



Avaya Solution & Interoperability Test Lab

Application Notes for Configuring Trio Enterprise 3.0 and Avaya Communication Server 1000 Release 6.0 using SIP Interface - Issue 1.0

Abstract

These Application Notes describe the configuration steps required for TRIO Enterprise 3.0 to successfully provide Attendant Client functionality with Avaya Communication Server 1000 Release 6.0 system using SIP interface.

Trio Enterprise 3.0 provides Attendant Client functionality with a view of contacts and schedules communications tasks integrating with existing Windows-based applications. It performs phone tasks without the need for a physical phone by One click dialing from the address book. Call scenarios involving Avaya Communication Server 1000 Release 6.0 and TRIO Enterprise 3.0 were tested.

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

1. Introduction

This is the interoperability test report for Avaya Communication Server 1000 Release 6.0 (CS1000) and Trio Enterprise 3.0. This test was performed to verify the basic interaction between Avaya Communication Server 1000 Release 6.0 and Trio Enterprise 3.0 to ensure that there is no adverse impact on Avaya Communication Server 1000 Release 6.0 system while Trio Enterprise 3.0 is running and accessing Avaya Communication Server 1000 Release 6.0 system. During the compliance testing, Trio Enterprise 3.0 was able to provide Attendant Client functionality successfully. Call scenarios involving Avaya Communication Server 1000 Release 6.0 system and Trio Enterprise 3.0 were tested.

1.1. Interoperability Compliance Testing

The interoperability compliance test included feature testing to evaluate the ability of Trio Enterprise 3.0 to successfully provide Attendant Client functionality integrated with Avaya Communication Server 1000 Release 6.0 System. The testing was performed for various types of calls: intra-switch calls (calls between phones on the same site), outbound/inbound calls to/from the PSTN and outbound/inbound calls to/from the phones between the two sites via an IP trunk.

1.2. Support

Technical support for TRIO Enterprise 3.0 can be obtained through the following:

Phone: +46 8 457 3000
E-mail: triosupport@trio.com
Web: www.trio.com

2. Reference Configuration

Figure 1 illustrates a sample configuration that was used to compliance test the interoperability of Trio Enterprise 3.0 and Avaya Communication Server 1000 Release 6.0 system. Avaya Communication Server 1000 Release 6.0 system has connections to the following: Avaya phones and a PRI trunk to the PSTN. TRIO Enterprise 3.0 uses Interception Protocol called ICP to provide Attendant Client functionality through SIP interface. The phones connected to the system will be used to generate call traffic to Avaya Communication Server 1000 Release 6.0 system. These phones will be used to generate intra-switch calls (calls between phones on the same system) and outbound/inbound calls to/from the PSTN.

Trio Enterprise connects to Avaya CS1000 system using ICP, a proprietary protocol for redirecting phones to the attendant service. An ICP connection is done through the network or using a terminal server connected to a local Avaya RS232 interface, or through TCP/IP.

In this example, the Trio Enterprise server connects to Avaya CS1000 system using RS232.

The SIP interface is used for connecting voice channels between Trio Enterprise and Avaya Communication Server 1000 Release 6.0 system.

Network Routing Service (NRS) gives directives to Trio Enterprise of which node to use for the outgoing call for each call going out from Trio Enterprise.

TRIO Enterprise software is running on a DELL Laptop.

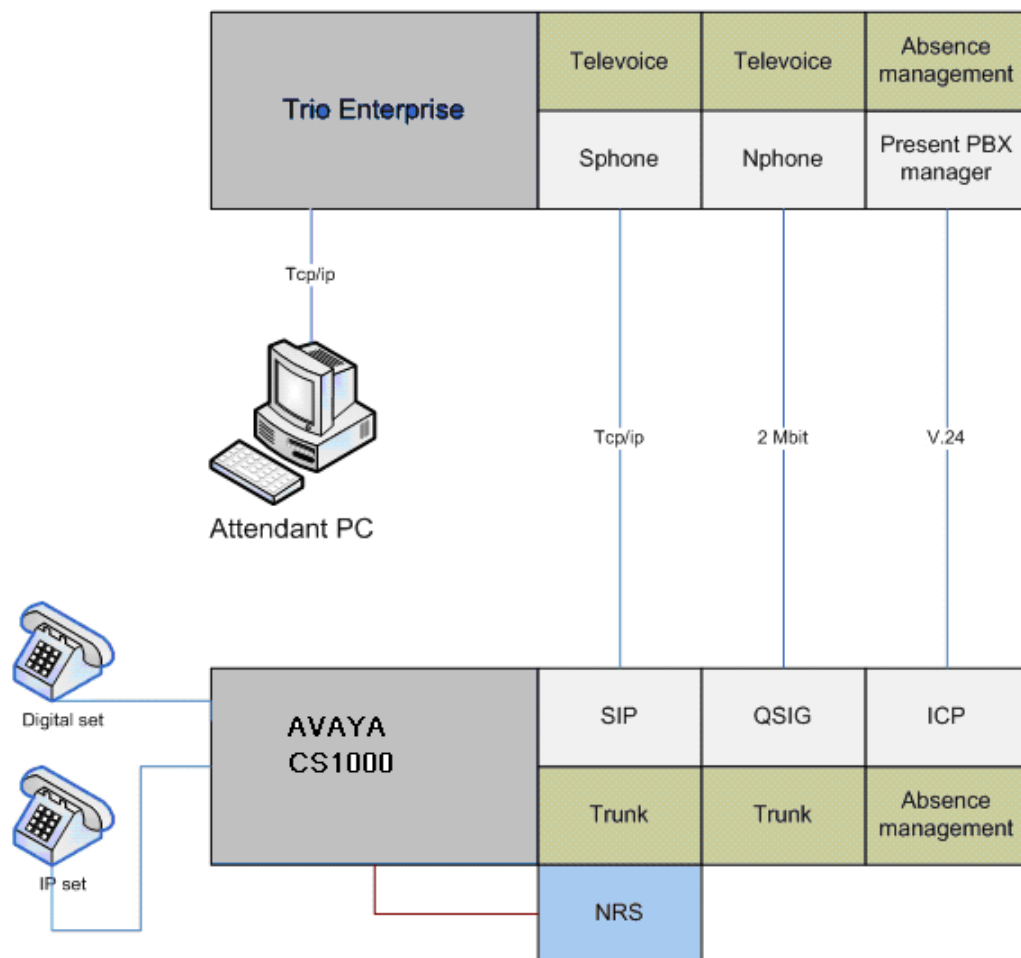


Figure 1: Network Configuration of TRIO Enterprise 3.0 with Avaya Communication Server 1000 Release. 6.0

3. Equipment and Software Validated

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

Equipment	Software Version
Avaya Communication Server 1000	Release 6.0
Trio Enterprise Software	Trio Enterprise 3.0

4. Configure Avaya Communication Server 1000 Release 6.0 System

This section describes standard parameter settings and configuration of Avaya Communication Server 1000 Release 6.0 system when connecting to Trio Enterprise 3.0.

During the test, Trio Enterprise was connected to Avaya Communication Server 1000 Release 6.0 utilizing ICP and SIP interfaces.

The configuration steps are listed below.

