Avaya Modular Messaging Integrations

Version G – March, 2011

Scope & Configuration Notes

An integration of an Avaya Modular Messaging Server to a PBX as detailed in Avaya Configuration Notes defines the requirements needed to connect one PBX directly to an Avaya Modular Messaging Server. Known PBX Networking considerations are listed in Section 8 of each Configuration Note. For PBX networks to function properly it is expected that the call data presented from a networked location be the same format and contain the same data as a call data originating from the PBX directly connected to the Avaya Modular Messaging Server. Additionally, the Avaya Modular Messaging Server will need to route traffic and data to all end points in the same manner and format as those end points on the directly connected PBX.

Configuration Notes are intended for Avaya certified technicians/engineers who are familiar with Avaya Modular Messaging products. The detail in the Configuration Note assumes a level of understanding and familiarity with the features and functions of Avaya PBXs and protocols outlined in each Configuration Note. The appropriate Avaya Modular Messaging Server *Installation Guide* and Avaya PBX *Administration Guide* should be used in conjunction with a Configuration Note. It is advised that the entire Configuration Note be read before attempting any configuration.

Important: Before ordering, account teams are advised to check with Avaya Services to determine if any applicable patches or updates are necessary for their customer specific configuration. This is essential if DCS+ or QSIG Networking is employed.

Minimum PBX Software required

Below is a table of the minimum Avaya PBX software release required for MM integrations. This the minimum release that provides basic functionality required by Modular Messaging for call handling.

	Integration Type and Avaya PBX Release requirements			
	Definity	**ProLogix**	**IP600/S8100**	**S8300/S84x0/S8500/S87x0**
Inband/Modecode	G3V6.1	G3V6.1	G3V6.1	MV 1.1[1]
C-LAN	N/A	N/A	N/A	N/A
Digital Set Emulation (DSE)	G3V5	G3V9	G3V9	MV 1.1[1]
T1 / E1 QSIG	G3V10.1 Load 43	G3V10.1 Load 43	N/A	MV 1.1[1]
SIP	N/A	N/A	N/A	CM 3.1.4 / 4.0.1[2]

[1] MV 1.1 is Multi-Vantage, the subsequent name changed to Communications Manager, or CM with release 2.0
[2] See SIP Configuration Note for CM requirements needed to support FAX

Supported Software

Supported Software indicates the software releases are currently under **"Manufacturer Support."** This means that Avaya, or an Avaya authorized service provider, make available routine software updates or patches to fix product problems, and any applicable support notes, when and if such updates and patches become available. Avaya will not modify code for unsupported revisions of software. At Avaya's sole discretion, upgrades to the next Minor Release of Licensed Software may be offered in lieu of an update or product patch. For complete details please refer to the Avaya Manufacturer Support Policy that can be found at the following link: http://support.avaya.com/Support_Policy

Support Software releases are defined as the current release and one release prior.

As of March, 2011 the Supported Communication Manager Software Releases are:

- Avaya CM 6.0.1, 6.0 and 5.2.1
- Avaya Call Center 6.0, and 5.0

MODULAR MESSAGING SOFTWARE

Should features of the Modular Messaging not function optimally when integrated to a PBX operating on an unsupported software release as defined in the aforementioned section, customers will need to upgrade their PBX to a supported software release.

Code changes to Modular Messaging Software may not be offered where a Modular Messaging System (even one operating on a supported software release) is integrated to a PBX operating on an unsupported release, particularly where it is know or suspected that the issue no longer exists in a supported release of PBX software.

CHANGE HISTORY		
Revision	**Issue Date**	**Reason for Change**
Version A	07/20/2007	Initial release
Version B	10/23/2007	Updated Avaya CM min. released required for SIP integration in the table.
Version C	02/18/08	Updated Avaya CM releases in Supported Software section page 2
Version D	01/29/09	Updated Avaya CM releases in Supported Software section page 2
Version E	07/13/09	Updated Avaya CM releases in Supported Software section page 2
Version F	01/12/10	Updated Avaya CM releases in Supported Software section page 2
Version G	03/01/11	Updated Avaya CM releases in Supported Software section page 2