Avaya Solution & Interoperability Test Lab

Application Notes for Telephonetics IP Messaging Utility with Avaya IP Office Using External Music On Hold – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Telephonetics IP Messaging Utility to interoperate with Avaya IP Office. In the compliance testing, Telephonetics IP Messaging Utility provided customized and PC-based audio contents via the external Music On Hold interface for held calls in Avaya IP Office.

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.

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1. Introduction

These Application Notes describe the configuration steps required for Telephonetics IP Messaging Utility to interoperate with Avaya IP Office. In the compliance testing, Telephonetics IP Messaging Utility provided customized and PC-based audio contents via the external Music On Hold (MOH) interface for held calls in Avaya IP Office.

Telephonetics IP Messaging Utility is an application that runs on the customer premise PC, and interfaces with the Telephonetics IP Messaging Service over a WAN connection to provide customized audio contents. Prior to test, customer requirements for the audio content files are provided to Telephonetics. Upon development completion of the customized audio content files by Telephonetics, the customer is provided with a login and password to use with the Telephonetics IP Messaging Utility.

The Telephonetics IP Messaging Utility is used to obtain the customized audio content files, and to activate the desired file to use as external audio source for the Avaya IP Office MOH feature.

1.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying the following on Telephonetics IP Messaging Utility:

- Download of multiple customized audio content files.
- Activate and change of audio content files for use as external MOH for Avaya IP Office.
- Proper playback of audio content file with the hold, transfer, conference, park, simultaneous call, and long held call scenarios.

The serviceability testing focused on verifying the ability of Telephonetics IP Messaging Utility to recover from adverse conditions, such as disconnecting/reconnecting the Ethernet cable during download, disconnecting/reconnecting the audio cable and restarting the PC with active held calls.

1.2. Support

Technical support on Telephonetics IP Messaging Utility can be obtained through the following:

- **Phone:** (800) 446-5366 x5995
- **Email:** avaya@telephonetics.com

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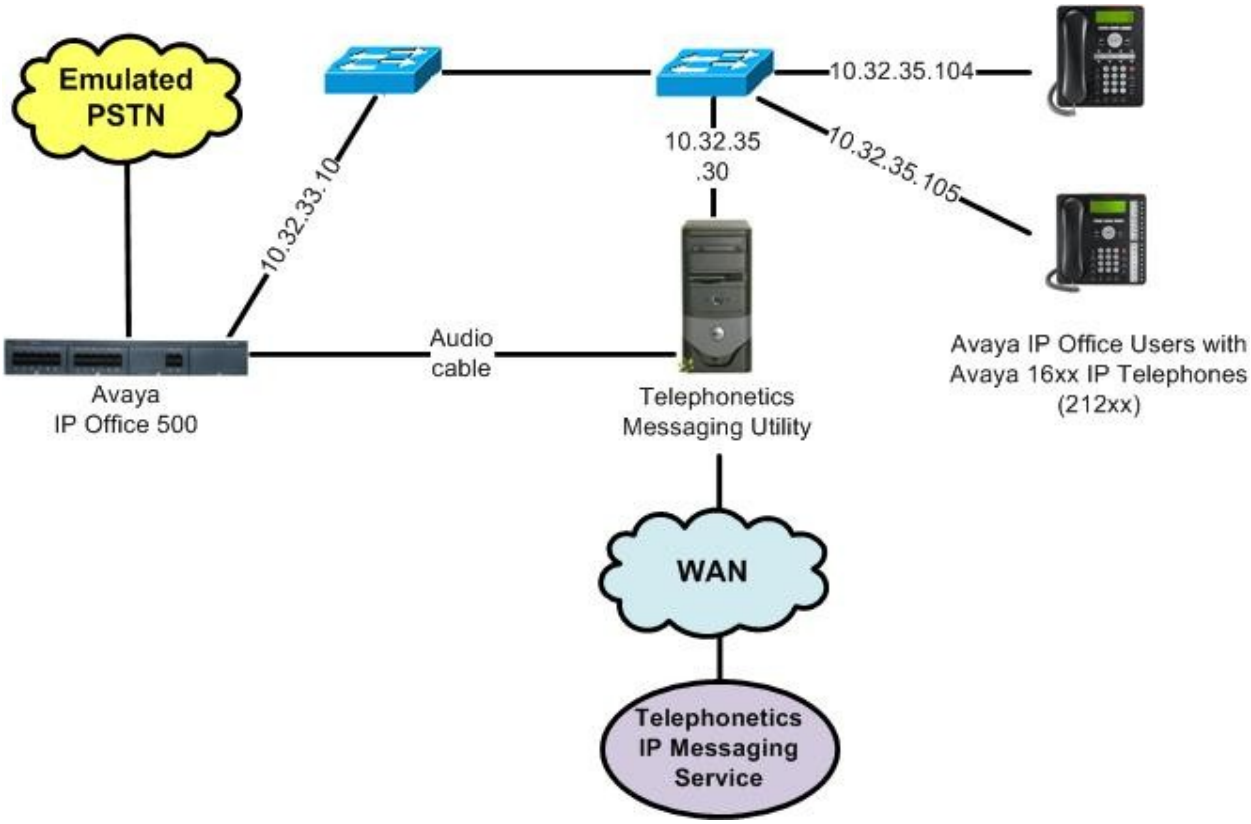
2. Reference Configuration

