



Avaya Solution & Interoperability Test Lab

Application Notes for CVT CorriDOR 5 Unified Communications with Avaya Communication Manager - Issue 1.0

Abstract

These Application Notes describe the configuration steps required for CVT CorriDOR 5 Unified Communications Version (CVT CorriDOR 5) to successfully interoperate with Avaya Communication Manager.

The CVT CorriDOR 5 is a modular voice processing application providing features such as voicemail, automated attendant, fax server and unified messaging with Microsoft Exchange Server. The CVT CorriDOR 5 integrates with Avaya Communication Manager using in-band (mode-code) integration via analog extensions.

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

1. Introduction

The objective of this interoperability compliance testing is to verify that CVT CorriDOR 5 Unified Communications Version 6.0 (CVT CorriDOR 5) can interoperate with Avaya Communication Manager 4.0.1. The CVT CorriDOR 5 is a modular voice processing application providing features such as voicemail, automated attendant, fax server and unified messaging with Microsoft Exchange Server.

Figure 1 illustrates the network configuration used to verify the CVT CorriDOR 5 solution. The configuration included an Avaya S8500 Server running Avaya Communication Manager and an Avaya G650 Media Gateway with connections to the following: Avaya 4600 and 9600 Series IP Telephones, Avaya 2400 Series Digital Telephones, and an ISDN-BRI trunk to the PSTN. CVT CorriDOR 5 is installed on a server running Microsoft Windows Server 2003 with Service Pack 1 and is connected to the Avaya G650 Media Gateway via 4 analog extensions. The Microsoft Exchange 2003 Server and Microsoft Outlook 2003 PC allows the CVT CorriDOR 5 solution to be configured for unified messaging. The Avaya C364T-PWR Converged Stackable Switch provides Ethernet connectivity to the servers and IP telephones.

