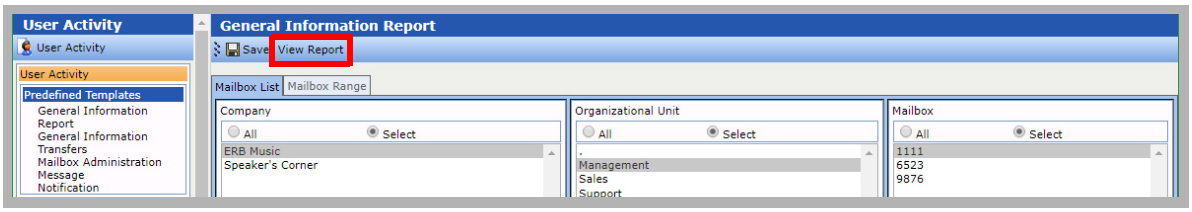
9. In the **New Template Name** field, enter a meaningful name for this report and click **Continue**.
   The new template is displayed in the left-hand pane, under **Saved Templates**. To edit an existing template, click on its name in the list.



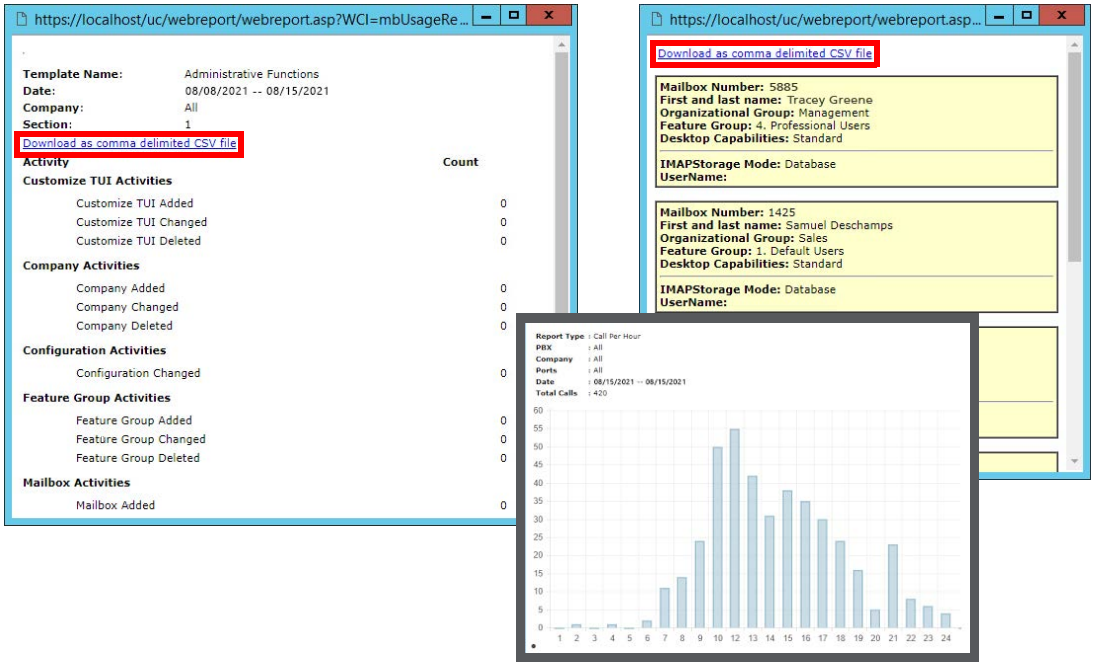
Viewing Reports

Select the report to view in the left-hand pane. Choose either a pre-defined report, or one that you have previously saved.

When prompted, enter the parameters for the report and then click the **View Report** button.



The report is generated and displayed on the screen.



Some reports provide the option to download the data to a CSV file on your computer hard drive.

Note: Reports that are setup to be generated on a schedule and sent to an email address can still be viewed "live" in this manner. No emails will be generated by clicking **View Reports**.

Web Reports Legend

Use the following information to help interpret the output generated by Web Reports.

Duration - All time related values are in seconds unless otherwise noted.

Availability

Value	Description
0	Available
1	Unavailable

Destination Type

Value	Description	Notes
0	All	
1	Mailbox	
2	AMIS	
3	VPIM	
4	eMail	
5	Phone	
6	DL	
7	Beeper	
8	Voice Menu	Voice menu with sub menu
9	URL	
10	Fax	
11	Voice Submenu	Submenu of current voice menu
12	Contact	
13	SMS eMail	
14	Printer	
19	SMS Phone	
20	BBPIN	
21	Folder	
22	Google Docs	
23	Customized	
24	Storage	

Greeting Type

Value	Description
0	None
1	Personal External
2	Busy External
3	Name
4	Location
5	Personal Internal
6	Busy Internal
7	Unavailable Internal
8	Unavailable External
10	User Defined

Location Type

Value	Description
-1	All
0	In Office
1	At Lunch
2	At Home
3	In a Meeting
4	Away on Business
5	On Vacation
6	Extended Absence
7	Temporary Location
8	Mobile
9	Remote Office
10	User Defined

26 REPORT SERVER

In This Chapter:

490 Introduction

490 Important Facts

490 Server Requirements

491 Configuring the Report Server

495 Accessing the Database

495 Sample JDBC Connection to Retrieve Data

495 Create JDBCConnect.java file

497 Running the Sample Application

Introduction

The Web Report feature of Avaya IX Messaging allows you to generate a variety of reports on key areas of the system, such as calls per hour by PBX and company, port usage and mailbox usage. These reports help administrators adjust server load and performance to ensure maximum productivity.

Web reports is limited by the data that is made available, and by what can be built within the user interface in terms of how it is presented (charts, tables, graphs, etc.).

For companies that want tighter control over their reports, a **Report Server** can be setup that has direct access to the database. More of the data is made available to whatever program you want to use to display the data and generate meaningful output.

Important Facts

- The Report Server must be used in conjunction with a **High Availability** installation as it uses features and services (e.g. Mobilink) that are not available when using a Single Server.
- The Report Server feature is included with the HA license. No additional purchase is required.
- The Report Server must be housed on a different computer that any used by the system.
- Multiple Report Servers can be installed.
- The Report Server creates a local, continually updated copy of the database on the Consolidated Server.
- Only usage data is available to the Report Server. System operating information (e.g. passwords, usernames, etc.) is not included.
- The Report Server has no user interface of its own to view the data or generate reports. The data is simply made available to whatever software you already use for your reporting needs. Additional work by the administrator will be required to extract and process the data.

Server Requirements

The Report Server must have at least the following.

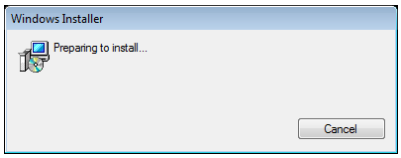
Operating System	Windows Server 2012 / 2016
CPU	2 or more CPUs @ 2+ GHz
RAM	At least 50% of the RAM on the Consolidated Server (min 4 GB)
HDD	200 GB (100GB for O/S, 100 GB for IX Messaging)

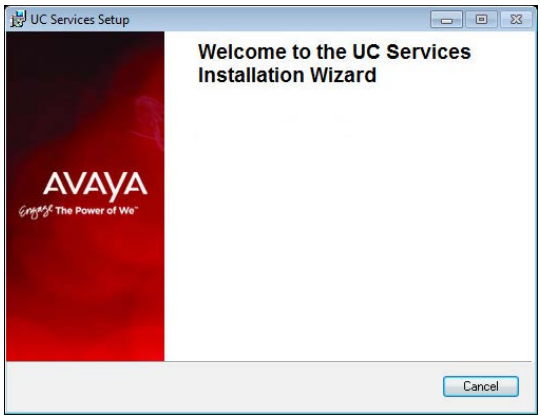
Configuring the Report Server

The Avaya IX Messaging High Availability installation must already be setup and running before adding a Report Server. A different computer must be connected to the same subnet as the Consolidated Server in order to read the database. The Windows operating system must be installed, updated and patched.

On the computer that will host the Remote Report Server:

1. Copy the Avaya IX Messaging installation program to this computer. Run **Setup.exe** as administrator to begin installing.

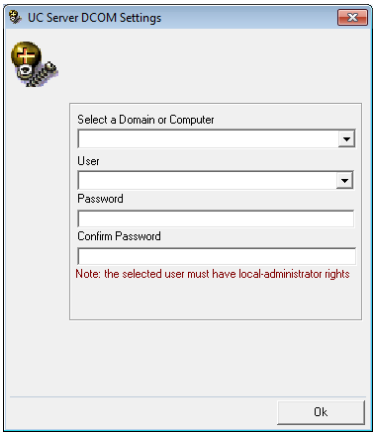




2. Once the Windows components have been verified, click **Next** to begin the installation.

3. Enter the DCOM user info (domain user account which has local administrator rights). This is required by services which use local administrator rights.

   Click **OK** after entering the credentials.

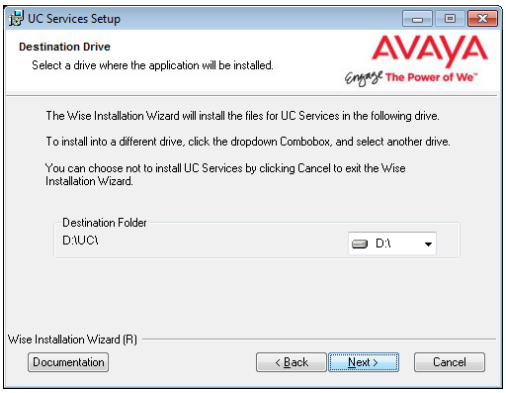


4. Review the EULA and enable **I accept the license agreement**.

   Click **Next** to continue.

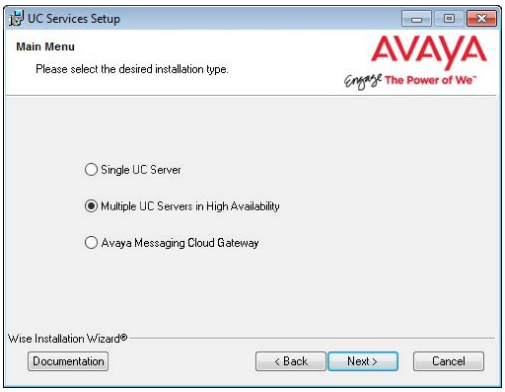
5. You will be asked to select the destination of the installation. You may change the hard drive destination through the drop down menu. By default, the installation will create a UC folder on the C drive.

   Click **Next** to continue.



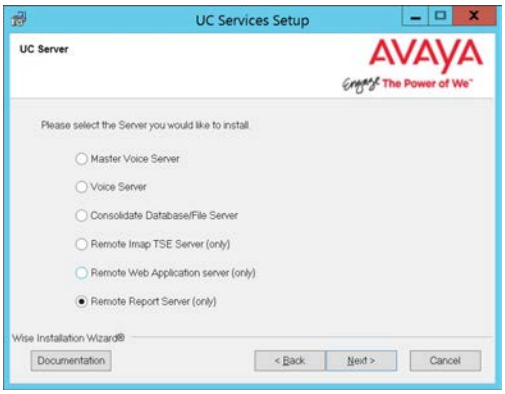
6. Enable **Multiple UC Servers in High Availability**.

   Click **Next**.



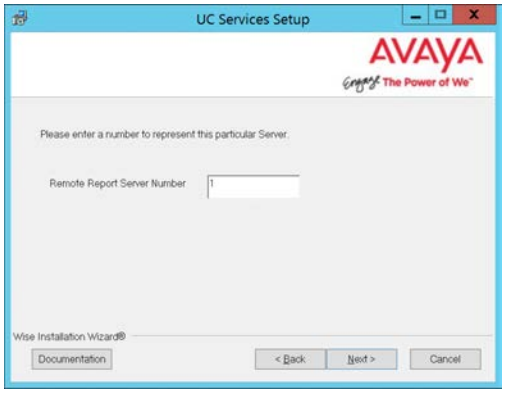
7. Select **Remote Report Server (only)**.

   Click **Next.**



8. Enter a number to identify this Report Server. If you have more than one Report Server, each must be given a unique number.

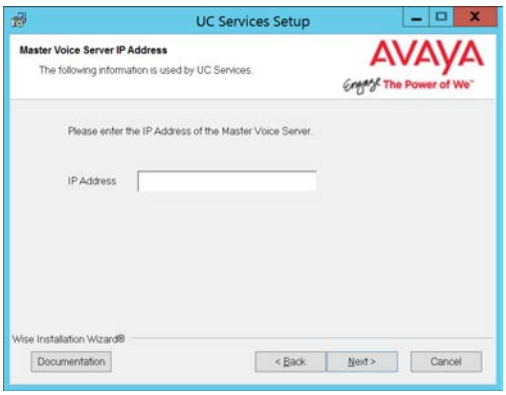
   Click **Next.**



Note: This number is independent of any other server identification numbers (i.e. Secondaries, Remote CSEs).

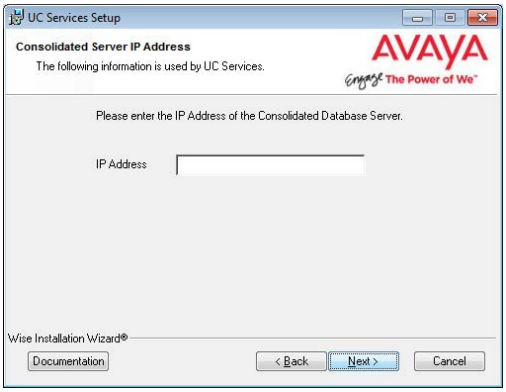
9. Enter the **IP Address** for the Primary Server.

   Click **Next**.



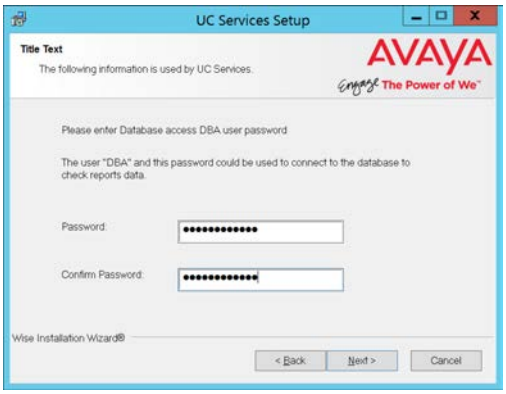
10. Enter the **IP Address** for the Consolidated Server.

    Click **Next**.



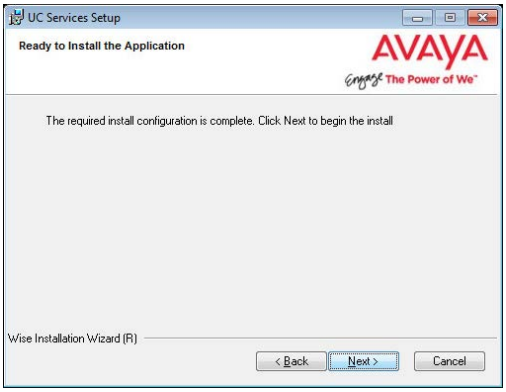
11. Create the Database Access DBA User Password in the space provided. This password will be used by the Report Server to access the database.

    Click **Next**.

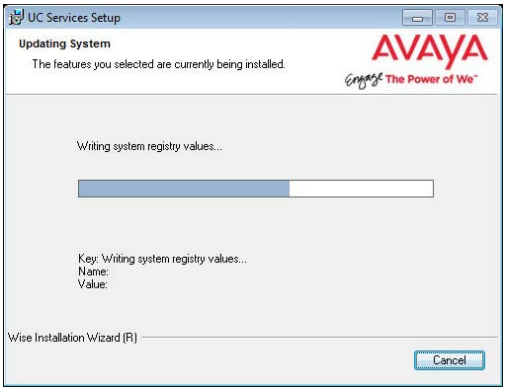


12. The preliminary information required for installation is complete.

    Click **Next**.



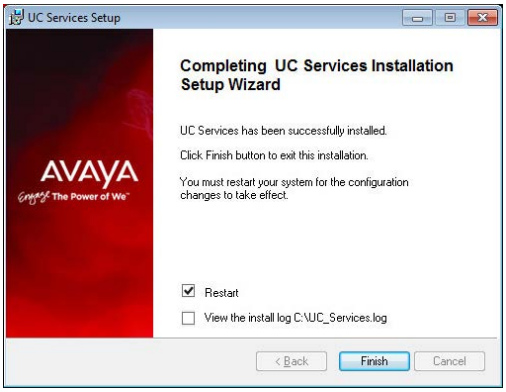
13. The selected components will be installed.



14. The installation of the Report Server is complete.

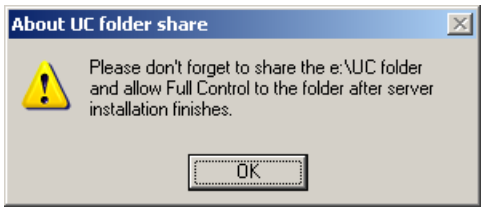
    Click **Finish** to restart the server.

    If you wish to restart your computer at a later time, disable the **Restart** checkbox then click **Finish**.



15. This alert is to remind you to properly share the UC installation folder.

    Click **OK** to restart the computer.



Accessing the Database

The database on the Report Server is only a portion of the full database found on the IX Messaging voice server. It only contains client and system usage data. It does not contain any confidential or system information (i.e. passwords). The Report Server database is continually synchronized with the main database.

On the Report Server, the database is stored in the /UC/DB folder on the installation drive you chose. The database is named **EEAM21.db** and It is an SQL formatted database. You will need to write scripts to import the information you need into whichever program you are using analyze the data.

Sample JDBC Connection to Retrieve Data

Note: The Java Development Kit (**JDK**) must be installed before proceeding with the code sample.

Create JDBCConnect.java file

The following is sample of code using a JDBC connection to access the database.

```
import java.io.*;
import java.sql.*;

public class JDBCConnect
{
   public static void main( String args[] )
   {
      try
      {
         String userID = "";
         String password = "";
         String server = "";
         String driver = "jdbc4";
         String SQL ="select * from repMailboxActivity";
         if( args.length > 0 ) userID = args[0];
         if( args.length > 1 ) password = args[1];
         if( args.length > 2 ) server = args[2];
         if( args.length > 3 ) driver = args[3];
         if( args.length > 4 ) SQL = args[4];
         Connection con;
         if( driver.compareToIgnoreCase( "jdbc4" ) == 0 )
         {
            con = DriverManager.getConnection(
               "jdbc:sqlanywhere:uid=" + userID + ";pwd=" + password + ";servername=" + server);
         }
         else
         {
            con = DriverManager.getConnection(
               "jdbc:sybase:Tds:localhost:2638", userID, password);
         }
         Statement stmt = con.createStatement();
         ResultSet rs = stmt.executeQuery(SQL);
         while( rs != null )
         {
            while (rs.next())
            {
```

```
                for( int i = 1;
                    i <= rs.getMetaData().getColumnCount();
                    i++ )
                {
                   if( i > 1 ) System.out.print(", ");
                   System.out.print(rs.getString(i));
                }
                System.out.println();
             }
             if( stmt.getMoreResults() )
             {
                System.out.println();
                rs = stmt.getResultSet();
             }
             else
             {
                rs.close();
                rs = null;
             }
          }
          stmt.close();
          con.close();
       }
       catch (SQLException sqe)
       {
          System.out.println("Unexpected exception : " +
                        sqe.toString() + ", sqlstate = " +
                        sqe.getSQLState());
          System.exit(1);
       }
       catch (Exception e)
       {
          e.printStackTrace();
          System.exit(1);
       }
       System.exit(0);
    }
}
```

Running the Sample Application

1. At a command prompt, change to the **%SQLANYSAMP17%\SQLAnywhere\JDBC** directory.
2. Set the CLASSPATH environment variable. The SQL Anywhere JDBC driver is contained in **sajdbc4.jar**.

   ```
   set classpath=.;%SQLANY17%\java\sajdbc4.jar.
   ```

   If you are using the jConnect driver instead, then set the CLASSPATH as follows (where jconnect-path is your jConnect installation directory).

   ```
   set classpath=.;jconnect-path\classes\jconn4.jar
   ```

3. Run the following command to compile the example:

   ```
   javac JDBCConnect.java
   ```

4. Run the following command to execute the example:

   ```
   java JDBCConnect DBA "!Password"
   ```

   A default SQL query is executed.

   If the attempt to connect fails, an error message appears instead. Confirm that you have executed all the steps as required. Check that your CLASSPATH is correct. An incorrect setting may result in a failure to locate a class.
5. Optional. Include SQL queries on the command line:

   ```
   java JDBCConnect DBA "!Password" jdbc4 "SELECT * FROM Customers"
   ```

27 INTERNATIONAL DIAL PLAN

In This Chapter:

500 Introduction

501 The Dial Plan Engine

504 Parser Rules

507 Formatting Rules

508 Dialing Rules

511 Alphabet Rules

512 Tests

514 Sample Rule #1

515 Sample Rule #2

516 Sample Rule #3

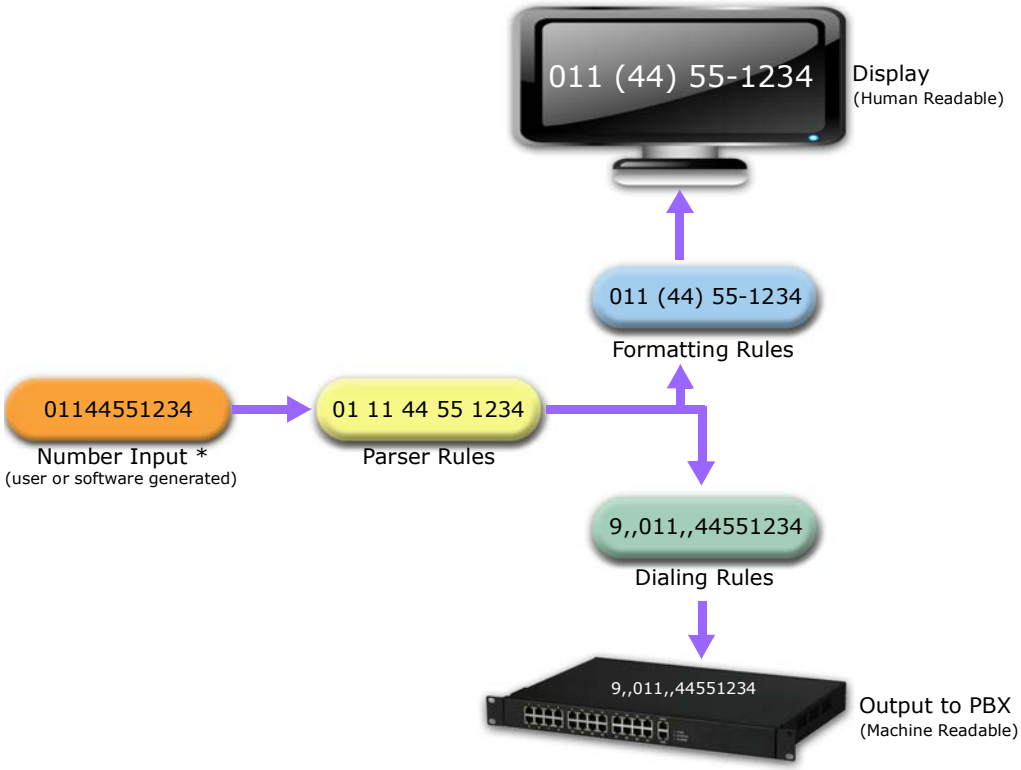
Introduction

Dialing a telephone number is normally a simple procedure, but when it involves contacting people in other countries, where different number conventions apply, it can become considerably more difficult. Avaya Messaging includes a Dial Plan Engine that allows administrators to define the dialing rules needed for their location. Since the rules may change depending upon where you are, the Engine allows telephone number patterns to be created that tell Avaya Messaging how to break up the number into country code, area code, phone number, and all of the other components needed to complete the call.

The input can come from any source: through user input on the telephone or on the computer, the UC Call Handler, or from an email client or other contact management application.

Multiple rules can be defined to handle calls to many destinations. The Engine starts at the top of the list and continues down until it finds a matching format. The number is then broken into its components according to the matching Parser Rule. Dialing Rules are then applied to convert the number into a format appropriate for Avaya Messaging to pass along to the PBX to place the call.

Formatting Rules take the Parsed output and format it for display.



* - The telephone number can come from any source: the telephone keypad, a software package

For example, the telephone number 9876543210 can be interpreted differently depending upon where the call originates.

In North America, it would become (987) 654-3210: area code 987, calling the number 6543210.

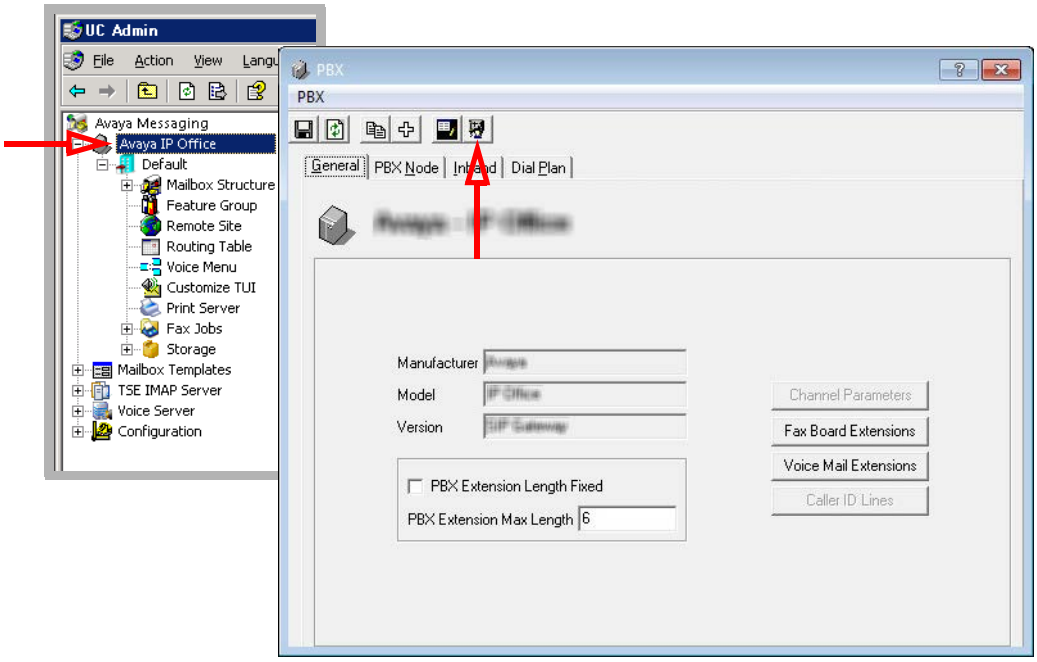
In Europe, it could be seen as (98) 76 543 210: country code 98, area/city code 76, calling the number 543210.

The Dial Plan Engine allows administrators to create rules that determine how telephone numbers will be read by the system.

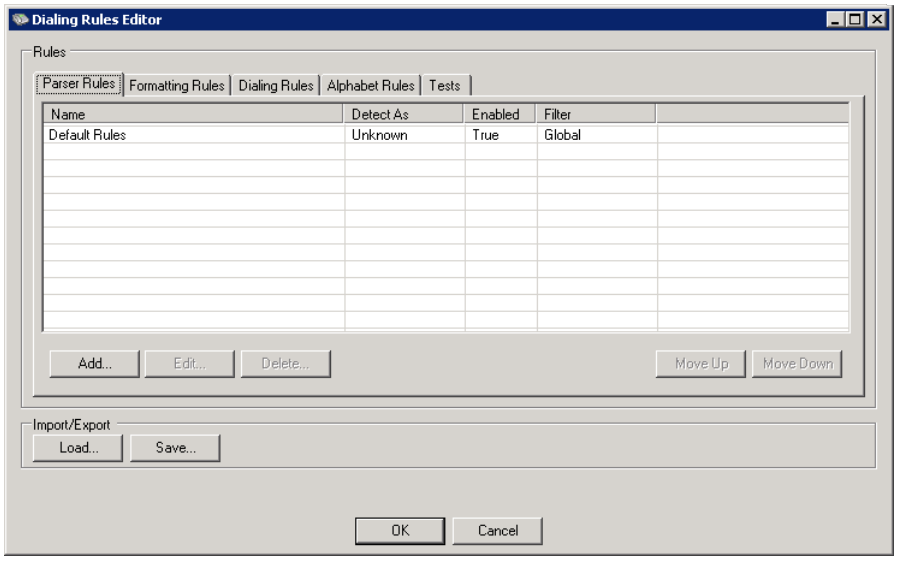
The Dial Plan Engine

Starting the Engine

To launch the Dial Plan Engine, run the **Avaya Messaging Admin** program and open the menu for the **PBX**.



Click the icon for the **Dial Plan**. The **Dialing Rules Editor** screen appears.

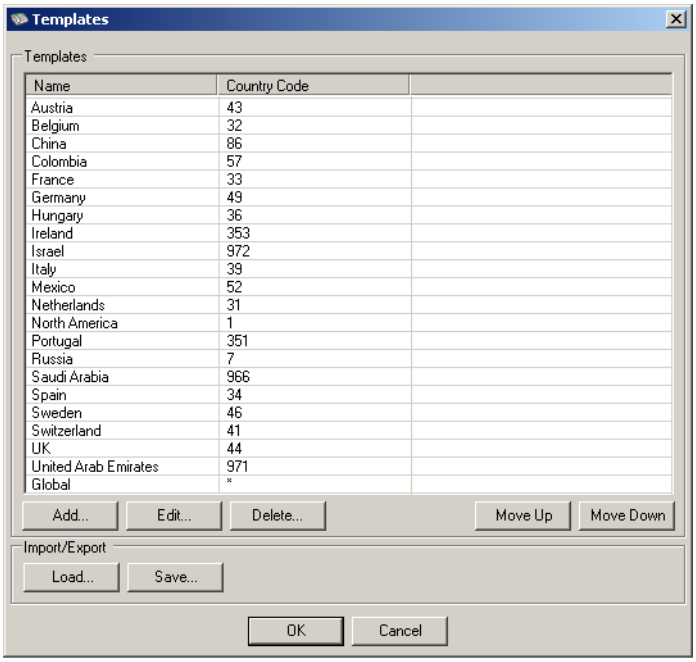


This window contains 5 tabs:

- **Parser Rules** - Used to define how a number should be broken up into its constituent elements.
- **Formatting Rules** - Once the number has been parsed, this rule set defines how to display the number.
- **Dialing Rules** - These are applied to the parsed number and then passed to the dial engine of Avaya Messaging.
- **Alphabet Rules** - Describes the abbreviations used throughout the engine.
- **Tests** - Used to check the validity of each rule before committing it to a live system.

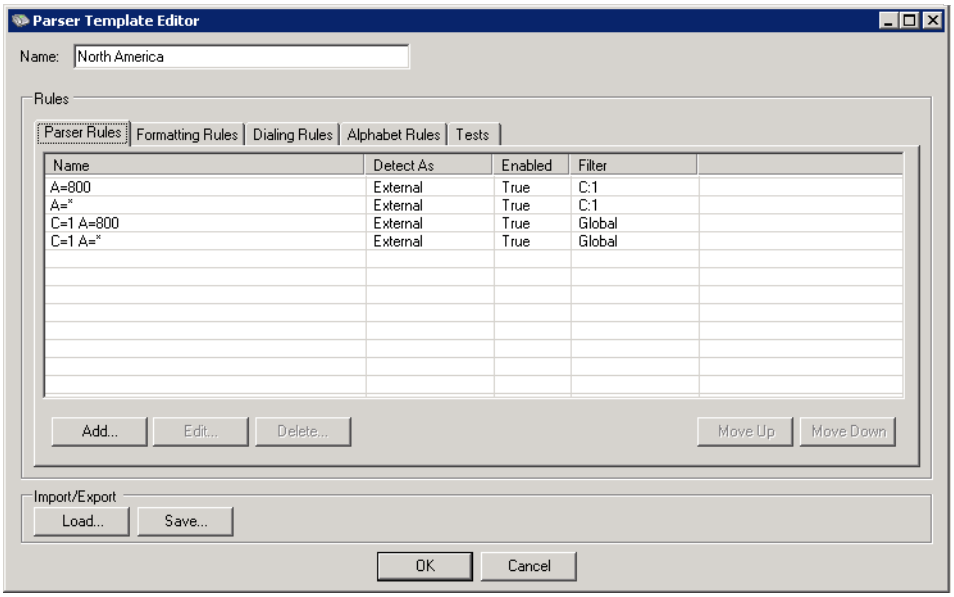
Default Rules

Avaya Messaging provides a variety of dialing rules already programmed and enabled. To access these templates, select **Default Rules**, then click **Edit**.



The rules are processed in order from the top down. The first match found will be the one used by the system. Highlight a rule and use the **Move Up** and **Move Down** buttons to change the order.

To change the parameters for a template, select it from the list and click **Edit**. The Template Editor screen appears allowing you to modify the rule. Refer to the following sections of this manual for details on making changes to a rule.



This is the North America rule set. Four different rules are created to meet different needs: normal local, long distance, and toll free dialing are detailed here.

Abbreviations

The Dial Plan Engine uses many abbreviations to simplify the coding of rules. The shorthand used follows industry standard conventions as outlined below.

Phone Number Formatting Codes

{A}	Area code
{C}	Country code
{D}	Dial the number exactly as it is entered
{E}	Extension, for internal calls
{M}	Account code
{N}	Node ID
{O}	Outcall access code, to connect to an outside line
{P}	The telephone number
{T}	Trunk code
{Z}	Account code

Parsing Alphabet

Use these codes to define the telephone number parsing rules.

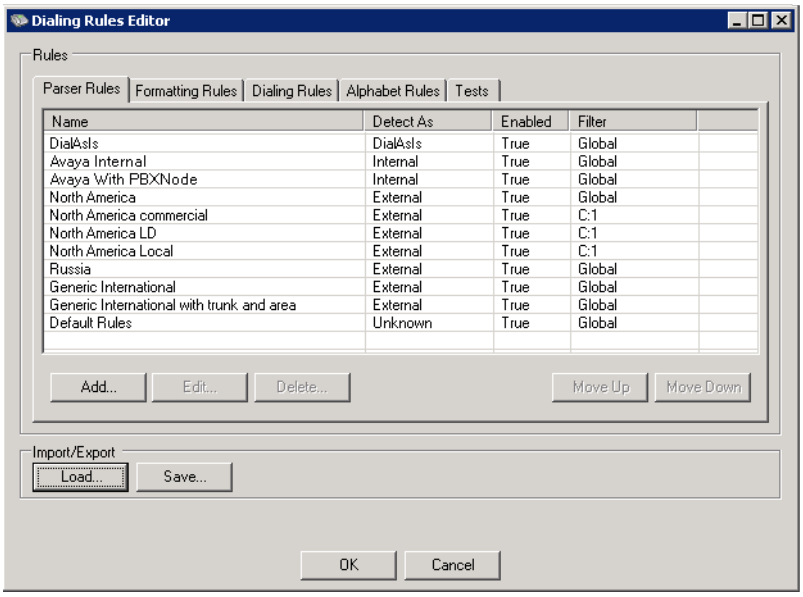
Note: Upper case characters mean that an element is required. Using lower case characters indicate that the element is optional (**N** means the number requires a digit, **n** means that it is optional).

Character	Substitution	Definition
A	[A-Z0-9]	Any single capital letter or the digits 0-9
C	\,	Comma
D	[0-9*\#\,]	Digits available from the keypad
H	\#	Pound sign / Hash mark
L	(*(\(|.|_) *)	Left bracket with optional white space
N	[1-9]	Digits 1-9
P	\+	Plus sign
R	(*(\)|.|_) *)	Right bracket with optional white space
S	*	Star / Asterisk
T	[\#*\+\,0-9]	Digits available from the keypad
X	[\.\-]	Separator characters
Z	[0-9]	Digits 0-9
?	Optional Value	The preceding explicit value is optional (i.e. 0?).

Parser Rules

Parser Rules are the patterns the system will use to locate the parts of a given number: from any entered string, identify the area code, the country code, the phone number, and so on.

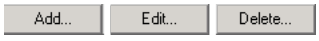
The Parser Rules tab is where each new rule is created by the administrator. Any existing rules are shown here, displaying the rule name, the type of dialing required (Detect As), the current status of the rule (Enabled), and any filters that apply.



- **Name**: The name of the rule.
- **Detect As**: Can be one of Internal, External, or DialAsIs.
- **Enabled**: Shows whether or not the rule is active (True or False).
- **Filter**: This field shows which filter is to be applied to each rule.

Select **Add** to create a new rule.

Select an existing rule and click **Edit** to make changes to it.



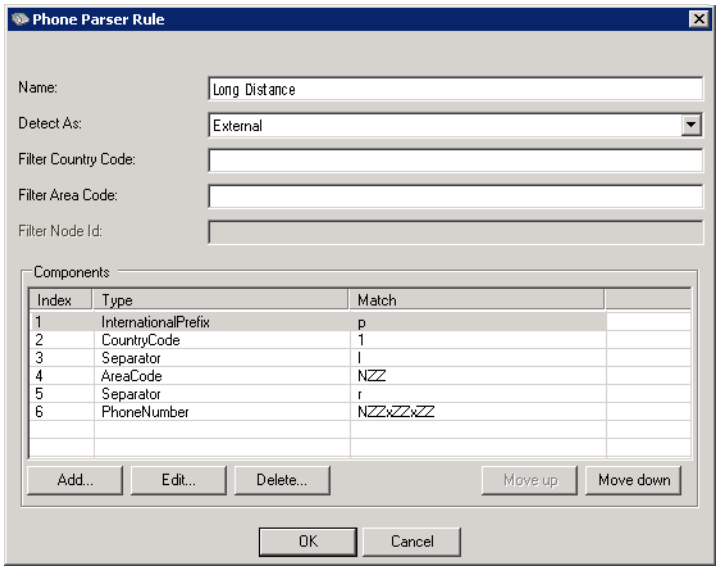
Select a rule and then click **Delete** to remove the rule from the system.

Use the **Load** and **Save** buttons to bring up an existing set of rules for editing, or to save the current setup to the computer.

The rules are checked from the top down. The first match found will be the one used by the system. Highlight a rule and use the **Move Up** and **Move Down** buttons to change the order of the rules.

Add / Edit a Rule

When adding a new rule, or editing an existing rule, the **Phone Parser Rule** screen is used. Enter the necessary general information for the rule. If a field does not apply, then leave it blank.



General Information

Name: Give the rule a name so that it can be easily identified from the list.

Detect As: Assign the type of number being dialed. Choose one of -

- Internal - An extension within the company.
- External - A number outside of the company.
- DialAsIs - Tells the system to dial the number exactly as it is entered, and that no parsing is required.

Filter Country Code: If this rule applies to a specific country, enter the country code value here. Only numbers which include this code will be included in the result.

Filter Area Code: If this rule applies to a specific region, enter the area code value here.

Filter Node Id: If this rule applies to a specific node on your network (i.e. a corporate office in another country reached through a particular PBX), enter the node ID to be used here.

Note: Nodes (switches or PBX's) are setup through Avaya Messaging where the node ID is assigned.

Components

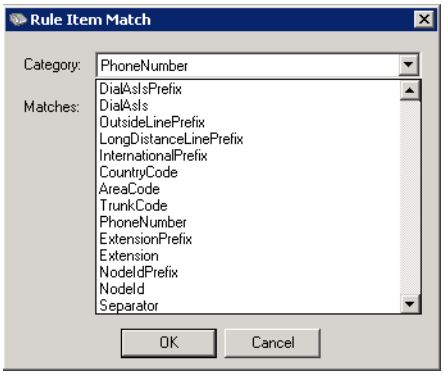
This section shows the individual elements of each rule, and can contain as many items as are required to complete the rule. The rule is read from the top down: when searching for a match, the first component checked appears on the first line.

Index: Automatically generated line number of the component.

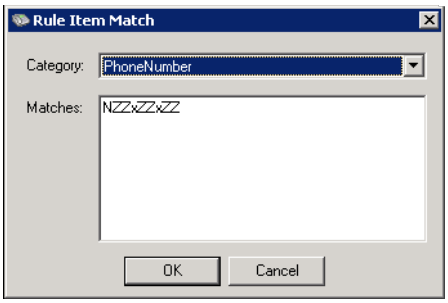
Type: The type of component being displayed (phone number, area code, outside line prefix, etc.).

Match: Shows the specific pattern to be matched. This column uses the standard Parsing Alphabet (see page 503).

Click **Add** or **Edit** to create a new pattern. Choose the appropriate category for the component from the drop-down list, then enter the pattern for that component to match against.



Use the Parser Alphabet abbreviations (see page 503) to create the pattern.



This figure shows the element is a phone number that matches the following format:

- Starts with any number between 1 and 9. (**N**)
- Followed by 2 numbers, each between 0 and 9. (**ZZ**)
- An optional (lower case) separator, such as a dash or space is next. (**x**)
- Then two more numbers (0-9). (**ZZ**)
- Another optional separator follows. (**x**)
- Finally, 2 more digits (0-9) are required. (**ZZ**)

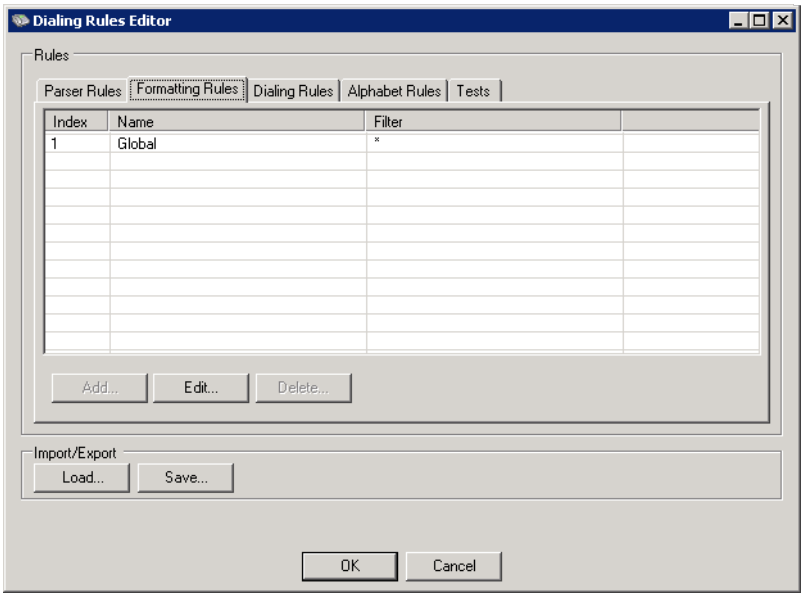
Hint: Use **OR** to enter multiple values for an element. For example, “NZZZZZZ **or** NZZxZZZZ”.

