



Avaya Solution & Interoperability Test Lab

Application Notes for Exceptional Innovation Life|point® InTouch 3.1.1 with Avaya Aura® Communication Manager Using Avaya Aura® Session Manager – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Exceptional Innovation Life|point® InTouch 3.1.1 to interoperate with Avaya Aura® Communication Manager using Avaya Aura® Session Manager 6.1. Exceptional Innovation Life|point® InTouch is a tabletop VoIP touch-screen telephone for hospitality applications. In the compliance testing, each Exceptional Innovation Life|point® InTouch registered with Avaya Aura® Session Manager as a SIP endpoint.

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 configuration steps required for Exceptional Innovation Life|point® InTouch 3.1.1 to interoperate with Avaya Aura® Communication Manager using Avaya Aura® Session Manager. Exceptional Innovation Life|point® InTouch is a tabletop VoIP touch-screen telephone for hospitality applications.

In the compliance testing, each Exceptional Innovation Life|point® InTouch registered with Avaya Aura® Session Manager as a SIP endpoint.

2. General Test Approach and Test Results

The feature test cases were performed manually. Calls were manually established between Life|point InTouch users with Avaya SIP, Avaya H.323, and/or PSTN users. Call controls were performed from the various users to verify the call scenarios.

The serviceability test cases were performed manually by disconnecting and reconnecting the LAN cable to Life|point InTouch.

2.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing.

The feature testing included registration, basic call, display, mute/un-mute, hold/reconnect, drop, media shuffling, G.711, codec negotiation, music on hold, DTMF, feature access code dialing with pause, coverage scenarios, and two simultaneous calls.

The serviceability testing focused on verifying the ability of Exceptional Innovation Life|point® InTouch to recover from adverse conditions, such as disconnecting/reconnecting the Ethernet cable to Life|point® InTouch.

2.2. Test Results

All test cases were executed. The following were observations on Life|point InTouch from the compliance testing.

- Calls with Avaya SIP users did not shuffle.
- When using the speakerphone in conjunction with DTMF digits outpulse, the background noise picked up from the microphone could impact the quality and recognition of the DTMF tones. This includes the activation of any button configured with DTMF digit outpulse, such as the Feature Access Code for an Automatic Wakeup Call request. The workaround is to use the handset instead of the speakerphone.
- When there is already an active call on Life|point InTouch, new incoming calls will receive busy while an outgoing call can still be made on the remaining available line.
- This release does not support the conference and transfer features.

2.3. Support

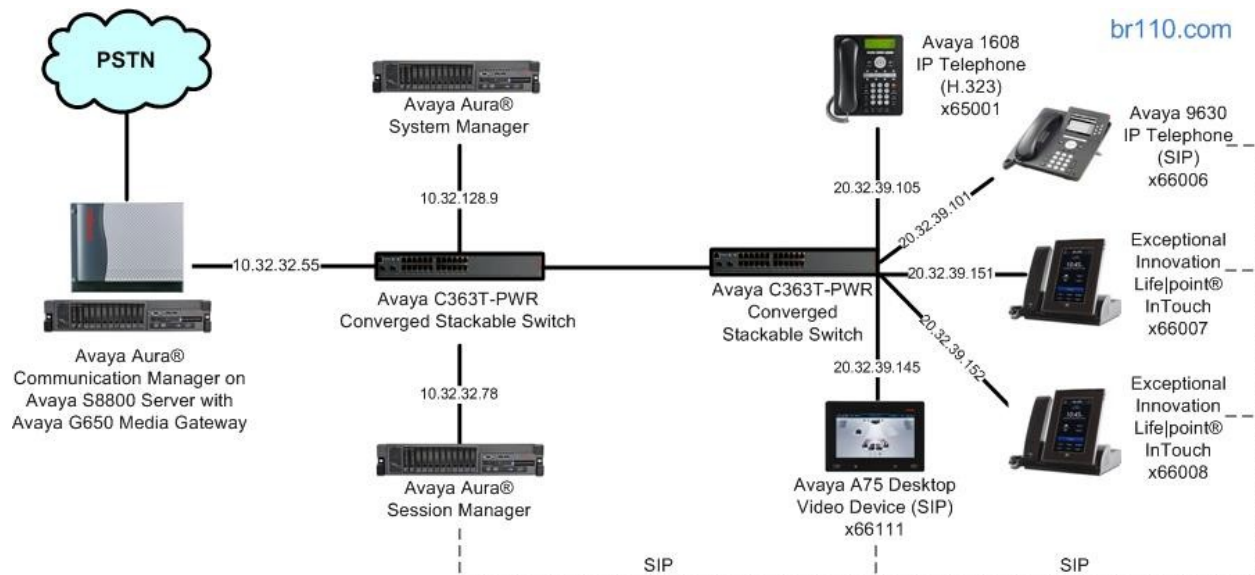
Technical support on Exceptional Innovation Life|point® InTouch can be obtained through the following:

- **Phone:** (877) 901-8886
- **Email:** lifesupport@life-ware.com

3. Reference Configuration

The Exceptional Innovation solution consists of a Life|ware Hospitality Server running the Life|ware Visual Project configuration tool, and one or more Life|point® InTouch telephones. The Life|point InTouch telephones have a touch-screen display, and the screen information along with the phone configuration and settings are obtained from the Life|ware Hospitality Server. In the compliance testing, the phone configuration and settings were preconfigured in the Exceptional Innovation's lab using the Life|ware Hospitality Server and downloaded to the Life|point InTouch telephones.