- Configure SIP D-Channel.
- Configure SIP Route
- Configure SIP Trunks
- Configure RLI for SIP.
- Configure CDP to TRIO Endpoint.
- Configure ICP Data in Customer Data Block.
- Configure TTY for ICP Connection
- Configure SIP Dynamic Endpoint for TRIO in NRS.
- Configure Routing Entries for TRIO in NRS

The required changed attributes are in bold format where others are at default values.

4.1. Configure D-Channel for SIP.

Configure D-Channel for SIP using Overlay LD 17.

LD 17

ADAN **DCH 64**
CTYP DCIP

DES VTRK
USR ISLD
ISLM 4000
SSRC 1800
OTBF 128
NASA YES
IFC SL1
CNEG 1
RLS ID 25
RCAP ND2 NCT TAT
MBGA NO
H323
OVLN YES
OVLN YES
OVLN 0

4.2. Configure SIP Route

Configure SIP route using Overlay LD 16.

LD 16

TYPE RDB
CUST 00
ROUT 66
DES VTRK_SIP
TKTP TIE
NPID_TBL_NUM 0
ESN YES
RPA NO
CNVT NO
SAT NO
RCLS EXT
VTRK YES
ZONE 002
PCID SIP
CRID NO
NODE 920
DTRK NO
ISDN YES
MODE ISLD
DCH 64
IFC SL1
PNI 00000
NCNA YES
NCRD NO
FALT NO
CTYP UKWN
INAC NO
ISAR NO
DAPC NO
MBXR NO
PTYP ATT

AUTO NO
DNIS NO
DCDR NO
ICOG IAO
SRCH LIN
TRMB YES
STEP
ACOD 87066
TCPP NO
TARG
CLEN 10
BILN NO
OABS
INST
IDC NO
DCNO 0
NDNO 0
DEXT NO
SIGO ESN5
MFC NO
ICIS YES
OGIS YES
TIMR ICF 512
 OGF 512
 EOD 13952
 DSI 34944
 NRD 10112
 DDL 70
 ODT 4096
 RGV 640
 GTO 896
 GTI 896
 SFB 3
 NBS 2048
 NBL 4096
 IENB 5
 TFD 0
 VSS 0
 VGD 6
 EESD 1024
SST 5 0
DTD NO
SCDT NO
2 DT NO
NEDC ORG
FEDC ORG
CPDC NO
DLTN NO
HOLD 02 02 40
SEIZ 02 02
SVFL 02 02
DRNG NO
CDR NO
NATL YES

SSL
CFWR NO
IDOP NO
VRAT NO
MUS NO
PANS YES
RACD NO
MANO NO
FRL 0 0
FRL 1 0
FRL 2 0
FRL 3 0
FRL 4 0
FRL 5 0
FRL 6 0
FRL 7 0
OHQ NO
OHQT 00
CBQ NO
AUTH NO
TTBL 0
ATAN NO
OHTD NO
PLEV 2
OPR NO
ALRM NO
ART 0
PECL NO
DCTI 0
TIDY 87066 66
ATTR NO
TRRL NO
SGRP 0
ARDN NO
AACR NO

4.3. Configure SIP Trunks.

Configure SIP Trunks using Overlay LD 14.

LD 14

DES SIP
TN 132 0 02 00 VIRTUAL
TYPE IPTI
CDEN 8D
CUST 0
XTRK VTRK
ZONE 002
LDOP BOP
TIMP 600
BIMP 600

AUTO_BIMP NO
NMUS NO
TRK ANLG
NCOS 0
RTMB 66 1
CHID 1
TGAR 1
STRI/STRO WNK WNK
SUPN YES
AST NO
IAPG 0
CLS UNR DTN CND ECD WTA LPR APN THFD XREP SPCD MSBT
P10 NTC
TKID
AACR NO

4.4. Configure RLI for SIP.

Configure RLI for SIP using Overlay LD 86.

RLI (LD 86)

RLI 36
ENTR 0
ROUT 66
TOD 0 ON 1 ON 2 ON 3 ON
4 ON 5 ON 6 ON 7 ON
VNS NO
SCNV NO
CNV NO
EXP NO
FRL 0
DMI 0
ISDM 0
FCI 0
FSNI 0
BNE NO
DORG NO
SBOC RRA
COPT 2
IDBB DBA
IOHQ NO
OHQ NO
CBQ NO

ENTR 1
LTER YES
TOD 0 ON 1 ON 2 ON 3 ON
4 ON 5 ON 6 ON 7 ON
VNS NO
FRL 0
DMI 135
FCI 0



DMI 135
DEL 5
ISPN NO
INST 92030
CTYP CDP

FSNI 0
BNE NO
SBOC NRR
IDBB DBD
IOHQ NO

ISSET 2
NALT 5
MFRL 0
OVLL 0

4.5. Configure CDP to TRIO Endpoint

Configure CDP Dialing Plan to TRIO Endpoint using Overlay LD 87.

DSC to Trio (LD 87)

DSC 92004
FLEN 5
DSP DN
RRPA NO
RLI 36
NPA
NXX

4.6. Configure ICP Data in Customer Data Block

Configure ICP Data in Customer Data Block using Overlay LD 15.

ICP (LD 15)

TYPE ICP_DATA
CUST 00
ICP YES
APL 4
NIPN 9
ICCR NO
ICMM 9
ICDN 92004
ECDN 92004
ICWN 0
ICPS CIR
ICDL 5
ICPD 0
ICTD YES

4.7. Configure TTY for ICP Connection

Configure TTY for ICP Connection using Overlay LD 17.

