



Avaya Solution & Interoperability Test Lab

Application Notes for Telephonetics Audio File Download Utility with Avaya Voicemail Pro - Issue 1.0

Abstract

These Application Notes describe the configuration steps required for the Telephonetics Audio File Download Utility to work with Avaya Voicemail Pro. The Telephonetics Audio File Download Utility provides users with a mechanism for managing the replacement of Voicemail Pro audio files with audio files professionally recorded by Telephonetics. Features and functionality were validated. Information in these Application Notes has been obtained through interoperability 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 the compliance-tested configuration utilizing Avaya Voicemail Pro 2.1(10) and Telephonetics Audio File Download Utility 1.0.

Telephonetics Audio Message Management Services provide professionally produced audio files for use in the automated attendant and/or interactive voice response modules defined within Voicemail Pro. Telephonetics, as part of this service, will work with customers to set up a connection (VPN, dial-up, etc) between the Telephonetics Customer Relationship Management server and the customer's Voicemail Pro server for audio file updates. The Telephonetics Audio Messaging Management Services and the connection schemes supported by this service are beyond the scope of DevConnect compliance testing. DevConnect compliance testing for this solution focused on the Telephonetics Audio File Download Utility and its ability to update locally recorded automated attendant and/or interactive voice response audio files in the Avaya Voicemail Pro server.

The Telephonetics Audio File Download Utility is installed on the Avaya Voicemail Pro server. The Audio File Download Utility does not directly interoperate with IP Office or Voicemail Pro; it works with an exported text file view of the Voicemail Pro configuration. The Audio File Download Utility uses telnet (port 23) to transfer the Voicemail Pro configuration text file to the Telephonetics Customer Relationship Management (CRM) server. Telephonetics references the uploaded configuration when an order for new audio files is placed either online or by telephone. Once the new audio files are placed in the Telephonetics CRM server, the Audio File Download Utility is used to download each audio file sequentially to a temporary directory then transfer the file to the appropriate directory and file name on the Voicemail Pro server.

The Telephonetics Audio File Download Utility is used for the following reasons:

1. Upload the latest text file representation of the Voicemail Pro configuration – this information is used by Telephonetics services to determine proper placement of the replacement audio files ordered for the Voicemail Pro modules provided in the configuration.
2. Download replacement audio files to the proper file and directory location on the Voicemail Pro server.

The expected User (customer and/or Voicemail Pro administrator) / Telephonetics interaction is as follows:

- User creates a new module in Voicemail Pro and locally records audio file(s) for the module.
- User views configuration as text, saves it to a text file and uploads the saved text file to the Telephonetics CRM server using the Utility.

- User contacts Telephonetics services according to prior arrangement, e.g., online web order and/or order by phone to order new audio file(s) for the module.
- Telephonetics arranges for the production of the newly ordered audio file(s).
- Once new audio files are ready, Telephonetics places new audio files on CRM server and contacts the user to download file(s).
- User uses the Utility to download new audio files and install them to the appropriate location on the Voicemail Pro server.

The Telephonetics Audio File Download Utility by its current design should only be used to replace audio files for Voicemail Pro Modules and/or Specific Short Code Start Points. The utility can be used to simplify the replacement of audio files for any module listed in the exported text file view of the Voicemail Pro configuration. All other audio files provided by Voicemail Pro, that is, system audio files, locally recorded names and/or greetings, etc., would require manual replacement and verification of the replacement. As such, replacement of these files was beyond the scope of DevConnect compliance testing. Additionally, the 'Campaigns' feature of Voicemail Pro was not tested with the Telephonetics Audio File Download Utility in this solution.

The tested configuration is shown in **Figure 1**.

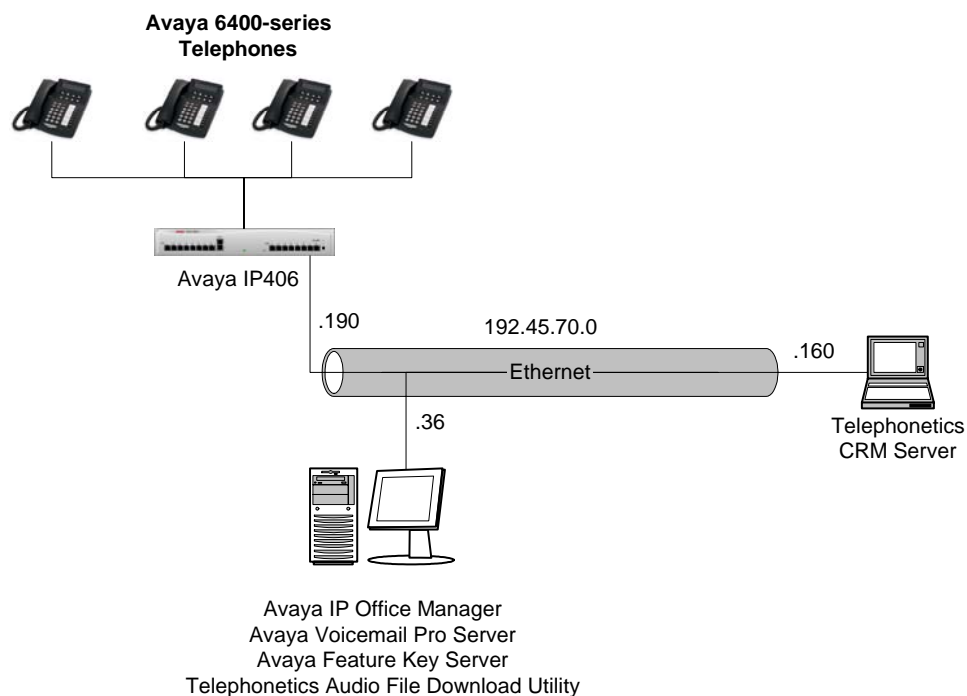


Figure 1: Telephonetics Audio File Download Utility and Avaya Voicemail Pro Configuration

The Telephonetics CRM server was placed in the same network as the Voicemail Pro server as depicted in **Figure 1**. In the real world, the Telephonetics CRM server would reside at the Telephonetics site. Telephonetics, as part of their Audio Message Management Services, will work with customers to set up the remote connection scheme desired by the customer (VPN, dial-up, etc.). Testing the various connection schemes supported by the service was beyond the scope of DevConnect compliance testing.

2. Equipment and Software Validated

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

Equipment	Software
Avaya IP 406 Office System	2.1(24)
Avaya IP Office Manager	4.1(15)
Avaya IP Office Voicemail Pro	2.1(10)
Avaya IP Office Feature Key Server	1.0
Avaya IP Office Feature Key	-
Avaya IP Office Voicemail Pro License	-
Avaya 6408D+, 6416D+M Telephones	-
Telephonetics Audio File Download Utility	1.0
PC for Avaya IP Office Manager, Avaya Feature Key Server, Avaya IP Office Voicemail Pro Server and Telephonetics Audio File Download Utility	Windows 2000 Professional Service Pack 4
Telephonetics CRM Server	Windows 2000 Server Service Pack 4

