

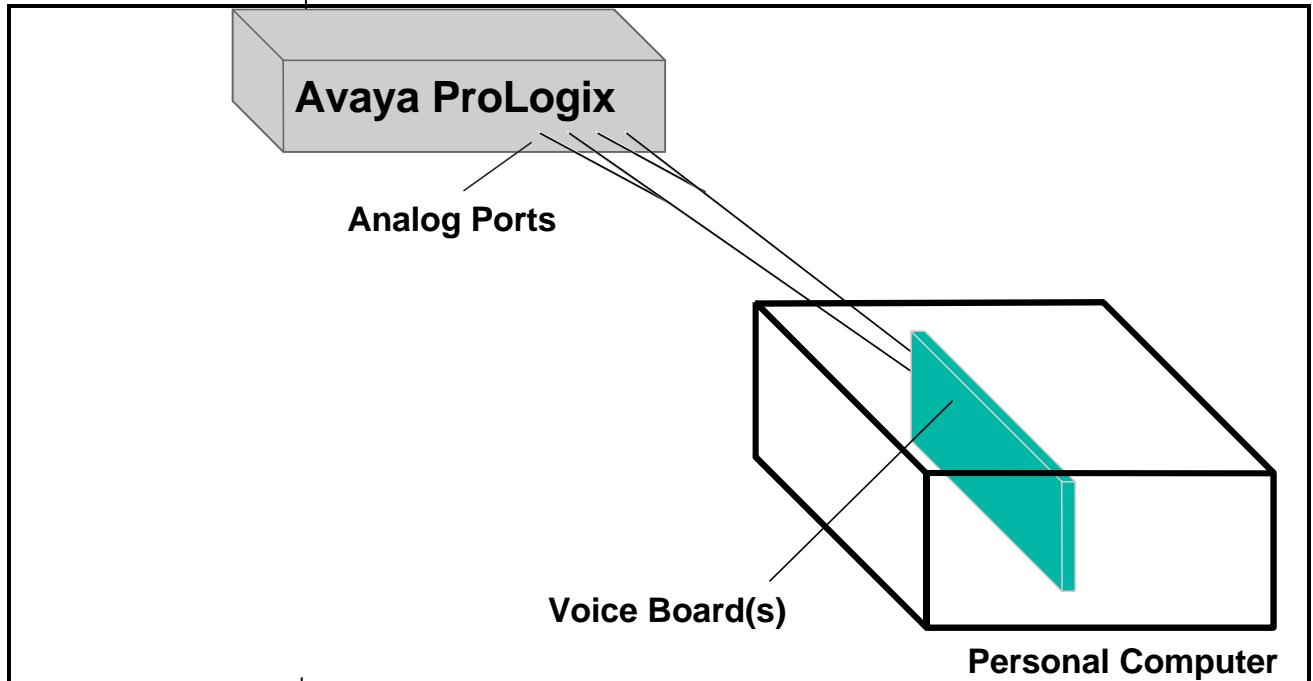
Octel® 100

Messaging Server

Configuration Note 7023

Avaya ProLogix™ / DEFINITY® G3

Revised 5/25/01



Inband signaling is
used for integration

Supported Voice Processing
Modules

1.0 METHOD OF INTEGRATION

Inband. Call forward to personal greeting is achieved via DTMF signals passed from the Avaya ProLogix to the Avaya Octel 100 system, herein referred to as O100. Message waiting indicators are set and canceled by dialing a feature access code followed by the extension number. A hookflash followed by the extension transfers the caller to the operator.

1.1 SUPPORTED VOICE PROCESSING MODULES

This note can be used to support the following voice processing modules: Avaya Inc Messaging 2000, Octel Signature Performer, Call Performer Plus, Octel Overture PC, and Overture Signature Performer. The use of the term O100 within this configuration note can be considered the same as using Avaya Inc Octel 100 and OSP will be considered the same as Octel Signature Performer.

Disclaimer: Configuration Notes are designed to be a general guide reflecting AVAYA Inc.'s experience configuring its systems. These notes cannot anticipate every configuration possibility given the inherent variations in all hardware and software products. Please understand that you may experience a problem not detailed in a Configuration Note. If so, please notify the TAC/TSO at (408) 922-1822 and if appropriate we will include it in our next revision. AVAYA Inc. accepts no responsibility for errors or omissions contained herein.

