

Avaya Solution & Interoperability Test Lab

Application Notes for Tiger Communications InnOvation 2020 with Avaya IP Office 6.1 - Issue 1.0

Abstract

These Application Notes describe the configuration steps required in order for Tiger Communications Tiger InnOvation 2020 to successfully interoperate with Avaya IP Office 6.1. Tiger Communications Tiger InnOvation 2020 provides voicemail functionality within the Tiger Hospitality package.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

1. Introduction

These Application Notes describe the compliance-tested configuration using a Tiger InnOvation 2020 and Avaya IP Office 6.1. Tiger InnOvation 2020 is a hospitality system that provides a hotel with voicemail functionality. The voicemail feature is delivered via a Dialogic analogue voice processing card, which connects to analogue extension ports on Avaya IP Office.

The following areas of integration between the products have been validated:

- Call coverage is provided by routing internal calls from Avaya IP Office to analog lines on Tiger voicemail. The following scenarios of call coverage were verified:
 - No answer on dialed extension
 - Dialed extension is busy
- Recording messages on the voicemail system
- Retrieving messages by making a direct call to the voicemail system
- Message Waiting Indication (MWI) lamp
- Voicemail integration with hospitality features like check-in, check-out and room transfer
- Link Failure and Recovery for analog lines and IP connection.

The configuration in **Figure 1** was used to compliance test Tiger InnOvation 2020 interoperability with Avaya IP Office.

- IP Office was configured with analog and digital expansion modules.
- Dialogic analog voice processing card on the Tiger server was connected to analog extension using RJ11 connectors for delivery of the voicemail feature. Calls not answered at the destination extension were be diverted to the "Voicemail" hunt group with extension 89210.
- Tiger InnOvation 2020 was installed on the Tiger Hotel Pro server
- A TCP/IP link was established between Tiger Hotel Pro server and Avaya IP Office. From Tiger Hotel Pro, XML commands were passed via a secure IP port on Avaya IP Office for replication of hospitality features like check-in and check-out
- A T1 PRI Trunk card connected Avaya IP Office to another PBX, which simulated a PSTN environment for testing inbound/outbound external calls.
- Avaya 2420 digital telephones and Avaya 9620 and 9630 IP telephones were used to answer and/or place the calls.



Figure 1 – Tiger Communications Sample Network Topology

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Extension	Notes
89019	Analog connection to Tiger analog dialogic card
89020	Analog connection to Tiger analog dialogic card
89021	Analog connection to Tiger analog dialogic card
89022	Analog connection to Tiger analog dialogic card
89210	Voicemail hunt group extension number
89100	IP Phone
89101	IP Phone
89102	IP Phone
89011	Digital Phone
89013	Digital Phone

Table 1 lists the Extensions used for this testing.

Table	1 –	Exte	nsion	Setup
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1.1. Support

If technical support is required for the Tiger Communications' Tiger InnOvation 2020, contact their Technical Support Department.

Email: support@tigercomms.com

Phone: +44 1425 891 000

2. Equipment and Software Validated

The following equipment and software/firmware were used for the sample configuration:

Equipment	Software /Firmware
Avaya IP Office	6.1(5)
• 700417231 Phone Card	
• 700417462 PRI Card	
• 700417330 DS1 Card	
Avaya IP Office Manager	8.1(5)
Avaya 9600-Series IP Telephones (9620, 9630)	3.1.1
Avaya 2420 Digital Telephones	-
Tiger InnOvation 2020	2.7.13

Table 2: Equipment and Software Validated

3. Configure Avaya IP Office

The configuration information provided in this section describes the steps required to set up Avaya IP Office for this solution. For all other provisioning information, such as Avaya IP Office installation and configuration, please refer to Avaya IP Office product documentation in reference [1].

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3.1. Launch Avaya IP Office Manager

Log in to the IP Office Manager PC and go to Start \rightarrow Programs \rightarrow IP Office \rightarrow Manager to launch the Manager application. In the Manager window, select File \rightarrow Open Configuration to search for IP Office in the network and log into IP Office using the appropriate Administrator Login credentials to receive its configuration.

