



**Avaya Solution & Interoperability Test Lab**

---

## **Application Notes for IgeaCare igeacom with Avaya IP Office 7.0 – Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps required for IgeaCare igeacom to interoperate with Avaya IP Office 7.0. In the compliance testing, the IgeaCare igeacom nurse call devices used the analog user interface from Avaya IP Office to provide connectivity between residents and staff.

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 IgeaCare igeacom to interoperate with Avaya IP Office 7.0. In the compliance testing, the IgeaCare igeacom nurse call devices used the analog user interface from Avaya IP Office to provide connectivity between residents and staff.

The igeacom nurse call devices are essentially analog speaker telephones that can be activated by users via multiple call points to reach the nurse staff. Each igeacom device is configured as an analog user on Avaya IP Office, and each nurse's telephone is configured as members of nurse hunt groups. When the resident user activates an igeacom via a call point to reach the nurse staff, the igeacom originates a call to the applicable nurse hunt group. The call is delivered to an available nurse in the hunt group, and the nurse's telephone display will show the name of the resident user along with the name of the hunt group. Upon answering the call, the nurse is connected to the igeacom user with two-way voice communication. The igeacom can be configured to call a different hunt group for each call point, such that the nurse can use the display to identify both the name of the resident user and the specific call point.

In the compliance testing, two types of igeacom nurse call devices were used – igeacom500 and igeacom700. The igeacom500 resident unit supports five different types of call points (red call button, wireless pendant, wired pull cord, wireless pull cord, and call cord), plus the menu and activity buttons. The igeacom700 patient unit is similar to the igeacom500, replacing the menu and activity buttons with the staff and code blue buttons respectively. The igeacom500 includes support for RF3 sensors, which was included in the compliance test.

The igeacom suite also includes the igeacom300 and the igeacom600. The igeacom300 is essentially the same as the igeacom500 without the support of wireless call points, and the igeacom600 is essentially the same as the igeacom700 without the support of wireless call points.

## 2. General Test Approach and Test Results

All tests were performed manually.

### 2.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying the ability of the igeacom500 and igeacom700 to place calls to the proper nurse hunt groups associated with various types of call points. The verification included proper display at the nurse telephone, connected two-way talk paths, proper call termination, and proper call escalations.

The serviceability testing focused on verifying the ability of igeacom500 and igeacom700 to recover from adverse conditions, such as disconnecting and reconnecting the analog line cable to the devices.

## 2.2. Test Results

All test cases were executed and passed.