Ordering Information

This integration will support 16 ports

This integration will support 16 ports

ProLogix Hardware Requirements

ProLogix / DEFINITY G3 Software Requirements

Additional Material Requirements

2.0 ORDERING INFORMATION

There are many options available for this product, depending on the application. Voice Boards supported:

Dialogic DIALOG/4™

Fax Boards supported:

Brooktrout TruFax® 200

Optional Remote Service

Internal Modem

Please consult with your sales representative.

2.1 VOICEMAIL PORTS SUPPORT

Standard configuration for this integration is 16 ports Max. Provision has been made that based on the type of Platform and Sentinel, that a max 32 ports may be achieved. Contact your Avaya Inc representative if more than 16 ports are required.

3.0 AVAYA PROLOGIX HARDWARE REQUIREMENTS

Note: See Section 7.6

- One analog port (TN 742 8 circuits or TN 746B 16 circuits, analog; TN754B circuits, digital) configured as a VMI set for each O100 port.

3.1 AVAYA PROLOGIX / DEFINITY G3 SOFTWARE REQUIREMENTS

- Version R6 (See Section 7.5)

3.2 ADDITIONAL MATERIAL REQUIREMENTS

- If using the D/41D, the D/41ESC, or the Rhetorex 432 you will need:
 - One RJ-14 jack with 4-conductor line cord for every two O100 ports
- One analog line for O100 remote service access
- Two RJ-11 jacks for above and 2-conductor modular telephone cords
- If FaxMail is installed:
 - One analog line per fax port

- One RJ-11 jack for every Brooktrout TR-112 fax port
or
- one RJ-14 jack for every two Brooktrout TR-114 fax ports, along with 4-conductor modular telephone cords.

4.0 SUPPORTED FEATURES

[✓] Items are supported

System Forward to Personal Greeting		Multiple Return to Operator	[✓]
All Calls	[✓]	Direct Call	[✓]
Ring/no answer	[✓]	Auto Attendant	[✓]
Busy	[✓]	Outcalling	[✓]
Busy/No Answer	[]	Personal Greeting of Original-Called Party	
Do Not Disturb	[✓]	Multiple Call Forward	[]
Station Forward to Personal Greeting		Double Call Forward	[]
All Calls	[✓]	Call Coverage	[✓]
Ring/no answer	[]	Intercom Paging¹	[✓]
Busy	[]	Supervised Transfers	
Busy/No Answer	[]	Call Screening	[✓]
Do Not Disturb	[]	Call Queuing	[✓]
Flexible Forwarding		Intercom Paging	[✓]
Forward to No Answer Greeting	[✓]	Identify Calling Party	
Forward to Busy Greeting	[]	System Forward to Personal Greeting	[✓]
Intercom/CO Forwarding	[✓]	Station Forward to Personal Greeting	[✓]
Message Waiting		Flexible Forwarding (NA with CO)	[✓]
LCD Display	[]	Record Telephone Conversation	[]
LED	[✓]		
Lamp	[✓]		
Audible / Stutter Dial Tone ¹	[✓]		

¹ ProLogix must have audible MWI activated

4.1 DISCONNECT TYPE

The ProLogix sends a disconnect by interrupting the loop current (removing battery) for 900 ms upon receiving a disconnect from the central office or an internal station. The DEFINITY G3 must have “Adjunct Supervision? y”, when configuring the single line O100 ports. For proper external disconnect supervision for the DEFINITY G3 and ProLogix, Ground start or Supervised Loop start CO lines are recommended.

5.0 CONFIGURING THE AVAYA PROLOGIX

Before you begin programming, it is recommended that a hard copy of the customer database be obtained to verify existing programming.

Refer to the Programming section in the ProLogix manual for information on entering, saving, and exiting database programming. Up to four tasks must be completed when programming the ProLogix to integrate. They are as follows:

- Enable Mode-Code integration
- Configure the Single line O100 ports
- Program hunt group for call coverage

The information contained in this document is provided by AVAYA Inc. to serve as a guide. See the disclaimer on page 1

Supported Integration Features

Programming Avaya ProLogix
system parameters

- Using the ADD HUNT-GROUP command, create a hunt group.
- Create call coverage path(s) that include the hunt group access number.
- Change subscriber's station programming to include call coverage path.

