



Avaya Solution & Interoperability Test Lab

Application Notes for Red Box Quantify Recording Suite with Avaya Communication Server 1000E R7.6 and Avaya Aura® Contact Center R6.3 using Meridian Link Services – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Red Box Quantify Recording Suite to interoperate with Avaya Communication Server 1000E R7.6 and Avaya Aura® Contact Center R6.3 using Meridian Link Services. Red Box Quantify Recording Suite is a call recording solution.

In the compliance testing, Red Box Quantify Recording Suite used the Meridian Link Services interface from Avaya Aura® Contact Center to monitor call events from Avaya Communication Server 1000E phones. Duplicate media stream is used for call recording.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

1. Introduction

These Application Notes describe the configuration steps required for Red Box Quantify Recording Suite to interoperate with Avaya Communication Server 1000E R7.6 and Avaya Aura® Contact Center R6.3 using Meridian Link Services. Red Box Quantify Recording Suite used the Meridian Link Services interface from Avaya Aura® Contact Center to monitor call events from Avaya Communication Server 1000E (CS1000E) phones. Duplicate media stream is used for call recording.

When there is an active call at the monitored phone set, Red Box Quantify Recording Suite is informed of the call via event reports from the Meridian Link Services (MLS) interface. Red Box Quantify Recording Suite starts the call recording by using the Single Step Conference Dual Media Stream (DMS) feature from the IP phone set interface to actively obtain the media. The event reports are also used to determine when to stop the call recordings.

2. General Test Approach and Test Results

All feature tests were performed manually. Upon start of Quantify Recording Suite, the application automatically uses the MLS interface on AACC to monitor the call events from the CS1000E phone sets.

For the manual part of the testing, each call was handled manually on the agent telephone with generation of unique audio content for the recordings. Necessary user actions, such as hold and reconnect, were performed from the agent telephones to test the different call scenarios.

The serviceability test cases were performed manually by disconnecting/reconnecting the Ethernet connection to Quantify Recording Suite.

The verification of tests included using the Quantify Recording Suite logs for proper message exchanges, and using the Quantify Recording Suite web interface for proper logging and playback of the calls.

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

2.1. Interoperability Compliance Testing

The interoperability compliance test included both feature functionality and serviceability testing. The feature functionality testing focused on placing and recording calls in different call scenarios with good quality audio recordings and accurate call records. The tests included:

- Inbound Calls
- Outbound Calls
- Call Hold
- Blind Transfer
- Consultative Transfer
- Blind 3-way Conference
- Supervised Conference
- Forwarded Calls
- No Answer, Engaged, Unobtainable
- Inbound Calls to Contact Center Agents
- Failover Testing

The serviceability testing focused on verifying the ability of Quantify Recording Suite to recover from adverse conditions, such as disconnecting/reconnecting the Ethernet connection to Quantify Recording Suite.

2.2. Test Results

All test cases were executed, and the following were observations on Quantify Recording Suite from the compliance testing:

- The following Avaya IP Phones support Dual Media Stream and were tested 1110, 1120, 1140, 1150, 1165 and 2050PC.
- Once the connection between the Quantify Recording Suite and the MLS on the AACC is established, the first call contains no audio, however subsequent calls contained audio.
- It is recommended that a reset of the Quantify Recording Suite is performed if the connection between the Quantify Recording Suite and the MLS on the AACC is disturbed due to a LAN outage or a connection failure.
- Redbox Recorders Workstation Client (RBRWSC) was tested successfully.

2.3. Support

Technical support on Quantify Recording Suite can be obtained through the following:

- **Phone:** +44 (0) 115 9377100
- **Email:** support@redboxrecorders.com
- **Web :** www.redboxrecorders.com

3. Reference Configuration

Quantify Recording Suite can be configured on a single server or with components distributed across multiple servers. The compliance test used a single server configuration. Red Box Quantify Recording Suite used the Meridian Link Services interface from Avaya Aura® Contact Center to monitor call events from Avaya Communication Server 1000E phones. Duplicate media stream is used for call recording.

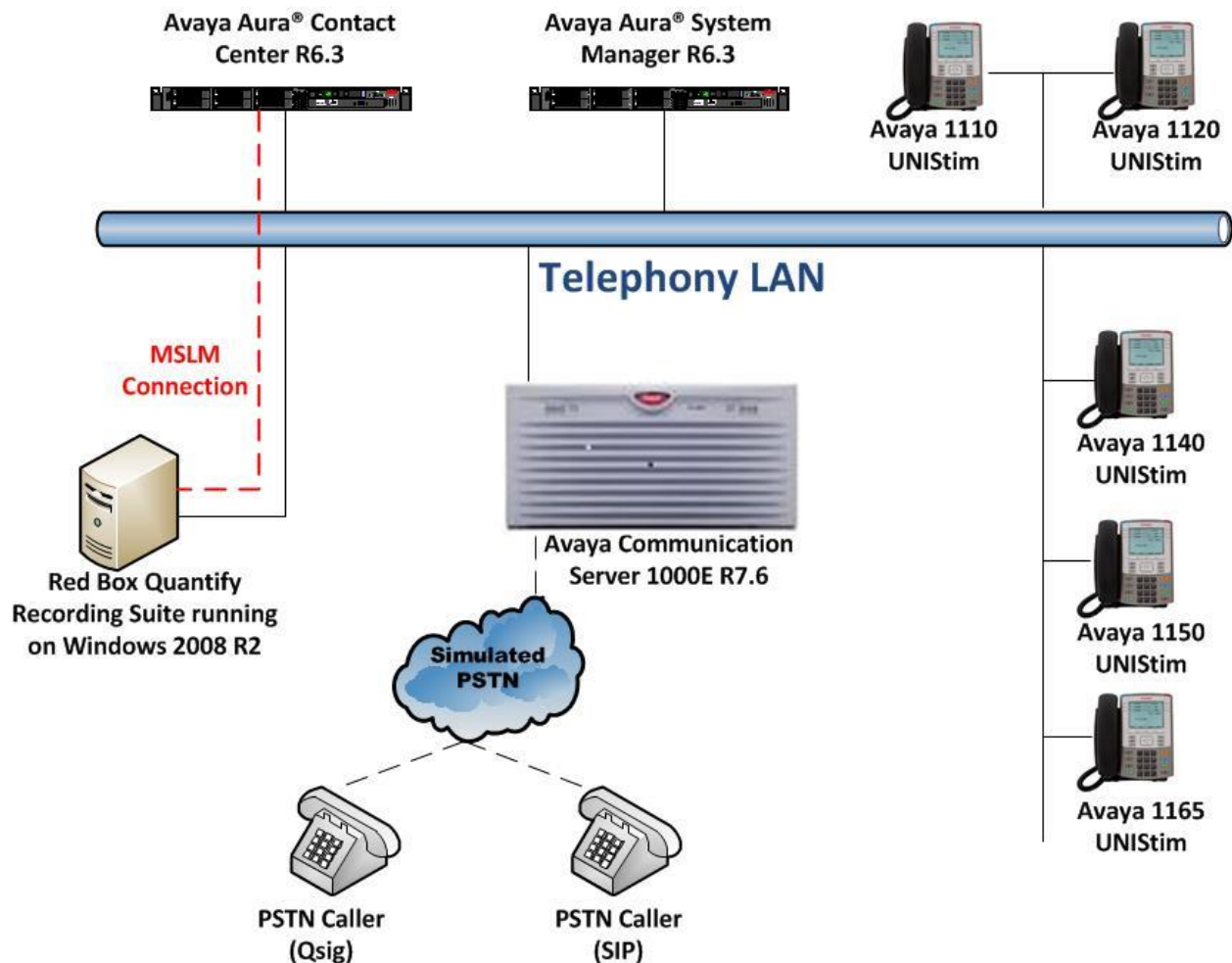


Figure 1: Compliance Testing Configuration

4. Equipment and Software Validated

The following equipment and software were used for the sample configuration provided:

Equipment/Software	Release/Version
Avaya Communication Server 1000E on CPPM	R7.6 SP2 (See Appendix A for list of patches)
Avaya Aura® System Manager	System Manager 6.3.0 - FP2 6.3.4 Build 6.3.0.8.5682-6.3.8.2651 Software Update Revision 6.3.4.4.1904
Avaya Aura® Contact Center	R6.3 6.3.210.0 (Build 0677)
Avaya 1100 IP Deskphone	UNISlim V0623C8Q
Avaya 1120 IP Deskphone	UNISlim V0624C8Q
Avaya 1140 IP Deskphone	UNISlim V0625C8Q
Avaya 1150 IP Deskphone	UNISlim V0627C8Q
Avaya 1165 IP Deskphone	UNISlim V0626C8Q
Avaya 2050 IP Softphone running on Microsoft Windows XP SP3	2.01.0260
Red Box Quantify Recording Suite running on Windows 2008 R2 **	3B_SP1_Build209

** Note that Red Box Quantify Recording Suite can run on many Windows platforms such as Windows XP or Windows 7 and Windows 2003 server as well as Windows 2008 Server.

5. Configure Avaya Communication Server 1000E

The configuration operations illustrated in this section were performed using terminal access to the CS1000E using PuTTY application. It is assumed a fully working CS1000E is in place with the necessary licensing. For all other provisioning information, such as Administering Avaya CS1000E, refer to product documentation in **Section 10** of these Application Notes.

Note: The configuration of PSTN trunks and routes are outside the scope of these Application Notes.

Note: Not all prompts need an answer. The prompts outlined below are mandatory for a basic configuration. Accept the default responses for all other prompts by pressing the Return key.

Note: A full printout of the phone sets used for the compliance testing is included in the **Appendix B** of these Application Notes.

