

AMIS Analog Networking Guide

2700-0896-B1, Issue 2 - July 2000

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The Audio Message Interchange Specification (AMIS) Analog Networking optional feature allows a NuPoint Messenger™ system to communicate with another voice mail system that uses the networking capability as defined by version 1.0 of the Audio Message Interchange Specification - Analog (AMISA) protocol. The AMIS protocol allows NuPoint Voice™ users and remote (non-NuPoint Voice) users to send, receive, or answer messages.

Overview

The AMIS Analog feature receives calls through standard NuPoint Voice line groups, and sends calls on Pager line groups. It also supports return receipts for messages sent through NuPoint Voice. In Figure 1, the Source System is NuPoint Messenger.

Users dial a one- or two-digit prefix when addressing a message for a remote AMIS mailbox, then follow standard Prompts to complete the message. In Figure 1, the Target System includes the remote mailbox.

Both system and personal distribution lists can include remote AMIS mailboxes. If a message for a remote mailbox is not deliverable, NuPoint Voice returns a non-delivery receipt.

Figure 1 Source and Target Mailboxes in AMIS Analog

Configuring

After you install the AMIS Analog feature by following the procedure to install an optional feature in the *Installation and Service Manual*, chapter 3, follow these steps to configure AMIS Analog.

Configuring the Line Groups

Use this procedure to configure two or more line groups for AMIS Analog. Use one line group to receive AMIS Analog calls and another line group to send calls through the pager application.

CAUTION: If the system includes NuPoint Agent, configure separate line groups for AMIS Analog. These applications cannot share a line group.

Before configuring the line groups, duplicate the active configuration.

1. From the Main menu, select (S) System maintenance, (R) Reconfiguration, (R) Reconfigure system, (G) Offline Menu, (B) Duplicate Active Configuration.

Note: Duplicate the active configuration so that you start with a known set of parameters. After configuration, always use the Lights test, in the Additional Options menu, to reset the message indicators before you move any telephone lines between ports, or add or delete ports. The configuration steps in this procedure affect the duplicate configuration. The changes take effect only after you activate the configuration.

2. At the Offline menu, select (G) Define Line Groups, Fax Groups and Voice

Recognition Groups.

3. At the Line Groups menu, select (G) Current Group, then enter the **number** of the line group, from 1 to 24, or press **Enter** if the current number is correct.
4. At the prompt, select (N) Name of current group, then enter a **name** for this line group, up to 24 characters.
5. At the prompt, select (A) Add lines to current group, then enter the **triplet** (module:slot:port) that identifies the line or range of lines for AMIS Analog.

Note: For information on triplets, see the *Reference and Configuration Manual*, chapter 2.

6. At the prompt, select (X) Exit to return to the Offline menu.
7. Repeat steps 2 through 6 to create other line groups as needed.

Set the Parameters for the AMIS Line Groups

Use this procedure to configure the line group to send outgoing calls through the pager application for AMIS Analog. Set these parameters in the Online Configuration menu.

1. From the Main menu, select (S) System maintenance, (R) Reconfiguration, (R) Reconfigure system, (F) Online Menu.
2. At the Online menu, select (G) Group selected, then enter the **number** of the line group, from 1 to 24, or press **Enter** if the current number is correct.
3. At the Online menu, select (M) Modify Application.
4. At the Message Features menu, select (D) Dialing Plan Menu.
5. At the Dialing Plan menu, set either the dialing plan to include AMIS Analog networking or set the optional star prefix dial plan.

Note: For details about dialing plans, see the *Reference and Configuration Manual*, chapter 2.

- (a) To set the Dialing Plan for AMIS Analog networking, select (D) Dialing plan and set the appropriate digit(s) to **M**.
 - (b) To set the optional star prefix, select (E) Optional Start Prefix Dplan, then set these parameters as needed:
 - (A) Networking with prefix dplan digit
 - (B) Networking with prefix dplan length
 - (C) Networking without prefix dplan digit
 - (D) Networking without prefix dplan length
 - (E) Dial By Name dplan digit
 - (F) Call Placement dplan digit
 - (G) Analog Networking dplan digit
 - (c) At the prompt, select (X) Exit until you to return to the Message Features menu.
6. At the Message Features menu, select (S) Analog Networking Configuration Menu.
 7. At the Analog Networking Configuration menu, set these parameters as needed:
 - (a) For the Outdialing Pager Group, set:

- (N) Call Setup timeout **Set to 0.**
- (I) International Access Code
- (C) Country code
- (A) Area/City code
- (1) 1+ dialing
- (R) Local dialing requires Area/City code
- (T) Telephone number

(b) For the Inbound Lines Group, set:

- (O) Outdialing pager system index to use

Note: Do not enter any value in the Loop-back test mailbox field; this is for troubleshooting, only.