In the following example a four port Voice Mail system is used. Specific extension numbers are used for the O100 analog lines, and subscriber stations. Also, a sample coverage path is shown. The example assumes

- The O100 analog ports are extensions 5001, 5002, 5003, and 5004
- Hunt group number 5000
- Extensions 2345, 3001 and 3002 are Voice Mail Subscribers.
- Coverage Path number 1 is the example shown.

Note: Entries in bold italic type indicate where information must be entered.

5.1 ENABLE MODE-CODE INTEGRATION

Note: The ProLogix configuration uses only mode-code integration.

Use the switch's Customer Options form to enable mode code integration. Proceed as follows:

1. Enter the command: **change system-parameters customer-options** and make sure the G3 Version (on the first line) is set to V6.
2. Change to page 2.
3. Set the "**Mode Code Interface?**" field on this screen to **y**.

change system-parameters customer-options	Page 2 of 4
OPTIONAL FEATURES	
ISDN-PRI? n	Restrict Call Forward Off Net? y
	Secondary Data Module? y
Malicious Call Trace? n	Station and Trunk MSP? n
Mode Code Interface? y	Tenant Partitioning? n
Multifrequency Signaling? y	Terminal Trans. Init. (TTI)? n
Multimedia Appl. Server Interface (MASI)? n	Time of Day Routing? n
Multimedia Call Handling (MMCH)? n	Uniform Dialing Plan? n
Personal Station Access (PSA)? n	Usage Allocation Enhancements? n
PNC Duplication? N	
Processor and System MSP? n	Wideband Switching? n
Private Networking? n	Wireless? n

5.2 CONFIGURING THE SINGLE LINE AVAYA OCTEL 100 PORTS

Define analog voice ports that will connect to the O100 using the ADD STATION command. Sequential numbering is recommended. Repeat for each analog port.

Administer each analog port as station type VMI but exactly as if it were a model 2500 station. Follow these steps:

Add Station 5001

add station 5001		Page 1 of 3
	STATION	
Extension: 5001	BCC: 0	TN: 1
Type: VMI	Lock Messages? n	COR 2
Port: 01A0304	Security Code:	COS 1
Name: VOICEMAIL		
Tests? N		
STATION OPTIONS		
Off Premise Station? n		

Next

add station 5001		Page 2 of 3
	STATION	
FEATURE OPTIONS		
LWC Reception: none		
LWC Activation? y	Coverage Msg Retrieval? n	
CDR Privacy? n	Auto Answer? none	
Redirect Notification? n	Data Restriction? y	
Per Button Ring Control? n	Call Waiting Indication? n	
Bridge Call Alerting? n	Att. Call Waiting Indication? n	
Switchhook Flash? y	Distinctive Audible Alert? n	
Ignore Rotary Digits? n	Adjunct Supervision? y	
H.320 Conversion? n		
	Audible Message Waiting? n	

Next

add station 5001		Page 3 of 3
	STATION	
SITE DATA		
Room:	Headset? n	
Jack:	Speaker? n	
Cable:	Mounting: d	
Floor:	Cord length: 0	
Building:	Set Color:	
ABBREVIATED DIALING		
List1:	List2:	List3:
HOT LINE DESTINATION		
Abbreviated Dialing List Number (From above 1, 2 or 3):		
	Dial Code:	
Line Appearance: call-appr		

Entries in bold italic type indicate where information must be entered.

Entries in bold italic type indicate where information must be entered.

Assign the Hunt Group

Enter

5.3 ASSIGN THE HUNT GROUP

You must identify each Avaya O100 voice port as a member of a hunt group. See the appropriate switch documentation for more information about call distribution groups. Use the following procedure to place the voice ports into a hunt group starting with port 1:

1. Enter **add hunt-group <hunt group number>** at the enter command prompt on the SAT.

You also can enter **add hunt-group next** to add a hunt group with a number that is one higher than the previous hunt group.

