

Avaya Solution & Interoperability Test Lab

Application Notes for DuVoice DV2000 with Avaya Communication Manager Using Analog Mode Code Integration – Issue 1.0

Abstract

These Application Notes describe the configuration procedures required for the DuVoice DV2000 to successfully interoperate with Avaya Communication Manager. The DuVoice DV2000 is a messaging system whose feature set is particularly suited for hospitality applications and includes voicemail, automated attendant, wake-up call, and a Property Management System (PMS) interface. The PMS interface is provided for connection to a third party Property Management System to provide guest check-in and checkout. A Property Management System was not included in the compliance test. The compliance testing focused on exercising the voicemail, automated attendant, and wake-up call features of the DV2000. Guest check-in and checkout was done using the Room Status Monitor feature internal to the DV2000. Basic serviceability and performance testing was also conducted to assess the reliability of the solution. Information in these notes has been obtained through compliance testing and additional technical discussions. Testing was conducted via the Developer*Connection* Program at the Avaya Solution and Interoperability Test Lab.

1. Introduction

These Application Notes describe a compliance-tested messaging solution comprised of Avaya Communication Manager and the DuVoice DV2000 using analog mode code integration. The DV2000 feature set is particularly suited for hospitality applications and includes voicemail, automated attendant, wake-up call, and a Property Management System (PMS) interface. The PMS interface is provided for connection to a third party Property Management System to provide guest check-in and checkout. A Property Management System was not included in the compliance test. Guest check-in and checkout was done using the Room Status Monitor feature internal to the DV2000.

The DuVoice DV2000 system is comprised of both hardware and software running on Microsoft Windows XP. Internally, it utilizes Intel Dialogic voice boards to support 4 - 48 analog voice ports that provide the means of connection to Avaya Communication Manager.

Each analog port on the DuVoice DV2000 is connected to an analog station port controlled by Avaya Communication Manager and configured as type VMI (voice mail interface). Each time a call is routed to an extension associated with a port connected to the DuVoice DV2000, Avaya Communication Manager sends a series of DTMF tones to the DV2000 port before the call path is connected between the calling party and the DV2000. These tones, known as mode codes, provide information about the call to the DV2000 including the call type. The DV2000 uses this information to process the call.

The way the different types of calls are handled by the DV2000 and the greetings and menus presented to the caller are highly configurable. For the compliance test, all the extensions associated with the ports connected to the DuVoice DV2000 were placed in a hunt group. This hunt group number was used as the general access number for the DV2000. Avaya Communication Manager and the DV2000 were configured to provide the following behavior.

All incoming external calls were routed to the DV2000 access number. The DV2000 answered these calls with the automated attendant greeting and menu. All internal calls to the DV2000 access number were answered with an internal voicemail greeting that allowed users to retrieve voicemail or to schedule a wake-up call. All calls that were not answered by the intended destination were covered to the DV2000. The DV2000 answered these calls with a personal greeting recorded by the user and allowed the caller to leave a voicemail message. Upon successful recording of the message, the DV2000 used the Leave Word Calling (LWC) Send A Message feature access code to turn on the Message Waiting Indicator (MWI) of the intended destination. When the recipient retrieved the message, the DV2000 used the LWC Cancel A Message feature access code to turn off the MWI.

If the user scheduled a wake-up call, the DV2000 placed a call to the originating station at the appointed time. If the user answered, a wake-up call greeting was played. If the user did not answer, the call was retried for a configurable number of times before giving up.

Figure 1 illustrates the sample network configuration that was used for the compliance test. The configuration consists of an Avaya S8500 Media Server, an Avaya G650 Media Gateway, Avaya 4600 Series IP Telephones, Avaya 6400D Series Digital Telephones, Avaya 6200 Series Analog Telephones, and a DuVoice DV2000 system. Avaya Communication Manager runs on the Avaya S8500 Media Server, though the solution described herein is also extensible to other Avaya Media Servers and Media Gateways. Four analog station ports on the Avaya G650 Media Gateway controlled by Avaya Communication Manager are connected to four analog ports on the DuVoice DV2000. There are also analog, PRI and T1 trunks connected to the Avaya G650 Media Gateway from the PSTN to provide inbound and outbound calls. The IP network shown is a routed network that allows all IP endpoints connected to it to communicate with each other.



Figure 1: Compliance Test Configuration for the DuVoice DV2000

2. Equipment and Software Validated

The following equipment and software/firmware were used for the test configuration provided.

Equipment	Software/Firmware		
Avaya S8500 Media Server	Communication Manager 3.0		
(R013x.00.0.340.3			
Avaya G650 Media Gateway	-		
TN2312BP IP Server Interface (IPSI)	HW 03 FW 21		
TN799DP C-LAN Interface (C-LAN)	HW 01 FW 15		
TN2302AP IP Media Processor (MEDPRO)	HW 20 FW 104		

Equipment	Software/Firmware
TN746B Analog Line	-
Avaya 4600 Series IP Telephones	2.2 (4610SW H.323)
	2.2 (4620SW H.323)
	2.5 (4625SW H.323)
Avaya 6400D Series Digital Telephones	-
Avaya 6200 Series Analog Telephones	-
DuVoice DV2000	3.04

3. Configure Avaya Communication Manager

This section describes the procedure for configuring mode code operation and VMI stations on Avaya Communication Manager. These steps are performed through the System Access Terminal (SAT).

Use the "change system-parameters features" command to turn on the mode cod				
	interface by setting the Mode Code Interface? field to			
Page 6 of 16	change system-parameters features			
S Auto Stort? n	FEATURE-RELATED SYSTEM PARAMET			
Auto Start: II	Conference Darties with Dublic Network Trunks: 6			
Auto Hold; II Attendant Tone? V	Conference Parties without Public Network Trunks: 6			
Pridging Tono? n	Night Sorvige Diggenroat Timer (gegenda): 190			
Conference Tone? n	Short Interdigit Timer (seconds): 3			
Intrusion Tone? n	Unanswered DID Call Timer (seconds):			
Mode Code Interface? v	Line Intercept Tone Timer (seconds): 30			
	Long Hold Recall Timer (seconds): 0			
	Reset Shift Timer (seconds): 0			
	Station Call Transfer Recall Timer (seconds): 0			
	DID Busy Treatment: tor			
	Allow AAR/ARS Access from DID/DIOD? n			
	Allow ANI Restriction on AAR/ARS? n			
	Use Trunk COR for Outgoing Trunk Disconnect? n			
7434ND? n	7405ND Numeric Terminal Display? n			
	DISTINCTIVE AUDIBLE ALERTING			
	Internal: 1 External: 2 Priority: 3			
nal	Attendant Originated Calls: ext			

Use the "change feature-access-codes" command to enter a feature access code for 2. Leave Word Calling Send A Message and Leave Word Calling Cancel A Message. The value chosen must be consistent with the dial plan for a valid feature access code. For the purposes of the compliance test, Leave Word Calling Send A Message was set to *04 and Leave Word Calling Cancel A Message was set to #04. These values must match the values configured in the DuVoice DV2000. Refer to steps 7-10 in Section 4. change feature-access-codes Page 2 of 5 FEATURE ACCESS CODE (FAC) Data Origination Access Code: Data Privacy Access Code: Directed Call Pickup Access Code: Emergency Access to Attendant Access Code: EC500 Self-Administration Access Code: Enhanced EC500 Activation: Deactivation: Extended Call Fwd Activate Busy D/A Deactivation: All: Extended Group Call Pickup Access Code: Facility Test Calls Access Code: *17 Flash Access Code: Group Control Restrict Activation: Deactivation: Hunt Group Busy Activation: Deactivation: ISDN Access Code: Last Number Dialed Access Code: Leave Word Calling Message Retrieval Lock: Leave Word Calling Message Retrieval Unlock: Leave Word Calling Send A Message: *04 Leave Word Calling Cancel A Message: #04 Malicious Call Trace Activation: Deactivation: Meet-me Conference Access Code Change: Use the "display system-parameters mode-code" command to verify that the mode code 3. parameters are set to the default values shown below. display system-parameters mode-code 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 Refresh MW Lamp: #06 System In Day Service: #11 System In Night Service: #12 OTHER RELATED PARAMETERS DTMF Duration - On (msec): 100 Off (msec): 100 Sending Delay (msec): 100 VMS Hunt Group Extension: Remote VMS Extensions - First: Second:

4. Add analog extensions that will connect to the DuVoice DV2000. This is done by using the "add station x" command where x is the extension to be added. The example shows extension 64105 being added. The **Type** field is set to VMI. The **Port** field is set to the identifier for the physical port on the analog board (TN746B) that will be associated to the new extension. The example shows the **Port** field is set to 01A1205, which indicates that cabinet 01, carrier A, slot 12, port 5 is associated with the new extension. The **Name** field can be set to any arbitrary name but is useful if it indicates that this extension connects to the voicemail system. The **Tests?** field is set to n.