5.1. Verify Licenses

To ensure the CS1000E is licensed for AST (monitoring phone sets) use **LD 22** and type **SLT** at the **REQ** prompt. Check for **AST** (in bold below).

Prompt	Response	Description
>	LD 22	Enter Overlay 22
REQ	SLT	
System type is - Communication Server 1000E/CPPM Linux		
CPPM - Pentium M 1.4 GHz		
IPMGs Registered:	1	
IPMGs Unregistered:	0	
IPMGs Configured/unregistered:	0	
TRADITIONAL TELEPHONES	2000 LEFT 1992 USED	8
DECT USERS	2000 LEFT 2000 USED	0
IP USERS	4000 LEFT 3978 USED	22
BASIC IP USERS	2000 LEFT 1998 USED	2
TEMPORARY IP USERS	2000 LEFT 2000 USED	0
DECT VISITOR USER	2000 LEFT 2000 USED	0
ACD AGENTS	2000 LEFT 1995 USED	5
MOBILE EXTENSIONS	2000 LEFT 2000 USED	0
TELEPHONY SERVICES	2000 LEFT 2000 USED	0
CONVERGED MOBILE USERS	2000 LEFT 2000 USED	0
AVAYA SIP LINES	2000 LEFT 1997 USED	3
THIRD PARTY SIP LINES	2000 LEFT 1998 USED	2
PCA	2000 LEFT 2000 USED	0
ITG ISDN TRUNKS	2000 LEFT 2000 USED	0
H.323 ACCESS PORTS	2000 LEFT 1990 USED	10
AST	2000 LEFT 1981 USED	19
SIP CONVERGED DESKTOPS	2000 LEFT 2000 USED	0
SIP CTI TR87	2000 LEFT 1992 USED	8
SIP ACCESS PORTS	2000 LEFT 1970 USED	30
RAN CON	2000 LEFT 2000 USED	0
MUS CON	2000 LEFT 2000 USED	0

5.2. Configure the Avaya IP Deskphone to allow recording

Enter overlay 20 to make changes to an IP Deskphone. Please note that the following changes are required for every IP Deskphone on the CS1000E that requires recording. At the > prompt type **LD 20** to enter overlay 20. The Class of Service (CLS) will need to be changed to allow recording for that phone. In order to do this at the **ITEM** prompt type **cls reca**; this will change the class of service from recording denied to recording allowed. Each key that makes/receives a call will also need to be monitored in the case below this was only for **key 00** which is the personal Directory Number (DN) key. At the **ITEM** prompt type **AST xx** where xx is the key to be monitored. The example below shows an 1120 IP Deskphone at Terminal Number (TN) 100 0 0 0 being configured to allow recording on key 0.

>ld 20

Prompt	Response	Description
>LD 20	Enter Overlay 20	
REQ	CHG	Make a change
TYPE	1120	Type of Phone Set to change
TN	100 0 0 0	Terminal Number
ECHG	Yes	Make a specific change
ITEM	cls reca	Change Class of Service RECA (Recording allowed)
ITEM	AST 00	Monitor Key 00
ITEM	RETURN to end	

Below is an example of an agent phone at **TN 100 0 0 7** that was changed in order to monitor both the Automatic Distribution (ACD) key 00 and the personal Directory Number (DN) key 03.

>ld 20

Prompt	Response	Description
>LD 20	Enter Overlay 20	
REQ	CHG	Make a change
TYPE	1150	Type of Phone Set to change
TN	100 0 0 7	Terminal Number
ECHG	Yes	Make a specific change
ITEM	cls reca	Change Class of Service RECA (Recording allowed)
ITEM	AST 00 03	Monitor Keys 00 and 03
ITEM	RETURN to end	

6. Configure Avaya Aura® Contact Center

There are no changes required on the Contact Center other than to note the IP address of the server or in an AML installation of Contact Center the C-LAN IP address in order to configure the Red Box Quantify Recording suite in **Section 7.3**.

7. Configure Red Box Quantify Recording Suite

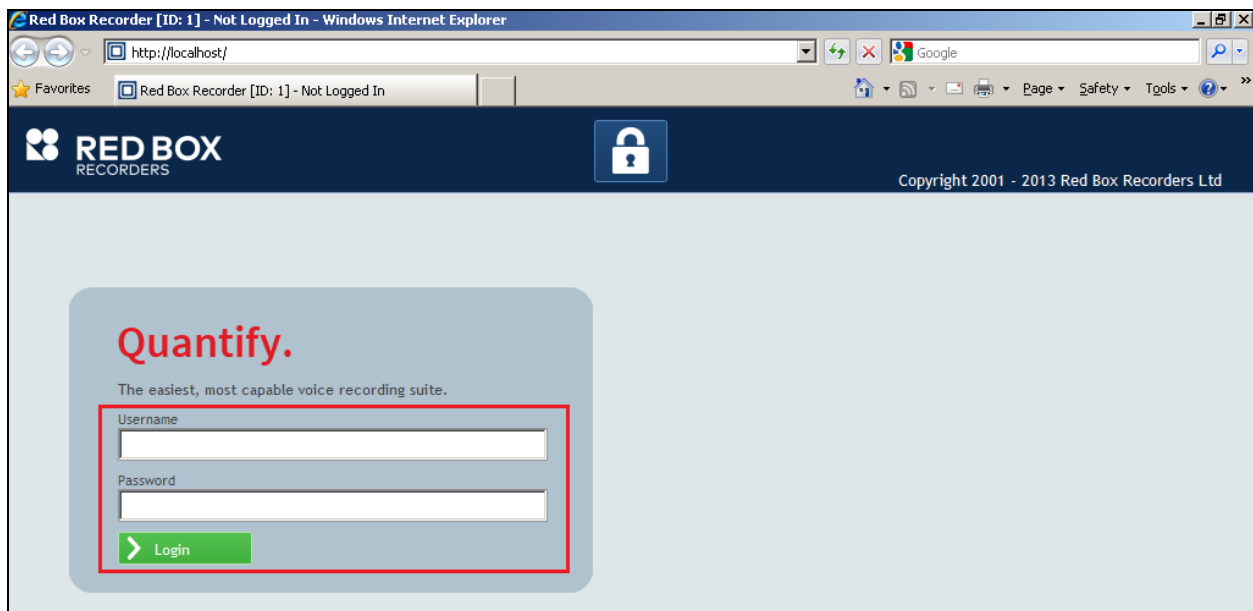
This section provides the procedures for configuring Quantify Recording Suite. The procedures include the following areas:

- Log in to Quantify Recording Suite
- Verify licenses required to connect to Meridian Link Services
- Configure connection to Meridian Link Services

The configuration of Quantify Recording Suite is performed by Red Box installation engineers. The procedural steps are presented in these Application Notes for informational purposes.

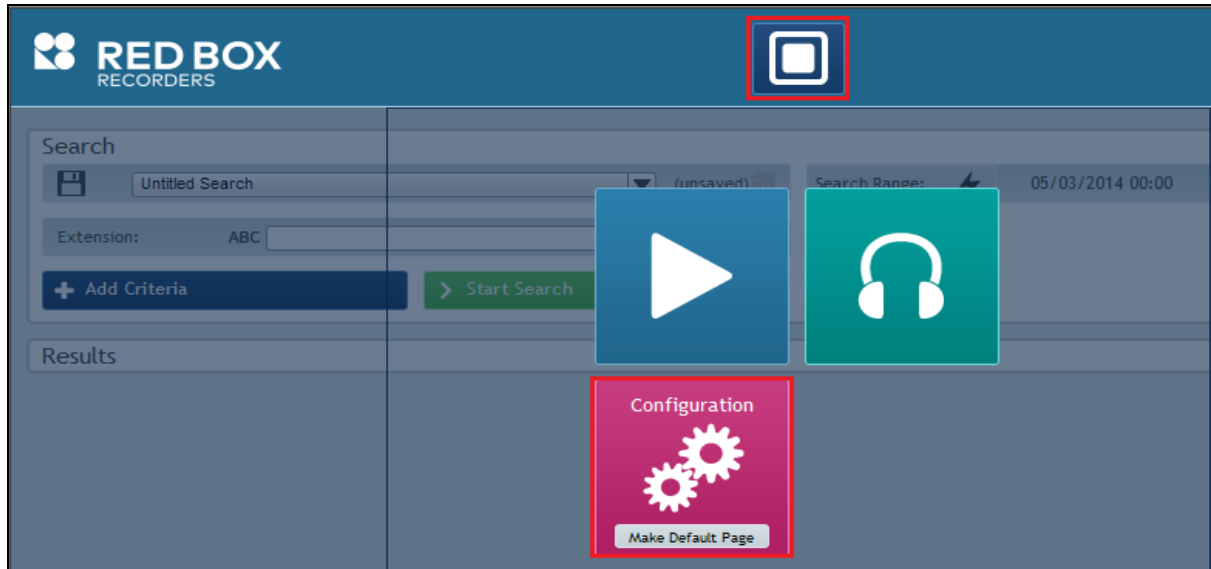
7.1. Log in to Quantify Recording Suite

Open Internet Explorer and browse to the IP address of the Quantify Recording Suite. Enter the proper credentials and click on **Login**.