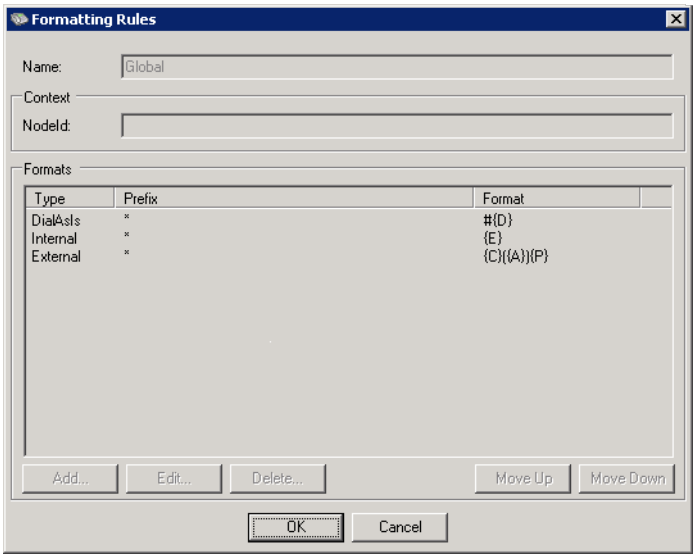
Continue building the rule, element by element, until the appropriate pattern to match has been created. Include only those elements that are required to generate the rule. Create as many unique rules as are required to cover all probable situations.

Formatting Rules

Once the number has been parsed, Formatting Rules define how the number will appear when displayed on various devices and programs (i.e. iLink Pro Desktop on a computer screen).

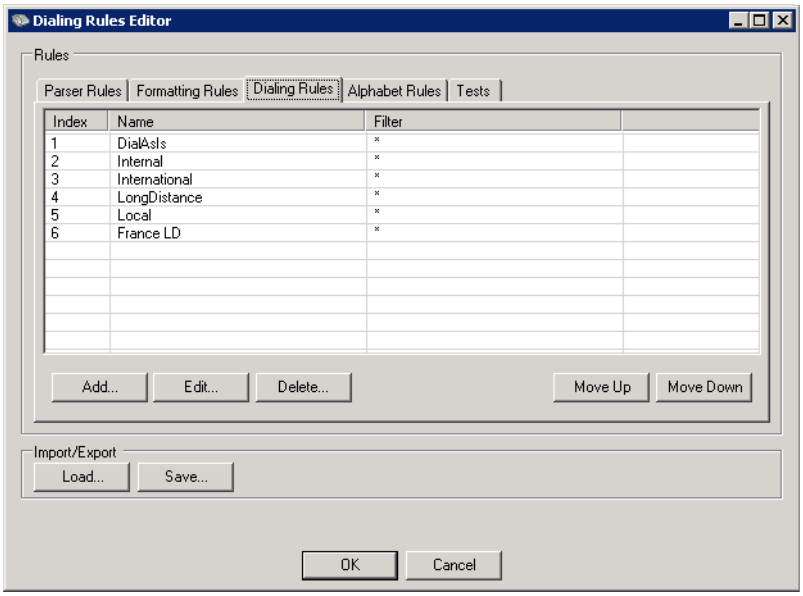
With all of the component parts identified by the parser, the proper means to display the number is universal, so most options here have been disabled. This feature is provided as a means to review the existing Formatting Rules if necessary.





Dialing Rules

Dialing Rules take the parsed number and format it according to the needs of the phone system and PBX. Codes for outside line access, account and long distance coding, and necessary pauses between components are added according to the rules specified here.



- **Index**: The order in which the rules will be checked.
- **Name**: The name of the rule.
- **Filter**: This field shows which filter, if any, is to be applied to that rule.

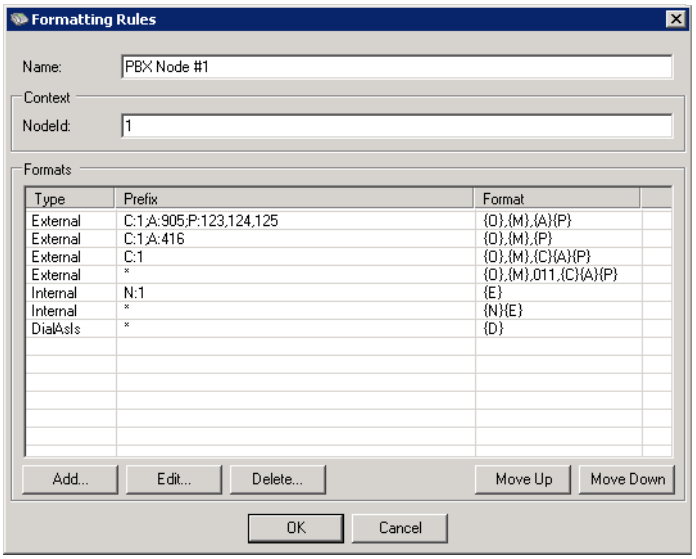
The rules are checked from the top down. The first match found will be the one used to format the number for processing by the system.

Displaying a Rule

When adding a new rule, or editing an existing rule, the Formatting Rules screen is used. The current elements of the rule are displayed. Each component can be edited or deleted, and new ones can be added from this screen.

Click **Add** to add a new element to the rule.

Highlight an element, then click **Edit** to modify it.



General Information

Name: Give the rule a name so that it can be easily identified on the list.

NodeId: Displays which node on the network will be used.

Formats

This section shows the individual elements of each rule, and can contain as many items as are required. The rule is read from the top down: when searching for a match, the first component checked appears on the first line.

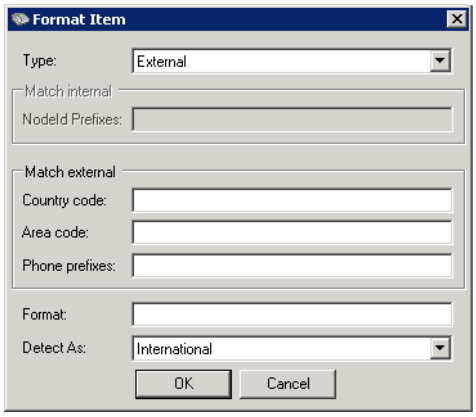
Type: This will be one of Internal, External, or DialAsIs.

Prefix: Defines the specific pattern to be matched. This column uses the standard Parsing Alphabet (see page 503) with the specific value added after the colon (i.e. **C:1**). Multiple entries for a single type are separated by a comma (**P:123,124**). Multiple item types are separated by a semi-colon (**C:1;A:416**).

Format: This column shows the format that the number will take when passed on through the system. This field uses the standard Phone Number Formatting Codes.

Add / Edit a Rule

Creating a new rule, or editing a existing one is done from the Format Item screen.



Type: Choose from:

- Internal - An extension within the company.
- External - A number outside of the company.
- DialAsIs - Tells the system to dial the number exactly as it is entered, and that no parsing is required.

NodeId Prefixes: Enter the node ID that the call will be placed through. NodeId is setup through Avaya Messaging.

Country code: Add a country code for the call.

Area code: Add an area code for the call.

Phone prefixes: Add any necessary phone prefixes (i.e. to select outside line).

Format: Specify the order of the parsed components, pauses (use the comma), and explicit digits to add to the dialed expression.

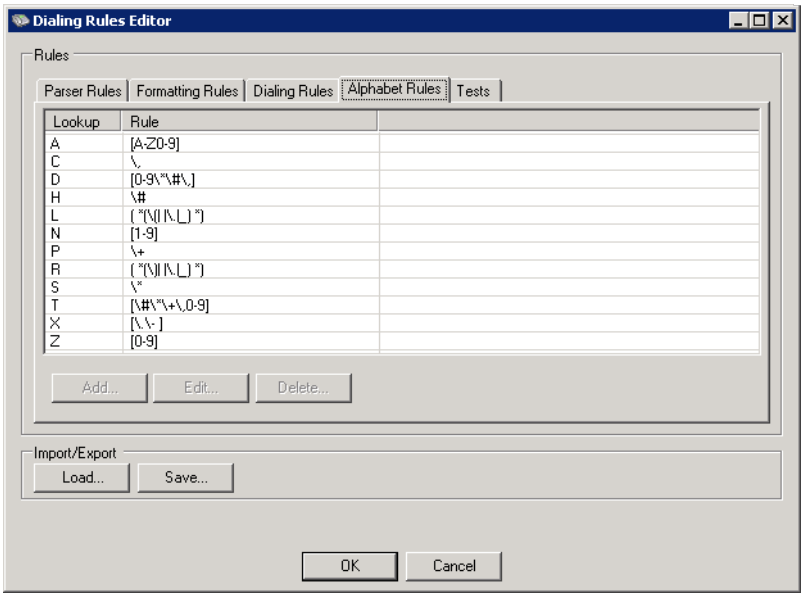
Detect As: Select from:

- Local - Targets a destination that is close to the calling party.
- LongDistance - Specifies a number that is within the current country, but is outside of the current region.
- International - Tells the system that the call will be terminated in a different country from the point of origin.

Note: The entries under **Match internal** (NodeId Prefixes) and **Match external** (Country code, Area code, Phone prefixes) are only enabled when the appropriate **Type** (internal or external) is selected.

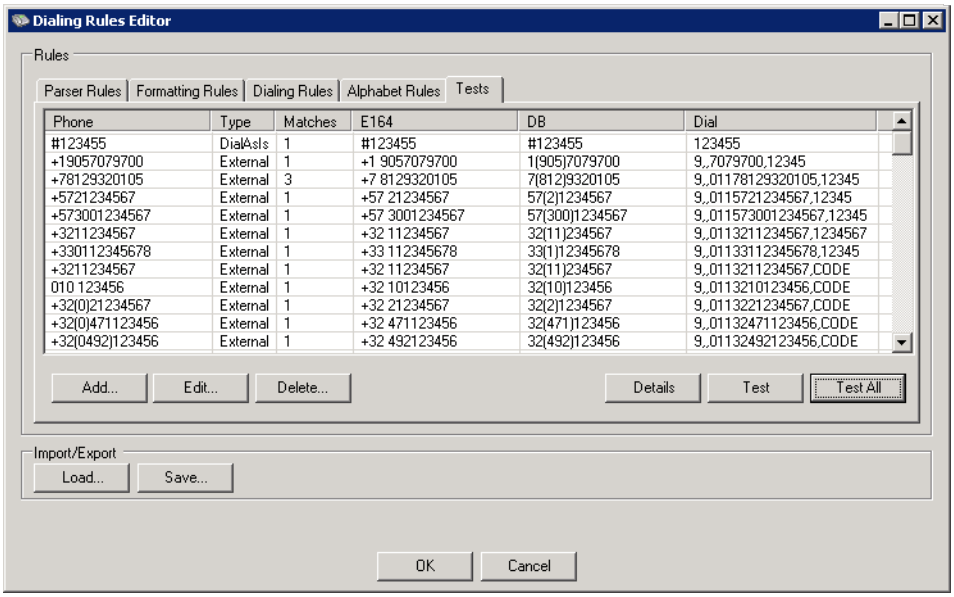
Alphabet Rules

This tab displays the Alphabet Rules used in many places throughout the engine. These items cannot be changed. They are included for review purposes.



Tests

The Tests tab is used to validate the rules before committing them to a live system. Add and Edit phone numbers, then test them to determine if the correct rule catches the number and parses it properly.



Phone: This is the raw number entered. In practice, this will be the number entered by the user on their keypad, or the number passed to Avaya Messaging from another program.

Note: The remaining items are only populated once a test has been run.
Choose a number, then click **Test** to validate that number.
Click on **Test All** to validate all of the listed numbers against the current rules.

Type: Displays the detected Type for the number (Internal, External, DialAsIs).

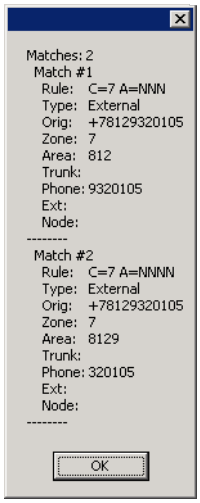
Matches: Shows how many rules matched that number. For testing, all rules are used and the results listed here.

E164: This column displays the number using the E164 international standard format.

DB: This is how the number is stored in the program database.

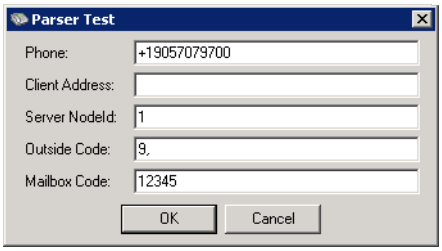
Dial: This is the string that will be passed to the phone system for processing. It is derived from the Dialing Rules.

Hint: Once a rule has been tested, use the **Details** button to see the specifics for each rule that matched the number tested. This can be used to see all of the rules that matched the number, and to correct the order of the parser rules to ensure that the correct match is made.



Add / Edit a Test Number

The Parser Test window allows the administrator to enter various elements associated with a phone number. These details can then be tested against all of the current rules to validate the results.



Leave any unneeded fields blank.

Phone: Use this field to enter a sample phone number as the system will receive it.

Client Address: Specifies the context for recognition of incomplete numbers. For example, if Client Address is **+1 9057079700**, then an incomplete address of 4161234567 should be read as **+1 4611234567**.

Server NodeId: Put in the ID of the node to be used in the simulation.

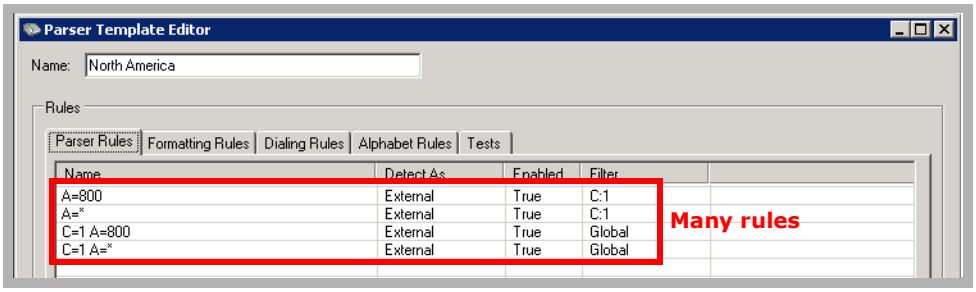
Outside Code: Enter the digits that must be used to access an outside line.

Mailbox Code: Used for the account code where applicable.

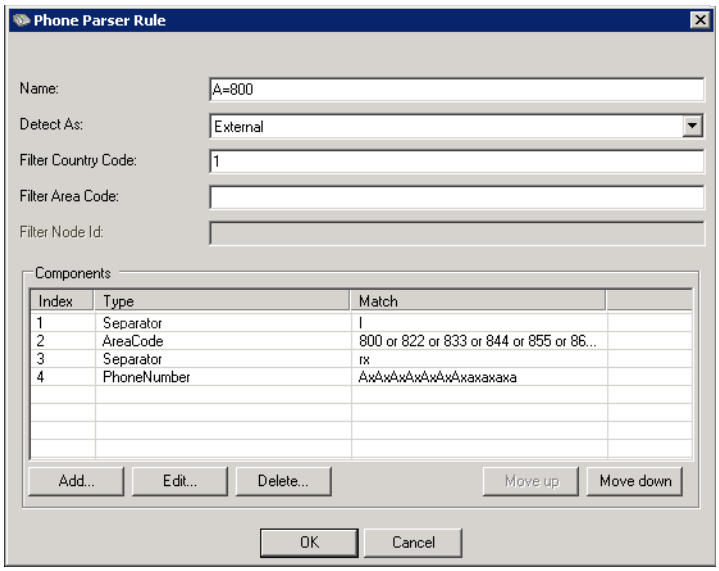
Note: No calls will be placed during a test. The rules are being tested for accuracy, and to ensure that the correct rule catches each number.

Sample Rule #1

A single location can have multiple rules to handle different situations; toll free calling, long distance or local calling patterns can be created. Change the order as required to ensure correct behavior.



This sample shows a rule created to handle toll free calls in North America.



This rule will catch calls identified as **External**, with the country code of "1".

Index	Type	Match	Explanation
1	Separator	l	Optional* left bracket (
2	AreaCode	800 or 822 or 833 ...	Any of the listed values as Area Code (required*)
3	Separator	rx	Optional right bracket and/or a separator (-
4	PhoneNumber	AxAxAxAxAxAxAxaxaxa	7 required characters (A) followed by 3 optional characters (a), with optional separators between (x)

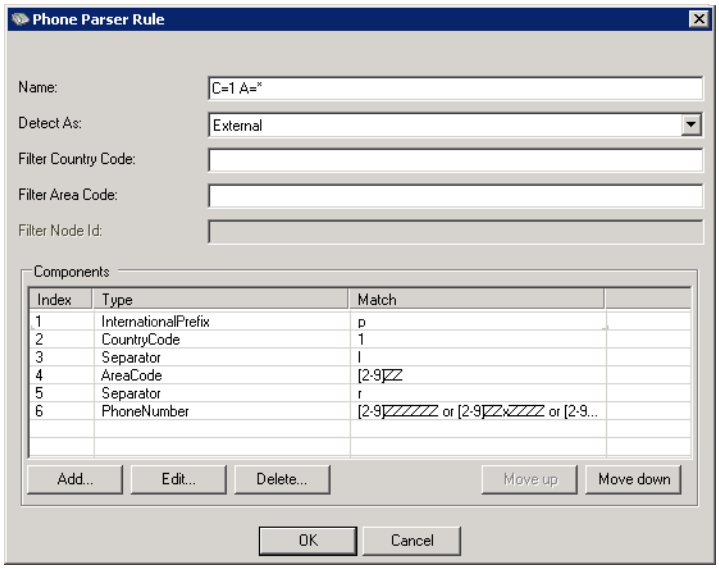
* - **Optional** elements are defined with lower case characters in the match string, **Required** elements with upper case characters.

Results

Match
18005551212
1(800)-555-1212
1(833)-MY-PIZZA

No Match	Details
+8005551212	Number includes international prefix code
800-555-1212	Missing country code
1(905)707-9700	Area code is not on the list

Sample Rule #2



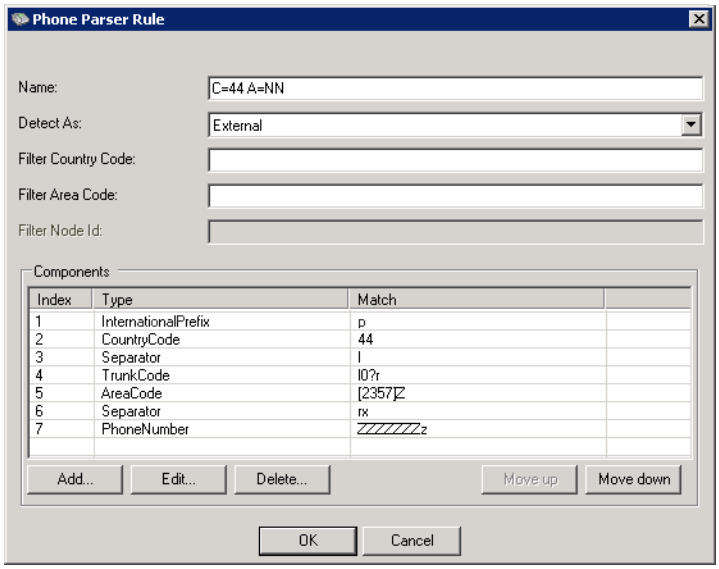
Index	Type	Match	Explanation
1	Int'l Prefix	p	Plus sign + (optional)
2	CountryCode	1	Country code of 1 (required)
3	Separator	l	Left bracket (optional)
4	AreaCode	[2-9]ZZ	One digit 2-9, followed by 2 more digits 0-9 (required)
5	Separator	r	Right bracket (optional)
6	PhoneNumber	[2-9]ZZZZZZ or [2-9]ZZxZZZZ or [2-9]ZZxZZxZZ	One digit 2-9, followed by 6 more digits 0-9 (required) or …

Results

Match
+1(800)5551212
1800555-12-12
+1(905)707-9700

No Match	Details
1(833)MY-PIZZA	No characters allowed, digits only
800555-12-12	No country code defined
1(144)905-7700	Area code cannot start with 0 or 1

Sample Rule #3



Index	Type	Match	Explanation
1	Int'l Prefix	p	Plus sign + (optional)
2	CountryCode	44	44 (required)
3	Separator	l	Left bracket (optional)
4	TrunkCode	l0?r *	Left bracket (optional), 0 (optional), right bracket (optional)
5	AreaCode	[2357]Z	One of 2, 3, 5 or 7 (required), followed by a digit (0-9)
6	Separator	rx	Optional right bracket and/or a separator
7	PhoneNumber	ZZZZZZZz	7 digits (0-9) required, followed by one optional digit

* - The question mark **?** makes the previous explicit digit optional. **0?** means enter either a 0, or nothing at all.

Results

Match
+44(0)21-1234567
44()76-12345678
440311234567

No Match	Details
+42(0)21-1234567	Incorrect country code
44(9)76-12345678	Trunk code out of range
44031123456	Insufficient number of digits

28 SECURITY ENHANCEMENTS

In This Chapter:

518 Introduction

518 UC Credentials and Security

522 Weblinks (Voice Mail & Fax Security)

528 Enabling SSL from the IIS

Introduction

To ensure that your organization is protected from potential threats Avaya Messaging offers various features which you can easily implement on your site. Avaya Messaging is compatible with many common security measures, such as the SSL standard for web access to web applications and Avaya Messaging.

Please refer to the following sections for details regarding these features.

- UC Credentials and Security
- Weblinks (Voice Mail & Fax Security) on page 522 - This configuration forces users to access attachments on their messages via a link, which means that the attachments cannot be forwarded as usual.
- Enabling SSL from the IIS on page 528 - This configuration allows users to securely connect to Avaya Messaging web services.

UC Credentials and Security

Avaya Messaging provides ongoing improvements to the security policies and routines contained within the program. Data integrity and secure access is constantly being tested and improved. Improvements have been made to passwords and system access that make unauthorized access more difficult.

Administrator Passwords

Administrator passwords can be alphanumeric. Number only passwords are less secure as they are more easily compromised.

For cases where alphanumeric passwords are used, telephone access to the system for remote maintenance is not possible. The Supervisor main menu is not reachable unless the password is entirely numeric.

Note: Alphanumeric passwords are case sensitive, and can contain numbers, letters, and symbols (any characters accessible through the keyboard, e.g. ~!@#$%^&*()_+<>?).

UC Credentials

To help ensure application access safety and data integrity, Avaya Messaging provides the resources to control and manage user authentication. These elements strengthen access through client applications which previously allowed the use of weak, numeric only usernames and passwords.

All client access (i.e. Avaya iLink Pro, Web Access) requires an application username and an alphanumeric password. Accessing the system through a telephone keypad is still accomplished using the mailbox number and a numeric password.

Security Policies

The security policies that are enforced regarding numeric / alphanumeric user credentials are as follows:

1. Numeric passwords are usable only for access from a telephone keypad (**Voicemail password**).
2. The **Application User** username supports multiple formats, such as email addresses (**user@company.com**), single words (**MyPassword**), and mixed alphanumeric strings (**$jcarter9876!**).
3. Continued support for all Company security settings where possible with respect to Application User passwords including:
   a. **Ask to change password on first access**: Logging in from any client will display the password change prompt.
   b. **Password rules**: Forced Password Changes, and the number of periods where passwords cannot be reused.
   c. **Number of incorrect attempts before mailbox will be locked**.
   d. **Password Rules** reflect alphanumeric passwords options (e.g. **Allow sequential characters in password**).
   e. **Allow Repeat numbers in Voicemail password** applies to Voicemail passwords only.
   f. Fields that require a separation of policy application include:
      i. **Password length fixed** (not applicable for Application passwords).
      ii. **Minimum Password length**: Separate fields for Application and Voicemail passwords.
4. The setting **Allow only alphanumeric...**, which prevents users from putting voicemail only passwords in the user/password field, are enforced as a hidden default setting.
5. Upon new mailbox creation, the default Application password will be assigned.
6. The **Password Reset** option for the Application password is similar to the Voicemail Password Reset in the web portal.
7. A Mailbox Bulk Manager utility allows CSV files to be used to import, export and update user data. It also provides for the mass randomization of usernames, voicemail and application passwords.

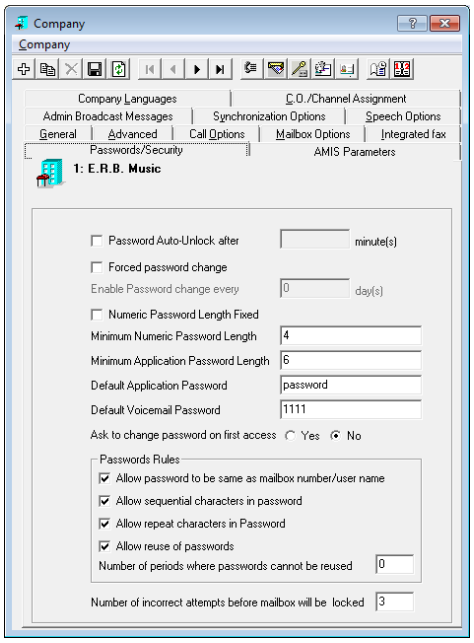
After an upgrade from a previous version of Avaya Messaging, existing users with numeric credentials will be allowed to log in once using those credentials from client applications (i.e. Web Access, iLink Pro, iLink Pro Mobile, etc):

a. After a successful login, they are required to create a new, alphanumeric password based upon these policies.
b. After a successful login, the user will be given a new username from one of the following:
   i. Apply the New Application Username, if defined in **Application User Name** field, or if not defined...
   ii. The Email address of the user from the existing address field, if available and unique (i.e. user@avaya.com).
   iii. Otherwise, display and continue to allow the mailbox number to be used as the application user name
c. Old client versions that support numeric only passwords cannot connect to an updated server. This will force the adoption of the new security model. Otherwise, the program remains vulnerable to security exploits.
d. New clients can connect to older server versions using number-only credentials.

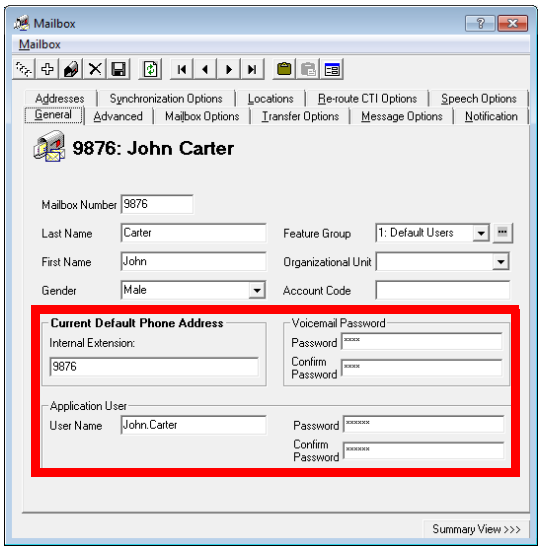
Server and User Settings

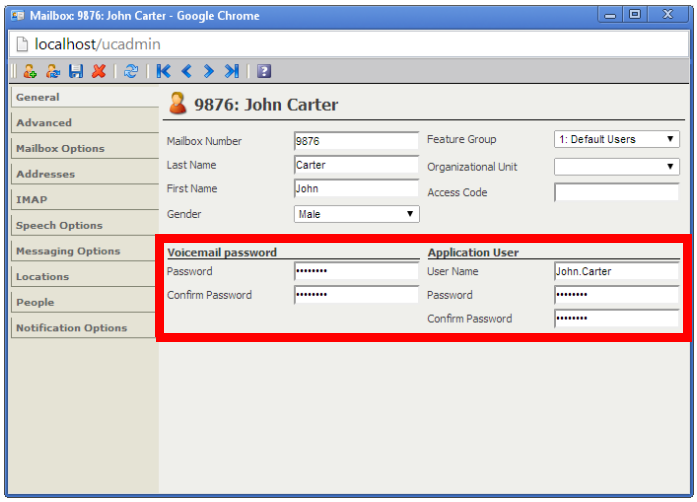
The Avaya Messaging Admin and the Web Admin utilities provide the following settings for UC Credentials and security.

- Company wide security settings are configured through the **Company > Passwords/Security** tab. The default Voicemail and Application Passwords are also configured here.



- User specific settings are made through the **Mailbox > General** tab.



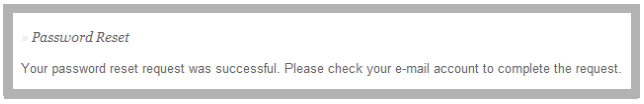


Password Reset Utility

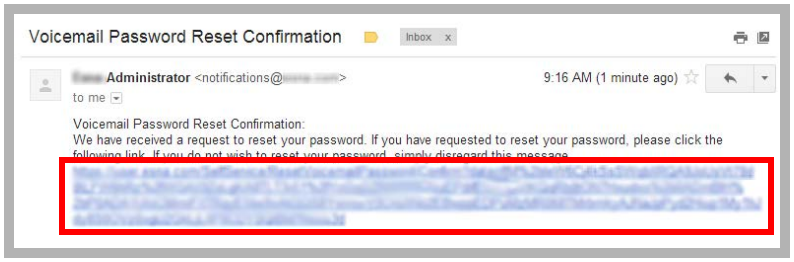
Users can reset their Voicemail and Application passwords through the web interface.

1. Using any web browser, enter the URL for the voice server (i.e. **user.yourcompany.com**). Select **Password Reset**.
2. Enter an **email address** and select the password to reset: reset **Voicemail Password** or **Application Password**.

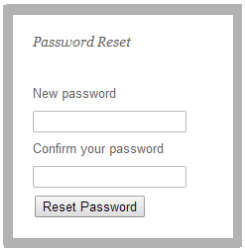
3. Enter the security code in the space provided, Click **Send a Request** when ready.



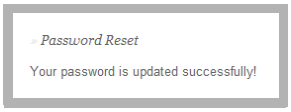
4. The specified email address will receive a message with a link. Click on the link to enter the details of the new password.



5. Enter a new password in the spaces provided, then click **Reset Password**.



6. The account password will be changed to the new value.



Weblinks (Voice Mail & Fax Security)

Overview

This feature allows you to increase the security level of Voicemail and Faxes that are transferred via email by storing all the files on the server itself. Instead of the attachments being sent and received, the sender's attachment is stored on the server while the receiver gets a link to access the file.

The below process illustrates an example of how this can be implemented. Due to the variation between different sites, following these steps exactly as shown (especially with regards to the URL and folder paths) may **prevent** the feature from working properly on your own system. A professional technician with networking knowledge who understands the process would be able to configure the settings necessary for your own system setup.

Also, please keep in mind that the configuration procedure will differ depending on the version of your IIS. In general, Windows 2003 and XP will use IIS 6 while Windows 2008 and Windows 7 use IIS 7, which changes the interface you must configure the feature from.

Note: Voice messages which are listened to through the telephone using the Weblinks action link within the email will not automatically change the read status of the voice message. Therefore, listening to message in this fashion will not extinguish the message light on integrated environments. The end users have the option of marking the message as read through the options available at the bottom of the Weblinks message. Performing such an action will extinguish the message light on integrated environments if the message is the last unread message.

Configuration Process

The exact procedure to setup Weblinks depends upon which version of IIS (Internet Information Services) is installed on the server.

Warning: Only follow the procedure that is relevant to your system. Do Not perform both IIS setup procedures.

If the server has **IIS 7** installed, begin the process on page 523.

If the server has **IIS 6** installed, begin the process on page 524.

Regardless of which version of IIS is present, the Avaya Messaging setup remains the same. Once the appropriate version of IIS has been configured, continue with the Avaya Messaging setup on page 525.

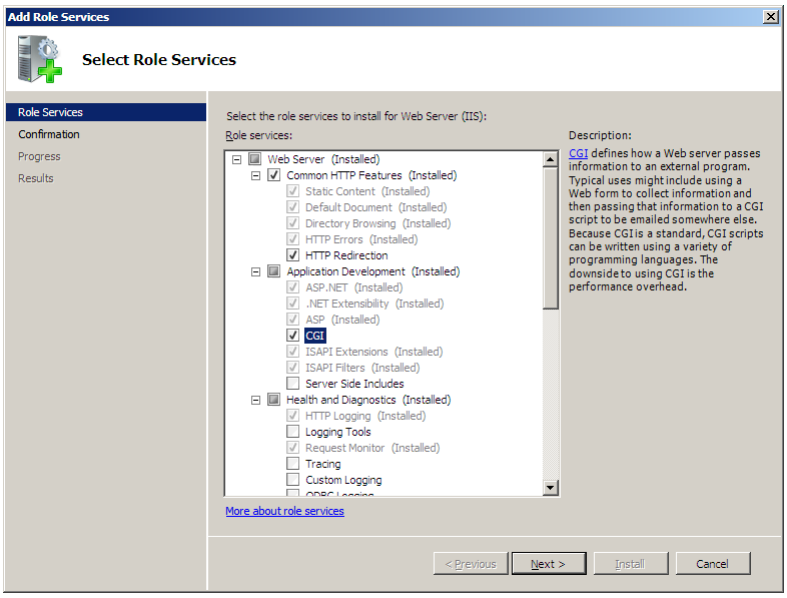
Configuration with IIS 7

Warning: Use these instructions **only** if you have IIS 7 or later on your system. If you have IIS 6, use the section **Configuration with IIS 6 on page 524**.

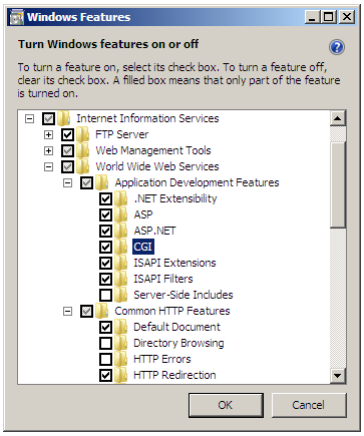
1. In order to utilize Weblinks, you must first confirm that you have the necessary Windows components installed for IIS.

   You will need **HTTP Redirection** and **CGI** enabled within IIS.

   The screenshot here shows adding the component from Windows Server 2008, which occurs under **Role management**.



If you are utilizing Windows 7, you will see this screen, available from **Control Panel > Programs & Features > Windows Features**.



Important: Continue with the section **Avaya Messaging Configuration on page 525**.

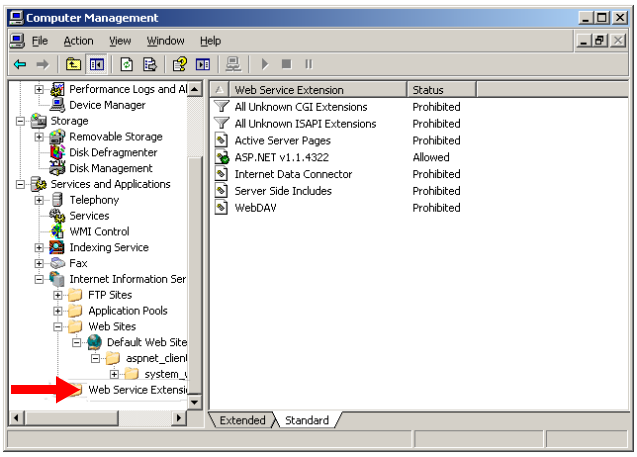
Configuration with IIS 6

Warning: Use these instructions if have IIS 6 on your system. If you have IIS7, then use the section **Configuration with IIS 7 on page 523**.

1. Open the **Start** menu.

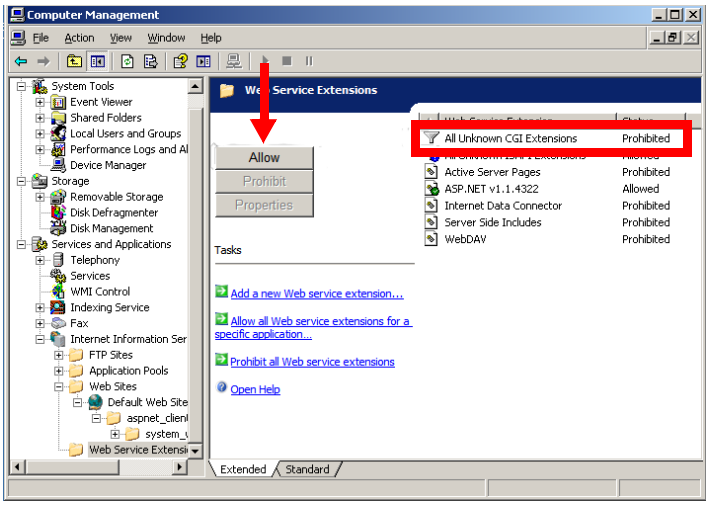
   Right-click **My Computer** then choose **Manage**.

2. On the left-hand side, select **Web Service Extensions**.



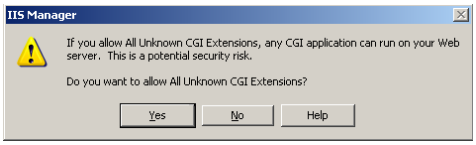
3. On the right-hand side, select **All Unknown CGI Extensions**.

   Click on **Allow**.



4. You will get the following warning.

   Click **Yes** to accept the changes and continue.



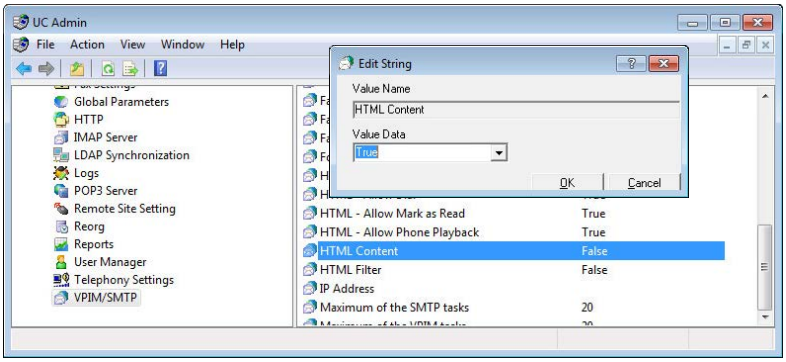
5. Repeat steps step 1- step 4 for **All Unknown ISAPI Extensions**.

Important: Continue with the section **Avaya Messaging Configuration on page 525**.

Avaya Messaging Configuration

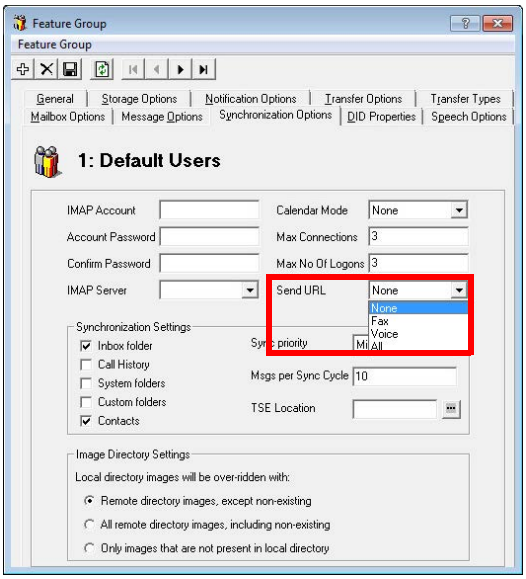
Once the appropriate version of IIS has been setup, continue with the Avaya Messaging configuration.

1. From **Avaya Messaging Admin > Configuration > VPIM/SMTP**, change the value of **HTML Content** to **True**.



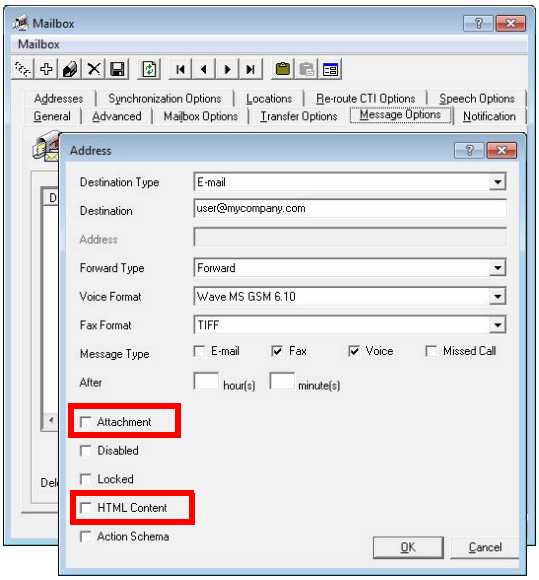
2. In order to utilize the Weblinks function, the **mailbox has to be associated with the Feature Group** that has the function enabled.

   From **Avaya Messaging Admin > PBX > Company > Feature Group**, go to the **Synchronization Options** tab and select the type of messages you wish to use Weblinks with from the dropdown menu.



3. If a user does not utilize IMAP CSE Synchronization between their Avaya Messaging mailbox and the mail server account, you may opt for the forwarding method.

   From **Avaya Messaging Admin > PBX > Company > Mailbox**, open the properties of the mailbox you wish to enable Weblinks for, then go to the **Message Options** tab. Create an entry to forward the emails. When the mailbox is associated with the Feature Group that has the Weblinks enabled, as shown in previous step, you can enable the **HTML Content** checkbox. Be sure to leave the **Attachment** checkbox disabled if you wish to send the URL only.



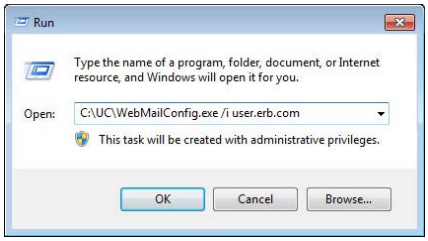
Warning: Please keep in mind that this step is **only for users who will be using email forwarding instead of IMAP TSE Synchronization**. If you configure forwarding for users who are using IMAP TSE Synchronization, there will be an infinite loop of messages. You should either use IMAP sync or forwarding but never both for the same mailbox.