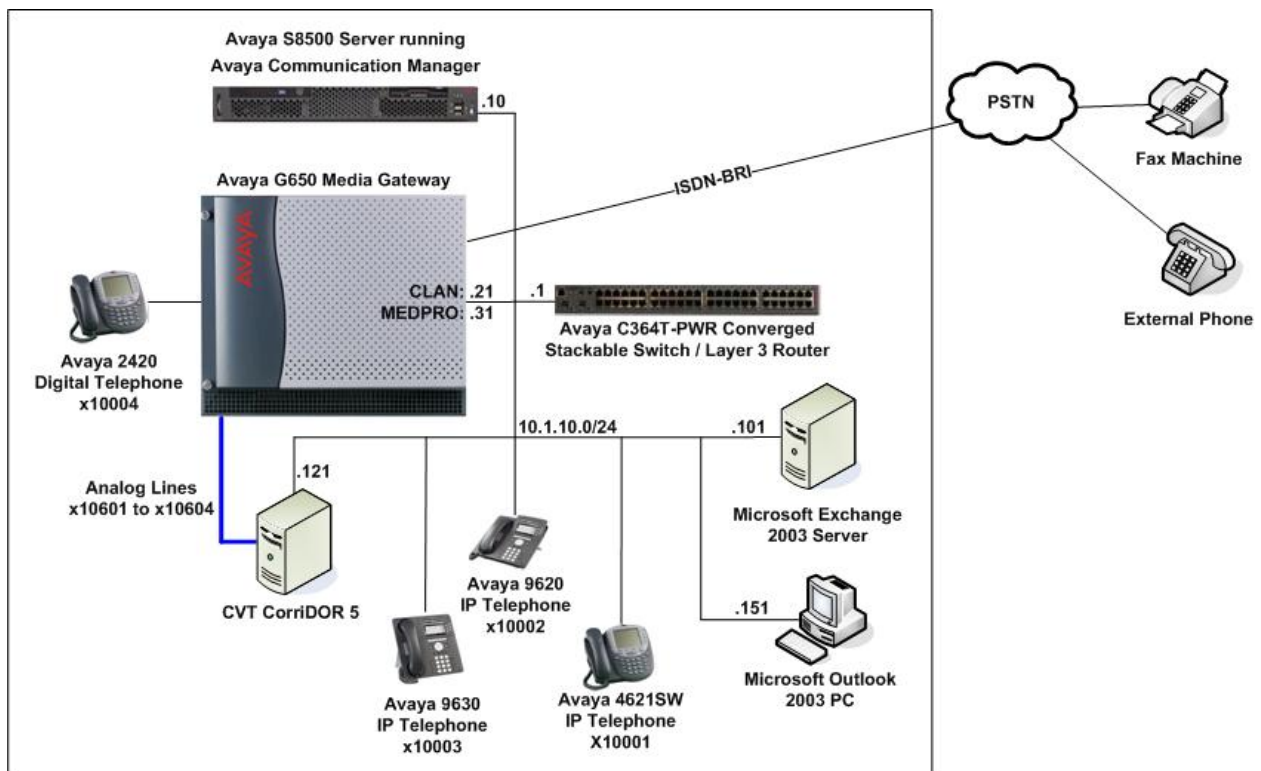


Figure 1: Network Configuration

2. Equipment and Software Validated

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

| Equipment | Software |
|---|--|
| Avaya S8500 Server | Avaya Communication Manager 4.0.1 (R014x.00.1.731.2) |
| Avaya G650 Media Gateway - TN2312BP IP Server Interface - TN799DP C-LAN Interface - TN2302AP IP Media Processor - TN2602AP IP Media Processor - TN2793B Analog Line - TN2185B BRI Trunk Board | - HW07, FW40 HW01, FW24 HW20, FW117 HW02, FW31 HW13 HW04 |
| Avaya 4600 Series IP Telephones - 4621SW - 4625SW | 2.8 (H.323) 2.8 (H.323) |
| Avaya 9600 Series IP Telephones - 9620 - 9630 | 1.5 (H.323) 1.5 (H.323) |
| Avaya 2400 Series Digital Telephone | - |
| Avaya C364T-PWR Converged Stackable Switch | 4.5.14 |
| CVT CorriDOR 5 Unified Communications | 6.0 |
| Microsoft Exchange 2003 Server | Service Pack 2 |
| Microsoft Outlook 2003 PC | Service Pack 2 |

3. Configure Avaya Communication Manager

This section provides the procedures for configuring the Mode Code feature and Voice Mail Integration (VMI) stations in Avaya Communication Manager. These steps are performed through the System Access Terminal (SAT). The highlights in the following screens indicate the parameter values used during the compliance test.

| Step | Description |
|------|--|
| 1. | <p>Use the change system-parameters features command to turn on the mode code interface by setting the Mode Code Interface? field to y. Log off and log on the SAT to apply the change.</p> <pre> change system-parameters features Page 6 of 17 FEATURE-RELATED SYSTEM PARAMETERS Public Network Trunks on Conference Call: 5 Auto Start? y Conference Parties with Public Network Trunks: 6 Auto Hold? y Conference Parties without Public Network Trunks: 6 Attendant Tone? y Night Service Disconnect Timer (seconds): 180 Bridging Tone? n Short Interdigit Timer (seconds): 3 Conference Tone? n Unanswered DID Call Timer (seconds): Intrusion Tone? n Line Intercept Tone Timer (seconds): 30 Mode Code Interface? y Long Hold Recall Timer (seconds): 0 Reset Shift Timer (seconds): 0 Station Call Transfer Recall Timer (seconds): 0 Recall from VDN? n DID Busy Treatment: tone Allow AAR/ARS Access from DID/DIOD? n Allow ANI Restriction on AAR/ARS? n Use Trunk COR for Outgoing Trunk Disconnect? n 7405ND Numeric Terminal Display? n 7434ND? y DISTINCTIVE AUDIBLE ALERTING Internal: 1 External: 2 Priority: 3 Attendant Originated Calls: external </pre> |

| Step | Description |
|------|---|
| 2. | <p>Use the change feature-access-codes command to enter a feature access code for Leave Word Calling Send A Message and Leave Word Calling Cancel A Message. The value chosen must be consistent with the system dial plan. For the purposes of the compliance test, Leave Word Calling Send A Message was set to *35 and Leave Word Calling Cancel A Message was set to #35. These values must match the values configured in the CVT CorriDOR 5 in Section 4 Step 4.</p> |
| | <pre> change feature-access-codes Page 3 of 7 FEATURE ACCESS CODE (FAC) Leave Word Calling Send A Message: *35 Leave Word Calling Cancel A Message: #35 Limit Number of Concurrent Calls Activation: Deactivation: Malicious Call Trace Activation: *36 Deactivation: #36 Meet-me Conference Access Code Change: *37 PASTE (Display PBX data on Phone) Access Code: *38 Personal Station Access (PSA) Associate Code: Dissociate Code: Per Call CPN Blocking Code Access Code: *40 Per Call CPN Unblocking Code Access Code: *41 Priority Calling Access Code: *42 Program Access Code: *43 Refresh Terminal Parameters Access Code: *44 Remote Send All Calls Activation: *45 Deactivation: #45 Self Station Display Activation: *46 Send All Calls Activation: *47 Deactivation: #47 Station Firmware Download Access Code: *48 </pre> |

3. Use the **display system-parameters mode-code** command to verify that the mode code parameters are set to the default values shown below. The highlighted mode code parameters are used by CVT CorriDOR 5. These values must match the values configured in the CVT CorriDOR 5 in Section 4 Steps 5 to 7.

```
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 the analog extensions that will connect to the CVT CorriDOR 5. This is done by using the **add station x** command where **x** is the extension to be added. The example shows extension 10601 being added. Set the **Type** field to **VMI** and set the **Name** field to a descriptive name to identify the station. Set the **Tests?** field to **n**. Set the **Port** field to the physical port on that will be associated to the new extension. In this test configuration, the **Port** field is set to 01A0601, which indicates that port 1 of the TN2793B Analog Line circuit pack located in carrier 1A, slot 6 is associated with the new extension.