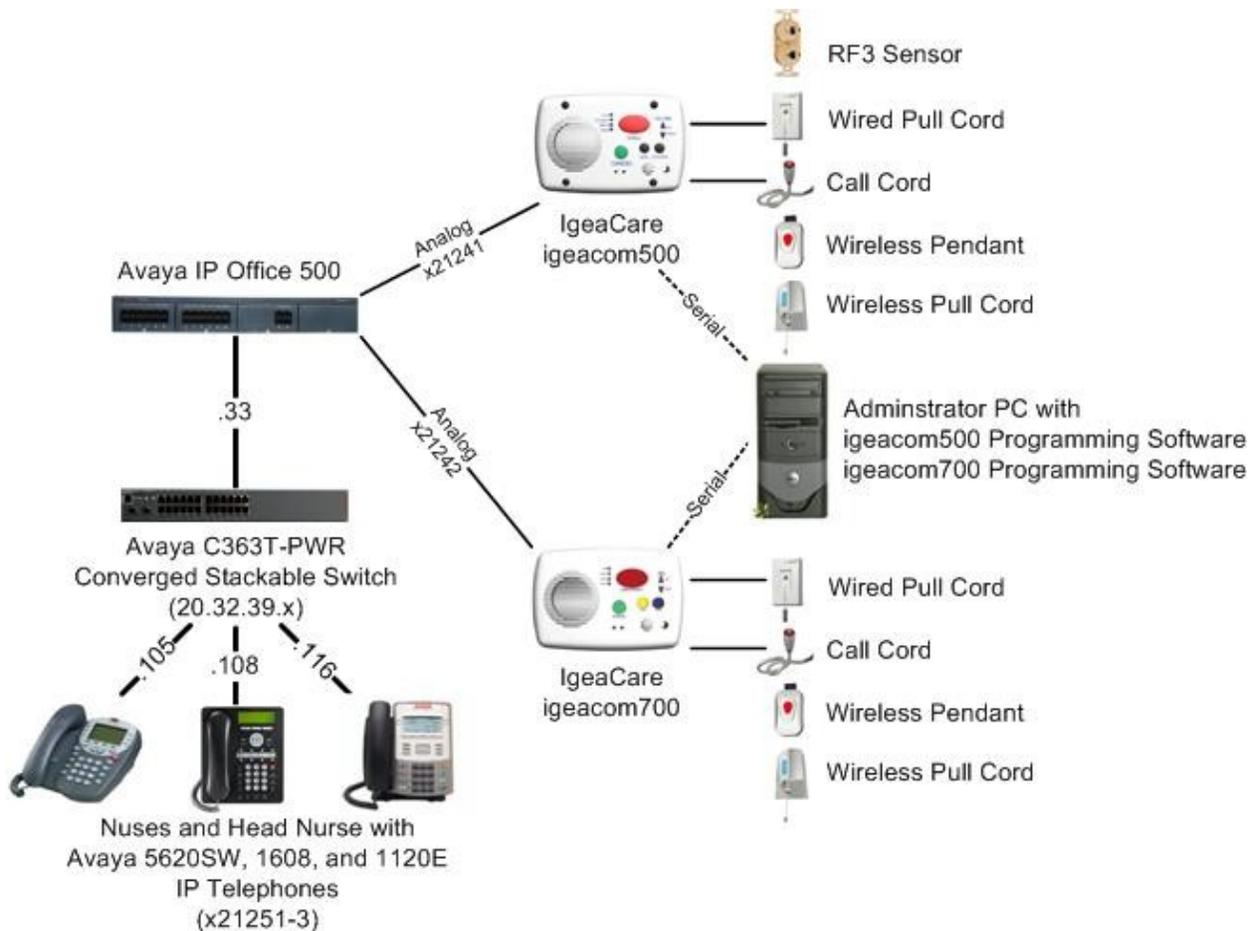
## 2.3. Support

Technical support on IgeaCare igeacom can be obtained through the following:

- **Phone:** (866) 361-6225
- **Email:** [support@igeacare.com](mailto:support@igeacare.com)

## 3. Reference Configuration

As shown below in the test configuration, a PC with the igeacom programming software was used to configure and download the configurations to the igeacom devices.



## 4. Equipment and Software Validated

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

Equipment	Software
Avaya IP Office 500	7.0 (5)
Avaya 1120E IP Deskphone (SIP)	04.01.13.00
Avaya 5620SW IP Telephone (H.323)	2.9010
Avaya 1608 IP Telephone (H.323)	1.3
IgeaCare igeacom500	IC500-B2.6-U-1210-0155
IgeaCare igeacom700	IC700-B1.6-U-0211-0009
igeacom500 Programming Software	6.11
igeacom700 Programming Software	6.08.3

## 5. Configure Avaya IP Office

This section provides the procedures for configuring Avaya IP Office. The procedures fall into the following areas:

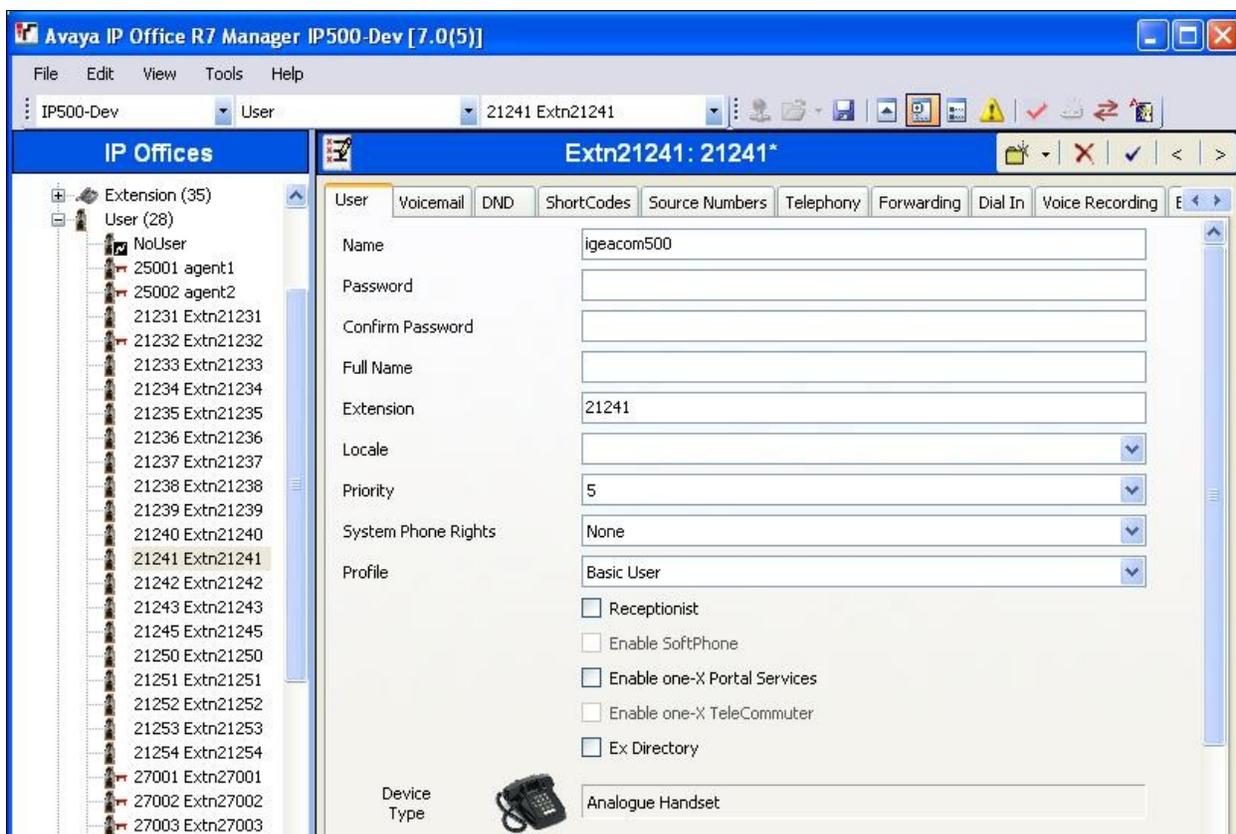
- Administer igeacom users
- Administer nurse users
- Administer escalation hunt group
- Administer nurse hunt groups

### 5.1. Administer igeacom Users

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 appropriate credentials (not shown).

From the configuration tree in the left pane, right-click on **User** and select the analog user that is connected to the first nurse call device, in this case “21241 Extn21241”. Enter a desired **Name**, as shown below.