4. When all your server side configuration has been completed, **restart the server computer**.

5. Locate the webmailconfig.exe file in the Avaya Messaging folder (by default, this is **C:\UC**).

   From Windows, go to **Start > Run** and enter the full path and file name in the space provided. Add the /i parameter, and the URL of the server where the files will be kept.
   For example:

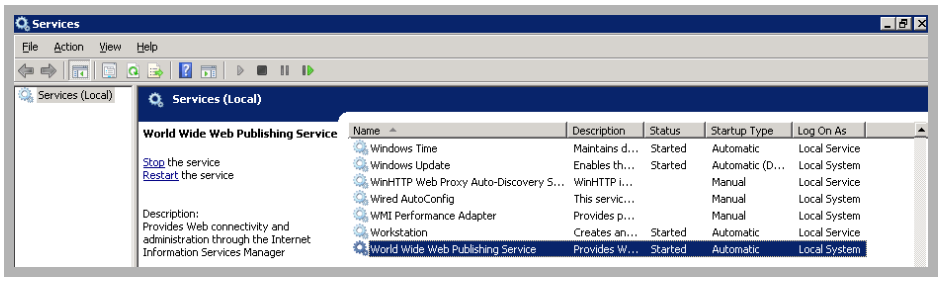
   C:\UC\webmailconfig.exe /i https://user.erb.com



Note: Be sure to include the **http** or **https** protocol designator in the URL.

   Click **OK** and the program will automatically configure the remaining settings.

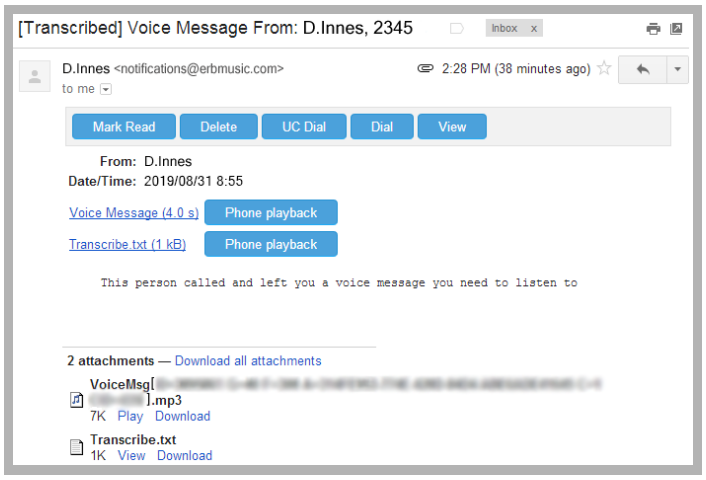
6. Stop and restart the **World Wide Web Publishing Service** on the computer to complete the setup.



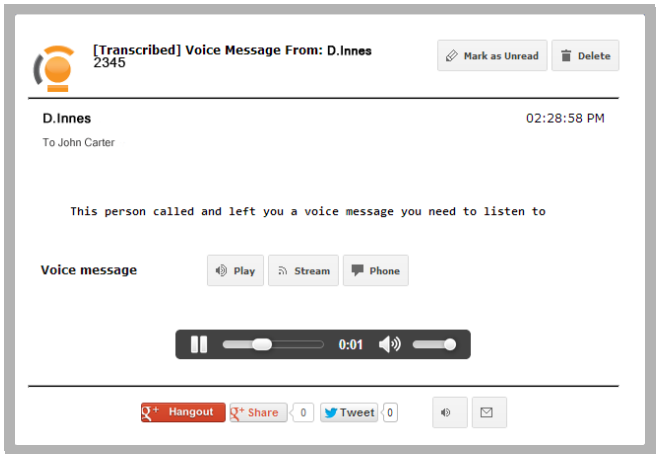
Weblinks Example

The following is an example of how the attachments are handled using this function. The email itself only contains the text of the message. The attachment is left on the server. If you were to forward this email to someone with no permission to access the mail server, they would not be able to listen to the message. While the email is forwarded, the attachment itself remains secure on the server.

By using the **Playback** buttons, the voice message can be played through the current device, or the telephone associated with the user's default extension. Additional buttons allow the message to be **Mark Read** or **Deleted** from the voice server. A call to the sender can also be initiated by clicking the **UC Dial** (dial through the Avaya Messaging voice server) or **Dial** (dial through a configured device, such as a cell phone when out of the office) buttons.



The **View** button opens an new window in the browser. This window contains playback controls for the message.



Fax messages processed through Weblinks will behave in the same manner. The attachment remains on the server while only links to view the message are sent to the user.

Forwarded messages will contain links which are only viewable by authorized users.

Enabling SSL from the IIS

Introduction

It is recommended that you enable SSL on the Web related features to ensure secure connections.

Note: Digital certificates encrypt data using Secure Sockets Layer (SSL) technology, the industry-standard method for protecting web communications. The SSL security protocol provides data encryption, server authentication, message integrity, and optional client authentication for a TCP/IP connection.

SSL is built into all major browsers and web servers. By installing a digital certificate, you enable your browser's SSL capabilities.

Requirements

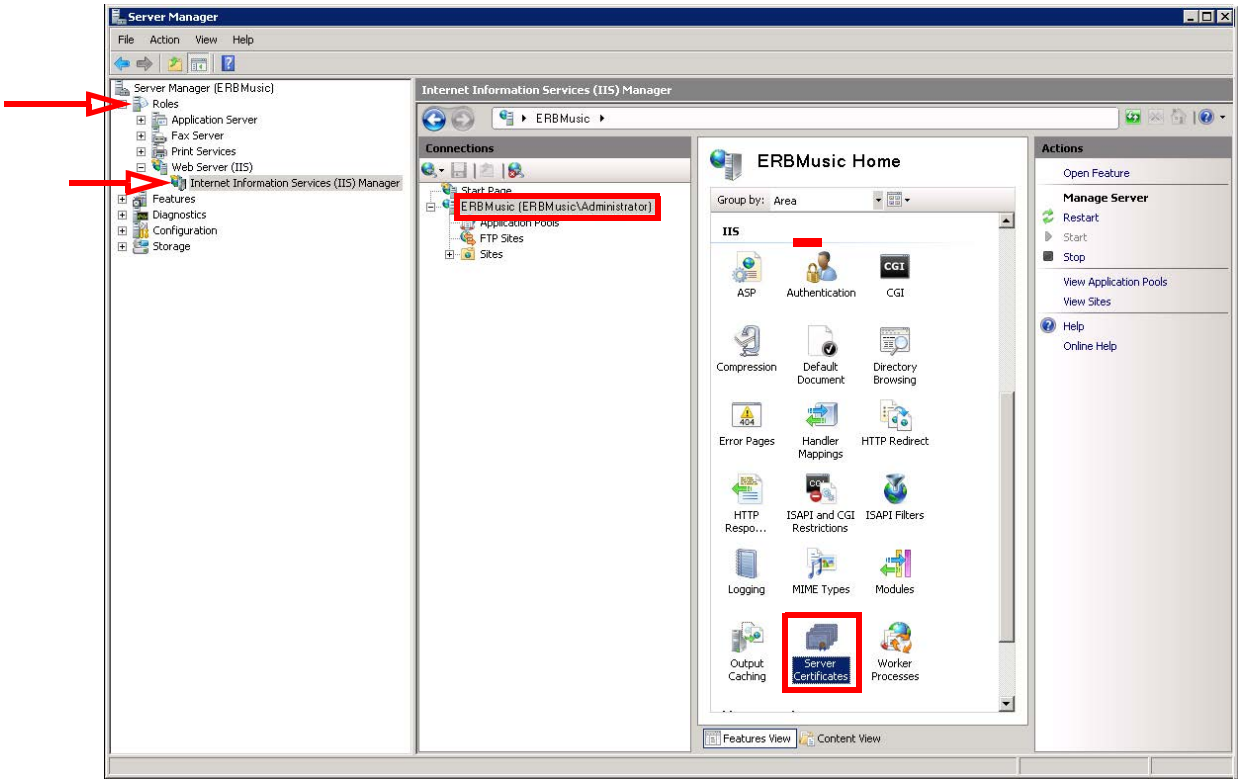
Requirements	Details
License	---
Software	Avaya Messaging version 9.0 or higher

Procedure

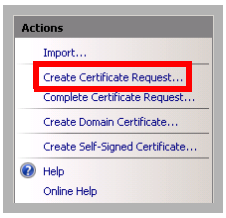
SSL configuration is done on the Microsoft Windows platform hosting the site. This guide is provided as a courtesy for those who wish to configure SSL with Avaya Messaging. For further assistance, consult the professionals at Microsoft and its affiliates.

This example shows Windows Server 2008 with IIS 7.

1. From the Windows desktop, click **Start > All Programs > Administrative Tools > Server Manager**.
2. In the left hand-pane, open **Roles**, then **Web Server (IIS)**, and select **Internet Information Services (IIS) Manager**.
3. Under **Connections**, choose the web site. In the **Home** pane for the site, scroll down to the **IIS** section and double-click **Server Certificates**.



4. In the right-hand **Actions** pane, click **Create Certificate Request**.



5. Fill in the information for **Distinguished Name Properties**.

   Common name: Enter the publicly accessible URL for the site.

   Organization: Type the corporation name.

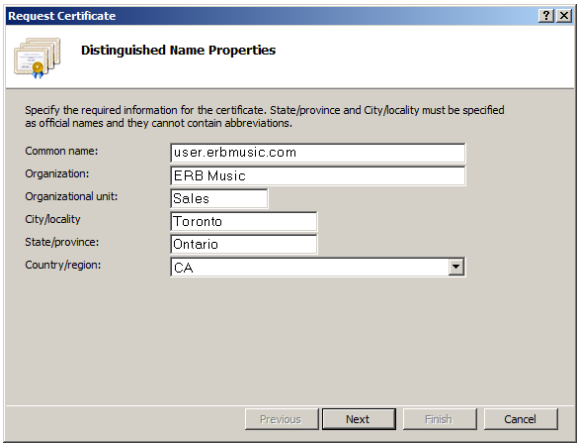
   Organizational unit: Define the department for this certificate.

   City/locality: Enter the location information.

   State/province: Enter the location information.

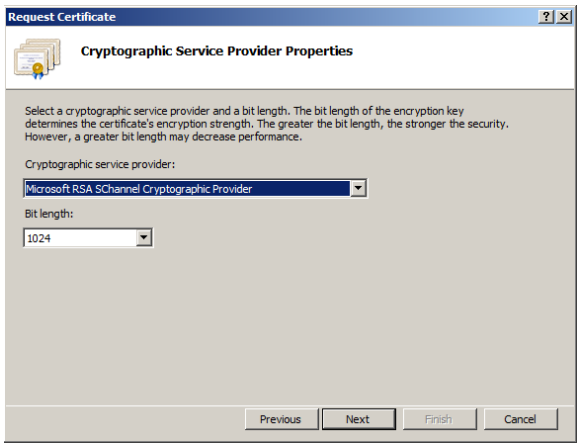
   Country/region: Enter the location information.

   Click **Next** when ready.



6. Choose the **Cryptographic service provider** and **Bit length** (2048 or better is recommended) required by the certifying agency.

   Click **Next**.

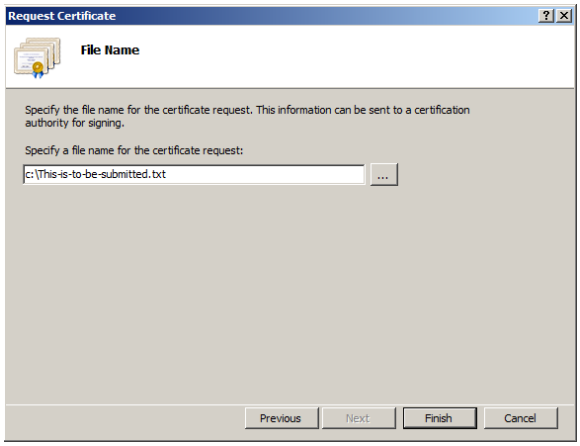


7. Enter the filename and path for the certificate request file.

   Click **Finish**.

8. Pass this file to the authority providing the certificate. Make sure that it has the correct file extension specified by the authority.
9. The certifying authority will return the certificate in another file.

   Save the certificate file on the computer's hard drive in a known location.

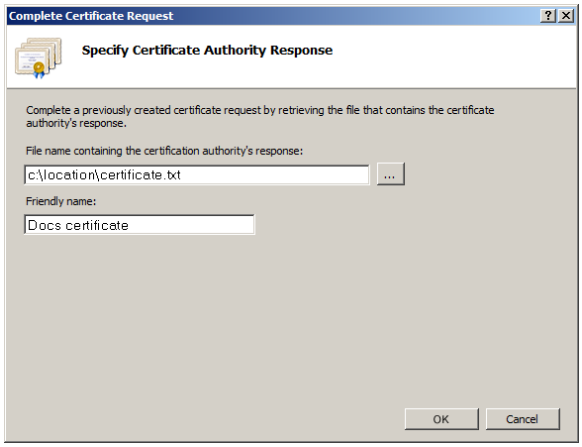


10. In the right-hand **Actions** pane, click **Complete Certificate Request**.

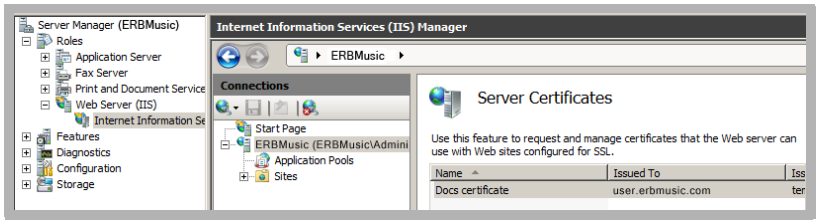
11. To **Specify Certificate Authority Response**, enter the path to and the filename of the certifying authority's response from step 9. Click the ellipsis button ... to browse for the file.

    Enter a user **Friendly name** to use when referring to this certificate.

    Click **OK** when finished. The certificate will be installed for the site.



12. Double-clicking on the **Server Certificates** icon brings up a list of the certificates installed on the server. The new certificate is listed using its **Friendly name**.



29 UC FOLDER AND FILE STRUCTURE

In This Chapter:

534 Introduction

534 Handling the Application Folder

536 Handling the Windows Folder

537 Backing Up System Files

543 Restoring Files

Introduction

This chapter contains a list of system folders and their contents. All Avaya Messaging files are stored in either the Application or Windows folders. This chapter also details the system file backup process and the system file restoration process.

Handling the Application Folder

The Application folder can be specified during the installation process. The default is **C:\UC**. Within that folder:

UMMonitor.exe is the user interface for Avaya Messaging.

TOLee.exe is the Voice Server service.

Within the application folder, there are several other important folders.

Admin (AM Administration program folder)

TOLAdmin.dll modifies the configuration of the system.

AppWebFolder

This page has links to the WebClient and WebReport applications. Under IIS, the root virtual folder for voicemail points here.

DB (Database file folder)

EEAM21.db is the database file. All of the database information goes into this file.

DBbackup (Backup files of EEAM_DB.mdb)

C:\UC\DBbackup. If Reorg is configured from the Administrator console, the database will be backed up into this directory. By default, numbered folders are created during the Reorg process to hold these files. Each numbered folder represents a day of the week.

Folder	Day of the Week
1	Sunday
2	Monday
3	Tuesday
4	Wednesday
5	Thursday
6	Friday
7	Saturday

DBCOM (Database component folder)

EEAM.dll is the database access layer that manipulates the COM Object.

Messages (Message file folder)

Company ID (System creates the folder for Company 1 by default).

Fax contains all the fax type files.

Mime contains all of the files of this type.

Other contains all the files other than fax, text, and voice types.

Text contains all the email type files.

Voice contains all the voice type files.

Prompts (Prompt file folder)

Company is the company greeting file folder. This folder is subdivided by Company ID (the system creates the folder for Company 1 automatically).

Personal is the personal greeting file folder. This folder is subdivided by Company ID (the system creates the folder for Company 1 automatically).

System folder is subdivided by LanguageID (the Language 1 is created by default).

UMST (Unified Message Service Tasks service Folder)

UMSTService.exe sends email, forwards messages, delivers distribution lists and communicates with desktop applications (iLink Pro Desktop).

VPIM

VPIMServer.exe sends and receives messages for VPIM.

The **Temp** folder holds the temporary files used by the VPIM service.

Unresolved stores message files that cannot be delivered by VPIM.

Backup keeps the archive of all recent VPIM files.

WebClient

Holds all the WebClient files including all the HTMLs, ASPs, Java applets and graphics.

ucSoundApplet.jar is the Java sound applet.

UCClientApplet.jar is the file that refreshes the web screen for real-time synchronization.

Download (folder within WebClient)

jre-6u20-windows-i586.exe is the Java runtime engine for downloading.

GrantPermission.EXE is an executable run by the user to grant permission to the web Access application to be able to record on the PC.

UCClientManager.exe is the client CTI application for screen pop-ups and instant messaging.

WebReport

Holds all the WebReport files, including all HTML files, ASPs, Java applets and graphics.

.class files are used to display report results in graph form.

Handling the Windows Folder

The default is **C:\WINDOWS**.

EEAM.ini is the database component configuration file.

System32

Files	Purpose
CSapiTTS.dll	This DLL sits in the middle layer, providing speech synthesis capabilities for Enterprise.
CV_32DLL.dll	RHETOREX file format conversion library. Used only for Rhetorex voice boards.
VPIMServer.exe	Service of VPIM server (C:\UC\VPIM)
VPIMEventLog.dll	Error messages of VPIM for event viewer (C:\UC\VPIM)
TOLWebClient.dll	Core WebClient IIS application
MSWCRUN.DLL	This is the dependency file provides IIS VB application RUN time.
WebReportPrj.dll	This file is the core WebReport application.

Backing Up System Files

Avaya Messaging does not have native backup facilities, but instead leverages the facilities provided for server backup in Windows. However, the process is not automatic and must be configure manually.

Avaya recommends that the following folders and their contents be backed up:

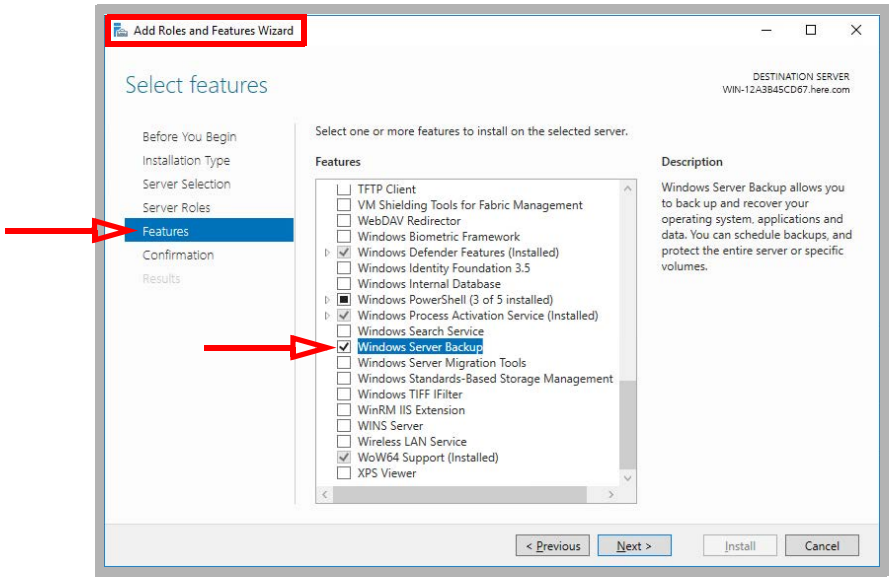
- C:\UC\DB
- C:\UC\Messages
- C:\UC\Prompts

Note: Other folders can be backed up if necessary. The folders listed above are the **minimum** required.

Warning: Before backing up any system files, ensure that the following services have been stopped:

- UC Service Recovery Manager
- SQL Anywhere - ASADB_UC
- UC IMAP Server
- UC Remote Printer
- UC Unified Messaging System Tasks Service
- UC VPIMServer
- UC Background File Organizer
- UC Content Synchronization Engine
- UC Web Access
- UC Gateway
- UC POP3Server
- UC TSE Cache Manager
- UC Voice Server
- World Wide Web Publishing Service
- UC Background Task Manager
- UC CSE PIM Synchronization Engine
- UCArchiver

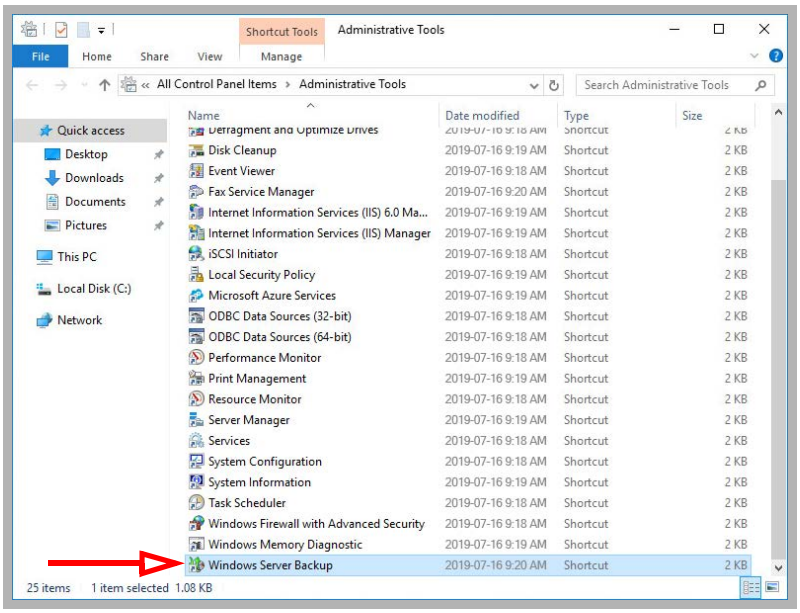
Windows Server Backup must be added to the Windows Features set before proceeding.



To back up system files using Windows:

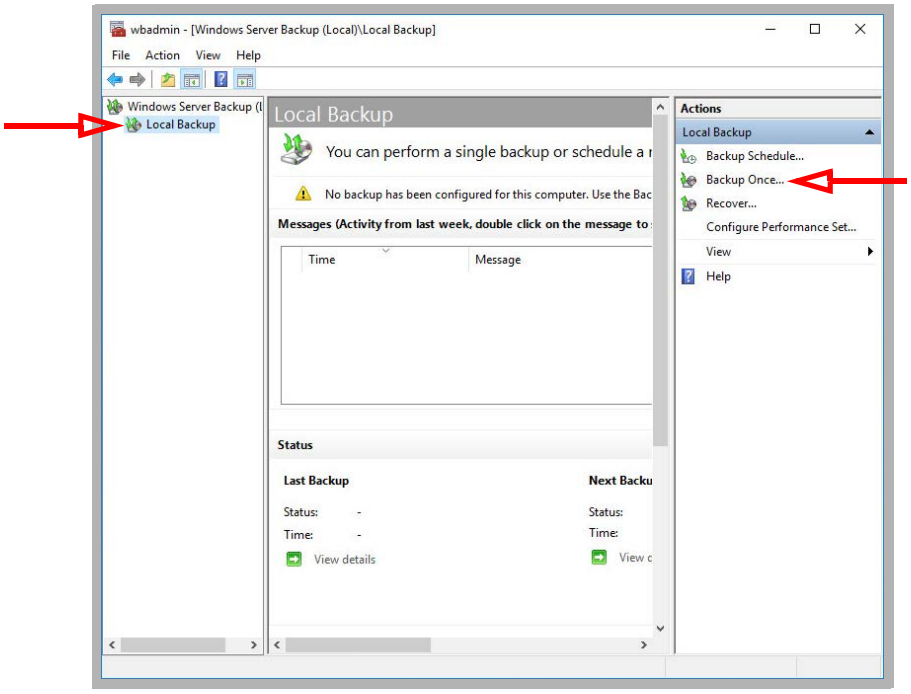
1. Open the **Control Panel** and launch **Administrative Tools**.

   Double-click **Windows Sever Backup**.

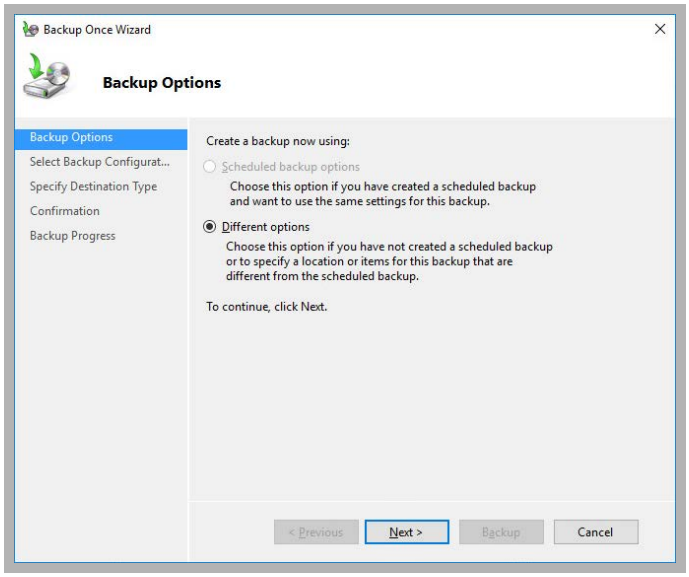


2. In the left-hand pane, select **Local Backup**.

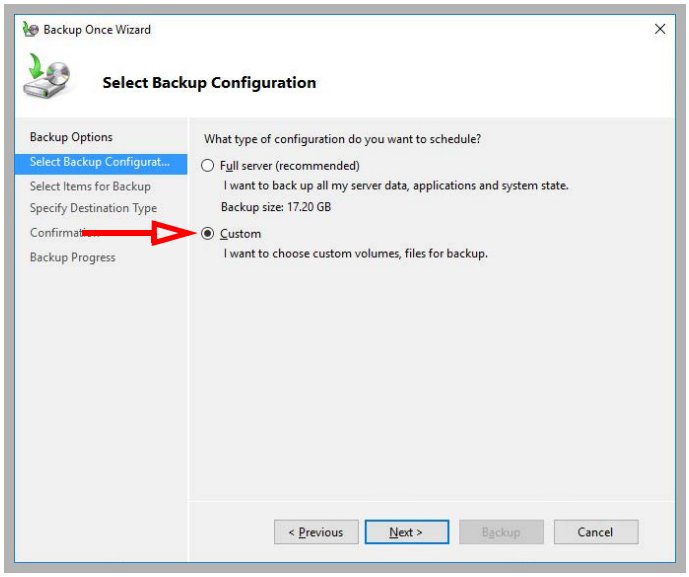
   In the right-hand pane, choose **Backup Once**.



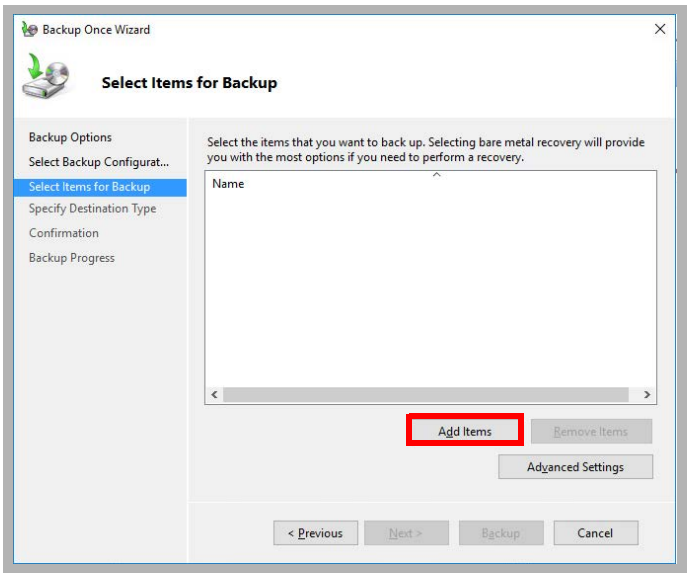
3. Click **Next**.



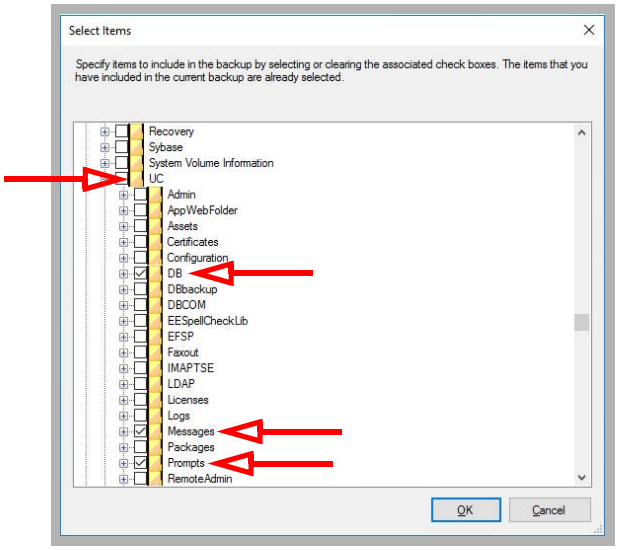
4. Enable **Custom**, then click **Next**.



5. Choose **Add Items**, then select the files and folders to backup.

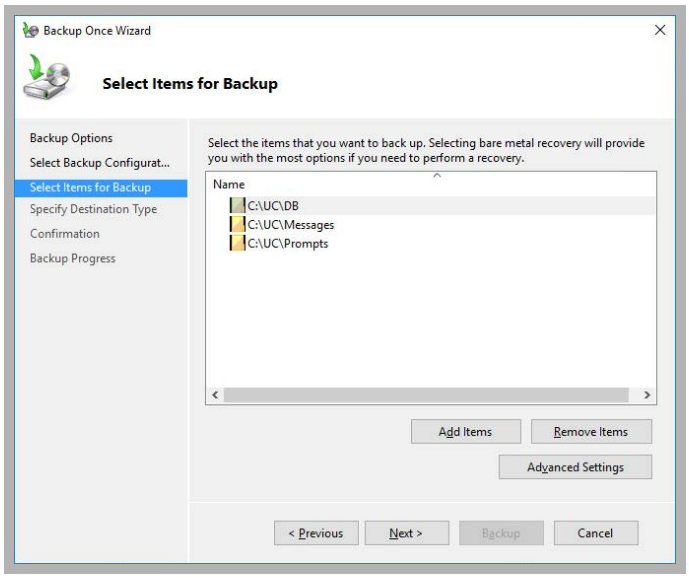


6. Choose all of the files you want to include in the backup.
   These must include the **UC\DB**, **UC\Messages** and **UC\Prompts** folders.

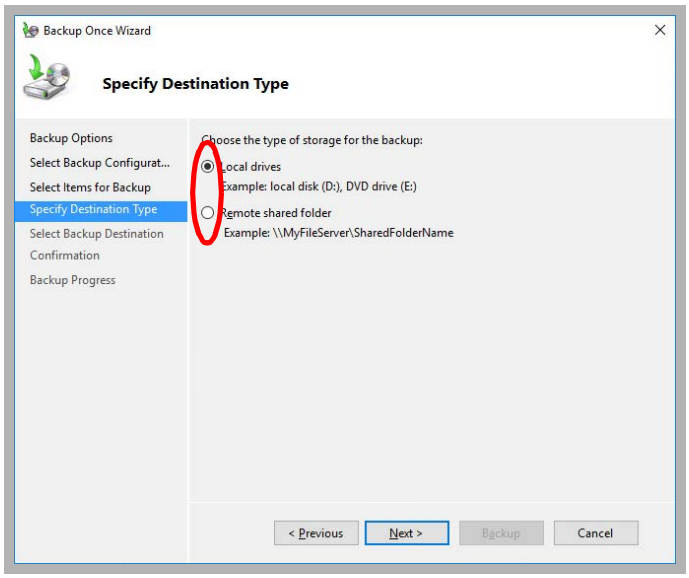


Click **OK** when ready.

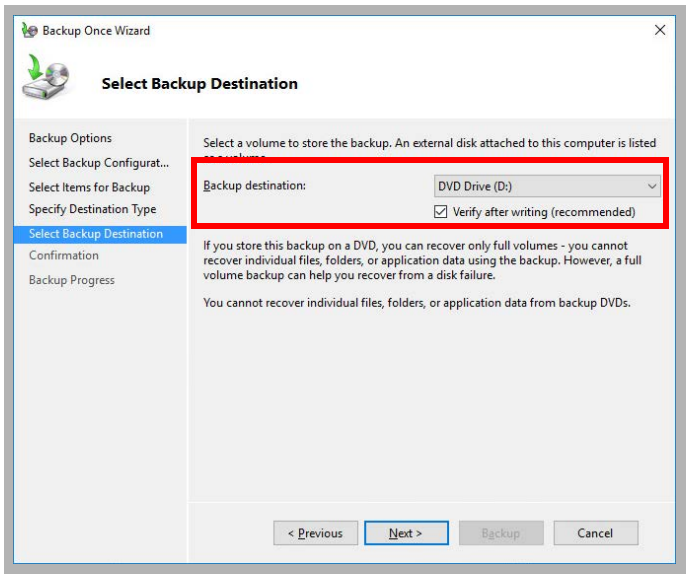
7. Once all of the necessary files and folders have been chosen, click **Next**.

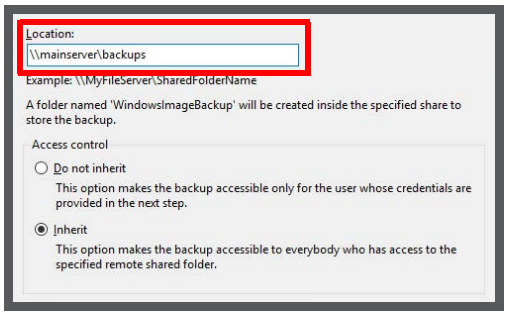


8. Specify where the backup files should be stored. Choose either to a local drive, or to a remote / network location. Click **Next**.

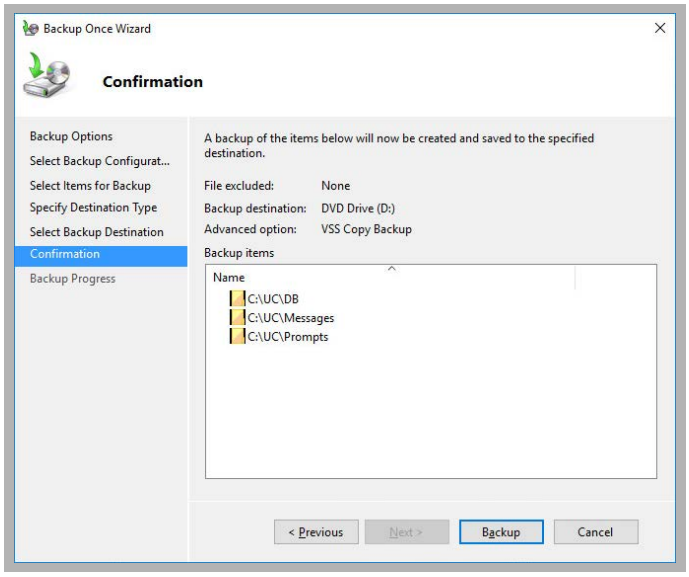


9. Specify which destination drive to save the backup files onto. For a network location, include the complete URL to the storage site. Click **Next** when ready.





10. Confirm the details and click **Backup** when ready.



Windows will backup the selected files and folders to the chosen location.

Restoring Files

In scenarios where a system breaks down and the restoration from backed up files is needed, you must first completely uninstall Avaya Messaging, then install a fresh copy of Avaya Messaging before proceeding with file restoration.

This section refers to recovering files using Windows' built-in backup and restoration utility. If you have a different system for backing up files refer to the manuals for that solution.

Note: The restoration of files is only possible if the backed up Avaya Messaging files to be restored are of the same version as the system that they are being restored into.

Warning: Before removing Avaya Messaging, ensure that the following services have been stopped.

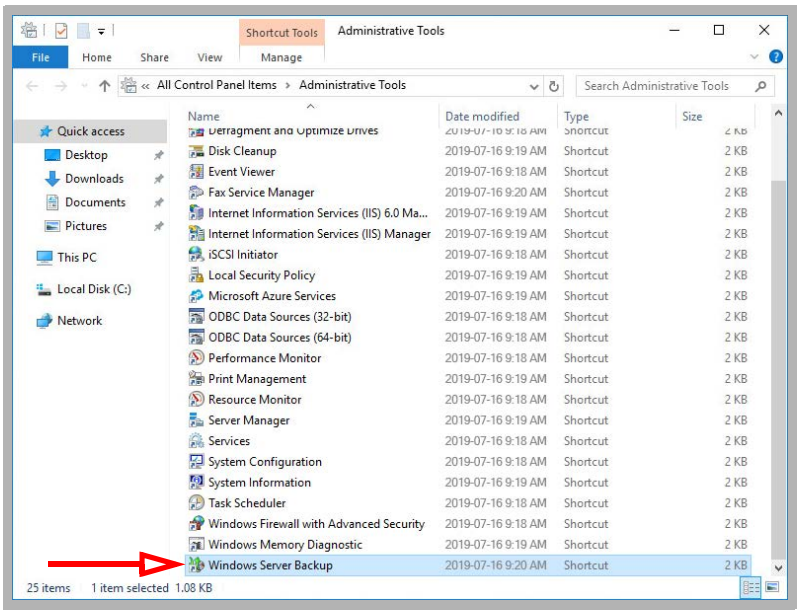
- SQL Anywhere - ASADB_UC
- UC Remote Printer
- UC Unified Messaging System Tasks Service
- UC VPIMServer
- UC Background File Organizer
- UC Content Synchronization Engine
- UC Web Access
- DB Watcher
- UC Gateway
- UC POP3Server
- UC TSE Cache Manager
- UC Voice Server
- World Wide Web Publishing Service
- UC Background Task Manager
- UC CSE PIM Synchronization Engine
- UCArchiver

Note: If you are restoring the database files (originally in \UC\DB), you must navigate to \UC and delete the original database and transaction log files from the \DB folder. The database files are read-only files and cannot be overwritten by the restore process. These files must be removed before the restore procedure can begin.

To restore backed up files:

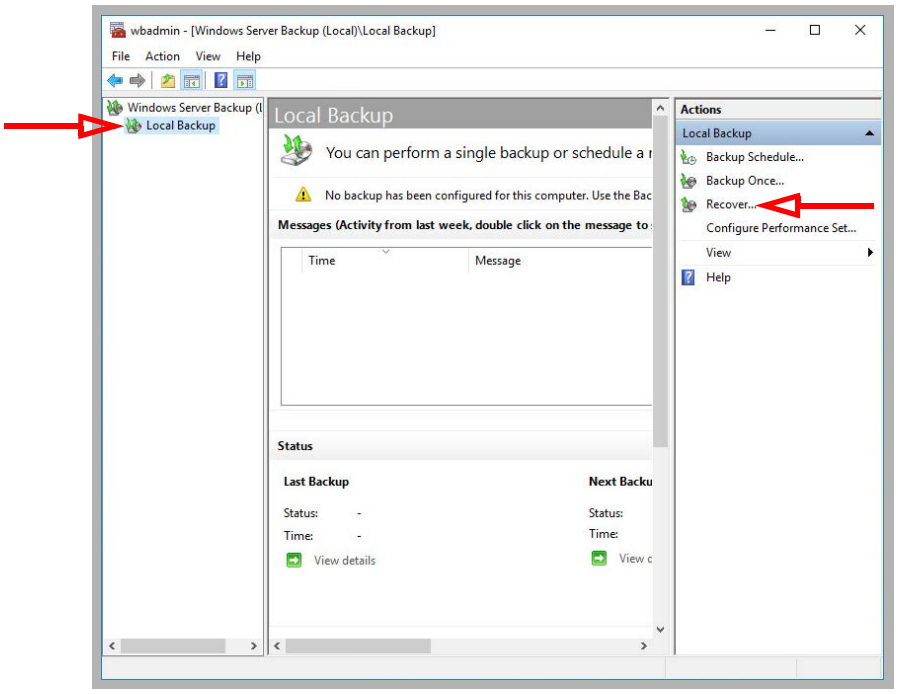
1. Open the **Control Panel** and launch **Administrative Tools**.

   Double-click **Windows Sever Backup**.

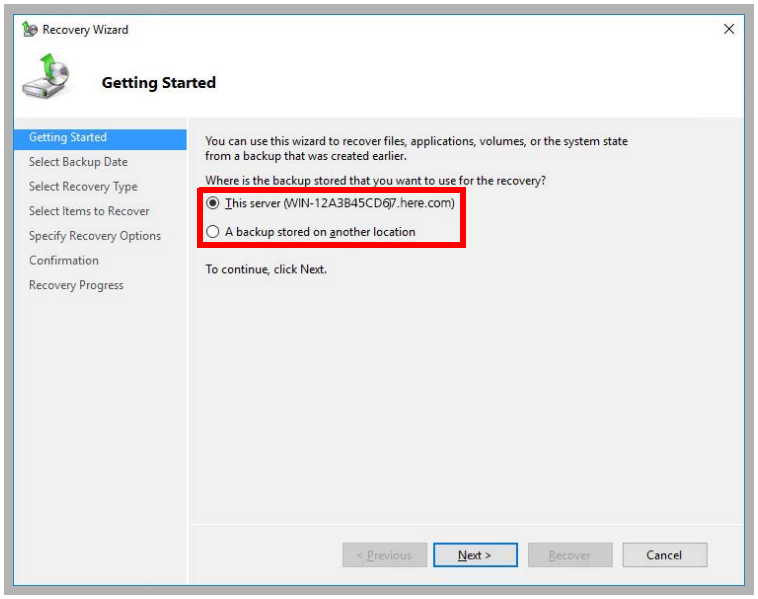


2. In the left-hand pane, select **Local Backup**.

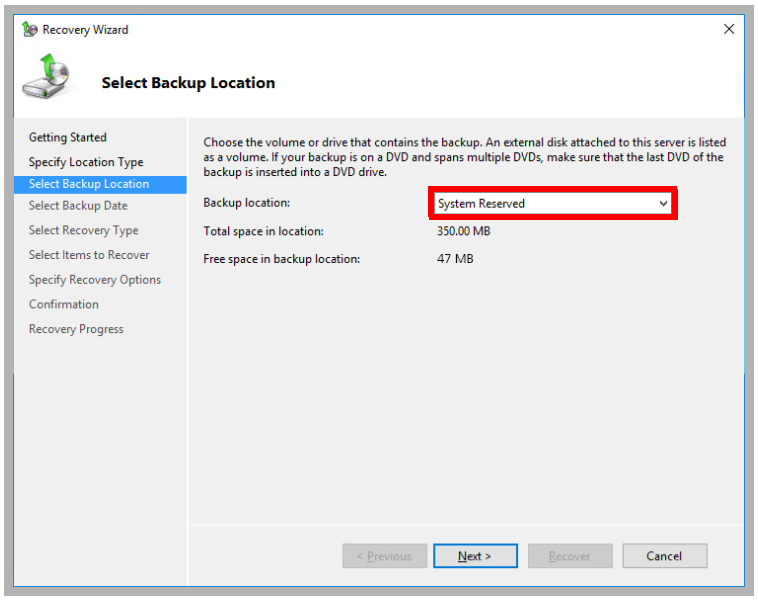
   In the right-hand pane, choose **Recover**.