The configuration of Avaya Aura® Session Manager is performed via the web interface of Avaya Aura® System Manager. The detailed administration of basic connectivity between Avaya Aura® Communication Manager, Avaya Aura® System Manager, and Avaya Aura® Session Manager is not the focus of these Application Notes and will not be described.



4. Equipment and Software Validated

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

Equipment	Software
Avaya Aura® Communication Manager on Avaya S8800 Server	6.0.1 SP3 (R016x.00.0.510.1-19009)
Avaya G650 Media Gateway <ul style="list-style-type: none">TN799DP C-LAN Circuit PackTN2302AP IP Media Processor	HW01 FW038 HW20 FW122
Avaya Aura® Session Manager	6.1 SP2
Avaya Aura® System Manager	6.1 SP2
Avaya 1608 IP Telephone (H.323)	1.3
Avaya 9630 IP Telephone (SIP)	2.6.4
Avaya A175 Desktop Video Device (SIP)	1.0.2
Exceptional Innovation Life ware Hospitality Server on Windows 7 Professional <ul style="list-style-type: none">Life ware Visual Project	3.0.1 3.0.1.5
Exceptional Innovation Life point® InTouch	3.1.1

5. Configure Avaya Aura® Session Manager

This section provides the procedures for configuring Avaya Aura® Session Manager. The procedures include the following areas:

- Launch System Manager
- Administer users

5.1. Launch System Manager

Access the System Manager Web interface by using the URL “https://ip-address” in an Internet browser window, where “ip-address” is the IP address of the System Manager server. Log in using the appropriate credentials.



The screenshot shows the Avaya Aura® System Manager 6.1 web interface. At the top, the Avaya logo is on the left and the title "Avaya Aura® System Manager 6.1" is on the right. Below the title bar is a red navigation bar with the text "Home / Log On". The main heading is "Log On". On the left side, there is a box containing the following text: "Recommended access to System Manager is via FQDN.", a link "Go to central login for Single Sign-On", and a note: "If IP address access is your only option, then note that authentication will fail in the following cases:". Below this note is a bulleted list: "• First time login with 'admin' account" and "• Expired/Reset passwords". On the right side, there are two input fields: "User ID:" and "Password:". Below these fields are two buttons: "Log On" and "Cancel". At the bottom right, there is a link "Change Password".

5.2. Administer Users

In the subsequent screen (not shown), select **Users > User Management > Manage Users** to display the **User Management** screen below. Click **New** to add a user.

The screenshot shows the Avaya Aura System Manager 6.1 interface. The top navigation bar includes the Avaya logo, the title 'Avaya Aura® System Manager 6.1', and links for 'Help', 'About', 'Change Password', and 'Log off admin'. A breadcrumb trail shows 'Home /Users / User Management / Manage Users- User Management'. The left sidebar contains a 'User Management' menu with options: 'Manage Users', 'Public Contacts', 'Shared Addresses', and 'System Presence ACLs'. The main content area is titled 'User Management' and features a 'Users' section with buttons for 'View', 'Edit', 'New' (circled in red), 'Duplicate', 'Delete', and 'More Actions'. Below these buttons is a table with 53 items, showing columns for Status, Name, Login Name, E164 Handle, and Last Login. The table lists three users: 78401, Passport; 78402, Express; and Avaya 78005.

Status	Name	Login Name	E164 Handle	Last Login
<input type="checkbox"/>	78401, Passport	78401@avaya.com	78401	
<input type="checkbox"/>	78402, Express	78402@avaya.com	78402	
<input type="checkbox"/>	Avaya 78005	78005@devcon.com	78005	

5.2.1. Identity

The **New User Profile** screen is displayed. Enter desired **Last Name** and **First Name**. For **Login Name**, enter “n@x”, where “n” is the first Lifepoint InTouch user extension and “x” is the applicable domain name from **Section 3**. For **Password** and **Confirm Password**, enter the appropriate credentials for System Manager. Retain the default values in the remaining fields.

The screenshot shows the 'New User Profile' screen in Avaya Aura System Manager 6.1. The top navigation bar is identical to the previous screen. The breadcrumb trail is 'Home /Users / User Management / Manage Users- New User Profile'. The left sidebar is the same. The main content area is titled 'New User Profile' and has 'Commit' and 'Cancel' buttons. Below the title is a tabbed interface with four tabs: 'Identity' (selected), 'Communication Profile', 'Membership', and 'Contacts'. The 'Identity' tab contains the following fields:

- * Last Name: Lifepoint
- * First Name: Intouch7
- Middle Name: (empty)
- Description: (empty)
- * Login Name: 66007@br110.com
- * Authentication Type: Basic (dropdown)
- * Password: (masked with dots)
- * Confirm Password: (masked with dots)

5.2.2. Communication Profile

Select the **Communication Profile** tab. Scroll down to the **Communication Address** sub-section, and click **New** to add a new address.