```
add station 10601
Page 1 of 4

STATION

Extension: 10601 Lock Messages? n BCC: 0
Type: VMI Security Code: TN: 1
Port: 01A0601 COR: 1
Name: CorriDOR5 #1 COS: 1
Tests? n

STATION OPTIONS

Loss Group: 1 Time of Day Lock Table:
Off Premises Station? n

Survivable COR: internal
Survivable Trunk Dest? y
```

4a. On Page 2 of the station form, set the following fields:

- **LWC Activation? y**
- **Switchhook Flash? y**
- **Data Restriction? n**
- **Adjunct Supervision? y**

All remaining fields can be left as the defaults or set to **n**. Repeat Step 4 to add the remaining 3 VMI stations that are being used by the CVT CorriDOR 5.

```
add station 10601                                     Page 2 of 4
                                                    STATION
FEATURE OPTIONS
  LWC Activation? y                                     Coverage Msg Retrieval? n
LWC Log External Calls? n                             Auto Answer: none
  CDR Privacy? n                                       Data Restriction? n
  Redirect Notification? n
Per Button Ring Control? n
Bridged Call Alerting? n                             Distinctive Audible Alert? n
  Switchhook Flash? y                                   Adjunct Supervision? y
Ignore Rotary Digits? n
  H.320 Conversion? n   Per Station CPN - Send Calling Number?
Service Link Mode: as-needed
  Multimedia Mode: basic                               Audible Message Waiting? n
  AUDIX Name:                                         Coverage After Forwarding? n
Emergency Location Ext: 10601
```

5. Use the **add hunt-group h** command to create a hunt group for the CVT CorriDOR 5 extensions, where **h** is an available hunt group number. Set a descriptive name for the **Group Name** field and set a valid extension number consistent with the dial plan for the **Group Extension** field. Set the **Group Type** field to **ddc** (recommended) and set the **Queue?** field to **n** so that calls will not be queued when all the extensions are busy.

```
add hunt-group 106                                     Page 1 of 60
                                                    HUNT GROUP
  Group Number: 106                                     ACD? n
  Group Name: CVT CorriDOR 5                           Queue? n
  Group Extension: 10600                               Vector? n
  Group Type: ddc                                       Coverage Path:
  TN: 1                                                  Night Service Destination:
  COR: 1                                                 MM Early Answer? n
  Security Code:                                         Local Agent Preference? n
ISDN/SIP Caller Display:
```

5a. On Page 3 of the hunt group form, enter the extensions of the VMI stations configured in Step 4 under the **Ext** column in the **GROUP MEMBER ASSIGNMENTS** section.

```

add hunt-group 106                                     Page 3 of 60
                                     HUNT GROUP
      Group Number: 106  Group Extension: 10600      Group Type: ddc
      Member Range Allowed: 1 - 1500      Administered Members (min/max): 1 /4
                                     Total Administered Members: 4

GROUP MEMBER ASSIGNMENTS
  Ext      Name(19 characters)      Ext      Name(19 characters)
  1: 10601
  2: 10602
  3: 10603
  4: 10604
  5:
  6:
  7:
  8:
  9:
 10:
 11:
 12:
 13:
 14:
 15:
 16:
 17:
 18:
 19:
 20:
 21:
 22:
 23:
 24:
 25:
 26:

```

6. Use the **add coverage path c** command, where **c** is an available coverage path, to define a coverage path that has the CVT CorriDOR 5 hunt group as one of its coverage points. This hunt group was created in the previous step and contains the CorriDOR 5 extensions. In this configuration, coverage path 1 was configured with the CVT CorriDOR 5 hunt group in the **Point1** coverage point.

```

add coverage path 1                                     Page 1 of 1
                                     COVERAGE PATH

      Coverage Path Number: 1
                                     Hunt after Coverage? n
      Next Path Number:                Linkage

COVERAGE CRITERIA

      Station/Group Status  Inside Call  Outside Call
      Active?              n              n
      Busy?                 Y              Y
      Don't Answer?        Y              Y      Number of Rings: 2
      All?                  n              n
      DND/SAC/Goto Cover?  Y              Y
      Holiday Coverage?    n              n

