

MWI Failure on Phones Attached to Avaya G3 PBX Integrated with Cisco Unity

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Introduction

This document describes one reason why the Message Waiting Indicator (MWI) on phones attached to the Avaya Definity G3 phone system fails to function in an integrated environment with Cisco Unity and Intel PBX–IP Media Gateway (PIMG).

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unity server
- Microsoft Exchange server
- Intel PBX–IP Media Gateway
- Avaya Definity G3 phone system

Components Used

The information in this document is based on Cisco Unity 4.x and later.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

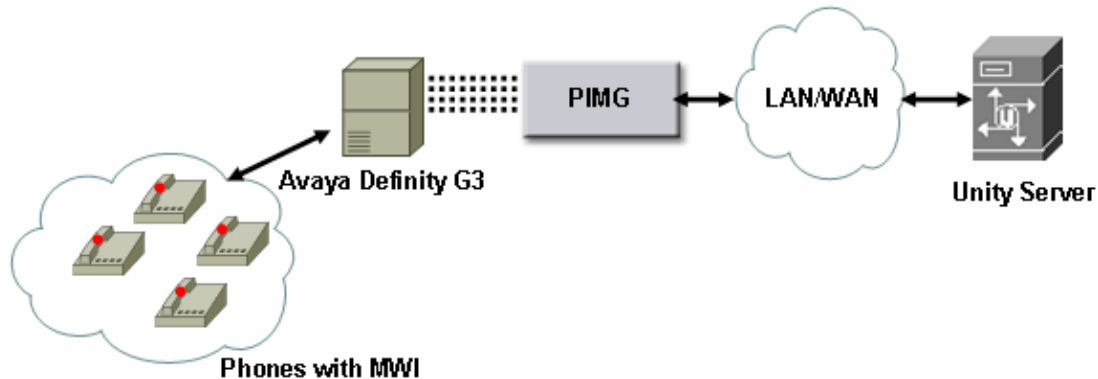
Topology

Types of hardware involved are:

- Cisco Unity server
- Microsoft Exchange server
- Intel PBX–IP Media Gateway
- Avaya Definity G3 phone system

Figure 1 shows the topology:

Figure 1 Topology



Problem

The problem happens in this sequence:

1. The phone connected to the Avaya Definity G3 phone system receives a call.
2. If no one answers the call, the call is transferred to the Cisco Unity server.
3. The caller successfully leaves a voice message through the Cisco Unity server.
4. The caller hangs up the phone.
5. The MWI on the called phone does not turn on.

Solution

This is a programming issue on the Avaya Definity G3 phone system. The port options and button assignments must be set correctly when you program the voice messaging port.

Set the voice port options as this list shows:

- Extension **Extension Number of the Line**
- Type **7434ND** (recommended)
- LWC **MSA**

Note: LWC and MSA represent Leave Word Calling and Message Servicing Adjunct, respectively.

- LWC Activation **y**
- Restrict Last Appearance **y**

Set the button assignments as this list shows:

- Button Assignment 1 **call-appr**
- Button Assignment 2 **call-appr**

- Button Assignment 9 **lwc–store**
- Button Assignment 10 **lwc–cancel**

The root cause of this problem is that button assignment 9 and 10 are programmed incorrectly. Program the lwc–store and lwc–cancel feature keys on buttons 9 and 10 respectively to solve the problem.

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Related Information

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