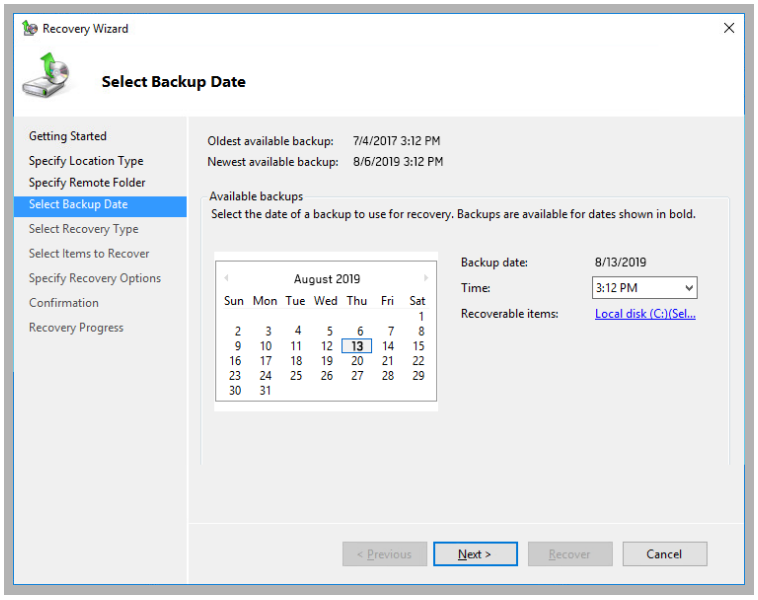
3. Specify the location, local or another computer, where the back up files are stored. Click **Next**.



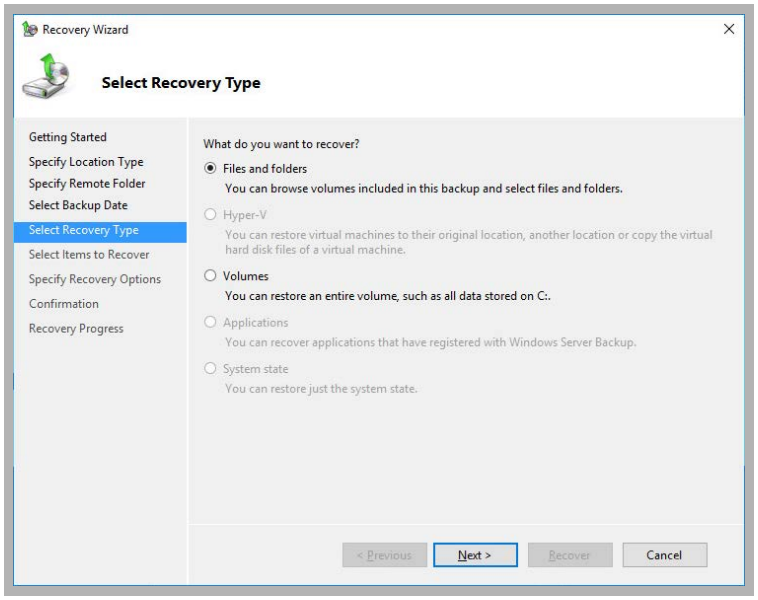
4. Select the drive where the backup files are kept. Click **Next**.



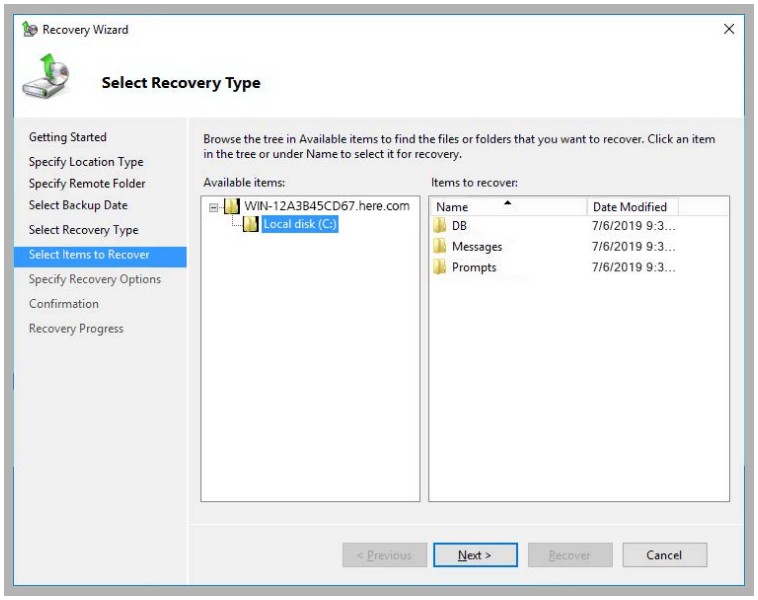
5. Choose the date of the backup to restore the files from. Click **Next**.



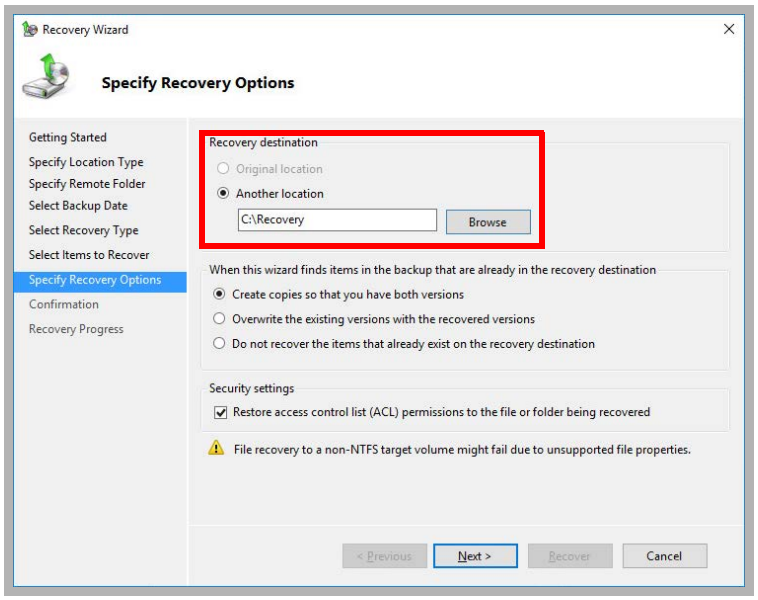
6. Enable the **Files and Folders** radio button. Click **Next**.



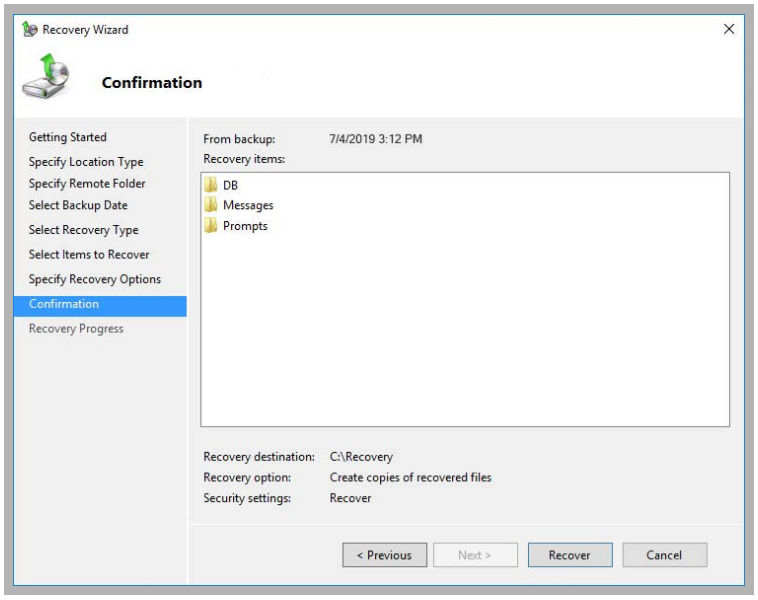
7. Locate the files and folders you want to recover. Click **Next**.



8. Specify where the files should be restored to on the local computer. Click **Next**.



9. Verify the settings and click **Recover** when ready.



The restoration of Avaya Messaging files is complete and previously backed up data is now recovered on the system.

Database Backup to a Network UNC Path

The database files can be backed up to a network accessible storage location by specifying the UNC path in UC Admin. This can be done with both Single Server and High Availability installations.

This feature is another way to backup the database file from the server(s). It copies the C:\UC\DB\eeam21.db file to the selected location during the daily scheduled Reorg process.

For HA installations, this setup must be performed on each of the nodes on the network (e.g. Primary Voice, all Secondary Voice, the Primary and Secondary Consolidated servers).

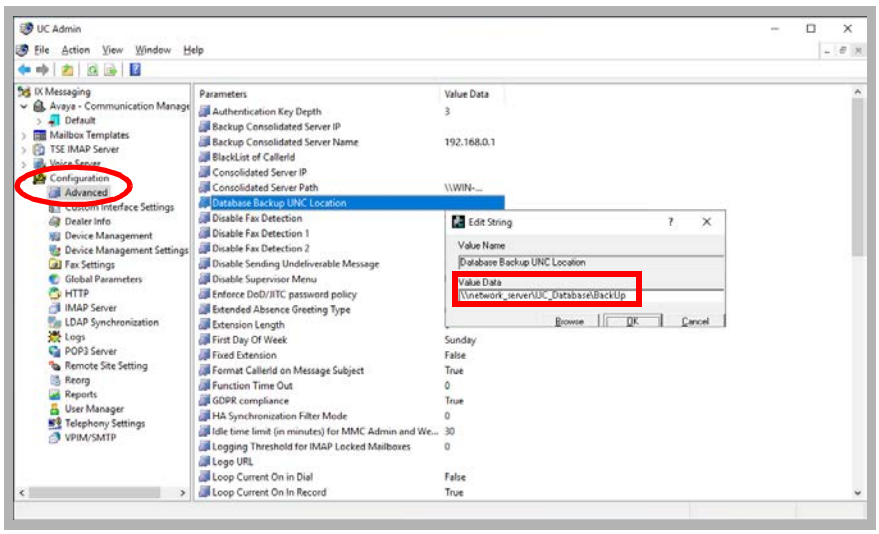
The logs folder is included in the backup process.

Important: If all of the nodes are being backed up to the same target drive, create a separate directory for each server to ensure that the database files do not overwrite each other.

On each node:

1. Identify the folder on the network where you want the database to be backed-up. This location must be accessible to the **DBCOM** user for each node (write permissions as a minimum), and the folder must be shared.
2. Open **UC Admin** and go to **Configuration > Advanced**.
3. In the right-hand pane, double-click **Database Backup UNC Location**.
   If this value is left empty, then the database will not be backed up as part of the Reorg process.
4. Enter the network UNC path to the folder where you want the database backed-up to, or click **Browse** to manually find the correct folder.

   When ready, click **OK**.



5. During the scheduled Reorg process, the database will be backed up to the specified location.

Note: The same level of security and encryption protection (i.e. for JITC) placed on the original database file is also applied to the backup file.

Database Restoration from the UNC Backup

If an active node has failed and needs to have its database restored from backup, stop all of the listed services, then copy and paste the backup file to the active node's folder.

Note: The restoration of files is only possible if the backed up Avaya Messaging files to be restored are of the same version as the system that they are being restored into.

Warning: Before removing Avaya Messaging, ensure that the following services have been stopped.

- SQL Anywhere - ASADB_UC
- UC Remote Printer
- UC Unified Messaging System Tasks Service
- UC VPIMServer
- UC Background File Organizer
- UC Content Synchronization Engine
- UC Web Access
- DB Watcher
- UC Gateway
- UC POP3Server
- UC TSE Cache Manager
- UC Voice Server
- World Wide Web Publishing Service
- UC Background Task Manager
- UC CSE PIM Synchronization Engine
- UCArchiver

Note: If you are restoring the database files (originally in \UC\DB), you must navigate to \UC and delete the original database and transaction log files from the \DB folder. The database files are read-only files and cannot be overwritten by the restore process. These files must be removed before the restore procedure can begin.

When the backup file has been copied, reboot the server and ensure that all of the services have been restarted.

30 DISASTER RECOVERY

Introduction

After a catastrophic failure, it is important to be able to recover the data to rebuild the server(s) as quickly as possible.

If there are no suitable backups available from before the event, then recovery may not be possible. Always and frequently backup your data. The files/folders to backup are:

- \UC\DB or \UC\DBbackup if running REORG
- \UC\Messages
- \UC\Prompts

In High Availability installations, the database file (**\UC\DB\EEAM21.db**) is specific to the type of server it came from (i.e. Primary Voice, Secondary Voice, Primary Consolidated, Secondary Consolidated), so be sure to make backups of the database file for each server in the array.

Backing Up

Backup the files to a UNC Storage path. Refer to Database Backup to a Network UNC Path on page 548 for details.

- Single Server – Backup the database, the prompts, and the messages folders.
- HA – Backup the database from each server in the array to its own folder. The Message and the Prompts folders are common and can be backed up from any or all servers.

Restoring

You can only restore files to the same version of Avaya Messaging. Restoring to different versions can corrupt the files.

Refer to Restoring Files on page 543 for details on the procedure.

Single Server Installations

All files must be restored to the voice server.

- If the hard drive is unreachable, replace the drive or move to a new server. Install Windows and all patches. Install the same version of Avaya Messaging, then restore the files from backups.
- If the database has become corrupted or damaged, uninstall Avaya Messaging and reboot. Reinstall the same version of Avaya Messaging on the drive, and then restore the files from backups.

High Availability Installations

For HA sites, all work is performed on the affected server type: Primary Voice, Secondary Voice, Primary Consolidated, or Secondary Consolidated.

Install the same version of Avaya Messaging, assign it the same type as the old machine (Primary Voice, Secondary Voice, Primary Consolidated, or Secondary Consolidated servers) with the same settings.

The database is specific to the type of server it came from. Therefore, you must restore the backup database that came from the same server type (i.e. Primary Voice backup to new Primary Voice server).

Messages and Prompts can be restored from any other server, or from backups.

- Primary Voice – During the installation, you must reinstall the license.
- Primary Consolidated –If you have a Secondary Consolidated server installed, refer to Secondary Consolidated Server on page 234 of the Server Installation Guide for the correct process for both backup and restoration of the server.

31 USER DICTIONARY

Introduction

When the Text-to-Speech engine does not pronounce a word correctly, you can refine the pronunciation of the word with the custom user dictionary. This is located in the folder where Avaya Messaging is installed. By default this is **C:\UC**.

The path will be different if you chose to install Avaya Messaging in a different directory or drive. The location of this file can always be determined from the following registry entry:

HKEY_LOCAL_MACHINE\SOFTWARE\Generic\UMS\InstallPath

Every time the engine encounters the word, it will pronounce it as it is defined by the user dictionary.

User Dictionary

The User Dictionary is a text file (**usrdict.dct**) stored on the Avaya Messaging server. It can be opened by a text editor such as Notepad. The file contains information formatted like this:

```
[Header]
  Dictionary Name =
  Language =
  Algorithm =
  Data Type = ANSI
  Date=
  Description = User Dictionary
[Data]
  DLL     Dynamic Link Library
  D.   Dee
  B.   Bee
```

Adding a dictionary entry

To add an entry to the user dictionary, open the dictionary file (**usrdict.dct**). At the bottom of the **[Data]** section, type the word you want TTS to pronounce differently, followed by a space or tab, then the corrected pronunciation of the word.

Note: The system recognizes the first space as the dividing line between the word you want to be pronounced differently and the “new” word. For example, if you were to enter “D<SPACE>Dee” in the user dictionary, the system takes it to mean that you want any instance of “D” to be pronounced “Dee”.

Limitation

Unfortunately there are limitations to the user dictionary. For example, you can not have the system pronounce a term like “Dynamic Link Library” as “DLL”. Because the system only the **first** space as the dividing line between the word and the corrected pronunciation, the system would read your user dictionary entry in the following way:

Dynamic<SPACE>Link Library DLL

In cases such as this, what is to the left of the space (Dynamic) is read hereafter as “Link Library DLL”. Obviously, this is not what is desired.

32 NETWORK OPTIMIZATION

In This Chapter:

556 Optimizing Network Traffic with Multiple Adapters

557 Environments with multiple subnetwork addresses

558 Binding SIP voice traffic to one network adapter

559 Ensuring application data separation

561 Reference Documents

Optimizing Network Traffic with Multiple Adapters

In a typical environment, there are 2 types of traffic that are generally present on a Avaya Messaging server:

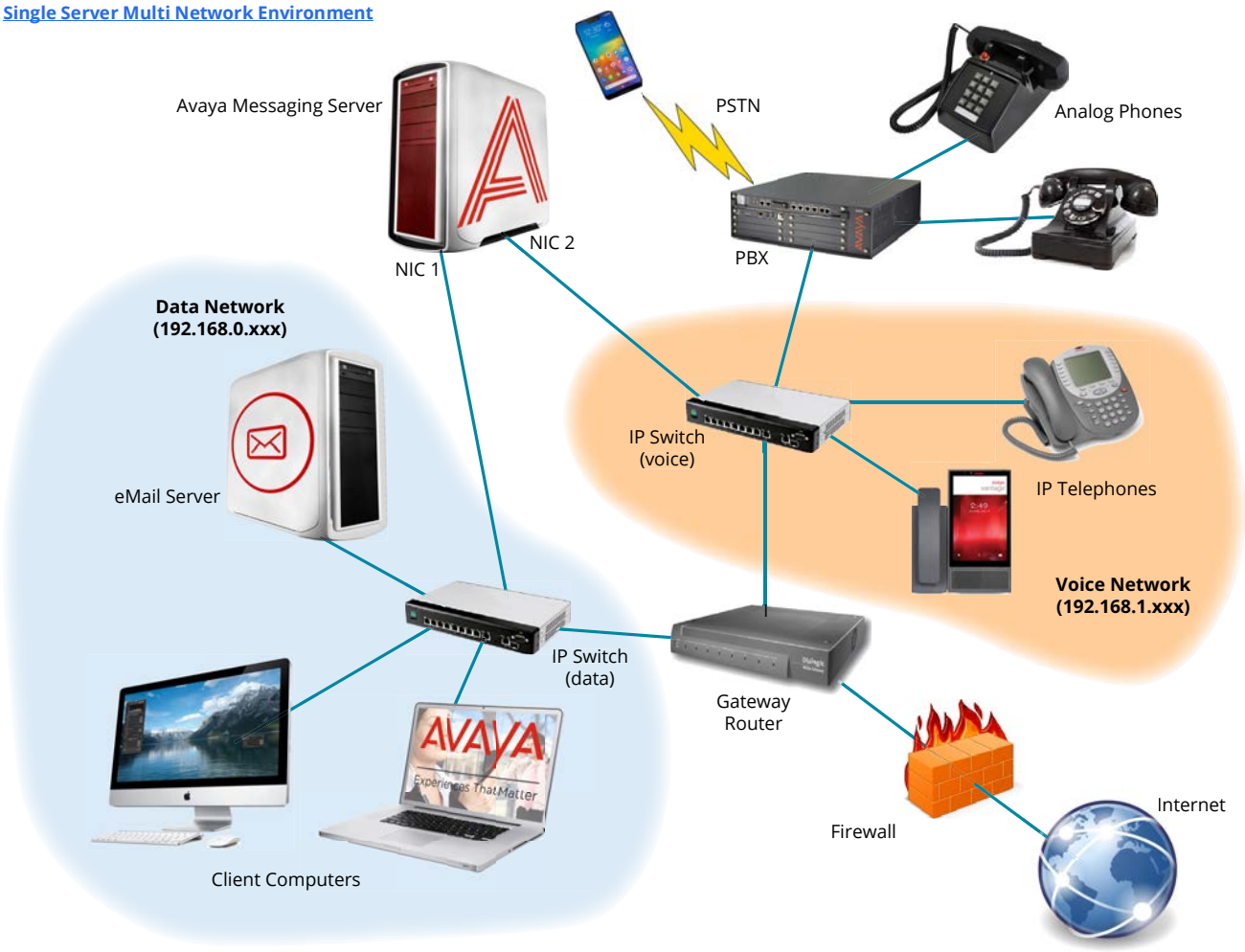
- **Voice traffic** - Voice traffic refers to all information exchanged from the communication network that is connected to Avaya Messaging.
- **Data traffic** - Avaya Messaging exchanges information with other data servers to perform its tasks as a Unified Communications server. This data includes: email synchronization, database synchronization in High Availability systems, client access via web, desktop and mobile clients, SMTP, IMAP, LDAP and other types of data traffic.

Servers with multiple network adapters can optimize their network traffic by creating a division between the voice and data traffic. Voice (and fax) represents real time data exchange and as **real time** information, requires its traffic to be prioritized. This document discusses the methods available to IT departments to optimize the traffic between the two types of data.

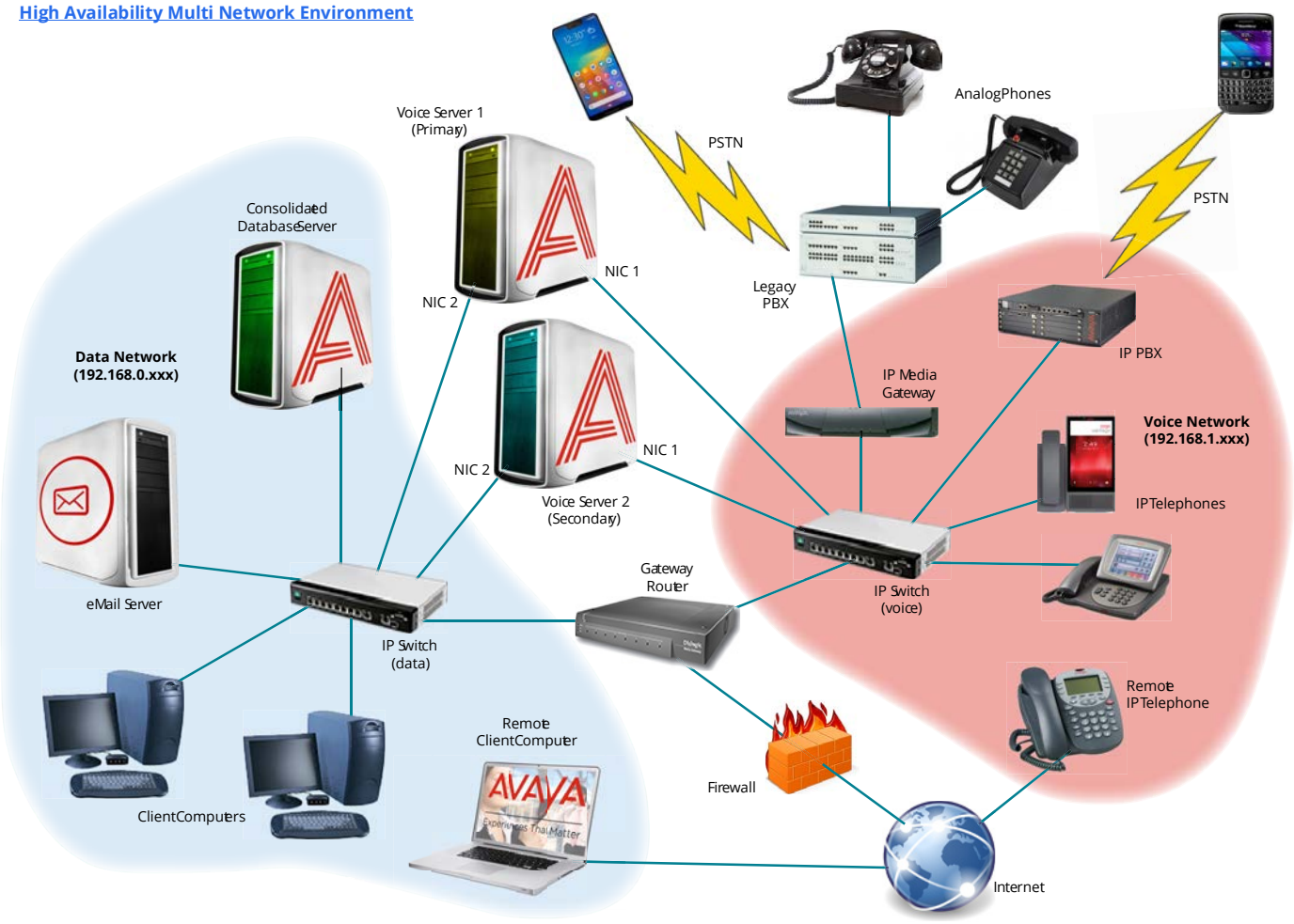
Environments with multiple subnetwork addresses

In many environments, their voice traffic is on a separate subnetwork. For example, data traffic resides on 192.168.0.x and voice traffic resides on the 192.168.1.x subnetwork. In this case, the simplest way to direct network traffic is to assign one network adapter to the 192.168.0.x subnetwork and one network adapter to the 192.168.1.x subnetwork. In this example, the VoIP PBX or Gateway should be on the same subnetwork as the voice adapter on 192.168.1.x. Since Avaya Messaging applications will try to connect via TCP to their destination via the Windows TCP stack, preference will be automatically given to the network adapter within the subnetwork that the application is trying to reach. This will isolate the Avaya Messaging applications' attempts to connect to the VoIP end point to the network adapter within the same subnetwork. Visual examples of both single server and high availability implementations of multiple network adapter configurations are shown below.

Single Server Multi Network Environment



High Availability Multi Network Environment



Binding SIP voice traffic to one network adapter

Avaya Messaging allows you to bind a specific adapter to the SIP application layer. This can be done by:

1. Open the **ETSIPSERVICE.INI** file.
2. Find the line that states **Internal IP =**
3. The default value is **DETECT**. Change this to the physical address of the network adapter to be bound (e.g. **192.168.1.100**).
4. Save the file.
5. Open **Service Control Manager**.
6. Locate and **STOP** the **UC SIP Service**.

Note: Any active calls will be disconnected when you stop this service. Choose a time when traffic loads are low to limit the impact of making this change.

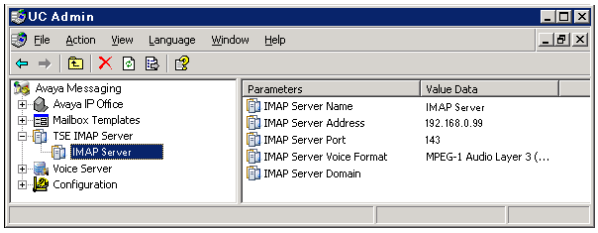
7. The service will automatically restart.

The SIP endpoints (PBX, Media Gateway, etc.) should be configured on the voice subnetwork IP range **only** to avoid any cross routing between networks and thus defeating the purpose of separate adapters.

Ensuring application data separation

To ensure the use of a separate adapter, the application servers and clients must be configured to use the corresponding subnetwork intended for data use. Relevant configuration parameters are listed below.

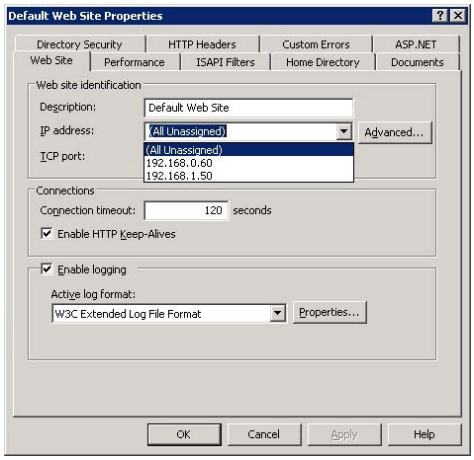
email (IMAP) Synchronization



Ensure that the IMAP server intended for configuration resides on the same data network as the intended data NIC (our example uses the 192.168.0.x subnetwork). The image below shows an example configuration of a data network configured IMAP server.

If your IMAP server resides on another network or across the Internet, ensure the default gateway for the UC server resides on the data network and is **configured for the data NIC only** (voice NIC default gateway configuration should be left blank).

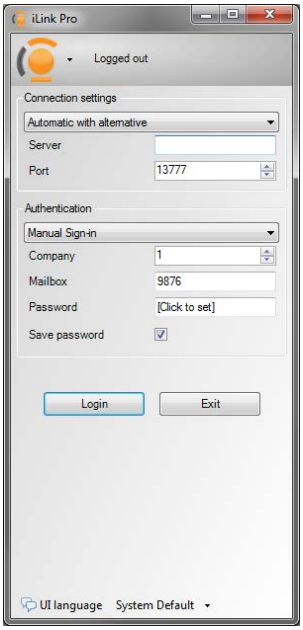
Connecting to Web Access



Verify that the IIS Website IP Address setting is configured to the data subnetwork as shown below on the web site properties dialog box, and that all DNS entries and client access attempts are directed to this IP address.

Desktop Clients (iLink Pro Desktop)

Ensure that all clients are configured to connect to the UC server via the data network address (our example uses the 192.168.0.x subnetwork). If connecting externally, ensure all relevant NAT, DNS and Routing entries direct requests to the data network IP address.



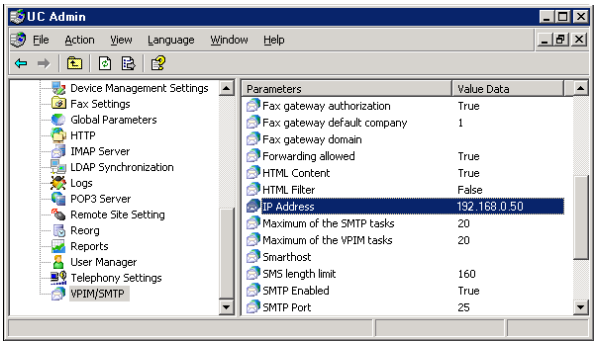
Mobile Clients

Similar to the desktop clients, all UC Mobile clients should be directed to the data network IP address. If connecting externally, ensure all relevant NAT, DNS and Routing entries direct requests to the data network IP address.

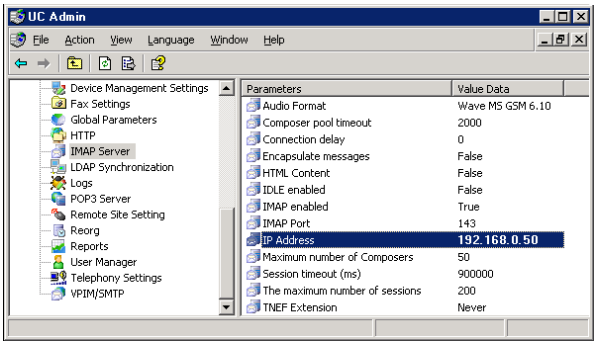
SMTP, IMAP, LDAP and others

The following fields should be setup to only use the data subnetwork as well.

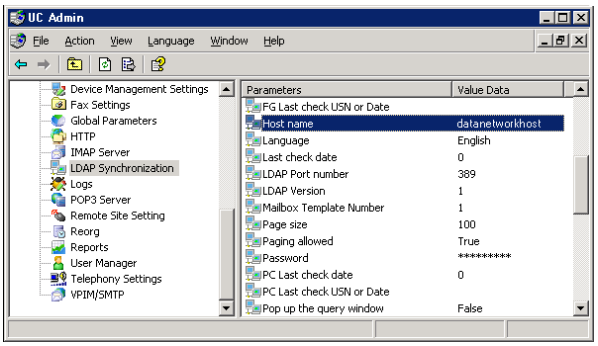
VPIM/SMTP:



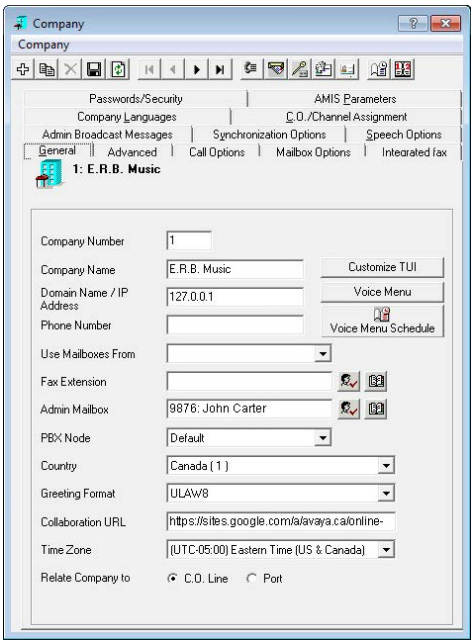
IMAP Server:



LDAP Synchronization Host Name:



Company Domain Name/IP Address:



This ensures that all relevant UC Communication and non-voice protocols are transmitted via the data network rather than voice.

Reference Documents

Note: Microsoft does not recommend assigning multiple network adapters to the same physical network and subnet. Please refer to the link below.
http://support.microsoft.com/?id=175767

Note: To read about Network adapter teaming and server clustering refer to the link below.
http://support.microsoft.com/?id=254101

Note: To read about configuring your server for network load balancing, please refer to the link below.
http://support.microsoft.com/kb/323431/en-us

33 SERVICE RECOVERY MANAGER

In This Chapter:

564 Introduction

564 Configuring Service Recovery Manager (SRM)

566 Alerts

566 Processor Usage

567 Memory Usage

567 Disk Usage

568 Services

569 Processes

569 System Shutdown

570 Event Log

571 Configuring the Alert eMail Address

572 Script Files

Introduction

The purpose of the Service Recovery Manager (SRM) is to provide a means by which the system administrator can be notified on the status of the UC system without having to monitor it directly. The SRM, according to how it has been configured, will keep the system administrator precisely informed, using emails and server log entries, about performance on a daily, weekly, or monthly basis.

The SRM can also be configured to take action when a **Warning** occurs; executable files and VB scripts can be automatically run, services can be stopped or started, and the Avaya Messaging program can be shut down and rebooted.

Note: SRM was designed to be run locally for complete functionality. Therefore, all set up must be done on the server computer. Once SRM is set up, it may be accessed remotely.

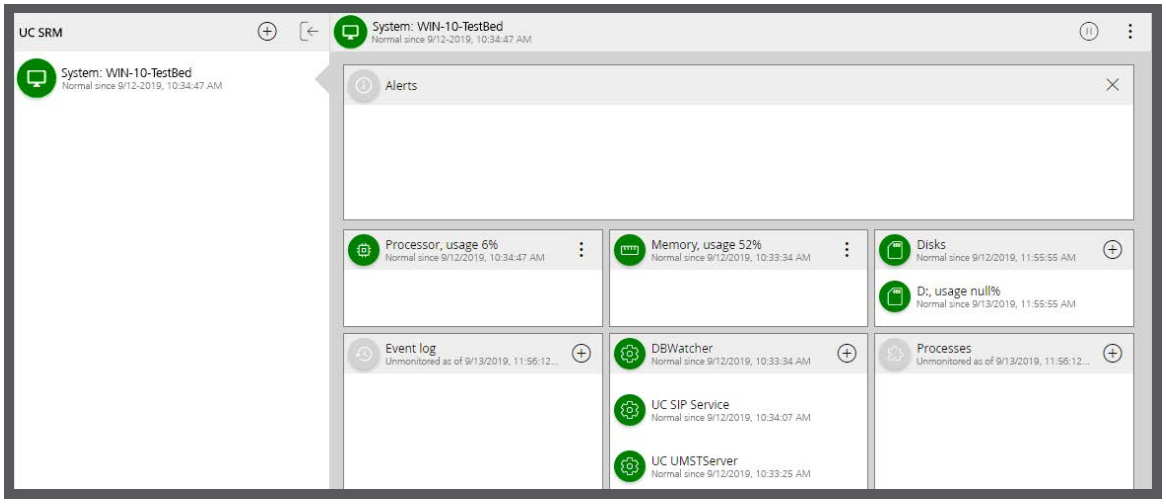
Configuring Service Recovery Manager (SRM)

1. Type the following **https://address of PC/srm/index.html** into the address bar of a web browser. For example,

   https://localhost/srm/index.html.

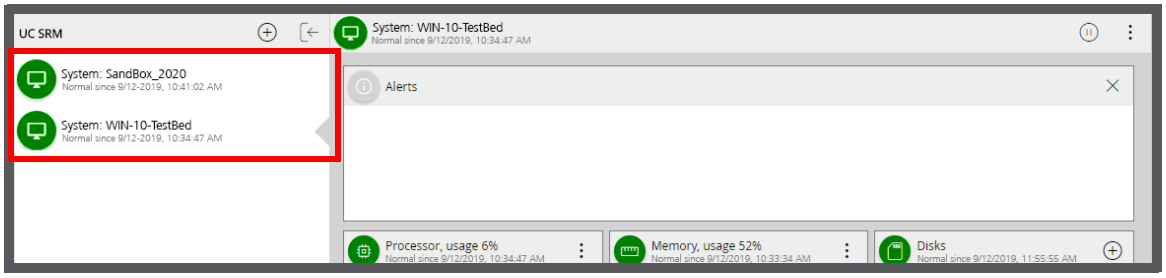
Note: Use Google Chrome for best results. Other web browsers may not be fully supported or provide access to all features.

The SRM main screen appears.

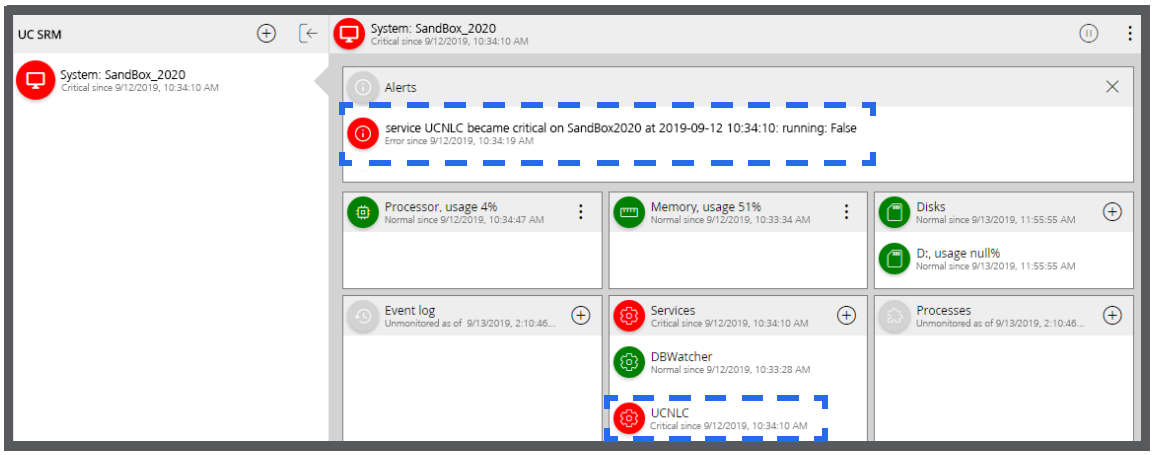


Note: If prompted, enter the username and password to access the SRM. This account must have local administrative access, and be a member of the UCSRMRole group. The username must include the domain, if there is one, or the local machine name if there isn't.
For example, **thedomain\adminuser** or **computername\adminuser**.

2. If you have multiple servers configured, such as in a High Availability environment, select one to manage from the panel on the left. The display will be updated with that server's details.

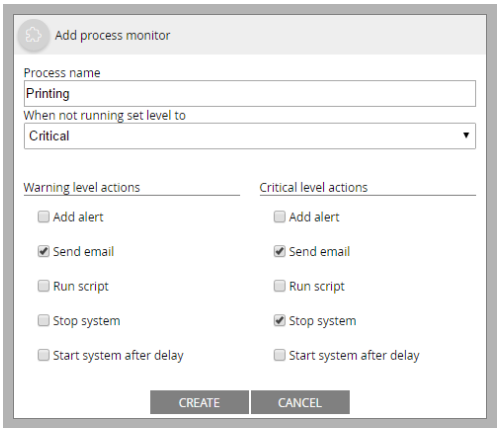


3. In the right-hand portion of the display, any **Alerts** generated by the current server are shown at the top. The status of each element being monitored is shown at the bottom, along with the piece that is causing the alert.



4. Click the ⊕ icon in any section to add more of that type of element to the list of items being monitored. You will be prompted to name the element, and to specify when and how the system generates an alert.

   Click **Create** when ready.



Add Alert: Enable this checkbox to have the error appear in the Alerts section of the main SRM screen.

Send email: Turning this feature on will cause the system to send an email to the address configured as shown here for the current server.

Run script: Execute the script file as described here.

Stop system: When this option is enabled, the Avaya Messaging program on the selected server will be shutdown. The computer will continue to operate. Also enable **Start system after delay** to relaunch the program after the shutdown.

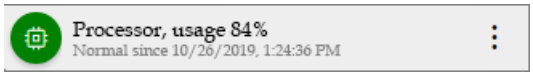
Start system after delay: Used in conjunction with **Stop system**, Avaya Messaging will be restarted after a brief (≈30s) pause.

Alerts

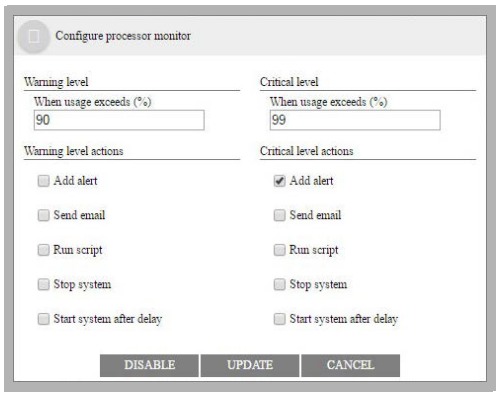
Any system alerts are displayed underneath this banner. Click **Clear** to remove current all alerts.