COVERAGE POINTS
      Terminate to Coverage Pts. with Bridged Appearances? n
      Point1: h106          Rng:    Point2:
      Point3:                Point4:
      Point5:                Point6:

```


7. The coverage path for each user extension that will be using the CVT CorriDOR 5 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 10001. Coverage path 1 was the coverage path added in the previous step to point to the CVT CorriDOR 5 hunt group. Verify that the **Message Lamp Ext** field is also set to the user extension.


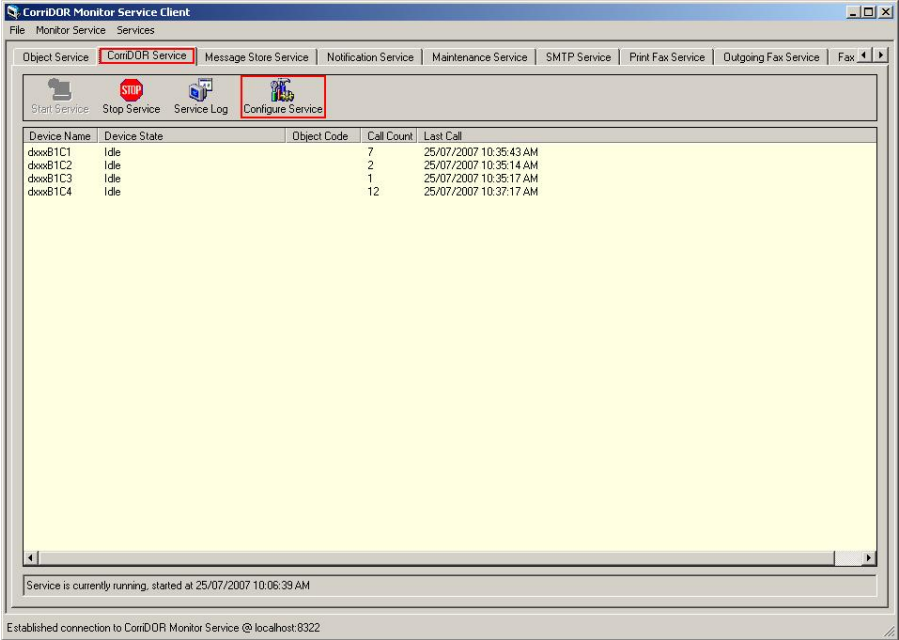
```

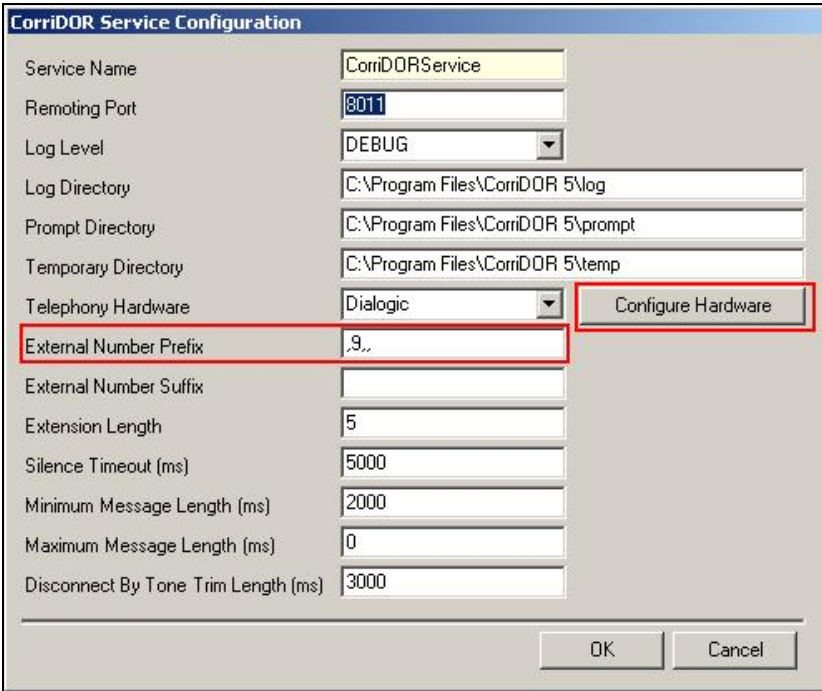
change station 10001                                     Page 1 of 5
                                                         STATION
Extension: 10001                                         Lock Messages? n          BCC: 0
Type: 4625                                               Security Code: *          TN: 1
Port: S00000                                            Coverage Path 1: 1       COR: 1
Name: Alice                                             Coverage Path 2:         COS: 1
                                                         Hunt-to Station:
STATION OPTIONS
Loss Group: 19                                           Time of Day Lock Table:
                                                         Personalized Ringing Pattern: 1
                                                         Message Lamp Ext: 10001
Speakerphone: 2-way                                     Mute Button Enabled? y
Display Language: english                               Expansion Module? n
Survivable GK Node Name:                               Media Complex Ext:
Survivable COR: internal                               IP SoftPhone? n
Survivable Trunk Dest? y
                                                         Customizable Labels? Y