Avaya Aura® System Manager 6.1

Help | About | Change Password | Log off admin

User Management * Home

Home /Users / User Management / Manage Users- New User Profile

Help ?

New User Profile

Commit Cancel

Identity * Communication Profile * Membership Contacts

Communication Profile

Communication Profile Password:

Confirm Password:

New Delete Done Cancel

Name
Primary

Select : None

* Name:

Default : ☒

Communication Address

New Edit Delete

Type	Handle	Domain
No Records found		

For **Type**, retain “Avaya SIP”. For **Fully Qualified Address**, enter and select the SIP user extension and domain name from **Section 5.2.1**. Click **Add**.

Communication Address

New Edit Delete

Type	Handle	Domain
No Records found		

Type:

* Fully Qualified Address: @

Add Cancel

Scroll down to check and expand **Session Manager Profile**. For **Primary Session Manager**, **Origination Application Sequence**, **Termination Application Sequence**, and **Home Location**, select the values corresponding to the applicable Session Manager. Retain the default values in the remaining fields.

Scroll down to check and expand **Endpoint Profile**. For **System**, select the value corresponding to the applicable Communication Manager. For **Extension**, enter the SIP user extension from **Section 5.2.1**. For **Template**, select “DEFAULT_9630_CM_6_0”. For **Port**, click and select “IP”. Retain the default values in the remaining fields.

☒ **Session Manager Profile**

* Primary Session Manager

BR110-SM

Primary	Secondary	Maximum
7	0	7

Secondary Session Manager

(None)

Origination Application Sequence

BR110-APP-Sequence

Termination Application Sequence

BR110-APP-Sequence

Survivability Server

(None)

* Home Location

BR-1C110

☒ **Endpoint Profile**

* System

BR110-CM-ES

* Profile Type

Endpoint

Use Existing Endpoints

☐

* Extension

66007

Endpoint Editor

* Template

DEFAULT_9630_CM_6_0

Set Type

9630

Security Code

* Port

IP

Voice Mail Number

Delete Endpoint on Unassign of Endpoint from User or on Delete User.

☐

☐ **Messaging Profile**

Scroll up to the top of the screen. For **Communication Profile Password** and **Confirm Password**, enter the desired password for the SIP user to use for registration. Click **Done** to complete the profile, followed by **Commit**.

Repeat **Section 5.2** to add a user for each Lifepoint® InTouch. In the compliance testing, two users with extensions “66007” and “66008” were added.

The screenshot shows the Avaya Aura System Manager 6.1 interface. The top header includes the Avaya logo, the title 'Avaya Aura® System Manager 6.1', and navigation links: 'Help | About | Change Password | Log off admin'. A 'User Management' tab is active, with a 'Home' button next to it. The left sidebar contains a 'User Management' menu with options: 'Manage Users', 'Public Contacts', 'Shared Addresses', and 'System Presence ACLs'. The main content area shows a breadcrumb trail: 'Home /Users / User Management / Manage Users- New User Profile'. Below this is the 'New User Profile' form. The form has a 'Help ?' link and 'Commit' and 'Cancel' buttons. It features a tabbed interface with 'Identity *', 'Communication Profile *', 'Membership', and 'Contacts'. The 'Communication Profile' tab is selected, showing a 'Communication Profile' dropdown menu. Below this are two password fields: 'Communication Profile Password: [mask]' and 'Confirm Password: [mask]'. At the bottom of the form are 'New', 'Delete', 'Done', and 'Cancel' buttons.

6. Configure Avaya Aura® Communication Manager

This section provides the procedures for configuring Communication Manager. The procedures include the following areas:

- Verify Communication Manager license
- Administer IP codec set
- Administer stations

6.1. Verify Communication Manager License

Log in to the System Access Terminal (SAT) to verify that the Avaya Communication Manager license has proper permissions for features illustrated in these Application Notes. Use the “display system-parameters customer-options” command to verify that there is sufficient capacity for SIP stations by comparing the **Maximum Off-PBX Telephones - OPS** field value with the corresponding value in the **USED** column. The difference between the two values needs to be greater than or equal to the number of Exceptional Innovation Life|point InTouch.