The configuration used for the compliance testing is shown below. There is a physical connection between the audio port in the back of the Avaya IP Office control unit and the audio line-out port in the PC hosting Telephonetics IP Messaging Utility.



3. Equipment and Software Validated

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

Equipment	Software
Avaya IP Office 500	6.0 (8)
Avaya 1608 and 1616 IP Telephone (H.323)	1.21
Telephonetics IP Messaging Utility	2.0.2

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4. Configure Avaya IP Office

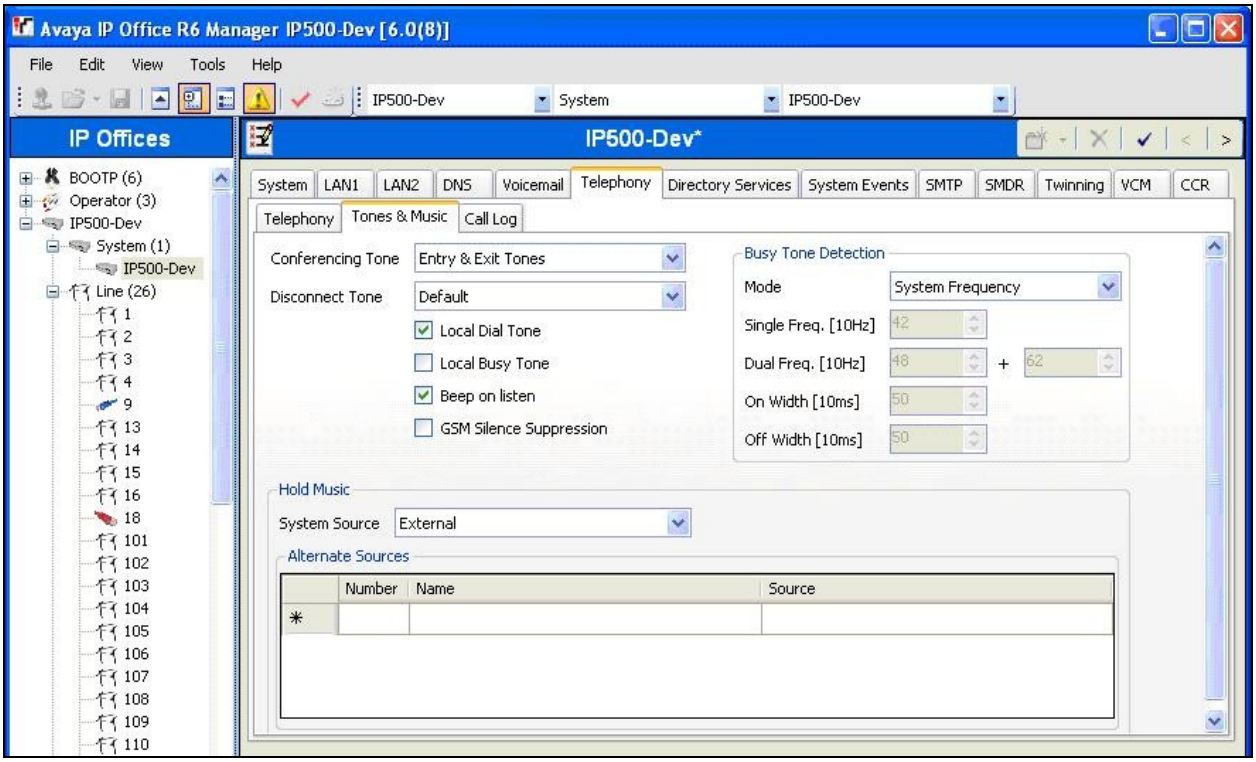
This section provides the procedures for configuring Avaya IP Office.