ADD HUNT-GROUP 11

Add hunt-group 11	HUNT GROUP		Page 1 of 6
Group Name:	<i>Avaya Inc Octel 100</i>		
Group Number:	<i>11</i>	Group Extension:	<i>5000</i>
		Group Type:	<i>ucd</i>
			ACD? <i>n</i>
Queue?	<i>y</i>	Vector?	<i>n</i>
Security Code:		COR:	1
ISDN Caller Disp:	<i>grp-name²</i>	TN:	1
Queue Length:	4		
Calls Warning Threshold:		Calls Warning Port:	
Time Warning Threshold:		Time Warning Port:	

²Enter *grp-name* (use name specific to site) to specify the hunt group name be sent to the originating user. This field is required when the ISDN-PRI option on the switch System-Parameters Customer-Options screen is enabled.

Add hunt-group 11	HUNT GROUP		Page 2 of 6
	Message Center:		none
	LWC Reception:		none
	AUDIX Name:		
	Messaging Server Name:		

Next

Add hunt-group 11	HUNT GROUP		Page 3 of 6
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Group Number: 11 Group Extension: 5000 Group Type: ucd
Member Range Allowed: 1 - 999 Administered Members (min/max): 1 /4
Total Administered Members: 4

GROUP MEMBER ASSIGNMENTS

Ext	Name	Ext	Name	Ext	Name
1:	5001 VOICEMAIL	14:		27:	
2:	5002 VOICEMAIL	15:		28:	
3:	5003 VOICEMAIL	16:		29:	
4:	5004 VOICEMAIL	17:		30:	
5:		18:		31:	
6:		19:		32:	
7:		20:		33:	
8:		21:		34:	
9:		22:		35:	
10:		23:		36:	
11:		24:		37:	
12:		25:		38:	
13:		26:		39:	
				40:	

At End of Member List

5.4 CONFIGURING THE SUBSCRIBER COVERAGE PATH

All extensions that are to use the O100 message server for call coverage must be assigned a coverage path that includes the O100 message server as a coverage point. This may require the addition of new coverage paths as well as the modification of existing coverage paths.

Entries in bold italic type indicate where information must be entered.

Add coverage path 1

add coverage path 1 Page 1 of 1

COVERAGE PATH

Coverage Path Number: 1

Next Path Number: Linkage

COVERAGE CRITERIA

Station/Group Status	Inside Call	Outside Call
Active?	<i>n</i>	<i>n</i>
Busy?	<i>y</i>	<i>y</i>
Don't Answer?	<i>y</i>	<i>y</i> Number of Rings:3
All?	<i>n</i>	<i>n</i>
DND/SAC/Goto Cover?	<i>y</i>	<i>y</i>

COVERAGE POINTS

Terminate to Coverage Pts. with Bridged Appearances? ***n***

Point1: ***11*** Point2: Point3:
Point4: Point5: Point6:

**Configuring Single Line
 Subscriber Stations**

Enter

Note: Refer to Section 7.2 before setting up call coverage.

5.5 CONFIGURING THE SUBSCRIBER STATIONS

This programming is done using the administrator terminal.

3001

STATION		Page 1 of 2
Extension: 3001		
Type: 2500	Lock Messages? n	BCC ___0
Port: _____	Security Code:	TN ___1
Name: <i>John Smith, 3001</i>	Coverage Path: <i>1</i>	COR ___1
	Coverage Path: 2:	COS ___1
	Hunt-to Station:	Tests? y
STATION OPTIONS		
Off Premise Station? n	Message Waiting Indicator: led	

(Page 2 is not shown as no specific programming is required.)

Change Station 3002

**Configuring Digital
 Subscriber Stations**

STATION		Page 1 of 4
Extension: 3002		
Type: 7405D	Lock Messages? n	
Port: _____	Security Code:	TN:
Name: <i>Stevnsn.HL.3002</i>	Coverage Path 1: <i>1</i>	COR:
STATION OPTIONS		
	Message Lamp Ext:	
	Restrict Last Appearance? y	
Data Module? n	Feature Module?: n	
Display Module? y	Coverage Module? N	
	mm Complex Data Ext:	

(Pages 2-4 are not shown as no specific programming is required.)