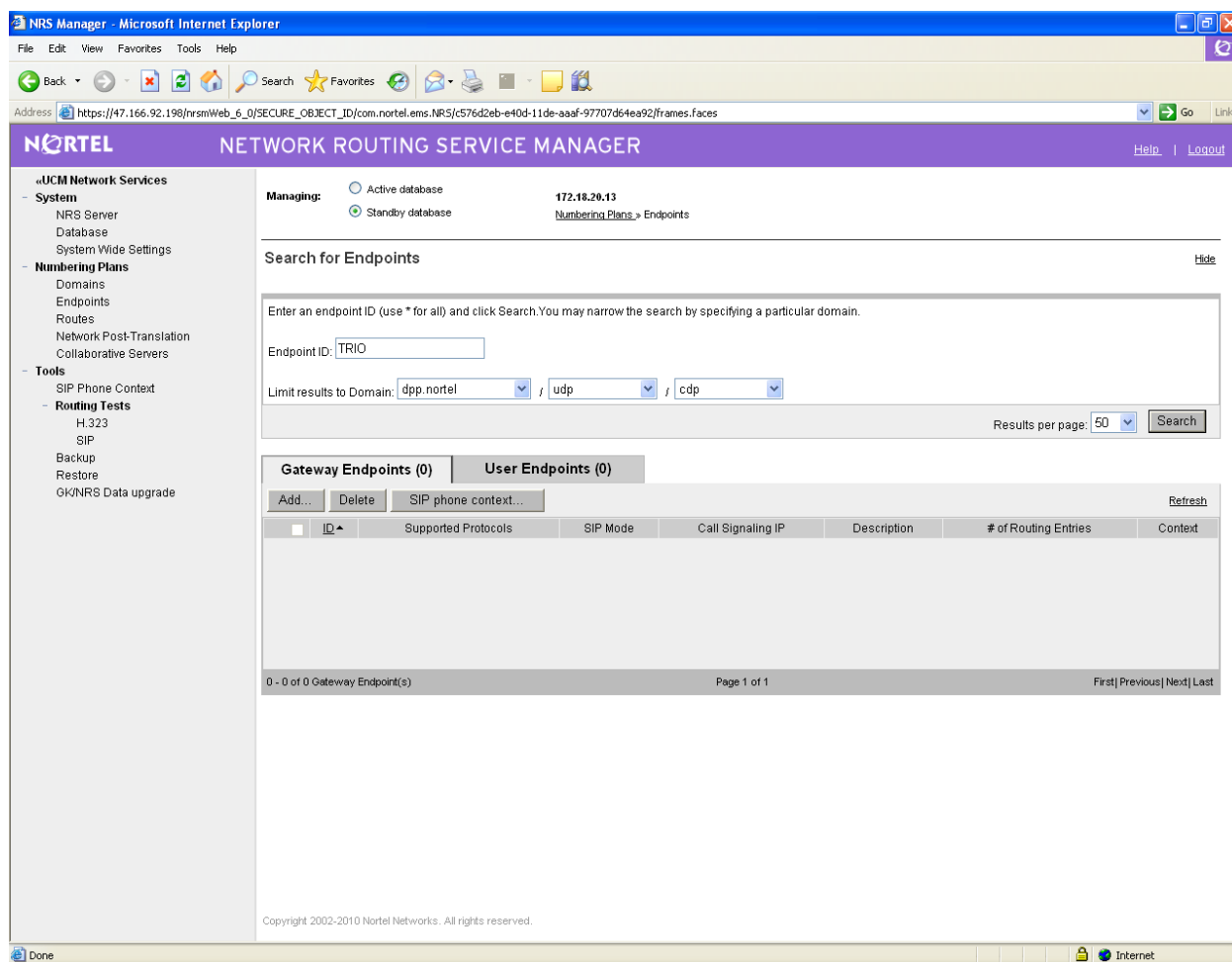
LD 17

TYPE adan tty 4
ADAN TTY 4
CTYP SDI2
GRP 0
DNUM 4
DES HVD
FLOW NO
USER ICP
XSM NO

4.8. Configure SIP Dynamic Endpoint for TRIO in NRS.

Launch NRS Manager Page from UCM of Avaya Communication Server 1000 Release 6.0 System. Navigate to NumberingPlans→Endpoints.

- Select **Standby** database for adding a configuration in NRS page.
- Enter the **EndPoint ID** as TRIO.
- Select the **Domains** (Service Domain as dpp.nortel, L0 Domain as udp and L1 Domain as CDP).
- Click on **Add** button to add an Gateway Endpoint.



Configuration found in the NRS Manager

Add Gateway Endpoint Page opens.

- Enter the **Endpoint Name** as TRIO.

Configuration found in the NRS Manager

Scroll down the page and set the following:

- Select **Dynamic SIP endpoint** for **SIP Support**.
- Select **Proxy Mode** for **SIP Mode**
- Enable the **SIP UDP transport enabled** checkbox.
- Enter **5060** for **SIP UDP Port**.

The screenshot shows the Nortel Network Routing Service Manager (NRS Manager) web interface in Microsoft Internet Explorer. The browser address bar shows the URL: https://47.166.92.198/nrsmWeb_6_0/SECURE_OBJECT_ID/com.nortel.ens.NRS/c576d2eb-e40d-11de-aaaf-97707d64ea92/frames.faces. The page title is "NORTEL NETWORK ROUTING SERVICE MANAGER".

The left sidebar contains a navigation menu with the following sections:

- «UCM Network Services
 - System
 - NRS Server
 - Database
 - System Wide Settings
 - Numbering Plans
 - Domains
 - Endpoints
 - Routes
 - Network Post-Translation
 - Collaborative Servers
 - Tools
 - SIP Phone Context
 - Routing Tests
 - H.323
 - SIP
 - Backup
 - Restore
 - GKNRS Data upgrade

The main content area shows the "Managing:" section with radio buttons for "Active database" and "Standby database". The "Active database" is selected. The IP address "172.18.20.13" is displayed. Below this, the breadcrumb "Numbering Plans > Endpoints > Gateway Endpoint" is shown.

The main configuration area is titled "Add Gateway Endpoint (dpp.nortel / udp / cdp)". It contains the following fields and options:

- SIP support: **Dynamic SIP endpoint** (dropdown menu)
- SIP Mode: **Proxy Mode** (radio button selected, "Redirect Mode" is unselected)
- SIP TCP transport enabled: ☐
- SIP TCP port: **5060** (text input)
- SIP UDP transport enabled: ☒
- SIP UDP port: **5060** (text input)
- SIP TLS transport enabled: ☐
- SIP TLS port: **5061** (text input)
- Persistent TCP support enabled: ☐
- End to end security support: ☐
- Network Connection Server enabled: ☐
- Redundancy enabled: **Nnt Configured** (dropdown menu)
- Main endpoint name: **Not Applicable** (dropdown menu)
- Redundant endpoint name: **Not Applicable** (dropdown menu)

At the bottom of the configuration area, there is a "Save" button and a "Cancel" button. A note at the bottom left of the configuration area states: "★ Required value".

The footer of the page contains the text: "Copyright 2002-2010 Nortel Networks. All rights reserved."

Configuration found in the NRS Manager

4.9. Configure Routing Entries for TRIO in NRS.

From NRS Manager page, navigate to **Numbering Plans** → **Routes**.

- Select the **Domains** (Service Domain as dpp.nortel, L0 Domain as udp and L1 Domain as CDP).
- Select **TRIO** as **Endpoint Name**.
- Click on **Add** Button to add an routing entry.

Add Routing Entry page opens.

- Select **Private level 0 regional (CDP steering code)** for **DN type**.
- Enter the **DN** (Ex:92004) for **DNPrefix**.
- Enter **1** for **Route cost**.

NRS Manager - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites

Address <https://172.166.92.198/nrsmWeb/6/0/SECURE/06JECT/ID/com.nortel.ens.NRS/c576d2eb-e40d-11de-aaaf-97707d64ea92/frames.faces> Go Links

NORTEL NETWORK ROUTING SERVICE MANAGER Help Logout

«UCM Network Services

- System
 - NRS Server
 - Database
 - System Wide Settings
- Numbering Plans
 - Domains
 - Endpoints
 - Routes
 - Network Post-Translation
 - Collaborative Servers
- Tools
 - SIP Phone Context
 - Routing Tests
 - H.323
 - SIP
 - Backup
 - Restore
 - GK/NRS Data upgrade

Managing: Active database 172.18.20.13
Standby database

Numbering Plans > Routes > Routing Entry

Add Routing Entry (dpp.nortel / udp / cdp / TRIO)

DN type: Private level 0 regional (CDP steering code) ▼

DN prefix: 92004 *

Route cost: 1 * (1-255)

* Required value.