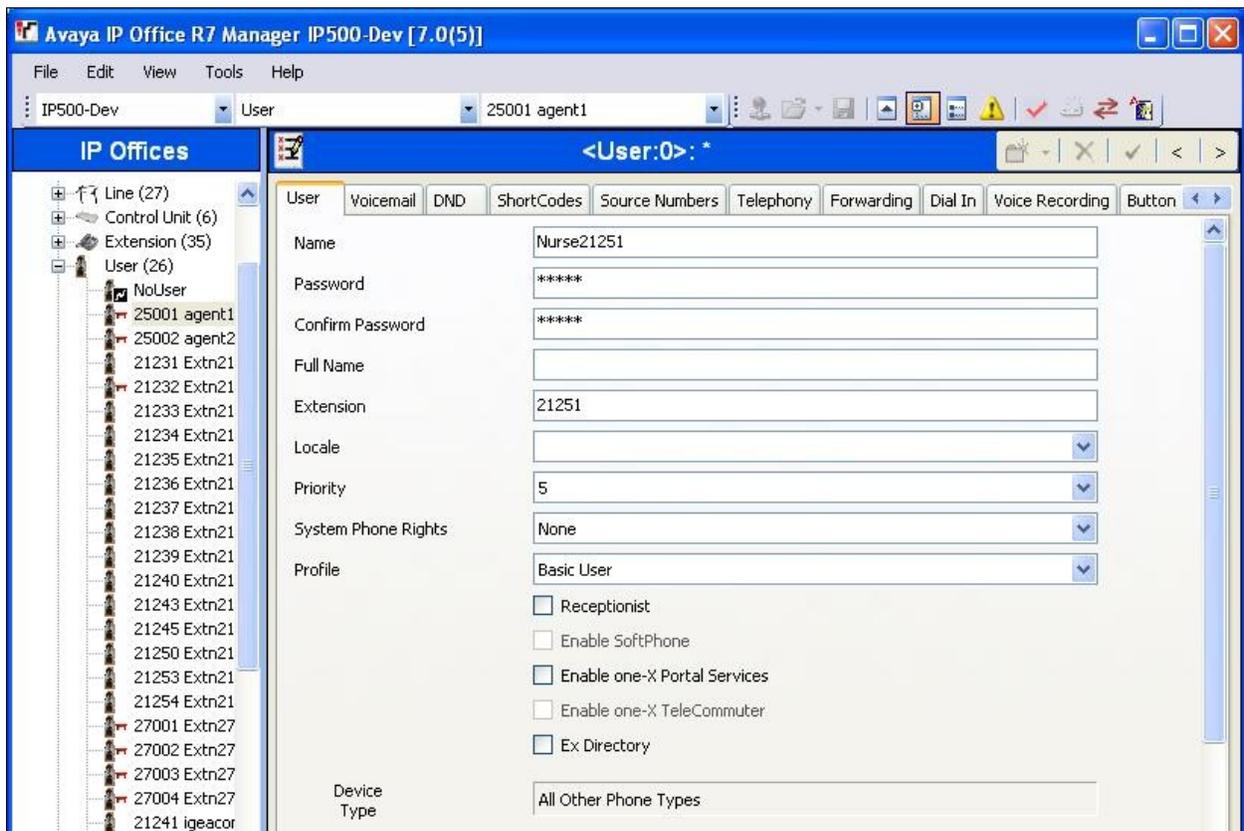
Repeat this section to administer a desired name for each igeacom nurse call device user. In the compliance testing, two users with extensions “21241” and “21242” were administered.



## 5.2. Administer Nurse Users

From the configuration tree in the left pane, right-click on **User** and select **New** from the pop-up list to add a new nurse user. Enter desired values for **Name**, **Password**, and **Confirm Password**. For **Extension**, enter an available extension that supports display. Note that if digital telephones are used for the nurses instead of IP phones, then the existing digital users may be used instead of creating new ones.