3. Configure Avaya Voicemail Pro

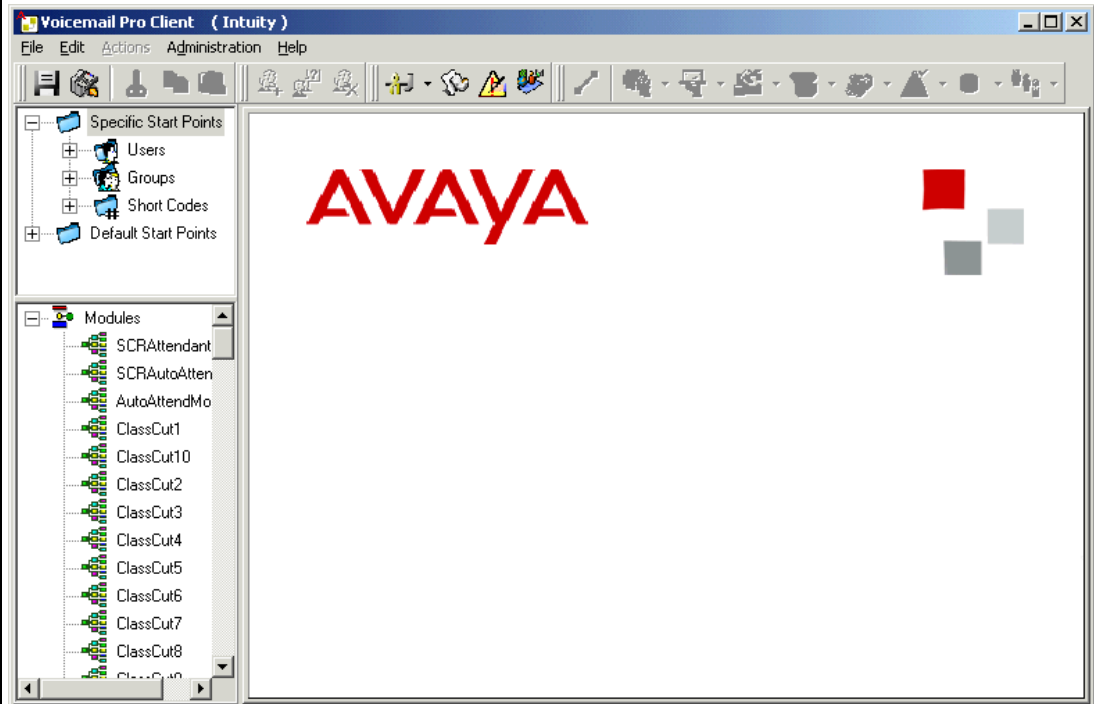
There is no direct interaction between Avaya IP Office Voicemail Pro and Telephonetics Audio File Download Utility.

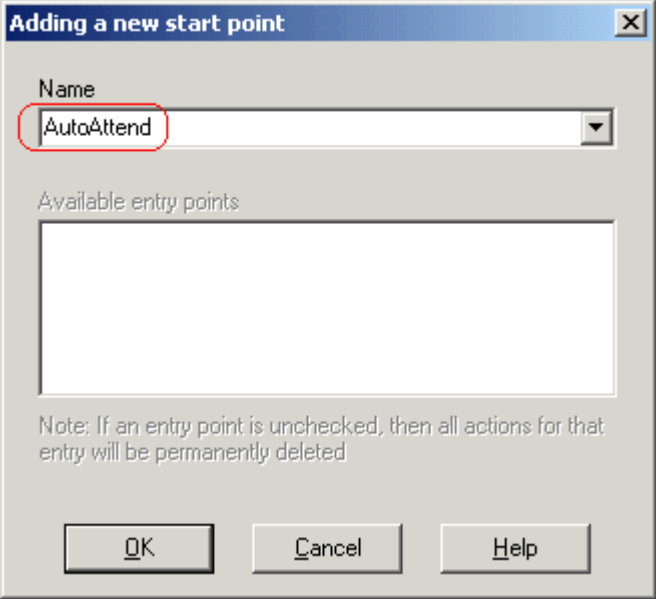
For the purposes of these Application Notes, the information provided in this section is to show the representation of a simple automated attendant whose locally recorded audio files were replaced by those provided by Telephonetics. This section also provides information on how to create a text file representation of the Automated Attendant module created for use with the Audio File Download Utility.

For all other provisioning information, such as, installation, module creation, locally recording audio files, etc., please refer to the IP Office Voicemail Pro documentation listed in the Additional References section of this document.

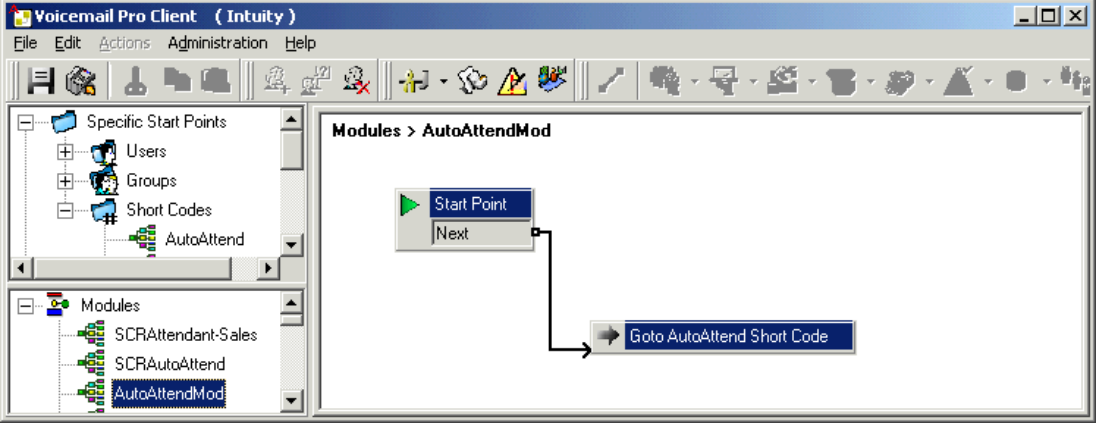
3.1. How to Create New Modules and/or Start Points in Voicemail Pro

Step	Description
	Connect to IP Office Voicemail Pro Client
1.	Log into the IP Office Voicemail Pro server and go to Start → Programs → IP Office → Voicemail Pro to launch the Voicemail Pro client.
	Define AutoAttend Short Code Start Point
2.	In the Voicemail Pro Client window that appears, go to the top left pane, right-click on Short Codes and select Add .



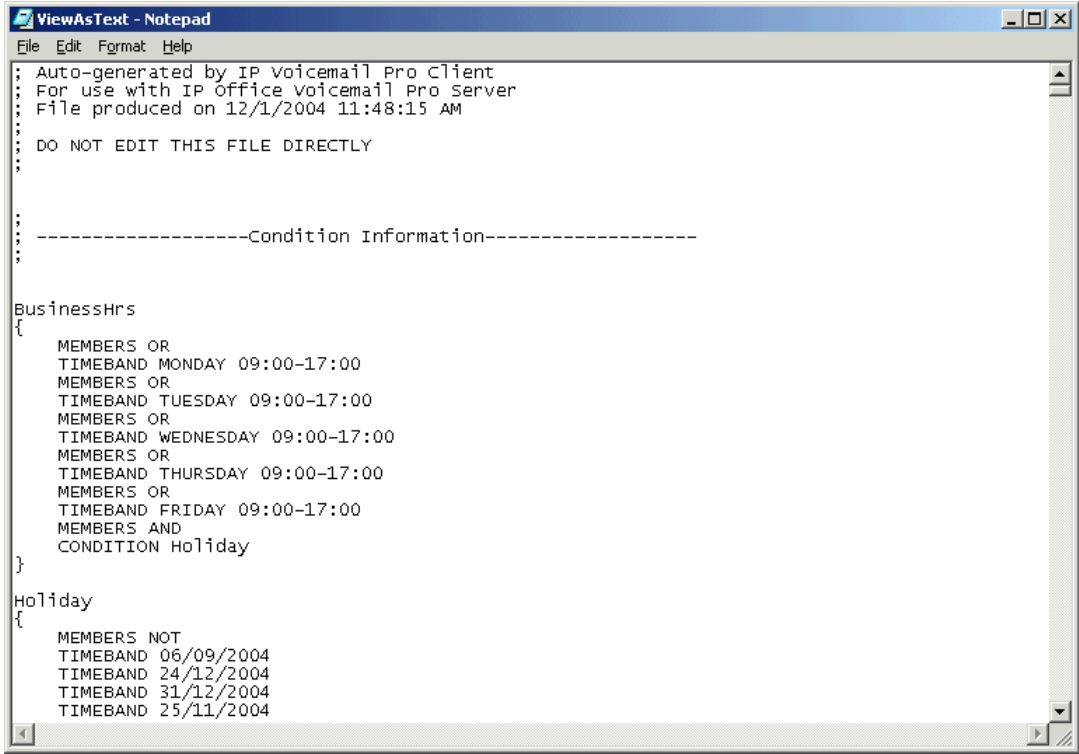
Step	Description
3.	<p>In the Adding a new start point popup that appears, set <i>Name</i> to AutoAttend and click OK.</p> 