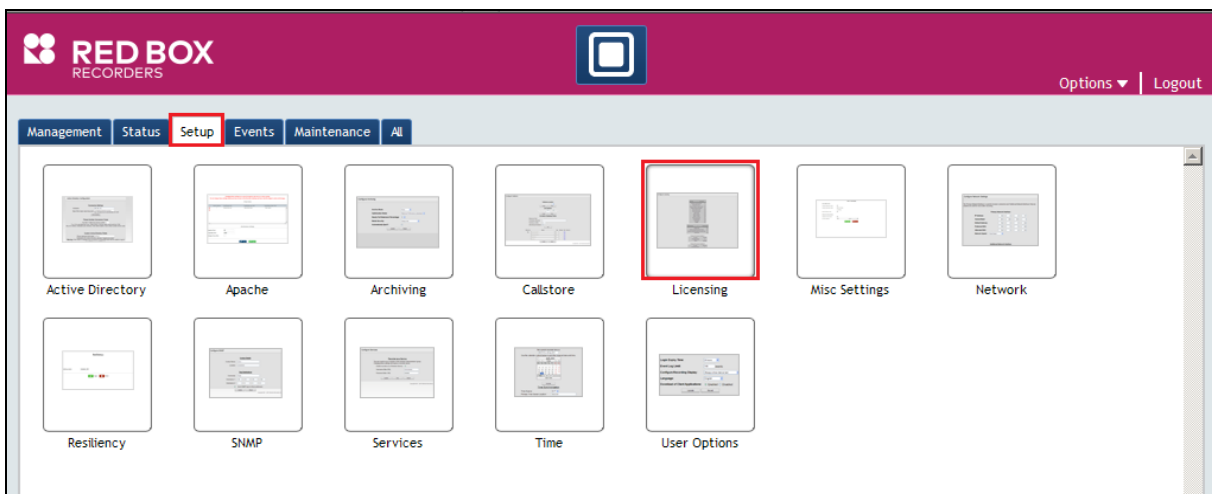


7.2. Verify licenses required to connect to Meridian Link Services

Hover the mouse pointer over the icon highlighted at the top of the screen below and click on **Configuration** (also highlighted).



Click on the **Setup** tab and select **Licensing**.

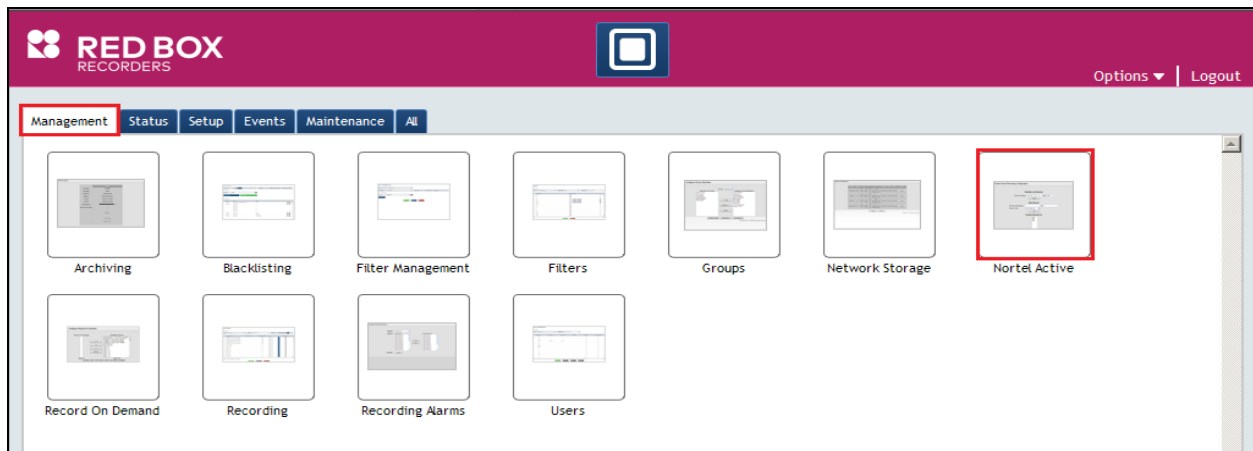


Scroll down until you see the screen as shown. **Options** should show **Nortel**.

PP Name:	Active Recording
PP Identity Number:	28
Options	Nortel

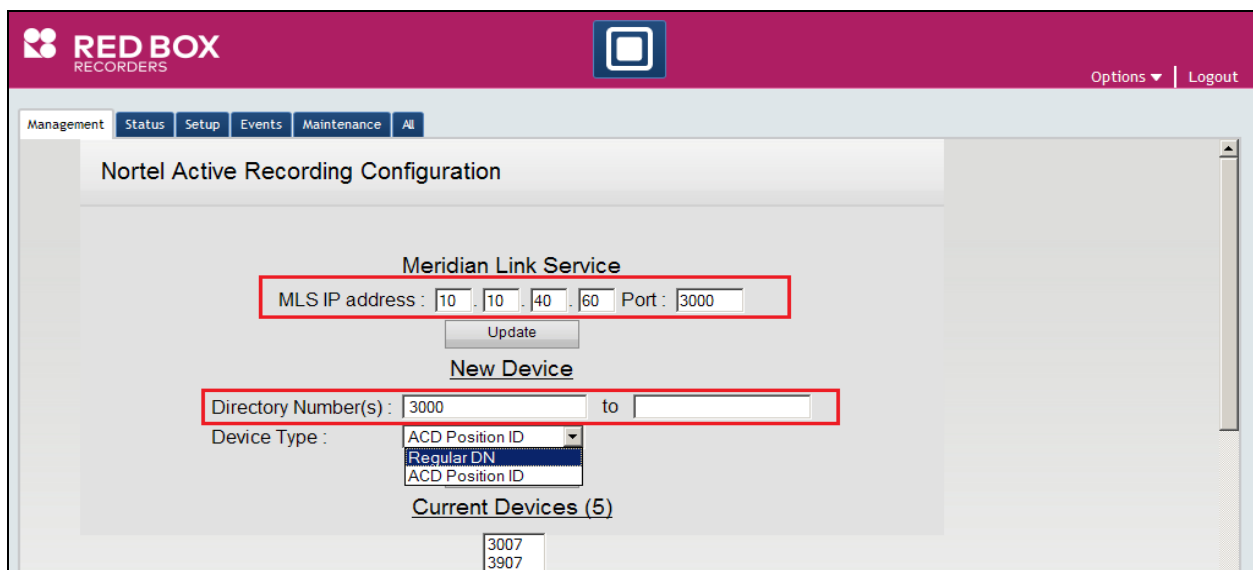
7.3. Configure the MLS connection

From the main menu, select the **Management** tab and **Nortel Active**.



Enter the information as shown below.

- **MLS IP Address** This is the IP address of the Contact Center
- **Port** **3000** (this is the listening port of MLS)
- **Directory Numbers** **ACD Position ID's** and **Regular DN's** can be recorded

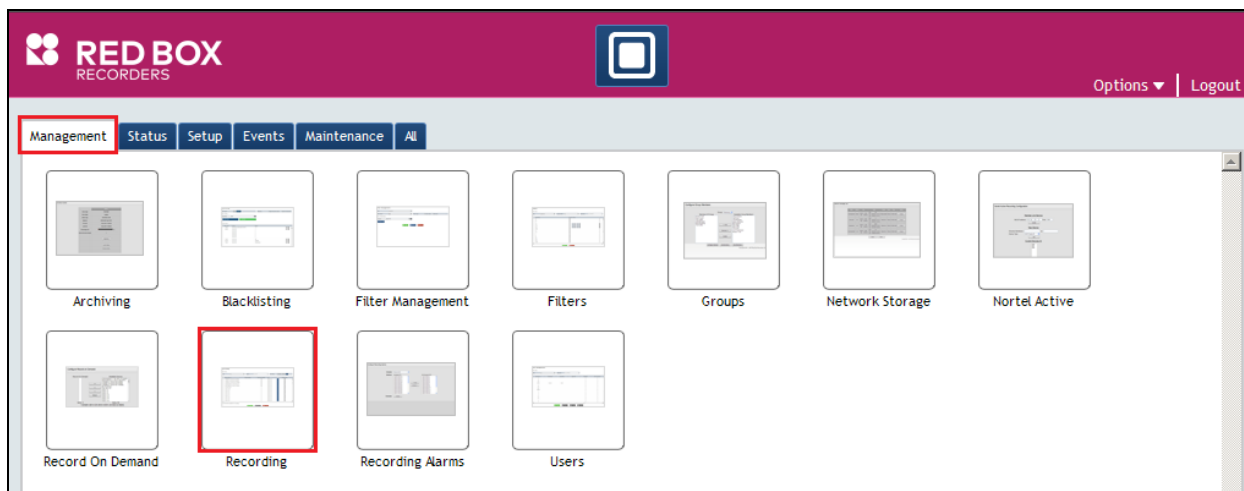


Note: The **MLS IP address** entered above is that of the Contact Center and if this is an AML installation this will be the CLAN IP address of the Contact Center. A reference to the **Position ID 3907** and **Regular DN 3007** can be found in the Appendix B of these Application Notes.