	STATION		
Extension: 64105 Type: VMI Port: 1A1205 Name: VMail A1	Lock Messages? n Security Code:	BCC: 0 TN: 1 COR: 1 COS: 1 Tests? n	
STATION OPTIONS Loss Group: 1 Off Premises Station? n			
Survivable COR: internal Survivable Trunk Dest? y			
In Page 2 of the same command, v	erify the following settings:		
 LWC Activation? y Switchhook Flash? y Data Restriction? n Adjunct Supervision? y 			
 LWC Activation? y Switchhook Flash? y Data Restriction? n Adjunct Supervision? y 	STATION	Page 2 of	3
 LWC Activation? y Switchhook Flash? y Data Restriction? n Adjunct Supervision? y add station 64105 FEATURE OPTIONS	STATION	Page 2 of	3
 LWC Activation? y Switchhook Flash? y Data Restriction? n Adjunct Supervision? y add station 64105 FEATURE OPTIONS LWC Activation? y LWC Log External Calls? n	STATION Coverage M	Page 2 of Isg Retrieval? Auto Answer:	3 У
 LWC Activation? y Switchhook Flash? y Data Restriction? n Adjunct Supervision? y add station 64105 FEATURE OPTIONS LWC Activation? y LWC Log External Calls? n none CDR Privacy? n Redirect Notification? y Per Button Ping Control? n 	STATION Coverage M Data	Page 2 of Isg Retrieval? Auto Answer: A Restriction?	3 У n
 LWC Activation? y Switchhook Flash? y Data Restriction? n Adjunct Supervision? y add station 64105 FEATURE OPTIONS LWC Activation? y LWC Log External Calls? n none CDR Privacy? n Redirect Notification? y Per Button Ring Control? n Bridged Call Alerting? n Switchhook Flash? y Ignore Rotary Digits? n 	STATION Coverage M Data Distinctive A Adjunct	Page 2 of isg Retrieval? Auto Answer: Restriction? audible Alert? Supervision ?	3 У л У У
 LWC Activation? y Switchhook Flash? y Data Restriction? n Adjunct Supervision? y add station 64105 FEATURE OPTIONS LWC Activation? y LWC Log External Calls? n none CDR Privacy? n Redirect Notification? y Per Button Ring Control? n Bridged Call Alerting? n Switchhook Flash? y Ignore Rotary Digits? n H. 320 Conversion? n Service Link Mode: as-neede Multimedia Mode: basic MWI Served User Type: AUDIX Name: 	STATION Coverage M Data Distinctive A Adjunct Per Station CPN - Send Ca d	Page 2 of Isg Retrieval? Auto Answer: A Restriction? Audible Alert? Supervision? Alling Number?	3 y n y y y
 LWC Activation? y Switchhook Flash? y Data Restriction? n Data Restriction? n Adjunct Supervision? y add station 64105 FEATURE OPTIONS LWC Log External Calls? n none CDR Privacy? n Redirect Notification? y Per Button Ring Control? n Bridged Call Alerting? n Switchhook Flash? y Ignore Rotary Digits? n H.320 Conversion? n Service Link Mode: as-neede Multimedia Mode: basic MWI Served User Type: AUDIX Name: 	STATION Coverage M Data Distinctive A Adjunct d Per Station CPN - Send Ca Coverage Afte	Page 2 of Asg Retrieval? Auto Answer: A Restriction? Audible Alert? Supervision? Alling Number? er Forwarding?	3 y y y y y s

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Use the "add hunt-group next" comm	and to create a hun	t group for the	DuVoice
DV2000 extensions. The Group Nai	ne can be set to an	y arbitrary nam	ne. The G
Extension can be any valid extension	consistent with the	e dial plan. Th	e Group '
set to ucd-mia. The Queue? field is s	set to y.		
add hunt-group next		Page	1 of 60
HU	NT GROUP		
Group Number: 1		ACD? n	
Group Name: DV2000		Queue? y	
Group Extension: 64000	~	Vector? n	
Group Type: ucd-mia	Covera Night Corvigo Dogt	ige Path:	
COR: 1	MM Farly	Angwer? n	
Security Code:	Local Agent Pre	eference? n	
ISDN/SIP Caller Display:	5		
On Page 3 of the same command, ent the DuVoice DV2000 ports under the section.	er the extensions of Ext column in the	f the ports that Group Memb	will conn oer Assig
Dn Page 3 of the same command, ent he DuVoice DV2000 ports under the section.	er the extensions of Ext column in the	f the ports that Group Memb	will conn oer Assign
Dn Page 3 of the same command, ent he DuVoice DV2000 ports under the section.	er the extensions of Ext column in the	f the ports that Group Memb	will conn ber Assign 3 of 60
Dn Page 3 of the same command, ent he DuVoice DV2000 ports under the section. add hunt-group next Group Number: 1 Group Number: 1	er the extensions of Ext column in the NT GROUP p Extension: 64001	f the ports that Group Memb Page Group Type	will conn oer Assign ³ of 60 ² ucd-mia
Dn Page 3 of the same command, ent he DuVoice DV2000 ports under the section. add hunt-group next Group Number: 1 Grou Member Range Allowed: 1 - 1500	er the extensions of Ext column in the NT GROUP p Extension: 64001 Administered Mem	f the ports that Group Memb Page Group Type: bers (min/max): stered Members	will conn oer Assign ³ of 60 [:] ucd-mia [:] 0 /0 [:] 0
Dn Page 3 of the same command, ent he DuVoice DV2000 ports under the section. add hunt-group next Group Number: 1 Grou Member Range Allowed: 1 - 1500 GROUP MEMBER ASSIGNMENTS	er the extensions of Ext column in the NT GROUP p Extension: 64001 Administered Men Total Admini	f the ports that Group Memb Page Group Type: bers (min/max): stered Members:	will conn oer Assign ³ of 60 ² ucd-mia ² 0 /0 ³ 0
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Dn Page 3 of the same command, ent he DuVoice DV2000 ports under the section. add hunt-group next Group Number: 1 Grou Member Range Allowed: 1 - 1500 GROUP MEMBER ASSIGNMENTS Ext Name (24 characters) 1: 64105	er the extensions of Ext column in the NT GROUP p Extension: 64001 Administered Mem Total Admini Ext 14:	f the ports that Group Memb Page Group Type: bers (min/max): stered Members: Name (24 charac	will conn Der Assig ³ of 60 ² ucd-mia ² 0 /0 ² 0 ² cters)
Dn Page 3 of the same command, ent he DuVoice DV2000 ports under the section. add hunt-group next Group Number: 1 Grou Member Range Allowed: 1 - 1500 GROUP MEMBER ASSIGNMENTS Ext Name (24 characters) 1: 64105 2: 64106	er the extensions of Ext column in the NT GROUP p Extension: 64001 Administered Mem Total Admini Ext 14: 15: 16:	f the ports that Group Memb Page Group Type: bers (min/max): stered Members: Name (24 charac	will conn Der Assig ³ of 60 [:] ucd-mia [:] 0 /0 [:] 0 [:] 0
Dn Page 3 of the same command, ent he DuVoice DV2000 ports under the section. add hunt-group next Group Number: 1 Grou Member Range Allowed: 1 - 1500 GROUP MEMBER ASSIGNMENTS Ext Name (24 characters) 1: 64105 2: 64106 3: 64107 4:	er the extensions of Ext column in the NT GROUP p Extension: 64001 Administered Men Total Admini Ext 14: 15: 16: 17:	f the ports that Group Memb Page Group Type: Ders (min/max): Stered Members: Name (24 charac	will conn Der Assig ³ of 60 [:] ucd-mia [:] 0 /0 [:] 0 [:] cters)
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Dn Page 3 of the same command, ent he DuVoice DV2000 ports under the section. add hunt-group next Group Number: 1 Grou Member Range Allowed: 1 - 1500 GROUP MEMBER ASSIGNMENTS Ext Name (24 characters) 1: 64105 2: 64106 3: 64107 4: 5: 6: 7: 8: 9: 10: 11:	er the extensions of Ext column in the NT GROUP p Extension: 64001 Administered Mem Total Admini Ext 14: 15: 16: 17: 18: 19: 20: 21: 22: 23: 24:	f the ports that Group Memb Page Group Type: bers (min/max): stered Members: Name (24 charac	will conn per Assign 3 of 60 : ucd-mia : 0 /0 : 0
Dn Page 3 of the same command, ent he DuVoice DV2000 ports under the section. add hunt-group next Group Number: 1 Grou Member Range Allowed: 1 - 1500 GROUP MEMBER ASSIGNMENTS Ext Name (24 characters) 1: 64105 2: 64106 3: 64107 4: 5: 6: 7: 8: 9: 10: 11: 12:	er the extensions of Ext column in the NT GROUP p Extension: 64001 Administered Mem Total Admini Ext 14: 15: 16: 17: 18: 19: 20: 21: 22: 23: 24: 25:	f the ports that Group Memb Page Group Type: bers (min/max): stered Members: Name (24 charac	will conn oer Assign ³ of 60 ¹ ucd-mia ² 0 /0 ² cters)
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Dn Page 3 of the same command, ent he DuVoice DV2000 ports under the section. add hunt-group next HU Group Number: 1 Grou Member Range Allowed: 1 - 1500 GROUP MEMBER ASSIGNMENTS Ext Name (24 characters) 1: 64105 2: 64106 3: 64107 4: 5: 6: 7: 8: 9: 10: 11: 12: 13:	er the extensions of Ext column in the NT GROUP p Extension: 64001 Administered Mem Total Admini Ext 14: 15: 16: 17: 18: 19: 20: 21: 22: 23: 24: 25: 26:	f the ports that Group Memb Page Group Type: bers (min/max): stered Members: Name (24 charac	will conn per Assign 3 of 60 : ucd-mia : 0 /0 : 0 cters)