Processor Usage

The Processor Usage banner contains the date, time, and current CPU usage.



Click the menu icon to configure the Processor usage actions.



- **Warning level - When usage exceeds (%)** - Enter the value (as a percent) at which a warning will be issued.
- **Critical level - When usage exceeds (%)** - Enter the value (as a percent) for the level where a more severe warning will be sent.

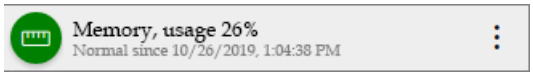
Actions

- **Add alert** - Enable the alert for this item.
- **Send email** - Send an email when a warning is issued.
- **Run script -** Runs a custom script when a warning is issued.
- **Stop System** - Shuts down the Avaya Messaging system when a warning is issued.
- **Start system after delay** - This option will restart Avaya Messaging shortly after an alert has caused it to stop.

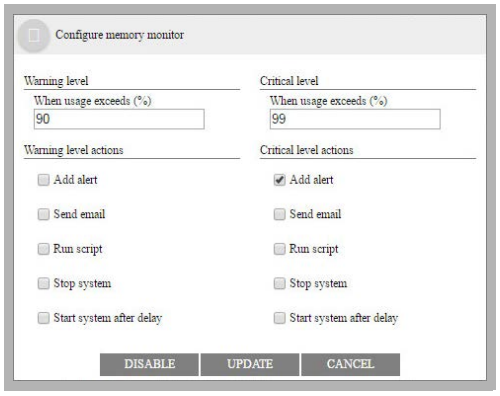
Click **Update** to continue.
Click **Disable** to turn off this alert without clearing the selections.
Click **Cancel** to clear all selections.

Memory Usage

On the Memory usage banner is the date, time, and current memory usage.



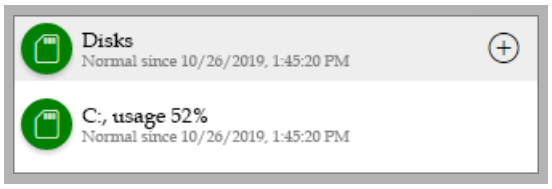
Click the menu icon to configure the Processor usage actions.



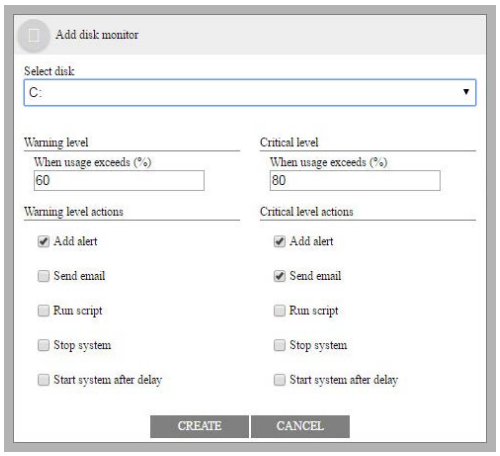
Click **Update** to continue.
Click **Disable** to turn off this alert without clearing the selections.
Click **Cancel** to clear all selections.

Disk Usage

Displays the amount of hard drive in use, sorted by drive letter.



Click **Add** to configure the alert.



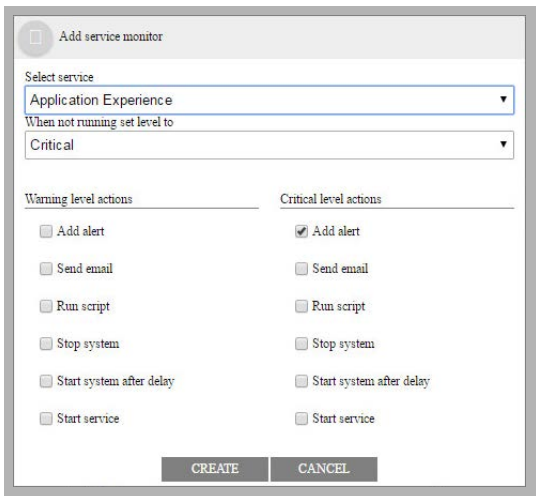
- **Select disk** - Select the volume to be monitored from the dropdown list.

Click **Create** to save your selections.

Services

On the Services banner, read the date, time, and the status of all monitored services.

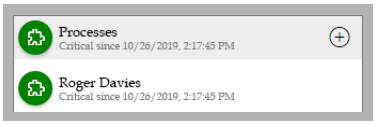
Click on **Add** to configure the monitored services.



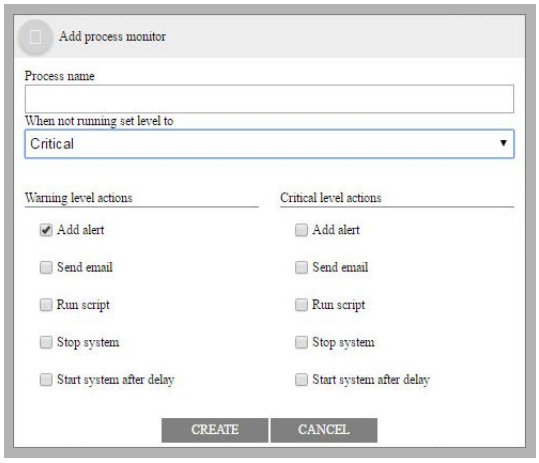
- **Select service** - Choose the name of the service to monitor from the drop-down list.
- **When not running set level to** - Select either Warning or Critical.

Click **Create** to save your selections.

Processes



Click on **Add** to configure the services to be monitored.



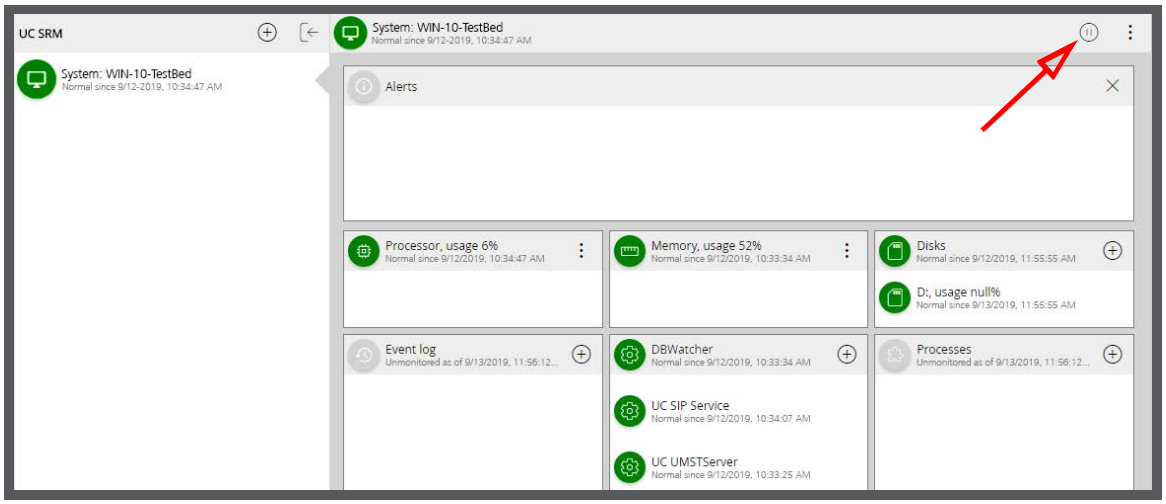
Provide a Name for the Process you want to monitor.

Choose the level to set when the Process is no longer running.

Click **Create** to save your selections.

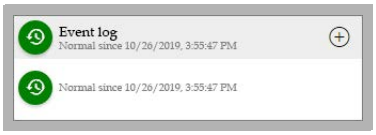
System Shutdown

To shutdown all Avaya Messaging services and processes, click the **Pause** button in the upper right corner of the main screen.

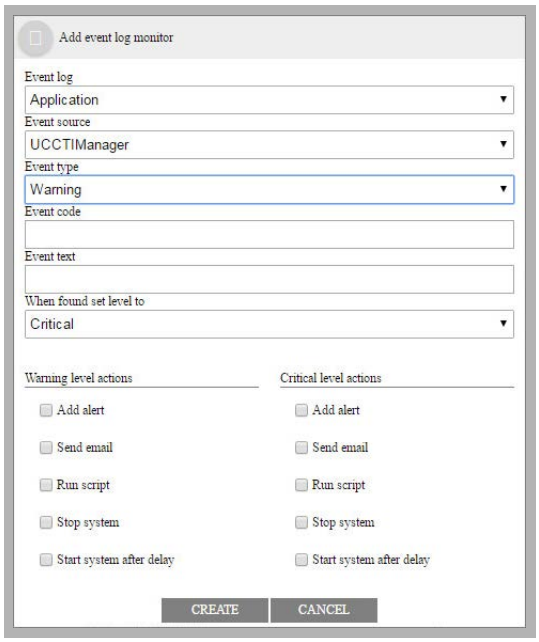


Event Log

Specify the system events that you want SRM to keep track of.



Click **Add** to configure the events to be monitored.



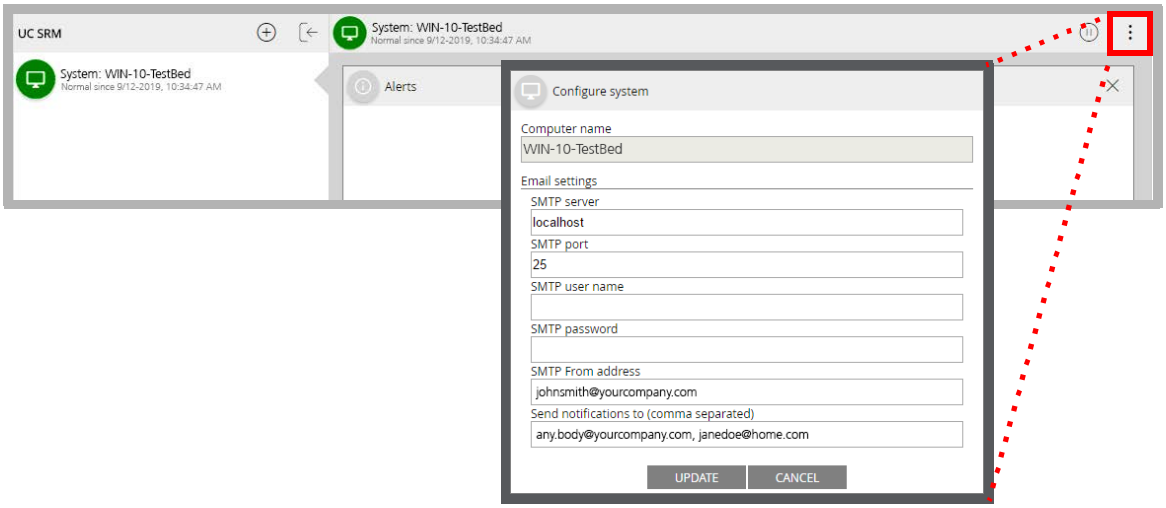
- **Event log** - Select either event to monitor from the dropdown list.
- **Event source** - Choose an source from the list.
- **Event type -** Choose from **Critical**, **Error**, **Warning**, **Information**, **Security Audit success** or **Security Audit failure**.
- **Event code -** Enter the event ID in the space provided.
- **Event text -** Type in the text that will accompany the event ID.
- **When found set level to -** select **Critical** or **Warning**.

Click **Create** to save your selections.

Configuring the Alert eMail Address

Throughout the SRM, alerts can be sent via email to specified individuals. This outgoing email is configured under the **Show Details** button for the currently selected server.

Enter the details for your site, then click **Update**.



SMTP server: The SMTP server IP address or DNS name. The default is **localhost** which uses Avaya Messaging as the email server. If necessary, change this address to show your own SMTP host server.

SMTP port: Enter the port used by your email server. The default value is **25**.

SMTP user name: If using Avaya Messaging as your email server, leave this blank. Otherwise, enter the administrator account username for your email server.

SMTP password: If using Avaya Messaging as your email server, leave this blank. Otherwise, enter the administrator account password for your email server.

SMTP From addresses: The email address from which SRM updates will be sent.

Send notifications to (comma separated): Enter all of the email addresses to which SRM messages will be sent. Enter as many as desired, separating each entry in the list with a comma.

Note: If no addresses are specified, no notifications will be sent for any event.

Script Files

Scripts can be used to control the voice server operations when alerts are generated.
The scripts can be created using any text editor, such as Windows Notepad, and use the Javascript language.

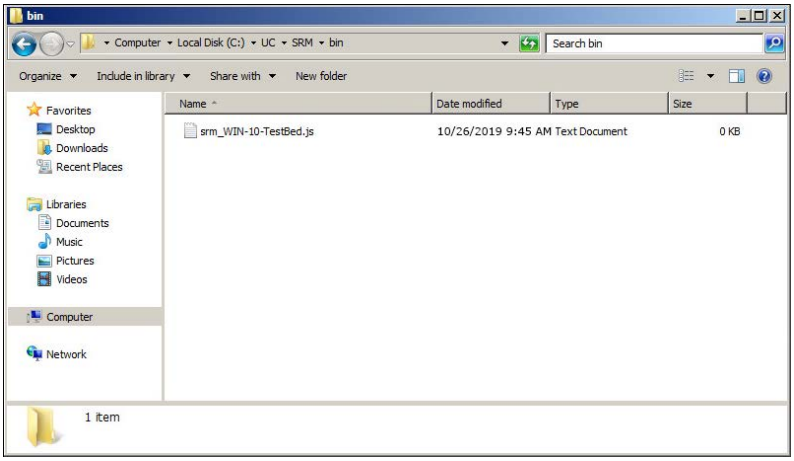
The script file must be named:

srm.VOICESERVERNAME.js

This file must be saved in the following directory on the voice server:

C:\UC\SRM\bin

Change the installation path as appropriate for your site.
If the **bin** folder does not exist, create it and store the script file there.



Note: Each voice server that requires a script must have a copy of the script stored on its own hard drive.

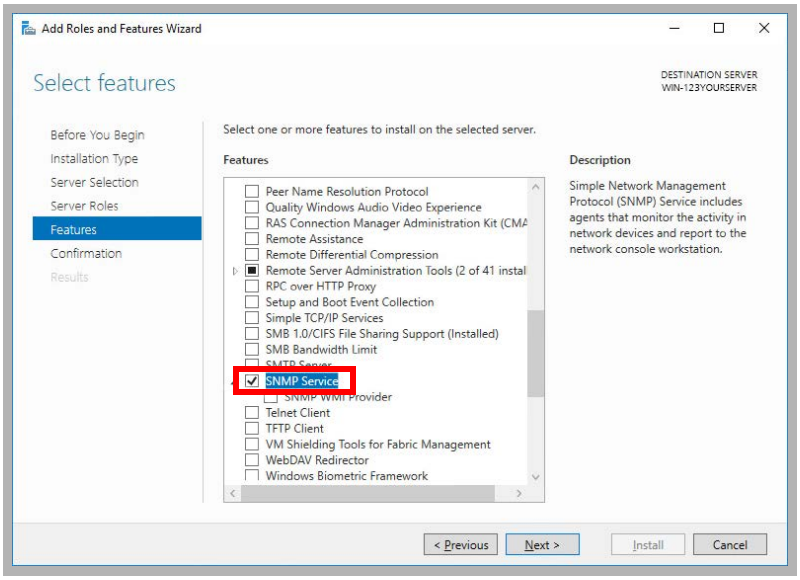
34 SNMP NOTIFICATION

Introduction

SNMP (Simple Network Management Protocol) provides a standardized communication structure which allows different devices on a network to communicate with each other. Avaya Messaging uses SNMP to send notifications out to third party applications regarding the status of the system and its components. A third party application is required to received these notifications.

Windows Roles and Features

To use **SNMP Notifications** with Avaya Messaging, the **SNMP Service** must be added to Windows Roles and Features before the feature can be used.



Configuring Avaya Messaging

Note: Avaya Messaging only integrates with SNMP version 3 and later. Earlier versions are not supported.

Avaya Messaging does not include a tool that can read or receive SNMP notifications, so a third party program is required. The program must support SNMP, and it is the responsibility of the site administrator to manage.

Avaya Messaging needs to know where to send the alarms. This is accomplished by executing a command line script that contains the routing information to the SNMP traps listener. This script needs to be run once each time the server is restarted to reset the routing information.

Enter the following script at the command line on the voice server computer. On an HA system, run it on each node.

```
ucsnmpconfig.exe trap add --host=IPAddress [--port=xxx] --user=name [--authpass=pwd [--authtype=MD5|SHA] --
  privpass=privpwd [--privtype=DES|AES128|AES192|AES256]] [--engine=engID]
```

This command adds the trap destination for the SNMP notification application. Authentication values must match what is configured on trap destination / listener.

The ucsnmpservice service must be restarted after executing the command line.

host=IPAddress - host=IP address of trap destination host server. e.g. - host=192.168.0.1

port=xxx - port=Port number used for SNMP traffic (Optional - If not specified, the default is 162). e.g. - port=993

user=name - user=Username to access the trap destination host server. e.g. - user=JSmith

authpass=pwd - authpass=Password to access the trap destination host server (Optional). e.g. - authpass=Buffalo

engine=engID - Specify the engine ID of the trap destination host (Optional). e.g. - engine=AB1C2D3E

If authpass is used then the following fields must also be specified.

authtype=MD5|SHA - Pick the authentication protocol for your site. For example - authtype=MD5

privpass=privpwd - Enter the password for this user under the privtype. e.g. - privpass=Green

privtype=DES|AES128|AES192|AES256 - Select the protocol used by your site. e.g. - privtype=DES

The square brackets [ ] are always omitted. Any parameters that are not required can be omitted from the command line. For example:

ucsnmpconfig.exe trap add –host=192.168.0.1 –user=JSmith

Alarm Descriptions

This table shows the alarms names, the service associated with each alert, the level of impact the error has on operations, and the text string that is sent through SNMP.

ALARM NAME	SERVICE AFFECTED	IMPACT	ALARM STRING
avIXAlmAlarmTest	Validate end-to-end alarm delivery		Test alarm
avIXAlmAlarmClear	Clear test alarm		Test alarm cleared
avIXAlmServVoiceCritical	UCVoice	Severe	UC Voice service is inaccessible / unresponsive
avIXAlmServVoiceWarning	UCVoice	Minor	UC Voice service reported a problem [1]
avIXAlmServVoiceResolved	UCVoice	None	UC Voice service is running
avIXAlmServCSEMSGCritical	CSE	Severe	UC CSE service is inaccessible / unresponsive
avIXAlmServCSEMSGWarning	CSE	Minor	UC CSE service reported a problem [1]
avIXAlmServCSEMSGResolved	CSE	None	UC CSE service is running
avIXAlmServCSEPIMCritical	CSE PIM	Severe	CSE PIM service is inaccessible / unresponsive
avIXAlmServCSEPIMWarning	CSE PIM	Minor	CSE PIM service reported a problem [1]
avIXAlmServCSEPIMResolved	CSE PIM	None	CSE PIM service is running
avIXAlmServSIPCritical	SIP	Severe	SIP service is inaccessible / unresponsive
avIXAlmServSIPWarning	SIP	Minor	SIP service reported a problem [1]
avIXAlmServSIPResolved	SIP	None	SIP service is running
avIXAlmServCTICritical	CTI	Severe	CTI service is inaccessible / unresponsive
avIXAlmServCTIWarning	CTI	Minor	CTI service reported a problem [1]
avIXAlmServCTIResolved	CTI	None	CTI service is running
avIXAlmServUMSTCritical	UMST	Severe	UMST service is inaccessible / unresponsive
avIXAlmServUMSTWarning	UMST	Minor	UMST service reported a problem [1]
avIXAlmServUMSTResolved	UMST	None	UMST service is running
avIXAlmServFileCritical	UCFileOrganizer	Severe	UCFileOrganizer service is inaccessible / unresponsive
avIXAlmServFileWarning	UCFileOrganizer	Minor	UCFileOrganizer service reported a problem [1]
avIXAlmServFileResolved	UCFileOrganizer	None	UCFileOrganizer service is running
avIXAlmServTaskCritical	Background tasks	Severe	Background tasks service is inaccessible / unresponsive
avIXAlmServTaskWarning	Background tasks	Minor	Background tasks service reported a problem [1]
avIXAlmServTaskResolved	Background tasks	None	Background tasks service is running
avIXAlmServArchCritical	UCArchiver	Severe	UCArchiver service is inaccessible / unresponsive
avIXAlmServArchWarning	UCArchiver	Minor	UCArchiver service reported a problem [1]
avIXAlmServArchResolved	UCArchiver	None	UCArchiver service is running
avIXAlmServVPIMCritical	VPIM	Severe	VPIM service is inaccessible / unresponsive
avIXAlmServVPIMWarning	VPIM	Minor	VPIM service reported a problem [1]
avIXAlmServVPIMResolved	VPIM	None	VPIM service is running
avIXAlmServWASCritical	WebAccess	Severe	WebAccess service is inaccessible / unresponsive
avIXAlmServWASWarning	WebAccess	Minor	WebAccess service reported a problem [1]
avIXAlmServWASResolved	WebAccess	None	WebAccess service is running
avIXAlmServIISCritical	IIS	Severe	IIS service is inaccessible / unresponsive
avIXAlmServIISWarning	IIS	Minor	IIS service reported a problem [1]

ALARM NAME	SERVICE AFFECTED	IMPACT	ALARM STRING
avIXAlmServIISResolved	IIS	None	IIS service is running
avIXAlmServLicCritical	UC License	Severe	UC License service is inaccessible / unresponsive
avIXAlmServLicWarning	UC License	Minor	UC License service reported a problem [1]
avIXAlmServLicResolved	UC License	None	UC License service is running
avIXAlmServNLCCritical	UC Nuance Servers Loader	Severe	UC Nuance Servers Loader service is inaccessible / unresponsive
avIXAlmServNLCWarning	UC Nuance Servers Loader	Minor	UC Nuance Servers Loader service reported a problem [1]
avIXAlmServNLCResolved	UC Nuance Servers Loader	None	UC Nuance Servers Loader service is running
avIXAlmServNLSCritical	UC Nuance Servers Loader Manager	Severe	UC Nuance Servers Loader Manager service is inaccessible / unresponsive
avIXAlmServNLSWarning	UC Nuance Servers Loader Manager	Minor	UC Nuance Servers Loader Manager service reported a problem [1]
avIXAlmServNLSResolved	UC Nuance Servers Loader Manager	None	UC Nuance Servers Loader Manager service is running
avIXAlmServUCGCritical	UC Gateway	Severe	UC Gateway service is inaccessible / unresponsive
avIXAlmServUCGWarning	UC Gateway	Minor	UC Gateway service reported a problem [1]
avIXAlmServUCGResolved	UC Gateway	None	UC Gateway service is running
avIXAlmServDBWatchCritical	DB Watcher	Severe	DB Watcher service is inaccessible / unresponsive
avIXAlmServDBWatchWarning	DB Watcher	Minor	DB Watcher service reported a problem [1]
avIXAlmServDBWatchResolved	DB Watcher	None	DB Watcher service is running
avIXAlmServUCBusinessCritical	UC Business	Severe	UC Business service is inaccessible / unresponsive
avIXAlmServUCBusinessWarning	UC Business	Minor	UC Business service reported a problem [1]
avIXAlmServUCBusinessResolved	UC Business	None	UC Business service is running
avIXAlmServDBCritical	Sybase	Severe	Sybase service is inaccessible / unresponsive
avIXAlmServDBWarning	Sybase	Minor	Sybase service reported a problem [1]
avIXAlmServDBResolved	Sybase	None	Sybase service is running
avIXAlmServCPUCritical	CPU usage above 99% for 5+ minutes		CPU usage is critical
avIXAlmServCPUWarning	CPU usage above 95% for 5+ minutes		CPU usage is high
avIXAlmServCPUResolved	CPU usage below 95% for 5+ minutes		CPU usage is normal
avIXAlmServRAMCritical	Available memory below 10%		Memory usage is critical
avIXAlmServRAMWarning	Available memory below 20%		Memory usage is high
avIXAlmServRAMResolved	RAM sufficient for normal operation		Memory usage is normal
avIXAlmServDiskCritical	Amount of free disk space below 10%		Disk usage is critical
avIXAlmServDiskWarning	Amount of free disk space below 25%		Disk usage is high
avIXAlmServDiskResolved	Space sufficient for normal operation		Disk usage is normal

1 - Refer to **avIXAlmServEvtID** for event id details

Impact types:

Severe - The service is not responding, has crashed, or is in an inappropriate state.

Minor - A non-critical runtime issue was detected that does not affect overall service operation.

None - No issues reported. No action required.

Recommended Actions

ALARM NAME (OID)	CAUSE	ACTION
avIXAlmAlarmTest (1.3.6.1.4.1.6889.2.1995.9.0.1)	Connectivity test	No action required
avIXAlmAlarmClear (1.3.6.1.4.1.6889.2.1995.9.0.2)	Connectivity test	No action required
avIXAlmServVoiceCritical (1.3.6.1.4.1.6889.2.1995.9.0.3)	Voice service crash	• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Collect logs (\UC\Logs) for DBCOM and Vserver • Collect last 3 days of logs from \uc\logs\backup • Collect snapshot of System & Application event logs
avIXAlmServVoiceWarning (1.3.6.1.4.1.6889.2.1995.9.0.4)	Voice port(s) in non-responsive state	• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Collect logs (\UC\Logs) for DBCOM and Vserver • Collect last 3 days of logs from \uc\logs\backup • Collect snapshot of System & Application event logs
avIXAlmServVoiceResolved (1.3.6.1.4.1.6889.2.1995.9.0.5)	Voice service normal startup	No action required
avIXAlmServCSEMSGCritical (1.3.6.1.4.1.6889.2.1995.9.0.6)	Service crash	• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Collect logs (\UC\Logs) for DBCOM and UCCSE\CSE • Collect last 3 days of logs from \uc\logs\backup • Collect snapshot of System & Application event logs
avIXAlmServCSEMSGWarning (1.3.6.1.4.1.6889.2.1995.9.0.7)	Synchronization delays for specific users	• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Collect logs (\UC\Logs) for DBCOM and UCCSE\CSE • Collect last 3 days of logs from \uc\logs\backup • Collect snapshot of System & Application event logs
avIXAlmServCSEMSGResolved (1.3.6.1.4.1.6889.2.1995.9.0.8)	Service normal startup	No action required
avIXAlmServCSEPIMCritical (1.3.6.1.4.1.6889.2.1995.9.0.9)	Service crash	• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Collect logs (\UC\Logs) for DBCOM and UCCSE\CSE.PIM • Collect last 3 days of logs from \uc\logs\backup • Collect snapshot of System & Application event logs
avIXAlmServCSEPIMWarning (1.3.6.1.4.1.6889.2.1995.9.0.10)	Synchronization delays for specific users	• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Collect logs (\UC\Logs) for DBCOM and UCCSE\CSE.PIM • Collect last 3 days of logs from \uc\logs\backup • Collect snapshot of System & Application event logs
avIXAlmServCSEPIMResolved (1.3.6.1.4.1.6889.2.1995.9.0.11)	Service normal startup	No action required

ALARM NAME (OID)	CAUSE	ACTION
avIXAlmServSIPCritical (1.3.6.1.4.1.6889.2.1995.9.0.12)	Service crash	• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Collect logs (\UC\Logs) for DBCOM and Vserver • Collect last 3 days of logs from \uc\logs\backup • Collect snapshot of System & Application event logs
avIXAlmServSIPWarning (1.3.6.1.4.1.6889.2.1995.9.0.13)		• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Collect logs (\UC\Logs) for DBCOM and Vserver • Collect last 3 days of logs from \uc\logs\backup • Collect snapshot of System & Application event logs
avIXAlmServSIPResolved (1.3.6.1.4.1.6889.2.1995.9.0.14)	Service normal startup	No action required
avIXAlmServCTICritical (1.3.6.1.4.1.6889.2.1995.9.0.15)	Service crash	• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Collect logs (\UC\Logs) for DBCOM and Vserver • Collect last 3 days of logs from \uc\logs\backup • Collect snapshot of System & Application event logs
avIXAlmServCTIWarning (1.3.6.1.4.1.6889.2.1995.9.0.16)		• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Collect logs (\UC\Logs) for DBCOM and Vserver • Collect last 3 days of logs from \uc\logs\backup • Collect snapshot of System & Application event logs
avIXAlmServCTIResolved (1.3.6.1.4.1.6889.2.1995.9.0.17)	Service normal startup	No action required
avIXAlmServUMSTCritical (1.3.6.1.4.1.6889.2.1995.9.0.18)	Service crash	• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Collect logs (\UC\Logs) for DBCOM and UMST • Collect last 3 days of logs from \uc\logs\backup • Collect snapshot of System & Application event logs
avIXAlmServUMSTWarning (1.3.6.1.4.1.6889.2.1995.9.0.19)		• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Collect logs (\UC\Logs) for DBCOM and UMST • Collect last 3 days of logs from \uc\logs\backup • Collect snapshot of System & Application event logs
avIXAlmServUMSTResolved (1.3.6.1.4.1.6889.2.1995.9.0.20)	Service normal startup	No action required
avIXAlmServFileCritical (1.3.6.1.4.1.6889.2.1995.9.0.21)	Service crash	• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Collect logs (\UC\Logs) for DBCOM and UMST • Collect last 3 days of logs from \uc\logs\backup • Collect snapshot of System & Application event logs

ALARM NAME (OID)	CAUSE	ACTION
avIXAlmServFileWarning (1.3.6.1.4.1.6889.2.1995.9.0.22)		• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Collect logs (\UC\Logs) for DBCOM and UMST • Collect last 3 days of logs from \uc\logs\backup • Collect snapshot of System & Application event logs
avIXAlmServFileResolved (1.3.6.1.4.1.6889.2.1995.9.0.23)	Service normal startup	No action required
avIXAlmServTaskCritical (1.3.6.1.4.1.6889.2.1995.9.0.24)	Service crash	• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Collect logs (\UC\Logs) for DBCOM and UMST • Collect last 3 days of logs from \uc\logs\backup • Collect snapshot of System & Application event logs
avIXAlmServTaskWarning (1.3.6.1.4.1.6889.2.1995.9.0.25)		• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Collect logs (\UC\Logs) for DBCOM and UMST • Collect last 3 days of logs from \uc\logs\backup • Collect snapshot of System & Application event logs
avIXAlmServTaskResolved (1.3.6.1.4.1.6889.2.1995.9.0.26)	Service normal startup	No action required
avIXAlmServArchCritical (1.3.6.1.4.1.6889.2.1995.9.0.27)	Service crash	• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Collect logs (\UC\Logs) for DBCOM and UMST • Collect last 3 days of logs from \uc\logs\backup • Collect snapshot of System & Application event logs
avIXAlmServArchWarning (1.3.6.1.4.1.6889.2.1995.9.0.28)		• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Collect logs (\UC\Logs) for DBCOM and UMST • Collect last 3 days of logs from \uc\logs\backup • Collect snapshot of System & Application event logs
avIXAlmServArchResolved (1.3.6.1.4.1.6889.2.1995.9.0.29)	Service normal startup	No action required
avIXAlmServVPIMCritical (1.3.6.1.4.1.6889.2.1995.9.0.30)	Service crash	• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Collect logs (\UC\Logs) for DBCOM and VPIM • Collect last 3 days of logs from \uc\logs\backup • Collect snapshot of System & Application event logs
avIXAlmServVPIMWarning (1.3.6.1.4.1.6889.2.1995.9.0.31)		• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Collect logs (\UC\Logs) for DBCOM and VPIM • Collect last 3 days of logs from \uc\logs\backup • Collect snapshot of System & Application event logs

ALARM NAME (OID)	CAUSE	ACTION
avIXAlmServVPIMResolved (1.3.6.1.4.1.6889.2.1995.9.0.32)	Service normal startup	No action required
avIXAlmServWASCritical (1.3.6.1.4.1.6889.2.1995.9.0.33)	Service crash	• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Collect logs (\UC\Logs) for DBCOM and WebAccess • Collect last 3 days of logs from \uc\logs\backup • Collect snapshot of System & Application event logs
avIXAlmServWASWarning (1.3.6.1.4.1.6889.2.1995.9.0.34)		• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Collect logs (\UC\Logs) for DBCOM and WebAccess • Collect last 3 days of logs from \uc\logs\backup • Collect snapshot of System & Application event logs
avIXAlmServWASResolved (1.3.6.1.4.1.6889.2.1995.9.0.35)	Service normal startup	No action required
avIXAlmServIISCritical (1.3.6.1.4.1.6889.2.1995.9.0.36)	Service crash	• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Collect snapshot of System & Application event logs
avIXAlmServIISWarning (1.3.6.1.4.1.6889.2.1995.9.0.37)		• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Collect snapshot of System & Application event logs
avIXAlmServIISResolved (1.3.6.1.4.1.6889.2.1995.9.0.38)	Service normal startup	No action required
avIXAlmServLicCritical (1.3.6.1.4.1.6889.2.1995.9.0.39)	Service crash	• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Collect logs (\UC\Logs) for DBCOM and EEWebLM • Collect last 3 days of logs from \uc\logs\backup • Collect snapshot of System & Application event logs
avIXAlmServLicWarning (1.3.6.1.4.1.6889.2.1995.9.0.40)		• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Collect logs (\UC\Logs) for DBCOM and EEWebLM • Collect last 3 days of logs from \uc\logs\backup • Collect snapshot of System & Application event logs
avIXAlmServLicResolved (1.3.6.1.4.1.6889.2.1995.9.0.41)	Service normal startup	No action required
avIXAlmServNLCCritical (1.3.6.1.4.1.6889.2.1995.9.0.42)	Service crash	• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Collect logs (\UC\Logs) for DBCOM and UCNLS • Collect last 3 days of logs from \uc\logs\backup • Collect snapshot of System & Application event logs

ALARM NAME (OID)	CAUSE	ACTION
avIXAlmServNLCWarning (1.3.6.1.4.1.6889.2.1995.9.0.43)		• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Collect logs (\UC\Logs) for DBCOM and UCNLS • Collect last 3 days of logs from \uc\logs\backup • Collect snapshot of System & Application event logs
avIXAlmServNLCResolved (1.3.6.1.4.1.6889.2.1995.9.0.44)	Service normal startup	No action required
avIXAlmServNLSCritical (1.3.6.1.4.1.6889.2.1995.9.0.45)	Service crash	• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Collect logs (\UC\Logs) for DBCOM and UCNLS • Collect last 3 days of logs from \uc\logs\backup • Collect snapshot of System & Application event logs
avIXAlmServNLSWarning (1.3.6.1.4.1.6889.2.1995.9.0.46)		• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Collect logs (\UC\Logs) for DBCOM and UCNLS • Collect last 3 days of logs from \uc\logs\backup • Collect snapshot of System & Application event logs
avIXAlmServNLSResolved (1.3.6.1.4.1.6889.2.1995.9.0.47)	Service normal startup	No action required
avIXAlmServUCGCritical (1.3.6.1.4.1.6889.2.1995.9.0.48)	Service crash	• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Collect logs (\UC\Logs) for DBCOM and webgateway • Collect last 3 days of logs from \uc\logs\backup • Collect snapshot of System & Application event logs
avIXAlmServUCGWarning (1.3.6.1.4.1.6889.2.1995.9.0.49)		• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Collect logs (\UC\Logs) for DBCOM and webgateway • Collect last 3 days of logs from \uc\logs\backup • Collect snapshot of System & Application event logs
avIXAlmServUCGResolved (1.3.6.1.4.1.6889.2.1995.9.0.50)	Service normal startup	No action required
avIXAlmServDBWatchCritical (1.3.6.1.4.1.6889.2.1995.9.0.51)	Service crash	• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Collect logs (\UC\Logs) for DBCOM • Collect last 3 days of logs from \uc\logs\backup • Collect snapshot of System & Application event logs
avIXAlmServDBWatchWarning (1.3.6.1.4.1.6889.2.1995.9.0.52)		• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Collect logs (\UC\Logs) for DBCOM • Collect last 3 days of logs from \uc\logs\backup • Collect snapshot of System & Application event logs

ALARM NAME (OID)	CAUSE	ACTION
avIXAlmServDBWatchResolved (1.3.6.1.4.1.6889.2.1995.9.0.53)	Service normal startup	No action required
avIXAlmServUCBusinessCritical (1.3.6.1.4.1.6889.2.1995.9.0.54)	Service crash	• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Collect logs (\UC\Logs) for DBCOM and UCBusiness • Collect last 3 days of logs from \uc\logs\backup • Collect snapshot of System & Application event logs
avIXAlmServUCBusinessWarning (1.3.6.1.4.1.6889.2.1995.9.0.55)		• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Collect logs (\UC\Logs) for DBCOM and UCBusiness • Collect last 3 days of logs from \uc\logs\backup • Collect snapshot of System & Application event logs
avIXAlmServUCBusinessResolved (1.3.6.1.4.1.6889.2.1995.9.0.56)	Service normal startup	No action required
avIXAlmServDBCritical (1.3.6.1.4.1.6889.2.1995.9.0.57)	• Service crash • Database corruption	• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Collect logs (\UC\Logs) for DBCOM, DB and DBDriver • Collect last 3 days of logs from \uc\logs\backup • Collect snapshot of System & Application event logs
avIXAlmServDBWarning (1.3.6.1.4.1.6889.2.1995.9.0.58)	Slow mobilink replication	• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Collect logs (\UC\Logs) for DBCOM, DB and DBDriver • Collect last 3 days of logs from \uc\logs\backup • Collect snapshot of System & Application event logs
avIXAlmServDBResolved (1.3.6.1.4.1.6889.2.1995.9.0.59)	Service normal startup	No action required
avIXAlmServCPUCritical (1.3.6.1.4.1.6889.2.1995.9.0.60)	• Amount of traffic generated does not match CPU specs • Runaway threads in one of the services	• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Collect logs (\UC\Logs) for services with high CPU usage • Collect last 3 days of logs from \uc\logs\backup • Collect snapshot of System & Application event logs
avIXAlmServCPUWarning (1.3.6.1.4.1.6889.2.1995.9.0.61)	• Amount of traffic generated does not match CPU specs • Runaway threads in one of the services	• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Collect logs (\UC\Logs) for services with high CPU usage • Collect last 3 days of logs from \uc\logs\backup • Collect snapshot of System & Application event logs
avIXAlmServCPUResolved (1.3.6.1.4.1.6889.2.1995.9.0.62)	Intensive CPU usage had stopped	No action required

ALARM NAME (OID)	CAUSE	ACTION
avIXAlmServRAMCritical (1.3.6.1.4.1.6889.2.1995.9.0.63)	• Amount of traffic generated does not match RAM specs • Memory leak in one of the services	• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Collect logs (\UC\Logs) for services with high RAM usage • Collect last 3 days of logs from \uc\logs\backup • Collect snapshot of System & Application event logs
avIXAlmServRAMWarning (1.3.6.1.4.1.6889.2.1995.9.0.64)	• Amount of traffic generated does not match RAM specs • Memory leak in one of the services	• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Collect logs (\UC\Logs) for services with high RAM usage • Collect last 3 days of logs from \uc\logs\backup • Collect snapshot of System & Application event logs
avIXAlmServRAMResolved (1.3.6.1.4.1.6889.2.1995.9.0.65)	Intensive RAM usage had stopped	No action required
avIXAlmServDiskCritical (1.3.6.1.4.1.6889.2.1995.9.0.66)	• Logs archiving does not work properly • Temporary files are not cleaned up • Amount of traffic generated on the system does not match storage specs • Messages retention policy not applied	• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Validate size of \UC\Logs folder (partition), %TEMP% folder, \UC\Messages folder • Perform cleanup or allocate additional space
avIXAlmServDiskWarning (1.3.6.1.4.1.6889.2.1995.9.0.67)	• Logs archiving does not work properly • Temporary files are not cleaned up • Amount of traffic generated on the system does not match storage specs • Messages retention policy not applied	• Connect to the system as UC admin • Collect information about IX Messaging and OS versions • Collect information about IX users - total count, total message sync users • Validate size of \UC\Logs folder (partition), %TEMP% folder, \UC\Messages folder • Perform cleanup or allocate additional space
avIXAlmServDiskResolved (1.3.6.1.4.1.6889.2.1995.9.0.68)	Disk was cleaned up	No action required

35 HIGH AVAILABILITY SERVER CONFIGURATION

Introduction

Avaya Messaging High Availability provides redundancy for the voice servers, limiting downtime in the event of hardware failures. Up to 10 servers are linked together to provide load balancing for high traffic sites, and failover support when one or more machines go down.

Due to the nature of High Availability systems, additional steps are required during configuration to ensure the proper operation of some features of Avaya Messaging.

Please use this chapter as a guide when you wish to configure your HA system.

HA Fax Configuration

To enable faxing under an HA environment, please ensure that the following settings have been made.

On the Primary Server

Ensure that the Primary Voice Server has Fax Channels available.

On the Primary & all Secondary Server(s)

Go to **Avaya Messaging Admin > Configuration > Advanced** and set **Disable Fax Detection = False**.

Go to **Avaya Messaging Admin > Configuration > Fax Settings** and set **Fax Mail Installed = True**.

On the Consolidated Server

Go to **Admin > Company** and assign a mailbox to receive the faxes.

HA ASR Configuration

To enable Automatic Speech Recognition under an HA environment, please ensure that the following settings have been made.

On the Primary Server

Ensure that the Primary Voice Server has ASR Channels available.

On the Consolidated Server

Go to **Admin > Company** and enable **Voice Recognition**. Then **Compile Grammar** after a server restart.

Go to **Admin > Configuration > Advanced** and set **Voice Recognition = Nuance 8.5**.

36 UC WEB API CONFIGURATION

Introduction

UCWebApi application is a high availability web application facilitating all the real-time communication (using .Net SignalR technology) between different software components, as well as serving all the REST API needs.

Client authentication and authorization

Various applications need to communicate with UCWebApi application and need to be authenticated. We use JSON Web Token (jwt token) to process the authentication.