Save Cancel

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Done Internet

Configuration found in the NRS Manager

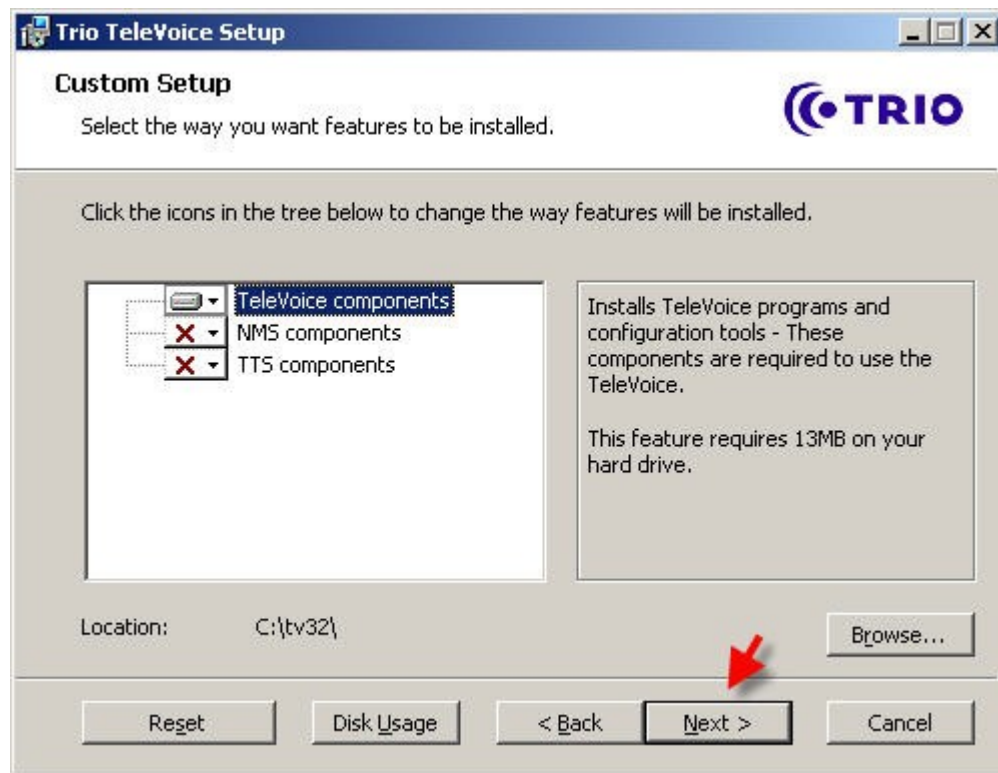
5. Configure TRIO Enterprise 3.0 for SIP interface

This section describes how to integrate TRIO Enterprise 3.0 with Avaya Communication Server 1000 Release 6.0 System using dynamic SIP.

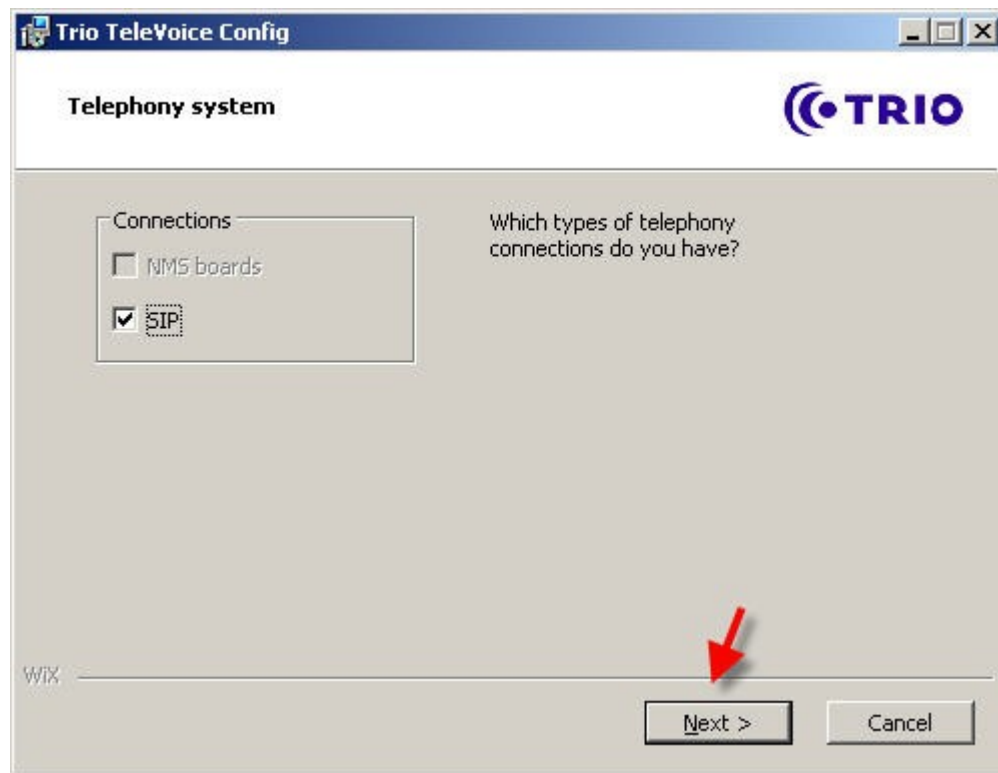
This section describes the installation steps performed for TRIO Enterprise 3.0 Setup.

Double Click on Trio Enterprise 3.0 Setup.exe file. The Trio TeleVoice Setup Custom Setup screen opens.

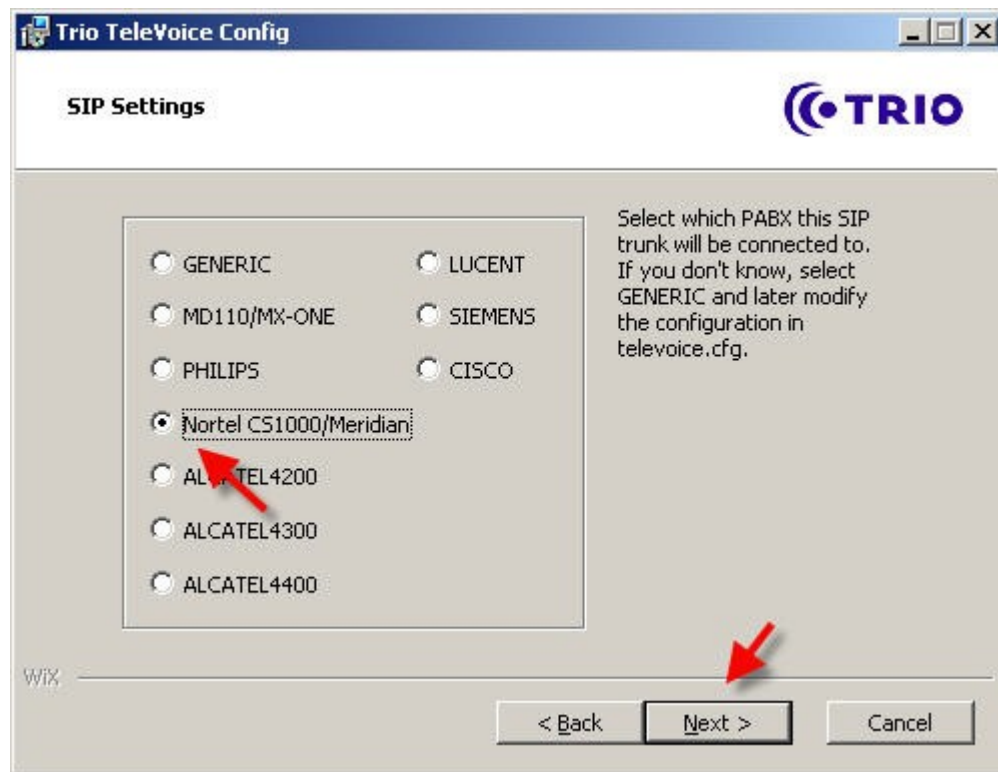
- Click on TeleVoice components.
- Make sure NMS components is not selected and click **Next**.