Step	Description
4.	<p>On the right hand pane of the Voicemail Pro Client window, the entry Short Codes > AutoAttend appears. The following call flow was defined for this short code: Test business hours, if after hours, go to NightMain module. If not after hours, transfer the call to the desired destination based on caller input,</p>
5.	Record audio files for the AutoAttend module.
	Define AutoAttendMod Module
6.	In the Voicemail Pro Client window, go to the bottom left pane, right-click on Modules and select Add .
7.	In the Adding a new start point popup that appears, set <i>Name</i> to AutoAttendMod and click OK .

Step	Description
8.	<p>On the right hand pane of the Voicemail Pro Client window, the entry Modules > AutoAttendMod appears. The following call flow was defined for this module: Go to the AutoAttend Short Code start point.</p> 
Save and activate the configuration	
9.	<p>In the Voicemail Pro Client window, go to File → Save & Make Live to save the configuration and make it accessible to callers.</p>

3.2. How to Save the Configuration to Text

Step	Description
Connect to IP Office Voicemail Pro Client	
1.	<p>Log into the IP Office Voicemail Pro server and go to Start → Programs → IP Office → Voicemail Pro to launch the Voicemail Pro client.</p>
Export configuration for use with Telephonetics Audio File Download Utility	
2.	<p>In the Voicemail Pro Client window, go to File → View as Text... to view the configuration in text format.</p>

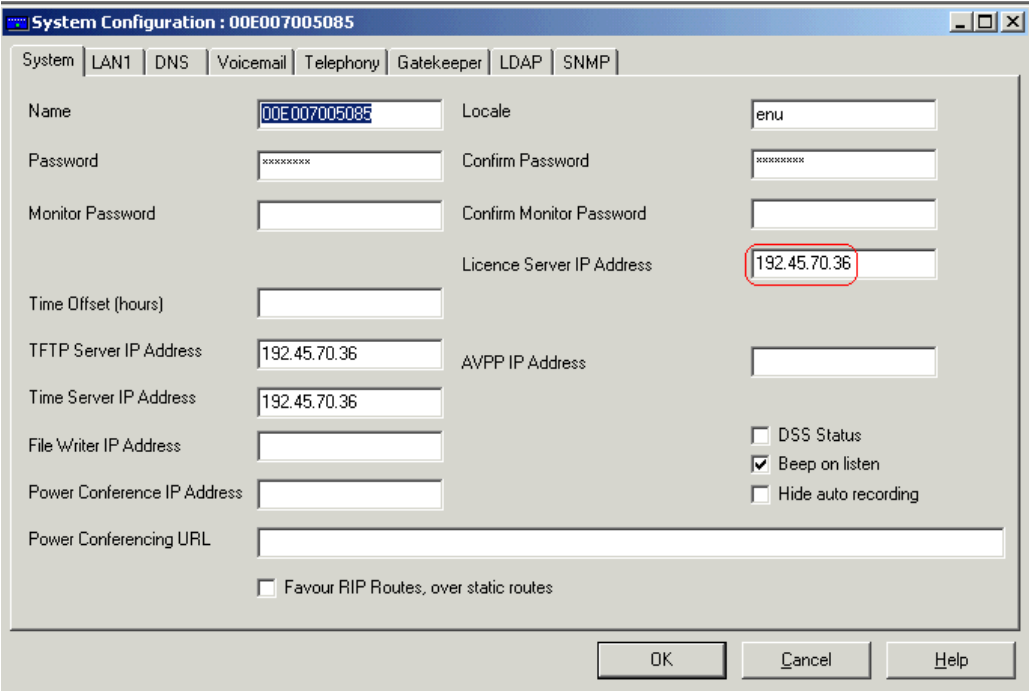
Step	Description
3.	<p>In the ViewAsText – Notepad window that appears, go to File → Save As... to save the file to text.</p>  <p>The screenshot shows a Notepad window titled 'ViewAsText - Notepad'. The menu bar includes File, Edit, Format, and Help. The text content is as follows:</p> <pre> ; Auto-generated by IP Voicemail Pro Client ; For use with IP Office Voicemail Pro Server ; File produced on 12/1/2004 11:48:15 AM ; ; DO NOT EDIT THIS FILE DIRECTLY ; ; ; -----Condition Information----- ; BusinessHrs { MEMBERS OR TIMEBAND MONDAY 09:00-17:00 MEMBERS OR TIMEBAND TUESDAY 09:00-17:00 MEMBERS OR TIMEBAND WEDNESDAY 09:00-17:00 MEMBERS OR TIMEBAND THURSDAY 09:00-17:00 MEMBERS OR TIMEBAND FRIDAY 09:00-17:00 MEMBERS AND CONDITION Holiday } Holiday { MEMBERS NOT TIMEBAND 06/09/2004 TIMEBAND 24/12/2004 TIMEBAND 31/12/2004 TIMEBAND 25/11/2004 } </pre>
4.	<p>In the Save As popup that appears, save the file to the directory and filename desired. For the purposes of these Application Notes, the configuration was saved to D:\members\telephonetics\VMPro-Cfg-120104-1332.txt.</p>
5.	<p>Exit from Notepad and the Voicemail Pro client.</p>