9. Use the "add coverage path next" command to define a coverage path that has one coverage point, which is hunt group 1 (h1). This hunt group was created in the previous two steps and contains the DV2000 extensions. Page 1 of 1 add coverage path next COVERAGE PATH Coverage Path Number: 1 Hunt after Coverage? n Next Path Number: Linkage COVERAGE CRITERIA Station/Group Status Inside Call Outside Call Active?nnBusy?yyon't Answer?yyAll?nn/Goto Cover?yyay Coverage?nn Don't Answer? All? DND/SAC/Goto Cover? Holiday Coverage? y Number of Rings: 2 n COVERAGE POINTS Terminate to Coverage Pts. with Bridged Appearances? n Point1: h1 Point2: Point5: Point 3: Point4: Point6: 10. The coverage path for each user station that will be using the DV2000 for voicemail must be set to the coverage path defined in the previous step. Use the "change station x" command, where x is the extension number to be modified, to set the coverage path value. The example below shows the **Coverage Path 1** field being set to 1 for user extension 62103. Coverage path 1 was the coverage path modified in the previous step to point to the DV2000 hunt group. change station 62103 Page 1 of 3 STATION Lock Messages? nBCC: 0Security Code:TN: 1Coverage Path 1: 1COR: 1Coverage Path 2:COS: 1Hunt-to Station:Tests? y Extension: 62103 Type: 6210 Port: 01A1202 Name: Guest 3 STATION OPTIONS Loss Group: 1 Message Waiting Indicator: led Off Premises Station? n Message Lamp Fyt: 6210 Message Lamp Ext: 62103 Survivable COR: internal Survivable Trunk Dest? y

4. Configure DuVoice DV2000

This section describes the configuration of the DuVoice DV2000 for connection to Avaya Communication Manager using analog mode code integration.



2.	Check the System State field below. If it indicates the system is shutdown, proceed to the next step. If it indicates the system is running, then select Shutdown to shutdown the server.
	Server Control
	System Information OK Computer Name: DVSERVER System State: The system is running.
	Product Information Shutgown
	DV2000 DuVoice Corporation DuVoice Corporation DuVoice Copyright (c) 2000-2004
	Version: 3.04 Hotfix: DVHF20050715
	Product Path: C:\PAIRTREE32
3.	To start configuration, navigate to Start \rightarrow Programs \rightarrow DuVoice \rightarrow System Configuration .
	My Computer COM 2.ht Accessories
	Set Program Access and Defaults Altiris Carbon Copy Windows Catalog DuVoice Hardware Doctor Support
	Windows Update Mailbox Administration Mailbox Administration
	System Configuration Internet Explorer System Configuration Port Activity View Outlook Express Documents Remote Assistance Duvice Manual Windows Media Player
	Programs [®] Windows Houst Toylet [®] Programs [®] Windows Messenger [®] Documents [®]
	Settings Search Search
	Run Recycle Bin
	 Shut Down Start 🇀 🏠 🚱 * 🕎 Port Activity View DuVoice Room Status Mo CorrectOrder S:09 PM

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4.	Enter a valid password and select OK .
	Enter Password OK Cancel
5.	After logging in, a System Configuration screen appears. The DV2000 contains a set of integration configuration files for many types of telephone equipment including Avaya Communication Manager. However, the existing configuration files assumed either a three or four digit dial plan. For the compliance test a five digit dial plan was used, thus a new integration file was needed. The DV2000 will support up to a ten digit dial plan. This new integration file was created from the existing file for the four digit dial plan. To create the new integration file, navigate to Integrations → Open Integration File.
	System Configuration System Configuration
	Password Define Ports Integrations Locations Features Tools Help
	Open Integration File Delete Integration File Delete Integration Inband MWI Only TAPI Integration
	Open an existing PBX template

		×		
Modified		Open		
1/30/03 (4:58p)				
9 1/30/03 (4:58p)		<u>C</u> ancel		
1/30/03 (4:58p)		U.a.		
1/30/03 (4:58p)		Teh		
7/07/05 (10:57a)				
2/25/04 (2:59p)				
12/12/04 (2:02-)				
	Modified 1/30/03 (4:58p) 1/30/03 (4:58p) 1/30/03 (4:58p) 1/30/03 (4:58p) 1/30/03 (4:58p) 7/07/05 (10:57a) 2/25/04 (2:59p)	Modified 1/30/03 (4:58p) 1/30/03 (4:58p) 1/30/03 (4:58p) 1/30/03 (4:58p) 1/30/03 (4:58p) 7/07/05 (10:57a) 2/25/04 (2:59p) 1/30/03 (4:59p) 1/30/03 (4:5	Modified	Modified Open 1/30/03 (4:58p) ⊆ancel 1/30/03 (4:58p) Eelp 1/30/03 (4:58p) Help 1/30/03 (4:58p) 1/30/03 (4:58p) 2/25/04 (2:59p) 1/3000 (4:59p)

7.	For proper operation, the MWI Dial Codes configured on the DuVoice DV2000 must match the				
	values configured on Avaya Communication Manager for sending and cancelling a Leave Word				
	Calling (LWC) message. This is done from the Properties window that appears after opening				
	the integration file. Even if an existing configuration file had met the needs of the test, the MV				
	Dial Codes would need to be checked for consistency with Avaya Communication Manager and				
	modified if necessary. Compare the values with those set in step 2 of Section 3.				
	To act the ande for MWI on company ding to conding a LWC massage select the On ande				
	To set the code for MWI on, corresponding to sending a LWC message, select the On code				
	button under the WIWI Dial Codes section as shown below.				
	Augua Definitu 4 Digit Made Code Properties				
	Avaya Definity 4 Digit Mode Code Propercies				
	General Transfer Inband Disconnect				
	Part Dial Cadao MU/I Dial Cadao				
	Sustem start up				
	System exit Ulf code				
	On hook 🔽 Use same port to deactivate				
	Off hook Serial Integration				
	Initialization None Details				
	- Bett Ide Straho				
	Abandoned port restart code				
	Deglare port code				
	Interval (1ms) U Reverse deglare port code				
	Trim off Dialtone (100 = 1 Second)				
	Save Save As Cancel Help				

8.	In the PBX Code Editor window, modify the Bu is the value chosen for the compliance test.	ild dial string from the default *4 to *04 which
	Select OK to continue.	
	Initial setting:	
	PBX Code Editor	
	Build dial string:*4 Sleep:1000 ms Add extension to dial string Dial	Cancel
	Select the PBX code to add (None)	
	Final setting:	
	PBX Code Editor	×
	Build dial string:*04 Sleep:1000 ms Add extension to dial string Dial	Cancel
	Select the PBX code to add (None)	



In the PBX Code Editor window, modify the is the value chosen for the compliance test.	Build dial string from the default #4 to #04 which	
Select OK to continue.		
Initial setting:		
PBX Code Editor Build dial string:#4 Sleep:1000 ms Add extension to dial string Dial	Cancel	
Select the PBX code to add (None)		
Final setting: PBX Code Editor	×	
Build dial string:#04 Sleep:1000 ms Add extension to dial string Dial	OK Cancel	
Select the PBX code to add (None)		
	In the PBX Code Editor window, modify the is the value chosen for the compliance test. Select OK to continue. Initial setting: PBX Code Editor Build dial string:#4 Sleep: 1000 ms Add extension to dial string Dial Select the PBX code to add [None] Final setting: PBX Code Editor Build dial string:#04 Sleep:1000 ms Add extension to dial string Dial Select the PBX code to add [None]	In the PBX Code Editor window, modify the Build dial string from the default #4 to #04 which is the value chosen for the compliance test. Select OK to continue. Initial setting: PBX Code Editor Select the PBX code to add None) Final setting: PBX Code Editor Final setting: PBX Code Editor Cancel Select the PBX code to add None) Select the PBX code to add None)

11. To use the call screening feature in this version of the DuVoice DV2000, the transfer code in the **Call Screening Dial Codes** section needs to be modified. To modify this value, select the **Transfer** button in the **Call Screening Dial Codes** section as shown below. It is expected that these modifications of the **Call Screening Dial Codes** will be incorporated in a future release of the DuVoice DV2000.

