

The Avaya Unified Communications Module

Frequently Asked Questions

April 5, 2012

Q: Can you do call recording with the UC Module?

Yes. Call recording is supported from VMPro. Contact Store is not supported.

Q: How are recordings archived?

The recordings are stored in the user's voicemail mailbox on the UC Module. Recordings can be archived to an external hard drive or Flash Drive.

- The backup and restore operations for Voicemail are described in the UCM Installation and Maintenance document, sections 3.6, 3.7 and 7.5.
- To backup VMPro, use the VMPro Client, to backup VMPro on the UCM SSD (default path) or onto a USB memory device connected to either of the USB ports in the UCM faceplate.
- To restore VMPro, use the WebControl interface. Use the "Restore" button for Voicemail and select the backup to restore from the pull-down list. Note that if the backup is on an USB device, that device must be connected to an UCM USB port in order for the backups on it to be listed.

The backup/restore process can also be used to migrate VMPro data from a standalone VMPro Server to the UCM.

Q: How many users/mailboxes will the UC Module support?

The UC Module is intended for systems of up to 200 mailboxes (subscribers)/phones. Up to 50 one-X Portal for IP Office users is supported. All users can have mailboxes. Additional mailboxes for hunt groups are also supported.

The UC Module holds up to 380 hours of voicemail storage for logging and VM .wav files

Q: How many VM Pro Ports and User Packages/one-X Portal sessions will the UC Module support?

The table below shows the number of active VMPro sessions and one-X users that can be supported. A VMPro channel includes voice prompts, listening to messages, and playing messages.

VMPro Channels	one-X Users									
	0	10	20	30	40	50	60	70	80	90
0	Supported with margin for future features	Supported with margin for future features	Supported with margin for future features	Supported with margin for future features	Supported with margin for future features	Supported with margin for future features	Some delays; Limited margin to support future features	Some delays; Limited margin to support future features	Not supported	Not supported
10	Supported with margin for future features	Supported with margin for future features	Supported with margin for future features	Supported with margin for future features	Supported with margin for future features	Supported with margin for future features	Some delays; Limited margin to support future features	Some delays; Limited margin to support future features	Not supported	Not supported
20	Supported with margin for future features	Supported with margin for future features	Supported with margin for future features	Supported with margin for future features	Supported with margin for future features	Supported with margin for future features	Some delays; Limited margin to support future features	Some delays; Limited margin to support future features	Not supported	Not supported
30	Supported with margin for future features	Supported with margin for future features	Supported with margin for future features	Supported with margin for future features	Supported with margin for future features	Some delays; Limited margin to support future features	Some delays; Limited margin to support future features	Not supported	Not supported	Not supported
40	Supported with margin for future features	Supported with margin for future features	Supported with margin for future features	Supported with margin for future features	Some delays; Limited margin to support future features	Some delays; Limited margin to support future features	Not supported	Not supported	Not supported	Not supported

Q: How are upgrades done and supported?

Applications are upgraded using Web Control. Major upgrades, such as upgrades to the UC Module operating system, or rebuild of the UC Module SSD are done using an external USB drive. See the UC Module installation manual for more details.

Q: What are the slots/ports on the front of the UC Module unit for?

The front-panel ports are used for maintenance purposes.

- The USB ports can be used with external USB drives to back-up and restore configurations, and to archive voicemail.
- An external monitor can be connected to the HDMI port, and a keyboard can be connected to a USB port, to support debugging under the direction of Avaya Technical Support.

The top button is used to force a reboot. An extended press will force the card to boot from an external USB drive. See the UC Module installation manual for more details.

Q: How are units replaced if they fail? What happens to the licenses?

The UC Module represents a Preferred Edition license. If the card is removed, the license is removed. If the card is replaced, the license is replaced. With respect to replacing the UC Module, data and configurations would need to be backed up from the old card, and restored to the new card.

Q: What are the supported UC Module configurations?

- The UC Module can be used in stand-alone IP Office systems as well as in as mutli-site SCN IP Office configurations of up to 6 nodes.
 - Up to 200 IP Office mailbox/phones are supported by the UC Module running VMPro, and up to 50 one-X Portal for IP Office are supported concurrently running on the system (Power User, Teleworker, Mobile Worker and Officeworker).
 - For systems that grow over 200 users, one-X should be moved to an external server. The UC Module may be used with the external server to provide a Distributed Voicemail or Backup Voicemail configuration.
- In an SCN IP Office system, multiple UC Modules may be used to provide a Distributed Voicemail or Backup Voicemail configuration.

Q: What happens when a customer outgrows the capacity of their UC Module?

From a licensing point of view, where does the Preferred Edition license reside? How do we care for the situation where the existing UC Module user moves to an external server to host the Preferred applications?

- The Preferred Edition license stays with the UC Module.
- The recommended approach is to move one-X Portal to an external server. The UC Module can continue to be used for Voicemail or can be used with the external server in Backup Voicemail or Distributed Voicemail configurations.

For VMPro, the user can take a back-up and restore the back-up on the external server. Customers migrating from an existing External system to the UC Module can also use this option.

Q: What are the technical specifications of the UC Module?

- CPU: Intel Atom1.6GHz Z680
- On board RAM: 2GB
- Flash Memory: SSD 32GB
- Operating System: Linux CentOS 6