The license file installed on the system controls the maximum permitted. If there is insufficient capacity, contact an authorized Avaya sales representative to make the appropriate changes.

```
display system-parameters customer-options                                Page 1 of 11
                                OPTIONAL FEATURES

G3 Version: V16                                     Software Package: Enterprise
Location: 2                                           System ID (SID): 1
Platform: 28                                         Module ID (MID): 1

                                USED
                                Platform Maximum Ports: 65000 193
                                Maximum Stations: 41000 39
                                Maximum XMOBILE Stations: 41000 0
                                Maximum Off-PBX Telephones - EC500: 41000 0
                                Maximum Off-PBX Telephones - OPS: 41000 11
                                Maximum Off-PBX Telephones - PBFMC: 41000 0
                                Maximum Off-PBX Telephones - PVFMC: 41000 0
                                Maximum Off-PBX Telephones - SCCAN: 0 0
                                Maximum Survivable Processors: 313 1

(NOTE: You must logoff & login to effect the permission changes.)
```

6.2. Administer IP Codec Set

Use the “change ip-codec-set n” command, where “n” is the existing codec set number associated with the SIP trunk group to Session Manager. Update the audio codec types in the **Audio Codec** fields as necessary to include G.711. Note that Lifepoint® InTouch only supports the G.711 codec variant.

change ip-codec-set 1				Page	1 of	2
IP Codec Set						
Codec Set: 1						
Audio Codec	Silence Suppression	Frames Per Pkt	Packet Size (ms)			
1: G.711MU	n	2	20			
2:						

6.3. Administer Stations

Use the “change station n” command, where “n” is the first user extension from **Section 5.2**, in this case “66007”. Navigate to **Page 4**, and modify **BUTTON ASSIGNMENTS** to retain two call appearance buttons, as shown below.

Repeat this section for all users.

change station 66007			Page	4 of	6
STATION					
SITE DATA					
Room:			Headset?	n	
Jack:			Speaker?	n	
Cable:			Mounting:	d	
Floor:			Cord Length:	0	
Building:			Set Color:		
ABBREVIATED DIALING					
List1:	List2:		List3:		
BUTTON ASSIGNMENTS					
1: call-appr		5:			
2: call-appr		6:			
3:		7:			
4:		8:			

7. Configure Exceptional Innovation Life|point® InTouch

This section provides the procedures for configuring Exceptional Innovation Life|point InTouch. The procedures include the following areas:

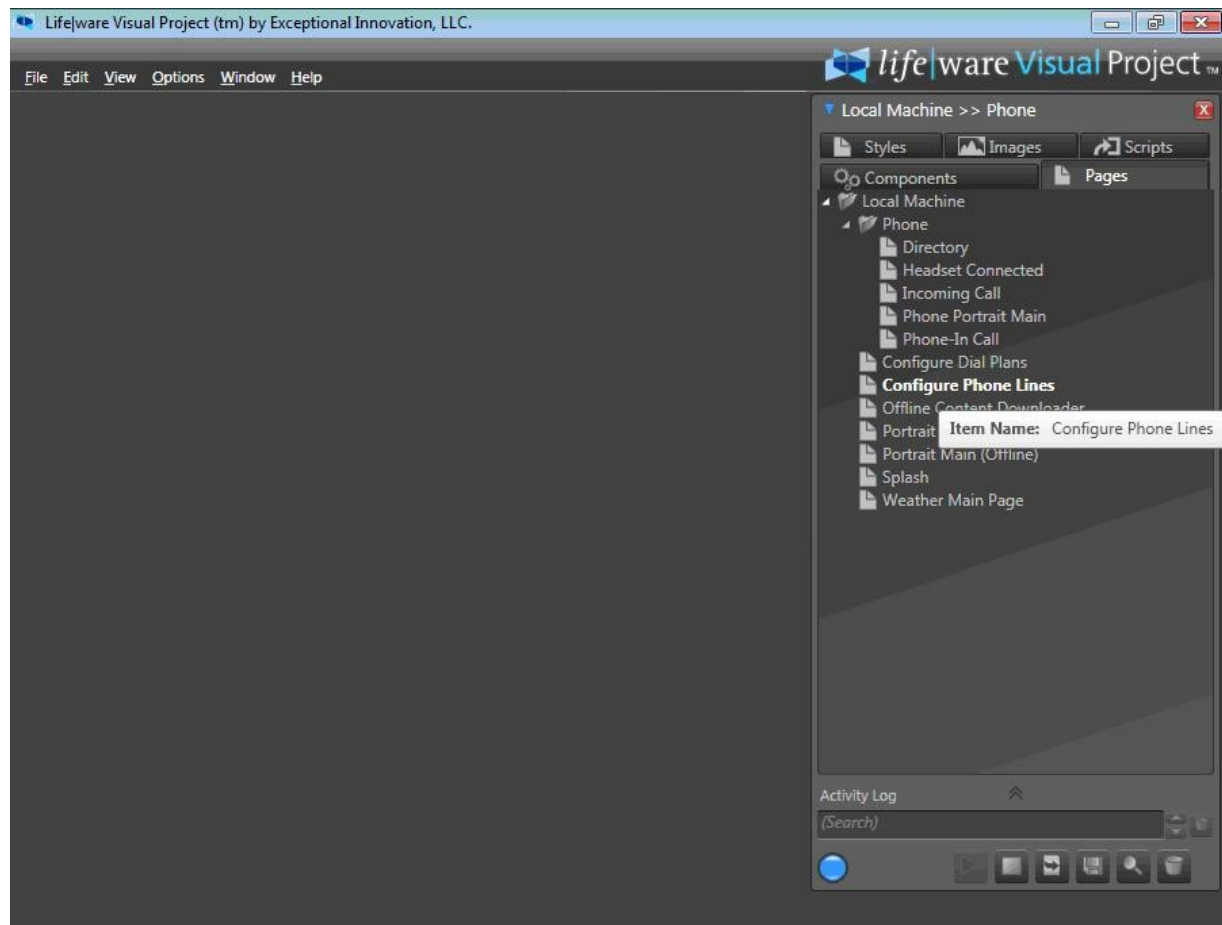
- Launch Visual Project
- Configure phone lines
- Restart service

In the compliance testing, the phone configuration and settings were preconfigured in the Exceptional Innovation's lab and downloaded to the Life|point InTouch telephones. The procedural steps are presented in these Application Notes for informational purposes.