- Select **SIP** checkbox for Connections and click on **Next** button.



- Select **Nortel CS1000/Meridian** under SIP Settings and click on **Next** button.



- SIP Settings Page opens. Enter the SIP settings as described below and click on **Next** button.

- **Local IP**

The local IP address of the Trio Enterprise server

- **Target IP**

The IP address of the Network Routing Server (NRS)

- **Service Domain**

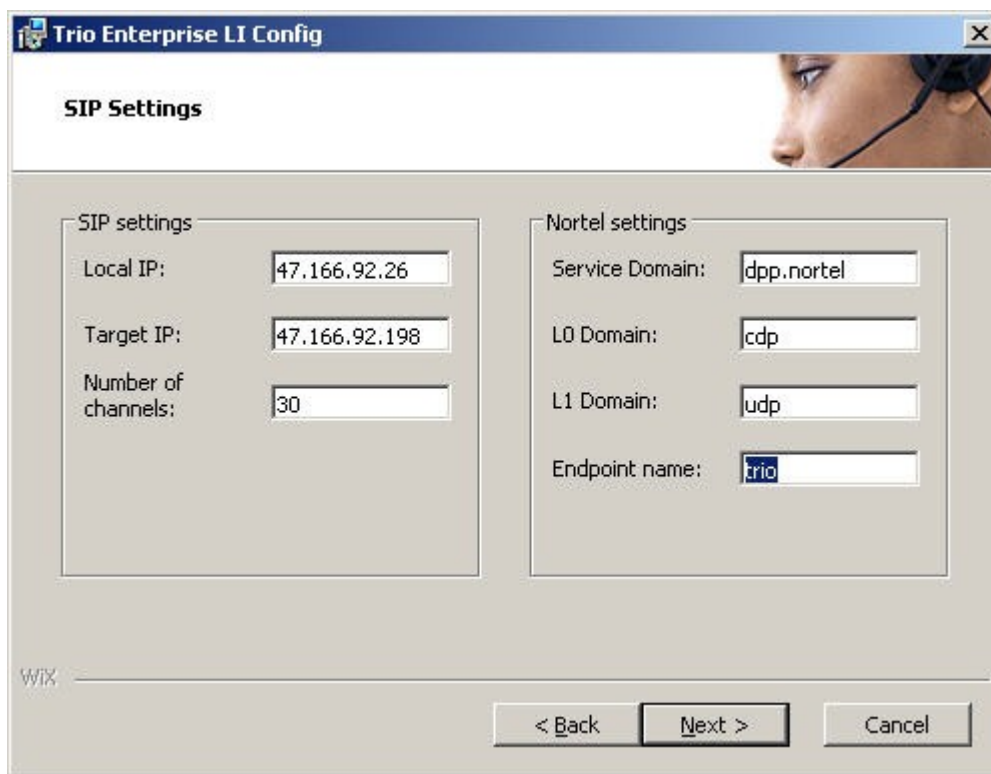
The Service domain configured in Network Routing Server (NRS)

- **LO domain**

The LO Domain configured in Network Routing Server (NRS)

- **Endpoint Name**

TRIO endpoint name configured in Network Routing Server (NRS)



The screenshot shows a window titled "Trio Enterprise LI Config" with a "SIP Settings" tab. The window is divided into two main sections: "SIP settings" and "Nortel settings".

SIP settings:

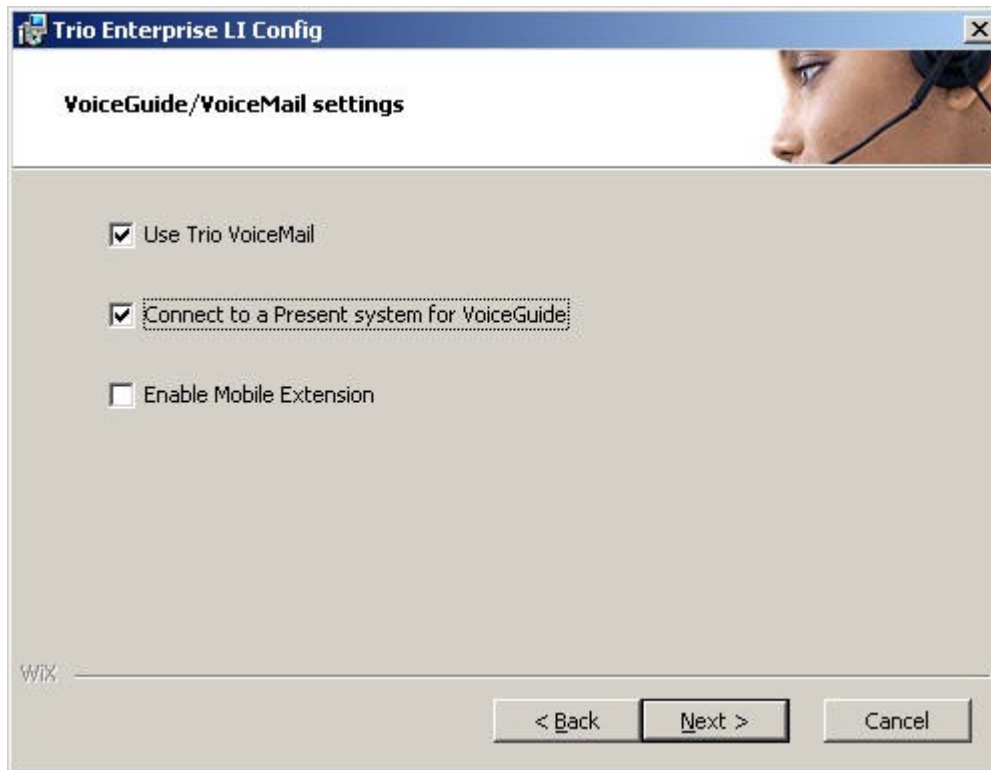
- Local IP: 47.166.92.26
- Target IP: 47.166.92.198
- Number of channels: 30

Nortel settings:

- Service Domain: dpp.nortel
- L0 Domain: cdp
- L1 Domain: udp
- Endpoint name: trio

At the bottom of the window, there are three buttons: "< Back", "Next >", and "Cancel". The "Next >" button is highlighted.

- VoiceGuide/VoiceMail settings page opens.
 - Enable **Use Trio VoiceMail** checkbox.
 - Enable **Connect to a Present system for VoiceGuide** checkbox.
 - Click on **Next** Button.