(c) At the prompt, select (X) `Exit` until you to return to the Message Features menu.

8. Select (X) `Exit` until you reach the NuPoint Voice Configuration Main menu, then select (A) `Activate Configuration` and enter `Y` to confirm.

Set the Line Exceptions

Set these phoneline exceptions (LE) for the AMIS Analog line group(s):

LE Number	LE Name	LE value/Comment
Required		
25	Enable DTMF column 3	1 (enabled)
164	DTMF output duration	80 msec or longer
166	DTMF interdigit delay	80 msec or longer
187	Precise dial tone detect	1 (enabled)
Optional		
3	Dial tone detect	Sets minimum dial tone duration
136	Minimum call progress tone detect power	Sets minimum dial tone power

1. From the Main Menu, select (S) `System maintenance`, (R) `Reconfiguration`, then (P) `Phoneline Exceptions`.
2. At the Phoneline Exceptions menu, select (A) `Add exception`.
3. At the prompt, enter a **line triplet** (module:slot:port), then press **Enter** for each triplet that the LE will apply to. Press **Enter** again after the last triplet.

Note: For information on triplets, see the *Reference and Configuration Manual*, chapter 2.

4. At the "command =" prompt, enter an LE **number**.
5. At the "value =" prompt, enter an LE **value**.
6. Repeat steps 3 through 5 to set the next LE for the selected line, then press **Enter**.
7. Select a new line to change or press **Enter** to finish.

Create the FCOS

Create an FCOS for the AMIS Analog users. For complete information about creating and modifying an FCOS, see the *Reference and Configuration Manual*, Chapter 7.

Add these feature bits:

- 032 through 035, Give and Make to user and master distribution lists; optional, if distribution lists are allowed for AMIS Analog users
- 036, Auto-receipt for user-dist list msgs; optional, if users are allowed to request receipts
- 166, Allow AMIS Analog Networking for user

Assign the FCOS to the mailboxes for AMIS Analog users. For the procedure to assign an FCOS, see the *Reference and Configuration Manual*, chapter 1.

Create the LCOS

Create an LCOS for the AMIS Analog users. For complete information about creating and modifying an LCOS, see the *Reference and Configuration Manual*, chapter 8.

Adjust these LCOS parameters as needed:

- Limits Parameters menu:
Set the Caller Message Length; all messages, including any attachments, that are longer than this value will be rejected.
Set the Maximum Attachments per Network Message.
- Call Placement menu; set the Message Phone Length to the number of digits needed to outdial.

Assign the LCOS to the mailboxes for AMIS Analog users. For the procedure to assign an LCOS, see the *Reference and Configuration Manual*, chapter 8.

Add AMIS Analog Mailboxes to a Distribution List

In the master and mailbox distribution lists, you can add and delete AMIS Analog mailboxes. For complete information about adding and deleting mailboxes, see the *Reference and Configuration Manual*, chapter 6.

To add or delete an AMIS Analog mailbox at the List Maintenance menu on the server console, enter **m**, the **mailbox number**, a comma (,), and the **telephone number**, such as
"M100,4084441212"

Telephone User Interface

Sending messages

Before making a message, gather the AMIS access digit and the mailbox and telephone numbers for the recipient.

In the mailbox, press the **M** key to make a message, then at the Prompt to enter a mailbox, enter the dial plan digit. Follow the rest of the Prompts to make and send the message.

Answering messages

In the mailbox, after listening to the message, press the **A** key to record the answer. Follow the rest of the Prompts to complete and send the answer.

Using the User Distribution List:

On the telephone, from the Main menu, press the **U** key for User options.

At the User Options menu, press the **L** key for Distribution Lists.

At the Distribution Lists menu, choose a list to modify, then press the **A** key to add a new member or press the **D** key to delete an existing member.

Enter the dial plan digit for AMIS Analog, then at the Prompts, enter the mailbox number and the telephone number, record a name if desired, then press the **#** key.

The system states the mailbox as either "Remote mailbox 100, telephone 4085551212" or as the recorded name.

Troubleshooting

Symptom: The NuPoint Messenger System does not accept AMIS Analog messages.

Solution: Check the system Statistics. If speech storage exceeds 95% of the system capacity, AMIS messages will be rejected. Purge some speech.

Symptom: In Administered AMIS, you cannot access the Network Node Table.

Solution: Obtain and install RSD 1 for Release 7.0.

Symptom: When making a message through NP Net to a broadcast mailbox, the broadcast mailbox is unable to send the message to the mailbox on the AMIS system. The system tries to, but cannot match the source mailbox number within the local node. It tries to check the source mailbox for FCOS, LCOS, and call placement indexes.

Solution: The system does not handle multiple hops across NP Net systems to or from AMIS. Therefore, in the node that broadcasts messages to AMIS, create a shadow mailbox of the sending mailbox.