AVAYA
communication

CONVERSANT® System

Version 8.0

ECM/MMR Fax Features Enhancement for Japan

Notice

Every effort was made to ensure that the information in this book was complete and accurate at the time of printing. However, information is subject to change.

Preventing Toll Fraud

"Toll fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or working on your company's behalf). Be aware that there may be a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya Fraud Intervention

If you *suspect that you are being victimized* by toll fraud and you need technical support or assistance, call Technical Service Center Toll Fraud Intervention Hotline at +1 800 643 2353.

Providing Telecommunications Security

Telecommunications security (of voice, data, and/or video communications) is the prevention of any type of intrusion to (that is, either unauthorized or malicious access to or use of your company's telecommunications equipment) by some party.

Your company's "telecommunications equipment" includes both this Avaya product and any other voice/data/video equipment that could be accessed via this Avaya product (that is, "networked equipment").

An "outside party" is anyone who is not a corporate employee, agent, subcontractor, or working on your company's behalf. Whereas, a "malicious party" is anyone (including someone who may be otherwise authorized) who accesses your telecommunications equipment with either malicious or mischievous intent.

Such intrusions may be either to/through synchronous (time-multiplexed and/or circuit-based) or asynchronous (character-, message-, or packet-based) equipment or interfaces for reasons of:

- Utilization (of capabilities special to the accessed equipment)
- Theft (such as, of intellectual property, financial assets, or toll-facility access)
- Eavesdropping (privacy invasions to humans)
- Mischief (troubling, but apparently innocuous, tampering)
- Harm (such as harmful tampering, data loss or alteration, regardless of motive or intent)

Be aware that there may be a risk of unauthorized intrusions associated with your system and/or its networked equipment. Also realize that, if such an intrusion should occur, it could result in a variety of losses to your company (including but not limited to, human/data privacy, intellectual property, material assets, financial resources, labor costs, and/or legal costs).

Your Responsibility for Your Company's Telecommunications Security

The final responsibility for securing both this system and its networked equipment rests with you - an Avaya customer's system administrator, your telecommunications peers, and your managers. Base the fulfillment of your responsibility on acquired knowledge and resources from a variety of sources including but not limited to:

- Installation documents
- System administration documents
- Security documents
- Hardware-/software-based security tools
- Shared information between you and your peers
- Telecommunications security experts

To prevent intrusions to your telecommunications equipment, you and your peers should carefully program and configure your:

- Avaya-provided telecommunications systems and their interfaces
- Avaya-provided software applications, as well as their underlying hardware/software platforms and interfaces
- Any other equipment networked to your Avaya products.

Federal Communications Commission Statement

Part 15: Class A Statement. This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

Part 15: Class B Statement. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient the receiving television or radio antenna where this may be done safely.
- To the extent possible, relocate the receiver with respect to the telephone equipment.
- Where the telephone equipment requires ac power, plug the telephone into a different ac outlet so that the telephone equipment and receiver are on different branch circuits.

Part 15: Personal Computer Statement. This equipment has been certified to comply with the limits for a Class B computing device, pursuant to Subpart J of Part 15 of FCC Rules. Only peripherals (computing input/output devices, terminals, printers, etc.) certified to comply with the Class B limits may be attached to this computer. Operation with noncertified peripherals is likely to result in interference to radio and television reception.

Part 68: Network Registration Number. This equipment is registered with the FCC in accordance with Part 68 of the FCC Rules. It is identified by FCC registration numbers located on the individual circuit cards.

Part 68: Answer-Supervision Signaling. Allowing this equipment to be operated in a manner that does not provide proper answer-supervision signaling is in violation of Part 68 rules. This equipment returns answer-supervision signals to the public switched network when:

- Answered by the called station
- Answered by the attendant
- Routed to a recorded announcement that can be administered by the CPE user

This equipment returns answer-supervision signals on all DID calls forwarded back to the public switched telephone network. Permissible exceptions are:

- A call is unanswered
- A busy tone is received
- A reorder tone is received

Canadian Department of Communications (DOC) Interference Information

This digital apparatus does not exceed the Class A limits for radio noise emissions set out in the radio interference regulations of the Canadian Department of Communications.