File	Edit	View	Tools	Help	
	Open C	onfigura	tion	Ctrl+O	
	Close C	onfigura	tion		
	Save C	onfigural	tion	Ctrl+S	
	Save C	Configura	ition As		
	Change	Working	g Director	y	
	Prefere	nces			
	Offline				•
	Advanc	ed			•
	Backup	/Restore			•
	Import	Export			•
	Exit				

🐻 Avaya IP Office R6.1 Manager	TPhelan Branch1 [6.1(5)] [Administrator(Administrator)]	
File Edit View Tools Help		
TPhelan_Branch1 - System	🔹 TPhelan_Branch1 🔹 🕴 🤽 🚔 🗸 🔛 🖕 🔝 💽 🧱 🚺 🛹 🐸 🛹 🔞	
IP Offices	TPhelan Branch1	< >
Deperator (3)	System LANI LANZ DNS Voicemail Telephony Directory Services System Events SMTP SMDK Twinning V	
😑 🖘 TPhelan_Branch1	Name TPhelan_Branch1 Locale	
TPhelan Branch1	Contact Information	
□ 行 Line (11)		
-173		_
-f7 4		=
	TFTP Server IP Address 0 0 0 0 Branch Prefix	
7	HTTP Server IP Address 0 · 0 · 0 · 0 Local Number L	.engl
17	Manager PC IP Address	
🖅 🖘 Control Unit (5)	Avaya HTTP Clients Only	
	Enable SoftPhone HTTP Provisioning	
HuntGroup (6)	Automatic Backup Command 🗹	
🗈 🔋 Short Code (66)	Time Setting Config Source Voicemail Pro/Manager 🔽	~
Service (0)		>
🗐 🍈 Incoming Call Route (2)		
- 🧐 WanPort (0)		elp
Time Profile (0)	Error Liet	215
🖅 🝈 Firewall Profile (1)		212
IP Route (2)	Configuration Item T Record Description	
Account Code (0) E Licence (157)	I Prelan_Branch1 Line 1 Line Appearance ID is blank TPhelan_Branch1 Line 2 Line Appearance ID is blank	
Tunnel (0)	TPhelan_Branch1 Line 3 Line Appearance ID is blank	
🗈 🌆 User Rights (10)	TPhelan_Branch1 Line 4 Line Appearance ID is blank	
RAS (1) RAS Location Request (0)	TPhelan Branch1 Evtension 8001 8004 Evtension number length must be 5 digits as per the System's Local Number	her Ler 🎽
Ready		

Below is the configuration screen that is shown after a successful login.

3.2. Configure Analog Extensions for Voicemail

In the Manager window, go to the Configuration Tree and double-click **Extension**. In the list of extensions that appears, select extension **89019**, i.e. the first extension that will be connected to Tiger's Dialogic card listed in **Table 1**. In the Extension window that appears, leave default values for all settings and select **Analogue** tab. In that tab, select **IVR Port** for **Equipment Classification** and click **OK**.

IP Offices	Anal	ogue Extension: 73 89019	📸 • 🗙 • < >
8001 8004 1 89000 2 89001 3 89002 4 89003 5 89004 6 89005 7 89006 8 89007 8005 89010 4 9 89011 5 0 89012 5 1 89013 5 2 89014	Extn Analogue Equipment Classification Quiet Headset Paging Speaker Standard Telephone Door Phone 1 Door Phone 2 IVR Port FAX Machine	Flash Hook Pulse Width Use System Defaults Minimum Width 20 0 r Maximum Width 500 0 r Message Waiting Lamp Indication Type None	ns ns
53 89015 55 89016 55 89017 56 99019 73 89019 74 89022		Hook Persistency Disconnect Pulse Width	100 📚 ms 800 ⋧ ms K Cancel Help

In the Manager window, go to the Configuration Tree and expand User (not shown) and select the user that corresponds to the previously configured extension **89019**. In the User window that appears, set **Name** to a suitable value and select the **Telephony** tab.