- TeleVoice Product Configuration Page appears.

Enter the following in the General Tab:

- Enter the value as 5 for **Ext. length**.
- Enter the value for **Operator Open hours**.
- Click on **Apply** button.
- Click on **OK** button.

The screenshot shows the 'TeleVoice Product Configuration' window with the 'General' tab selected. The window has a title bar and a close button. Below the title bar are four tabs: 'General', 'Voiceguide', 'VoiceMail', and 'Number analysis'. The 'General' tab is active and contains several configuration sections:

- PBX** section: 'Ext. length' is set to 5.
- Operator** section: 'Open hours' is set to 0800-1800, and 'Extension for open hours' is empty.
- A4400 - VPS Signaling** section: 'Extended VPS Signaling' is unchecked.
- General** section: 'Common working' is set to 0800-1700.
- Customer group data** section: 'Group' is set to 0, 'Number to operator' is set to 07203, and 'Beginning digits in extensions' is empty.
- Outgoing calls** section: 'Prefix for outgoing calls' is set to 0.
- Attendant extensions** section: 'Attendant' is set to 0, and 'Extension' is empty.
- Voice Assistant** section: 'Service' is set to 0, 'Number' is empty, 'Televoice Server IP-addr.' is empty, and 'Option in int. calls' is checked while 'Option in ext. calls' is unchecked.

At the bottom of the window are three buttons: 'OK', 'Cancel', and 'Apply'.

- VoiceGuide Configuration

Select VoiceGuide tab from the Televoice Product Configuration Page.

- Enable **Int. calls to attendant** checkbox.
- Enter the **Adm. code**.
- Click on **Apply** Button.
- Click on **OK** Button.

The screenshot shows the 'TeleVoice Product Configuration' window with the 'Voiceguide' tab selected. The window contains several configuration sections:

- Input of IM and/or name ph.**: Fields for Extension, Adm. code (654321), and *23-ext.
- Cellular transfer pause**: A field for time in seconds.
- Communication**: Radio buttons for TCP/IP (selected) and Serial. TCP/IP has a field for IP address (127.0.0.1:7799). Serial has a field for COM port (COM1:9600,N,8,1).
- Optional functions**: Checkboxes for Input of IM, Name phrase, self recorded, Int. calls to attendant (checked), VoiceGuide for MCX, external, and VoiceGuide for MCX, internal.
- Lunch / Pause**: Fields for Default lunch (60) and Default pause (30).
- Table of Referral codes**:

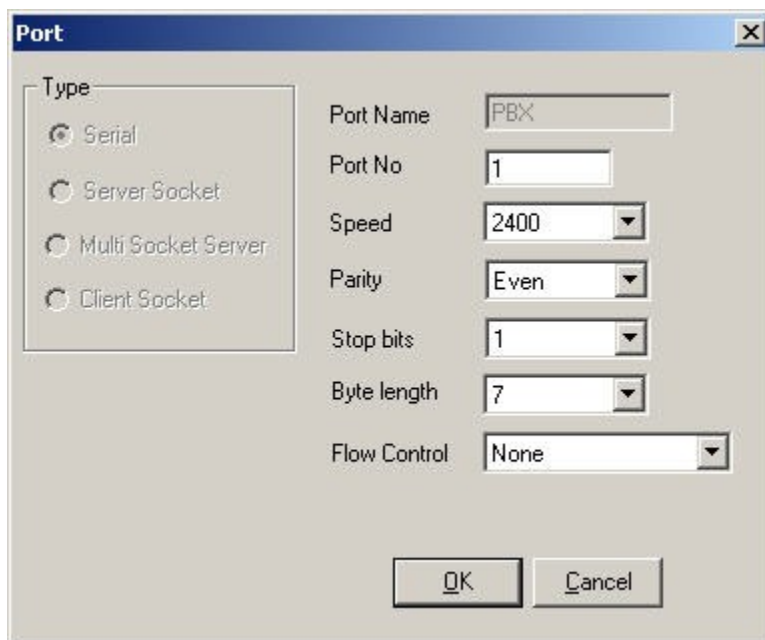
Description	Referral code
Other	0
Is on sick-leave	1
Is out at lunch	2
Left for the day	3
Is on official business	4
Is at a meeting	5
Is on a business-trip	6
Working part-time	7
Is on holiday	8
Is not on duty at present	9
Is temporary out	10
- Buttons**: Add... and Remove.
- Bottom fields**: IP-port number for call control connection to Present server (7797) and Transaction identifier for call control connection to Present (TV1).
- Footer buttons**: OK, Cancel, and Apply.

5.1. Server configuration for ICP Protocol

This is the required configuration on the server side to utilize forwarding on ICP protocol.

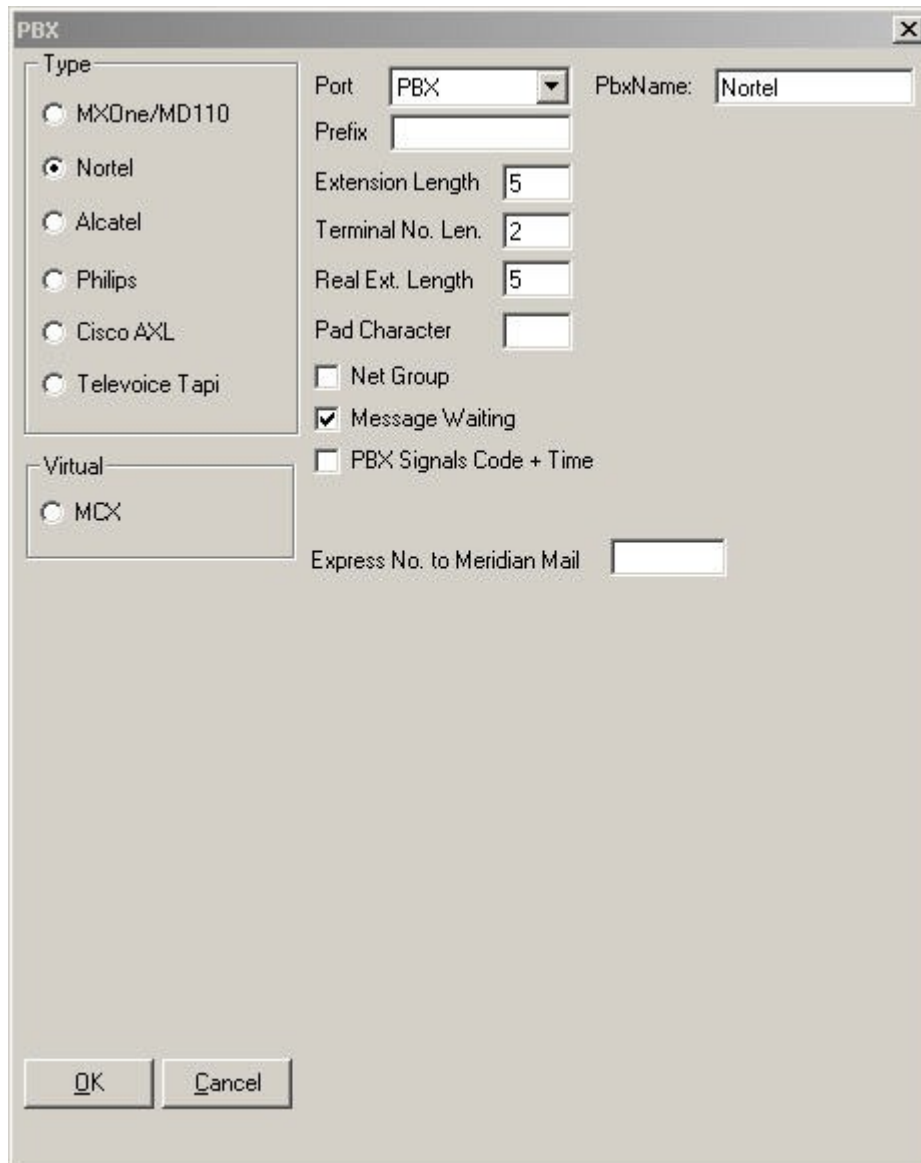
Open the ICP protocol HyperTerminal connection.