The authentication and authorization flow

Client does POST REST API call to UCWebApi url to obtain JWT:

Applications that use Onesna/Google/Office 365/Salesforce account are to use
https://website_name/ucwebapi/api/1.0/login/onesna
Content-Type: application/json

Applications that use local Officelinx accounts are to use:
https://website_name/ucwebapi/api/1.0/login/native
Content-Type: application/json

Request body in case of native login:

```
{
    auth_provider: "localdb",
    auth_type: "native",
    username: "local Officelinx user",
    password: "local Officelinx password"
}
```

Request body in case of Onesna/Google/Office 365/Salesforce login:

```
{
    auth_provider: "onesna", auth_type: "oauth2",
    auth_token: "token obtained from the given provider",
    product_type: "ilinkcloudlinkaura"
}
```

Where
auth_provider is from the list below:

onesna
localdb
google

auth_type is from the list below:
oauth2
jwt
native,
sso,
id_token

Request

POST http://localhost:9000/ucwebapi/api/1.0/login/onesna HTTP/1.1
User-Agent: Fiddler
Content-Type: application/json
Host: localhost:9000

{
auth_provider: "onesna",
auth_type: "id_token",
auth_token: "jgjgjkgjjgkdjgkjdkgjkjfgkfjg",
product_type: "ilinkcloudlinkaura"
}

Client is to receive back either OK 200 or Unauthorized 401 response. The response body In case of 200 is to contain a JSON like the one below:

{
"jwt":"**The UCWebApi generated JWT**", "expires_in":604800,
}

Response

HTTP/1.1 200 OK
Cache-Control: no-store, must-revalidate, no-cache, max-age=0, private
Pragma: no-cache
Content-Type: application/json; charset=utf-8
X-XSS-Protection: 1; mode=block
Date: Wed, 13 Apr 2016 20:58:46 GMT

{"jwt":"**kdfjgkjgkfhgkdhg**",,"expires_in":604800}

Since JWT by default is valid for 7 days the client is to make a REST API call to invalidate it (See the REST API endpoints section).

The REST API calls

Client has to submit the JWT obtained from UCWebApi with every REST API using the Authorization header. See example below:

Authorization: jwt **kdfjgkjgkfhgkdhg**
Content-Type: application/json

where **kdfjgkjgkfhgkdhg** represents the UCWebApi generated JWT.

Request

GET http://localhost:9000/ucwebapi/api/1.0/pbxnodes?page=1&size=1 HTTP/1.1
User-Agent: Fiddler
Content-Type: application/json
http: //localhost:9000/ucwebapi/api/1.0/mailboxes/1?page=1&size=1
Authorization: jwt **kdfjgkjgkfhgkdhg**
Host: localhost:9000
Content-Length: 0

Response

HTTP/1.1 200 OK
Cache-Control: no-store, must-revalidate, no-cache, max-age=0, private Pragma: no-cache

Content-Type: application/json; charset=utf-8
X-XSS-Protection: 1; mode=block
Date: Wed, 13 Apr 2016 21:31:37 GMT

[{"PBXNodeID":1,"PBXID":1,"PBXNetworkID":"1","PBXNodeAddress":"192.168.12.179","PBXDialPrefix":"","PBXHuntGroup":"","PBXHuntGroupSpeechDial":"","PBXDescription":"AES 7.0","CountryCode":"1","AreaCode":"905","PBXNodePort":4721,"CTIType":"AVAYA_AURA","AdvSettings":"{"auth_password":"Password1234","ssl":false,"cm_name":"cm77","allow_certificate":false,"certificate_name":null,"auth_user":"PerfCTI","cti_manager_primary_ip":"192.168.11.162","AES_version":"7.0"}","PBXNodeExtObjectID":""}]

Data structures

Mailbox

C# representation:

```
public class Mailbox
  {
    #region Properties
    public int ID { get; set; }
    public string MailboxNo { get; set; }
    public int FGroupID { get; set; }
    public int CompanyID { get; set; }
    public string UserName { get; set; } = string.Empty;
    public short MailboxType { get; set; }
    public string NumericPassword { get; set; } = string.Empty;
    public int NumericPasswordCrypt { get; set; }
    public string MailPassword { get; set; } = string.Empty;
    public int MailPasswordCrypt { get; set; }
    public string PasswordExpiryDate { get; set; } = string.Empty;
    public string LastName { get; set; } = string.Empty;
    public string FirstName { get; set; } = string.Empty;
    public int DepartmentID { get; set; }
    public string Department { get; set; }
    public int OperatorMbxID { get; set; }
    public bool VoiceMenuActive { get; set; }
    public int VoiceMenuID { get; set; }
    public bool CustMailbox { get; set; }
    public int CustMailboxMenuID { get; set; }
    public short ActiveGreeting { get; set; }
    public bool Tutorial { get; set; }
    public string DIDTrunk { get; set; }
    public bool SayDateTime { get; set; }
    public bool LIFO { get; set; }
    public bool CascadeNotification { get; set; }
    public bool CascadeNotificationLoopBack { get; set; }
    public short VoiceMailNotify { get; set; } //eMailboxVoiceMailNotification
    public short EMailNotify { get; set; } //eMailboxEMailNotification
    public bool MessageLampStatus { get; set; }
    public bool FaxMailNotify { get; set; }
    public string FaxMailOptions { get; set; }
    public bool MessageFwdDelete { get; set; }
    //public EnumEeamMailboxLAPModes LAP { get; set; }
    public bool LAP { get; set; }
    public EnumMailboxLAPs LapType { get; set; }
```

```
public short LapBaudRate { get; set; }
public string LapCapCode { get; set; }
public bool CallFwd { get; set; }
public int CallFwdMailboxID { get; set; }
public bool CallFwdOneLevel { get; set; }
public EnumMailboxDesktopStatuses DesktopStatus { get; set; }
public bool LanTalk { get; set; }
public bool ShowSendList { get; set; }
public EnumMailboxCallerIDs CallerIDType { get; set; }
public bool CallScreening { get; set; }
public bool PrePaging { get; set; }
public bool PostPaging { get; set; }
public bool CallQueuing { get; set; }
public bool MassRecall { get; set; }
public bool DoOCR { get; set; }
public MbxMsgInfo Info { get; set; }
public string AccountCode { get; set; } = string.Empty;
public string imapName { get; set; } = string.Empty;
public string imapPswd { get; set; } = string.Empty;
public int MbxIMAPServerID { get; set; }
public string TSEAccount { get; set; } = string.Empty;
public short imapLogErr { get; set; }
public short imapConErr { get; set; }
public EnumStorageMode StorageMode { get; set; }
public bool IMAPFilter { get; set; }
public string IMAPFilterTime { get; set; } = string.Empty;
public bool SendBusinessCard { get; set; }
public bool ReceiveBusinessCard { get; set; }
public bool ChangeGreetingOnMeeting { get; set; }
public string MbxCreateDate { get; set; }
public string MbxModifyDate { get; set; }
public string MbxExtObjectID { get; set; } = string.Empty;
public EnumLanguages MbxSyncLanguage { get; set; }
public string MbxDateFormat { get; set; } // default = YYYYMMDD
public string MbxNTAccount { get; set; } = string.Empty;
public EnumMbxCapability MbxCapability { get; set; } = EnumMbxCapability.MCAP_UC; public bool
MbxRecordInboundCalls { get; set; }
public bool MbxRecordOutboundCalls { get; set; }
public int MbxSpecialVMGreetingID { get; set; }
public EnumLanguages MbxSpecialVMGreetingLngID { get; set; }
public bool MbxWebClient { get; set; }
public EnumContactType MbxASRContacts { get; set; }
public EnumMailboxCurrentLocation MbxLocFollowCurrent { get; set; }
public int MbxLocCurLocID { get; set; }
public EnumAvailability MbxLocCurAvailability { get; set; }
```

```
public string MbxLocCurAddress { get; set; }
public EnumAddresses MbxLocCurAddressType { get; set; }
public bool MbxLocCurDisableBehFilters { get; set; }
public bool MbxLocCurUnavOnNoCallerID { get; set; }
public EnumLocationPresenceType MbxLocCurStayOpt { get; set; }
public string MbxLocCurStayUntil { get; set; }
public bool MbxCampOn { get; set; }
public bool MbxLocked { get; set; }
public string MbxLockedTime { get; set; } = string.Empty;
public int MbxPBXNodeID { get; set; }
public bool MbxShowToolTips { get; set; }
public bool MbxShowGettingStarted { get; set; }
public EnumGender MbxGender { get; set; }
public EnumMbxRerouteOptions MbxDNDToLocation { get; set; }
public int MbxDNDLocID { get; set; }
public EnumAvailability MbxDNDLocAvailability { get; set; }
public EnumMbxRerouteOptions MbxFwdToLocation { get; set; }
public int MbxFwdLocID { get; set; }
public EnumAvailability MbxFwdLocAvailability { get; set; }
public string MbxCollaboration { get; set; } = string.Empty;
public bool MbxUseMbxIMAP { get; set; }
public bool MbxSpeechMenus { get; set; }
public bool MbxForcedEnrollment { get; set; }
public bool Enrolled { get; set; }
public EnumVoiceVerificationMode MbxVoiceVerification { get; set; }
public bool TranscribeOutboundMsg { get; set; }
public bool TranscribeOutboundUrgentMsg { get; set; }
public bool TranscribeInboundMsg { get; set; }
public EnumTranscribeDelay TranscribeInboundDeliveryMode { get; set; }
public bool TranscribeInboundUnReadAfterTrans { get; set; }
public string LastSyncInbox { get; set; } //(YYYYMMDDHHMMSS)
public string LastContactsSync { get; set; } // (YYYYMMDDHHMMSS)
public string LastCalendarSync { get; set; } // (YYYYMMDDHHMMSS)
public EnumVoiceFormatTypes ImapSyncVFormat { get; set; }
public bool FaxDetection { get; set; }
public bool WebTutorial { get; set; }
public string ExternalUID { get; set; } = string.Empty;
public bool SpatialData { get; set; }
public bool SecondCallAsBusy { get; set; }
public string MbxGUID { get; set; } = Guid.NewGuid().ToString();
public string PictureUrl { get; set; } = DBDriver.API.Common.NO_NAME_PICTURE_URL; public int?
MsgSyncSourceID { get; set; }
public string MsgSyncSourceAccount { get; set; } = string.Empty;
public string MsgSyncSourcePassword { get; set; } = string.Empty; #endregion
```

```
    #region References
    public MailboxAddresses Addresses { get; set; } = new MailboxAddresses(); #endregion
  }
```

JSON representation:


```
{"$type":"DBDriver.EEAM.Mailbox,
DBDriver","ID":1,"MailboxNo":"85001","FGroupID":1,"CompanyID":1,"UserName":"tester1","M
ailboxType":0,"NumericPassword":"","NumericPasswordCrypt":0,"MailPassword":"","MailPass
wordCrypt":0,"PasswordExpiryDate":"","LastName":"Tester1","FirstName":"T1","DepartmentI
D":0,"Department":null,"OperatorMbxID":0,"VoiceMenuActive":false,"VoiceMenuID":0,"CustM
ailbox":false,"CustMailboxMenuID":0,"ActiveGreeting":0,"Tutorial":false,"DIDTrunk":"","SayDat
eTime":false,"LIFO":false,"CascadeNotification":false,"CascadeNotificationLoopBack":false,"V
oiceMailNotify":0,"EMailNotify":0,"MessageLampStatus":false,"FaxMailNotify":false,"FaxMail
Options":"","MessageFwdDelete":false,"LAP":false,"LapType":0,"LapBaudRate":0,"LapCapCod
e":"","CallFwd":false,"CallFwdMailboxID":0,"CallFwdOneLevel":false,"DesktopStatus":0,"LanTalk":false,"Sho
wSendList":false,"CallerIDType":0,"CallScreening":false,"PrePaging":false,"PostP
aging":false,"CallQueuing":false,"MassRecall":false,"DoOCR":false,"Info":{"TotalNumOfMsgs":
0,"NumOfReadMsgs":0,"NumOfUnreadMsgs":0,"NumOfUrgentMsgs":0,"NumOfVoiceMsgs":0,
"NumOfReadVoiceMsgs":0,"NumOfUnreadVoiceMsgs":0,"NumOfEmailMsgs":0,"NumOfReadE
mailMsgs":0,"NumOfUnreadEMailMsgs":0,"NumOfFaxMsgs":0,"NumOfReadFaxMsgs":0,"Num
OfUnreadFaxMsgs":0,"NumOfMeetReqMsgs":0,"NumOfReadMeetReqMsgs":0,"NumOfUnrea
dMeetReqMsgs":0,"NumOfUnreadMsgsInbox":0,"NumOfReadMsgsInbox":0},"AccountCode":""
,"imapName":"tester1@esnaya.com","imapPswd":"","MbxIMAPServerID":0,"TSEAccount":"","i
mapLogErr":0,"imapConErr":0,"StorageMode":0,"IMAPFilter":false,"IMAPFilterTime":"","Send
BusinessCard":false,"ReceiveBusinessCard":false,"ChangeGreetingOnMeeting":false,"MbxCre
ateDate":"20151029165422","MbxModifyDate":"20151208063423","MbxExtObjectID":"tester
1@esnaya.com","MbxSyncLanguage":1,"MbxDateFormat":"YYYYMMDD","MbxNTAccount":"te
ster1@esnaya.com","MbxCapability":2,"MbxRecordInboundCalls":false,"MbxRecordOutbound
Calls":false,"MbxSpecialVMGreetingID":0,"MbxSpecialVMGreetingLngID":0,"MbxWebClient":f
alse,"MbxASRContacts":0,"MbxLocFollowCurrent":0,"MbxLocCurLocID":1,"MbxLocCurAvailabil
ity":0,"MbxLocCurAddress":"","MbxLocCurAddressType":0,"MbxLocCurDisableBehFilters":fals
e,"MbxLocCurUnavOnNoCallerID":false,"MbxLocCurStayOpt":1,"MbxLocCurStayUntil":"","Mbx
CampOn":false,"MbxLocked":false,"MbxLockedTime":"","MbxPBXNodeID":0,"MbxShowToolTip
s":false,"MbxShowGettingStarted":false,"MbxGender":0,"MbxDNDToLocation":0,"MbxDNDLoc
ID":0,"MbxDNDLocAvailability":0,"MbxFwdToLocation":0,"MbxFwdLocID":0,"MbxFwdLocAvaila
bility":0,"MbxCollaboration":"","MbxUseMbxIMAP":true,"MbxSpeechMenus":false,"MbxForced
Enrollment":false,"Enrolled":false,"MbxVoiceVerification":0,"TranscribeOutboundMsg":false,"
TranscribeOutboundUrgentMsg":false,"TranscribeInboundMsg":false,"TranscribeInboundDeli
veryMode":0,"TranscribeInboundUnReadAfterTrans":false,"LastSyncInbox":"","LastContactsSy
nc":"","LastCalendarSync":"","ImapSyncVFormat":-1,"FaxDetection":false,"WebTutorial":false,"
ExternalUID":"","SpatialData":false,"SecondCallAsBusy":false,"MbxGUID":"76ea02a4-d453-431 f-8e46-
71eb9aa0c654","PictureUrl":"https://www.onesna.com/norevimages/noimage.jpg","M
sgSyncSourceID":null,"MsgSyncSourceAccount":"","MsgSyncSourcePassword":"","Addresses":[
]}
```

Address

C# representation:

```
public class Address
{
   public int ID { get; set; }
   public int MailboxID { get; set; }
   public string Addr { get; set; }
   public EnumAddresses AddressType { get; set; }
   public bool MWI { get; set; }
   public bool isDefault { get; set; }
   public bool Phantom { get; set; }
   public int AddrPbxNodeId { get; set; }
   public short AddrCountryID { get; set; }
   public bool AddrAlternateID { get; set; }
   public bool VVTrusted { get; set; }
   public bool VVIdentification { get; set; }
   public string ExternalUID { get; set; } = string.Empty;
   public string AddressLabel { get; set; } = string.Empty;
   public bool CTIMonitored { get; set; }
}
```

JSON representation:

{"$type":"DBDriver.EEAM.Address, DBDriver","ID":1,"MailboxID":1,"Addr":"85001","AddressType":1,"MWI":true,"isDefault":true,"Phantom":false,"AddrPbxNodeId":0,"AddrCountryID":0,"AddrAlternateID":false,"VVTrusted":true,"VVIdentification":false,"ExternalUID":"","AddressLabel":"","CTIMonitored":true}

PBXNodes

C# representation: public class PBXNodes

```
{
   public int PBXNodeID { get; set; }
   public int PBXID { get; set; }
   public string PBXNetworkID { get; set; } = string.Empty;
   public string PBXNodeAddress { get; set; }
   public string PBXDialPrefix { get; set; } = string.Empty;
   public string PBXHuntGroup { get; set; } = string.Empty;
   public string PBXHuntGroupSpeechDial { get; set; } = string.Empty;
   public string PBXDescription { get; set; } = string.Empty;
   public string CountryCode { get; set; } = string.Empty;
```

```
   public string AreaCode { get; set; } = string.Empty;
   public int PBXNodePort { get; set; }
   public string CTIType { get; set; }
   public string AdvSettings { get; set; } = string.Empty;
   public string PBXNodeExtObjectID { get; set; } = string.Empty;
}
```

JSON representation:

{"PBXNodeID":1,"PBXID":1,"PBXNetworkID":"1","PBXNodeAddress":"192.168.10.179","PBXDialPrefix":"","PBXHuntGroup":"","PBXHuntGroupSpeechDial":"","PBXDescription":"AES 7.0","CountryCode":"1","AreaCode":"905","PBXNodePort":4721,"CTIType":"AVAYA_AURA","AdvSettings":**"{"auth_password":"Password1234","ssl":false,"cm_name":"cm77","allow_certificate":false,"certificate_name":null,"auth_user":"PerfCTI","cti_manager_primary_ip":"192.168.11.162","AES_version":"7.0"}"**,"PBXNodeExtObjectID":""}

Note the AdvSettings property (bold) is a string one although it contains JSON that is why its value is inside quotation marks.

MsgSyncSource

C# representation:

```
public class MsgSyncSource
{
   public int SourceID { get; set; }
   public string SourceName { get; set; }
   public string SourceAddress { get; set; }
   public int SourcePort { get; set; }
   public EnumVoiceFormatTypes SourceVoiceFormat { get; set; }
   public string SourceDomain { get; set; }
}
```

JSON representation:

{"SourceID":1,"SourceName":"aam78","SourceAddress":"192.168.12.178","SourcePort":993,"SourceVoiceFormat":300,"SourceDomain":"perf.local"}

Where enumerations are as follows:

```
public enum EnumAddresses : int
{
   ADDR_TYPE_ALL = 0,
   ADDR_TYPE_INTEXTENSION = 1,
   ADDR_TYPE_EXTEXTENSION = 2,
   ADDR_TYPE_CENTREXNUMBER = 3,   // will be same as external
   ADDR_TYPE_EMAIL = 4,
   ADDR_TYPE_VPIM = 5,
```

```
    ADDR_TYPE_ALLPHONES = 6,  //1(Internal) or 2(External) or 3(Centrex)
     ADDR_TYPE_AMIS = 7,
    ADDR_TYPE_IP = 8,
    ADDR_TYPE_FAX_INT = 9,
    ADDR_TYPE_WAP = 10,
    ADDR_TYPE_FAX_EXT = 11,
    ADDR_TYPE_ALLFAXES = 12,
    ADDR_TYPE_SMS_EMAIL = 13,
    ADDR_TYPE_REPLYTO = 14,  //'to use for reply address in e-mails
    ADDR_TYPE_MOBILE = 15,
    ADDR_TYPE_PAGER = 16,
    ADDR_TYPE_ISDN = 17,
    ADDR_TYPE_SIP = 18,
    ADDR_TYPE_SMS_PHONE = 19,
    ADDR_TYPE_BBPIN = 20,
    ADDR_TYPE_ALLEMAILS = 21,
    ADDR_TYPE_SOCIAL = 22
}
public enum EnumVoiceFormatTypes //!!! 0 format is not allowed
{
    ALAW8 = 0x8,
    ALAW11 = 0x10,
    ULAW8 = 0x28,
    ULAW11 = 0x30,
    LINEARPCM8 = 0x48,
    LINEARPCM11 = 0x50,
    ADPCM24 = 0x21,
    ADPCM32 = 0x29,
    WAVEALAW8 = 0x88,
    WAVEALAW11 = 0x90,
    WAVEULAW8 = 0xA8,
    WAVEULAW11 = 0xB0,
    WAVELINEARPCM8 = 0xC8,
    WAVELINEARPCM11 = 0xD0,
    WAVEADPCM24 = 0xA1,
    WAVEADPCM32 = 0xA9,
    ALAWPCM32RHT = 0xA,
    ULAWPCM32RHT = 0x2A,
    ALAWPCM24RHT = 0x2,
    ULAWPCM24RHT = 0x22,
    ALAWPCM64PCM = 0x8,
    ULAWPCM64PCM = 0x28,
    ALAWPCM128LINEAR = 0x6D,
    ULAWPCM128LINEAR = 0x6E,
    ALAWPCM24OKI = 0x1,
```

```
  ULAWPCM24OKI = 0x21,
  ALAWPCM32OKI = 0x9,
  ULAWPCM32OKI = 0x29,
  ALAWGSM_RHET1 = 0xB,
  ULAWGSM_RHET1 = 0x2B,
  ALAWGSM_MS_610 = 0xC,
  ULAWGSM_MS_610 = 0x2C,
  G7266 = 0xE0,
  G7268 = 0xE1,
  G72611 = 0xE2,
  G7264 = 0xE9,
  WAVEMSGSM6106 = 0xE3, WAVEMSGSM6108 = 0xE4,
  WAVEMSGSM61011 = 0xE5,
  WAVETPGSM6106 = 0xE6,
  WAVETPGSM6108 = 0xE7,
  WAVETPGSM61011 = 0xE8,
  TAPI_WAVE = 0xF,
  WAVEALAW6 = 0x80,
  WAVEULAW6 = 0xA0,
  //aculab formats
  WAVEPCM8 = 0xAA,
  WAVEPCM6 = 0xA2,
  WAVEIMAADPCM = 0xB3,
  WAVEACUPCM8 = 0xBA,
  WAVEACUPCM6 = 0xB2,
  WAVECELP = 0xAE,
  WAVEMONO16 = 0xCA,
  WAVEMONO8 = 0xC2,
  OKIADPCM24 = 0x21,
  OKIADPCM32 = 0x29,
  WAVE_ASF = 0xF0,
  UNKNOWN = -1,
  MP3 = 0x12C,
}
```

Company

C# representation:

```
public class Company
{
    public int ID { get; set; }
    public int PBXID { get; set; }
    public int Number { get; set; }
    public string Name { get; set; }
```

```
    public string Phone { get; set; } = string.Empty;
    public short OpenRings { get; set; }
    public short CloseRings { get; set; }
    public bool UsePMS { get; set; }
    public int? AdminMbxID { get; set; }
    public int? RealCompanyID { get; set; }
    public CompanySettings Settings { get; set; }
    public string CpyCreateDate { get; set; } = string.Empty;
    public string CpyModifyDate { get; set; } = string.Empty;
    public string CpyExtObjectID { get; set; } = string.Empty;
    public int? CpyPBXNodeID { get; set; }
}

public class CompanySettings
{
    public bool AllowSeqDirectory { get; set; }
    public short MaxCallLength { get; set; }
    public short MinMsgLength { get; set; }
    public bool RefreshMbxMsgLights { get; set; }
    public int InterdigitDelay { get; set; }
    public bool MailboxLengthFixed { get; set; }
    public short MailboxLength { get; set; }
    public bool ShowMbxPass { get; set; }
    public bool NotifyStar { get; set; }
    public string RelateCompany { get; set; }
    public bool ExpressVMail { get; set; }
    public bool RecordSilence { get; set; }
    public bool SilenceDrop { get; set; }
    public bool RecConv { get; set; }
    public bool AllowZero { get; set; }
    public bool XferName { get; set; }
    public bool Voswitch { get; set; }
    public bool AMISAutoAddNewSites { get; set; }
    public short AMISLoopBackRequestID { get; set; }
    public short AMISAdminMessageUserID { get; set; }
    public string AMISSystemIDno { get; set; }
    public int AMISDigitTimeoutForSend { get; set; }
    public int AMISDigitTimeoutForReceive { get; set; }
    public int AMISPacketDelayForSend { get; set; }
    public int AMISPacketDelayForReceive { get; set; }
    public EnumVoiceFormatTypes SalutationFormat { get; set; }
    public short Country { get; set; }
    public string AccountCode { get; set; }
    public short CallerNoOfRetries { get; set; }
    public short UserNoOfRetries { get; set; }
```

```
public short DirectoryPageSize { get; set; }
public EnumDirectorySorting DirectorySortedBy { get; set; }
public string NotifyPorts { get; set; }
public string WakeupCallPorts { get; set; }
public string PagingTransferCode { get; set; }
public string PagingPortNum { get; set; }
public string PagingReleaseCode { get; set; }
public string PagingDelayTime { get; set; }
public string OutcallAccessCode { get; set; }
public string OutcallRetryTime { get; set; }
public short DefaultNotifRetryTime { get; set; }
public string MassRecallStartPort { get; set; }
public string DesktopStartPort { get; set; }
public string DomainName { get; set; }
public EnumASRProviders ASRMode { get; set; }
public bool ASRBargeIn { get; set; }
public bool ASRConfirmNames { get; set; }
public bool ASRConfirmNamesBargeIn { get; set; }
public long FaxExtension { get; set; }
public bool AccCodePrefix { get; set; }
public string Collaboration { get; set; }
public bool VoiceVerification { get; set; }
public short VV_QuestNumberMin { get; set; }
public short VV_QuestNumberMax { get; set; }
public bool FreeDigitDialing { get; set; }
public short AlternativeQZ { get; set; }
public string IFIncomingFolder { get; set; }
public string IFOutgoingFolder { get; set; }
public string IFFTPServer { get; set; }
public string IFFTPAccount { get; set; }
public string IFFTPPassword { get; set; }
public string IFFTPVirtualFolder { get; set; }
public short IFFaxSendExpired { get; set; }
public short IFRepeatPrintingInterval { get; set; }
public short IFRepeatPrintingTimes { get; set; }
public long CallbackMaxTime { get; set; }
public bool AllowSayOperator { get; set; }
public string AMISChannels { get; set; }
public string BroadcastChannels { get; set; }
public string GreetingTerminationKeys { get; set; }
public string SoftFaxSendChannels { get; set; }
public EnumContactType ASRContactPriority { get; set; }
public bool ASRDisableNotification { get; set; }
public bool PassForcedChange { get; set; }
public short PassForcedChangeDays { get; set; }
```

```
public short PassMinLength { get; set; }
public bool PassFixedLength { get; set; }
public string PassUserDefault { get; set; }
public bool PassAskFirstAccess { get; set; }
public bool PassSameAsMbxNumber { get; set; }
public bool PassSequentNumbers { get; set; }
public bool PassRepeatNumber { get; set; }
public bool PassReuse { get; set; }
public short PassNotReusePeriods { get; set; }
public short PassAttemptsBeforeLock { get; set; }
public bool PassAlphaNumericOnly { get; set; }
public bool PassVVNumericPhone { get; set; }
public bool DeactivateMWI { get; set; }
public long DeactivateMWIMaxRecepients { get; set; }
public string AccountCodeDialFormat { get; set; }
public string RecordConversationPorts { get; set; }
public string AfterHourNotifyPorts { get; set; }
public string AfterHourWakeupCallPorts { get; set; }
public string AfterHourMassRecallStartPort { get; set; }
public string AfterHourDesktopStartPort { get; set; }
public string AfterHourAMISChannels { get; set; }
public string AfterHourBroadcastChannels { get; set; }
public string AfterHourSoftFaxSendChannels { get; set; }
public string AfterHourRecordConversationPorts { get; set; }
public EnumVVAllowDTMF VVHAllowDTMF { get; set; }
public short VVHAllowDTMFAfterRetries { get; set; }
public bool VVHTrustOnly { get; set; }
public bool VVHAllowIdentificationNum { get; set; }
public bool VVHForceEnroll { get; set; }
public EnumVVAllowDTMF VVLAllowDTMF { get; set; }
public short VVLAllowDTMFAfterRetries { get; set; }
public bool VVLTrustOnly { get; set; }
public bool VVLAllowIdentificationNum { get; set; }
public bool VVLForceEnroll { get; set; }
public long PassAutoUnlock { get; set; }
public long VVLicenseTimeout { get; set; }
public long VVFailedMenuId { get; set; }
public string ECCTriggerKey { get; set; }
public string OncallReplyTriggerKey { get; set; }
public bool AllowSayDigits { get; set; }
public long SynchServerId { get; set; }
public string SynchUserAccount { get; set; }
public string SynchUserPassword { get; set; }
public EnumSynchCompanyDirectory SynchDirectory { get; set; }
public EnumPictureSynchBehaviour SynchPictureBehaviour { get; set; }
```

```
    public bool SynchPublicContact { get; set; }
    public string TimeZoneId { get; set; }
    public double TimeZone { get; set; }
    public bool AllowRequestLocation { get; set; }
    public string PassAppUserDefault { get; set; }
    public short PassAppMinLength { get; set; }
}
```

JSON representation:

{"$type":"DBDriver.EEAM.Company,
DBDriver","ID":1,"PBXID":1,"Number":1,"Name":"Default","Phone":"","OpenRings":1,"CloseRin
gs":1,"UsePMS":false,"AdminMbxID":null,"RealCompanyID":null,"Settings":{"AllowSeqDirector
y":true,"MaxCallLength":60,"MinMsgLength":2,"RefreshMbxMsgLights":false,"InterdigitDelay"
:3000,"MailboxLengthFixed":false,"MailboxLength":10,"ShowMbxPass":false,"NotifyStar":true,
"RelateCompany":"T","ExpressVMail":false,"RecordSilence":false,"SilenceDrop":true,"RecConv
":false,"AllowZero":false,"XferName":true,"Voswitch":false,"AMISAutoAddNewSites":true,"AMI
SLoopBackRequestID":0,"AMISAdminMessageUserID":0,"AMISSystemIDno":"0","AMISDigitTim
eoutForSend":15,"AMISDigitTimeoutForReceive":15,"AMISPacketDelayForSend":15,"AMISPack
etDelayForReceive":5,"SalutationFormat":40,"Country":39,"AccountCode":"","CallerNoOfRetri
es":3,"UserNoOfRetries":3,"DirectoryPageSize":5,"DirectorySortedBy":2,"NotifyPorts":"","Wak
eupCallPorts":"","PagingTransferCode":"","PagingPortNum":"","PagingReleaseCode":"","Pagin
gDelayTime":"5","OutcallAccessCode":"9","OutcallRetryTime":"15","DefaultNotifRetryTime":0
,"MassRecallStartPort":"","DesktopStartPort":"","DomainName":"127.0.0.1","ASRMode":0,"AS
RBargeIn":false,"ASRConfirmNames":false,"ASRConfirmNamesBargeIn":false,"FaxExtension":0
,"AccCodePrefix":false,"Collaboration":"https://sites.google.com/a/esnatech.ca/online-collabo ration/
","VoiceVerification":false,"VV_QuestNumberMin":1,"VV_QuestNumberMax":4,"FreeDi
gitDialing":false,"AlternativeQZ":0,"IFIncomingFolder":"C:\\UC\\EFSP\\Incoming\\","IFOutgoin
gFolder":"C:\\UC\\EFSP\\Outgoing\\","IFFTPServer":"","IFFTPAccount":"","IFFTPPassword":"","
IFFTPVirtualFolder":"/EFSP","IFFaxSendExpired":60,"IFRepeatPrintingInterval":5,"IFRepeatPri
ntingTimes":5,"CallbackMaxTime":1,"AllowSayOperator":false,"AMISChannels":"","BroadcastC
hannels":"","GreetingTerminationKeys":"","SoftFaxSendChannels":"","ASRContactPriority":0,"A
SRDisableNotification":false,"PassForcedChange":false,"PassForcedChangeDays":0,"PassMinL
ength":6,"PassFixedLength":false,"PassUserDefault":"111111","PassAskFirstAccess":true,"Pas
sSameAsMbxNumber":true,"PassSequentNumbers":false,"PassRepeatNumber":true,"PassReu
se":true,"PassNotReusePeriods":2,"PassAttemptsBeforeLock":3,"PassAlphaNumericOnly":tru
e,"PassVVNumericPhone":false,"DeactivateMWI":false,"DeactivateMWIMaxRecepients":0,"Acc
ountCodeDialFormat":"","RecordConversationPorts":"","AfterHourNotifyPorts":"","AfterHour
WakeupCallPorts":"","AfterHourMassRecallStartPort":"","AfterHourDesktopStartPort":"","Afte
rHourAMISChannels":"","AfterHourBroadcastChannels":"","AfterHourSoftFaxSendChannels":"
","AfterHourRecordConversationPorts":"","VVHAllowDTMF":0,"VVHAllowDTMFAfterRetries":
0,"VVHTrustOnly":true,"VVHAllowIdentificationNum":true,"VVHForceEnroll":false,"VVLAllow
DTMF":1,"VVLAllowDTMFAfterRetries":0,"VVLTrustOnly":false,"VVLAllowIdentificationNum":
true,"VVLForceEnroll":false,"PassAutoUnlock":0,"VVLicenseTimeout":0,"VVFailedMenuId":0,"
ECCTriggerKey":"**","OncallReplyTriggerKey":"##","AllowSayDigits":false,"SynchServerId":0,"

SynchUserAccount":"","SynchUserPassword":"","SynchDirectory":1,"SynchPictureBehaviour":0,
"SynchPublicContact":true,"TimeZoneId":"Eastern Standard
Time","TimeZone":-4.0,"AllowRequestLocation":false,"PassAppUserDefault":"password","Pass
AppMinLength":6},"CpyCreateDate":"","CpyModifyDate":"","CpyExtObjectID":"","CpyPBXNode ID":null}

FGroup

C# representation: public class FGroup

```
{
    public int ID { get; set; }
    public string FGName { get; set; }
    public int FGNumber { get; set; }
    public int CompanyID { get; set; }
    public bool PreTransferPaging { get; set; }
    public bool PostTransferPaging { get; set; }
    public bool CallScreening { get; set; }
    public bool DND { get; set; }
    public bool BeeperNotification { get; set; }
    public bool PhoneNotification { get; set; }
    public bool LongDistanceNotify { get; set; }
    public bool CallQueuing { get; set; }
    public bool CallForwarding { get; set; }
    public bool SendingMsgs { get; set; }
    public bool Confirmation { get; set; }
    public bool Login { get; set; }
    public bool MsgsLight { get; set; }
    public bool DistributionList { get; set; }
    public bool MsgForwarding { get; set; }
    public bool MsgFwdKeep { get; set; }
    public bool Tutorial { get; set; }
    public int MaxMsgs { get; set; }
    public int MaxMsgLen { get; set; }
    public int MaxGrtLen { get; set; }
    public int DaysToKeepNewMsgs { get; set; }
    public int DaysToKeepOldMsgs { get; set; }
    public int DaysToKeepDelMsgs { get; set; }
    public int DaysToKeepSentMsgs { get; set; }
    public int MaxRingsCP { get; set; }
    public EnumLanguages Language { get; set; }
    public EnumLanguages CallerLanguage { get; set; }
    public EnumFGroupSupervision XferSupervisionInt { get; set; }
    public bool XferSupervisionIntPromptConfirm { get; set; }
    public short XferSupervisionIntRings { get; set; }
    public EnumFGroupSupervision XferSupervisionExt { get; set; }
```

```
public bool XferSupervisionExtPromptConfirm { get; set; }
public bool XferSupervisionExtCentrex { get; set; }
public short XferSupervisionExtRings { get; set; }
public EnumFGroupSupervision XferSupervisionContact { get; set; }
public bool XferSupervisionContactPromptConfirm { get; set; }
public bool XferSupervisionContactCentrex { get; set; }
public short XferSupervisionContactRings { get; set; }
public bool BusyHold { get; set; }
public bool ForcedMsg { get; set; }
public bool SharedMailbox { get; set; }
public bool ConfDelete { get; set; }
public bool Supervisor { get; set; }
public bool directory { get; set; }
public bool AutoLogin { get; set; }
public int LoginTime { get; set; }
public bool AutoLogout { get; set; }
public int LogoutTime { get; set; }
public bool RecordConversation { get; set; }
public bool GetCallerId { get; set; }
public string MessageLightOnCode { get; set; }
public string MessageLightOffCode{ get; set;}
public string PagingTransferCode { get; set; }
public string PagingPortNum        { get; set; }
public string PagingReleaseCode { get; set; }
public int PagingDelayTime       { get; set; }
public bool Multilingual { get; set; }
public bool LapNotify            { get; set; }
public bool GuestMailbox { get; set; }
public bool NetPopup             { get; set;}
public bool ShowSend { get; set; }
public bool MassRecall { get; set; }
public bool ShowMsgCount         { get; set;}
public string AskMbxSendMsg { get; set; }
public short SendIDD { get; set; }
public string ReplyMsgOrder { get; set; }
public bool Comment { get; set; }
public string RecordAll { get; set; }
public bool WakeUpCall { get; set; }
public bool VerifySendDest { get; set; }
public bool ConcatComments { get; set; }
public bool DeleteFwd { get; set; }
public bool PlayName { get; set; }
public int MaxConversationLen { get; set; }
public bool EmailNotification { get; set; }
public bool MessageLAP { get; set; }
```

```
public string MessageLAPTemplate { get; set; }
public bool CallLAP { get; set; }
public string CallLAPTemplate { get; set; }
public bool FutureDelivery { get; set; }
public EnumVoiceFormatTypes MessageFormat { get; set; }
public int NumberOfONRetries { get; set; }
public int ONRetryInterval { get; set; }
public bool ONForAllMsgs { get; set; }
public int NumberOfOFFRetries { get; set; }
public int OFFRetryInterval { get; set; }
public bool OFFForAllMsgs { get; set; }
public bool OFFonLast { get; set; }
public EnumMsgFileTypes MsgLightsType { get; set; }
public string MsgLightsPorts { get; set; }
public bool MultipleMessages { get; set; }
public bool NotifyUserOfTransfer { get; set; }
public bool InbandLoginAskPassword { get; set; }
public EnumTTSProviders TTSMode { get; set; }
public string imapAccount { get; set; }
public string imapPswd { get; set; }
public int? FGIMAPServerID { get; set; }
public short imapLogErr { get; set; }
public short imapConErr { get; set; }
public bool imapSyncSystem { get; set; }
public bool imapSyncCustom { get; set; }
public bool imapSyncFolders { get; set; }
public bool imapFlushSystem { get; set; }
public bool imapFlushCustom { get; set; }
public EnumFGPriority imapPriority { get; set; }
public short imapMsgsPerCycle { get; set; }
public string imapTSELocation { get; set; }
public bool AllowChangeVVSecurityLevel { get; set; }
public bool WebClientMessaging { get; set; }
public bool IMAPFilter { get; set; }
public string IMAPFilterTime { get; set; }
public bool ProcessContacts { get; set; }
public EnumPictureSynchBehaviour SynchPictureBehaviour { get; set; }
public EnumMsgFwdSenderModes MsgFwdSenderMode { get; set; }
public string ExtAbsenceTermDTMFs { get; set; }
public bool ChangePassword { get; set; }
public bool MbxCallback { get; set; }
public bool ASRTransferConfirm { get; set; }
public string FGExtObjectID { get; set; }
public string FGModifiedDate { get; set; }
public bool FGCampOn { get; set; }
```

```
    public bool StarLogin { get; set; }
    public bool ReplyToAll { get; set; }
    public EnumFullThresHold MbxFullThreshold { get; set; }
    public short PromptPlayTimes { get; set; }
    public EnumPreTransSoundType PreTransferSoundType { get; set; }
    public string PreTransferSoundFile { get; set; }
    public EnumDIDRoutingOpt DIDRoutingOpt { get; set; }
    public bool AutoPrint { get; set; }
    public bool NoMWIReadToUnread { get; set; }
    public bool WebAccess { get; set; }
    public bool DirectDialExtPromptConfirm { get; set; }
    public bool SimultMailboxAccess { get; set; }
    public short ScreenPopupDuration { get; set; }
    public EnumForwardCallsOption ForwardCallsOption { get; set; }
    public string VMHuntGroup { get; set; }
    public EnumMessageLink MessageLink { get; set; }
    public bool imapSyncInbox { get; set; }
    public bool imapSyncCallsHistory { get; set; }
    public short KeepCallsHistory { get; set; }
    public bool AllowAttachVMenuSendingMsg { get; set; }
    public bool FGOutcallServices { get; set; }
    public bool FGSpeechMenus { get; set; }
    public bool PreRecConvWarningPrompt { get; set; }
    public bool AllowTranscription { get; set; }
    public int MaxTranscribeMsgCountPerMon { get; set; }
    public int MaxTranscribeMsgLen { get; set; }
    public int TranscribeExpireMinutes { get; set; }
    public bool ImapTranscribe { get; set; }
    public bool FGCallControlExtAddress { get; set; }
    public bool FGCallControlIntAddress { get; set; }
    public bool FGEnableSpeechNumericPwd { get; set; }
    public EnumCalendarSyncMode CalendarSyncMode { get; set; }
    public bool WebClientChangeDistributionList { get; set; }
    public bool AllowViewSpatialData { get; set; }
    public bool DisableWebTutorial { get; set; }
    public int DaysToLockMailbox { get; set; }
    public bool PlayMaxMsgLenWarning { get; set; }
    public int MsgSyncSourceID { get; set; }
    public string MsgSyncSourceAccount { get; set; }
    public string MsgSyncSourcePassword { get; set; }
}
```

JSON representation:

{"$type":"DBDriver.EEAM.FGroup, DBDriver","ID":1,"FGName":"Default Users","FGNumber":1,"CompanyID":1,"PreTransferPaging":false,"PostTransferPaging":false,"C

allScreening":false,"DND":true,"BeeperNotification":false,"PhoneNotification":true,"LongDist
anceNotify":true,"CallQueuing":false,"CallForwarding":false,"SendingMsgs":false,"Confirmati
on":true,"Login":true,"MsgsLight":false,"DistributionList":false,"MsgForwarding":false,"MsgF
wdKeep":false,"Tutorial":false,"MaxMsgs":5000,"MaxMsgLen":600,"MaxGrtLen":120,"DaysToK
eepNewMsgs":30,"DaysToKeepOldMsgs":30,"DaysToKeepDelMsgs":30,"DaysToKeepSentMsgs
":0,"MaxRingsCP":0,"Language":1,"CallerLanguage":1,"XferSupervisionInt":0,"XferSupervisionI
ntPromptConfirm":false,"XferSupervisionIntRings":0,"XferSupervisionExt":0,"XferSupervision
ExtPromptConfirm":false,"XferSupervisionExtCentrex":false,"XferSupervisionExtRings":0,"Xf
erSupervisionContact":0,"XferSupervisionContactPromptConfirm":false,"XferSupervisionCont
actCentrex":false,"XferSupervisionContactRings":0,"BusyHold":false,"ForcedMsg":false,"Shar
edMailbox":false,"ConfDelete":false,"Supervisor":false,"directory":true,"AutoLogin":false,"Log
inTime":0,"AutoLogout":false,"LogoutTime":0,"RecordConversation":false,"GetCallerId":true,"
MessageLightOnCode":"","MessageLightOffCode":"","PagingTransferCode":"","PagingPortNu
m":"","PagingReleaseCode":"","PagingDelayTime":5,"Multilingual":false,"LapNotify":false,"Gu
estMailbox":false,"NetPopup":false,"ShowSend":false,"MassRecall":false,"ShowMsgCount":tru
e,"AskMbxSendMsg":"FIRST","SendIDD":2,"ReplyMsgOrder":"","Comment":true,"RecordAll":"
NO","WakeUpCall":false,"VerifySendDest":true,"ConcatComments":true,"DeleteFwd":false,"Pl
ayName":false,"MaxConversationLen":60,"EmailNotification":false,"MessageLAP":false,"Mess
ageLAPTemplate":"","CallLAP":false,"CallLAPTemplate":"","FutureDelivery":false,"MessageFormat":40,"Num
berOfONRetries":1,"ONRetryInterval":15,"ONForAllMsgs":true,"NumberOfOFF
Retries":1,"OFFRetryInterval":15,"OFFForAllMsgs":false,"OFFonLast":true,"MsgLightsType":6,
"MsgLightsPorts":"","MultipleMessages":true,"NotifyUserOfTransfer":true,"InbandLoginAskP
assword":false,"TTSMode":0,"imapAccount":"gtest.esna.com/476921308332-0m9pb09tutb1rr
ja5d2tf5lcmf0ib5km","imapPswd":"","FGIMAPServerID":1,"imapLogErr":3,"imapConErr":3,"ima
pSyncSystem":false,"imapSyncCustom":true,"imapSyncFolders":false,"imapFlushSystem":false,
"imapFlushCustom":true,"imapPriority":0,"imapMsgsPerCycle":10,"imapTSELocation":"","Allow
ChangeVVSecurityLevel":false,"WebClientMessaging":false,"IMAPFilter":false,"IMAPFilterTim
e":"","ProcessContacts":true,"SynchPictureBehaviour":0,"MsgFwdSenderMode":0,"ExtAbsenc
eTermDTMFs":"","ChangePassword":false,"MbxCallback":false,"ASRTransferConfirm":false,"FG
ExtObjectID":"","FGModifiedDate":"20151030121704","FGCampOn":false,"StarLogin":false,"R
eplyToAll":false,"MbxFullThreshold":60,"PromptPlayTimes":0,"PreTransferSoundType":1,"Pre
TransferSoundFile":"","DIDRoutingOpt":0,"AutoPrint":false,"NoMWIReadToUnread":false,"We
bAccess":false,"DirectDialExtPromptConfirm":false,"SimultMailboxAccess":false,"ScreenPopupDuration":15,
"ForwardCallsOption":0,"VMHuntGroup":"","MessageLink":0,"imapSyncInbox":true,"imapSyncCallsHistory":f
alse,"KeepCallsHistory":0,"AllowAttachVMenuSendingMsg":false,
"FGOutcallServices":false,"FGSpeechMenus":false,"PreRecConvWarningPrompt":false,"AllowT
ranscription":false,"MaxTranscribeMsgCountPerMon":0,"MaxTranscribeMsgLen":0,"Transcribe
ExpireMinutes":0,"ImapTranscribe":false,"FGCallControlExtAddress":false,"FGCallControlIntA
ddress":false,"FGEnableSpeechNumericPwd":false,"CalendarSyncMode":0,"WebClientChange
DistributionList":false,"AllowViewSpatialData":false,"DisableWebTutorial":false,"DaysToLock
Mailbox":0,"PlayMaxMsgLenWarning":false,"MsgSyncSourceID":1,"MsgSyncSourceAccount":"C L-Perf-
62","MsgSyncSourcePassword":""}

Department

C# representation:

```
public class Department
{
    public int DepartmentID { get; set; }
    public int CompanyID { get; set; }
    public string DepartmentName { get; set; }
    public int DepartParentID { get; set; }
    public string DepCreateDate { get; set; }
    public string DepModifyDate { get; set; }
    public string DepExtObjectID { get; set; }
    public int DepPBXNodeID { get; set; }
    public bool DepHasChildren { get; set; }
}
```

JSON representation:

{"$type":"DBDriver.EEAM.Department, DBDriver","DepartmentID":5,"CompanyID":1,"DepartmentName":"Support","DepartParentID":3,"DepCreateDate":"","DepModifyDate":"","DepExtObjectID":"","DepPBXNodeID":0,"DepHasChildren":false}

Distribution List

```
public class DistributionList
  {
    #region Properties
    public int ID { get; set; }
    public int DLNumber { get; set; }
    public string DLName { get; set; } = string.Empty;
    public int OwnerID { get; set; }
    public EnumDistributionLists DistributionType { get; set; }
    public List<DistributionListItem> DLItems { get; set; } = new List<DistributionListItem>(); public int
    DLItemsSize { get; }
    public string DLSMTPAddr { get; set; } = string.Empty;
    public bool DLNotify { get; set; }
    public string Description { get; set; } = string.Empty;
    public string Data { get; set; } = string.Empty; #endregion
  }
```

DistributionListItem

```
public class DistributionListItem
  {
    #region Properties
    public int ID { get; set; }
    public int DLID { get; set; }
    public string DestinationName { get; set; } = string.Empty;
    public EnumDestinations DestinationType { get; set; }
    public string Description { get; set; } = string.Empty;
    #endregion
  }
```

Message

```
public class Message
  {
    #region Properties
    public decimal ID { get; set; }
    public int FolderId { get; set; }
    public string DateTimeCreated { get; set; } = string.Empty;
    public string FileName { get; set; } = string.Empty;
    public EEAM.EnumMsgFileTypes FileType { get; set; }
    public int FileSize { get; set; }
    public int FileLenth { get; set; }
    public EnumVoiceFormatTypes VoiceFormat { get; set; }
    public string Subject { get; set; } = string.Empty;
    public string ExpiryDate { get; set; } = string.Empty;
    public string DeliveryDate { get; set; } = string.Empty;
    public bool Read { get; set; }
    public bool Certified { get; set; }
    public bool Urgent { get; set; }
    public bool Private { get; set; }
    public bool Recent { get; set; }
    public bool Deleted { get; set; }
    public EnumMsgStatuses Status { get; set; }
    public bool MassRecall { get; set; }
    public List<MessageAttachment> Attachments { get; set; }
    public int ImapID { get; set; }
    public int IMAPUID { get; set; }
    public string ImapUIDs { get; set; } = string.Empty;
```

```
    public EnumMsgSyncStatus SyncStatus { get; set; }
    public decimal OrigMsgID { get; set; }
    public short SyncRetries { get; set; }
    public List<MessageAddress> Addresses { get; set; }
    public string DisplayName { get; set; } = string.Empty;
    public string MsgModifyDate { get; set; } = string.Empty;
    public bool MsgCoverPage { get; set; }
    public EnumMessageSystemType MsgSystemType { get; set; }
    public int MsgFileLocation1 { get; set; }
    public int MsgFileLocation2 { get; set; }
    public int NotificationMenuID { get; set; }
    public string GroupCLSID { get; set; } = string.Empty;
    public EnumMsgFileSubType FileSubType { get; set; }
    public string PBXUID { get; set; } = string.Empty; public EEAM.EnumLanguages LanguageID { get; set; }
    public decimal FirstReadDuration { get; set; }
    public string SyncID { get; set; } = string.Empty;
    #endregion
}
```

MessageAddress

```
public class MessageAddress
{
    #region Properties
    public int MsgAddrID { get; set; }
    public string MsgAddress { get; set; }
    public EnumMsgAddresses MsgAddrType { get; set; }
    public EnumMsgAddrCateg MsgAddrCateg { get; set; }
    public string MsgAddrDispName { get; set; } = string.Empty;
    public string MsgAddrSMTP { get; set; } = string.Empty;
    #endregion
}
```

MessageAttachment

```
public class MessageAttachment
{
    #region Properties
    public int ID { get; set; }
    public string FileName { get; set; } = string.Empty;
```

```
    public string DisplayName { get; set; } = string.Empty;
    public EnumMsgFileTypes Type { get; set; }
    public int FileSize { get; set; }
    public int FileLenth { get; set; }
    public EnumVoiceFormatTypes VoiceFormat { get; set; }
    public string DisplayName2 { get; set; } = string.Empty;
    public int AttFileLocation1 { get; set; }
    public int AttFileLocation2 { get; set; }
    public string GroupCLSID { get; set; } = string.Empty;
    public EnumMsgFileSubType FileSub { get; set; }
    public EnumLanguages LanguageID { get; set; }
    #endregion
}
```

Greetings

```
public class Greetings
{
    #region Properties
     public int GreetingID { get; set; }
     public EEAM.EnumLanguages LanguageID { get; set; }
     public int MailboxID { get; set; }
     public int GreetingLocID { get; set; }
     public short GreetingNumber { get; set; }
     public string GreetingName { get; set; }
     public EEAM.EnumGreetingTypes GreetingType { get; set; }
     public string GreetingFileName { get; set; }
     public int GreetingFileLoc1 { get; set; }
     public int GreetingFileLoc2 { get; set; }
     #endregion
}
```

JSON example:

{"GreetingID":10,"LanguageID":35,"MailboxID":16,"GreetingLocID":143,"GreetingNumber":0,"GreetingName":"Location (at home)","GreetingType":4,"GreetingFileName":"CA6977C5-2DEC-40DC-BD91-4B35DB72E1AD","GreetingFileLoc1":0,"GreetingFileLoc2":0}

BaseVoiceMigrateRequest

```
public abstract class BaseVoiceMigrateRequest
{
```

```
  #region Properties
  public string FullPath { get; set; } /* The source file full path */
  public EnumVoiceFormatTypes Format { get; set; } /* The source file format */
  #endregion
}
```

MessageMigrateRequest

```
public class MessageMigrateRequest : BaseVoiceMigrateRequest
{
  #region Properties
  public Message Message { get; set; }
  #endregion
}
```

GreetingMigrateRequest

```
public class GreetingMigrateRequest : BaseVoiceMigrateRequest
{
  #region Properties
  public EnumLocationType LocationType { get; set; }
  public Greetings Greeting { get; set; }
  #endregion
}
```

PBX

```
public class PBX
  {
    public int ID { get; set; }
    public string Manufacture { get; set; }
    public string Model { get; set; }
    public int ModelID { get; set; }
    public string Version { get; set; }
  }
```

ParametersTransfer

```
public class ParametersTransfer
  {
    public string BargeIn { get; set; }
    public string BlindTransferCode { get; set; }
    public int BoardPauseTimeOut { get; set; }
    public string BusyReleaseCode { get; set; }
    public string CallPickupCode { get; set; }
    public string CancelConferenceCode { get; set; }
    public string CentrexBusyRecallCode { get; set; }
    public string CentrexCancelConfCode { get; set; }
    public string CentrexConfCode { get; set; }
    public bool CentrexConferenceSplitable { get; set; }
    public string CentrexNARecallCode { get; set; }
    public string CentrexReleaseCode { get; set; }
    public string CentrexXfer { get; set; }
    public string ConferenceCode { get; set; }
    public bool ConferenceSplitable { get; set; }
    public string ConnectCode { get; set; }
    public short DefaultRings { get; set; }
    public string HandsFreeAnnounceCode { get; set; }
    public string NoAnswerReleaseCode { get; set; }
    public string SupervisedTransferCode { get; set; }
    public EnumTransferTypes TransferType { get; set; }
  }
```

ParametersDTMFCall

```
public class ParametersDTMFCall
  {
    public bool AllowServerDialing { get; set; }
    public int DelayConnectionTime { get; set; }
    public int DelayConnectionTimeBlindTrans { get; set; }
    public string DTMFAnswerTone { get; set; }
    public string DTMFBusyTone { get; set; }
    public bool DTMFCallProgress { get; set; }
    public string DTMFDialTone { get; set; }
    public int DTMFDialToneInterDigitTimeOut { get; set; }
    public int DTMFRingInterDigitTimeOut { get; set; }
    public string DTMFRingTone { get; set; }
```

```
    public int RingDuration { get; set; }
  }
```

Disconnect

```
public class Disconnect
  {
    public string HangUpCode { get; set; }
    public int HangupDelayTime { get; set; }
    public short NoiseDetection { get; set; }
    public short SilenceDetection { get; set; }
    public string TermGTD1 { get; set; }
    public string TermGTD2 { get; set; }
    public string TermGTD3 { get; set; }
    public string TermGTD4 { get; set; }
  }
```

MWI

```
public class MWI
  {
    public EnumMWIIntegration Integration { get; set; }
    public short LampScheduleInterval { get; set; }
    public string MsgLightChannel { get; set; }
    public string MsgLightOFFCode { get; set; }
    public string MsgLightONCode { get; set; }
    public bool MsgLightOnHook { get; set; }
    public string MWIPort { get; set; }
    public string MWIPortCfg { get; set; }
    public short NumDigitsInMsgCount { get; set; }
    public bool WaitForDialTone { get; set; }
  }
```

Inband

```
public class Inband
  {
    public short CallerIDlength { get; set; }
    public short CODigitLength { get; set; }
    public string ConfirmBusy { get; set; }
```

```
    public string ConfirmCoCall { get; set; }
    public string ConfirmExtVerifyInval { get; set; }
    public string ConfirmExtVerifyVal { get; set; }
    public string ConfirmInvalid { get; set; }
    public string ConfirmLogin { get; set; }
    public string ConfirmNA { get; set; }
    public string ConfirmPBXAuth { get; set; }
    public EnumPBXAuthAlgs ConfirmPBXAuthAlg { get; set; }
    public string delimiter { get; set; }
    public int DeviceID { get; set; }
    public bool InbandConfirm { get; set; }
    public bool InbandLength { get; set; }
    public InbandCode[] Inbands { get; set; }
    public bool InbandSAsC { get; set; }
    public EnumIntegrationMode InbandSignaling { get; set; }
    public int InbandSignalingDelay { get; set; }
    public short MaxInbandDigits { get; set; }
    public bool VariableInbandCallerID { get; set; }
  }
```

MbxMsgInfo

```
public class MbxMsgInfo
  {
    public int TotalNumOfMsgs { get; set; }
    public int NumOfReadMsgs { get; set; }
    public int NumOfUnreadMsgs { get; set; }
    public int NumOfUrgentMsgs { get; set; }
    public int NumOfVoiceMsgs { get; set; }
    public int NumOfReadVoiceMsgs { get; set; }
    public int NumOfUnreadVoiceMsgs { get; set; }
    public int NumOfEmailMsgs { get; set; }
    public int NumOfReadEmailMsgs { get; set; }
    public int NumOfUnreadEMailMsgs { get; set; }
    public int NumOfFaxMsgs { get; set; }
    public int NumOfReadFaxMsgs { get; set; }
    public int NumOfUnreadFaxMsgs { get; set; }
    public int NumOfMeetReqMsgs { get; set; }
    public int NumOfReadMeetReqMsgs { get; set; }
    public int NumOfUnreadMeetReqMsgs { get; set; }
    public int NumOfUnreadMsgsInbox { get; set; }
    public int NumOfReadMsgsInbox { get; set; }
  }
```

Schedule

```
public class Schedule
  {
        public int SchID { get; set; }
        public EnumScheduleValues ActionNo { get; set; }
        public int ObjectID { get; set; }
        public int SchNumber { get; set; }
        public string Description { get; set; } = string.Empty;
        public string SchStartTime { get; set; } = string.Empty;
        public string SchEndTime { get; set; } = string.Empty;
        public double SchTimeZone { get; set; }
        public short SchTimeZoneCID { get; set; }
        public string DefaultValue { get; set; } = string.Empty;
        public string DefaultValue2 { get; set; } = string.Empty;
        public bool Enabled { get; set; }
        public List<ScheduleItem> ScheduleItems { get; set; }
        public int ScheduleItemSize { get; }
        public string SchTimeZoneId { get; set; } = string.Empty;
  }
```

ScheduleItem

```
public class ScheduleItem
{
public int SchedItemID { get; set; }
public int SchID { get; set; }
public string StartDate { get; set; } = string.Empty;
public string EndDate { get; set; } = string.Empty;
public string StartTime { get; set; } = string.Empty;
public string EndTime { get; set; } = string.Empty;
public string weekdays { get; set; } = string.Empty;
public int Value { get; set; }
public int Value2 { get; set; }
public EnumSchRecurrencePatterns RecurPattern { get; set; }
public EnumSchSubRecurrencePatterns SubRecurPattern { get; set; }
public int EveryValue1 { get; set; }
public int EveryValue2 { get; set; }
public int EveryValue3 { get; set; }
public EnumSchRecurrenceEndDateType RecurEndDateType { get; set; }
public bool SILocOneTimeUse { get; set; }
public string siDescription { get; set; } = string.Empty;
```

```
public int siOccurences { get; set; }
public string siUID { get; set; } = string.Empty;
public EnumScheduleItemSyncStatus siSyncStatus { get; set; }
public bool siIsMeeting { get; set; }
public string siModifyTime { get; set; } = string.Empty;
public bool siSyncCalendar { get; set; }
public bool ReadOnly { get; set; }
}
```

Enumerations

```
public enum EnumMsgFileTypes
{
        MSG_TYPE_ALL = 0,
        MSG_TYPE_EMAIL = 1,
        MSG_TYPE_FAX = 2,
        MSG_TYPE_VOICE = 4,
        MSG_TYPE_VPIM = 8,
        MSG_TYPE_MESSAGE = 16,
        MSG_TYPE_STATUS = 32,
        MSG_TYPE_REPORT = 64,
        MSG_TYPE_OTHER = 128,
        MSG_TYPE_MIME = 256,
        MSG_TYPE_HTML = 512,
        MSG_TYPE_PICTURE = 1024,
        MSG_TYPE_SPOKENNAME = 2048,
        MSG_TYPE_DIRECTORY = 4096,
        MSG_TYPE_MEETING_REQ = 32768

}

public enum EnumVoiceFormatTypes
{
    ALAW8 =  0x8,
    ALAW11 = 0x10,
    ULAW8 = 0x28,
    ULAW11 = 0x30,
    LINEARPCM8 = 0x48,
    LINEARPCM11 = 0x50,
    ADPCM24 = 0x21,
    ADPCM32 = 0x29,
    WAVEALAW8 = 0x88,
    WAVEALAW11 = 0x90,
    WAVEULAW8 = 0xA8,
    WAVEULAW11 = 0xB0,
    WAVELINEARPCM8 = 0xC8,
    WAVELINEARPCM11 = 0xD0,
    WAVEADPCM24 = 0xA1,
    WAVEADPCM32 = 0xA9,
    ALAWPCM32RHT = 0xA,
    ULAWPCM32RHT = 0x2A,
    ALAWPCM24RHT = 0x2,
    ULAWPCM24RHT = 0x22,
```

```
    ALAWPCM64PCM = 0x8,
    ULAWPCM64PCM = 0x28,
    ALAWPCM128LINEAR = 0x6D,
    ULAWPCM128LINEAR = 0x6E,
    ALAWPCM24OKI = 0x1,
    ULAWPCM24OKI = 0x21,
    ALAWPCM32OKI = 0x9,
    ULAWPCM32OKI = 0x29,
    ALAWGSM_RHET1 = 0xB,
    ULAWGSM_RHET1 = 0x2B,
    ALAWGSM_MS_610 = 0xC,
    ULAWGSM_MS_610 = 0x2C,
    G7266 = 0xE0,
    G7268 = 0xE1,
    G72611 = 0xE2,
    G7264 = 0xE9,
    WAVEMSGSM6106 = 0xE3,
    WAVEMSGSM6108 = 0xE4,
    WAVEMSGSM61011 = 0xE5,
    WAVETPGSM6106 = 0xE6,
    WAVETPGSM6108 = 0xE7,
    WAVETPGSM61011 = 0xE8,
    TAPI_WAVE = 0xF,
    WAVEALAW6 = 0x80,
    WAVEULAW6 = 0xA0,
    WAVEPCM8 = 0xAA,
    WAVEPCM6 = 0xA2,
    WAVEIMAADPCM = 0xB3,
    WAVEACUPCM8 = 0xBA,
    WAVEACUPCM6 = 0xB2,
    WAVECELP = 0xAE,
    WAVEMONO16 = 0xCA,
    WAVEMONO8 = 0xC2,
    OKIADPCM24 = 0x21,
    OKIADPCM32 = 0x29,
    WAVE_ASF = 0xF0,
    UNKNOWN = -1,
    MP3 = 0x12C,
}

public enum EnumMsgStatuses
{
    MSG_STATUS_NONE = 0,
    MSG_STATUS_FORWARDED = 1,
    MSG_STATUS_REPLIED = 2,
```

```
    MSG_STATUS_CERTIFIEDREPLY = 3,
    MSG_STATUS_UNDELIVERED = 4,
    MSG_STATUS_FUTURE_DELIVERY = 5,
    MSG_STATUS_PHONECALL = 20,
    MSG_STATUS_RECORD_CONVERSATION = 6
}

public enum EnumMsgSyncStatus
{
    MSG_SYNC_NONE = 0,
    MSG_SYNC_CHANGED = 1,
    MSG_SYNC_DELETED = 2,
    MSG_SYNC_FAILED = 3,
    MSG_SYNC_UNREAD = 4,
    MSG_SYNC_HIDE = 9
}
public enum EnumMessageSystemType
{
    MST_NONE = 0,
    MST_NOTIFY_PUBLICCONTACTS = 1,
    MST_NOTIFY_PRIVATECONTACTS = 2,
    MST_ADMIN = 3
}

public enum EnumMsgFileSubType
{
        MSG_SUBTYPE_NONE = 0,
        MSG_SUBTYPE_TRANSCRIBEDTEXT = 1,
        MSG_SUBTYPE_SURVEY = 2
}

public enum EnumLanguages
{
    LNG_NONE = 0,
    LNG_ENGLISH = 1,
    LNG_FRENCH = 2,
    LNG_GERMAN = 3,
    LNG_SPANISH = 4,
    LNG_ITALIAN = 5,
    LNG_CANTONESE = 6,
    LNG_MANDARIN = 7,
    LNG_JAPANESE = 8,
    LNG_ARABIC = 9,
    LNG_FARSI = 10,
    LNG_RUSSIAN = 11,
```

```
    LNG_POLISH = 12,
    LNG_HUNGARIAN = 13,
    LNG_GREEK = 14,
    LNG_THAI = 15,
    LNG_PORTUGUESE = 16,
    LNG_DUTCH = 17,
    LNG_HEBREW = 18,
    LNG_CZECH = 19,
    LNG_KOREAN = 20,
    LNG_NORWEGIAN = 21,
    LNG_SWEDISH = 22,
    LNG_TURKISH = 23,
    LNG_DANISH = 24,
    LNG_CATALAN = 25,
    LNG_MANDARIN_TAIWAN = 26,
    LNG_ENGLISH_UK = 27,
    LNG_ENGLISH_AU = 28,
    LNG_FINNISH = 29,
    LNG_FRENCH_CA = 30,
    LNG_PORTUGUESE_BRAZIL = 31,
    LNG_SPANISH_LA = 32,
    LNG_DUTCH_BELGIAN = 33,
    LNG_ENGLISH_NZ = 34,
    LNG_ENGLISH_TTY = 35,
    LNG_FRENCH_TTY = 36,
    LNG_SPANISH_TTY = 37
 }

public enum EnumMsgAddresses
{
    MSG_ADDR_TYPE_NONE = 0,
    MSG_ADDR_TYPE_MAILBOX = 1,
    MSG_ADDR_TYPE_AMIS = 2,
    MSG_ADDR_TYPE_VPIM = 3,
    MSG_ADDR_TYPE_EMAIL = 4,
    MSG_ADDR_TYPE_PHONECALL = 5,
    MSG_ADDR_TYPE_DL = 6,
    MSG_ADDR_TYPE_CONTACT = 7,
    MSG_ADDR_TYPE_FAX = 10,
    MSG_ADDR_TYPE_SMS_EMAIL = 13,
    MSG_ADDR_TYPE_SMS_PHONE = 19,
    MSG_ADDR_TYPE_BBPIN = 20,
    MSG_ADDR_TYPE_FOLDER = 21,
    MSG_ADDR_TYPE_GOOGLEDOC = 22,
    MSG_ADDR_TYPE_CUSTOMIZED = 23,
```

```
    MSG_ADDR_TYPE_STORAGE = 24,
}

public enum EnumMsgAddrCateg
{
    MAC_ALL = -1,
    MAC_FROM = 0,
    MAC_TO = 1,
    MAC_CC = 2,
    MAC_BCC = 3,
    MAC_REPLYTO = 4,
    MAC_NOTIFY = 5
}

public enum EnumDistributionLists
    {
        DL_TYPE_MAILBOX = 1,
        DL_TYPE_COMPANY = 2,
        DL_TYPE_GLOBAL = 3,
        DL_TYPE_FGROUP = 4,
        DL_TYPE_BUDDY = 5
    }

public enum EnumDestinations
    {
        DEST_TYPE_ALL = 0,
        DEST_TYPE_MAILBOX = 1,
        DEST_TYPE_AMIS = 2,
        DEST_TYPE_VPIM = 3,
        DEST_TYPE_EMAIL = 4,
        DEST_TYPE_PHONE = 5,
        DEST_TYPE_DL = 6,
        DEST_TYPE_BEEPER = 7,
        DEST_TYPE_VOICEMENU = 8,
        DEST_TYPE_URL = 9,
        DEST_TYPE_FAX = 10,
        DEST_TYPE_VOICESUBMENU = 11,
        DEST_TYPE_CONTACT = 12,
        DEST_TYPE_SMS_EMAIL = 13,
        DEST_TYPE_PRINTER = 14,
        DEST_TYPE_SMS_PHONE = 19,
        DEST_TYPE_BBPIN = 20,
        DEST_TYPE_FOLDER = 21,
        DEST_TYPE_GOOGLEDOC = 22,
        DEST_TYPE_CUSTOMIZED = 23,
```

```
    DEST_TYPE_STORAGE = 24,
    DEST_TYPE_SOCIAL = 25
}
```

REST API endpoints

All REST API calls must have the following headers
Authorization: jwt *jwt_token*
Content-Type: application/json

Logout

GET
Invalidates given JWT. Note the JWT to invalidate is in the Authorization header. http://localhost:9000/ucwebapi/api/1.0/logout

Mailbox

GET
Returns list of mailboxes, supports pagination and a search criteria https://website_name/ucwebapi/api/1.0/mailboxes/1?page=1&size=1?search=xyz

Examples:
http://localhost:9000/ucwebapi/api/1.0/mailboxes/1?search=firstname=K&size=5
http://localhost:9000/ucwebapi/api/1.0/mailboxes/1?search=firstname=K&size=5&page=2
http://localhost:9000/ucwebapi/api/1.0/mailboxes/1?size=5&search=firstname=K%26lastnam e=F
http://localhost:9000/ucwebapi/api/1.0/mailboxes/1?page=2&size=5&search=firstname=K%2 6lastname=F
http://localhost:9000/ucwebapi/api/1.0/mailboxes/1?search=address=103

The **search** URL parameter is a key-value list where the key is restricted to either of the following values:
firstname
lastname
username
mailboxno
mbxntaccount
address

Entities in the search parameter are delimited by URL-encoded ampersand, e.g. **%26** and are translated into SQL WHERE clause, e.g.
search=firstname=K**%26**lastname=F
is translated into
WHERE firstname='%K%' OR lastname='%F%'

POST

Creates a new mailbox https://website_name/ucwebapi/api/1.0/mailboxes

The request body is to contain a JSON-formated mailbox. The minimal set of fields: mbx.MbxCapability
mbx.FirstName
mbx.LastName
mbx.CompanyID
mbx.MailboxNo
mbx.UserName
mbx.MbxNTAccount
mbx.imapName
mbx.FGroupID

Request body example:

```
{
        "$type":"DBDriver.EEAM.Mailbox, DBDriver",
        "MailboxNo":"85001",
        "CompanyID":1,
        "UserName":"tester1",
        "LastName":
        "Tester1",
        "FirstName":
        "T1",
        "MbxNTAccount":"tester1@esna.com",
        "MbxCapability":2,
        "imapName":"tester1@esna.com",
        "FGroupID":1
}
```

This REST API call to return OK 200 if accepted and the response body to contain the new Mailbox unique ID:

Response body example:

```
{
        "$type":"DBDriver.EEAM.Mailbox, DBDriver",
        "ID":1,
        "MailboxNo":"85001",
        "CompanyID":1,
        "UserName":"tester1",
        "LastName":"Tester1",
        "FirstName":"T1",
        "MbxNTAccount":"tester1@esna.com",
        "MbxCapability":2,
        "imapName":"tester1@esna.com"
}
```

PUT
Updates existing mailbox
https://website_name/ucwebapi/api/1.0/mailboxes

The request body is to contain a JSON-formated mailbox.

DELETE
Deletes existing mailbox
https://website_name/ucwebapi/api/1.0/mailboxes/1
Where 1 is Mailbox unique ID generated by UCWebApi (when new entity is created)

Resetting mailbox passwords

PUT
Updates the mailbox's password(s)
http://localhost:9000/ucwebapi/api/1.0/mailboxes/{mailbox ID}/passwords

The request body is to contain a JSON-formated structure

```
public class UpdateMailboxPasswords
{
    public int mbxID { get; set; }
    public string numeric { get; set; }
    public string mail { get; set; }
    public string imap { get; set; }
    public string msgSyncSource { get; set; }
}
```

e.g. http://localhost:9000/ucwebapi/api/1.0/mailboxes/22/passwords

{mbxID: 22, numeric: "8755180"}

Getting messages count

GET
Get messages count by mailbox ID
GET api/1.0/mailboxes/{MailboxID}/msgcount

Returns a MbxMsgInfo instance, e.g.
http://localhost:9000/ucwebapi/api/1.0/mailboxes/1/msgcount

{"TotalNumOfMsgs":23262,"NumOfReadMsgs":0,"NumOfUnreadMsgs":23262,"NumOfUrgentMsgs":0,"NumOfVoiceMsgs":23261,"NumOfReadVoiceMsgs":0,"NumOfUnreadVoiceMsgs":23

261,"NumOfEmailMsgs":1,"NumOfReadEmailMsgs":0,"NumOfUnreadEMailMsgs":1,"NumOfFaxMsgs":0,"NumOfReadFaxMsgs":0,"NumOfUnreadFaxMsgs":0,"NumOfMeetReqMsgs":0,"NumOfReadMeetReqMsgs":0,"NumOfUnreadMeetReqMsgs":0,"NumOfUnreadMsgsInbox":23262,"NumOfReadMsgsInbox":0}

MsgSyncSource

GET
Returns list of MsgSyncSources, supports pagination
http://localhost:9000/ucwebapi/api/1.0/msgsyncsource

POST
Creates new MsgSyncSource
http://localhost:9000/ucwebapi/api/1.0/msgsyncsource

Request body example:

```
{
        "SourceName":"aam78",
        "SourceAddress":"192.168.3.78",
        "SourcePort":993,
        "SourceVoiceFormat":300,
        "SourceDomain":"perf.local"
}
```

This REST API call to return OK 200 if accepted and the response body to contain the new MsgSyncSource unique ID:

Response body example:

```
{
        "SourceID":1,
        "SourceName":"aam78",
        "SourceAddress":"192.168.3.78",
        "SourcePort":993,
        "SourceVoiceFormat":300,
        "SourceDomain":"perf.local"
}
```

PUT
Updates existing MsgSyncSource
http://localhost:9000/ucwebapi/api/1.0/msgsyncsource/1
Where 1 is MsgSyncSource unique ID generated by UCWebApi (when new entity is created)

Request body example:

```
{
```

```
        "SourceID":1,
        "SourceName":"BB77",
        "SourceAddress":"192.168.4.78",
        "SourcePort":993,
        "SourceVoiceFormat":300,
        "SourceDomain":"perf.local"
}
```


DELETE
Deletes existing MsgSyncSource
http://localhost:9000/ucwebapi/api/1.0/msgsyncsource/1
Where 1 is MsgSyncSource unique ID generated by UCWebApi (when new entity is created)

PBXNodes

GET
Returns list of PBXNodes, supports pagination
http://localhost:9000/ucwebapi/api/1.0/pbxnodes

POST
Creates new PBXNode
http://localhost:9000/ucwebapi/api/1.0/pbxnodes

Request body example (minimal set of fields)


```
{
        "PBXID":1,
        "PBXNetworkID":"1",
        "PBXNodeAddress":"192.168.3.79",
        "CountryCode":"1",
        "AreaCode":"905",
        "PBXNodePort":4721,
        "CTIType":"AVAYA_AURA",
}
```


This REST API call to return OK 200 if accepted and the response body to contain the new PBXNode unique ID:

Response body example


```
{
        "PBXNodeID":1,
        "PBXID":1,
        "PBXNetworkID":"1",
```

"PBXNodeAddress":"192.168.3.79",
"CountryCode":"1",
"AreaCode":"905",
"PBXNodePort":4721,
"CTIType":"AVAYA_AURA",
}

PUT
Updates existing PBXNode
http://localhost:9000/ucwebapi/api/1.0/pbxnodes/1
Where 1 is PBXNode unique ID generated by UCWebApi (when new entity is created)

Request body example
{
"PBXNodeID":1,
"PBXID":1,
"PBXNetworkID":"1",
"PBXNodeAddress":"192.168.3.79",
"CountryCode":"1",
"AreaCode":"905",
"PBXNodePort":4721,
"CTIType":"AVAYA_AURA",
}

DELETE
Deletes existing PBXNode
http://localhost:9000/ucwebapi/api/1.0/pbxnodes/1
Where 1 is PBXNode unique ID generated by UCWebApi (when new entity is created)

Address

GET
Returns a list of addresses for given company and mailbox. Supports pagination.
http://localhost:9000/ucwebapi/api/1.0/companies/1/users/1/addresses
Where
companies/1 - unique Company ID
users/1 - unique Mailbox ID

POST
Creates new Address
http://localhost:9000/ucwebapi/api/1.0/companies/1/users/1/addresses
Where
companies/1 - unique Company ID

users/1 - unique Mailbox ID

Request body example (minimal set of fields)


```
{
	"$type":"DBDriver.EEAM.Address, DBDriver",
	"MailboxID":1,
	"Addr":"85001",
	"AddressType":1,
}
```


This REST API call to return OK 200 if accepted and the response body to contain the new Address unique ID:

Response body example


```
{
	"$type":"DBDriver.EEAM.Address, DBDriver",
	"ID":1,
	"MailboxID":1,
	"Addr":"85001",
	"AddressType":1,
	"MWI":true,
	"isDefault":true,
	"Phantom":false,
	"AddrPbxNodeId":0,
	"AddrCountryID":0,
	"AddrAlternateID":false,
	"VVTrusted":true,
	"VVIdentification":false,
	"ExternalUID":"",
	"AddressLabel":"",
	"CTIMonitored":true
}
```


POST

Updates existing Address

http://localhost:9000/ucwebapi/api/1.0/companies/1/users/1/addresses/1

Where

companies/1 - unique Company ID

users/1 - unique Mailbox ID

addresses/1 - unique Address ID

DELETE

Deletes existing Address

http://localhost:9000/ucwebapi/api/1.0/companies/1/users/1/addresses/1

Where

companies/1 - unique Company ID
users/1 - unique Mailbox ID
addresses/1 - unique Address ID

Company

GET
Returns a list of companies, supports pagination.
http://localhost:9000/ucwebapi/api/1.0/companies?page=1&size=1

FGroup

GET
Returns a list of feature groups for a given company, supports pagination.
http://localhost:9000/ucwebapi/api/1.0/companies/1/fgroups?page=1&size=1
Where
companies/1 - unique Company ID

GET
Returns a feature group
http://localhost:9000/ucwebapi/api/1.0/companies/1/fgroups/1
Where
companies/1 - unique Company ID
fgroups/1 - unique Feature GroupID

Example:
Request:
GET https://192.168.2.155/ucwebapi/api/1.0/companies/3/fgroups/15

Response:
HTTP/1.1 200 OK
{"ID":15,"FGName":"created via web admin
5","FGNumber":5,"CompanyID":3,"PreTransferPaging":false,"PostTransferPaging":false,"CallSc
reening":false,"DND":false,"BeeperNotification":false,"PhoneNotification":false,"LongDistanc
eNotify":false,"CallQueuing":false,"CallForwarding":false,"SendingMsgs":false,"Confirmation":
false,"Login":false,"MsgsLight":false,"DistributionList":false,"MsgForwarding":false,"MsgFwd
Keep":false,"Tutorial":false,"MaxMsgs":0,"MaxMsgLen":0,"MaxGrtLen":0,"DaysToKeepNewMs
gs":0,"DaysToKeepOldMsgs":0,"DaysToKeepDelMsgs":0,"DaysToKeepSentMsgs":0,"MaxRingsC
P":0,"Language":1,"CallerLanguage":1,"XferSupervisionInt":0,"XferSupervisionIntPromptConfirm":false,"Xfer

SupervisionIntRings":0,"XferSupervisionExt":0,"XferSupervisionExtPromptConf
irm":false,"XferSupervisionExtCentrex":false,"XferSupervisionExtRings":0,"XferSupervisionCo
ntact":0,"XferSupervisionContactPromptConfirm":false,"XferSupervisionContactCentrex":fals
e,"XferSupervisionContactRings":0,"BusyHold":false,"ForcedMsg":false,"SharedMailbox":false
,"ConfDelete":false,"Supervisor":false,"directory":false,"AutoLogin":false,"LoginTime":0,"Auto
Logout":false,"LogoutTime":0,"RecordConversation":false,"GetCallerId":false,"MessageLightO
nCode":"","MessageLightOffCode":"","PagingTransferCode":"","PagingPortNum":"","PagingReleaseCode":""
,"PagingDelayTime":0,"Multilingual":false,"LapNotify":false,"GuestMailbox":fals
e,"NetPopup":false,"ShowSend":false,"MassRecall":false,"ShowMsgCount":false,"AskMbxSend
Msg":"","SendIDD":0,"ReplyMsgOrder":"","Comment":false,"RecordAll":"","WakeUpCall":false,
"VerifySendDest":false,"ConcatComments":false,"DeleteFwd":false,"PlayName":false,"MaxCo
nversationLen":0,"EmailNotification":false,"MessageLAP":false,"MessageLAPTemplate":"","Ca
llLAP":false,"CallLAPTemplate":"","FutureDelivery":false,"MessageFormat":40,"NumberOfON
Retries":0,"ONRetryInterval":0,"ONForAllMsgs":false,"NumberOfOFFRetries":0,"OFFRetryInte
rval":0,"OFFForAllMsgs":false,"OFFonLast":false,"MsgLightsType":0,"MsgLightsPorts":"","Mult
ipleMessages":false,"NotifyUserOfTransfer":false,"InbandLoginAskPassword":false,"TTSMode
":0,"imapAccount":"","imapPswd":"","FGIMAPServerID":0,"imapLogErr":0,"imapConErr":0,"ima
pSyncSystem":false,"imapSyncCustom":false,"imapSyncFolders":false,"imapFlushSystem":false
,"imapFlushCustom":false,"imapPriority":0,"imapMsgsPerCycle":0,"imapTSELocation":"","Allow
ChangeVVSecurityLevel":false,"WebClientMessaging":false,"IMAPFilter":false,"IMAPFilterTim
e":"","ProcessContacts":false,"SynchPictureBehaviour":0,"MsgFwdSenderMode":0,"ExtAbsenc
eTermDTMFs":"","ChangePassword":false,"MbxCallback":false,"ASRTransferConfirm":false,"FG
ExtObjectID":"","FGModifiedDate":"20181029150834","FGCampOn":false,"StarLogin":false,"R
eplyToAll":false,"MbxFullThreshold":0,"PromptPlayTimes":0,"PreTransferSoundType":0,"PreTr
ansferSoundFile":"","DIDRoutingOpt":0,"AutoPrint":false,"NoMWIReadToUnread":false,"Web
Access":false,"DirectDialExtPromptConfirm":false,"SimultMailboxAccess":false,"ScreenPopup
Duration":0,"ForwardCallsOption":0,"VMHuntGroup":"","MessageLink":0,"imapSyncInbox":false,"imapSyncC
allsHistory":false,"KeepCallsHistory":0,"AllowAttachVMenuSendingMsg":false,"F
GOutcallServices":false,"FGSpeechMenus":false,"PreRecConvWarningPrompt":false,"AllowTra
nscription":false,"MaxTranscribeMsgCountPerMon":0,"MaxTranscribeMsgLen":0,"TranscribeEx
pireMinutes":0,"ImapTranscribe":false,"FGCallControlExtAddress":false,"FGCallControlIntAddr
ess":false,"FGEnableSpeechNumericPwd":false,"CalendarSyncMode":0,"WebClientChangeDist
ributionList":false,"AllowViewSpatialData":false,"DisableWebTutorial":false,"DaysToLockMailb
ox":0,"PlayMaxMsgLenWarning":false,"MsgSyncSourceID":0,"MsgSyncSourceAccount":"","Msg
SyncSourcePassword":"","DisallowEmbeddedLogin":false,"MultiLangOption":""}

POST

Creates a feature group

http://localhost:9000/ucwebapi/api/1.0/companies/1/fgroups

Where

companies/1 - unique Company ID

Example:

Request:

POST https://192.168.2.155/ucwebapi/api/1.0/companies/3/fgroups

{"ID":0,"FGName":"created via web admin

5","FGNumber":"5","CompanyID":"3","PreTransferPaging":false,"PostTransferPaging":false,"C
allScreening":false,"DND":false,"BeeperNotification":false,"PhoneNotification":false,"LongDis
tanceNotify":false,"CallQueuing":false,"CallForwarding":false,"SendingMsgs":false,"Confirmat
ion":false,"Login":false,"MsgsLight":false,"DistributionList":false,"MsgForwarding":false,"Msg
FwdKeep":false,"Tutorial":false,"MaxMsgs":0,"MaxMsgLen":0,"MaxGrtLen":0,"DaysToKeepNe
wMsgs":0,"DaysToKeepOldMsgs":0,"DaysToKeepDelMsgs":0,"DaysToKeepSentMsgs":0,"MaxRi
ngsCP":0,"Language":"1","CallerLanguage":"1","XferSupervisionInt":0,"XferSupervisionIntPro
mptConfirm":false,"XferSupervisionIntRings":0,"XferSupervisionExt":0,"XferSupervisionExtPr
omptConfirm":false,"XferSupervisionExtCentrex":false,"XferSupervisionExtRings":0,"XferSup
ervisionContact":0,"XferSupervisionContactPromptConfirm":false,"XferSupervisionContactCe
ntrex":false,"XferSupervisionContactRings":0,"BusyHold":false,"ForcedMsg":false,"SharedMail
box":false,"ConfDelete":false,"Supervisor":false,"directory":false,"AutoLogin":false,"LoginTim
e":0,"AutoLogout":false,"LogoutTime":0,"RecordConversation":false,"GetCallerId":false,"Mess
ageLightOnCode":"","MessageLightOffCode":"","PagingTransferCode":"","PagingPortNum":"","PagingRelea
seCode":"","PagingDelayTime":0,"Multilingual":false,"LapNotify":false,"GuestMai
lbox":false,"NetPopup":false,"ShowSend":false,"MassRecall":false,"ShowMsgCount":false,"Ask
MbxSendMsg":"","SendIDD":0,"ReplyMsgOrder":"","Comment":false,"RecordAll":"","WakeUpC
all":false,"VerifySendDest":false,"ConcatComments":false,"DeleteFwd":false,"PlayName":fals
e,"MaxConversationLen":0,"EmailNotification":false,"MessageLAP":false,"MessageLAPTempla
te":"","CallLAP":false,"CallLAPTemplate":"","FutureDelivery":false,"MessageFormat":40,"Num
berOfONRetries":0,"ONRetryInterval":0,"ONForAllMsgs":false,"NumberOfOFFRetries":0,"OFF
RetryInterval":0,"OFFForAllMsgs":false,"OFFonLast":false,"MsgLightsType":0,"MsgLightsPorts
":"","MultipleMessages":false,"NotifyUserOfTransfer":false,"InbandLoginAskPassword":false,"
TTSMode":0,"imapAccount":"","imapPswd":"","FGIMAPServerID":null,"imapLogErr":0,"imapCo
nErr":0,"imapSyncSystem":false,"imapSyncCustom":false,"imapSyncFolders":false,"imapFlushS
ystem":false,"imapFlushCustom":false,"imapPriority":0,"imapMsgsPerCycle":0,"imapTSELocati
on":"","AllowChangeVVSecurityLevel":false,"WebClientMessaging":false,"IMAPFilter":false,"I
MAPFilterTime":"","ProcessContacts":false,"SynchPictureBehaviour":0,"MsgFwdSenderMode"
:0,"ExtAbsenceTermDTMFs":"","ChangePassword":false,"MbxCallback":false,"ASRTransferCon
firm":false,"FGExtObjectID":"","FGModifiedDate":"","FGCampOn":false,"StarLogin":false,"Repl
yToAll":false,"MbxFullThreshold":0,"PromptPlayTimes":0,"PreTransferSoundType":0,"PreTrans
ferSoundFile":"","DIDRoutingOpt":0,"AutoPrint":false,"NoMWIReadToUnread":false,"WebAcc
ess":false,"DirectDialExtPromptConfirm":false,"SimultMailboxAccess":false,"ScreenPopupDur
ation":0,"ForwardCallsOption":0,"VMHuntGroup":"","imapSyncInbox":false,"imapSyncCallsHist
ory":false,"KeepCallsHistory":0,"AllowAttachVMenuSendingMsg":false,"FGOutcallServices":fal
se,"FGSpeechMenus":false,"PreRecConvWarningPrompt":false,"AllowTranscription":false,"Ma
xTranscribeMsgCountPerMon":0,"MaxTranscribeMsgLen":0,"TranscribeExpireMinutes":0,"Ima
pTranscribe":false,"FGCallControlExtAddress":false,"FGCallControlIntAddress":false,"FGEnabl
eSpeechNumericPwd":false,"CalendarSyncMode":0,"WebClientChangeDistributionList":false,"
AllowViewSpatialData":false,"DisableWebTutorial":false,"DaysToLockMailbox":0,"PlayMaxMsgLenWarning":f
alse,"MsgSyncSourceID":0,"MsgSyncSourceAccount":"","MsgSyncSourcePassword":"","DisallowEmbeddedLo
gin":false,"MultiLangOption":"","imapPswdConfirm":"","Secondar yLng":0}

Response HTTP/1.1 200 OK

{"ID":15,"FGName":"created via web admin
5","FGNumber":5,"CompanyID":3,"PreTransferPaging":false,"PostTransferPaging":false,"CallSc

reening":false,"DND":false,"BeeperNotification":false,"PhoneNotification":false,"LongDistanc
eNotify":false,"CallQueuing":false,"CallForwarding":false,"SendingMsgs":false,"Confirmation":
false,"Login":false,"MsgsLight":false,"DistributionList":false,"MsgForwarding":false,"MsgFwd
Keep":false,"Tutorial":false,"MaxMsgs":0,"MaxMsgLen":0,"MaxGrtLen":0,"DaysToKeepNewMs
gs":0,"DaysToKeepOldMsgs":0,"DaysToKeepDelMsgs":0,"DaysToKeepSentMsgs":0,"MaxRingsCP":0,"Langua
ge":1,"CallerLanguage":1,"XferSupervisionInt":0,"XferSupervisionIntPromptConfirm":false,"XferSupervisionI
ntRings":0,"XferSupervisionExt":0,"XferSupervisionExtPromptConfirm":false,"XferSupervisionExtCentrex":fal
se,"XferSupervisionExtRings":0,"XferSupervisionCo
ntact":0,"XferSupervisionContactPromptConfirm":false,"XferSupervisionContactCentrex":fals
e,"XferSupervisionContactRings":0,"BusyHold":false,"ForcedMsg":false,"SharedMailbox":false
,"ConfDelete":false,"Supervisor":false,"directory":false,"AutoLogin":false,"LoginTime":0,"Auto
Logout":false,"LogoutTime":0,"RecordConversation":false,"GetCallerId":false,"MessageLightO
nCode":"","MessageLightOffCode":"","PagingTransferCode":"","PagingPortNum":"","PagingRe
leaseCode":"","PagingDelayTime":0,"Multilingual":false,"LapNotify":false,"GuestMailbox":fals
e,"NetPopup":false,"ShowSend":false,"MassRecall":false,"ShowMsgCount":false,"AskMbxSend
Msg":"","SendIDD":0,"ReplyMsgOrder":"","Comment":false,"RecordAll":"","WakeUpCall":false,
"VerifySendDest":false,"ConcatComments":false,"DeleteFwd":false,"PlayName":false,"MaxCo
nversationLen":0,"EmailNotification":false,"MessageLAP":false,"MessageLAPTemplate":"","Ca
llLAP":false,"CallLAPTemplate":"","FutureDelivery":false,"MessageFormat":40,"NumberOfON
Retries":0,"ONRetryInterval":0,"ONForAllMsgs":false,"NumberOfOFFRetries":0,"OFFRetryInte
rval":0,"OFFForAllMsgs":false,"OFFonLast":false,"MsgLightsType":0,"MsgLightsPorts":"","Mult
ipleMessages":false,"NotifyUserOfTransfer":false,"InbandLoginAskPassword":false,"TTSMode
":0,"imapAccount":"","imapPswd":"","FGIMAPServerID":null,"imapLogErr":0,"imapConErr":0,"i
mapSyncSystem":false,"imapSyncCustom":false,"imapSyncFolders":false,"imapFlushSystem":f
alse,"imapFlushCustom":false,"imapPriority":0,"imapMsgsPerCycle":0,"imapTSELocation":"","A
llowChangeVVSecurityLevel":false,"WebClientMessaging":false,"IMAPFilter":false,"IMAPFilter
Time":"","ProcessContacts":false,"SynchPictureBehaviour":0,"MsgFwdSenderMode":0,"ExtAbs
enceTermDTMFs":"","ChangePassword":false,"MbxCallback":false,"ASRTransferConfirm":false,
"FGExtObjectID":"","FGModifiedDate":"","FGCampOn":false,"StarLogin":false,"ReplyToAll":fals
e,"MbxFullThreshold":0,"PromptPlayTimes":0,"PreTransferSoundType":0,"PreTransferSoundFi
le":"","DIDRoutingOpt":0,"AutoPrint":false,"NoMWIReadToUnread":false,"WebAccess":false,"
DirectDialExtPromptConfirm":false,"SimultMailboxAccess":false,"ScreenPopupDuration":0,"F
orwardCallsOption":0,"VMHuntGroup":"","MessageLink":0,"imapSyncInbox":false,"imapSyncC
allsHistory":false,"KeepCallsHistory":0,"AllowAttachVMenuSendingMsg":false,"FGOutcallServi
ces":false,"FGSpeechMenus":false,"PreRecConvWarningPrompt":false,"AllowTranscription":fal
se,"MaxTranscribeMsgCountPerMon":0,"MaxTranscribeMsgLen":0,"TranscribeExpireMinutes":
0,"ImapTranscribe":false,"FGCallControlExtAddress":false,"FGCallControlIntAddress":false,"F
GEnableSpeechNumericPwd":false,"CalendarSyncMode":0,"WebClientChangeDistributionList
":false,"AllowViewSpatialData":false,"DisableWebTutorial":false,"DaysToLockMailbox":0,"Play
MaxMsgLenWarning":false,"MsgSyncSourceID":0,"MsgSyncSourceAccount":"","MsgSyncSourc
ePassword":"","DisallowEmbeddedLogin":false,"MultiLangOption":""}

POST

Updates a feature group http://localhost:9000/ucwebapi/api/1.0/companies/1/fgroups/1 Where companies/1 - unique Company ID

fgroups/1 - unique Feature GroupID

DELETE
Deletes a feature group
http://localhost:9000/ucwebapi/api/1.0/companies/1/fgroups/1
Where
companies/1 - unique Company ID
fgroups/1 - unique Feature GroupID

Department

GET
Returns a list of departments, supports pagination.
http://localhost:9000/ucwebapi/api/1.0/companies/1/departments?page=1&size=2
Where
companies/1 - unique Company ID

Distribution List

GET
Returns a distribution list for particular mailbox.
http://localhost:9000/ucwebapi/api/1.0/dlists?MailboxID=1

Message

GET
Get message by ID
http://localhost:9000/ucwebapi/api/1.0/messages/{message ID:int}
Example
http://localhost:9000/ucwebapi/api/1.0/messages/1925

GET
Get messages by folder ID
http://localhost:9000/ucwebapi/api/1.0/messages/folders/{folder ID:int}
Example:
http://localhost:9000/ucwebapi/api/1.0/messages/folders/4

GET
Get messages by mailbox ID
http://localhost:9000/ucwebapi/api/1.0/messages/mailboxes/{mailbox ID:int}
Example:

http://localhost:9000/ucwebapi/api/1.0/messages/mailboxes/1

DELETE
Delete message by ID
http://localhost:9000/ucwebapi/api/1.0/messages/{message ID:int}
Example:
http://localhost:9000/ucwebapi/api/1.0/messages/1924

POST
Message migration
http://localhost:9000/ucwebapi/api/1.0/messages/migrate
The request body is an instance of MessageMigrateRequest class.

Example:
http://localhost:9000/ucwebapi/api/1.0/messages/migrate


```
{
"Format":40,
"FullPath":"C:\\UC\\_TOOLS_\\_Migration_\\MigrateMe.vox",
"Message":{
 "FolderId":366,
  "Subject":"Voice Message From: Test One, 134",
  "Addresses":[
    {"MsgAddress":"42","MsgAddrType":1,"MsgAddrCateg":1,"MsgAddrDispName":"Test
Unknown","MsgAddrSMTP":"135@127.0.0.1"},
    {"MsgAddress":"134","MsgAddrType":5,"MsgAddrCateg":0,"MsgAddrDispName":"Test
One","MsgAddrSMTP":"tel=134@127.0.0.1"}
  ]
  }
}
```


Response

HTTP/1.1 201 Created


```
{"ID":2111,"FolderId":366,"DateTimeCreated":"20181106151644","FileName":"CD1617CA-32D
E-4A5A-8A9D-AE8A10F4412E","FileType":0,"FileSize":0,"FileLenth":0,"VoiceFormat":40,"Subje ct":"Voice
Message From: Test One,
134","ExpiryDate":"20181206","DeliveryDate":"201811061516","Read":false,"Certified":false,
"Urgent":false,"Private":false,"Recent":true,"Deleted":false,"Status":0,"MassRecall":false,"Att
achments":[],"AttachmentsListSize":0,"ImapID":0,"IMAPUID":0,"ImapUIDs":"d9b4db70-5b96-4f fd-aed9-
5d97be8e162e","SyncStatus":0,"OrigMsgID":0.0,"SyncRetries":0,"Addresses":[{"MsgA
ddrID":1,"MsgAddress":"42","MsgAddrType":1,"MsgAddrCateg":1,"MsgAddrDispName":"Test
Unknown","MsgAddrSMTP":"135@127.0.0.1"},{"MsgAddrID":2,"MsgAddress":"134","MsgAddr
Type":5,"MsgAddrCateg":0,"MsgAddrDispName":"Test
One","MsgAddrSMTP":"tel=134@127.0.0.1"}],"AddressesSize":2,"DisplayName":"","MsgModify
Date":"20181106151644","MsgCoverPage":false,"MsgSystemType":0,"MsgFileLocation1":0,"M
```

sgFileLocation2":0,"NotificationMenuID":0,"GroupCLSID":"","FileSubType":0,"PBXUID":"","Lan
guageID":35,"FirstReadDuration":0.0,"SyncID":""}

Greetings

GET
Get greetings by mailbox ID and language ID
http://localhost:9000/ucwebapi/api/1.0/mbxgreetings/{mailbox ID:int}/greetings?LanguageID={int}
Example:
Request
http://localhost:9000/ucwebapi/api/1.0/mbxgreetings/16/greetings?LanguageID=35 Response
HTTP/1.1 200 OK
[
{"GreetingID":9,"LanguageID":35,"MailboxID":16,"GreetingLocID":0,"GreetingNumber":0,"Gree
tingName":"Busy Internal
TTY","GreetingType":6,"GreetingFileName":"377F4ED0-F02E-4950-
8BE9661EF9A36084","GreetingFileLoc1":0,"GreetingFileLoc2":0},
{"GreetingID":10,"LanguageID":35,"MailboxID":16,"GreetingLocID":143,"GreetingNumber":0,"
GreetingName":"Location (at
home)","GreetingType":4,"GreetingFileName":"CA6977C5-2DEC-40DC-BD91-4B35DB72E1AD",
"GreetingFileLoc1":0,"GreetingFileLoc2":0}
]

GET
Get greeting by mailbox ID, greeting ID and language ID
http://localhost:9000/ucwebapi/api/1.0/mbxgreetings/{mailbox ID:int}/greetings/{greeting ID}?LanguageID={int}

Example:
Request
http://localhost:9000/ucwebapi/api/1.0/mbxgreetings/16/greetings/10?LanguageID=35

Response HTTP/1.1 200 OK
{"GreetingID":10,"LanguageID":35,"MailboxID":16,"GreetingLocID":143,"GreetingNumber":0,"
GreetingName":"Location (at
home)","GreetingType":4,"GreetingFileName":"CA6977C5-2DEC-40DC-BD91-4B35DB72E1AD",
"GreetingFileLoc1":0,"GreetingFileLoc2":0}

DELETE
Delete greeting by mailbox ID, greeting ID and language ID
http://localhost:9000/ucwebapi/api/1.0/mbxgreetings/{mailbox ID}/greetings/{greeting ID:int}?LanguageID={int}
Example:

Request
http://localhost:9000/ucwebapi/api/1.0/mbxgreetings/1/greetings/16?LanguageID=35 Response
HTTP/1.1 200 OK

POST
Greeting migration
http://localhost:9000/ucwebapi/api/1.0/mbxgreetings/1/greetings/migrate
The request body is an instance of GreetingMigrateRequest class.

Example:
http://localhost:9000/ucwebapi/api/1.0/mbxgreetings/1/greetings/migrate

Request body example (system greeting)
```
{
"LocationType":-1, "Format":40,
"FullPath":"C:\\UC\\_TOOLS_\\_Migration_\\GreetingMe.vox", "Greeting":{
 "LanguageID":35, "MailboxID":16,
 "GreetingName":"Busy Internal TTY", "GreetingType":6,
 }
}
```

Note:
LocationType must be: -1
GreetingType - any of the following values: { GT_PERSONAL_EXTERNAL = 1,
  GT_BUSY_EXTERNAL = 2,
  GT_NAME = 3,
  GT_PERSONAL_INTERNAL = 5,
  GT_BUSY_INTERNAL = 6,
  GT_UNAVAILABLE_EXTERNAL = 7,
  GT_UNAVAILABLE_INTERNAL = 8,
}

Response
HTTP/1.1 201 Created
{"GreetingID":9,"LanguageID":35,"MailboxID":16,"GreetingLocID":0,"GreetingNumber":0,"Gree
tingName":"Busy Internal
TTY","GreetingType":6,"GreetingFileName":"377F4ED0-F02E-4950-8BE9-661EF9A36084","Gre
etingFileLoc1":0,"GreetingFileLoc2":0}

Request body example (location greeting)
```
{
"LocationType":2, "Format":40,
"FullPath":"C:\\UC\\_TOOLS_\\_Migration_\\GreetingMe.vox", "Greeting":{
 "LanguageID":35,
 "MailboxID":16,
 "GreetingName":"Location (at home)",
```

```
  "GreetingType":4,
  }
}
```

Note:
LocationType - any of the following values: {
LOCT_INOFFICE = 0,
LOCT_LUNCH = 1,
LOCT_HOME = 2,
LOCT_MEETING = 3,
LOCT_OUTOFTOWN = 4,
LOCT_VACATION = 5,
LOCT_EXTABSENCE = 6,
LOCT_TEMPORARY = 7,
LOCT_MOBILE = 8,
LOCT_REMOTEOFFICE = 9,
}
GreetingType must be: 4 (GT_LOCATION)

Response
HTTP/1.1 201 Created
{"GreetingID":10,"LanguageID":35,"MailboxID":16,"GreetingLocID":143,"GreetingNumber":0,"GreetingName":"Location (at home)","GreetingType":4,"GreetingFileName":"CA6977C5-2DEC-40DC-BD91-4B35DB72E1AD","GreetingFileLoc1":0,"GreetingFileLoc2":0}

PBX Settings

General Tab

GET
api/1.0/pbxsettings/general
Get the PBX Settings General Tab.

PUT
api/1.0/pbxsettings/general
Update the PBX Settings General Tab.
Request body is an instance of PBX class.

Transfer Tab

GET

api/1.0/pbxsettings/transfer

Get the PBX Settings Transfer Tab.

PUT

api/1.0/pbxsettings/transfer

Update the PBX Settings Transfer Tab.

Request body is an instance of ParametersTransfer class.

Call Tab

GET

api/1.0/pbxsettings/call

Get the PBX Settings Call Tab.

PUT

api/1.0/pbxsettings/call

Update the PBX Settings Call Tab.

Request body is an instance of ParametersDTMFCall class.

Disconnect Tab

GET

api/1.0/pbxsettings/disconnect

Get the PBX Settings Disconnect Tab.

PUT

api/1.0/pbxsettings/disconnect

Update the PBX Settings Disconnect Tab.

Request body is an instance of Disconnect class.

Message Light Tab

GET

api/1.0/pbxsettings/messagelight

Get the PBX Settings Message Light Tab.

PUT

api/1.0/pbxsettings/messagelight

Update the PBX Settings Message Light Tab.

Request body is an instance of MWI class.

Inband Tab

GET

api/1.0/pbxsettings/inband

Get the PBX Settings Inband Tab.

PUT

api/1.0/pbxsettings/inband

Update the PBX Settings Inband Tab.
Request body is an instance of Inband class.

Location addresses

GET
api/1.0/locations?locationID={locationID}
Get a list of location addresses.

GET
api/1.0/locations/{locationID}/locationaddresses
Get a list of location addresses.

POST
api/1.0/locations?locationID={locationID}
Add a location address.

POST
api/1.0/locations/{locationID}/locationaddresses
Add a location address.

Company Distribution Lists

GET
api/1.0/companies/{CompanyId}/distlists
Get the distribution lists list by company Id.

GET
api/1.0/companies/{CompanyId}/distlists/{DistListId}
Get a distribution list by company Id and distribution list Id.

POST
api/1.0/companies/{CompanyId}/distlists
Add a distribution list.

Example:
Request
POST http://localhost:9000/ucwebapi/api/1.0/companies/1/distlists HTTP/1.1
{

"DLNumber":1000,
"DLName":"demo dist list for company = 1",
"OwnerID":1,
"DistributionType":2,
"DLItems":[
{"DestinationName":"1","DestinationType":1,"Description":"destination type = 1 is mailbox"},

{"DestinationName":"(555)5555555","DestinationType":5,"Description":"destination type = 5 is phone number"}
],
"DLSMTPAddr":"SMTP_of_demo_dist_list@127.0.0.1",
"DLNotify":false,
"Description":"distribution type = 2 is company",
"Data":""
}

Response
HTTP/1.1 200 OK

{"ID":13,"DLNumber":1000,"DLName":"demo dist list for company = 1","OwnerID":1,"DistributionType":2,"DLItems":[{"ID":1,"DLID":13,"DestinationName":"1","DestinationType":1,"Description":"destination type = 1 is mailbox"},{"ID":2,"DLID":13,"DestinationName":"(555)5555555","DestinationType":5,"Description":"destination type = 5 is phone number"}],"DLItemsSize":2,"DLSMTPAddr":"SMTP_of_demo_dist_list@127.0.0.1","DLNotify":false,"Description":"distribution type = 2 is company","Data":""}

PUT
api/1.0/companies/{CompanyId}/distlists
Update a distribution list.

Example:
Request
PUT http://localhost:9000/ucwebapi/api/1.0/companies/1/distlists HTTP/1.1

{
"ID":13,
"DLNumber":1000,
"DLName":"demo dist list for company = 1",
"OwnerID":1,
"DistributionType":2,
"DLItems":[
{"ID":1,"DLID":13,"DestinationName":"1","DestinationType":1,"Description":"destination type = 1 is mailbox"},

{"ID":2,"DLID":13,"DestinationName":"(555)5555555","DestinationType":5,"Description":"desti nation type = 5 is phone number"}

],
"DLSMTPAddr":"SMTP_of_demo_dist_list@127.0.0.1",
"DLNotify":false,
"Description":"**UPDATED distribution type = 2 is company**",
"Data":"**UPDATED data**"
}

Response
HTTP/1.1 200 OK

{"ID":13,"DLNumber":1000,"DLName":"demo dist list for company = 1","OwnerID":1,"DistributionType":2,"DLItems":[{"ID":14,"DLID":13,"DestinationName":"1","DestinationType":1,"Description":"destination type = 1 is mailbox"},{"ID":14,"DLID":13,"DestinationName":"(555)5555555","DestinationType":5,"Description":"destination type = 5 is phone number"}],"DLItemsSize":2,"DLSMTPAddr":"SMTP_of_demo_dist_list@127.0.0.1","DLNotify":false,"Description":"**UPDATED distribution type = 2 is company**","Data":"**UPDATED data**"}

DELETE
api/1.0/companies/{CompanyId}/distlists/{DistListId}
Delete a distribution list.

Schedules

GET
Get list of schedules by owner and type api/1.0/companies?CompanyID={CompanyID}&ObjectID={ObjectID}&SchType={SchType}&EnabledOnly={EnabledOnly}&WithItems={WithItems}

Example:
Request
GET http://localhost:9000/ucwebapi/api/1.0/companies/1/objects/150/schedules/type/10 Content-Type: application/json
Authorization: jwt eyJ0eXAi...

Response
HTTP/1.1 200 OK
Content-Type: application/json; charset=utf-8 Content-Length: 1597

{"data":[{"$type":"DBDriver.EEAM.Schedule, DBDriver","SchID":171,"ActionNo":10,"ObjectID":150,"SchNumber":1,"Description":"Test Pacific","SchStartTime":"0000","SchEndTime":"2359","SchTimeZone":-7.0,"SchTimeZoneCID":12,"DefaultValue":"1","DefaultValue2":"0","Enabled":false,"ScheduleItems":[{"SchedItemID":1,"SchID":0,"StartDate":"20200623","EndDate":"20200623","StartTime":"0000","EndTime":"2359","weekdays":"0000000","Value":1481,"Value2":0,"RecurPattern":0,"SubRecurPattern":0,"Ever

yValue1":1,"EveryValue2":0,"EveryValue3":0,"RecurEndDateType":2,"SILocOneTimeUse":false,
"siDescription":"","siOccurences":0,"siUID":"","siSyncStatus":0,"siIsMeeting":false,"siModifyTi
me":"20200623141119","siSyncCalendar":false,"ReadOnly":false}],"ScheduleItemSize":1,"SchT
imeZoneId":"Pacific Standard Time"},{"$type":"DBDriver.EEAM.Schedule,
DBDriver","SchID":184,"ActionNo":10,"ObjectID":150,"SchNumber":2,"Description":"Test
Central","SchStartTime":"0000","SchEndTime":"2359","SchTimeZone":-5.0,"SchTimeZoneCID":
0,"DefaultValue":"1","DefaultValue2":"0","Enabled":true,"ScheduleItems":[{"SchedItemID":1,"
SchID":0,"StartDate":"20200623","EndDate":"20200623","StartTime":"0000","EndTime":"2359
","weekdays":"0000000","Value":1481,"Value2":0,"RecurPattern":0,"SubRecurPattern":0,"Ever
yValue1":1,"EveryValue2":0,"EveryValue3":0,"RecurEndDateType":2,"SILocOneTimeUse":false,
"siDescription":"","siOccurences":0,"siUID":"","siSyncStatus":0,"siIsMeeting":false,"siModifyTi
me":"20200623141229","siSyncCalendar":false,"ReadOnly":false}],"ScheduleItemSize":1,"SchT
imeZoneId":"Central Standard Time"}],"total":2,"totalAll":2}

POST

Add a schedule. 0

api/1.0/companies/{companyid}/objects/{objectId}/schedules

Example:

Request

POST http://localhost:9000/ucwebapi/api/1.0/companies/1/objects/150/schedules
Content-Type: application/json
Authorization: jwt eyJ0eXAi...
Content-Length: 700

{"ActionNo":10,"ObjectID":150,"Description":"Another Test
Pacific","SchStartTime":"0000","SchEndTime":"2359","SchTimeZone":-7.0,"SchTimeZoneCID":1
2,"DefaultValue":"1","DefaultValue2":"0","Enabled":false,"ScheduleItems":[{"SchedItemID":1,"
SchID":0,"StartDate":"20200623","EndDate":"20200623","StartTime":"0000","EndTime":"2359
","weekdays":"0000000","Value":1481,"Value2":0,"RecurPattern":0,"SubRecurPattern":0,"Ever
yValue1":1,"EveryValue2":0,"EveryValue3":0,"RecurEndDateType":2,"SILocOneTimeUse":false,
"siDescription":"","siOccurences":0,"siUID":"","siSyncStatus":0,"siIsMeeting":false,"siModifyTi
me":"20200623141119","siSyncCalendar":false,"ReadOnly":false}],"SchTimeZoneId":"Pacific Standard
Time"}

Response

HTTP/1.1 200 OK
Content-Type: application/json; charset=utf-8
Content-Length: 749

{"SchID":185,"ActionNo":10,"ObjectID":150,"SchNumber":3,"Description":"Another Test
Pacific","SchStartTime":"0000","SchEndTime":"2359","SchTimeZone":-7.0,"SchTimeZoneCID":1
2,"DefaultValue":"1","DefaultValue2":"0","Enabled":false,"ScheduleItems":[{"SchedItemID":1,"
SchID":185,"StartDate":"20200623","EndDate":"20200623","StartTime":"0000","EndTime":"23
59","weekdays":"0000000","Value":1481,"Value2":0,"RecurPattern":0,"SubRecurPattern":0,"Ev
eryValue1":1,"EveryValue2":0,"EveryValue3":0,"RecurEndDateType":2,"SILocOneTimeUse":fal

se,"siDescription":"","siOccurences":0,"siUID":"","siSyncStatus":0,"siIsMeeting":false,"siModify
Time":"20200623141119","siSyncCalendar":false,"ReadOnly":false}],"ScheduleItemSize":1,"Sc
hTimeZoneId":"Pacific Standard Time"}

POST

Update a schedule

api/1.0/companies/{companyid}/objects/{objectId}/schedules/{schid}

Example:

Request

POST http://localhost:9000/ucwebapi/api/1.0/companies/1/objects/150/schedules/171 Content-Type: application/json
Authorization: jwt eyJ0eXAi...
Content-Length: 747

{"SchID":171,"ActionNo":10,"ObjectID":150,"SchNumber":1,"Description":"Test Pacific
Updated","SchStartTime":"0000","SchEndTime":"2359","SchTimeZone":-7.0,"SchTimeZoneCID
":12,"DefaultValue":"1","DefaultValue2":"0","Enabled":false,"ScheduleItems":[{"SchedItemID":
1,"SchID":0,"StartDate":"20200623","EndDate":"20200623","StartTime":"0000","EndTime":"23
59","weekdays":"0000000","Value":1481,"Value2":0,"RecurPattern":0,"SubRecurPattern":0,"Ev
eryValue1":1,"EveryValue2":0,"EveryValue3":0,"RecurEndDateType":2,"SILocOneTimeUse":fal
se,"siDescription":"","siOccurences":0,"siUID":"","siSyncStatus":0,"siIsMeeting":false,"siModify
Time":"20200623141119","siSyncCalendar":false,"ReadOnly":false}],"SchTimeZoneId":"Pacific Standard
Time"}

Response

HTTP/1.1 200 OK
Content-Length: 0

User management partitioning

As per the **Application Security and Development STIG** requirement (https://www.stigviewer.com/stig/application_security_and_development/2014-04-03/finding /V-6127) the following is implemented:

1. The default installation is to allow access to all REST API endpoints.
2. If it is required to separate the admin REST API and the user one then the application needs to be installed into two separate virtual folders: first - for admins and the the second - for users.
3. The web.config appSettings **userManagementPartitioning** parameter when set to **true** is to prohibit access to the admin REST API endpoints.
4. With the user management partitioning enabled: when a user agent attempts to access the admin REST API it is to get a response: **401 Unauthorized**, response body: **partitioning**. This is to let the user agent (e.g. WebConsole) know it has to access the admin REST API web application.

Below is the list of REST API endpoints by entities.

Department

API	Description
GET api/1.0/companies/{CompanyID}/departments?Page={Page}&Size={Size}	admin only

WebConsole

API	Description
GRT api/1.0/configurations	admin only
POST api/1.0/configurations	admin only
POST api/1.0/configurations/delete	admin only

Company

API	Description
GET api/1.0/companies?Page={Page}&Size={Size}	admin only
POST api/1.0/companies	admin only
PUT api/1.0/companies	admin only
POST api/1.0/companies/{id}	admin only
DELETE api/1.0/companies/{id}	admin only
GET api/1.0/companies/{id}	admin only
GET api/1.0/companies?companyID={companyID}&Page={Page}&Size={Size}&searchText={searchText}	
GET api/1.0/companies/{companyID}/users?Page={Page}&Size={Size}&searchText={searchText}	
GET api/1.0/companies?CompanyID={CompanyID}&UserID={UserID}&Page={Page}&Size={Size}	admin only
GET api/1.0/companies/{CompanyID}/users/{UserID}?Page={Page}&Size={Size}	admin only
DELETE api/1.0/companies/{CompanyID}/users/{UserID}	admin only
POST api/1.0/companies?CompanyID={CompanyID}	admin only
POST api/1.0/companies/{CompanyID}/users	admin only
POST api/1.0/companies?uid={uid}	admin only
POST api/1.0/companies/{companyid}/users/{uid}	admin only
GET api/1.0/companies/{CompanyID}/users/{UserID}/addresses?Page={Page}&Size={Size}	admin only
POST api/1.0/companies?CompanyID={CompanyID}&UserID={UserID}	admin only
POST api/1.0/companies/{CompanyID}/users/{UserID}/addresses	admin only
POST api/1.0/companies?CompanyID={CompanyID}&UserID={UserID}&AddrID={AddrID}	admin only
POST api/1.0/companies/{CompanyID}/users/{UserID}/addresses/{AddrID}	admin only

API	Description
DELETE api/1.0/companies?CompanyID={CompanyID}&UserID={UserID}&AddrID={AddrID}	admin only
DELETE api/1.0/companies/{CompanyID}/users/{UserID}/addresses/{AddrID}	admin only
GET api/1.0/companies?companyID={companyID}&Page={Page}&Size={Size}	admin only
GET api/1.0/companies/{companyID}/fgroups?Page={Page}&Size={Size}	admin only
GET api/1.0/companies?CompanyID={CompanyID}&FGID={FGID}&Page={Page}&Size={Size}	admin only
GET api/1.0/companies/{CompanyID}/fgroups/{FGID}?Page={Page}&Size={Size}	admin only
POST api/1.0/companies?fgid={fgid}	admin only
POST api/1.0/companies/{companyid}/fgroups/{fgid}	admin only
DELETE api/1.0/companies/{CompanyID}/fgroups/{fgID}	admin only

Login

API	Description
POST api/1.0/login/native	
POST api/1.0/login/NATIVE	
POST api/1.0/login/onesna	
POST api/1.0/login/sso	
GET api/1.0/login/types	

MsgSyncSource

API	Description
GET api/1.0/msgsyncsource?Page={Page}&Size={Size}	admin only
POST api/1.0/msgsyncsource	admin only

Admin

API	Description
GET api/1.0/admins	admin only
GET api/1.0/admins/{id}	admin only
GET api/1.0/admins/{username}	admin only
POST api/1.0/admins	admin only
DELETE api/1.0/admins/{AdminID}	admin only
POST api/1.0/admins/{AdminID}	admin only

Transcription

API	Description
POST api/1.0/transcriptions/nuance	admin only
GET api/1.0/transcriptions/nuance?MsgID={MsgID}	admin only

Country

API	Description
GET api/1.0/countries?Page={Page}&Size={Size}	admin only

Profile

API	Description
GET api/1.0/profile	

PBXNode

API	Description
GET api/1.0/pbxnodes?Page={Page}&Size={Size}	admin only
POST api/1.0/pbxnodes	admin only

Logout

API	Description
GET api/1.0/logout	admin only

VoiceFormat

API	Description
GET api/1.0/voiceformats?Page={Page}&Size={Size}	admin only

Mbx

API	Description
GET api/1.0/mailboxes/{CompanyID}?Page={Page}&Size={Size}&Search={Search}	admin only
GET api/1.0/mailboxes/searchold?Page={Page}&Size={Size}&Text={Text}	
GET api/1.0/mailboxes/search?Page={Page}&Size={Size}&Text={Text}	
POST api/1.0/mailboxes	admin only
PUT api/1.0/mailboxes/passwords	
PUT api/1.0/mailboxes/{MailboxID}/passwords	
PUT api/1.0/mailboxes	admin only
PUT api/1.0/mailboxes/{MailboxID}	admin only
DELETE api/1.0/mailboxes/{MailboxID}	admin only

Test

API	Description
GET api/1.0/test/hi	

User

API	Description
GET api/1.0/companies/edit/:companyId/users?Page={Page}&Size={Size}	admin only

IMAPServer

API	Description
GET api/1.0/imapservers?Page={Page}&Size={Size}	admin only
POST api/1.0/imapservers	admin only

Service

API	Description
GET api/1.0/wizard	admin only
POST api/1.0/wizard	admin only

APPENDIX A: REVISION HISTORY

Date	Change Summary
27 April, 2021	Initial Document Release
7 June, 2021	Added new services to stop when performing a system backup.
10 June, 2021	Added “Play Invalid Password” description to the Configuration > Advanced section.
27 July, 2021	New note in SNMP Notifications. Windows Roles and Features must have the SNMP Server enabled first.
11 August, 2021	Included note to specify that multiple node IDs must be added sequentially starting with 1.
19 August, 2021	Added note to include http or https in the URL for Weblinks security configuration. Made it easier to find the setting for enabling **Simple Tutorials**.
24 August, 2021	Provided guidance for SRM user login requirements.
1 September, 2021	The log files are now included when backing up the database files using a UNC storage path.
22 September, 2021	Corrected the Password Reset screenshot to highlight the correct area. Adjusted requirements for Voice Menu Actions.
27 October, 2021	Removed references to POP3 and IMAP4 as they are no longer supported.
12 November, 2021	Removed outdated references to the default admin password. Added the **Company > Passwords/Security > Advanced** tab descriptions.
23 November, 2021	Added entry for **Notification Email** under the **Advanced > VPIM/SMTP** configuration.
2 December, 2021	Removed several tabs from the PBX pane that are no longer used. Added details for the Dial Plan tab in the PBX pane.
7 December, 2021	Created new chapter for Disaster Recovery.
9 December, 2021	Included note on the function of the Shutdown Server button in the Service Recovery Manager.
13 December, 2021	Documented missing Stop Server / System Shutdown button details in the Service Recovery Manager.
15 December, 2021	Added note regarding the need to enable AMIS/VPIM under Remote Site Settings for all servers in an HA installation. This setting is not automatically synchronized.

Date	Change Summary
16 August, 2022	New General Requirement to limit number of OU users to 1000 when using WebAdmin.
1 November, 2022	New chapter for UCWebAPI added.

GLOSSARY

A

AMIS - Audio Messaging Interchange Specification is a protocol that allows voicemail communication between messaging systems from different vendors. This task is now more commonly handled by a Unified Communications Solution.

B

BES - BlackBerry Enterprise Server is a system that connects to communications servers. Its function is to redirect and synchronize messages, contact lists and calendar events between message providers, computers and mobile devices.

C

C.O. - A Central Office is the physical location at the telephone company where the signal connecting equipment (switches, etc.) resides.

C.O. Line - Central Office line from the telephone service provider to the company PBX/Switch.

Cadence Detection - Cadence Detection examines the audio received on a phone line to determine if the result is a busy signal, silence, or a ring tone. The phone system can then react according to its programmed settings.

Channel - (Also known as a port.) A line such as a T1 may carry multiple channels. However a channel can only carry one phone conversation.

Collaboration Service - A network location, usually on the Internet, setup by the company or the user where groups can meet to perform collective tasks (i.e. web conferences, online meeting space).

D

Debounce - Techniques used to remove possible stutter or vibration in a signal when a switch is open or closed.

DID - Direct Inward Dialing is a service which allows a range of telephone numbers to be associated with a single trunk line. When an incoming call is received by the PBX, the extension is entered and the call is routed accordingly. This service allows call routing to each extension while requiring fewer subscriber lines

DNIS - Dialed Number Identification Service is a feature provided by the phone company allowing corporations to determine which telephone number was dialed by a customer. For example, if a call is directed at a number for a particular product, the PBX uses DNIS to determine the appropriate recorded greeting to play.

F

FIFO - First In First Out, review messages is the order that they arrived (see also LIFO).

Frequency Detection - Frequency Detection is used to detect the tri-tone sudio signal used to identify some issues on the telephone line (i.e. no signal, vacant line, line busy, operator intercept).

FTP - File Transfer Protocol is a means to permit the uploading and downloading of files from a central location across a network

or the Internet.

H

Huntgroup - When an incoming call is received, the huntgroup is the list of telephone lines that the system will search to see if there is one available to route the call through. If all lines in the huntgroup are in-use, then the caller will hear a busy signal.

I

IIS - Internet Information Services is a web server application and features created by Microsoft for use with Windows.

IMAP - Internet Message Access Protocol, along with Post Office Protocol (POP) is one of the most common Internet standards for e-mail communications.

Inband - In-band signaling is the sending of message control information (i.e. calling line identification, the called party identification, reason for the call,etc.) in the same band and on the same channel as is used for data.

IP Address - An Internet Protocol Address given to a computer, usually assigned by the network, which allows it to communicate with other machines on the network or across the Internet. All outgoing communications are tagged with the IP Address of the sender allowing replies to be addressed appropriately.

IVR - In response to caller input, an Interactive Voice Response system will provide prerecorded or dynamically generated responses which help to guide users through the system and reach their destination.

L

LAP - Local Area Paging is a protocol used to send messages to a pager.

LDAP - Lightweight Directory Access Protocol is a set of procedures for reading and modifying directories over an TCP/IP network.

LIFO - Last In First Out, review items in the reverse order to which they arrived (see also FIFO).

Loop Current Detection - Some telephone systems send a brief drop in the loop current when a connection is established. Loop Current Detection transmits a connect signal when this current drop is detected.

M

MWI - Message Waiting Indicator is the signal on a telephone set that indicates that a message is waiting to be recovered.

P

Port - See Channel.

Positive Answering Machine Detection - If an outbound call is answered by an answering machine, the system will terminate the call.

Positive Voice Detection - The PBX system can analyze the signal received on a telephone line to determine if the recipient is a live or recorded human voice.

S

SIT - Special Information Tones are a standard three beep signal which indicates that a call did not go through. Typically, the tones are followed by a recorded message explaining the problem.

SSL - Secure Socket Layer is the industry-standard method for protecting web communications. The SSL security protocol provides data encryption, server authentication, message integrity, and optional client authentication for a TCP/IP connection.

T

TAPI - Telephony Application Programming Interface allows computers using Windows to access telephone services.

TUI - Telephone User Interface is a system used to navigate the menus of a Unified Messaging (UM) system using DTMF or touch-tone inputs (i.e. "Press 1 for Sales, Press 2 for Support").

U

UNC - Universal Naming Convention is a standardized language to specify the location of resources on a network (i.e. files, computers, printers).

URL - Uniform Resource Locator specifies the location where a target resides. URLs are used to locate sites on the Internet.

V

VPIM - Voice Profile for Internet Mail is a subset of the MIME messaging protocol designed to allow the transmission of data between voice processing platforms.