TAPIT EZBOX CONFIGURATION GUIDE FOR AVAYA CM

Note: First, with the assistance of whomever supports your Avaya CM, the phone system must be set to send CDR data to the IP Address of the EZ Box. Additionally, the Communication Manager's CDR Output format should be set to Expanded and Reliable Protocol should be turned off. Once that is done you can proceed.

1. Open Trisys IP Collector and click Stop Service if it is available.

2. Click Create a New Site/Location

3. Check Listening Mode

4. Enter a connection name and the Port that is set in the Avaya CM. This is usually 9000. There is no need to enter a Remote IP.

5. Click Save and click Start Service.

The status should change to Received New Data to show that it is working.

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