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# AIL Deployment Guide

Switch-Specific Support Configuration

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# Switch-Specific Support Configuration

For full support of the following switches, configure the Place that the agent will log into as described in [Switch-Specific Support](#).

## Switch-Specific Support

Switches	DN in Configuration Manager	Agent Login in Configuration Manager	DN ID Reflected
2 DNs (1 Extension and 1 Position)			
Nortel Symposium Nortel Meridian Nortel Communication Server 2000 (formerly DMS100) NEC APEX NEC SV700	2 DNs: <ul style="list-style-type: none"> <li>1 Extension</li> <li>1 ACD Position</li> </ul>	No constraint	1 Voice DN (ACD Position number)
1 DN or More			
Ericsson MD110	1 DN or more: <ul style="list-style-type: none"> <li>1 Extension (ODN)</li> <li>n= 0/1 ACD Positions (ADN)</li> </ul>	No constraint	1 Voice DN (Extension number)
1 DN (1 Extension or 1 Position)			
Alcatel A4200 emulated Aspect Call Center Avaya Definity G3 Cisco CallManager Dharma EADS Telecom M6500 EADS (Intecom) E EADS (Intecom) Point Span Fujitsu F9600 Mitel SX-2000 Mitel MN-3300 Philips Sopho iS3000 Siemens HiPath 3000 Siemens Realitis-DX iCCL Rockwell Spectrum Siemens Hicom 300E/300H Siemens Hipath 4000 CSTA 3 SIP Communication Server	1 DN: <ul style="list-style-type: none"> <li>1 Extension <i>or</i></li> <li>1 ACD Position</li> </ul>	No constraint	1 Voice DN (Extension number or ACD Position number)

Switches	DN in Configuration Manager	Agent Login in Configuration Manager	DN ID Reflected
Tenovis Integral 33 Substitute			
Alcatel-Specific			
Alcatel A4400 standard	In switch: <ul style="list-style-type: none"> <li>• 1 Extension</li> <li>• 1 ACD Position</li> </ul> In place: <ul style="list-style-type: none"> <li>• Shortcut to Extension</li> <li>• Shortcut to ACD Position</li> </ul>	Login ID equal to ACD Position number	1 Voice DN (ACD Position number) agent substitute= false
Alcatel A4400 Agent Substitute	In switch: <ul style="list-style-type: none"> <li>• 1 Extension</li> <li>• 1 ACD Position</li> </ul> In place: <ul style="list-style-type: none"> <li>• Shortcut to Extension only</li> </ul>	Login ID equal to ACD Position number	(T-server option: agent-substitute= true) Extension if logged out Position if logged in DNs are removed or added accordingly
Alcatel A4400 Agent emulated	In switch: <ul style="list-style-type: none"> <li>• 1 Extension</li> </ul> In place: <ul style="list-style-type: none"> <li>• Shortcut to Extension</li> </ul>	No defined position for login ID	1 Voice DN (Extension) agent-substitute= true/false