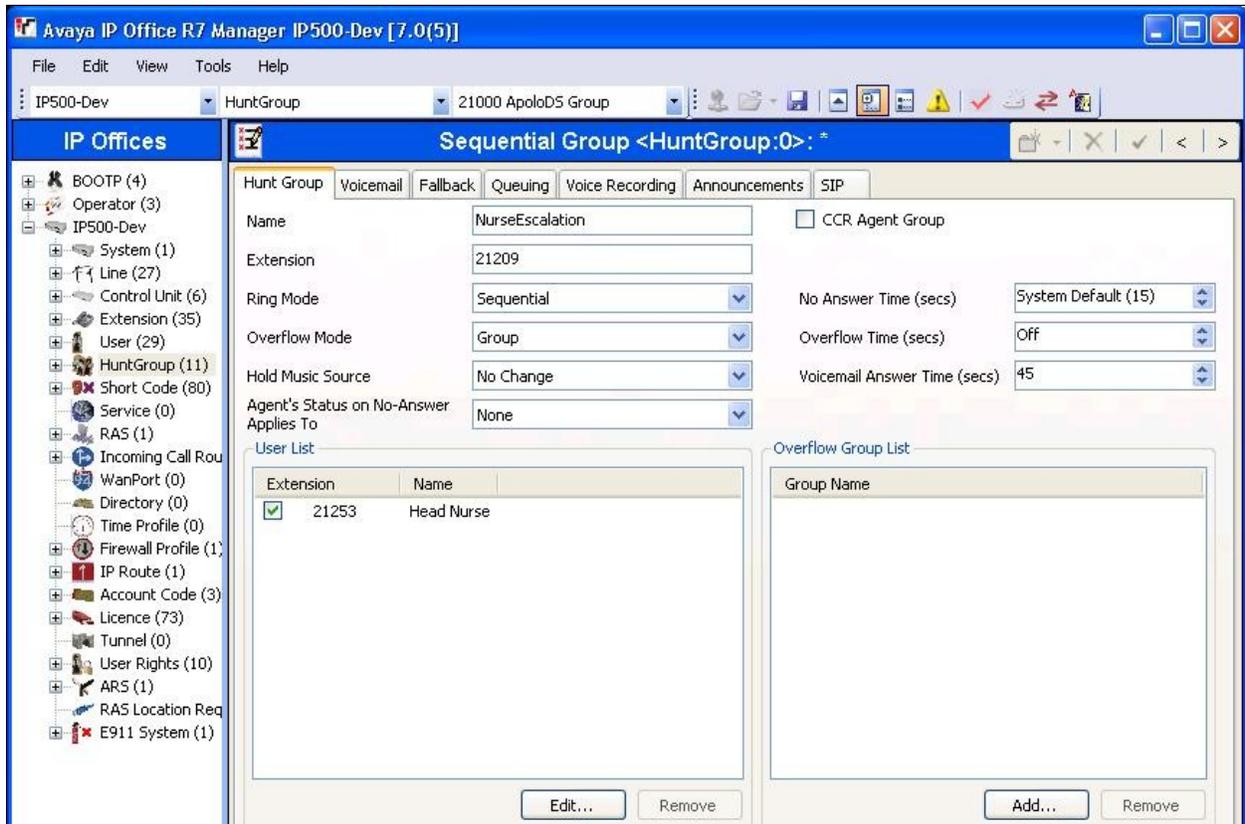
Repeat this section to administer a user for each nurse. In the compliance testing, two nurse users with extensions “21251” and “21252” as well as a head nurse user with extension “21253” were administered.



### 5.3. Administer Escalation Hunt Group

From the configuration tree in the left pane, right-click on **HuntGroup** and select **New** from the pop-up list to add a new hunt group for escalations. Enter a desired **Name**, and an available **Extension**.

In the **User List** sub-section, click **Edit** and select the desired users from the pop-up list as members of this escalation hunt group. In the compliance testing, the head nurse user was selected.