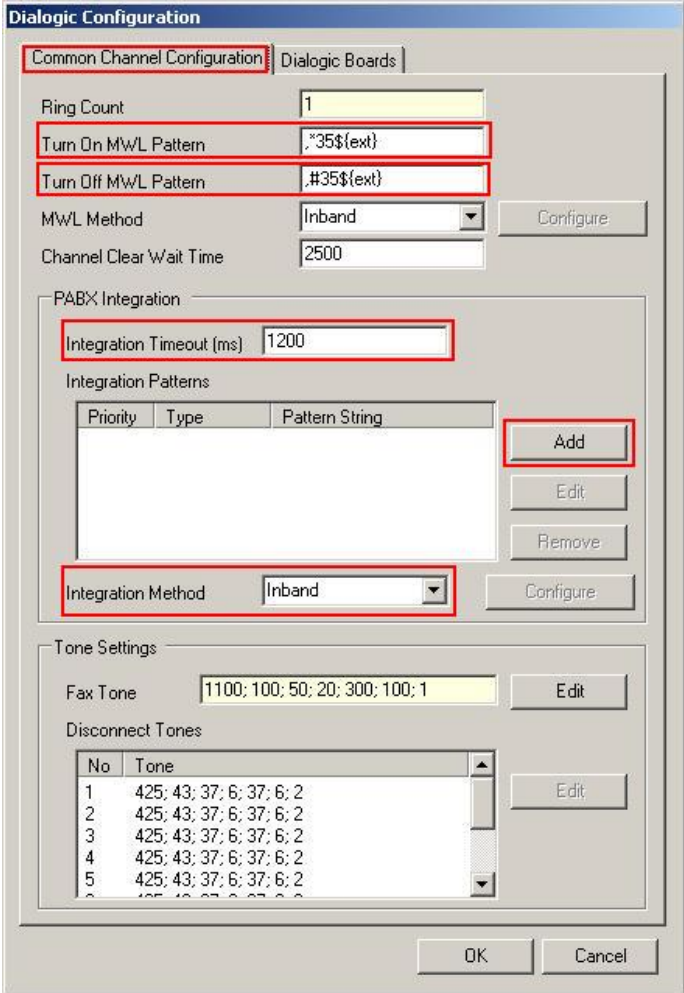
```

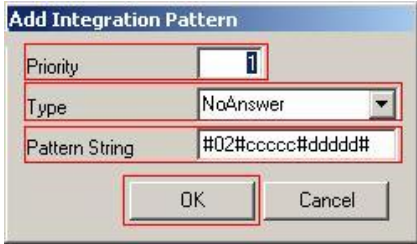
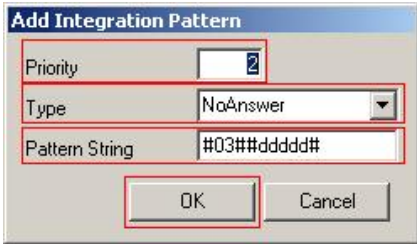
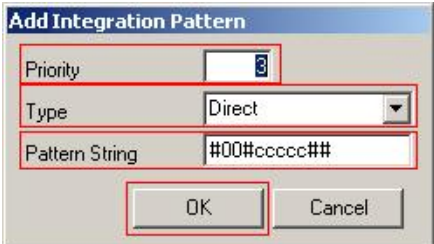
4. Configure CVT CorriDOR 5 Unified Communications

This section describes the configuration of CVT CorriDOR 5. These steps are performed from the CVT CorriDOR 5 Server. The highlights in the following screens indicate the parameter values used during the compliance test.

| Step | Description | | | | | | | | | | | | | | | | | | | | | | | | | |
|-------------|--|-------------|------------------------|-------------|------------|-----------|---------|------|---|------------------------|--|---------|------|---|------------------------|--|---------|------|---|------------------------|--|---------|------|----|------------------------|--|
| 1. | <p>From the CVT CorriDOR 5 server, double-click the CorriDOR Monitor Client Application located on the desktop to launch the CorriDOR Monitor Client Application.</p>  | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2. | <p>Select the CorriDOR Service tab and click Configure Service.</p>  <table border="1" data-bbox="430 1325 1281 1402"> <thead> <tr> <th>Device Name</th> <th>Device State</th> <th>Object Code</th> <th>Call Count</th> <th>Last Call</th> </tr> </thead> <tbody> <tr> <td>doxb1C1</td> <td>Idle</td> <td>7</td> <td>25/07/2007 10:35:43 AM</td> <td></td> </tr> <tr> <td>doxb1C2</td> <td>Idle</td> <td>2</td> <td>25/07/2007 10:35:14 AM</td> <td></td> </tr> <tr> <td>doxb1C3</td> <td>Idle</td> <td>1</td> <td>25/07/2007 10:35:17 AM</td> <td></td> </tr> <tr> <td>doxb1C4</td> <td>Idle</td> <td>12</td> <td>25/07/2007 10:37:17 AM</td> <td></td> </tr> </tbody> </table> | Device Name | Device State | Object Code | Call Count | Last Call | doxb1C1 | Idle | 7 | 25/07/2007 10:35:43 AM | | doxb1C2 | Idle | 2 | 25/07/2007 10:35:14 AM | | doxb1C3 | Idle | 1 | 25/07/2007 10:35:17 AM | | doxb1C4 | Idle | 12 | 25/07/2007 10:37:17 AM | |
| Device Name | Device State | Object Code | Call Count | Last Call | | | | | | | | | | | | | | | | | | | | | | |
| doxb1C1 | Idle | 7 | 25/07/2007 10:35:43 AM | | | | | | | | | | | | | | | | | | | | | | | |
| doxb1C2 | Idle | 2 | 25/07/2007 10:35:14 AM | | | | | | | | | | | | | | | | | | | | | | | |
| doxb1C3 | Idle | 1 | 25/07/2007 10:35:17 AM | | | | | | | | | | | | | | | | | | | | | | | |
| doxb1C4 | Idle | 12 | 25/07/2007 10:37:17 AM | | | | | | | | | | | | | | | | | | | | | | | |

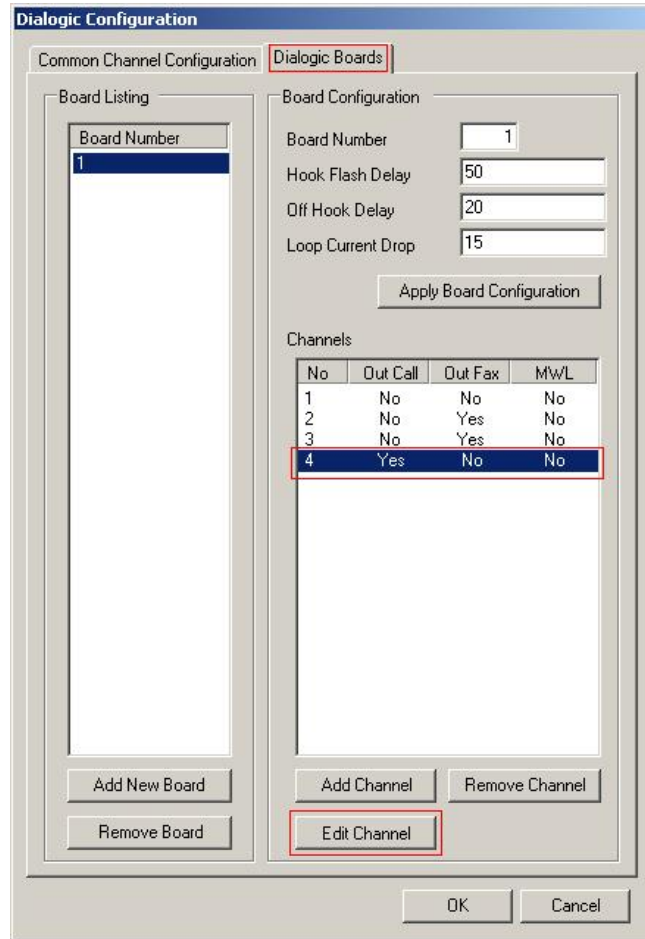
| Step | Description |
|------|--|
| 3. | <p>In the CorriDOR Service Configuration window, configure the External Number Prefix for the system to make external trunk calls. In this configuration, the value is set to '9,,', where the commas represent pauses. Click on Configure Hardware to continue.</p>  <p>The screenshot shows the 'CorriDOR Service Configuration' dialog box. The 'External Number Prefix' field is highlighted with a red box and contains the value '.9,,'. The 'Configure Hardware' button is also highlighted with a red box. Other fields include Service Name (CorriDORService), Remoting Port (8011), Log Level (DEBUG), Log Directory (C:\Program Files\CorriDOR 5\log), Prompt Directory (C:\Program Files\CorriDOR 5\prompt), Temporary Directory (C:\Program Files\CorriDOR 5\temp), and Telephony Hardware (Dialogic).</p> |

| Step | Description |
|------|---|