- Set up a port to communicate with the ICP interface.
 - Enter the value 1 for **Port No.**
 - Enter the **Speed** value.
 - Select **Even** for Parity field.
 - Enter the values for **Stop bits** and **Byte length**.
 - Select None for **Flow Control**.



The screenshot shows a 'Port' configuration dialog box. On the left, under 'Type', there are four radio buttons: 'Serial' (selected), 'Server Socket', 'Multi Socket Server', and 'Client Socket'. On the right, there are several fields: 'Port Name' with the text 'PBX', 'Port No' with the value '1', 'Speed' with a dropdown menu showing '2400', 'Parity' with a dropdown menu showing 'Even', 'Stop bits' with a dropdown menu showing '1', 'Byte length' with a dropdown menu showing '7', and 'Flow Control' with a dropdown menu showing 'None'. At the bottom, there are 'OK' and 'Cancel' buttons.

- Add a PBX to the configuration.
 - PBX type is Nortel
 - Extension length is 5



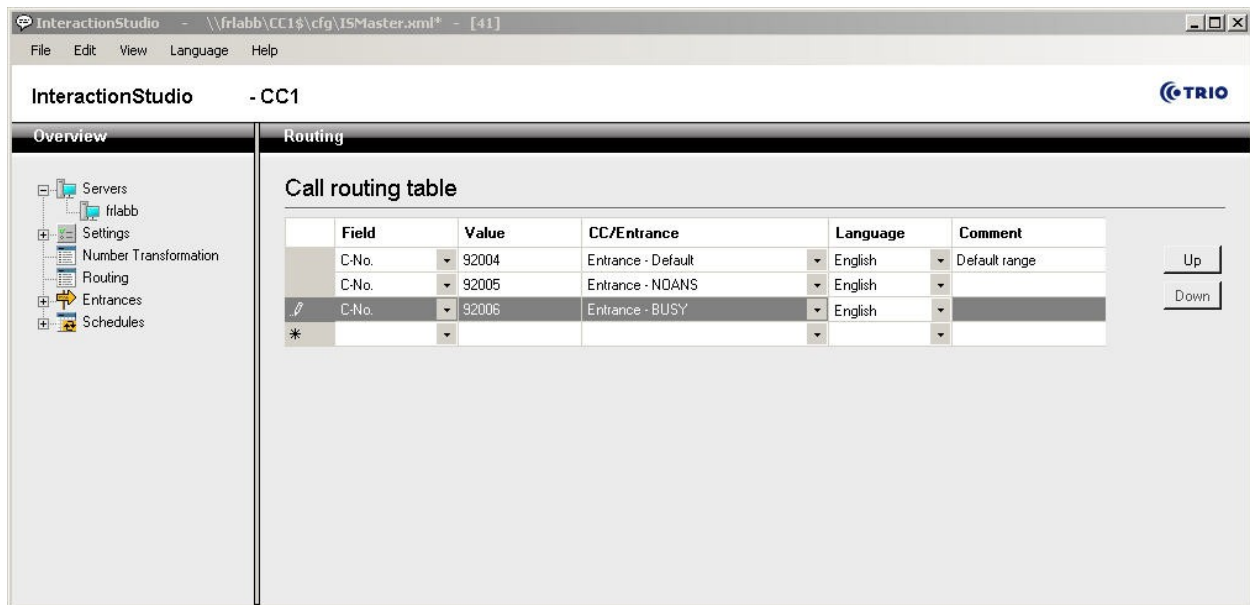
The image shows a 'PBX' configuration dialog box. It has a title bar with a close button. The dialog is divided into several sections. On the left, there is a 'Type' section with radio buttons for 'MXOne/MD110', 'Nortel' (which is selected), 'Alcatel', 'Philips', 'Cisco AXL', and 'Televoice Tapi'. Below this is a 'Virtual' section with a radio button for 'MCX'. To the right of the 'Type' section, there are several input fields: 'Port' is a dropdown menu set to 'PBX'; 'PbxName:' is a text box containing 'Nortel'; 'Prefix' is an empty text box; 'Extension Length' is a text box containing '5'; 'Terminal No. Len.' is a text box containing '2'; 'Real Ext. Length' is a text box containing '5'; 'Pad Character' is an empty text box. Below these fields are three checkboxes: 'Net Group' (unchecked), 'Message Waiting' (checked), and 'PBX Signals Code + Time' (unchecked). At the bottom right, there is an 'Express No. to Meridian Mail' text box. At the bottom left, there are 'OK' and 'Cancel' buttons.

OK Cancel

5.2. Call Routing Table Configuration

Click on the Interaction Studio Executable file available in the TRIO Enterprise server.

- Navigate to Settings → Routing.
- Setup the Call routing table.



All numbers in the routing table should point to the Trio Enterprise trunk.

92004 – The main queue number.

92005 – Extensions should be forwarded to this number when Call Forward Noanswer is activated.

92006 – Extensions should be forwarded to this number when Call Forward Busy is activated.

6. Verification Steps

This section provides the tests that can be performed to verify correct configuration of Avaya Communication Server 1000 Release 6.0 system with TRIO Enterprise 3.0.

6.1. Connection between Avaya Communication Server 1000 Release 6.0 System and TRIO Enterprise 3.0.

Check whether the TRIO Endpoint is registered with the NRS.

- Launch NRS Page from UCM.
- Navigate to **Numbering Plans** → **Endpoints**.
- Search for TRIO Endpoint.
- If the **Call Signaling IP** of the TRIO Endpoint from NRS Page displays the NodeIP of TRIO Enterprise 3.0, it is considered as registered to NRS.

The screenshot displays the NRS Manager web interface in Microsoft Internet Explorer. The browser address bar shows the URL: https://47.166.92.198/nrsmWeb_6_0/SECURE_OBJECT_ID/com.nortel.ens.NRS/c576d2eb-e40d-11de-aaaf-97707d64ea92/frames.faces. The page title is "NRS Manager - Microsoft Internet Explorer".