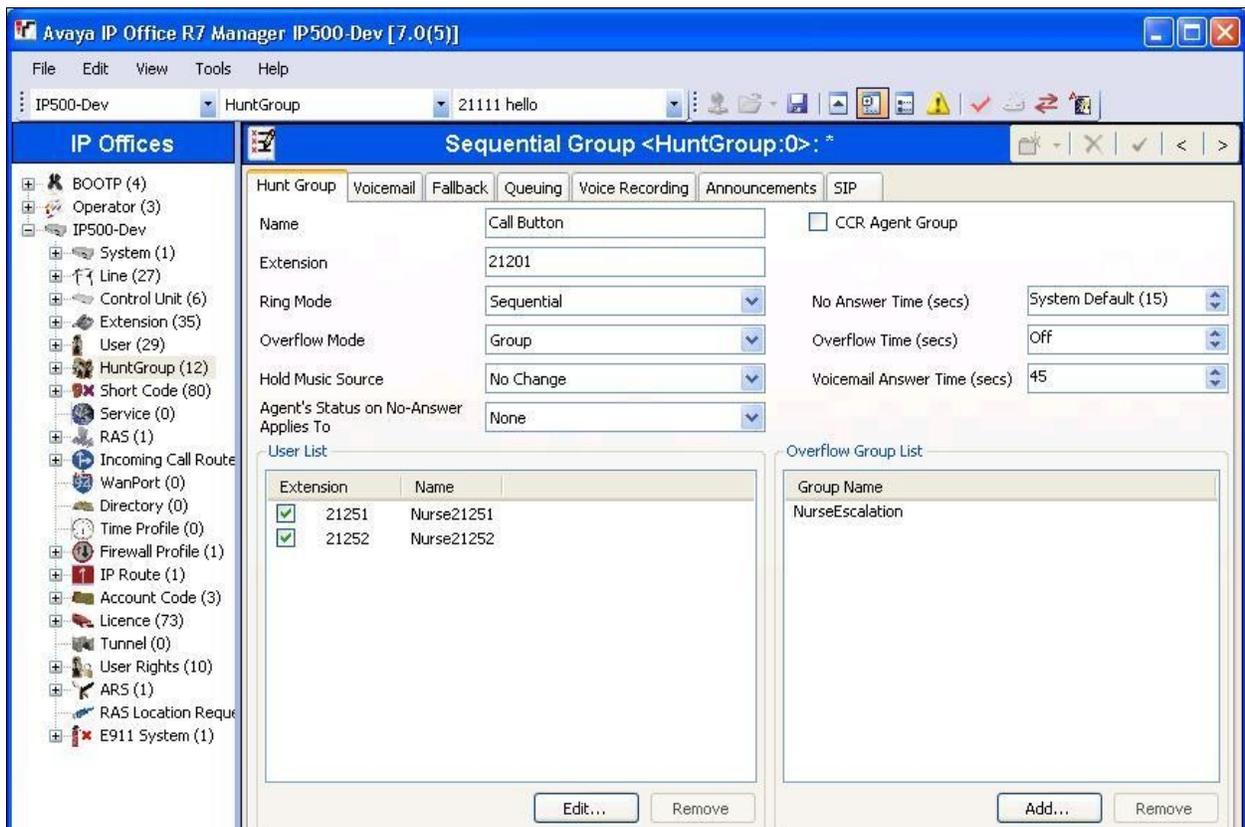


## 5.4. Administer Nurse Hunt Groups

From the configuration tree in the left pane, right-click on **HuntGroup** and select **New** from the pop-up list to add a new hunt group. For **Name**, enter a descriptive value that can identify the type of call point. For **Extension**, enter an available extension number.

In the **User List** sub-section, click **Edit** and select the nurse user extensions from **Section 5.2** from the pop-up list.

In the **Overflow Group List** sub-section, click **Add** and select the escalation hunt group from **Section 5.3** from the pop-up list.



Repeat this section to add a hunt group for every call point type. The hunt groups that were used for the compliance testing are shown below.