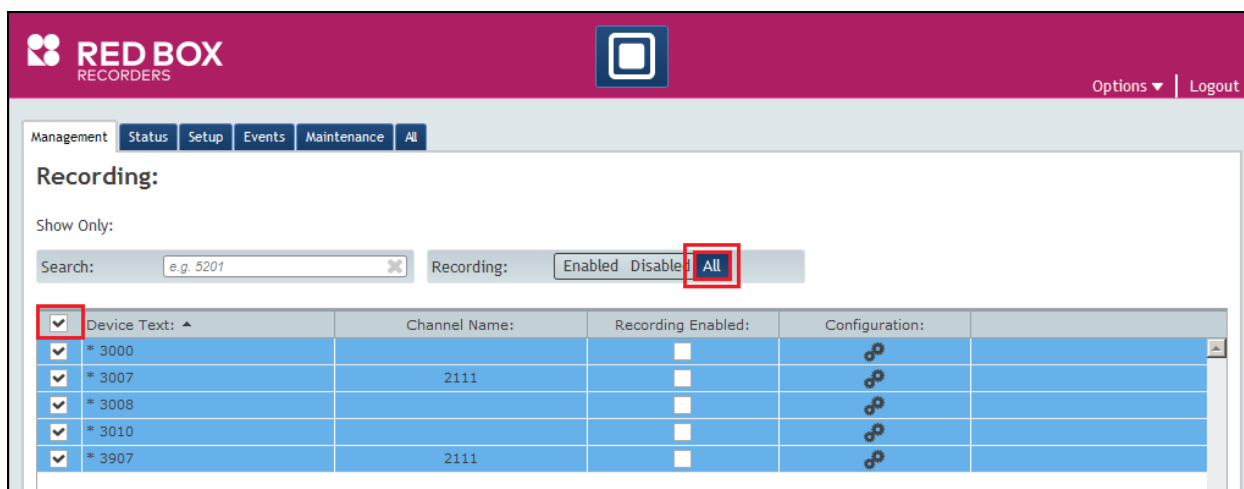
Once this is completed, a message will be displayed to restart the Nortel Active RAM (not shown). This restart can be done at the completion of the configuration.

7.4. Configure Recording

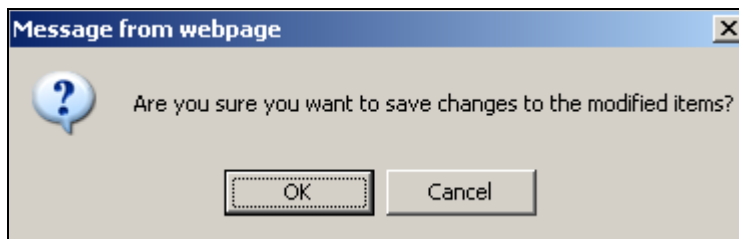
From the main menu click on the **Management** tab and **Recording**.



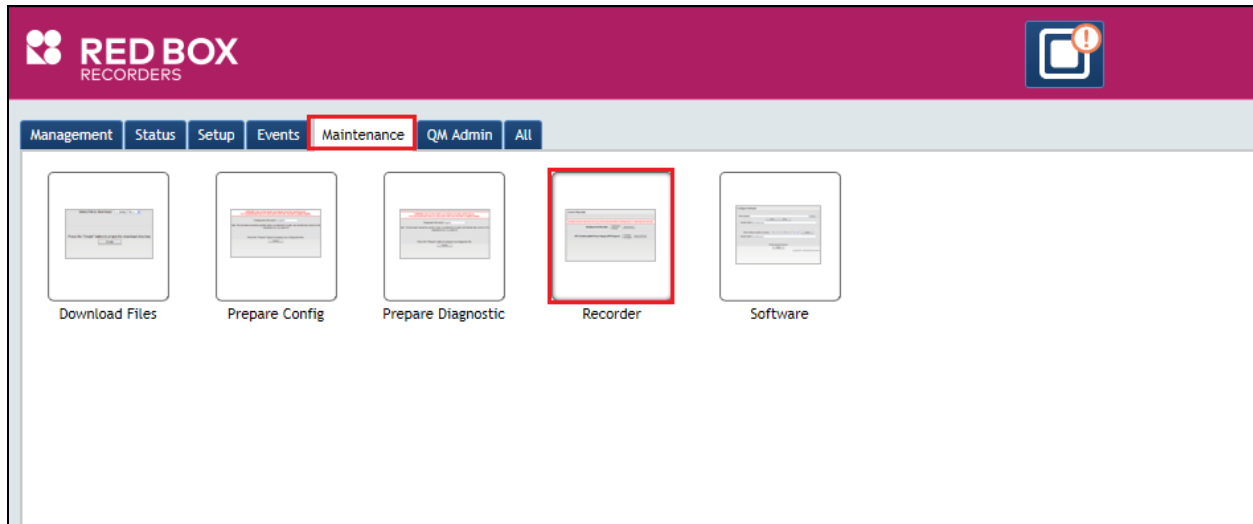
Select the **All** tab highlighted. By ticking at box highlighted at the top right of the numbers, all the phone extensions will be recorded. Note the channel number is present for any agents already logged into the phone set.



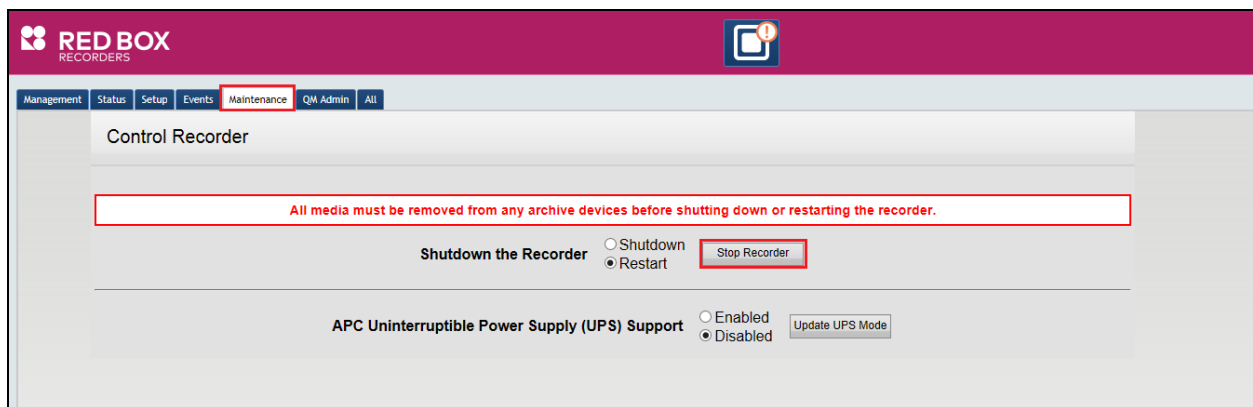
Once completed the following message will appear. Click on **OK** to continue.



Once the configuration is complete, the Nortel RAM will need to be restarted as follows. From the main menu select the **Maintenance** tab and click on **Recorder**.



Select the **Restart** option and click on **Stop Recorder** highlighted.



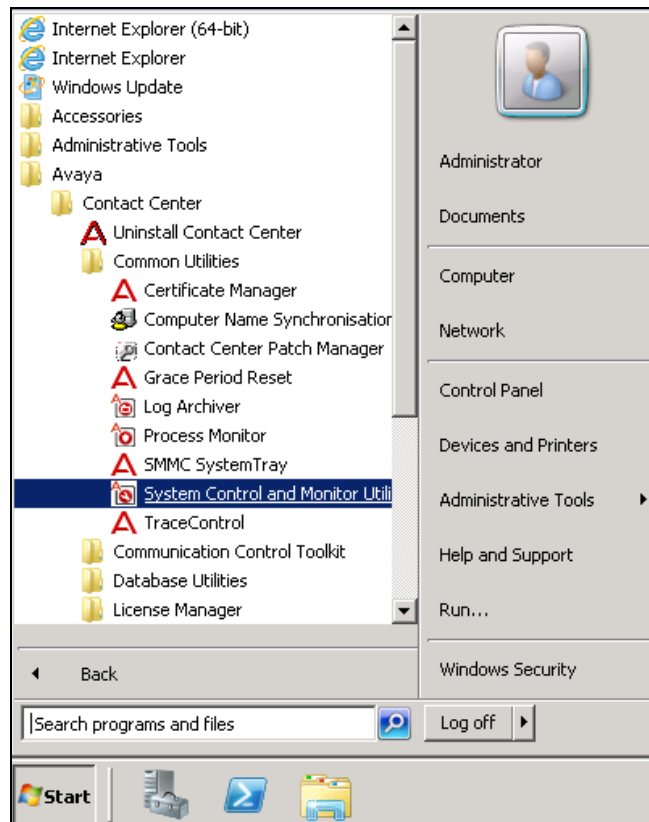
To setup other licensed features such as “Work Station Client” which can be used as a manual suppression of recording giving the agent the power of record on demand. For information on such features please go to www.redboxrecorders.com, or refer to **Section 10** of these Application Notes.