7.1. Launch Visual Project

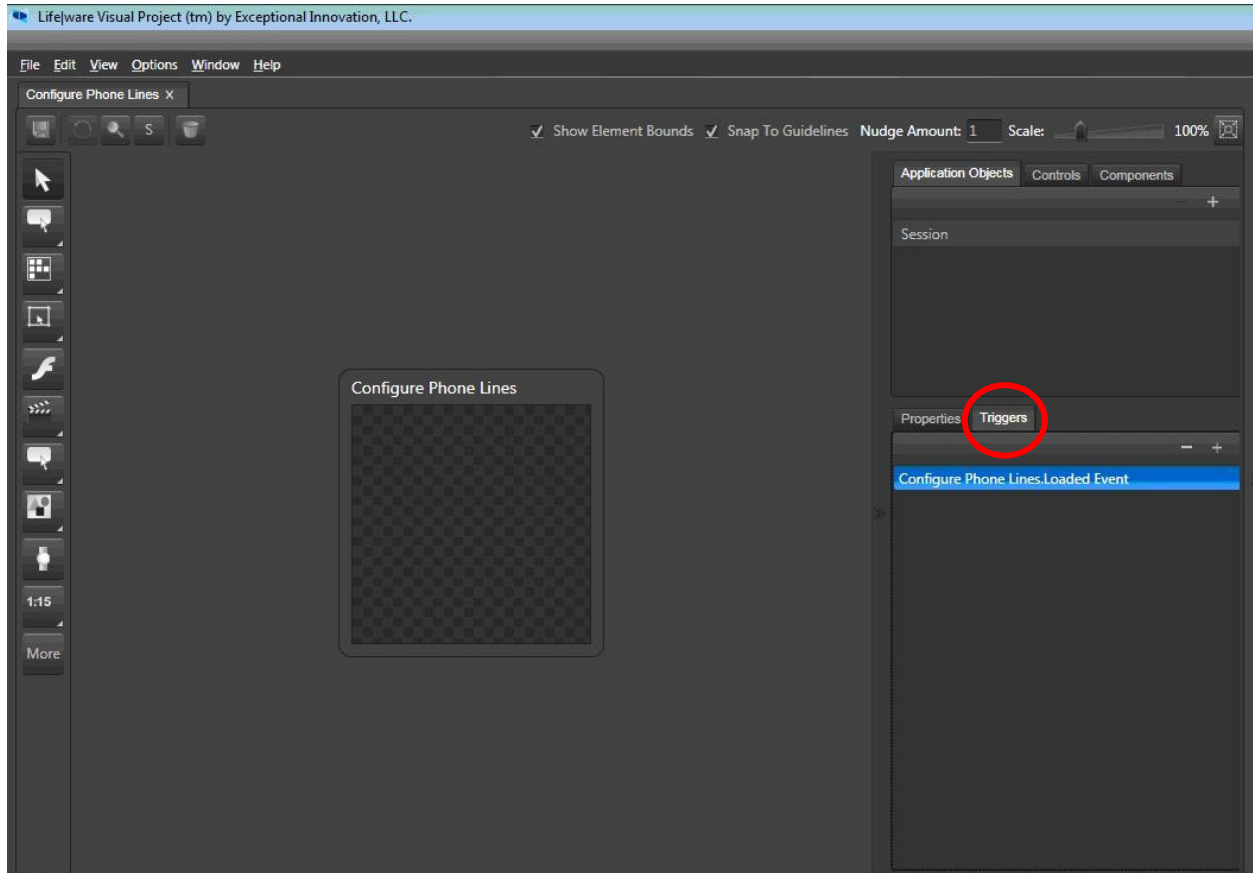
From the Life|ware server, select **Start > Program Files > EI > Lifeware > Applications > EI.VisualProject.exe** to launch the Visual Project configuration tool.

The **Life|ware Visual Project** screen is displayed. Expand and select **Local Machine > Configure Phone Lines** in the right pane.