5.6 SET SYSTEM PARAMETERS

Seven system parameters determine how the system will send mode codes. These are the four mode codes themselves (in the form of touch-tone signals) and three time durations associated with their transmissions. These options must match the transmission qualities of your integrated voice messaging system. Furthermore, the default entries must match the O100 defaults. For these reasons, do not change the parameters from their

default settings, unless absolutely necessary to meet pre-existing dial plan settings.

Enter change system-parameters - **mode codes**

MODE CODE RELATED SYSTEM PARAMETERS		
MODE CODES (FROM SWITCH TO VMS)		
Direct Inside Access		#00
Direct Dial Access - Trunk		#01
Internal Coverage		#02
External Coverage		#03
OTHER RELATED PARAMETERS		
DTMF DURATION ON(msec):	100	OFF(msec): 100 Sending Delay(msec): 100

5.7 AUTOMATED ATTENDANT ADMINISTRATION

Automated attendant provides the caller with a menu of options. The caller can request a department or extension by pressing a touch-tone key. For each main attendant, assign a hunt group with a queue equal to the trunks that feed the attendant, or assign a new hunt group that forwards calls to the O100 hunt group.

Assign a Station

You can assign a station on the switch for each main attendant. The station requires a physical port on the switch. A physical voice terminal is not required. However, if a voice terminal is not attached to the port, the switch generates a minor alarm. Use the following procedure to assign a station for a main attendant.

1. Assign a station for the type of available port.
2. Assign the station extension as the incoming destination for the incoming call trunk groups that will be served by the automated attendant. If you are not using the automated attendant as an incoming destination for a trunk group, skip this step and continue with step 3, and confirm that the **Auth Code field** is set to **n**.
3. From the attendant console or administrative voice terminal, activate Call Forwarding All Calls for the automated attendant extension. Make the destination the O100 hunt group extension.

Assign a Hunt Group

Assign a new hunt group for the automated attendant if there is not a physical port available on the switch for a station. The hunt group forwards calls to the O100 hunt group. Use the following procedure to assign a hunt group for the automated attendant.

1. Enter **add hunt group < hunt group number >** on the switch administration terminal.
2. Set **Group Name:** to a name that contains the group extension. Use the group extension as all or part of the group name.
3. **Set Group Extension:** to the automated attendant extension.

4. **Set Group Type:** to **ucd**.
5. Leave the **Coverage Path** field blank. All calls are forwarded to the O100 hunt group extension.
6. Set the other fields according to the customer requirements.
7. Set **Queue?** to **y**.
8. Assign the numbers of all trunks to the hunt group.
9. Press Enter.
10. Assign the automated attendant group extension as the incoming destination for incoming call trunk groups served by the automated attendant.

If you are not using the automated attendant as an incoming destination for a trunk group, skip this step and continue with Step 11. Set **Auth Code** to **n**.

11. At the attendant console, activate Call Forwarding All Calls for the automated attendant. Set the destination as the O100 hunt group extension.

5.8 NIGHT SERVICE TO AUTOMATED ATTENDANT ADMINISTRATION

You can set up night service to an automated attendant from an incoming trunk or from a Listed Directory Number (LDN).

From an Incoming Trunk

Use the following procedure to set up night service to an automated attendant from an incoming trunk.

1. Assign the night automated attendant extension or hunt group number to the **Night Service** field on the trunk group form. The night automated attendant receives all incoming calls when you activate night service.
2. Activate Call Forwarding All Calls for the night automated attendant extension or hunt group number. Set the destination as the O100 hunt group extension.

While the console is in day service mode, calls route as usual according to the incoming destination on the trunk group form. When the console is placed in night service mode, calls route according to the night automated attendant destination identified in the **Night Service** field.

5.9 FROM A LISTED DIRECTORY NUMBER (LDN)

Use the following procedure to set up night service to an automated attendant from an LDN.

1. Assign one or more unique extensions on the Listed Directory Numbers (LDN) screen. These extensions cannot exist elsewhere in the switch. For example, assign 1000 as the LDN.
2. For each extension assigned in step 1, assign a name that includes the night automated attendant extension or hunt group number as part of the name. For example, if the night AA number or hunt group number is 1001, use the name night1001.
3. Assign the O100 hunt group extension in the **Night Destination** field. From the examples above, this number would be 1001.