Call Progress Dial Codes	Conference Call Dial Codes	
Transfer	Transfer	
Busy	Busy	
Ring No Answer	Ring No Answer	
Connect	Connect parties	
C	Disconnect	
Transfer		
Busy	Blind transfer code	
Ring No Answer	No transfer dial tone code	
Connect	Flash hook time (10ms) 50	
Reject	DTMF answer tone	
	-	

2. 1	In the PBX Code Editor window, modify the Build dial string to rem the end of the line. By doing this, the Build dial string will match the	ove the extra flash actual string expe	ı (& cteo
1	Avaya Communication Manager.		
	Select OK to continue.		
]	Initial setting:		
	PBX Code Editor		
	Build dial string: &, & Add extension to dial Call screening dial Ring count from COS		
	Select the PBX code to add (None)		
		J	
]	Final setting:		
	PBX Code Editor		
	Build dial string: &, Add extension to dial string Call screening dial Ring count from COS		
	Select the PBX code to add (None)		
]	

General Transfer	Inband Disconnect			1
	Wait for digits time out (10ms)	338		
	Number of aights to get			
	Edit busy code		3	
	Edit HNA code	#U2#ssss#rm#	-	
	Edit immediate record code		-	
	Edit subscriber login code	#00#eeee#	•	

14.	In the Edit Inband Signaling Codes window that appears, the number of digits (represented by <i>s</i> and <i>r</i>) needs to be increased from four to five. In this window, codes can only be added or deleted. Thus, each code must be deleted and a new one added that is the same as the old except with five digits instead of four.
	To delete a code, highlight the code from the list and select the Delete button. To add a code, enter the new code in the bottom text box and select the Add button. The example below shows the original codes using four digits and the final codes using five digits.
	Select the Close button to continue.
	Initial setting:
	Edit Inband Signaling Codes
	#02#ssss#mr# <u>C</u> lose #03##mr# <u>A</u> dd #02#0#mr# <u>D</u> elete
	Final setting:
	Edit Inband Signaling Codes X #02#sssss#mm# <u>Close</u> #03##mm# <u>Add</u> <u>D</u> elete

General Transfer	Inband Disconnect		
	Wait for digits time out (10ms)	338	
	Number of algits to get	10	
	Edit busy code	•	
	Edit RNA code	#02#sssss#rrrr# 💌	
	Edit always forward code	-	
	Edit immediate record code	<u> </u>	
	[Edit subscriber login code]	#00#eeee#	
	Edit subscriber login code	#00#eeee# ▼	

16.	In the Edit Inband Signaling Codes window that appears, the number of digits (represented by s and r) needs to be increased from four to five. During the compliance test, this code also required an additional # be added to the end of the string to match the string sent by Avaya Communications Manager. If this value is not correct, users will not be able to log in properly to retrieve their messages.
	To delete a code, highlight the code from the list and select the Delete button. To add a code, enter the new code in the bottom text box and select the Add button. The example below shows the original code using four digits and the final codes using five digits.
	Select the Close button to continue.
	Initial setting:
	Edit Inband Signaling Codes
	#00#eeee#
	Final setting:
	Edit Inband Signaling Codes
	#00#eeeee## <u>A</u> dd <u>D</u> elete

	Valaat Sava Ag	
	belect Save As.	
	Avaya Definity 4 Digit Mode Code Pr	roperties X
	General Transfer Inband Disconne	ect
	Wait for digits Number of dig Edit bu Edit RI Edit always Edit immedia Edit subscrit	s time out (10ms) 450 gits to get 16 usy code v NA code #02#sssss#mm# v forward code v te record code te
18. I	n the Save file as field, enter a : Select Save . Save As	file name for the new integration file.
18. I \$	n the Save file as field, enter a solution of the Save.	file name for the new integration file.
18. 1	n the Save file as field, enter a select Save . Select Save . Save As	file name for the new integration file.
18. 1	n the Save file as field, enter a : Select Save . Save As PBX Integration Alcatel Millenium Avava Definity 3 Digit Mode Code	file name for the new integration file.
18. I S	n the Save file as field, enter a : Select Save . Save As PBX Integration Avaya Definity 3 Digit Mode Code Avaya Definity 4 Digit Mode Code	file name for the new integration file.
18. 1	n the Save file as field, enter a s Select Save . Save As PBX Integration Alcatel Millenium Avaya Definity 3 Digit Mode Code Avaya Definity 4 Digit Mode Code Avaya Definity G3 Calista	file name for the new integration file.
18. I S	n the Save file as field, enter a : Select Save . Save As PBX Integration Alcatel Millenium Avaya Definity 3 Digit Mode Code Avaya Definity 4 Digit Mode Code Avaya Definity G3 Calista Avaya Digital	Modified Save 1/30/03 (4:58p) Cancel 1/30/03 (4:58p) Help 1/30/03 (4:58p) Help 1/30/03 (4:58p) Help 1/30/03 (4:58p) Help
18. I	n the Save file as field, enter a : Select Save . Save As PBX Integration Alcatel Millenium Avaya Definity 3 Digit Mode Code Avaya Definity 4 Digit Mode Code Avaya Definity G3 Calista Avaya Digital Avaya IPOffice	Image: Second
18. I	n the Save file as field, enter a Select Save . Save As PBX Integration Alcatel Millenium Avaya Definity 3 Digit Mode Code Avaya Definity 4 Digit Mode Code Avaya Definity G3 Calista Avaya Digital Avaya IPOffice Avaya Magix (2&3 Digit)	Modified Save 1/30/03 (4:58p) Cancel 1/30/03 (4:58p) Help
18. I S	n the Save file as field, enter a : Select Save . Save As PBX Integration Alcatel Millenium Avaya Definity 3 Digit Mode Code Avaya Definity 4 Digit Mode Code Avaya Definity G3 Calista Avaya Digital Avaya IPOffice Avaya Magix (2&3 Digit)	file name for the new integration file.

Open				×	
PBX Integration Alcatel Millen Avaya Defini Avaya Defini Avaya Defini Avaya Defini Avaya Digital Avaya IPOffic	ium ty 3 Digit Mode Cod ty 4 Digit Mode Cod ty <u>5 Digit Mode Cod</u> ty G3 Calista ce	Modified 1/30/03 (4:58p) e 1/30/03 (4:58p) e 1/30/03 (4:58p) e 11/14/05 (4:25p) 1/30/03 (4:58p) 7/07/05 (10:57a) 2/25/04 (2:59p)		<u>O</u> pen Cancel	
<u>.</u>	File name to ope	en:			
Once the integr Communication Define a Rang	File name to operation file has to name to operation file has to name to manager. To the of Voice Port	been created, ports to define a set of ports of the Syster	need to be rts, naviga n Configu	e defined that ate to Define tration scree	t will connect to A Ports → Voice P n.
Once the integr Communication Define a Rang	File name to operation file has to a Manager. To e of Voice Portion	been created, ports to define a set of ports of the System ons Features Tools Help	need to be rts, naviga n Configu	e defined that ate to Define tration scree	t will connect to A Ports \rightarrow Voice P on.
Once the integr Communication Define a Rang	File name to ope action file has to a Manager. To e of Voice Por tion s Integrations Locati tts Define a Voice s Define a Rang Remove a Voi Remove Rang	en: Deeen created, ports D define a set of ports orts from the System ons Features Tools Help a Port De of Voice Ports pe of Voice Ports pe of Voice Ports	need to be rts, naviga n Configu	e defined that ate to Define Iration scree	t will connect to A Ports → Voice P n. Location



2	Select Next to continue.		X
	Select the PBX Integration ter	mplate to use. Double click on integration template to use. If your integration type does not appear in the list below, select Default. You can create or modify an existing	
		template later to fit your integration needs. Template Name Image: Straight of the straight o	
	\$ 4	Selection Avaya Definity 5 Digit Mode C	swt.