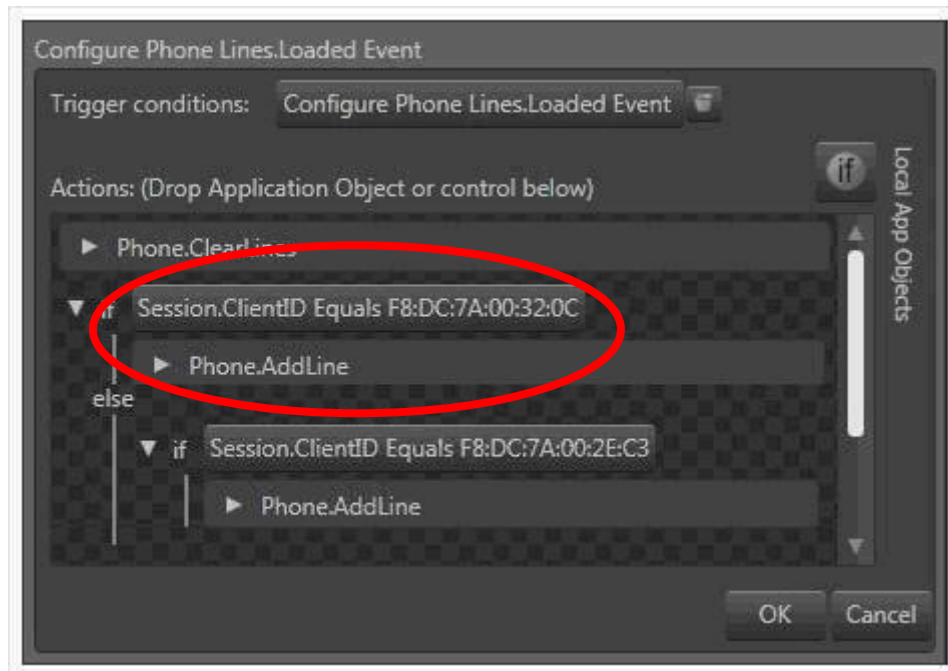


7.2. Configure Phone Lines

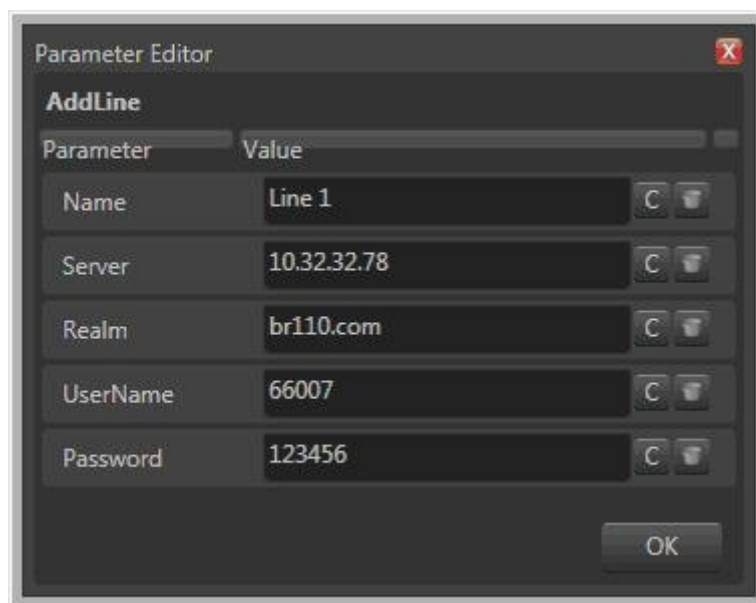
The screen is updated as shown below. Select the **Triggers** tab in the right pane, followed by **Configure Phone Lines.Loaded Event**.



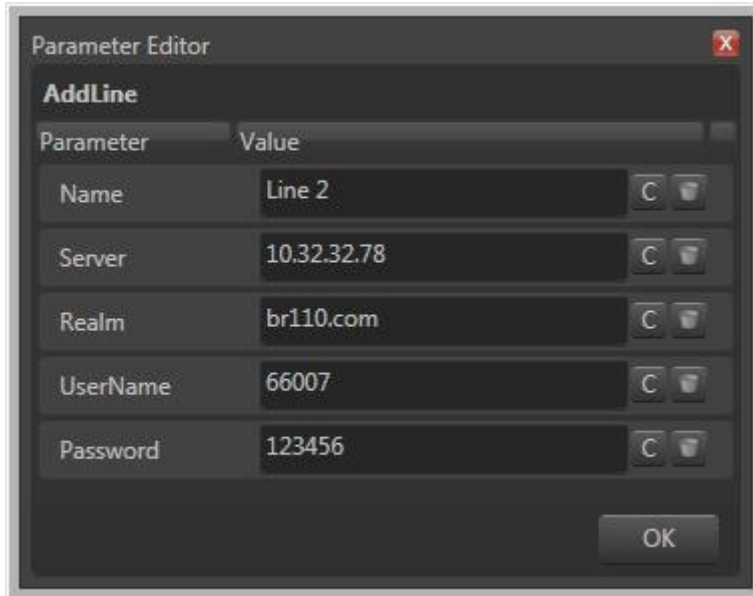
The **Configure Phone Lines.Loaded Event** screen is displayed. Scroll the screen as necessary to find the entry with **Session.ClientID** matching to the MAC address of the first Lifepoint® InTouch, in this case the MAC address is “F8:DC:7A:00:32:0C”. Click the associated **Phone.AddLine**.