From a PC running the Avaya IP Office Manager application, select **Start > Programs > IP Office > Manager** to launch the Manager application. Select the proper IP Office system, and log in with the appropriate credentials.

From the configuration tree in the left pane, select **System** to display the **IP500-Dev** screen in the right pane. Select the **Telephony** tab, followed by the **Tones & Music** sub-tab.

In the **Hold Music** section, select "External" for **System Source**, as shown below.

Select **File > Advanced > Reboot** from the top menu to reboot Avaya IP Office.



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5. Configure Telephonetics IP Messaging Utility

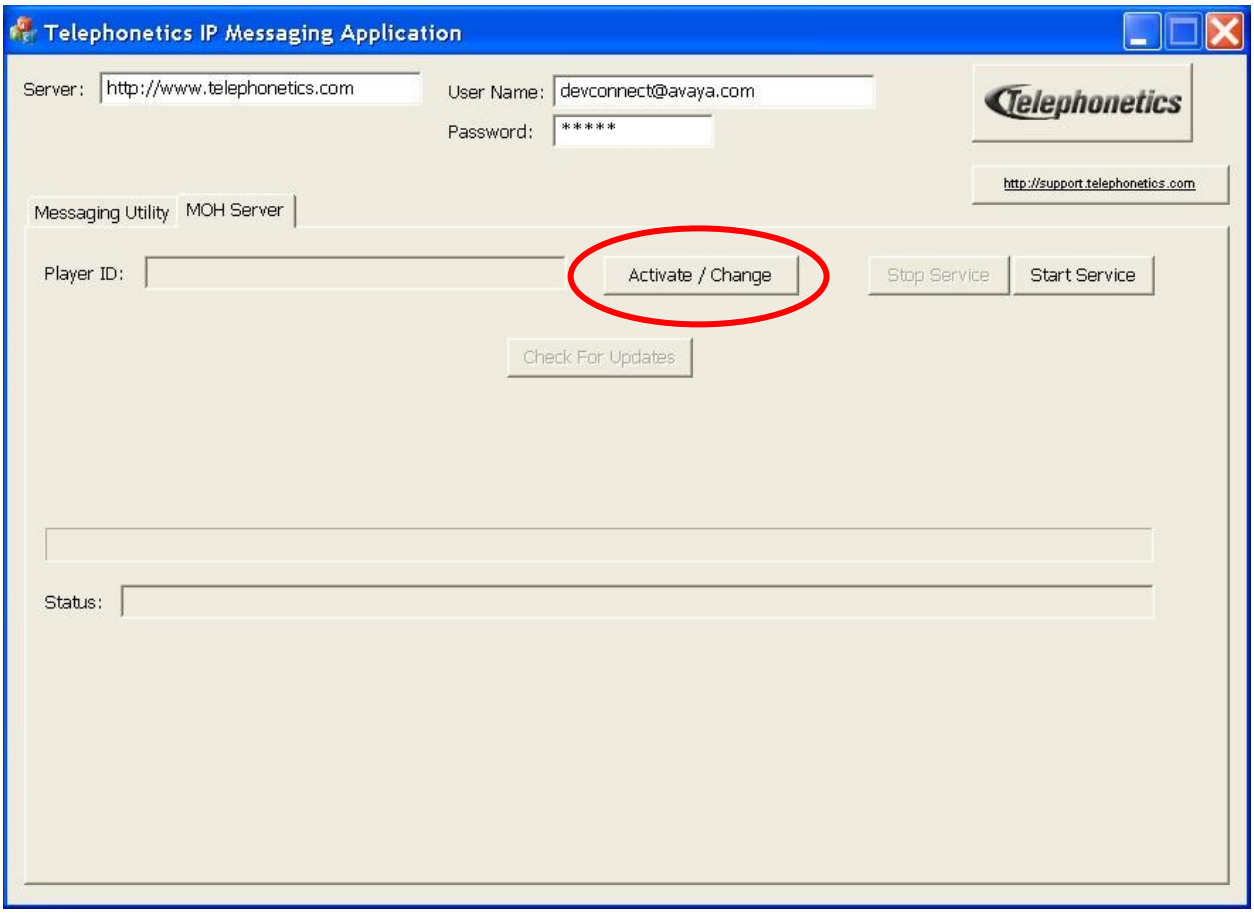
This section provides the procedures for configuring Telephonetics IP Messaging Utility. The procedures include the following areas:

- Launch Telephonetics IP Messaging Application
- Download audio content file
- Start service

5.1. Launch Telephonetics IP Messaging Application

From the PC running Telephonetics IP Messaging Utility, select **Start > All Programs > Telephonetics > Avaya IP Messaging > Telephonetics Avaya IP Messaging Utility** to display the **Telephonetics IP Messaging Application** screen.

For **User Name** and **Password**, enter the credentials provided by Telephonetics. Select the **MOH Server** tab, and click **Activate / Change**.



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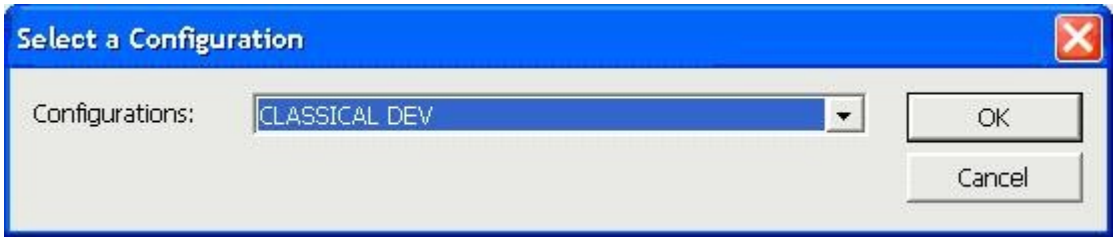
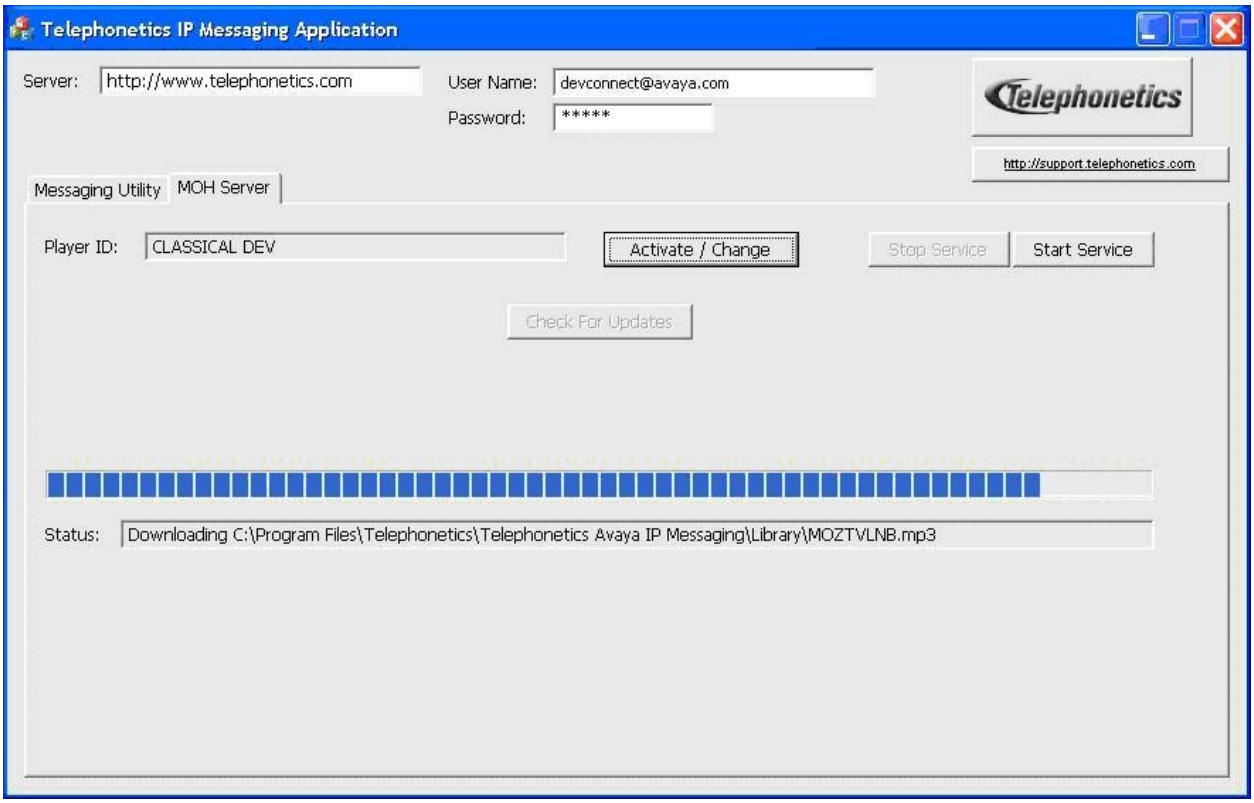
5.2. Download Audio Content File

The **Select a Configuration** pop-up box is displayed next. Select a desired audio content file from the **Configurations** drop-down list, and click **OK**.



The **Telephonetics IP Messaging Application** screen is displayed again, with the **Status** field and the progress bar showing the download.



