Introduction

- Duvoice VM integrates fully with Avaya System 25 Release 3, version 3 and above. This file gives basic information on integrating the Duvoice VM with the SYSTEM 25 telephone system. Refer to the SYSTEM 25 programming book for more information.

Switch Hardware Required

- SYSTEM 25 Release 2 or above.
- A ZTN78 or TN742 module. The Duvoice VM ports are of an RJ-14 configuration.
- One of the ports on the analog module are recommended to be designated for the modem into the DUVOICE VM system. If no extensions are available wire a trunk line to the modem using a TKM switch.

Switch Programming

- Program the System 25 using a dumb terminal or by using the Advanced Administration Software
- Set up voice mail extensions: Aux Equip⇒Voice Messaging System⇒Coverage Auto Attendant⇒Enter Tip & Ring or Analog port number i.e. 1/03/01=cabinet 1/slot 3/circuit 1⇒F3
  - Set up VMS Options
    - Assign PDC=voice mail extension number
    - Dial Access=yes
    - Extended=no
    - Display ID=yes
    - Outward Call Restrict=no
    - Toll Restrict=none
    - ARC Facility Level=0
- Assign the Duvoice VM extensions to the next available DGC group (do not use group 1). Direct Group Calling (DGC) ⇒Select Group⇒Access Number (example: 300) submit cursor on Access Number then Enter to get to Group members⇒Enter PDC (voice mail port extension numbers) For DGC group 5 cover group is 105 ⇒add users & add. **Senders Note**: For best performance of message lights and outdialing to pagers you may opt to exclude the last Duvoice VM port from the group.
- Assign DGC Coverage in Voice Station COS (class of service), assign each SYSTEM 25 extension that you want to be covered by voice mail to the DGC coverage group (NOTE: USE 3 DIGITS WHEN ENTERING THE DGC GROUP, i.e. USE 105 FOR GROUP 5
- You are able to adjust the number of rings before a call goes to Voice Mail in system features. The number of rings that you set will equal the actual number of rings that the caller hears before a call will forward to Voice Mail, unless the user has activated the DO NOT DISTURB (SEND CALLS) feature, in which case the caller should go immediately to the MAILBOX greeting.

24-Hour Auto Attendant

- Assign outside lines to be answered by the DGC group. Trunks COS⇒Night Service=yes⇒Assign to DGC Group (i.e. 5) ⇒Directed Night Service Trunk=yes

Auto Attendant Overflow
- The System 25 will forward an unanswered call to the mailbox of the a ringing extension number that is in the coverage group to voice mail (usually the operator mailbox). You can set up that mailbox with the auto attendant greeting and through "touch tree menu" programming create any necessary one touch actions (i.e. "For a company directory press 8")

Auto Attendant Night Only
- Assign DGC Group to Night Service Trunks

Transfer a caller to a voice mailbox
- The transferring a call directly to a voice mailbox feature is not available on the System 25 but a phantom extension forwarded to an audiotext mailbox which has been programmed to place a call into a different mailbox can be used. (Example: Extension 611 is set up in the System 25 which physically does not exist and is forwarded to the DGC group. Mailbox 611 is setup as an audiotext with no greeting and times out to take a message in mailbox 511. The operator can now transfer a caller directly to extension 511's mailbox by transferring the caller to 611).

Off Premise Transfers On System 25

- Program switch for Loop Start Trunks
- In Dial Plan, enable Trunk to Trunk Transfers.
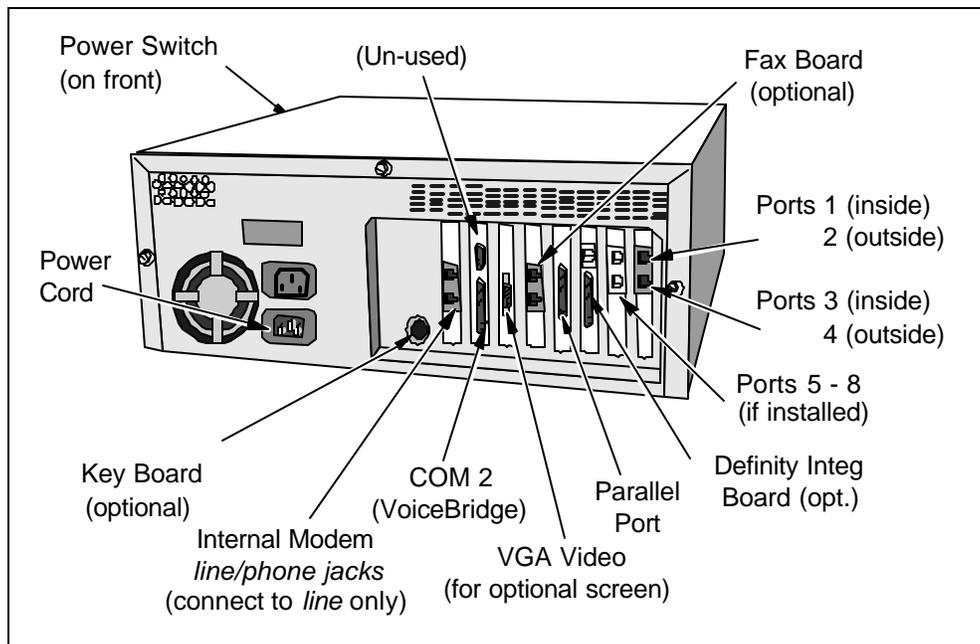
DUVOICE VM Rear View (*configuration may vary*)

The exact arrangement of the ports may vary. You can determine the correct port by comparing its appearance to the illustration above. **NOTE**: All outdialing for message waiting lights and pager notifications will, by default, be done using the last port in the system (e.g. port 4 in a 4-port system).