The **Parameter Editor** screen is displayed next. For **Server**, enter the IP address of the Session Manager signaling interface. For **Realm**, **UserName**, and **Password**, enter the domain name, user extension and user registration password respectively from **Section 5.2**.



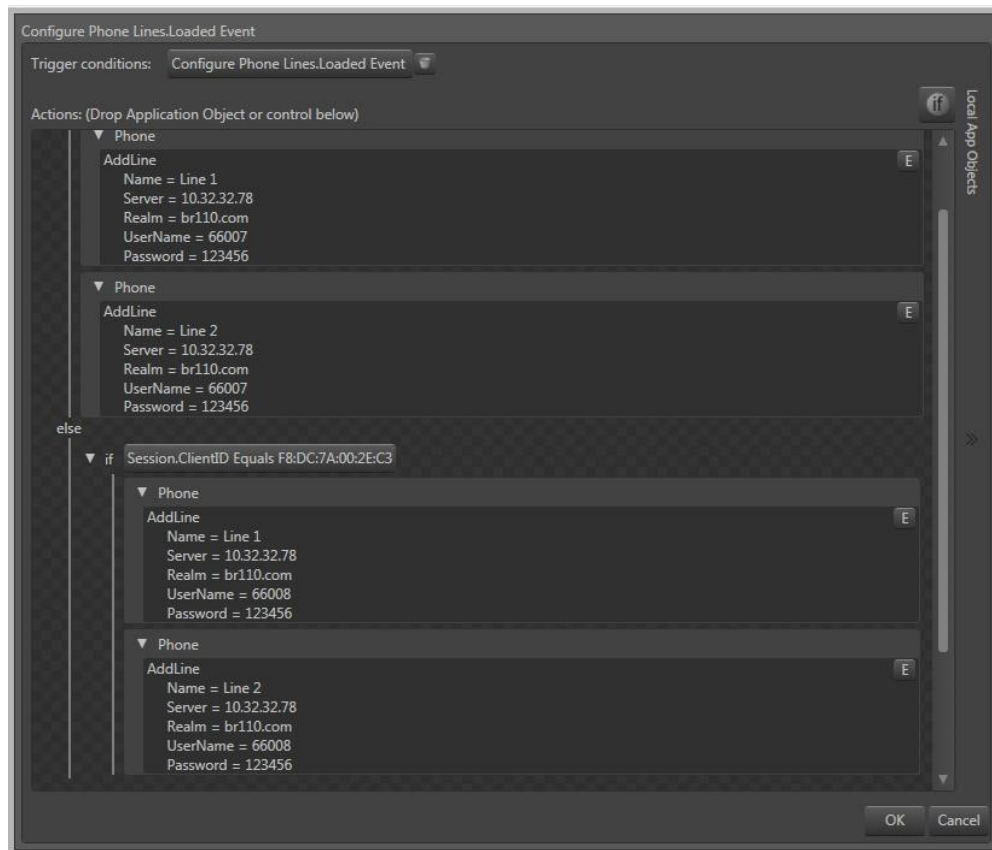
Repeat and add a second line with the same information, as shown below.



The image shows a 'Parameter Editor' dialog box with a title bar containing a close button. The dialog has a section titled 'AddLine' with a table-like structure. The table has two columns: 'Parameter' and 'Value'. There are five rows of parameters, each with a 'C' (copy) and a trash icon (delete) to its right. The parameters are: Name (Line 2), Server (10.32.32.78), Realm (br110.com), UserName (66007), and Password (123456). At the bottom right of the dialog is an 'OK' button.

Parameter	Value
Name	Line 2
Server	10.32.32.78
Realm	br110.com
UserName	66007
Password	123456

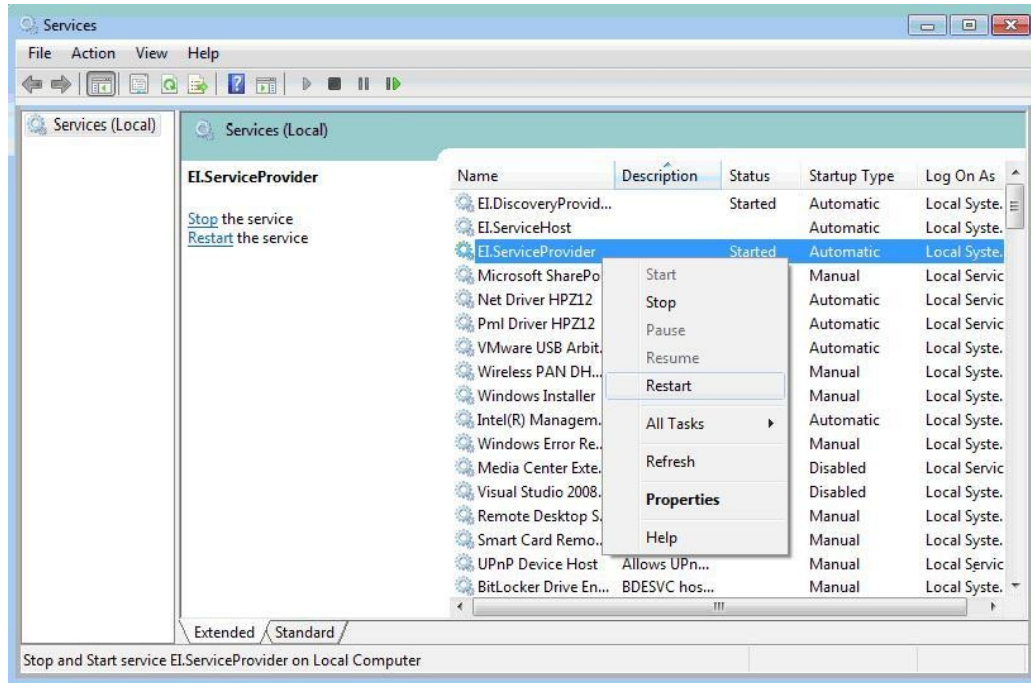
Repeat this section for all Life|point InTouch. In the compliance testing, two Life|point InTouch were configured as shown below.