| 4. | <p>In the Dialogic Configuration window, select the Common Channel Configuration tab. Set Turn On MWL Pattern to ‘,*35\${ext}’ and Turn Off MWL Pattern to ‘,#35\${ext}’, where *35 and #35 correspond to the Leave Word Calling Send A Message and Leave Word Calling Cancel A Message feature access codes configured in Section 3 Step 2. In the PABX Integration section, set Integration Timeout (ms) to 1200 and Integration Method to Inband.</p> <p>Click Add to configure the integration patterns (mode codes). There are 3 relevant integration patterns to configure, as shown in Steps 5 to 7.</p>  <p>The screenshot shows the 'Dialogic Configuration' window with the 'Common Channel Configuration' tab selected. The 'Turn On MWL Pattern' is set to ',*35\${ext}' and the 'Turn Off MWL Pattern' is set to ',#35\${ext}'. The 'MWL Method' is set to 'Inband' and the 'Channel Clear Wait Time' is 2500. In the 'PABX Integration' section, the 'Integration Timeout (ms)' is set to 1200 and the 'Integration Method' is set to 'Inband'. The 'Integration Patterns' table is empty, and the 'Add' button is highlighted. The 'Tone Settings' section shows 'Fax Tone' as '1100; 100; 50; 20; 300; 100; 1' and a list of 'Disconnect Tones'.</p> |

| Step | Description |
|------|--|
| 5. | <p>Configure integration pattern 1 to represent a call from an internal party which is not answered. Set Priority to 1 and Type to NoAnswer. In this configuration, the Pattern String is set to #02#ccccc#dddd#, where #02 is the mode code for Internal Coverage as configured in Section 3 Step 3, ccccc is the 5-digit calling party extension and dddd is the 5-digit called party extension. Click OK to return to the Dialogic Configuration window.</p>  |
| 6. | <p>Configure integration pattern 2 to represent a call from an external party which is not answered. Set Priority to 2 and Type to NoAnswer. In this configuration, the Pattern String is set to #03##dddd#, where #03 is the mode code for External Coverage as configured in Section 3 Step 3 and dddd is the 5-digit called party extension. Click OK to return to the Dialogic Configuration window.</p>  |
| 7. | <p>Configure integration pattern 3 to represent a call from a user extension to the hunt group extension of the CVT CorriDOR 5 to access the voicemail. Set Priority to 3 and Type to Direct. In this configuration, the Pattern String is set to #00#ccccc##, where #00 is the mode code for Direct Inside Access as configured in Section 3 Step 3 and ccccc is the 5-digit calling party extension. Click OK to return to the Dialogic Configuration window.</p>  |

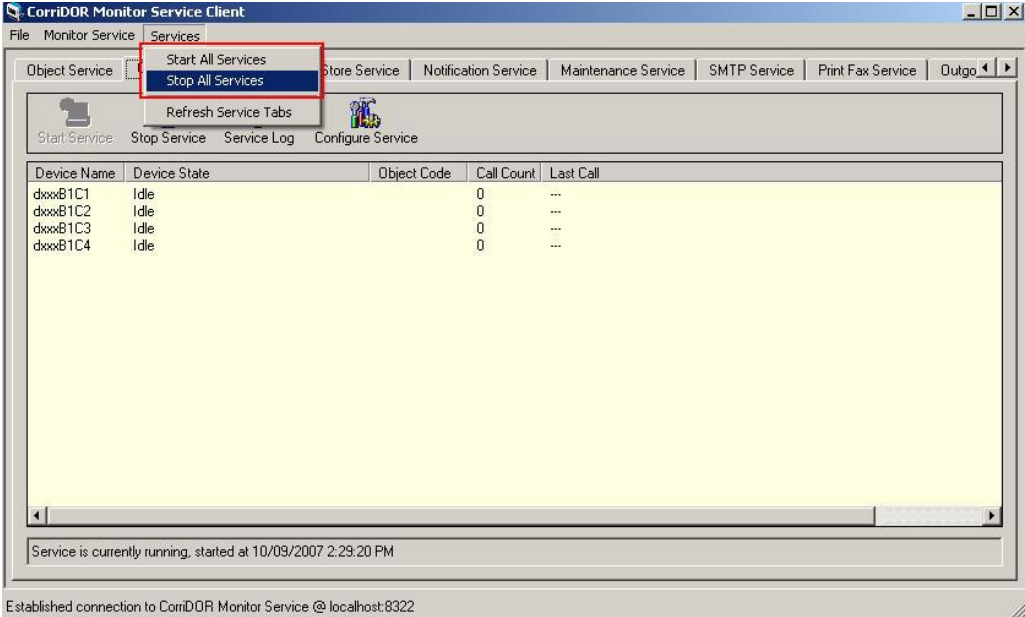
| Step | Description |
|------|-------------|
|------|-------------|

- | | |
|----|--|
| 8. | <p>In the Dialogic Configuration window, select the Dialogic Boards tab. In the Channels section, enable one channel (the last channel is recommended) for MWL (Message Waiting Lights) functionality. To do this, select the last channel and click Edit Channel.</p> |
|----|--|



- | | |
|----|---|
| 9. | <p>In the Edit Dialogic Channel window, check the box for Allow Send MWL.</p> |
|----|---|



| Step | Description | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|-------------|--------------|-------------|------------|-----------|----------|------|--|---|-----|----------|------|--|---|-----|----------|------|--|---|-----|----------|------|--|---|-----|
| 10. | <p>After making hardware configuration changes, the CorriDOR services need to be restarted. From the CorriDOR Monitor Service Client window, select Services > Stop All Services. After all the services have been stopped, select Services > Start All Services.</p> | | | | | | | | | | | | | | | | | | | | | | | | | |