24.	In the Select Port Location field, use the system default value, Defa	ult Location.
	Select Next to continue.	
	Port Creation Wizard	×
	Port Location Selection	
	Select the location that you would like to assign to this port. If this is not a multi-tenant installation, or you are not sure which location file to use, accept the system generated "default location" and click Next. Click the Details button to review the location file properties. Select Port Location Default Location Details To continue, click Next To continue, click Next	
		M-
	< <u>B</u> ack <u>N</u> ext > Finish Cancel Help	
25.	Review the information displayed in the wizard. Select Finish to cre	eate the ports.
	Port Creation Wizard	×
	Your new range will be created with the following properties. Your new range will be created with the following properties. Create 4 ports starting with port 1. Use PBX integration: Avaya Definity 5 Digit Mod Use mailbox 991 as the default mailbox Use location Default Location for these ports. Click Finish to create ports now.	
	< <u>B</u> ack Next> Finish Cancel Help	

Password Define Ports Integrations Locations Features Iools Help Port Number Extension PBX Template Default Mailbox Loc X Voice Port Number 1 0 Avaya Definity 5 Digit Mode Code 991 Default X Voice Port Number 2 0 Avaya Definity 5 Digit Mode Code 991 Default X Voice Port Number 3 0 Avaya Definity 5 Digit Mode Code 991 Default X Voice Port Number 4 0 Avaya Definity 5 Digit Mode Code 991 Default X Voice Port Number 4 0 Avaya Definity 5 Digit Mode Code 991 Default X Voice Port Number 4 0 Avaya Definity 5 Digit Mode Code 991 Default X Voice Port Number 4 0 Avaya Definity 5 Digit Mode Code 991 Default X Voice Port Number 4 0 Avaya Definity 5 Digit Mode Code 991 Default X Voice Port Number 4 0 Avaya Definity 5 Digit Mode Code 991 Default X Voice Port Number 5 To assign an extension	Password Define Ports Integrations Locations Features Tools Help Port Number Extension PBX Template Default Mallbox Location & Voice Port Number 1 0 Avaya Definity 5 Digit Mode Code 991 Default Location & Voice Port Number 2 0 Avaya Definity 5 Digit Mode Code 991 Default Location & Voice Port Number 3 0 Avaya Definity 5 Digit Mode Code 991 Default Location & Voice Port Number 4 0 Avaya Definity 5 Digit Mode Code 991 Default Location & Voice Port Number 4 0 Avaya Definity 5 Digit Mode Code 991 Default Location & Voice Port Number 4 0 Avaya Definity 5 Digit Mode Code 991 Default Location & Voice Port Number 4 0 Avaya Definity 5 Digit Mode Code 991 Default Location & Voice Port Number 5	Bassword Define Ports Integrations Locations Eleatures Iools Help Port Number Extension PBX Template Default Malibox Locating & Voice Port Number 1 0 Avaya Definity 5 Digit Mode Code 991 Default Locating & Voice Port Number 2 0 Avaya Definity 5 Digit Mode Code 991 Default Locating & Voice Port Number 3 0 Avaya Definity 5 Digit Mode Code 991 Default Locating & Voice Port Number 4 0 Avaya Definity 5 Digit Mode Code 991 Default Locating & Voice Port Number 4 0 Avaya Definity 5 Digit Mode Code 991 Default Locating Ready NM NM NM NM NM NM NM NM NM NM	Password Define Ports Integrations Locations Features Tools Help Port Number Extension PBX Template Default Mallbox Location X Voice Port Number 1 0 Avaya Definity 5 Digit Mode Code 991 Default Loc X Voice Port Number 2 0 Avaya Definity 5 Digit Mode Code 991 Default Loc X Voice Port Number 3 0 Avaya Definity 5 Digit Mode Code 991 Default Loc X Voice Port Number 4 0 Avaya Definity 5 Digit Mode Code 991 Default Loc X Voice Port Number 4 0 Avaya Definity 5 Digit Mode Code 991 Default Loc X Voice Port Number 4 0 Avaya Definity 5 Digit Mode Code 991 Default Loc X Voice Port Number 4 0 Avaya Definity 5 Digit Mode Code 991 Default Loc X Voice Port Number 1 Voice Port Number 2 PEX Template Default Mailbox Location Pext Number 1 0 Voice Port Number 3 Voice Port Number 4 Voice Port Number 2 PEX Template Default No	Password Define Ports Integrations Locations Eleatures Iools Help Port Number Extension PBX Template Default Mailbox Locations & Voice Port Number 1 0 Avaya Definity 5 Digit Mode Code 991 Default L & Voice Port Number 3 0 Avaya Definity 5 Digit Mode Code 991 Default L & Voice Port Number 4 0 Avaya Definity 5 Digit Mode Code 991 Default L & Voice Port Number 4 0 Avaya Definity 5 Digit Mode Code 991 Default L & Voice Port Number 4 0 Avaya Definity 5 Digit Mode Code 991 Default L & Voice Port Number 4 0 Avaya Definity 5 Digit Mode Code 991 Default L & Voice Port Number 5 Integration Integration Integration Integration & Voice Port Number 1 Copy Integration Integration Integration & Voice Port Number 1 Copy Default Post Default Mailbox Location Port Number 1 Copy Default Post Default Location Avaya Definity 5 Digit Mode Code 991 Default Location
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X voice Port Number 4 U Avaya Definity 5 Digit Mode Code 991 Default Image: System Configuration Ima	X voice Port Number 4 u Avaya Definity 5 Digit Mode Code 991 Default Loca Xeady NUM To assign an extension to the voice port, highlight the desired port, right mouse click, and pen. System Configuration Port Number Yoice Port Number 1 X voice Port Number 2 X voice Port Number 3 X voice Port Number 4 0 Avaya Definity 5 Digit Mode Code 991 Default Location	X voice Port Number 4 u Avaya Definity 5 Digit Mode Code 991 Default Lo Image: Avaya Definity 5 Digit Mode Code 991 Default Lo Default Lo Image: Avaya Definity 5 Digit Mode Code 991 Default Lo Default Lo Image: Avaya Definity 5 Digit Mode Code 991 Default Lo Default Lo Image: Avaya Definity 5 Digit Mode Code 991 Default Lo Default Lo Image: Avaya Definity 5 Digit Mode Code 991 Default Location Default Location Image: Avaya Definity 5 Digit Mode Code 991 Default Location Avaya Definity 5 Digit Mode Code 991 Default Location Image: Avaya Definity 5 Digit Mode Code 991 Default Location Avaya Definity 5 Digit Mode Code 991 Default Location Image: Avaya Definity 5 Digit Mode Code 991 Default Location Avaya Definity 5 Digit Mode Code 991 Default Location	X voice Port Number 4 u Avaya Definity 5 Digit Mode Code 991 Default Loc I Ready Null To assign an extension to the voice port, highlight the desired port, right mouse click, and Open. Null Extraction Image: Copy Default Code Image: Copy Default Code Password Define Ports Integration Image: Copy Default Soligit Mode Code Default Mailbox Port Number 1 Avaya Definity 5 Digit Mode Code 991 Default Location Avaya Definity 5 Digit Mode Code 991 Default Location Avaya Definity 5 Digit Mode Code 991 Default Location Avaya Definity 5 Digit Mode Code 991 Default Location Avaya Definity 5 Digit Mode Code 991 Default Location Avaya Definity 5 Digit Mode Code 991 Default Location Avaya Definity 5 Digit Mode Code 991 Default Location Avaya Definity 5 Digit Mode Code 991 Default Location Avaya Definity 5 Digit Mode Code 991 Default Location	X voice Port number 4 u Avaya Definity 5 Digit Mode Code 991 Default L Image: System Configuration I
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	Woice Port Number 1 Avaya Definity 5 Digit Mode Code 991 Default Location X Voice Port Number 2 Arrange Icons Avaya Definity 5 Digit Mode Code 991 Default Location X Voice Port Number 3 New Avaya Definity 5 Digit Mode Code 991 Default Location X Voice Port Number 4 0 Avaya Definity 5 Digit Mode Code 991 Default Location	Image: Voice Port Number 1 Avaya Definity 5 Digit Mode Code 991 Default Location Image: Voice Port Number 2 Arrange Icons + Avaya Definity 5 Digit Mode Code 991 Default Location Image: Voice Port Number 3 New Image: New Image: New Image: New Image: New Default Location Image: Voice Port Number 4 Image: New Image: New Image: New Image: New Default Location Image: Voice Port Number 4 Image: New Image: New <th>Image: Voice Port Number 1 Avaya Definity 5 Digit Mode Code 991 Default Location Image: Voice Port Number 2 Arrange Icons + Avaya Definity 5 Digit Mode Code 991 Default Location Image: Voice Port Number 3 New Avaya Definity 5 Digit Mode Code 991 Default Location Image: Voice Port Number 4 New Avaya Definity 5 Digit Mode Code 991 Default Location</th> <th>Image: Voice Port Number 1 Avaya Definity 5 Digit Mode Code 991 Default Location Image: Voice Port Number 2 Arrange Icons Avaya Definity 5 Digit Mode Code 991 Default Location Image: Voice Port Number 3 New Avaya Definity 5 Digit Mode Code 991 Default Location Image: Voice Port Number 3 New Avaya Definity 5 Digit Mode Code 991 Default Location Image: Voice Port Number 4 0 Avaya Definity 5 Digit Mode Code 991 Default Location</th>	Image: Voice Port Number 1 Avaya Definity 5 Digit Mode Code 991 Default Location Image: Voice Port Number 2 Arrange Icons + Avaya Definity 5 Digit Mode Code 991 Default Location Image: Voice Port Number 3 New Avaya Definity 5 Digit Mode Code 991 Default Location Image: Voice Port Number 4 New Avaya Definity 5 Digit Mode Code 991 Default Location	Image: Voice Port Number 1 Avaya Definity 5 Digit Mode Code 991 Default Location Image: Voice Port Number 2 Arrange Icons Avaya Definity 5 Digit Mode Code 991 Default Location Image: Voice Port Number 3 New Avaya Definity 5 Digit Mode Code 991 Default Location Image: Voice Port Number 3 New Avaya Definity 5 Digit Mode Code 991 Default Location Image: Voice Port Number 4 0 Avaya Definity 5 Digit Mode Code 991 Default Location
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🛣 Voice Port Number 2 Arrange Icons 🕨 Avaya Definity 5 Digit Mode Code 991 Default Location	X Voice Port Number 3 New Avaya Definity 5 Digit Mode Code 991 Default Location X Voice Port Number 4 0 Avaya Definity 5 Digit Mode Code 991 Default Location	X Voice Port Number 3 New Avaya Definity 5 Digit Mode Code 991 Default Location X Voice Port Number 4 0 Avaya Definity 5 Digit Mode Code 991 Default Location	X Voice Port Number 3 New Avaya Definity 5 Digit Mode Code 991 Default Location X Voice Port Number 4 0 Avaya Definity 5 Digit Mode Code 991 Default Location	X Voice Port Number 3 New Avaga Definity 5 Digit Mode Code 991 Default Location X Voice Port Number 4 0 Avaga Definity 5 Digit Mode Code 991 Default Location
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X voice Port Number 4 0 Avaya Derinity 5 Digit Mode Code 991 Derault Locatio				