The image shows a 'Configure Phone Lines.Loaded Event' dialog box. It has a 'Trigger conditions' section with a dropdown menu set to 'Configure Phone Lines.Loaded Event'. Below this is an 'Actions' section with a header '(Drop Application Object or control below)'. The actions are organized into a list with expandable/collapsible icons (E). The first two actions are under a 'Phone' object and are 'AddLine' events. The first 'AddLine' event has parameters: Name = Line 1, Server = 10.32.32.78, Realm = br110.com, UserName = 66007, Password = 123456. The second 'AddLine' event has parameters: Name = Line 2, Server = 10.32.32.78, Realm = br110.com, UserName = 66007, Password = 123456. Below these is an 'else' section with an 'if' condition: 'Session.ClientID Equals F8:DC:7A:00:2E:C3'. Under this 'if' condition, there are two more 'AddLine' events, both under a 'Phone' object. The first 'AddLine' event has parameters: Name = Line 1, Server = 10.32.32.78, Realm = br110.com, UserName = 66008, Password = 123456. The second 'AddLine' event has parameters: Name = Line 2, Server = 10.32.32.78, Realm = br110.com, UserName = 66008, Password = 123456. At the bottom right are 'OK' and 'Cancel' buttons.

7.3. Restart Service

Select **Start > Control Panel > System and Security > Administrative Tools > Services** to display the **Services** screen. Restart the **EI.ServiceProvider** service, as shown below.



8. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Avaya Aura® Session Manager, Avaya Aura® Communication Manager, and Exceptional Innovation Life|point InTouch.

From the System Manager Web interface, select **Elements > Session Manager > System Status > User Registrations** to display the **User Registrations** screen. Verify that the users from **Section 5.2** are registered, as shown below with a check in the **Registered Prim** column.

Avaya Aura® System Manager 6.1

[Help](#) | [About](#) | [Change Password](#) | [Log off admin](#)

[Session Manager](#) ×
[Home](#)

[Home](#) / [Elements](#) / [Session Manager](#) / [System Status](#) / [User Registrations](#) - User Registrations

[Help ?](#)

User Registrations

Select rows to send notifications to AST devices. Click on Details column for complete registration status.

[Customize](#)

AST Device Notifications:
[Reboot](#)
[Reload](#)
[Failback](#)
As of 11:01 AM

[Advanced Search](#)

51 Items | [Refresh](#) | Show 15

Filter: Enable

	Details	Address	Login Name	First Name	Last Name	Location	IP Address	AST Device	Registered		
									Prim	Sec	Surv
<input type="checkbox"/>	Show	---	66112@br110.com	SIP Port 2	DuVoice	BR-1C110	---	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Show	66111@br110.com	66111@br110.com	Flare	Avaya	BR-1C110	20.32.39.145:5060	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> (AC)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Show	66006@br110.com	66006@br110.com	SIP	Avaya	BR-1C110	20.32.39.101:5060	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> (AC)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Show	66008@br110.com	66008@br110.com	InTouch 8	Lifepoint	BR-1C110	20.32.39.152:5060	<input type="checkbox"/>	<input checked="" type="checkbox"/> (AC)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Show	66007@br110.com	66007@br110.com	InTouch 7	Lifepoint	BR-1C110	20.32.39.151:5060	<input type="checkbox"/>	<input checked="" type="checkbox"/> (AC)	<input type="checkbox"/>	<input type="checkbox"/>

9. Conclusion

These Application Notes describe the configuration steps required for Exceptional Innovation Life|point® InTouch 3.1.1 to successfully interoperate with Avaya Aura® Communication Manager using Avaya Aura® Session Manager. All feature and serviceability test cases were completed with observations noted in **Section 2.2**.

10. Additional References

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

1. *Administering Avaya Aura™ Communication Manager*, Document 03-300509, Issue 6.0, Release 6.0, June 2010, available at <http://support.avaya.com>.
2. *Administering Avaya Aura™ Session Manager*, Document Number 03-603324, Issue 3, Release 6.0, August 2010, available at <http://support.avaya.com>.
3. *Life|point InTouch Phone User Guide*, Manual Version Release 1.0, available at <http://support.exceptionalinnovation.com>.

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