8. Verification Steps

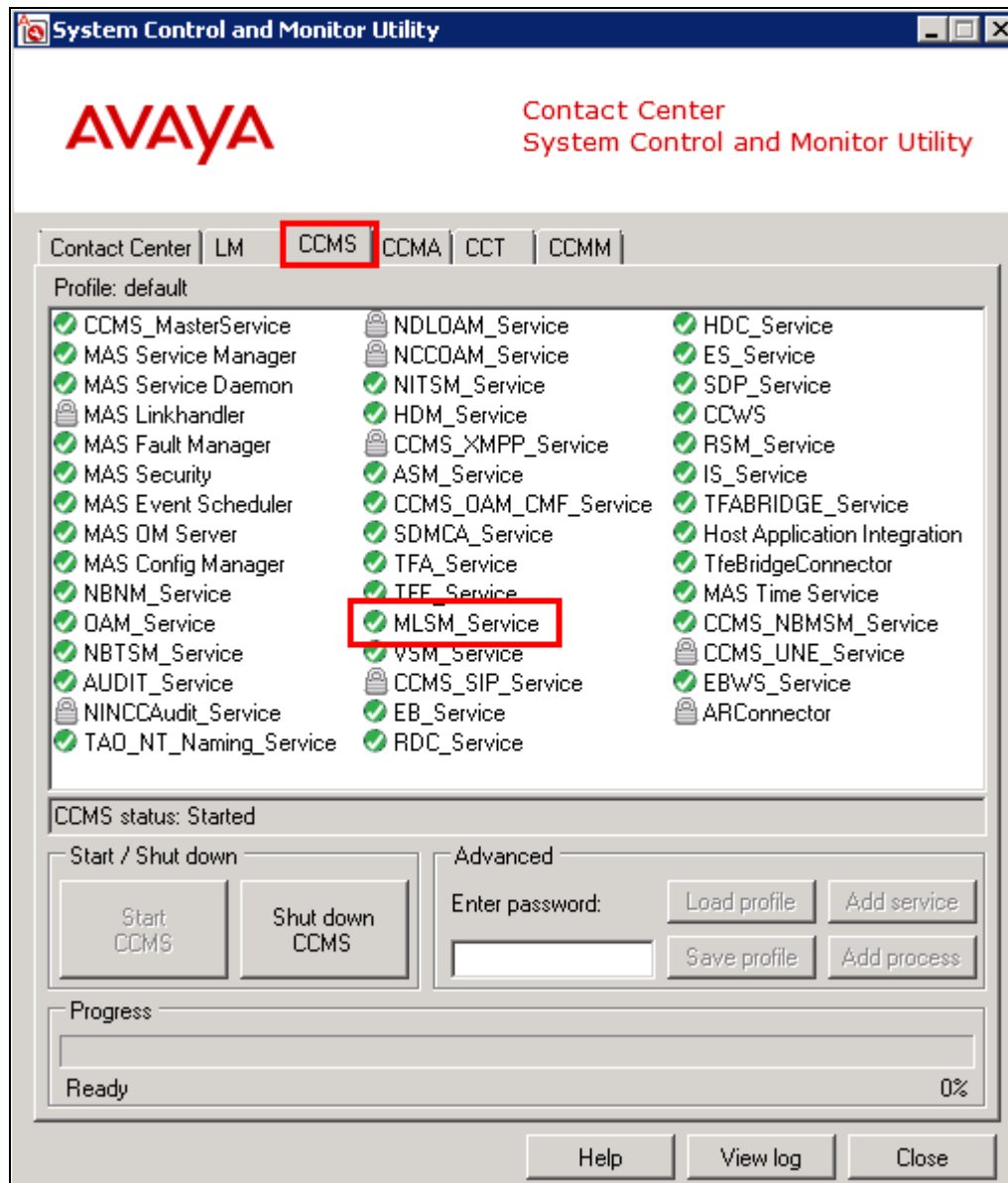
This section provides the tests that can be performed to verify proper configuration of Communication Manager, Application Enablement Services, and Quantify Recording Suite.

8.1. Verify Avaya Aura® Contact Center MLSM service

From the Contact Center Server navigate to **Start→Avaya→Common Utilities → System Control and Monitor Utilities**.

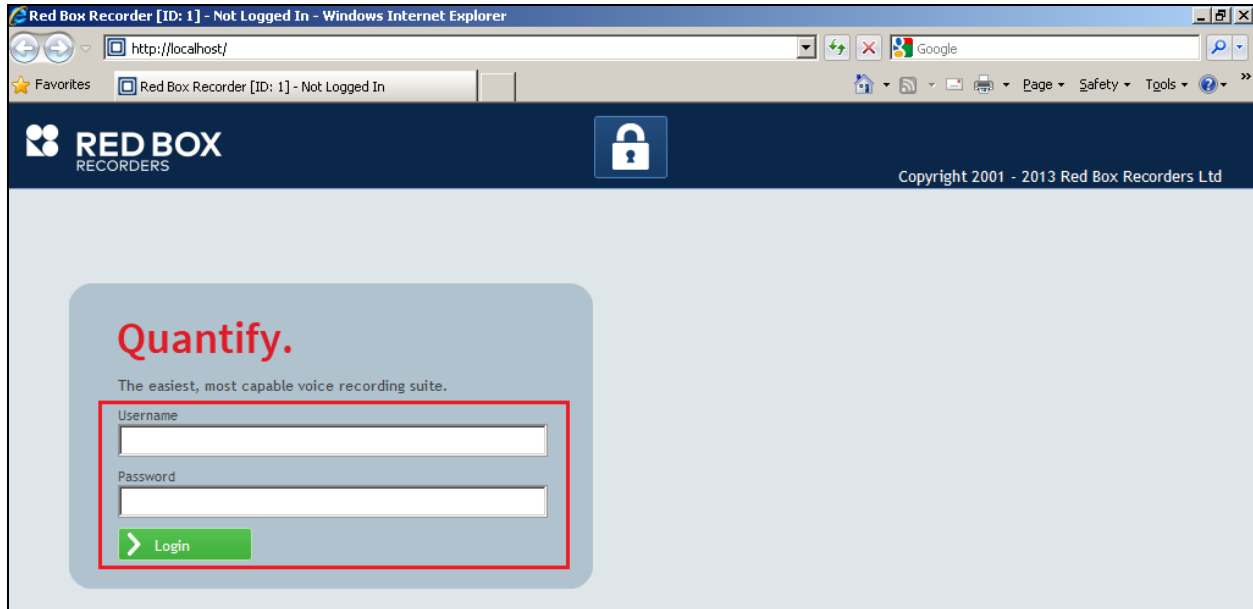


Click on the **CCMS** tab and ensure that all services are running as shown with special attention to the **MLSM** service highlighted.

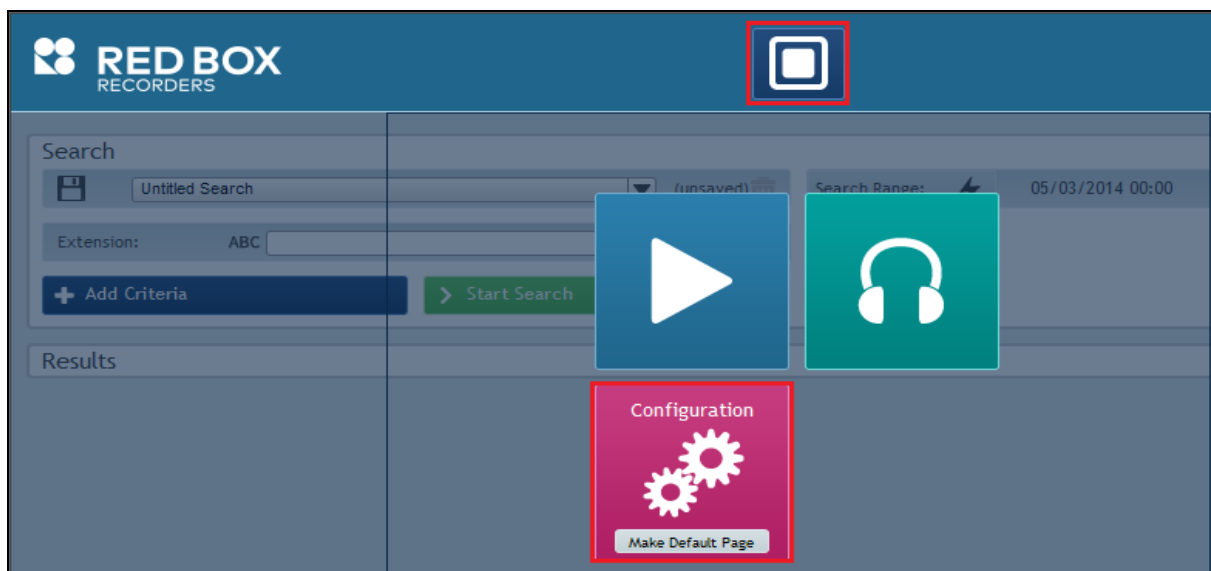


8.2. Verify connection to MLSM

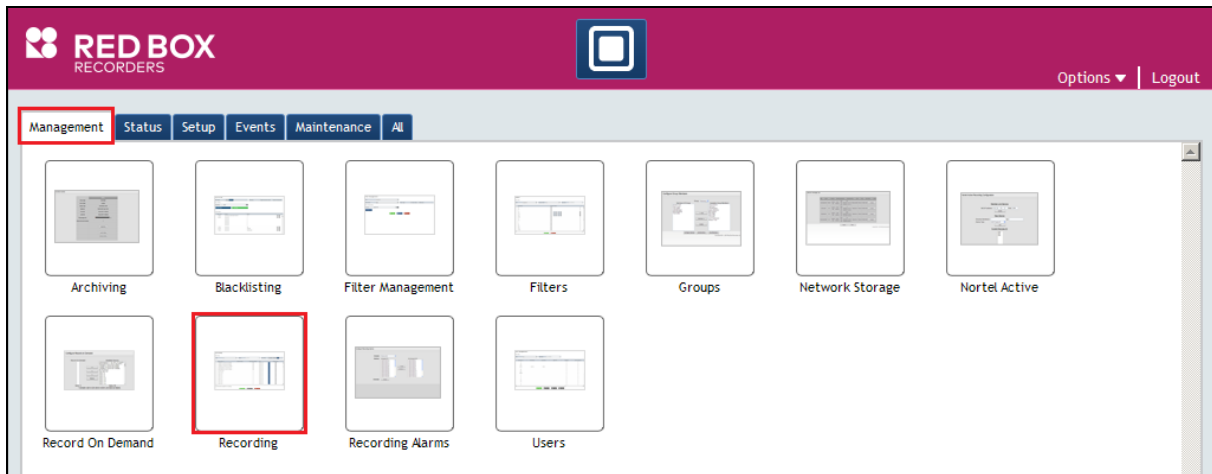
Log in as per **Section 7.1**. Open Internet Explorer and browse to the IP address of the Quantify Recording Suite. Enter the proper credentials and click on Login.