When you place the attendant console in day service mode, the LDN acts as usual. When you place the attendant console in night service mode, the system sends calls to the O100 hunt group extension. The O100 system answers calls using the automated attendant that corresponds to the number in the **LDN Name** field.

5.10 SWITCH INBAND DIGIT PLAN

The following table shows the digit patterns that could be sent from the ProLogix.

Function	ProLogix Inband
AutoLogon	#00#Orig. Sta.##
Direct Call from a Trunk	#01#Called Sta.##
Internal Call Coverage	#02#Orig. Sta.#Called Sta.#
External Call Coverage	#03##Called Sta.#

Avaya Octel 100 Configuration

Integration for Avaya Octel 100

6.0 CONFIGURATION OF THE AVAYA OCTEL 100

Sections 6.1 show the integration codes which should already be configured for your switch. Setup sections may be checked to verify that this is done.

If the Integrator program is run for North American Sites select the **Avaya ProLogix / G3** switch.

6.1 INTEGRATION FOR AVAYA OCTEL 100

Outside Line Access Code	9,
Hook Flash Interval (FLINTVL)	65
DTMF Tone Length (TONELEN)	8

Transfer, Paging and Screening Parameters

Custom Transfer Code	&W5RXDR
Intercom Paging Code	&W5RC3799N

Transfer Release Code when Busy	&,&
Transfer Release Code when No Answer	&,&
Call Screening Release Code when Busy	&,&
Call Screening Release Code when No Answer	&,&
Call Screening Release Code when Reject	&,&
Call Screening Release Code When Transfer	&,&
Release Code for Intercom Paging	&,&

Message Waiting Parameters

Permit Message Waiting Lights	✓
Message Waiting Light Prefix ON	#90
Message Waiting Light Prefix OFF	#4
Turn message Waiting light on for every Message	✓
Check for new message when exiting VoiceMail	✓

Inband Parameters

Total Number of DID Digits (DIDCOUNT)	16
DID Terminating Character (DIDTERM)	*
Seconds to Wait for First Digit (DIDTIME)	2
Milliseconds to Wait for Next Digit	500
Off Hook Delay (OFFHDLY)	15

Inband Templates

#00#R##	Auto Login
#02#S#R#	Go to Voice Mail
#03##R#	Go to Voice Mail
#02#XXX#R#	Go to Voice Mail
#02#XXXX#R#	Go to Voice Mail

These Codes apply to the Inband Template:

R = Receiving Mailbox
 S = Sending Mailbox X = Ignore Character
 Valid Characters are: ~ \$ * # 0-9 A-D F N T

Note: Verify all these dialing sequences for your switch

**Important notes concerning this
integration****7.0 CONSIDERATIONS / ALTERNATIVES**

The following items should be considered:

- Avaya DEFINITY G3
- Unsupervised Transfers
- VoiceMail Applications software for G3s & G3vs
- Supervised Transfers
- Leave Word Calling
- Hardware Compatibility
- O100 compatibility with the DCS Option.
- O100 ports should be distributed.

7.1 AVAYA DEFINITY G3

Avaya DEFINITY G3 is associated with the following, upgrade models:

- DEFINITY G3vs which supports up to 200 lines
- DEFINITY G3s which supports up to 200 lines
- DEFINITY G3i which supports up to 1,600 lines
- DEFINITY G3r which supports up to 25,000 lines

Each integrates in the same way.

Extensions on the Avaya G3 can be a maximum of five digits.

The Avaya G3r V2 increases Leave Word Calling maximum message storage, from 2000 to 6000 messages.

7.2 UNSUPERVISED TRANSFERS

The DEFINITY G3 does not support unsupervised transfers to busy stations without busy-call coverage programming. The O100 system has been enhanced to perform this function. The O100 system will pull a busy call back and return the caller with the Busy prompt. For this to function, Call Coverage Busy should be set to **no** in section **5.4 Configuring the Subscriber Coverage Path**.