28.	In the window below, enter a valid extension in the This port's extension field. must match an extension allocated on Avaya Communication Manager for theD	The extension V2000. Refer to
	step 4 in Section 3 for the range of extensions that were assigned to the DV2000).
	Select OK to continue.	
	Voice Port Number 1	×
	Port Configuration	
	PBX Port Integration	
	This port's extension 64105	
	PBX integration file Avaya Definity 5 Digit M ▼	
	- Port Owner / Location Information	
	External IVR filename	
	Assigned location: Default Location Details	
	Owner mailbox number 991	
	OK Cancel Apply Help	
29.	Repeat the previous two steps for the other three ports. The resulting System Co	onfiguration will
	look like the following.	
	Password Define Ports Integrations Locations Features Tools Help Port Number Extension PBX Template Default Mailbox	Location
	🕱 Voice Port Number 1 64105 Avaya Definity 5 Digit Mode Code 991	Default Location
	☎ Voice Port Number 2 64106 Avaya Definity 5 Digit Mode Code 991 ☎ Voice Port Number 2 64107 Avaya Definity 5 Digit Mode Code 991	Default Location
	Voice Port Number 5 64107 Avaya Definity 5 Digit Mode Code 991	Default Location
	Ready	NUM //



	Server Control				
1	- System Information		OK		
	Computer Name: D	VSERVER	<u></u>		
	System State: T	he system is not running.	<u>S</u> tartup		
1	Product Information		Shutdown		
	DV2000 DuVoice Corporation Copyright (c) 2000-2004		<u>Options</u>		
	Version: 3.04 Hotfix: DVHF20050715				
	Product Path: C:\PAIR1	REE32			
			-		
			-		
			<u>-</u>		
2. Af	ter startup, the ports	s will go active and w	ill initially be idle. T	The state of the ports can be	;
2. Af	Ter startup, the ports ewed in the Port Ac	s will go active and w tivity View. The Po	ill initially be idle. T	The state of the ports can be accessed from the Windows	s St
32. Af	Ter startup, the ports ewed in the Port Ac enu. Navigate to St	s will go active and w ctivity View. The Por art → Programs →	ill initially be idle. T rt Activity View is a DuVoice → Port Activity	The state of the ports can be accessed from the Windows ctivity View.	s St
2. Afvie Me	Ter startup, the ports ewed in the Port Ac enu. Navigate to St	s will go active and w ctivity View. The Pot art → Programs →	III initially be idle. T t Activity View is a DuVoice → Port Activity	The state of the ports can be accessed from the Windows ctivity View.	s St
32. Af vie Me	Ter startup, the port ewed in the Port Ac enu. Navigate to St Port Activity View	s will go active and w tivity View. The Pol art → Programs →	Ill initially be idle. T rt Activity View is a DuVoice → Port Ac	The state of the ports can be accessed from the Windows ctivity View.	s S1
32. Af vie Ma	Ter startup, the ports ewed in the Port Ac enu. Navigate to St Port Activity View le <u>Help</u>	s will go active and w stivity View. The Pot art \rightarrow Programs \rightarrow	ill initially be idle. T rt Activity View is a DuVoice → Port Activity 3: IDLE Callst	The state of the ports can be accessed from the Windows ctivity View.	s St
2. Af vie Ma	Ter startup, the ports ewed in the Port Ac enu. Navigate to St Port Activity View le <u>Help</u> : IDLE Calls[0] ID[N	s will go active and w stivity View. The Por art → Programs →	ill initially be idle. T rt Activity View is a DuVoice → Port Act 3: IDLE Calls[[The state of the ports can be accessed from the Windows ctivity View.]] ID[None] 16:28 11/14/200!	s St
2. Af vie Mo	Tter startup, the ports ewed in the Port Ac enu. Navigate to St Port Activity View le Help : IDLE Calls[0] ID[N : IDLE Calls[0] ID[N	s will go active and w stivity View. The Pot art → Programs → lone] 16:28 11/14/2009	ill initially be idle. T rt Activity View is a DuVoice → Port Ad 3: IDLE Calls[(↓ 4: IDLE Calls[(The state of the ports can be accessed from the Windows ctivity View.] ID[None] 16:28 11/14/200!] ID[None] 16:28 11/14/200!	s St
2. Af vie Mo	Ter startup, the ports ewed in the Port Ac enu. Navigate to St Port Activity View le <u>Help</u> : IDLE Calls[0] ID[N : IDLE Calls[0] ID[N	s will go active and w stivity View. The Pol art → Programs → lone] 16:28 11/14/2009	Image: state of the state	The state of the ports can be accessed from the Windows ctivity View.] ID[None] 16:28 11/14/200!] ID[None] 16:28 11/14/200!	s Si



35. Select a template to be used to create the voice mailbox. Highlight the entry in the list below, right-mouse click, and select **Copy**.

Subscriber Name	Mailbox	Extension	Description	Location
🗬 System Reserved	0	0	Operator	Default Location
🗬 System Template	887	555,887	Fax Transfer	[Open
🗬 System Template	888	888	Fax Mail	[Сору
🗬 System Template	899	899	Hospitality - CO	[Delete
🗬 System Reserved	990	990	Greetings	C Decet Statistic
🗬 System Reserved	991	991	Main Greetings	
🕈 System Template	992	992	Hospitality - G	
🜵 System Template	993	993	Hospitality - ES	[Message Information
🗬 System Template	994	994	Fax on Demand	[Scheduled Events
🗬 System Template	995	995	Standard Subscriber	[Release Subscriber Lo
🗬 System Template	996	996	Message-only	[
🗬 System Template	997	997	Audio Text	[
🗬 System Template	998	998	Q&A - Interview	Default Location
🗬 System Reserved	999	999	Disconnect	Default Location
Directions	5000	5000	Audio Text	Default Location
💷 System Reserved	9000	9000	Fax Storage	Default Location
🖉 Mailbox 62001	62001	62001	Standard Subscriber	Default Location
🖉 Mailbox 62002	62002	62002	Standard Subscriber	Default Location
🖞 Mailbox 62003	62003	62003	Standard Subscriber	Default Location
A	(2101		u a la e	Defendet en kien
For Help, press F1	6700	62101	Hospitality - (-	NUM
For Help, press F1 Enter the extension to xtension must be a va oxes to create and sel	use for the first lid Avaya Com ect the radio bu	mailbox in t munication l tton to incre	he Start with ma Manager user exter ment mailbox nun	ilbox number field. ension. Enter the num nbers by 1.
For Help, press F1 Enter the extension to extension must be a va boxes to create and sel Gelect OK to continue	use for the first lid Avaya Com ect the radio bu	mailbox in t munication I tton to incre	he Start with ma Manager user exter ment mailbox nun	ilbox number field. ension. Enter the num nbers by 1.
For Help, press F1 Enter the extension to xtension must be a va oxes to create and sel elect OK to continue Copy Mailbox Mailbox to copy from: 992	use for the first lid Avaya Com ect the radio bu	mailbox in t munication I tton to incre	he Start with ma Manager user exter ment mailbox num	ilbox number field. ension. Enter the num nbers by 1.
For Help, press F1 Enter the extension to xtension must be a va oxes to create and sel elect OK to continue Copy Mailbox Mailbox to copy from: 992	use for the first lid Avaya Com ect the radio bu	mailbox in t munication I tton to incre	he Start with ma Manager user exter ment mailbox num	ilbox number field. ension. Enter the num nbers by 1.
For Help, press F1 Enter the extension to xtension must be a va oxes to create and sel elect OK to continue Copy Mailbox Mailbox to copy from: 993 Number of mailboxes to cre	use for the first lid Avaya Com ect the radio bu	mailbox in t munication I tton to incre	he Start with ma Manager user exter ment mailbox num	ilbox number field. ension. Enter the num nbers by 1.
For Help, press F1 Enter the extension to xtension must be a va oxes to create and sel elect OK to continue Copy Mailbox Mailbox to copy from: 99 Number of mailboxes to cre Start with mailbox number:	use for the first lid Avaya Com ect the radio bu	mailbox in t munication I tton to incres	he Start with ma Manager user exter ment mailbox num	ilbox number field. ension. Enter the num nbers by 1.
For Help, press F1 Enter the extension to xtension must be a va oxes to create and sel Gelect OK to continue Copy Mailbox Mailbox to copy from: 992 Number of mailboxes to create Start with mailbox number: Number of boxes to create	use for the first lid Avaya Com ect the radio bu	mailbox in t munication I tton to incres	he Start with ma Manager user exterement mailbox num	ilbox number field. ension. Enter the num nbers by 1.
For Help, press F1 Enter the extension to xtension must be a va oxes to create and sel elect OK to continue Copy Mailbox Mailbox to copy from: 992 Number of mailboxes to create Start with mailbox number: Number of boxes to create Increment new mailbox	use for the first lid Avaya Com ect the radio bu	mailbox in t munication I tton to incres	he Start with ma Manager user exterement mailbox num	ilbox number field. ension. Enter the num nbers by 1.