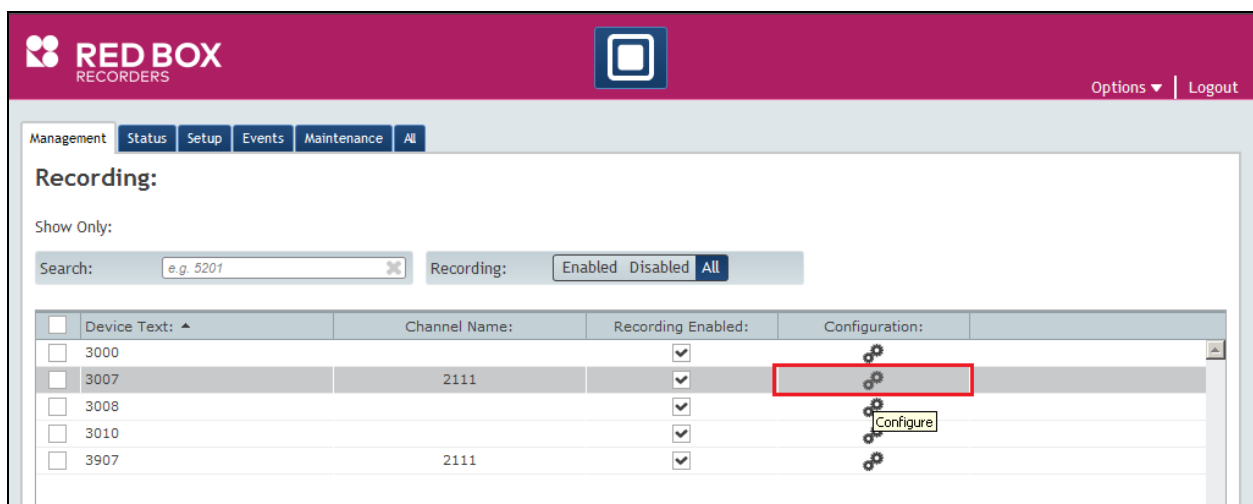
Hover the mouse pointer over the icon highlighted at the top of the screen below and click on **Configuration** (also highlighted).



Select the **Management** tab and click on **Recording**.



Select an extension number and click on its configuration icon highlighted.



After the system is configured and before any call is recorded the screen will show as below, with no **Audio Detected**. This is as expected but once the first call has been made the screen on the following page is displayed.

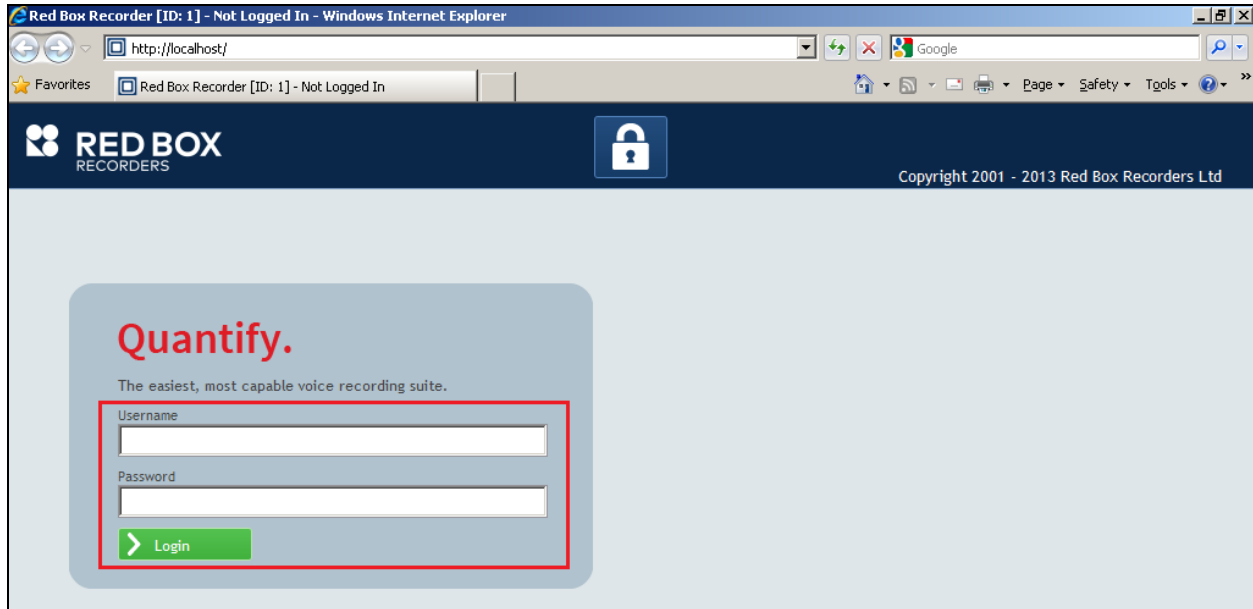
The screenshot shows the Red Box Recorders web interface. The header is purple with the 'RED BOX RECORDERS' logo and a 'Logout' link. Below the header is a navigation bar with tabs: Management, Status, Setup, Events, Maintenance, and All. The main content area is titled 'Nortel Active Channel'. It contains three sections: 'Device Information' with fields for Channel Name (2111), Channel Identifier (3007), and Device Type (Regular DN); 'Device Status' with three indicators: MLS Registered (green), Events Received (green), and Audio Detected (red); and 'Device Configuration' with an Event Alarm checkbox and a Timeout field (Hours: 0, Minutes: 30). At the bottom are buttons for Configure, Copy All, and Reset.

Once a call has been established the screen shown will display green for **MLS Registered**, **Events Registered** and **Audio Detected**.

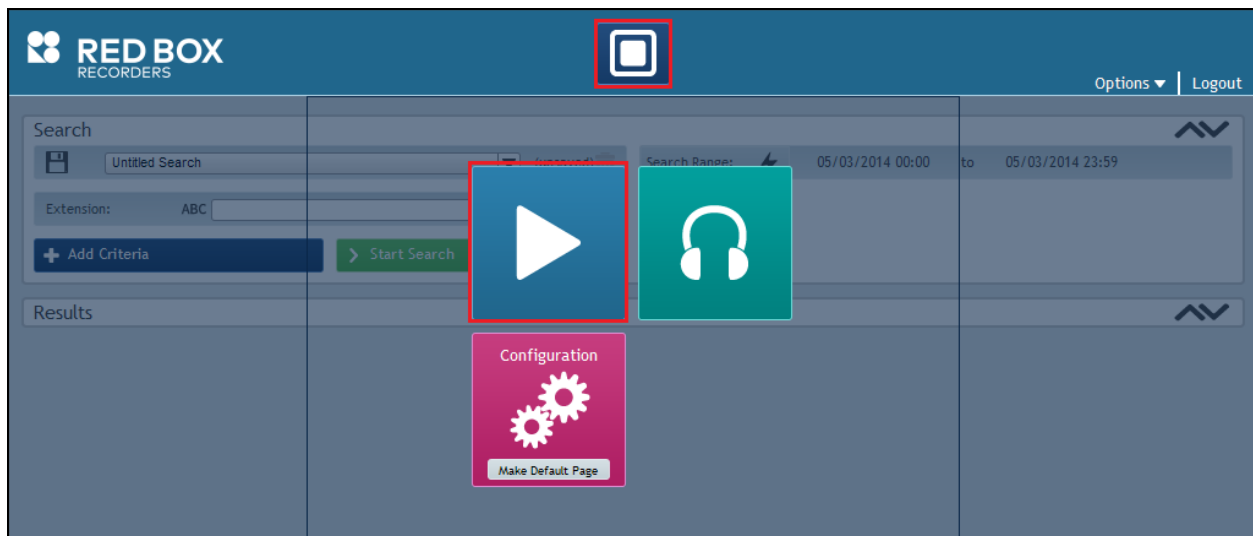
This screenshot is identical to the previous one, but the 'Audio Detected' status indicator is now green, indicating that a call has been established and audio is being recorded. The rest of the interface remains the same.

8.3. Verify Red Box Quantify Recording Suite

Log in as per **Section 7.1**. Open Internet Explorer and browser to the IP address of the Quantify Recording Suite. Enter the proper credentials and click on Login.



Hover the mouse pointer over the icon highlighted at the top of the screen below and click on the **Replay** icon.



The **Search** screen is displayed. Click **Start Search** to obtain a listing of all recording entries for the current day. Verify that there is an entry reflecting the last call, with proper values in the relevant fields. Double click on the entry to listen to the playback. Verify that call recording is played back.

The screenshot shows the Red Box Recorders web application. The top header includes the Red Box Recorders logo and a navigation menu with 'Options' and 'Logout'. The main interface is divided into three sections: Search, Results, and Media Player.

Search Section: Features a search bar with 'Untitled Search' and '(unsaved)' status. A search range is set from '05/03/2014 00:00' to '05/03/2014 23:59'. An extension filter is set to 'ABC'. Buttons for '+ Add Criteria' and '> Start Search' are present.

Results Section: Displays a table of search results. The table has columns for Flags, Call Start Time, Call End Time, Call Duration, Extension, Other Party, Call Direction, and Channel Name. The results show several incoming calls from 05 Mar 2014 16:37:13 to 16:37:59.

Flags	Call Start Time	Call End Time	Call Duration	Extension	Other Party	Call Direction	Channel Name
	05 Mar 2014 16:37:55	05 Mar 2014 16:37:59	00:00:04	3010	2000	Incoming	
	05 Mar 2014 16:37:46	05 Mar 2014 16:38:00	00:00:15	3008	1001	Incoming	
▶	05 Mar 2014 16:37:35	05 Mar 2014 16:37:48	00:00:13	3907	2001	Incoming	2111
▶	05 Mar 2014 16:37:19	05 Mar 2014 16:37:26	00:00:08	3000	2000	Incoming	
▶	05 Mar 2014 16:37:13	05 Mar 2014 16:37:16	00:00:04	3000	2000	Incoming	

Media Player Section: Shows a waveform of the selected call (05 Mar 2014 16:37:46 to 16:38:00). It includes playback controls (play, pause, stop, previous, next, full screen) and audio settings (Auto Volume, Silence Suppression, Audio Boost, Stereo).