IP Offices	12			V	oicemail1: 89	9019*			- 1	×
89014 Extn89014	User	Voicemail	DND	ShortCodes	Source Numbers	Telephony	Forwarding	Dial In	Voice Recording	Button Program 🔦 🕨
89016 Extn89016	Name			Voicem	ail1	96 - 3 	M	346		<u>^</u>
89017 Extn89017	Passw	ord								
89100 Extn89100	Confir	m Password	i							_
89102 Extn89102	Full Na	ame								=
89024 Occ Clean 89023 Occ Dirty	Exten	sion		89019						
89025 Occ Inspect	Locale								~	
89022 Vacant Inspect	Priorit	у		5					~	
89020 Voicemail 2 89300 VoiceMail SIP	Syste	n Phone Rig	ihts	None					*	
89301 Voicemail SIP1	Profile			Basic U	lser				~	
89019 Voicemail SIR3	-			Rec	eptionist hle SoftPhone					×
Short Code (66) Service (0)								<u>_</u>	K <u>C</u> ano	el <u>H</u> elp

In the Telephony tab, check **Busy On Held** and click **OK**. Repeat this section for each of the analog lines listed in **Table 1**.

IP Offices	1 1 1			Vo	bicemail1: 8	9019*			📸 • 🗙 🗸 < >		
Image: Control Unit (S) Image: Control Unit (S)	LUSER Call Oul Ins Rin No Wr.	Voicemail Settings Su side Call Sec de Call Sequ de Call Seque gback Seque Answer Time (s	DND upervisor S uuence ence nce : (secs) secs)	ShortCodes iettings Mul Default I Default I 15 2	Source Numbers ti-line Options Ca Ring Ring	Telephony II Log	Forwarding	ding Dial In Voice Recording Button Program			
 89002 Extn89002 89003 Extn89003 89004 Extn89004 89005 Extn89005 89006 Extn89006 89007 Extn89007 89010 Extn89010 89010 Extn89011 89011 Extn89011 89012 Extn89012 89013 Extn89013 	Cal	nsfer Return Cost Mark-L	ı Time (sec	s) Off 100					K <u>C</u> ancel <u>H</u> elp		

3.3. Configure Hunt Group

In the Manager window, go to the Configuration Tree, right-click **Hunt Group** and select **New** in the pop-up menu that appears. In the subsequent Hunt Group window, set **Name** to a suitable value, set **Extension** to the extension for the Tiger Voicemail hunt group listed in **Table 1**, set **Ring Mode** to **Rotary**, and add the Voicemail extension numbers listed in **Table 1** to the **Extension List**.

IP Offices	R	totary Group Tiger	Voicemai	1: 89210	🖆 - 🗙 🗸 🗸	< >				
	Hunt Group Voicemail Fallba	Hunt Group Voicemail Fallback Queuing Voice Recording Announcements								
🖶 🚧 Operator (3) 🖃 🖏 TPhelan_Branch1	Name	Tiger Voicemail		CCR Agent Group		^				
田 雪 System (1) 田 千子 Line (11)	Extension	89210								
Control Unit (5)	Ring Mode	Rotary	*	No Answer Time (secs)	System Default (15)	\$				
	Overflow Mode	Group	*	Overflow Time (secs)	Off	Ŷ				
HuntGroup (6) 89200 DDI 89200	Hold Music Source	No Change	~	Voicemail Answer Time (secs)	45	\$				
89201 DDI 89201	Agent's Status on No-Answer Applies To	None	~							
89202 DDI 89202	User List			Overflow Group List						
89220 SIP Voicemail	Extension Name			Group Name						
	89022 Voicemail 22									
Incoming Call Route (2) WapPort (0)	🗹 89019 Voicemail1									
Directory (0)										
					12	~				
IP Route (2) Arrowsk Carls (0)	<					>				
E ticence (157)				<u>o</u> k	<u>C</u> ancel	Help				