57.	Select Yes to confirm	.1.				
	Mailbox Administration		×			
	About to creat starting with m	e 3 mailbox(es) ailbox number 6210	11. Continue?			
	Yes	<u>N</u> o Ca	ncel			
38.	Repeat the previous to compliance test, nine three using the Hosp Subscriber (staff) ten	hree steps, for mailboxes we itality – EG (ex nplate.	each voice ma re created: thre stended stay gu	ilbox required. F we using the Hosp est) template, and	For the purposes itality – G (gues d three using the	of the st) template, e Standard
39.	To provide wake-up configuration is need option that allows the DV2000 hunt group voice prompts to con	call service to the default e user to schedul number and selected applete the schedul point of the schedul schedul the schedul point of the schedul sc	the guest mails the templates ule a wake-up lects the wake- duling of the w	oxes previously of used to create the call. To use this so up call option fro ake-up call.	created, no addi ese mailboxes h service, the user om the menu. Fo	tional have the menu calls the ollow the
10			1 1 1			
40.	Create the menu for a Open → Single Digit	the automated a at the automated a straight for the second s	attendant. Froi s.	n the screen belo	w, navigate to	Templates →
40.	Create the menu for Open → Single Digi Mailbox Administration File Configuration Mailbo	the automated a it Action Code	attendant. From	n the screen belo	w, navigate to	Templates →
40.	Create the menu for to Open → Single Digi Mailbox Administration File Configuration Mailbon Subscriber Name	the automated a it Action Code	attendant. From s. Extension	n the screen belo	w, navigate to '	Templates →
40.	Create the menu for to Open → Single Digi Mailbox Administration File Configuration Mailbon Subscriber Name System Template	the automated a it Action Code n × Templates Help New	attendant. From s. Extension Class of Service	n the screen belo	w, navigate to '	l'emplates →
40.	Create the menu for to Open → Single Digi Mailbox Administration File Configuration Mailbon Subscriber Name Subscriber Name System Template System Template	the automated a it Action Code × Templates Help New Open > Delete	Extension Class of Service Call Routing	n the screen belo Description G E5	w, navigate to '	Templates →
40.	Create the menu for the Open → Single Digit Mailbox Administration File Configuration Mailbox Subscriber Name Subscriber Name System Template System Template System Template System Template System Template	the automated a at Action Code x Templates Help New Delete 994	Extension Class of Service Call Routing Message Delivery.	n the screen belo	W, navigate to Location Default Location Default Location Default Location	l'emplates →
40.	Create the menu for to Open → Single Digi Mailbox Administration File Configuration Mailbon Subscriber Name System Template System Template System Template System Template System Template System Template	the automated a it Action Code × Templates Help New Open + Delete 994 995	Extension Class of Service Call Routing Notifications	Description G ES and ubscriber	W, navigate to Location Default Location Default Location Default Location Default Location	Templates →
40.	Create the menu for to Open → Single Digit Mailbox Administration File Configuration Mailbo Subscriber Name System Template System Template System Template System Template System Template System Template System Template	the automated a it Action Code x Templates Help New Open Delete 994 995 996	Extension Class of Service Call Routing Message Delivery, Notifications Scheduled Mailbox	Description G ES and bscriber	W, navigate to Location Default Location Default Location Default Location Default Location Default Location	Templates →
40.	Create the menu for the open → Single Digit Mailbox Administration File Configuration Mailbon Subscriber Name Subscriber	the automated a it Action Code × Templates Help New Open > Delete 994 995 996 997	Extension Class of Service Call Routing Message Delivery, Notifications Scheduled Mailbox	Description G ES and bscriber Iy Codes	w, navigate to Location Default Location Default Location Default Location Default Location Default Location	Templates →
40.	Create the menu for the Open → Single Digit Mailbox Administration File Configuration Mailbox Subscriber Name System Template System Template	the automated a it Action Code x Templates Help New Open • Delete 994 995 996 997 998	attendant. From s. Extension Class of Service Call Routing Message Delivery. Notifications Scheduled Mailbox Single Digit Action Question and Answ	n the screen belo	W, navigate to Location Default Location Default Location Default Location Default Location Default Location Default Location Default Location	Templates →
40.	Create the menu for the open → Single Digit Mailbox Administration File Configuration Mailbox Subscriber Name System Template System Template S	the automated a it Action Code Templates Help New Open 994 995 996 997 998 999 5000	Attendant. From s. Extension Class of Service Call Routing Message Delivery. Notifications Scheduled Mailbox Single Digit Action Question and Answ 999	Description G ES and bscriber Events View Disconnect Audio Text	W, navigate to Location Default Location Default Location Default Location Default Location Default Location Default Location Default Location Default Location	Templates →
40.	Create the menu for the open → Single Digit Mailbox Administration File Configuration Mailbon Subscriber Name System Template System Template	the automated a it Action Code × Templates Help New Open Delete 994 995 996 997 998 999 5000 9000	attendant. From s. Extension Class of Service Call Routing Message Delivery. Notifications Scheduled Mailbox Single Digit Action Question and Ansv 999 5000 9000	Description G ES and bscriber Ver View Disconnect Audio Text Eax Storage	W, navigate to Location Default Location Default Location Default Location Default Location Default Location Default Location Default Location Default Location Default Location	Templates →
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40.	Create the menu for the open → Single Digit Mailbox Administration File Configuration Mailbon Subscriber Name System Template System Template System Template System Template System Template System Template System Template System Template System Reserved Directions System Reserved Mailbox 62001 Mailbox 62002	the automated a it Action Code x Templates Help New Open • Delete 994 995 996 997 998 999 5000 9000 62001 62002	attendant. From s. Extension Class of Service Call Routing Message Delivery. Notifications Scheduled Mailbox Single Digit Action Question and Answ 999 5000 9000 62001 62002	n the screen belo	W, navigate to Location Default Location Default Location	Templates →
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40.	Create the menu for the open → Single Digit Mailbox Administration File Configuration Mailbox Subscriber Name Subscriber Name System Template System Template System Template System Template System Template System Template System Template System Reserved System Reserved System Reserved Mailbox 62001 Mailbox 62002 Mailbox 62003 Guest Room	the automated a it Action Code × Templates Help New Delete 994 995 996 997 998 999 5000 9000 62001 62002 62003 62101	attendant. From s. Extension Class of Service Call Routing Message Delivery. Notifications Scheduled Mailbox Single Digit Action Question and Ansv 999 5000 9000 62001 62002 62003 62101	Description Description G ES and bscriber yer View Disconnect Audio Text Fax Storage Standard Subscriber Standard Subscriber Standard Subscriber Hospitality - G	W, navigate to Location Default Location Default Location	Templates →
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40.	Create the menu for to Open → Single Digit Mailbox Administration File Configuration Mailbon Subscriber Name Subscriber Name System Template System Template System Template System Template System Template System Template System Reserved Directions System Reserved Mailbox 62001 Mailbox 62002 Mailbox 62003 Guest Room Guest Room Guest Room	the automated a it Action Code × Templates Help New Open Delete 994 995 996 997 998 999 5000 9000 62001 62002 62003 62101 62102 62103	attendant. From s. Extension Class of Service Call Routing Message Delivery, Notifications Scheduled Mailbox Single Digit Action Question and Answ 999 5000 9000 62001 62002 62003 62101 62102 62103	n the screen belo	W, navigate to Location Default Location Default Location	Templates →
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40.	Create the menu for the open → Single Digit Mailbox Administration File Configuration Mailbox Subscriber Name Subscriber Name System Template System Template System Template System Template System Template System Template System Reserved System Reserved Mailbox 62001 Mailbox 62002 Mailbox 62003 Guest Room Guest Room	the automated a it Action Code x Templates Help New Open Delete 994 995 996 997 998 999 5000 9000 62001 62002 62003 62101 62102 62103 62111 62112 62113	attendant. From ss. Extension Class of Service Call Routing Message Delivery, Notifications Scheduled Mailbox Single Digit Action Question and Answ 999 5000 9000 62001 62002 62003 62101 62102 62103 62111 62112 62113	n the screen belo	W, navigate to Location Default Location	Templates →