9. Conclusion

These Application Notes describe the configuration steps required for Red Box Quantify Recording Suite to interoperate with Avaya Communication Server 1000E R7.6 and Avaya Aura® Contact Center R6.3 using Meridian Link Services. All feature and serviceability test cases were completed with observations noted in **Section 2.2**.

10. Additional References

This section references the product documentation relevant to these Application Notes.

1. *Software Input Output Reference – Administration – Avaya Communication Sever 1000, R7.6* NN43001-611, available at <http://support.avaya.com>.
2. *Avaya Aura ® Contact Centre Planning and Engineering*, Doc # NN44400-210, Issue 3.03 Release 6.3, available at <http://support.avaya.com>.
3. *Avaya Aura ® Contact Centre Installation*, Doc # NN44400-311, Issue 3.02 Release 6.3, available at <http://support.avaya.com>.
4. *Quantify Administration Manual, Release 3B SP1, March 2014*, available on the Quantify software CD.
5. *Quantify User Manual, Release 3B SP1, March 2014*, available on the Quantify software CD.

Appendix A

Avaya Communication Server 1000E R7.6 - Linux Patches

Product Release: 7.65.16.00

In system patches: 0

In System service updates: 26

PATCH#	IN_SERVICE	DATE	SPECINS	REMOVABLE	NAME
2	Yes	27/08/13	NO	YES	cs1000-dmWeb-7.65.16.21-01.i386.000
3	Yes	28/08/13	NO	yes	cs1000-snmp-7.65.16.00-01.i686.000
4	Yes	28/08/13	NO	YES	cs1000-nrsm-7.65.16.00-03.i386.000
5	Yes	28/08/13	NO	YES	cs1000-oam-logging-7.65.16.01-01.i386.000
6	Yes	28/08/13	NO	yes	cs1000-cs1000WebService 6-0-7.65.16.21-00.i386.000
7	Yes	28/08/13	NO	YES	cs1000-sps-7.65.16.21-01.i386.000
8	Yes	28/08/13	NO	YES	cs1000-pd-7.65.16.21-00.i386.000
9	Yes	28/08/13	NO	YES	cs1000-shared-carrdtct-7.65.16.21-01.i386.000
10	Yes	28/08/13	NO	YES	cs1000-shared-tpselect-7.65.16.21-01.i386.000
11	Yes	28/08/13	NO	YES	cs1000-emWebLocal 6-0-7.65.16.21-01.i386.000
12	Yes	28/08/13	NO	yes	cs1000-dbcsm-7.65.16.21-00.i386.000
13	Yes	28/08/13	NO	YES	cs1000-csmWeb-7.65.16.21-05.i386.000
14	Yes	28/08/13	NO	YES	cs1000-shared-xmsg-7.65.16.21-00.i386.000
15	Yes	28/08/13	NO	YES	cs1000-vtrk-7.65.16.21-29.i386.000
16	Yes	28/08/13	NO	YES	cs1000-tps-7.65.16.21-05.i386.000
17	Yes	28/08/13	NO	YES	cs1000-mscAnnc-7.65.16.21-02.i386.001
18	Yes	28/08/13	NO	YES	cs1000-mscAttn-7.65.16.21-04.i386.001
19	Yes	28/08/13	NO	YES	cs1000-mscConf-7.65.16.21-02.i386.001
20	Yes	28/08/13	NO	YES	cs1000-mscMusc-7.65.16.21-02.i386.001
21	Yes	28/08/13	NO	YES	cs1000-mscTone-7.65.16.21-03.i386.001
22	Yes	28/08/13	NO	YES	cs1000-bcc-7.65.16.21-21.i386.000
23	Yes	28/08/13	NO	YES	cs1000-Jboss-Quantum-7.65.16.21-3.i386.000
24	Yes	28/08/13	NO	YES	cs1000-emWeb 6-0-7.65.16.21-06.i386.000
25	Yes	10/12/13	NO	yes	cs1000-cs-7.65.P.100-01.i386.001
26	Yes	10/12/13	YES	yes	cs1000-linuxbase-7.65.16.21-08.i386.000
27	Yes	10/12/13	NO	YES	cs1000-patchWeb-7.65.16.21-06.i386.0

Avaya Communication Server 1000E R7.6 - Call Server Patches

VERSION 4121
RELEASE 7
ISSUE 65 P +
DepList 1: core Issue: 01 (created: 2013-06-14 03:54:33 (est))

IN-SERVICE PEPS

PAT#	CR #	PATCH REF #	NAME	DATE	FILENAME	SPECINS
000	wi01052968	ISS1:1OF1	p32540_1	11/12/2013	p32540_1.cpl	NO
001	wi01045058	ISS1:1OF1	p32214_1	11/12/2013	p32214_1.cpl	NO
002	wi01085855	ISS1:1OF1	p32658_1	11/12/2013	p32658_1.cpl	NO
003	wi01053314	ISS1:1OF1	p32555_1	11/12/2013	p32555_1.cpl	NO
004	wi01060382	iss1:1of1	p32623_1	11/12/2013	p32623_1.cpl	YES
005	wi01070580	ISS1:1OF1	p32380_1	11/12/2013	p32380_1.cpl	NO
006	wi01067822	ISS1:1OF1	p32466_1	11/12/2013	p32466_1.cpl	YES
007	wi01061481	ISS1:1OF1	p32382_1	11/12/2013	p32382_1.cpl	NO
008	wi01072032	ISS1:1OF1	p32448_1	11/12/2013	p32448_1.cpl	NO
009	wi01022599	ISS1:1OF1	p32080_1	11/12/2013	p32080_1.cpl	NO
010	wi01035976	ISS1:1OF1	p32173_1	11/12/2013	p32173_1.cpl	NO
011	wi01065922	ISS1:1OF1	p32516_1	11/12/2013	p32516_1.cpl	NO
012	wi01055480	ISS1:1OF1	p32712_1	11/12/2013	p32712_1.cpl	NO
013	wi01041453	ISS1:1OF1	p32587_1	11/12/2013	p32587_1.cpl	NO
014	wi01078723	ISS1:1OF1	p32532_1	11/12/2013	p32532_1.cpl	NO
015	WI0110261	ISS1:1OF1	p32758_1	11/12/2013	p32758_1.cpl	NO
016	wi01064599	iss1:1of1	p32580_1	11/12/2013	p32580_1.cpl	NO
017	wi01048457	ISS1:1OF1	p32581_1	11/12/2013	p32581_1.cpl	NO
018	wi01072027	ISS1:1OF1	p32689_1	11/12/2013	p32689_1.cpl	NO
019	wi01059388	iss1:1of1	p32628_1	11/12/2013	p32628_1.cpl	NO
020	wi01074003	ISS1:1OF1	p32421_1	11/12/2013	p32421_1.cpl	NO
021	wi00933195	ISS1:1OF1	p32491_1	11/12/2013	p32491_1.cpl	NO
022	wi00996734	ISS1:1OF1	p32550_1	11/12/2013	p32550_1.cpl	NO
023	wi01065118	ISS1:1OF1	p32397_1	11/12/2013	p32397_1.cpl	NO
024	wi01063864	ISS1:1OF1	p32410_1	11/12/2013	p32410_1.cpl	YES
025	wi01072023	ISS1:1OF1	p32130_1	11/12/2013	p32130_1.cpl	YES
026	wi01075359	ISS1:1OF1	p32671_1	11/12/2013	p32671_1.cpl	NO
027	wi01080753	ISS1:1OF1	p32518_1	11/12/2013	p32518_1.cpl	NO
028	wi01070473	ISS1:1OF1	p32413_1	11/12/2013	p32413_1.cpl	NO
029	wi01075355	ISS1:1OF1	p32594_1	11/12/2013	p32594_1.cpl	NO
030	wi01071379	ISS1:1OF1	p32522_1	11/12/2013	p32522_1.cpl	NO
031	wi01070756	ISS1:1OF1	p32444_1	11/12/2013	p32444_1.cpl	NO
032	wi01075353	ISS1:1OF1	p32613_1	11/12/2013	p32613_1.cpl	NO
033	wi01062607	ISS1:1OF1	p32503_1	11/12/2013	p32503_1.cpl	NO
034	wi01068851	ISS1:1OF1	p32439_1	11/12/2013	p32439_1.cpl	NO
035	wi01075352	ISS1:1OF1	p32603_1	11/12/2013	p32603_1.cpl	NO
036	wi01092300	ISS1:1OF1	p32692_1	11/12/2013	p32692_1.cpl	NO
037	wi01063263	ISS1:1OF1	p32573_1	11/12/2013	p32573_1.cpl	NO
038	wi01087528	ISS1:1OF1	p32700_1	11/12/2013	p32700_1.cpl	NO
039	wi01055300	ISS1:1OF1	p32543_1	11/12/2013	p32543_1.cpl	NO
040	wi01039280	ISS1:1OF1	p32423_1	11/12/2013	p32423_1.cpl	NO
041	wi01068669	ISS1:1OF1	p32333_1	11/12/2013	p32333_1.cpl	NO
042	wi01069441	ISS1:1OF1	p32097_1	11/12/2013	p32097_1.cpl	NO
043	wi01058621	ISS1:1OF1	p32339_1	11/12/2013	p32339_1.cpl	NO
044	wi01032756	ISS1:1OF1	p32673_1	11/12/2013	p32673_1.cpl	NO
045	wi01070465	iss1:1of1	p32562_1	11/12/2013	p32562_1.cpl	NO
046	wi01053920	ISS1:1OF1	p32303_1	11/12/2013	p32303_1.cpl	NO
047	wi00897254	ISS1:1OF1	p31127_1	11/12/2013	p31127_1.cpl	NO
048	wi01057403	ISS1:1OF1	p32591_1	11/12/2013	p32591_1.cpl	NO
049	wi01066991	ISS1:1OF1	p32449_1	11/12/2013	p32449_1.cpl	NO
050	wi01094305	ISS1:1OF1	p32640_1	11/12/2013	p32640_1.cpl	NO
051	wi01058359	ISS1:1OF1	p32331_1	11/12/2013	p32331_1.cpl	NO