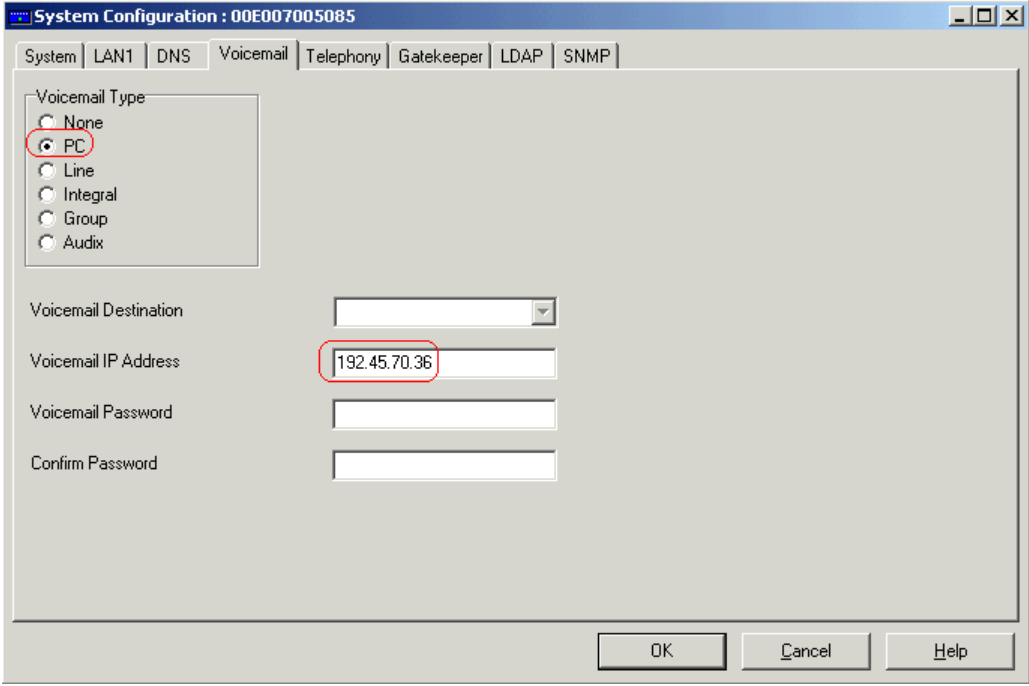
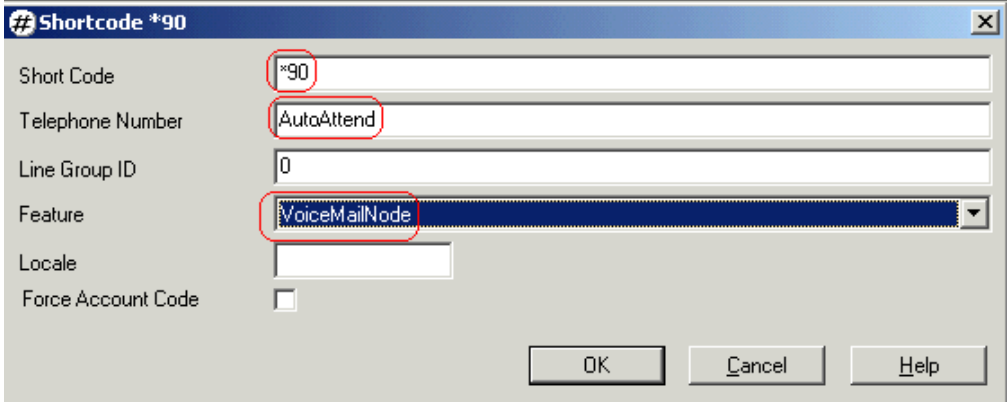
4. Configure Avaya IP Office

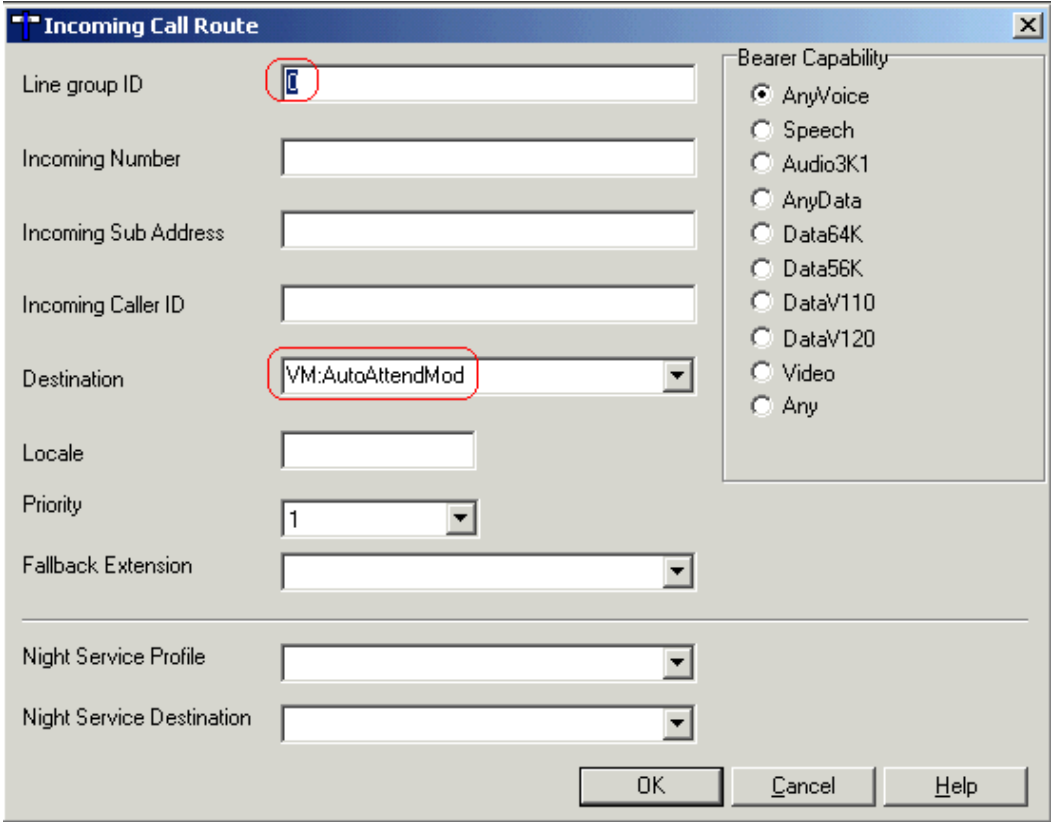
There is no direct interaction between Avaya IP Office and Telephonetics Audio File Download Utility.

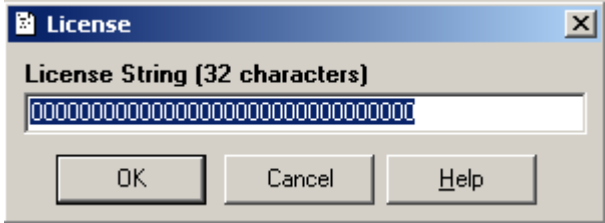
The configuration information provided in this section describes the basic provisioning required to set up IP Office and Voicemail Pro as well as the basic steps needed to call a simple automated attendant module defined in Voicemail Pro. This information has been supplied for completeness.

For all other provisioning information, such as provisioning of the trunks for regular inbound and outbound dialing, call coverage, extensions, etc., please refer to the IP Office documentation listed in the Additional References section of this document.

Step	Description
IP Office Feature Key Physical Installation	
1.	Plug in the Avaya feature key into the appropriate port on the Avaya IP Office Feature Key Server PC, e.g., serial, parallel, USB.
Connect to IP Office	
2.	Log into the IP Office Manager PC and go to Start → Programs → IP Office → Manager to launch the Manager application. Log into the Manager application using the appropriate credentials.
3.	In the Manager window that appears, select File → Open to search for the IP Office system in the network.
4.	Log into the IP Office system using the appropriate login credentials to receive its configuration.
Configure License Key Server IP Address	
5.	<p>In the Manager window, go to the Configuration Tree and double-click System. In the System Configuration window that appears, select the System tab and set <i>License Server IP Address</i> to the IP address of the machine to which the red Avaya Software Sentinel key is connected, e.g., 192.45.70.36. This is typically the IP Office Manager PC.</p> 

Step	Description
6.	<p>In the Voicemail tab of the System Configuration window, select the PC radio button for Voicemail Type, set <i>Voicemail IP Address</i> to the IP address of the Voicemail Pro server, e.g., 192.45.70.36 and click OK.</p>  <p>The screenshot shows the 'System Configuration : 00E007005085' window with the 'Voicemail' tab selected. Under 'Voicemail Type', the 'PC' radio button is selected. The 'Voicemail IP Address' field is populated with '192.45.70.36'. Other fields like 'Voicemail Destination', 'Voicemail Password', and 'Confirm Password' are empty. The 'OK', 'Cancel', and 'Help' buttons are at the bottom right.</p>
Setup Auto Attendant short code (dial this short code to access auto attendant)	
7.	<p>In the Manager window, go to the Configuration Tree and double-click Shortcode to open the list of short codes installed in the IP Office system.</p>
8.	<p>Right click in the short code list window and select New. In the Shortcode window that appears, set <i>Short Code</i> to *90, <i>Telephone Number</i> to AutoAttend, <i>Feature</i> to VoiceMailNode, and click OK.</p>  <p>The screenshot shows the '# Shortcode *90' window. The 'Short Code' field contains '*90', 'Telephone Number' contains 'AutoAttend', 'Line Group ID' contains '0', and the 'Feature' dropdown is set to 'VoiceMailNode'. The 'Locale' and 'Force Account Code' fields are empty. The 'OK', 'Cancel', and 'Help' buttons are at the bottom right.</p>