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		×
Template Name	Modified	Open
Audio Text Mailbox Menu	6/14/02 (5:27p)	
Day Menu Action (991)	10/05/05 (8:01a)	<u>C</u> ancel
Fax Action Menu	5/21/02 (12:11p)	1.1.1.1
Fax On Demand	8/03/04 (2:20p)	Help
🖹 Night Menu Action (991)	10/04/05 (3:01p)	
🖹 QA-Interview	7/27/04 (1:44p)	
🖹 Standard	11/02/99 (8:35p)	

Menii Action (991)			N
			×
gle Digit Mailbox Action Codes			1
ay Menu Action (991)			
Single Digit Actions			
1 62001 💌	6	A	
2 5000 💌	7 💌	B	r l
3	8 Direct Message 👻	c 🔽	
4 Directory	9 Disconnect 🔻		
5 1	n Operator 🔻	NI 62001	
* Login 💌	# DTME Mask	Fay Fred V	
Seconds to wait for input 3	Restrict to single digit er	ntry 🥅	
	gle Digit Mailbox Action Codes ay Menu Action (991) Single Digit Actions 1 62001 • 2 5000 • 3 • 4 Directory • 5 • * Login • Seconds to wait for input 3	gle Digit Mailbox Action Codes ay Menu Action (991) Single Digit Actions 1 62001 • 6 • • 2 5000 • 7 • • 3 • 8 Direct Message • 4 Directory • 9 Disconnect • 5 • • 0 Operator • * Login • # DTMF Mask • Seconds to wait for input 3 Restrict to single digit er	gle Digit Mailbox Action Codes ay Menu Action (991) Single Digit Actions 1 62001 • 6 • A • • 2 5000 • 7 • B • • 3 • 8 Direct Message • C • • 4 Directory • 9 Disconnect • D • • 5 • • 0 Operator • NI 62001 • * Login • # DTMF Mask • Fax Freq • • Seconds to wait for input 3 Restrict to single digit entry •

44. Extensions associated with mailboxes created with the Hospitality – G or Hospitality – EG templates, need to be "checked in" before the mailboxes are fully functional. Navigate to Start → Programs → DuVoice → Hospitality → RoomStatusMonitor to perform a check-in.



DuVoice Ro					
	om Status Monitor				
File Edit View	Actions Help				
	Check In F5 Check Out F6				
Room	Move F7	Msgs	Next Wakeup	Last Wakeup	
62101	Cat Wakaya Call EQ	0			
✔ 62102	Wakeup Report F9	0			
62103	Guest	1			
✔ 62111	Extended Stay	0			
✔ 62112	Extended Stay	0			
1					
✔ 62113	Extended Stay	0			
✔ 62113	Extended Stay	0			
62113	Extended Stay	0			
V 62113	every 1 min	0 ked in, a c	11/ heck will precede	21/2005 4:42 F e the entry in the t	M able.
Cata will refresh will be will	Extended Stay every 1 min ension/room is chec om Status Monitor Actions Help	0 ked in, a c	11/ heck will precede	21/2005 4:42 F e the entry in the t	M able.
Vhen the extension Data will refresh When the extension DuVoice Roo File Edit View Room	Extended Stay every 1 min ension/room is chec om Status Monitor Actions Help Class	o ked in, a c Msgs	11/ heck will precede	21/2005 4:42 F e the entry in the t	M able.
✓ 62113 Data will refresh of When the extor File Edit View Room ✓ 62101	Extended Stay every 1 min ension/room is chec om Status Monitor Actions Help Class Guest	0 ked in, a c Msgs	11/ heck will precede	21/2005 4:42 F e the entry in the t Last Wakeup	M cable.
✓ 62113 Data will refresh will When the external ☑ DuVoice Root Eile Edit View ☑ Image: State Stat	Extended Stay every 1 min ension/room is chec om Status Monitor Actions Help Class Guest Guest	0 ked in, a c Msgs 0 0	11/ heck will precede	21/2005 4:42 F e the entry in the t Last Wakeup	M able.
✓ 62113 Data will refresh will When the external DuVoice Roo Eile Edit View ■ ■ Room ✓ 62101 ✓ 62102 ✓ 62103	Extended Stay every 1 min ension/room is chec om Status Monitor Actions Help Class Guest Guest Guest	0 ked in, a c Msgs 0 0 1	117 heck will precede	21/2005 4:42 F e the entry in the t	M cable.
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✓ 62113 Data will refresh When the external DuVoice Roo Eile Edit View ■ ● Room 62101 ✓ 62102 ✓ 62103 ✓ 62111 ✓ 62112	Extended Stay every 1 min ension/room is chec om Status Monitor Actions Help Class Guest Guest Guest Guest Extended Stay Extended Stay	0 ked in, a c Msgs 0 0 1 0 1 0	117 heck will precede	21/2005 4:42 F e the entry in the t	M cable.

5. Interoperability Compliance Testing

The interoperability compliance testing included feature, serviceability and performance testing. The feature testing focused on exercising the core features of the DV2000 to validate the integration interface to Avaya Communication Manager. This included the automated attendant, voicemail, wakeup call and performing guest check-in and checkout using the Room Status Monitor functionality. The serviceability testing introduced failure scenarios to verify operation of the DuVoice DV2000 after failure recovery. The performance test generated bulk call volumes to verify operation under load conditions.

5.1. General Test Approach

The general test approach was to manually place intra-switch calls and inbound trunk calls that were ultimately answered by the DuVoice DV2000. Depending on the type of call, the user then had the option to leave a voicemail message, retrieve a voicemail message, schedule a wake-up call or transfer to another extension. All inbound calls were routed by Avaya Communication Manager to the DuVoice DV2000 hunt group, which were answered by the DV2000 with the automated attendant greeting. Internal calls that were unanswered were covered to the DV2000 hunt group. The DV2000 would answer these calls with the voice mailbox greeting of the subscriber extension. Lastly, internal calls placed to the DV2000 directly were answered by the DV2000 with the voicemail menu of the originating extension with an option to retrieve messages. For serviceability testing, the DV2000 and Avaya Communication Manager were each restarted separately. For performance testing, a call generator was used to place calls, leave voicemail and retrieve voicemail over an extended period of time.

5.2. Test Results

All test cases passed. The DuVoice DV2000 properly interpreted the analog mode codes sent by Avaya Communication Manager in each of the call scenarios and responded as expected. Voicemail messages could be recorded and retrieved. It was verified that the Message Waiting Indicator was activated when a new message was left and was deactivated when the message was retrieved. The DuVoice DV2000 was able to resume processing of calls after being restarted and after Avaya Communication Manager was restarted. Performance testing verified proper operation of the DV2000 while under load.

6. Verification Steps

The following steps may be used to verify the configuration:

- Verify that calls are routed properly to the DV2000 hunt group and that mode codes are being sent. Connect an analog phone to one of the extensions assigned to the DV2000 hunt group. Dial this extension from another phone on Avaya Communication Manager. Verify the phone rings and then answer the call. Verify that several DTMF tones are heard prior to the voice path being connected.
- Verify that users can leave voice messages. Place an internal call to an extension with a mailbox on the DV2000 and let the call go to coverage. Verify that the caller is

connected to the voice mailbox of the destination extension and record a message. Verify that the Message Waiting Indicator is activated on the recipient extension.

- Verify that users can access their voice mailboxes. From an extension with a mailbox on the DV2000 that has an active Message Waiting Indicator, call the DV2000 hunt group extension. Verify that the user is connected to the voice mailbox for that extension and can retrieve the message. Verify the Message Waiting Indicator is deactivated.
- Verify the operation of the automated attendant. Place an inbound call that is routed to the DV2000 hunt group. Verify that the caller is connected to the automated attendant and hears the main greeting menu.

7. Support

Technical support for the DuVoice DV2000 can be obtained by contacting the DuVoice Customer Service Center at (425) 250-2393. Technical support can also be contacted via email at <u>support@duvoice.com</u>.

8. Conclusion

These Application Notes describe the procedures for configuring the DuVoice DV2000 to integrate with Avaya Communication Manager using analog mode codes. The DuVoice DV2000 successfully passed all compliance testing.

9. Additional References

The following Avaya product documentation can be found at <u>http://support.avaya.com</u>.
[1] *Feature Description and Implementation For Avaya Communication Manager*, Release 3.0, Issue 3.0, June 2005, Document Number 555-245-205
[2] *Administrator Guide for Avaya Communication Manager*, Release 3.0, Issue 1.0, June 2005, Document Number 03-300509

The following DuVoice DV2000 product documentation is available from DuVoice. Visit the website at <u>http://www.duvoice.com</u> for company and product information. [3] *DuVoice System Reference Guide*

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