IP Offices	Rotary Group Tiger Voicemail: 89210*	📸 • 🗙 🗸 < >
 BOOTP (2) Ø Operator (3) ♥ TPhelan_Branch1 ♥ ♥ System (1) ♥ ↑ Ţ Line (11) 	Hunt Group Voicemail Fallback Queuing Voice Recording Announcements Queuing On Queue Length Voice Minit Voice Normalize Queue Length Queue Type Assign Call On Agent Answer Voice Normalize Queue Length	
Control of Int (3) Carternsion (33) User (34) HuntGroup (6) Reg201 DDI 89200 Reg201 DDI 89201 Reg202 DDI 89202 Seg203 DDI 89203 Reg203 SIP Voicemail Reg210 Tiger Voicemail	Calls In Queue Alarm Calls In Queue Threshold I Calls In Queue Threshold I	
Short Code (66) Service (0) Acs (1) Monomia Call Route (2) WanPort (0) Monort (0)		Cancel Help

Select the Queuing tab and uncheck Queuing On. Click OK.

3.4. Disable System Voicemail

In the Manager window, go to the Configuration Tree and double-click **System**. Select the **Voicemail** tab. In the Voicemail tab that appears, select **None** for **Voicemail Type** and click **OK**.

IP Offices	1 1 1				Т	Phelan_	Branch1*				₫ - >	< 🗸	< >
BOOTP (2) Operator (3)	System	LAN1	LAN2	DNS	Voicemail	Telephony	Directory Services	System Events	SMTP	SMDR	Twinning	VCM	CCR
🖃 🦏 TPhelan_Branch1	Voicem	ail Type			<none></none>			Mes	sages Bu	utton Goe	s To Visual V	/oice	
■ System (1) ■ TPhelan_Branch1 ■ TPhelan_Branch1 ■ Control Unit (5) ■ Extension (33) ■ Extension (33) ■ Extension (6) ■ Short Code (66) ■ Short Code (66) ■ RAS (1) ■ Incoming Call Route (2) ■ WanPort (0) ■ Time Profile (0) ■ IP Route (2) ■ Account Code (0) ■ User Rights (10) ■ User Rights (10) ■ PLS Location Request (0)	Voicem Backup Voicei Unres Auto- Annoi	ail Destin ail IP Ado Voicema nail Char erved Cl Attendar	vation dress bil IP Add nnel Rese nannels nt ts	ress [rvation 259 0	255 + 255 0 • 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	• 255 • 28	Mandatory	Voice Recording	0				
RAD LOCATION REQUEST (U)									Q		⊆ancel		Help

3.5. Create Short Codes

Create a Short Code used for Forward on No Answer and Forward on Busy. In the Manager window, go to the Configuration Tree, right-click **Short Code** and select **New** in the popup that appears. In the Short Code window that appears, set **Code** to 7777777777N. Set **Feature** to **Dial Extn** and set **Telephone Number** to **89210D#*N#*E** where 89210 is the hunt group created in **Section 3.3**. Click **OK**.

IP Offices		7777777777N: Dial Extn*	☆ • × < >
9x * 52	Short Code		
••• 9 × *53*N# ••• 9 × *57*N#	Code	7777777777N	
9X *68	Feature	Dial Extn	
9 × *70*N#	Telephone Number	89210D#*N#*F	
	Line Course Id.		
••••••••••••••••••••••••••••••••••••••	Line Group Id		
9x *9000*	Locale		
	Force Account Code		
9x *SDN			
9X 200×x			
9× 500××			
Service (0)			
🕀 🗸 RAS (1)			
Directory (0)			OK Cancel Help

Create a Short Code used for Direct access to Tiger Voicemail. In the Manager window, go to the Configuration Tree, right-click **Short Code** and select **New**. In the new Short Code window that appears, set **Code** to ***68**, set **Feature** to **Dial Extn.** Set **Telephone Number** to **89210D**E** where 89210 is the hunt group created in **Section 3.3**. Click **OK**.