Step	Description
Route incoming calls to the Automated Attendant Module	
9.	In the Manager window, go to the Configuration Tree and double-click Incoming Call Route to open the list of incoming call routes in the IP Office system.
10.	<p>Right click in the incoming call route window and select New. In the Incoming Call Route window that appears, set <i>Line group ID</i> to the ID used for all trunks that are to be directed to the Automated Attendant module, e.g., 0, set <i>Destination</i> to the module defined in Voicemail Pro for the automated attendant, e.g., VM:AutoAttendMod. Click OK.</p>  <p>NOTE 1: An alternate approach could have been to set <i>Destination</i> to *90 which would have directed incoming calls to the AutoAttend short code rather than the AutoAttendMod module in Voicemail Pro. These are two distinct start points in Voicemail Pro. For further information and/or examples, please refer to the Voicemail Pro documentation listed in the Additional References section of this document.</p> <p>NOTE 2: Do not define conflicting incoming call routes. If Line group ID 0 is already in use, redundant entries will prevent calls from being routed as desired.</p>
Install Voicemail Pro License Key	
11.	In the Manager window, go to the Configuration Tree and double-click License to open the list of licenses installed in the IP Office system.

Step	Description
12.	Right click in the license list window and select New . In the License window that appears, enter the Voicemail Pro License Key and click OK . 
13.	In the Manager window, select File → Save to save the licenses to the IP Office system and wait for the system to update. The system reload validates the new license.

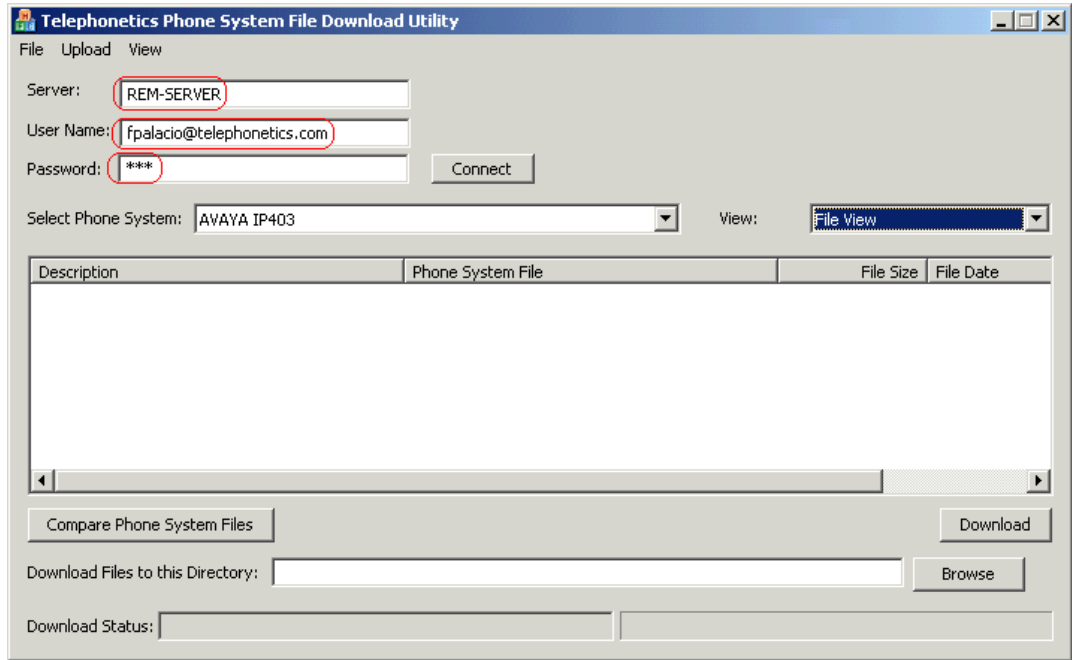

5. Use the Telephonetics Audio File Download Utility

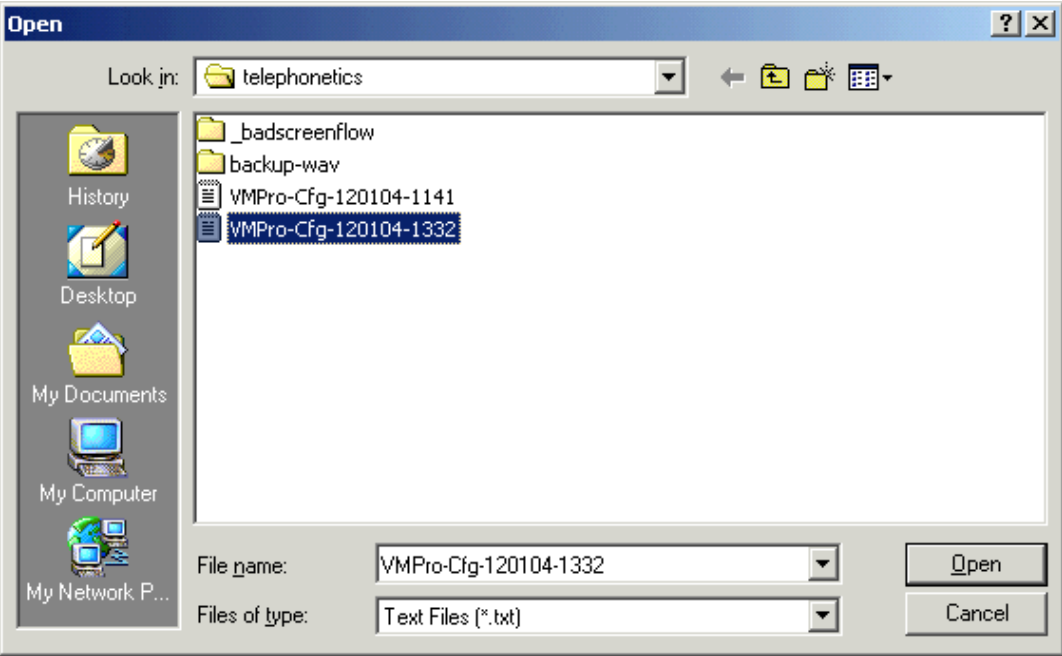
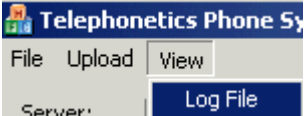
This section addresses use of the Audio File Download Utility as it relates to using the text file representation of the Voicemail Pro configuration.

