Product: Tapit EX

Subject: Avaya IP Office

Date: October 24, 2002

When using **Tapit EX** with an **Avaya IP Office** phone system the following specifications must be noted:

1. Configure the IP Office Log Settings to use the **Periodic** file setting. The name of the file configured in IP Office will also be the target file for Tapit EX when configuring the SMDR Monitor32 for file processing.

2. The PBX Format of **Avaya IP Office – NXP** will be selected and **eXtended Processing** must be **enabled**.

3. If the switch is configured to output name labels in place of the extension number in the **Called Number** or **Dialed Number** fields you will need to create a name to extension translation file as described below:

Name2ext.csv is a two-field, comma separated file wherein the first field contains a name label, in alphabetic order, as output in the SMDR and the second field is the extension number to be used in Tapit EX to represent this label. The header line of the file must contain file specifications as to the number of digits in the extension number and the total number of records in the file, both prefixed by an exclamation point. In the example below the extensions are 4 digit and there are 5 records in the file (not counting the header):

!4,!5
Attendant,9999
A. Lincoln,8765
G. Washington,7326
J. Adams,6859
R. Regan,5289

In the absence of this file the label "Attendant" will report as 9999, all other labels will be ignored.

This file must be stored in the same folder as the tapitdb.mdb file, i.e. C:\tapitw32\tapitdb.mdb for single user install and c:\tapitw32\data\main\tapitdb.mdb for multi-user install