Le Présent Appareil Numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la class A préscrites dans le reglement sur le brouillage radioélectrique édicté par le ministére des Communications du Canada.

European Union Declaration of Conformity

Avaya Business Communications Systems declares that equipment specified in this document conforms to the referenced European Union (EU) Directives and Harmonized Standards listed below:

EMC Directive 89/336/EEC

Low Voltage Directive 73/23/EEC

CE The "CE" mark affixed to the equipment means that it conforms to the above Directives.

Trademarks
- *CONVERSANT is a registered trademark of Avaya, Inc.*
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Warranty

Avaya Inc. provides a limited warranty on this product. Refer to the "Limited use Software License Agreement" card provided with your package.

Avaya National Customer Care Center

Avaya provides a telephone number for you to use to report problems or to ask questions about your contact center. The support telephone number is 1-800-242-2121.

Avaya Web Page

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Acknowledgment

This document was written by the CRM Development group of Avaya University

ECM/MMR Fax Features Enhancement for Japan

Introduction

This document describes the CONVERSANT System Version 8.0 ECM/MMR Fax Features Enhancement for Japan, and provides instructions for its installation and administration.

Description

ECM/MMR Fax Features Enhancement for Japan is an optional set of packages (JPNFAXset) on the UCS 1000 platform of CONVERSANT System Version 8.0. It is an alternative to the NGFax set, whose package name is CSFAXset.

This feature is a software enhancement which supports Error Correction Mode (ECM) and Modified Modified Read compression (MMR), and works with modem speeds of up to 9600 bps.

ECM/MMR Fax Features Enhancement for Japan supports up to 12 channels of fax for each of up to 4 SSP cards that are dedicated to fax only.

Installation

The ECM/MMR Fax Features Enhancement set is installed like any other set. It includes the following packages:

- csfaxJPN
- sbcsfax

The NGFax set must not be on the system prior to installation; if it is on the system, then it must be removed.

To find out whether the NGFax set is on the system, get to a UNIX prompt, then type **pkginfo CSFAXset** and press **ENTER**. If the package does not exist on the system, then an error message to that effect will appear.

If the NGFax set is on the system then see <u>Removing the NGFax Set</u> on page 6. If the NGFax set is not on the system, then see <u>Adding the ECM/MMR Fax Features Enhancement Set</u> on page 6.

Removing the NGFax Set

To remove the NGFax set:

1. Disable fax for all SSP cards.

   Detailed instructions for assigning and disabling functions on SSP cards can be found in the "SSP Functions" section of Chapter 3, "Voice System Administration", in *CONVERSANT System Version 8.0 Administration* (585-313-510).

2. Type **`pkgrm CSFAXset`** and press **ENTER**.

Adding the ECM/MMR Fax Features Enhancement Set

To install the ECM/MMR Fax Features Enhancement set:

1. Insert the CD-ROM into the CD-ROM drive.

2. At the UNIX prompt, type **`pkgadd -d cdrom1`** and press **ENTER**.

3. Press **ENTER** to accept the default, which is to install everything.

4. The installation will proceed.

   Note:

   > If the NGFax set is detected on the system, then the installation will fail. See <u>Removing the NGFax Set</u> on page 6.

5. Remove the CD-ROM from the CD-ROM drive.

For more information about installing packages, see Chapter 7 of the book *CONVERSANT System Version 8.0 UCS 1000 Maintenance* (585-313-150).

Administration

The following rules apply to SSP cards used for fax:

● Each SSP card supports up to 12 channels of fax.

● A maximum of 4 SSP cards can be used for fax.

- Assign only fax, and no other functions, to each SSP card that will be used for fax.

For fax to work, both PLAY and CODE must be assigned to at least one SSP card that is not used for fax.

Applications and services other than fax can be run only on SSP cards not used for fax.

Detailed instructions for assigning functions to SSP cards can be found in the "SSP Functions" section of Chapter 3, "Voice System Administration", in *CONVERSANT System Version 8.0 Administration* (585-313-510).

How Are We Doing?

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