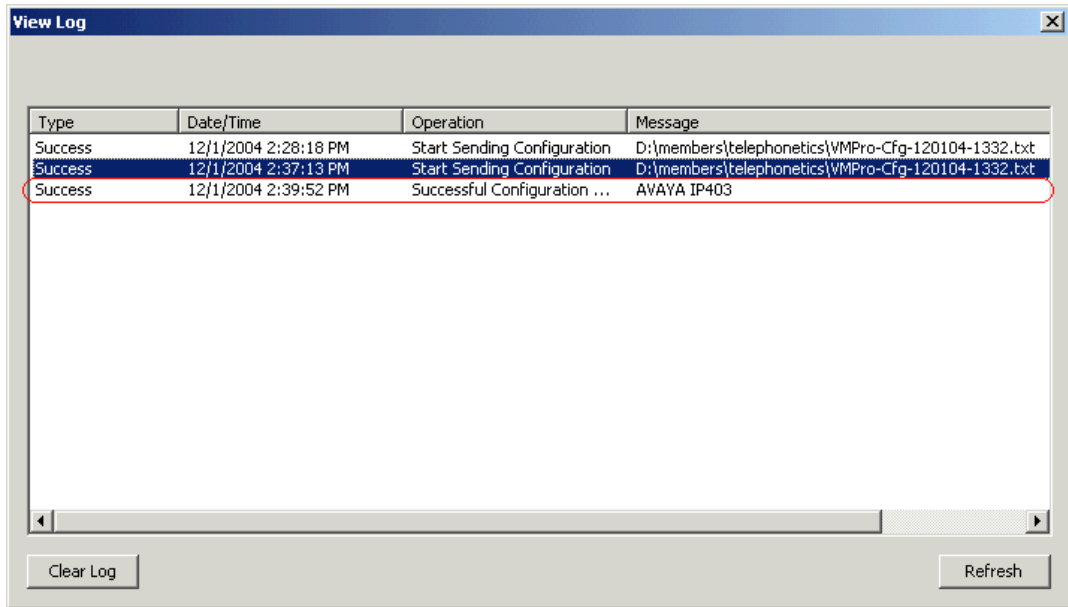
For all other provisioning information, such as installation of the Audio File Download Utility and/or setting up the remote connection between the Telephonetics CRM server and the Voicemail Pro server, please contact Telephonetics services and technical support.

5.1. How to Send Configuration to Telephonetics CRM server

Step	Description
	Launch the Utility
1.	Log into the Voicemail Pro server with the appropriate administrative privileges. Go to Start → Programs → Telephonetics → Telephonetics Audio File Download Utility .

Step	Description
2.	<p data-bbox="362 264 941 296">Set up session with Telephonetics CRM server</p> <p data-bbox="362 302 1443 533">In the Telephonetics Phone System File Download Utility window that appears, set <i>Server</i> to the CRM server name provided by Telephonetics, e.g., REM-SERVER, set <i>User Name</i> to the ID provided by Telephonetics, e.g., fpalacio@telephonetics.com, and set <i>Password</i> to the password provided by Telephonetics. Click Connect. The connection to the CRM server is successfully established when the CRM server populates <i>Select Phone System</i> with AVAYA IP403. This is a label that is assigned by Telephonetics to identify the system.</p> 
3.	<p data-bbox="362 1255 1349 1325">In the Telephonetics Phone System File Download Utility window, go to Upload → Configuration.</p> 

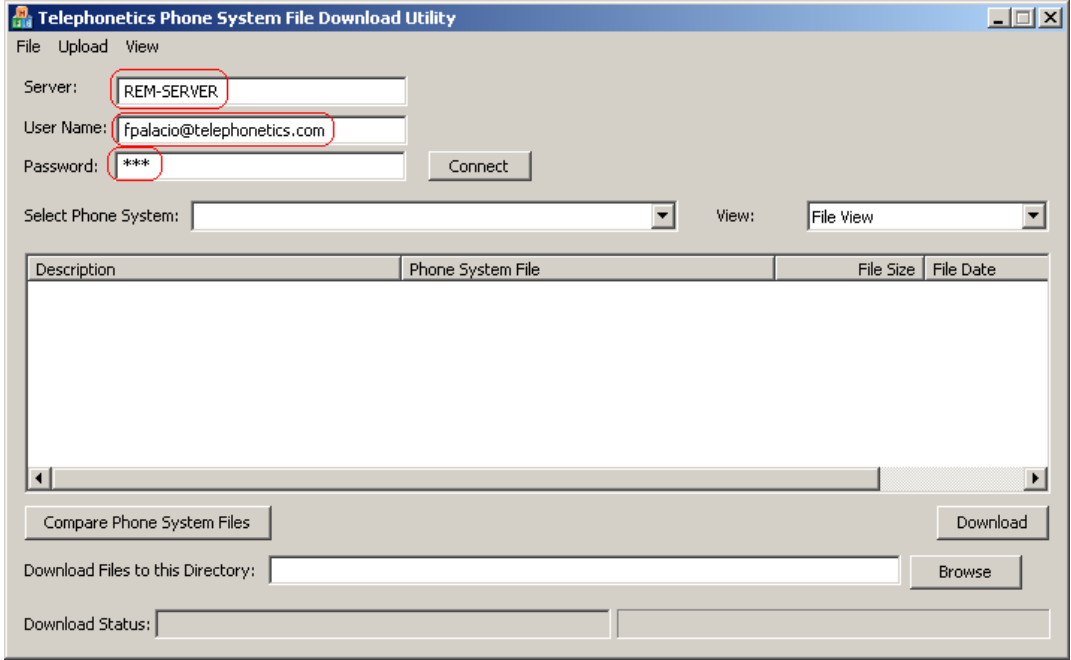
Step	Description
4.	<p>In the Open window that appears, browse to the text file view of the Voicemail Pro configuration saved and click Open.</p> 
5.	<p>In the Telephonetics Phone System File Download Utility window, go to View → Log File to verify the configuration was successfully sent to the CRM server.</p> 

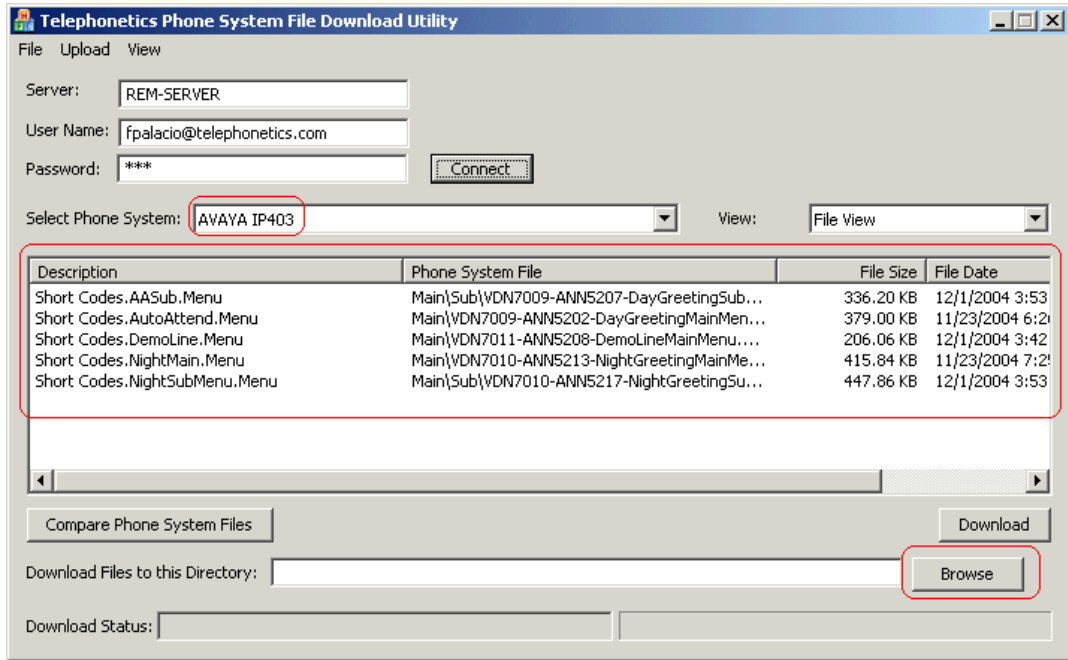
Step	Description																
6.	<p>In the View Log window that appears, verify the entry Successful Configuration Upload appears to confirm the configuration was successfully sent to the CRM server.</p>  <p>The screenshot shows a 'View Log' window with a table containing the following data:</p> <table><tr><th>Type</th><th>Date/Time</th><th>Operation</th><th>Message</th></tr><tr><td>Success</td><td>12/1/2004 2:28:18 PM</td><td>Start Sending Configuration</td><td>D:\members\telephonetics\VMPro-Cfg-120104-1332.txt</td></tr><tr><td>Success</td><td>12/1/2004 2:37:13 PM</td><td>Start Sending Configuration</td><td>D:\members\telephonetics\VMPro-Cfg-120104-1332.txt</td></tr><tr><td>Success</td><td>12/1/2004 2:39:52 PM</td><td>Successful Configuration Upload ...</td><td>AVAYA IP403</td></tr></table> <p>Buttons at the bottom of the window include 'Clear Log' and 'Refresh'.</p>	Type	Date/Time	Operation	Message	Success	12/1/2004 2:28:18 PM	Start Sending Configuration	D:\members\telephonetics\VMPro-Cfg-120104-1332.txt	Success	12/1/2004 2:37:13 PM	Start Sending Configuration	D:\members\telephonetics\VMPro-Cfg-120104-1332.txt	Success	12/1/2004 2:39:52 PM	Successful Configuration Upload ...	AVAYA IP403
Type	Date/Time	Operation	Message														
Success	12/1/2004 2:28:18 PM	Start Sending Configuration	D:\members\telephonetics\VMPro-Cfg-120104-1332.txt														
Success	12/1/2004 2:37:13 PM	Start Sending Configuration	D:\members\telephonetics\VMPro-Cfg-120104-1332.txt														
Success	12/1/2004 2:39:52 PM	Successful Configuration Upload ...	AVAYA IP403														
7.	<p>This completes the steps necessary to send the configuration to the CRM server.</p>																