The interface features a sidebar on the left with the following navigation options:

- «UCM Network Services
 - System
 - NRS Server
 - Database
 - System Wide Settings
 - Numbering Plans
 - Domains
 - Endpoints**
 - Routes
 - Network Post-Translation
 - Collaborative Servers
 - Tools
 - SIP Phone Context
 - Routing Tests
 - H.323
 - SIP
 - Backup
 - Restore
 - GK/NRS Data upgrade

The main content area is titled "NETWORK ROUTING SERVICE MANAGER". It includes a "Managing:" section with "Active database" selected and "Standby database" as an option. The "Numbering Plans" section is active, showing "Endpoints".

The "Search for Endpoints" section contains a search box and a "Search" button. Below the search box, there are dropdown menus for "Limit results to Domain:" with options "All service domains", "All L1 domains", and "All LD domains".

The "Gateway Endpoints (6)" section displays a table of endpoints. The table has columns: ID, Supported Protocols, SIP Mode, Call Signaling IP, Description, # of Routing Entries, and Context. The TRIO endpoint is highlighted with a yellow circle.

ID	Supported Protocols	SIP Mode	Call Signaling IP	Description	# of Routing Entries	Context
cores1	Static SIP endpoint / RAS H.323 endpoint / Dynamic SIP endpoint	Proxy Mode	47.166.92.207 / 47.166.92.207	cores1	1	dpp.nortel / udp / cdp
cores2	RAS H.323 endpoint / Dynamic SIP endpoint	Proxy Mode	47.166.92.209 / 47.166.92.209	cores2	1	dpp.nortel / udp / cdp
cpom	RAS H.323 endpoint / Dynamic SIP endpoint	Proxy Mode	47.166.92.204 / 47.166.92.204	cpom5.5	2	dpp.nortel / udp / cdp
TRIO	Dynamic SIP endpoint	Proxy Mode	47.166.92.26		3	dpp.nortel / udp / cdp

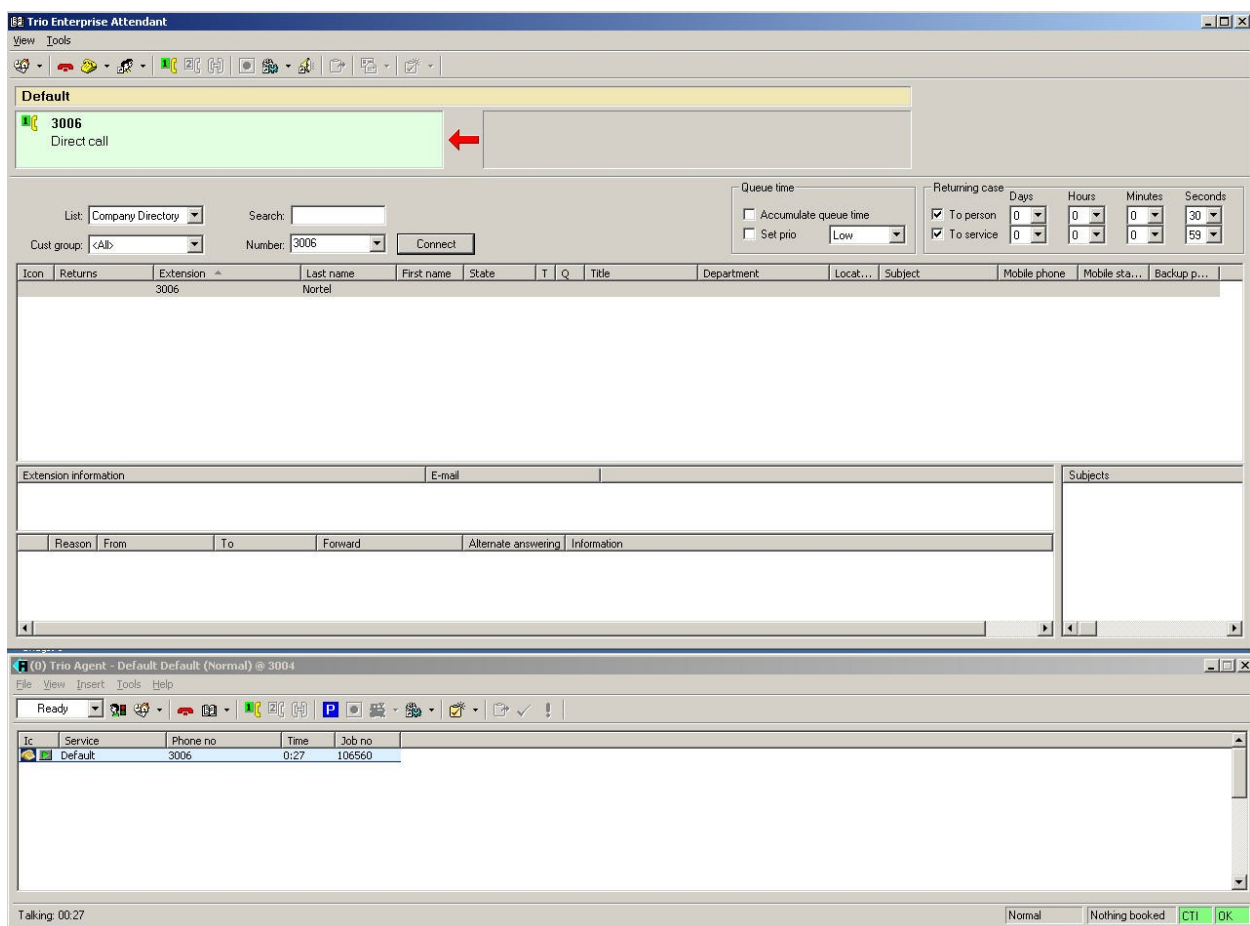
The bottom of the page shows "Page 1 of 1" and "First | Previous | Next | Last" navigation links. The copyright notice at the bottom reads: "Copyright 2002-2010 Nortel Networks. All rights reserved."

6.2. Connection between TRIO Enterprise 3.0 and Avaya Communication Server 1000 Release 6.0 System

When set up correctly, the following maneuvers could be performed to make sure everything is working fine.

- Answer a call in the Attendant client.
- Make a call from the Attendant client.
- Transfer a call from the Attendant client.

Given below is the sample screenshot during Call scenario.



7. General Test Approach and Test Results

The general test approach was to manually place calls, inbound and outbound trunk calls to the Attendant client and from telephones attached to Avaya Communication Server 1000 Release 6.0 system and verify that TRIO Enterprise 3.0 Attendant Client functionality successfully and properly classifies and reports the attributes of the call.

All the executed test cases passed. TRIO Enterprise 3.0 provided Attendant client functionality with Avaya Communication Server 1000 Release 6.0 system for all calls generated including intra-switch calls, inbound / outbound PSTN trunk calls, and transfer calls.

8. Conclusion

These Application Notes describe the procedures for configuring TRIO Enterprise 3.0 and Avaya Communication Server 1000 Release 6.0 to successfully provide Attendant Client functionality. TRIO Enterprise Server 3.0 successfully passed all compliance testing.

9. Additional References

Product documentation for Avaya products may be found at:

<http://support.nortel.com/go/main.jsp>

[1] *NN43001-313 02.06 Communication Server 1000 IP Peer Networking Installation and Commissioning*

[2] *NN43001-564 02.08 Communication Server 1000 Network Routing Service Installation and Commissioning*

TRIO Enterprise documentation can be found at www.trio.com

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