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avaya definity administration guide

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Avaya Definity Administration Guide

Avaya Definity is the industry leading unified communications platform that powers millions of enterprises worldwide. It delivers a seamless experience for voice, video, messaging, and collaboration, all built on a single, secure, and scalable architecture. For administrators, mastering the Definity platform is essential to keep operations running smoothly, ensure high availability, and deliver the best possible experience to end users.

This comprehensive guide walks you through every key aspect of administering Avaya Definity. Whether you are a new system administrator or an experienced professional looking to refresh your knowledge, you will find step by step instructions, best practice tips, and troubleshooting advice that cover installation, configuration, user management, system monitoring, and more.

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1. Overview of Avaya Definity

Avaya Definity is a cloud native, micro service architecture that supports both on premises and hybrid deployments. It integrates the Avaya Aura Communications Manager (CM) and Avaya Aura Session Manager (SM) with modern APIs, enabling unified communications, video conferencing, and collaboration services across the enterprise.

- Unified Communications: Voice, video, chat, and presence in a single platform.
- Scalable Architecture: Supports thousands of concurrent calls with minimal latency.
- Security: End to end encryption, role based access control, and compliance with industry standards.
- Integration: APIs for integration with CRM, ERP, and other business applications.
- Hybrid Flexibility: Deploy in the cloud, on premises, or a combination of both.

2. Prerequisites and Planning

Before you dive into installation, gather the following information and resources:

- Hardware or Virtual Machine Specifications – Ensure you meet the minimum CPU, memory, and storage requirements for each component (CM, SM, Media Server, etc.).
- Network Topology – Map out IP addresses, subnets, VLANs, and firewall rules required for inter component communication.
- Licensing – Verify you have the correct number of licenses for users, endpoints, and features such as video or conferencing.
- Domain and DNS – Configure DNS records for internal and external services (e.g., cm.example.com, sm.example.com, media.example.com).
- Security Credentials – Prepare SSL certificates for TLS encryption and secure authentication methods.
- Backup Strategy – Plan for regular backups of configuration data and call recordings.
- Documentation – Keep the Avaya Definity Installation and Administration Guides handy for reference.

3. Installation and Deployment

Installing Avaya Definity involves deploying several core components. Below is a high level overview of the installation process.

3.1 Install Avaya Aura Communications Manager (CM)

1. Prepare the Server – Install the supported operating system (Linux or Windows Server) and apply all necessary patches.
2. Run the CM Installer – Execute the installer and follow the wizard to specify the installation path, database configuration, and network settings.
3. Configure the Database – Attach the CM to a PostgreSQL or Oracle database, ensuring proper replication and backup.
4. Set Up the Admin Account – Create a secure administrator user with role based access controls.

3.2 Install Avaya Aura Session Manager (SM)

1. Server Preparation – Similar to CM, ensure the OS is updated and the environment meets the hardware requirements.
2. SM Installation – Run the Session Manager installer, specifying the CM address for registration.
3. Configure Media Server – Attach the SM to one or more Media Servers for handling media streams.
4. Set Up Call Routing – Define routing tables and dial plans that point to the CM.

3.3 Deploy Media Server

- Install the Media Server on dedicated hardware or virtual machines.
- Configure media channels, codecs, and bandwidth limits.
- Integrate with SM for media handling.

3.4 Install Additional Services

Depending on your deployment, you may need to install:

- Avaya Aura Video Services
- Avaya Aura Collaboration Services
- Avaya Call Recording Server
- Avaya Unified Messaging Server

4. Core Configuration Tasks

Once the components are installed, you need to configure them for your environment. Below are the essential configuration steps.

4.1 Configure Network Settings

- Assign static IP addresses to all servers.
- Set up NAT rules if you are using a private network.
- Open required ports (e.g., 5060/5061 for SIP, 1720 for H.323, 5065 for media).
- Configure Quality of Service (QoS) to prioritize voice traffic.

4.2 Set Up Security Policies

- Enable TLS for SIP and media transport.
- Implement IPsec if required for external connectivity.
- Configure role based access control (RBAC) in CM.
- Set up MFA (Multi Factor Authentication) for administrators.

4.3 Configure Call Routing

Call routing is the backbone of the Definity system. It determines how inbound and outbound calls are handled.

- Inbound Routing – Define DID numbers, routing tables, and forwarding rules.
- Outbound Routing – Configure PSTN gateways, trunk groups, and dial plans.
- Call Forwarding – Set up unconditional, busy, and no answer forwarding.
- Emergency Routing – Ensure 911 or local emergency services are reachable.

5. User and Device Management

Managing users and devices efficiently is critical for a smooth operation. The following sections cover user provisioning, device configuration, and group management.

5.1 User Provisioning

1. Create User Accounts – Use the CM web interface or the Avaya Admin Console to add new users.
2. Assign Extensions – Allocate SIP or H.323 extensions based on user roles.
3. Apply Policies – Attach user policies for call limits, voicemail, and conferencing.
4. Group Management – Organize users into departments or teams for easier policy application.

5.2 Device Configuration

Definity supports a wide range of IP phones, softphones, and video endpoints.

- Register devices with the CM using the device's MAC address or SIP URI.
- Deploy configuration files (XML or JSON) via the CM or using a device management tool.
- Set up firmware updates and auto upgrade schedules.
- Configure device features such as call waiting, speed dials, and call transfer.

5.3 Managing Mobility and Remote Work

- Enable Avaya IP Office Mobility for remote users.
- Set up VPN or secure remote access for VoIP traffic.
- Use Avaya Communication Manager Cloud for hybrid deployments.

6. System Settings and Policies

Fine tuning system settings ensures optimal performance and compliance.

6.1 Telephony Policies

- Define Call Limit policies to control simultaneous calls per user.
- Set Conference Call limits and maximum participants.

- Configure Call Transfer rules and restrictions.
- Apply Call Recording policies for compliance and training.

6.2 Presence and Messaging

- Enable Presence Service to provide real time status updates.
- Configure Instant Messaging settings for group chat and file sharing.
- Set up Unified Messaging for voicemail, email, and fax integration.

6.3 Quality of Service (QoS)

- Define QoS policies in the network to prioritize voice packets.
- Use DSCP markings for SIP and media traffic.
- Monitor packet loss and jitter with built in tools.

7. Call Routing and Forwarding

Effective call routing ensures that calls reach the right destination with minimal delay.

7.1 Inbound Call Handling

- Set up DID numbers for each department or user group.
- Use Routing Tables to map DIDs to extensions or voicemail.
- Implement IVR menus for automated call handling.

7.2 Outbound Call Management

- Configure Trunk Groups for PSTN connectivity.
- Define Dial Plans to route calls to the correct trunk.
- Apply Call Barring rules for security.

7.3 Advanced Forwarding Rules

- Set up Busy Forwarding to redirect calls when a line is occupied.
- Use No Answer Forwarding to route missed calls to voicemail or another number.
- Configure Conditional Forwarding based on time of day or caller ID.

8. Voicemail and Unified Messaging

Unified Messaging consolidates voicemail, fax, and email into a single inbox.

8.1 Voicemail Setup

1. Enable Voicemail – Turn on the voicemail service for each user.
2. Configure Storage – Allocate disk space and retention policies.
3. Set Up Notifications – Configure email or SMS alerts for new messages.
4. Customize Voice Menus – Use the CM web interface to edit greeting recordings.

8.2 Fax Integration

- Deploy Avaya Fax Server to capture incoming faxes.
- Set up Fax to Email forwarding.
- Configure Fax Security with encryption and authentication.

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