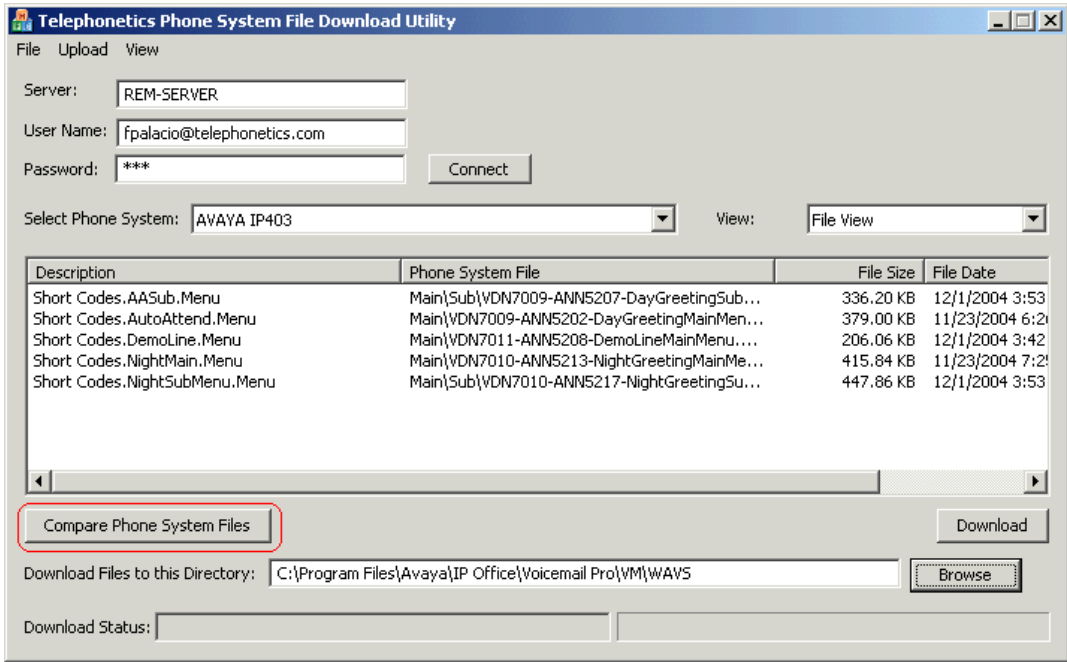
5.2. How to Download Ordered Audio Files

This section addresses how to download ordered audio files once they are made available on the CRM server. Audio files may be ordered from Telephonetics by Telephone or online based on prior arrangement.

Step	Description
Launch the Utility	
1.	Log into the Voicemail Pro server with the appropriate administrative privileges. Go to Start → Programs → Telephonetics → Telephonetics Audio File Download Utility .
Set up session with Telephonetics CRM server	
2.	In the Telephonetics Phone System File Download Utility window that appears, set <i>Server</i> to the CRM server name provided by Telephonetics, e.g., REM-SERVER , set <i>User Name</i> to the id provided by Telephonetics, e.g., fpalacio@telephonetics.com , and set <i>Password</i> to the password provided by Telephonetics. Click Connect .



Step	Description
3.	<p>In the Telephonetics Phone System File Download Utility window, verify the connection to the CRM server is successfully established by confirming the CRM server populates <i>Select Phone System</i> with AVAYA IP403 and the File View pane is populated with the replacement audio files that are available for download. Click Browse.</p> 
4.	<p>In the Browse for Folder popup that appears, browse to the root directory where the locally recorded audio files are located, e.g., C:\Program Files\Avaya\IP Office\Voicemail Pro\VM\WAVS, and click OK.</p>

Step	Description
5.	<p>In the Telephonetics Phone System File Download Utility window, click Compare Phone System Files.</p>  <p>NOTE: If Download were clicked instead of Compare Phone System Files, all the audio files would simply be downloaded.</p>

Step	Description
6.	<p>In the Download Files window that appears, all files selected for download appear in the bottom half of the window. To remove files from the download list, highlight them and click Remove Selected. The rejected files would then be moved to the top half of the window. Once the final selection is made for file download, click Download Files to download the files. To close the window, click Cancel.</p>

Download Files

Available Files

Phone System File	File Size	File Date
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Mark Selected

Mark All

Selected Files

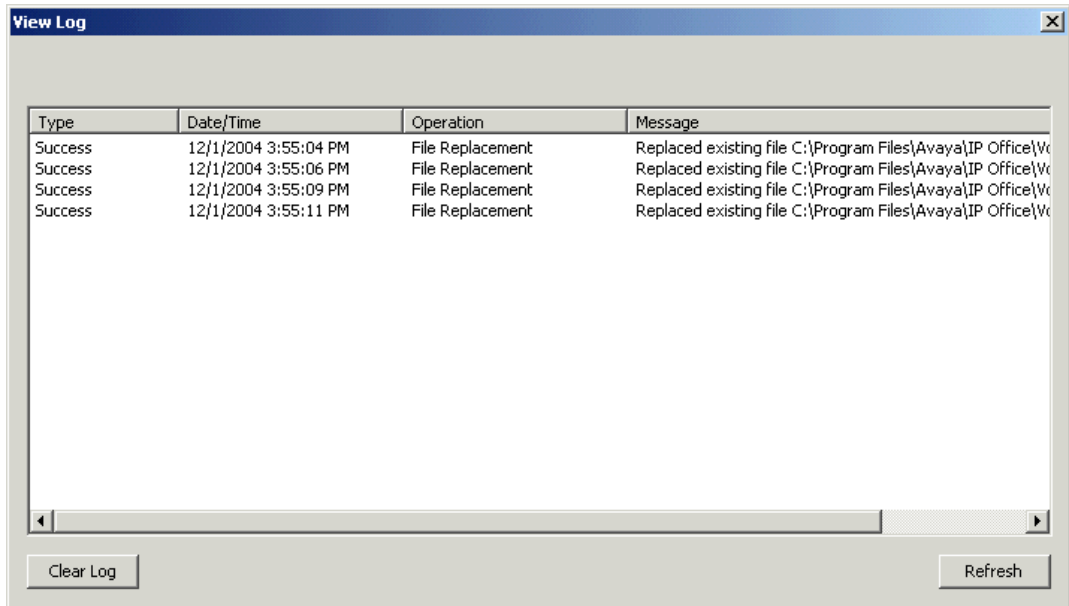
Phone System File	File Size	File Date
C:\Program Files\Avaya\IP Office\Voicemail Pro\VM\WAVS\Main\Sub\VDN7009-ANN5207-DayGreetin...	336.20 KB	12/1/2004 3:53:00 PM
C:\Program Files\Avaya\IP Office\Voicemail Pro\VM\WAVS\Main\VDN7009-ANN5202-DayGreetingMai...	379.00 KB	11/23/2004 6:26:00 PM
C:\Program Files\Avaya\IP Office\Voicemail Pro\VM\WAVS\Main\VDN7010-ANN5213-NightGreetingM...	415.84 KB	11/23/2004 7:25:00 PM
C:\Program Files\Avaya\IP Office\Voicemail Pro\VM\WAVS\Main\Sub\VDN7010-ANN5217-NightGreeti...	447.86 KB	12/1/2004 3:53:00 PM