IP Offices	2	*68: Dial Extn*	🖆 - 🗙 🗸 < >
89201 DDI 89201	Short Code		
89202 DDI 89202 89203 DDI 89203 89220 SIP Voicemail 92210 Tiger Voicemail	Code Feature	*68 Dial Extn	
Short Code (66)	Telephone Number	89210D**E	
- 9x *01 - 9x *02 - 9x *03 - 9x *04 - 9x *05 - 9x *06 - 9x *07*N# - 9x *09 - 9x *09 - 9x *10*N#	Line Group Id Locale Force Account Code		
••••••••••••••••••••••••••••••••••••••			OK Cancel Help

Create a Short Code used for set the MWI Lamp On. In the Manager window, go to the Configuration Tree, right-click Short Code and select New in the popup that appears. In the Short Code window that appears, set Code to *80*N*, set Feature to Display Msg and set Telephone Number to N";MWL Msgs=1 OLD=0 Sav=0"". Click OK.

IP Offices	IZ	*80*N*: Display Msg*		📸 • 🗙 🗸 < >
	Short Code Code Feature Telephone Number Line Group Id Locale Force Account Code	*80*N* Display Msg N";MWL Msgs=1 Old=0 Sav=0"" 0		
9× *48			QK	<u>Cancel</u> <u>H</u> elp

Create a Short Code used for set the MWI Lamp Off. In the Manager window, go to the Configuration Tree, right-click Short Code and select New in the popup that appears. In the subsequent window, set Code to *81*N*, set Feature to "Display Msg" and set Telephone Number to N";MWL Msgs=0 OLD=0 Sav=0"". Click OK.

IP Offices	1 2	*81*N*: Display Msg*	☆ • X √ < >
9x *30 9x *31 9x *31 9x *32*N# 9x *33*N# 9x *35*N# 9x *35*N# 9x *36 9x *38*N# 9x *39 9x *40 9x *41 9x *43 9x *44 9x *45*N#	Short Code Code Feature I Telephone Number Line Group Id Locale Force Account Code	"81*N* Display Msg 1";MWL Msgs=0 Old=0 Sav=0"" 	
9X *46 9X *47 6X *48	-		

3.6. Configure Extensions for Voicemail

In the Manager window, go to the Configuration Tree, right-click **Extension** and select the User to be configured. Click on the Forwarding tab. Check **Forward on Busy**, **Forward on No Answer**, and **Forward Internal Calls** check boxes. In the **Forward Number** specify **777777777X** where X is the Extension. For Extension=89100, the Forward Number will be 77777777789100. Click **OK**.

IP Offices	1 1 1 1				Extn89100	89100*				📸 • 🗙 • < >
User (34)	User	Voicemail	DND	ShortCodes	Source Numbers	Telephony	Forwarding	Dial In	Voice Recording	Button Programming
	Folk	w Me Numb	er						v	
89001 ExtriB9001 89002 ExtriB9002 89003 ExtriB9003	Forv	vard Uncond	itional							
89004 EXtra9004 89005 Extra9005 89006 Extra9006	Forv	vard Number							~	
89007 Extn89007 89010 Extn89010 89011 Extn89011	Forv	Forward Hunt Group Calls Forward Internal Calls								
89012 Extn89012 89013 Extn89013 89014 Extn89014 89015 Extn89015	Forward On Busy Forward On No Answer									
89016 Extn89016 89017 Extn89017	Forv	Forward Number		7777777789100				~		
89100 Extn89018 89100 Extn89100 89101 Extn89101	Forv	vard Interna	i calis							
89102 Extn89102 89024 Occ Clean									<u>o</u> k	<u>Cancel</u> <u>H</u> elp

Repeat this configuration for each required user. In the Manager window, select **File** \rightarrow **Save** to push the configuration to IP Office and wait for the system to update. This completes configuration of IP Office.

4. Configure Tiger Communications Server

The configuration information provided in this section describes the steps required to configure Tiger InnOvation 2020 to work with Avaya IP Office 6.1. For all other provisioning information, such as software installation, installations of optional components, and configuration of Tiger InnOvation 2020, please refer to the Tiger Communications product documentation in reference [2].