|  <p>The screenshot shows the 'CorriDOR Monitor Service Client' application window. The 'Services' menu is open, with 'Stop All Services' selected. The main area displays a table with the following data:</p> <table border="1" data-bbox="375 569 1338 940"> <thead> <tr> <th>Device Name</th> <th>Device State</th> <th>Object Code</th> <th>Call Count</th> <th>Last Call</th> </tr> </thead> <tbody> <tr> <td>dxxxB1C1</td> <td>Idle</td> <td></td> <td>0</td> <td>---</td> </tr> <tr> <td>dxxxB1C2</td> <td>Idle</td> <td></td> <td>0</td> <td>---</td> </tr> <tr> <td>dxxxB1C3</td> <td>Idle</td> <td></td> <td>0</td> <td>---</td> </tr> <tr> <td>dxxxB1C4</td> <td>Idle</td> <td></td> <td>0</td> <td>---</td> </tr> </tbody> </table> <p>At the bottom of the window, a status bar indicates: 'Service is currently running, started at 10/09/2007 2:29:20 PM'. The footer text reads: 'Established connection to CorriDOR Monitor Service @ localhost:8322'.</p> | | Device Name | Device State | Object Code | Call Count | Last Call | dxxxB1C1 | Idle | | 0 | --- | dxxxB1C2 | Idle | | 0 | --- | dxxxB1C3 | Idle | | 0 | --- | dxxxB1C4 | Idle | | 0 | --- |
| Device Name | Device State | Object Code | Call Count | Last Call | | | | | | | | | | | | | | | | | | | | | | |
| dxxxB1C1 | Idle | | 0 | --- | | | | | | | | | | | | | | | | | | | | | | |
| dxxxB1C2 | Idle | | 0 | --- | | | | | | | | | | | | | | | | | | | | | | |
| dxxxB1C3 | Idle | | 0 | --- | | | | | | | | | | | | | | | | | | | | | | |
| dxxxB1C4 | Idle | | 0 | --- | | | | | | | | | | | | | | | | | | | | | | |

5. Interoperability Compliance Testing

The interoperability compliance testing included feature and serviceability testing. The feature testing focused on exercising the core features of the CVT CorriDOR 5 to validate the mode code integration interface to Avaya Communication Manager. This included the features such as voicemail, automated attendant and night service activation. Other features such as sending and receiving faxes and retrieving voice and fax messages using Microsoft Outlook were also verified. The serviceability testing introduced failure scenarios to verify if the CVT CorriDOR 5 can resume operation after failure recovery.

5.1. General Test Approach

The general test approach was to manually place intra-switch calls and inbound trunk calls that were eventually answered by the CVT CorriDOR 5. Depending on the type of call, the user then had the option to leave a voice or fax message, retrieve a voice or fax message or transfer to another extension. Inbound trunk calls to the main listed directory number were routed by Avaya Communication Manager to the CVT CorriDOR 5 hunt group for automated attendant routing. Calls that were unanswered were covered to the CVT CorriDOR 5 hunt group where the callers would hear the voice mailbox greeting of the user extension. Lastly, calls were placed from user extensions to the CVT CorriDOR 5 hunt group to access their voicemail. For serviceability testing, the CVT CorriDOR 5 server was configured to automatically start its services and then restarted.

5.2. Test Results