<b>Hunt Group Extension</b>	<b>Name</b>	<b>Used by igeacom500</b>	<b>Used by igeacom700</b>
21201	Call Button	X	X
21202	Bed Cord	X	X
21203	Wired Cord	X	X
21204	Pendant	X	X
21205	Wireless Pull	X	X
21206	Smoke Detector RF3	X	
21207	Code Blue		X
21208	Staff Assist		X

## 6. Configure IgeaCare igeacom500

This section provides the procedures for configuring the IgeaCare igeacom500 nurse call device. The procedures fall into the following areas:

- Launch igeacom500 programming software
- Administer call point destinations

### 6.1. Launch igeacom500 Programming Software

From a PC running the igeacom500 programming software, physically connect the PC serial COM port to the igeacom500 circuit board. Launch the administration application by selecting **Start > All Programs > IgeaCare System Inc > IgeaCare System Inc.** from the PC. The screen below is displayed.

The screenshot displays the IgeaCare igeacom500 programming software interface. At the top, a status bar indicates "Maintenance Included" and shows hook timing settings: ON hook (pF), OFF hook (F), and 200ms. Below this, the communication port is set to "COM1". The software version information shows "Device Soft Version" and "PC Soft Version" (Version 24.1).

The main configuration area is a table with columns for "Phone #", "Delay", "Redial", "Silent", "Light", and "Priority". The rows represent different call points: CALL Button, Call Cord, Wired Pull Cord, Pendant, Wireless Pull Cord, and RF3\_Sensor. Each row has input fields for these parameters. A "STORE into Device" button is located between the first and second columns. A "Verify" button is located between the third and fourth columns. A "READ from Device" button is located between the fifth and sixth columns. A "COPY-- PASTE Yellow\_Area to Green\_Area" button is located between the seventh and eighth columns. A "Remote Actions" section is located between the ninth and tenth columns, listing actions: \*3 (Ack), \*4 (On hook), and \*9 (Cancel). A "Various Delays [ms]" section is located between the eleventh and twelfth columns, listing delays: F (Flash), pF (PreFlash), and (Pause). The bottom right corner shows a date field set to 2011 JULY 2.

## 6.2. Administer Call Point Destinations

Configure igecom500 using the hunt group extensions associated with each applicable call point type from **Section 5.4**. As shown below, each call point can have up to two **Phone #** as primary and rollover destinations. In the compliance testing, the same hunt group extension was used for both destinations. Update the remaining fields associated with each call point type as desired.

For **Menu button** and **Activities button**, enter the desired destinations, which are typically messaging extensions on Avaya IP Office. In the compliance testing, the head nurse extension “21253” was used. Enter desired values in the associated **Delay** field.

Follow [2] to configure the other fields as desired and store the resultant configuration to igecom500.

The screenshot displays the 'Call Point Destinations' configuration screen. At the top, it shows 'Maintenance Included' and 'COM1' selected. The interface is divided into two main columns for 'Device Soft Version' and 'PC Soft Version' (Version 24.1). Below these are two tables of call point configurations.

Call Point Type	Phone #	Delay	Redial	Silent	Light	Priority	PC Phone #	Delay	Redial	Silent	Light	Priority
CALL Button							21201	2	Y	N		6
Call Cord							21202	2	Y	N		6
Wired Pull Cord							21203	2	Y	N		6
Pendant							21204	2	Y	N		6
Wireless Pull Cord							21205	2	Y	N		6
RF3_Sensor							21206	2	Y	N		6
Maintenance								.1				
Menu							21253	2				
Activities							21253	2				
Cancel								.1				

Additional configuration options include:

- Remote Actions:** \*3 (Ack.), \*4 (On hook), \*9 (Cancel)
- Various Delays [ms]:** F (Flash), pF (PreFlash), (Pause)
- Buttons:** STORE into Device, READ from Device, Verify, Cancel, Yellow Area, Green Area, EXIT, COPY-- PASTE Yellow\_Area to Green\_Area
- Palettes:** STORE in Palette, READ from Palette
- DN hook:** OFF hook... pF F 200ms

## 7. Configure IgeaCare igeacom700

This section provides the procedures for configuring the IgeaCare igeacom700 nurse call device. The procedures fall into the following areas:

- Launch igeacom700 programming software
- Administer call point destinations

### 7.1. Launch igeacom700 Programming Software

From a PC running the igeacom700 programming software, physically connect the PC serial COM port to the igeacom700 circuit board. Launch the administration application by selecting **Start > All Programs > IgeaCare System Inc > IgeaCare System Inc. – ACS** from the PC.