Remove Selected

Remove All

Cancel

Download Files

Step	Description																				
7.	<p>In the Telephonetics Phone System File Download Utility window, go to View → Log File to verify the files were downloaded successfully and moved to the appropriate location in the Voicemail Pro server.</p>  <p>The screenshot shows a 'View Log' window with a table containing four columns: Type, Date/Time, Operation, and Message. There are four rows of log entries, all marked as 'Success' and showing 'File Replacement' operations on 12/1/2004 at 3:55 PM. The messages indicate that existing files in the directory C:\Program Files\Avaya\IP Office\ were replaced.</p> <table><tr><th>Type</th><th>Date/Time</th><th>Operation</th><th>Message</th></tr><tr><td>Success</td><td>12/1/2004 3:55:04 PM</td><td>File Replacement</td><td>Replaced existing file C:\Program Files\Avaya\IP Office\W</td></tr><tr><td>Success</td><td>12/1/2004 3:55:06 PM</td><td>File Replacement</td><td>Replaced existing file C:\Program Files\Avaya\IP Office\W</td></tr><tr><td>Success</td><td>12/1/2004 3:55:09 PM</td><td>File Replacement</td><td>Replaced existing file C:\Program Files\Avaya\IP Office\W</td></tr><tr><td>Success</td><td>12/1/2004 3:55:11 PM</td><td>File Replacement</td><td>Replaced existing file C:\Program Files\Avaya\IP Office\W</td></tr></table> <p>At the bottom of the window, there are two buttons: 'Clear Log' and 'Refresh'.</p>	Type	Date/Time	Operation	Message	Success	12/1/2004 3:55:04 PM	File Replacement	Replaced existing file C:\Program Files\Avaya\IP Office\W	Success	12/1/2004 3:55:06 PM	File Replacement	Replaced existing file C:\Program Files\Avaya\IP Office\W	Success	12/1/2004 3:55:09 PM	File Replacement	Replaced existing file C:\Program Files\Avaya\IP Office\W	Success	12/1/2004 3:55:11 PM	File Replacement	Replaced existing file C:\Program Files\Avaya\IP Office\W
Type	Date/Time	Operation	Message																		
Success	12/1/2004 3:55:04 PM	File Replacement	Replaced existing file C:\Program Files\Avaya\IP Office\W																		
Success	12/1/2004 3:55:06 PM	File Replacement	Replaced existing file C:\Program Files\Avaya\IP Office\W																		
Success	12/1/2004 3:55:09 PM	File Replacement	Replaced existing file C:\Program Files\Avaya\IP Office\W																		
Success	12/1/2004 3:55:11 PM	File Replacement	Replaced existing file C:\Program Files\Avaya\IP Office\W																		

6. Interoperability Compliance Testing

This Interoperability Compliance Test included feature and functionality testing. Feature and functionality testing examined the Telephonetics Audio File Download Utility's ability to work with the text file view of the Avaya IP Office Voicemail Pro configuration. Audio file replacement was verified both visually through Microsoft Windows Explorer and audibly by calling the appropriate module and listening to the audio prompt.

6.1. General Test Approach

Feature and functionality testing was performed manually. The IP Office was setup with Voicemail Pro and a short code was defined to access the Voicemail Pro automated attendant module defined for testing. The Voicemail Pro client was used to create a simple automated attendant with locally recorded audio files. The configuration was saved as a text file, which was accessible to the Audio File Download Utility. The Audio File Download Utility was used to upload the configuration to the CRM server as well as download replacement audio files. The audio files were downloaded both while calls were in progress and navigating through the defined Voicemail Pro modules and while there was no call activity.

Performance and load testing was beyond the scope of DevConnect compliance testing for this solution because Telephonetics recommends customers limit audio file replacements during system down times and the Audio File Download Utility is meant for usage in short durations.

6.2. Test Results

Most feature and functionality test cases passed. All issues and/or observations noted during testing are presented in Section 6.2.1 of these Application Notes.

6.2.1. Compliance Test Notes / Observations

- **Utility released mouse too soon during a slow configuration upload.** The Utility released the mouse before the configuration file upload was complete. To prevent issues requiring assistance at the CRM server, users should refrain from other activity on the Utility including exiting the program until confirmation that the ‘Successful Configuration Upload’ message appears in the Log File.
- **Utility meant for incremental audio file replacement.** If the customer requires the initially provided set of audio files to be replaced, e.g., for server replacement scenarios, Telephonetics usually provides the complete set via other means, e.g., CD or zip. The Utility is meant for incremental audio file replacements.

7. Verification Steps

The following steps can be used to verify system operation after a field installation and the connection to the CRM server is setup in conjunction with Telephonetics Technical Support.

- Create a new module in Voicemail Pro, locally record audio files for it, and make it live. (Section 3.1)
- Generate a text file view of the Voicemail Pro configuration (Section 3.2)
- Define a short code in IP Office to access the new module and listen to the audio files. (Section 4)
- Send the Voicemail Pro configuration to the Telephonetics CRM server. (Section 5.1)
- Download replacement audio files from the Telephonetics CRM server. (Section 5.2)
- From an internal extension, dial the short code defined to access the module and verify Voicemail Pro plays the new audio files rather than the locally recorded ones.

8. Support

Customers should call the Telephonetics Customer Service Center when having network connectivity problems to the Telephonetics CRM server and/or problems related to the Audio File Download Utility product. Telephonetics will determine the nature of the problem and recommend the best plan to the customer, whether it is to:

- Fix the problem through remote access.
- Dispatch, at Telephonetics’ discretion, on-site technical support.

For technical support on the Audio File Download Utility software, contact the Telephonetics Customer Service Center at (800) 446-5366 x5995. Technical support email can be sent to avaya@telephonetics.com.

9. Conclusion

These Application Notes describe the required steps for Telephonetics Audio File Download Utility to successfully replace locally recorded audio files in locally defined Avaya Voicemail Pro modules. Features and functionality were successfully validated.

10. Additional References

Avaya IP Office Installation Manual, 40DHB0002USCL, Issue 10c (5/11/2004)

Avaya IP Office 2.1 Voicemail Pro 2.1 Installation and Maintenance, 40DHB0002USAW, Issue 12mk (11/23/2004)

Avaya IP Office – Job Aid Voicemail Pro (2.0) Example Exercises, 048, Issue 3 (10/30/2003)

Telephonetics Audio File Download Utility Installation documentation can be found at <http://avaya.telephonetics.com>

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