All test cases passed. The CVT CorriDOR 5 properly interpreted the mode codes sent by Avaya Communication Manager in each of the call scenarios. Voicemail messages could be recorded and retrieved. The Message Waiting Indicators on the users' phones were also verified for accuracy such that they were activated when new messages were left and deactivated when the last message had been retrieved. The CVT CorriDOR 5 was also able to send and receive faxes and the user was also able to retrieve their messages using Microsoft Outlook. For serviceability testing, the CVT CorriDOR 5 was also able to resume operation after being restarted.

6. Verification Steps

The following steps may be used to verify the configuration:

- Verify that calls are routed properly to the CVT CorriDOR 5 hunt group and that mode codes are being sent by Avaya Communication Manager. Connect an analog phone to one of the extensions assigned to the hunt group and remove all other extensions from the hunt group. Dial the hunt group extension from another phone. When the analog phone rings, 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 CVT CorriDOR 5 and let the call go to coverage. Verify that the caller hears the greeting of the called extension and is able to record a message. Verify also that the Message Waiting Indicator is activated on the phone of the called extension.
- Verify that users can retrieve voice messages. From an extension with a mailbox on the CVT CorriDOR 5 that has an active Message Waiting Indicator, call the CVT CorriDOR 5 hunt group extension. Verify that the user is connected to the voice mailbox for that extension and can retrieve the messages. Verify the Message Waiting Indicator is deactivated when all the messages are retrieved.
- Verify the operation of the automated attendant. Place an inbound call that is routed to the CVT CorriDOR 5 hunt group. Verify that the caller is connected to the automated attendant and hears the main greeting menu.

7. Support

Technical support for CVT CorriDOR 5 can be obtained by contacting CVT's Support Desk at +61 (2) 94253300, or sending an e-mail to support@cvt.com.au.

8. Conclusion

These Application Notes describe the procedures for configuring the CVT CorriDOR 5 Unified Communications to integrate with Avaya Communication Manager using in-band (mode-code) integration via analog extensions. CVT CorriDOR 5 successfully passed the compliance testing.

9. References

This section references the Avaya and CVT documentation that are relevant to these Application Notes.

The following Avaya product documentation can be found at <http://support.avaya.com>.

[1] *Administrator Guide for Avaya Communication Manager*, Release 4.0, Issue 3, February 2007, Document Number 03-300509.

The following CorriDOR 5 documentations are provided by CVT with the product.

[2] *CVT CorriDOR 5 Installation Guide*, Version 6.0.

[3] *CVT CorriDOR 5 Administration Guide*, Version 6.0.

[4] *CVT CorriDOR 5 Quick User Guide*, Version 6.0.

©2007 Avaya Inc. All Rights Reserved.

Avaya and the Avaya Logo are trademarks of Avaya Inc. All trademarks identified by ® and ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners. The information provided in these Application Notes is subject to change without notice. The configurations, technical data, and recommendations provided in these Application Notes are believed to be accurate and dependable, but are presented without express or implied warranty. Users are responsible for their application of any products specified in these Application Notes.

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya Developer*Connection* Program at devconnect@avaya.com.