052	wi01047890	ISS1:1OF1	p32697_1	11/12/2013	p32697_1.cpl	NO
053	wi01060241	ISS1:1OF1	p32381_1	11/12/2013	p32381_1.cpl	NO
054	wi01034307	ISS1:1OF1	p32615_1	11/12/2013	p32615_1.cpl	NO
055	wi01052428	ISS1:1OF1	p32606_1	11/12/2013	p32606_1.cpl	NO
056	wi00884716	ISS1:1OF1	p32517_1	11/12/2013	p32517_1.cpl	NO
057	wi01070468	iss1:1of1	p32418_1	11/12/2013	p32418_1.cpl	NO
058	wi01091447	ISS1:1OF1	p32675_1	11/12/2013	p32675_1.cpl	NO
059	wi01068042	ISS1:1OF1	p32669_1	11/12/2013	p32669_1.cpl	NO
060	wi01061483	ISS1:1OF1	p32359_1	11/12/2013	p32359_1.cpl	NO
061	wi01065125	ISS1:1OF1	p32416_1	11/12/2013	p32416_1.cpl	NO
062	wi01056633	ISS1:1OF1	p32322_1	11/12/2013	p32322_1.cpl	NO
063	wi01070474	iss1:1of1	p32407_1	11/12/2013	p32407_1.cpl	NO
064	wi01053597	ISS1:1OF1	p32304_1	11/12/2013	p32304_1.cpl	NO
065	wi01070471	ISS1:1OF1	p32415_1	11/12/2013	p32415_1.cpl	NO
066	wi01025156	ISS1:1OF1	p32136_1	11/12/2013	p32136_1.cpl	NO
067	wi01088775	ISS1:1OF1	p32659_1	11/12/2013	p32659_1.cpl	NO
068	wi01083584	ISS1:1OF1	p32619_1	11/12/2013	p32619_1.cpl	NO
069	wi01075360	iss1:1of1	p32602_1	11/12/2013	p32602_1.cpl	NO
070	wi01053195	ISS1:1OF1	p32297_1	11/12/2013	p32297_1.cpl	NO
071	wi01043367	ISS1:1OF1	p32232_1	11/12/2013	p32232_1.cpl	NO
072	wi01082456	ISS1:1OF1	p32596_1	11/12/2013	p32596_1.cpl	NO
073	wi01089519	ISS1:1OF1	p32665_1	11/12/2013	p32665_1.cpl	NO
074	wi01065842	ISS1:1OF1	p32478_1	11/12/2013	p32478_1.cpl	NO
075	wi01088585	ISS1:1OF1	p32656_1	11/12/2013	p32656_1.cpl	NO
076	wi01035980	ISS1:1OF1	p32558_1	11/12/2013	p32558_1.cpl	NO
077	wi01087543	ISS1:1OF1	p32662_1	11/12/2013	p32662_1.cpl	NO
078	wi01060826	ISS1:1OF1	p32379_1	11/12/2013	p32379_1.cpl	NO
079	wi01061484	ISS1:1OF1	p32576_1	11/12/2013	p32576_1.cpl	NO
080	wi01034961	ISS1:1OF1	p32144_1	11/12/2013	p32144_1.cpl	NO
081	wi01056067	ISS1:1OF1	p32457_1	11/12/2013	p32457_1.cpl	NO
082	WI01077073	ISS1:1OF1	p32534_1	11/12/2013	p32534_1.cpl	NO
083	wi01073100	ISS1:1OF1	p32599_1	11/12/2013	p32599_1.cpl	NO
084	wi01060341	ISS1:1OF1	p32578_1	11/12/2013	p32578_1.cpl	NO
MDP>LAST SUCCESSFUL MDP REFRESH :2013-08-27 14:24:01(Local Time)						
MDP>USING DEPLIST ZIP FILE DOWNLOADED :2013-08-27 09:21:58(est)						

Appendix B

Avaya phone set extension 3000 (Type 1120E)

```
DES 1120
TN 100 0 00 00 VIRTUAL
TYPE 1120
CDEN 8D
CTYP XDLC
CUST 0
NUID
NHTN
CFG_ZONE 00002
CUR_ZONE 00002
MRT
ERL 0
ECL 0
FDN 0
TGAR 0
LDN NO
NCOS 0
SGRP 0
RNPG 3
SCI 0
SSU
LNRS 16
XLST
SCPW
SFLT NO
CAC_CIS 3
CAC_MFC 0
CLS UNR FBD WTA LPR PUA MTD FND HTD TDD HFA CRPD
MWD LMPN RMMD SMWD AAD IMD XHD IRD NID OLD VCE DRG1
POD SLKD CCSD SWD LNA CNDD
CFTD SFD MRD DDV CNID CDCA MSID DAPA BFED RCBF
ICDD CDMD LLCN MCTD CLBD AUTU
GPUA DPUD DNDD CFXD ARHD FITD CLTD ASCD
CPFA CPTA ABDD CFHD FICD NAID DNAA RDLA BUZZ AGRD MOAD
UDI RCC HBTD AHD IPND DDGA NAMA MIND PRSD NRWD NRCD NROD
DRDD EXR0
USMD USRD ULAD CCBD RTDD RBDD RBHD PGND OCBF FLXD FTTU DNDY DNO3 MCBN
FDSD NOVD VOLA VOUD CDMR PRED RECA MCDD T87A SBMD
KEM3 MSNV FRA PKCH MUTA MWTD DVLD CROD ELCD VMSA
CPND LANG ENG
HUNT
PLEV 02
PUID
UPWD
DANI NO
AST 00
IAPG 0
AACS NO
ITNA NO
DGRP
MLWU LANG 0
MLNG ENG
DNDR 0
KEY 00 SCR 3000 0 MARP
ANIE 0
01 RNP 3
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02
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11
12
13
14
15
16
17 TRN
18 AO6
19 CFW 16
20 RGA
21 PRK
22 RNP
23
24 PRS
25 CHG
26 CPN
27
28
29
30
31

DATE 6 MAR 2014

Avaya phone set extension 3007 (Type 1150E)

```
DES 1150
TN 100 0 00 07 VIRTUAL
TYPE 1150
CDEN 8D
CTYP XDLC
CUST 0
NUID
NHTN
CFG_ZONE 00010
CUR_ZONE 00010
MRT
ERL 0
ECL 0
FDN 6203
TGAR 1
LDN NO
NCOS 0
SGRP 0
RNPG 0
SCI 0
SSU
LNRS 16
XLST
SCPW
SFLT NO
CAC_CIS 3
CAC_MFC 0
CLS UNR FBD WTA LPR MTD FNA HTA TDD HFA CRPD
MWD LMPN RMMD SMWD AAD IMD XHD IRD NID OLD VCE DRG1
POD SLKD CCSD SWD LNA CNDA
CFTD SFD MRD DDV CNID CDCA MSID DAPA BFED RCBF
ICDD CDMD LLCN MCTD CLBD AUTU
GPUD DPUD DNDA CFXD ARHD FITD CNTD CLTD ASCD
CPFA CPTA ABDD CFHD FICD NAID DNAA RDLA BUZZ AGRD MOAD
UDI RCC HBTD AHD IPND DDGA NAMA MIND PRSD NRWD NRCD NROD
DRDD EXR0
USMD USRD ULAD CCBF RTDD RBDD RBHD PGND OCBF FLXD FTTU DNDY DNO3 MCBN
FDSD NOVD VOLA VOUD CDMR PRED RECA MCDD T87A SBMD
KEM3 MSNV FRA PKCH MUTA MWTD DVLD CROD ELCD VMSA
CPND_LANG ENG
RCO 0
HUNT 6004
LHK 0
PLEV 02
PUID
UPWD
DANI NO
SPID NONE
AST 00 03
IAPG 0
AACS YES
ACQ AS: TN,AST-DN
ASID 17
SFNB 1 2 3 4 5 6 7 8 9 10 11 12 13 15 16 17 18 19 21 22 23 24
25 26 28 29 31 33 34 35 36 37 38 39
SFRB 1 2 15 32 33
USFB 1 2 3 4 5 6 7 9 10 11 12 13 14 15
CALB 0 1 3 4 5 6 8 9 10 11 12
FCTB 1
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```
ITNA NO
DGRP
PRI 01
MLWU LANG 0
MLNG ENG
DNDR 0
KEY 00 ACD 3333 0 3907
AGN
    ANIE 0
01 NRD
02 MSB
03 SCR 3007 0 MARP
    ANIE 0
04
05
06
07
08
09
10
11
12
13
14 ASP
15 EMR
16
17 TRN
18 AO6
19 CFW 16
20 RGA
21 PRK
22 RNP
23
24 PRS
25 CHG
26 CPN
27
28
29
30
31
DATE 4 MAR 2014
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