On the Tiger InnOvation 2020 server, navigate to d:\Innline\bin\ and click on innline.exe to launch the Tiger InnOvation 2020 voice mail configuration. Once the application is open click on **Do** \rightarrow Configure System.

	TIGER INNOVATION 2020
View Port Activity	
Interface: Innovation Hospitality I	- Marthau All Ashirin
Configure System	
Set Time/Date	000 InnLine runtime started Tue Dec 09 17:34:18 2008 200 Global Call event thread is starting 001 initializing
	002 initializing 003 initializing
Minimize Window	004 Initializing 001 wait for call 002 wait for call
Shucuown System	003 wait for call 004 wait for call
04 wait for call	
× *	
Event Astronom	
Event Activity	
500 idle	
501 idle	
502 idle	

Expand the tree configuration menu on the left by clicking on System \rightarrow Voice Ports and then clicking Port 0 on the right (not shown). In the dialog that appears, enter the Port Extension to match the analog extension configured in Section 3.2. Select Generic In-band from the Port Type drop-down list, and select In-bound/Out-bound for the Call Direction. In the drop-down list of the Out-bound Actions, uncheck MWI. The remaining parameters can be left with their default settings. Click OK (not shown).

Port 01			×
Port Extension:	89019		
Disable?			
Tenant:	IPO Testing	•	
Port Type:	Generic In-band	•	
Call Direction:	In-bound/Out-bound	•	
Out-bound Actions:	MN WC WCO WCF DID C	F 911	
Default Mailbox:	MWI Message Notification	•	
Guest Direct Call:	 ✓ Wake-up Calls ✓ Wake-up Off-loading 	•	
	 Wake-up Fail Notification 		
	✓ DID Routing		
	 ✓ 911 Call Notification 		_

Repeat this step for each analog connection that is required. When complete, right-click on the **Port 04** which corresponds to extension 89022 which was just created. Click **Edit**. In the drop-down list of the **Out-bound Actions**, check the **MWI** option. Click **OK**.

Port 04			×
Port Extension:	89022		
Disable?			
Tenant:	IPO Testing	•	
Port Type:	Generic In-band	•	
Call Direction:	Out-bound only	•	
Out-bound Actions:	- All Out-bound Actions		
Default Mailbox:	 ✓ MWI ✓ Message Notification 	•	
Guest Direct Call:	✓ Wake-up Calls ✓ Wake-up Off-loading	•	
	 Wake-up Fail Notification DID Routing Call Forwarding 911 Call Notification 		

Solution & Interoperability Test Lab Application Notes ©2011 Avaya Inc. All Rights Reserved. Expand the tree configuration menu on the left and click on System \rightarrow Voice Ports \rightarrow Port Types. In the screen on the right, double-click Generic In-band and select Call ID tab.



In the Call ID tab that appears specify following values:

- ID Time-Out: 3000 ms
- Direct Call ID Format: **%5g
- Type A covered call ID Format: #*%5d#*%5g

The remaining parameters can be left with their default settings. Click **OK**. **%5** represents the number of extensions (in this case 5 digits).

Ge	neric In-ba	and (1)							? ×
	General	Call ID	Transfer	Dialing I	MWI	Recording	gs Trar	nslations	
	Setting	ıs affectir	ıg in-band (all integra	ation				
				ID Time	e-out:	3000	ms		
			ID Inte	r-digit Tim	eout:	1000	ms		
				Post-ID P	ause:	1000	ms		
				ID	Size:	2 💌	digits		
			Direct	Call ID Fo	rmat:	**%5g		•	
		Туреи	A Covered	Call ID Fo	rmat:	#*%5d#*	*%5g	•	
		Туре I	3 Covered	Call ID Fo	rmat:			•	
		Туре (C Covered	Call ID Fo	rmat:			•	
	OK Cancel								

Click on the **MWI** tab and specify the following:

*,

- Dial String Prefix: ,*80*
- Dial String Suffix: *,
- Dial String Prefix: ,*81*
- Dial String Suffix:

Ge	neric In-ba	and (1)							<u>? ×</u>
	General	Call ID	Transfer D	Dialing	MWI	Recordin	gs Translat	tions	
		ator On -							
			Dial S	tring Pr	efix:	,*80*			
			Dial S	tring Su	uffix:	*,			
	– India	ator Off							
			Dial S	tring Pr	efix:	,*81*			
			Dial S	tring Su	uffix:	*,			
ļ									
				ок		Cancel			

These values respond to the MWI Lamp On and MWI Lamp Off Short Codes configured on IP Office in **Section 3.5**.

5. Interoperability Compliance Testing

The interoperability compliance testing included feature and serviceability testing. The feature testing evaluated the voicemail functionality of Tiger InnOvation 2020 which is delivered via Dialogic analogue voice processing card connected to analogue extension ports of Avaya IP Office. The serviceability testing introduced failure scenarios to see if Tiger InnOvation 2020 could resume after a link failure with IP Office.

5.1. General Test Approach

The general test approach was to validate correct operation of typical voicemail functions including call coverage in following scenarios:

- Recording messages on the voicemail system
- Retrieving messages by making a direct call to the voicemail system
- Message Waiting Indication (MWI) lamp
- Voicemail integration with hospitality features like check-in, check-out and room transfer
- Link Failure and Recovery for analog lines and IP connection.

Feature functionality testing was performed manually. Call coverage was verified when there was no answer on a dialed extension or when a dialed extension was busy. Direct access to the Voicemail system was verified with message retrieval from the extension with voicemail and from a different extension by placing an inbound T1/PRI call to the Voicemail. Voicemail integration with hospitality features like check-in, room transfer and check-out were verified using Tiger InnOvation 2020 interface.

Check-in:

- Voice mailbox was set up for the extension
- Automatic check-in message was left at the extension
- MWI lamp was turned on

Room Transfer:

- Old extension's MWI lamp was turned off
- Voicemail was purged after moving it to the new extension number
- New extension's MWI lamp was turned on and voicemail had been moved to the new extension.

Check-out:

- Station MWI lamp was turned off
- Voice mailbox was emptied

5.2. Test Results

All executed test cases were completed successfully.

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6. Verification Steps

Place a call to one of the guest extensions and allow it to go to coverage.

- Verify the Tiger voicemail greeting answers and leave a message.
- Verify that the MWI lamp of the dialed station is turned ON.

Also, in the Tiger InnOvation 2020 Monitor, confirm that the call was transferred using analog lines to Tiger Voicemail. The screenshot below shows a call placed to extension 89100 that covered to Voicemail.

	TIGER INNOVATION 2020
Telephone Port Activity 01 wait for call 02 wait for call 03 wait for call 04 wait for call 04 wait for call 05 wait for call 06 wait for call 07 wait for call 08 wait for call 09 wait for call 01 wait for call 02 wait for call 03 wait for call 04 wait for call 05 wait for call 04 wait for call 05 wait for call 04 wait for call 05 wait for call 05 wait for call 04 wait for call 05 wait for call 05 wait for call 05 wait for call	<pre> Monitor: All Activity Oel CI: wait for call data (format='#*X5d#*X5g') eli in PROCESS DIGITS</pre>
	12:47:26

7. Conclusion

These Application Notes describe the steps for configuring Tiger InnOvation 2020 to work with Avaya IP Office. All test cases that were executed have successfully passed. Tiger InnOvation 2020 version 2.7.13 was successfully compliance tested with Avaya IP Office version 6.1).

8. Additional References

The following documentation may be obtained from http://support.avaya.com.

- [1] Avaya IP Office Release 6.1 Manager 8.1, Issue 25j, 3rd December 2010 available at <u>http://support.avaya.com</u>
- [2] Product documentation for Tiger Communication's products may be found at <u>www.tigercomms.com</u>

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