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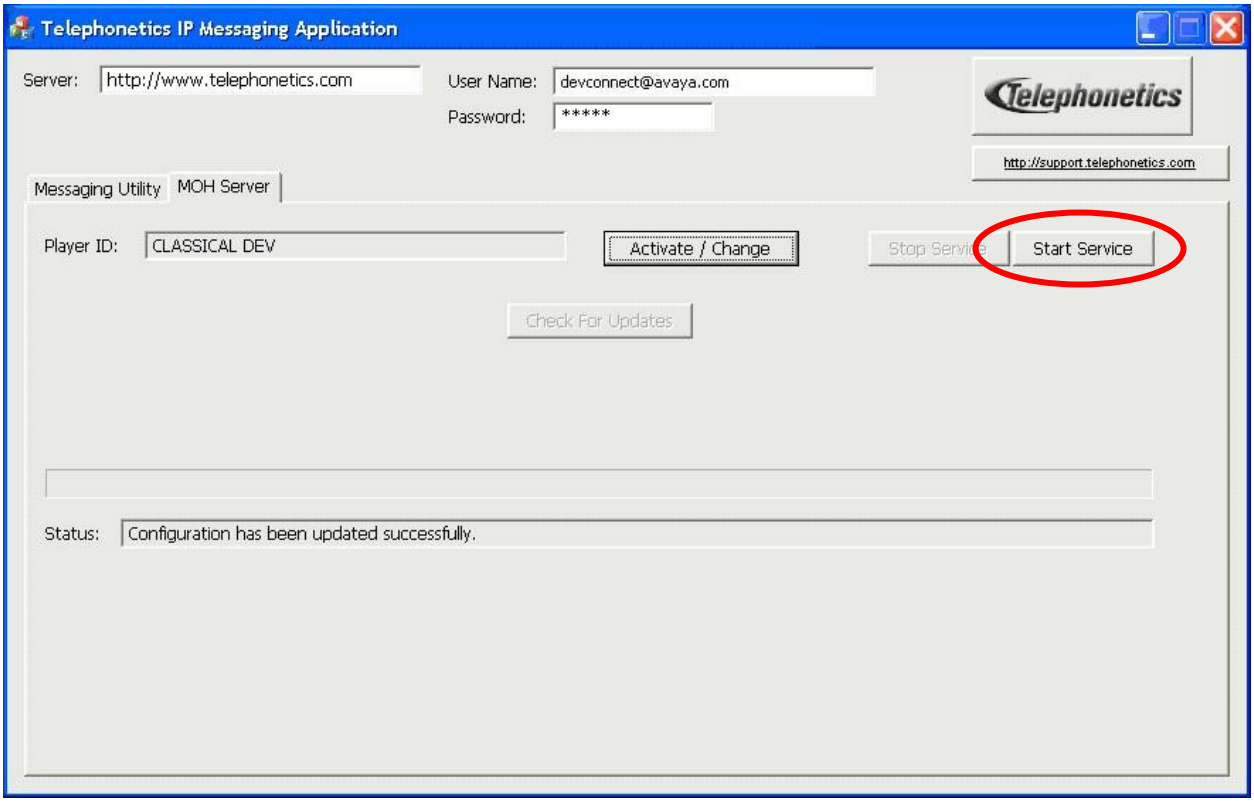
5.3. Start Service

Click **Start Service** at the completion of the download from **Section 5.2**.



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6. General Test Approach and Test Results

The feature test cases were performed manually. Two different audio files were downloaded and used for MOH. Calls were made with different actions initiated from the user telephones, such as hold and reconnect, to verify proper playback of selected audio content file from Telephonetics IP Messaging Utility.

The serviceability test cases were performed manually by disconnecting/reconnecting the Ethernet and audio cables to Telephonetics IP Messaging Utility, and by restarting the hosting PC.

All test cases were executed. The one observation noted from the compliance test is that when there is an interruption to the Ethernet connection for more than 60 seconds during a download, then the download cannot resume automatically, and the workaround is to manually restart the download on Telephonetics IP Messaging Utility.

7. Verification Steps

This section provides the test that can be performed to verify proper configuration of Avaya IP Office and Telephonetics IP Messaging Utility.

From an Avaya IP Office telephone user, establish an active call and place it on hold. Verify that the held party hears the proper audio content file provided by Telephonetics IP Messaging Utility.

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8. Conclusion

These Application Notes describe the configuration steps required for Telephonetics IP Messaging Utility to successfully interoperate with Avaya IP Office. All feature and serviceability test cases were completed with an observation noted in **Section 6**.

9. Additional References

This section references the product documentation relevant to these Application Notes.

1. *IP Office 6.0 Documentation CD*, February 2010, available at http://support.avaya.com.
2. *Avaya IP Messaging Customer Program*, available from Telephonetics Support.
3. *Telephonetics IP Messaging Utility Help*, available from Telephonetics Support.

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