### 7.2. Administer Call Point Destinations

Follow the steps in **Section 6.2** to similarly configure the igeacom700. The screenshot below shows the settings used in the compliance testing.

The screenshot displays the IgeaCare Systems Inc. - ACS programming software interface. The window title is "IgeaCare Systems Inc. - ACS". The interface is divided into two main columns: "Device" and "PC".

**Device Column:**

- Device Soft Version:** [Empty field]
- COM1:** [COM1 dropdown]
- Buttons:** STORE into Device, READ from Device, Verify, EXIT, COPY-- PASTE Yellow\_Area to Green\_Area
- Call Point Settings:**

Phone #	Delay	Redial	Silent	Light	Priority
CALL Button					
BED Button					
Wired Pull Cord					
Pendant					
Wireless Pull Cord					
Code Blue					
Staff Asist.					
Presence IN					
Presence OUT					
Maintenance					
Cancel					

**PC Column:**

- PC Soft Version:** Version 24.2
- Call Point Settings:**

Phone #	Delay	Redial	Silent	Light	Priority
21201	2	Y	N		6
21201		Y			
21202	2	Y	N		6
21202		Y			
21203	2	Y	N		6
21203		Y			
21204	2	Y	N		6
21204		Y			
21205	2	Y	N		6
21205		Y			
21207	2	Y	N		6
21207		Y			
21208	2	Y	N		6
21208		Y			

**Bottom Section:**

- Various Delays [ms]:**
  - F (Flash): [600]
  - pF (PreFlash): [200]
  - (Pause): [500]
- Cancel by Phone:**
  - Name: [Empty]
  - Room #: [Empty]
  - Serial #: [Empty]
  - Inst. Date: [2011] [JULY] [2]

## 8. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Avaya IP Office and IgeaCare igeacom500 and igeacom700.

From a call point, activate a call to the nurse hunt group (such as pulling the cord or pressing the button, depending on the type of call point). Verify that the call is ringing at an available nurse, and that the nurse's telephone display shows the name of the resident user associated with the igeacom device, and the name of the hunt group associated with the call point type.

As an example from the compliance testing, the nurse telephone's display for an igeacom500 pendant activation showed "igeacom500>Pendant", where "igeacom500" is the name of the applicable igeacom user from **Section 5.1**, and "Pendant" is the name of the applicable call point hunt group from **Section 5.3**.

Answer the call at the nurse's telephone, and verify for connected two-way talk paths.

## 9. Conclusion

These Application Notes describe the configuration steps required for IgeaCare igeacom to interoperate with Avaya IP Office 7.0. All feature and serviceability test cases were completed successfully.

## 10. Additional References

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

1. *IP Office 7.0 Documentation CD*, March 2011, available at <http://support.avaya.com>.
2. *IgeaCare Resident Unit Installation Guide*, Release 2, available at <http://www.igeacare.com>.
3. *IgeaCare 600-700 igeacom Installation Guide*, available at <http://www.igeacare.com>.
4. *Resident Unit Specification Sheet*, Release 4, available at <http://www.igeacare.com>.
5. *Patient Unit Specification Sheet*, Release 3, available at <http://www.igeacare.com>.

---

**©2011 Avaya Inc. All Rights Reserved.**

Avaya and the Avaya Logo are trademarks of Avaya Inc. All trademarks identified by ® and ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners. The information provided in these Application Notes is subject to change without notice. The configurations, technical data, and recommendations provided in these Application Notes are believed to be accurate and dependable, but are presented without express or implied warranty. Users are responsible for their application of any products specified in these Application Notes.

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at [devconnect@avaya.com](mailto:devconnect@avaya.com).