7.3 VOICEMAIL APPLICATIONS SOFTWARE FOR G3S & G3VS

Avaya G3s and G3vs require that the VoiceMail Applications software feature be enabled in order to support message waiting indication. Normally, these two “low-end” switches can be ordered with two different software packages: Premiere Business Package and Advanced Business Package. The Premiere Business Package includes VoiceMail Applications software; the Advanced Business package by default does not include the VoiceMail Applications software. VoiceMail Applications

**Important notes concerning this
integration**

**Important notes concerning this
integration**

software is required to support Leave Word Calling, which is necessary for message waiting activation/deactivation.

7.4 SUPERVISED TRANSFERS

When the O100 system is programmed to perform a supervised transfer for busy calls and blind transfer, subscriber phones should Ring-No-Answer forward to VoiceMail only. Set the DEFINITY G3 ring timer to allow for more rings than the Max Rings in the Mailbox Class of Service setting. Internal calls will encounter a busy when the line is busy and will forward into the personal greeting on a Ring-No-Answer. For this to function, Call Coverage Busy should be set to **no** in Section **5.4 Configuring the Subscriber Coverage Path**. For proper forwarding of DID calls and tie trunks set external Busy Call coverage should be set to **yes**.

7.5 LEAVE WORD CALLING

Leave Word Calling (LWC) provides message notification. If the LWC feature is being used by the O100 system and other sources (that is, message centers and station users), then users without display terminals must contact their designated message retrievers to determine the source of their message-waiting lights.

The message return feature cannot be used to retrieve messages when vectoring is in use. For ease of use, create a speed call number to be used to retrieve messages. Assign this speed call number to a button on the feature phone.

We recommend that only the O100 system be allowed LWC activation. This will prevent single line phones from having their message waiting lamps lit when there are no new messages.

CAUTION: Users with display terminals must not delete any O100 messages on their display. This allows the O100 system to turn off the message-waiting light when voice messages are reviewed.

7.6 HARDWARE COMPATIBILITY

Check the availability of TN746B or TN742 analog ports in the DEFINITY G3. These are both -48v circuit cards, required by the O100 port. The TN746 analog card is a -24v circuit card. This card is **not** supported by Avaya Inc Octel 100.

If existing TN742 analog circuits are to be used, check the revision level. Voltage levels might vary on lower revisions of the eight-port analog circuit pack, causing garbled messages and prompts in a limited number of cases. Installing TN742 Revision 17 or higher port cards corrects the

voltage fluctuation. If O100 systems are integrated on lower revision analog cards, customers must be aware of this potential problem. If customers experience this problem at their sites, they are responsible for upgrading the circuit packs.

7.7 AVAYA OCTEL 100 COMPATIBILITY WITH THE DCS OPTION.

Important notes concerning this integration

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

- If they are on a G3 V2 or higher system, the Remote Call Coverage feature is standard and allows coverage to personal greeting for Busy and RNA conditions.
- If they are on a System 85 or G2, they must call cover to a VDN that routes the call to the hub system. This allows coverage to personal greeting on Busy and RNA conditions. VDN software is an optional package on the G2. Without VDN s/w, they will be limited to station call forwarding All Calls only.
- If they are on a System 75 or G1 system, they are limited to station call forwarding All Calls only.
- In all cases MWI is supported to the remote hubs over a DCS network.

Important notes concerning this integration

7.8 AVAYA OCTEL 100 PORTS SHOULD BE DISTRIBUTED

It is highly recommended that O100 ports be distributed among different port cards and shelves in the DEFINITY G3 and ProLogix. This reduces the possibility that a single card or shelf failure will affect a large number of O100 ports. Depending on the DEFINITY G3 or ProLogix architecture, performance could also be an issue on some DEFINITY G3 or ProLogix systems during high traffic if a large number of calls are being processed on the same card or shelf. The TN746B is an interface between analog voice terminal lines and the TDM/packet bus. The TN746B consists of a ringing application circuit and port input/output circuits. A TN746B supports 16 ports. The TN746B allows ringing on 4 ports of each half of the circuit pack for a maximum of eight simultaneous ports ringing. A user attempting to ring one half of the circuit pack when all four ports are busy receives a busy tone from the G3. Therefore, when assigning analog ports

to be used as appearances for integration, always distribute the voicemail ports across multiple TN746B cards.

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Printed in the United States

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(CFN 7023)