



## **Avaya Solution & Interoperability Test Lab**

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# **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.

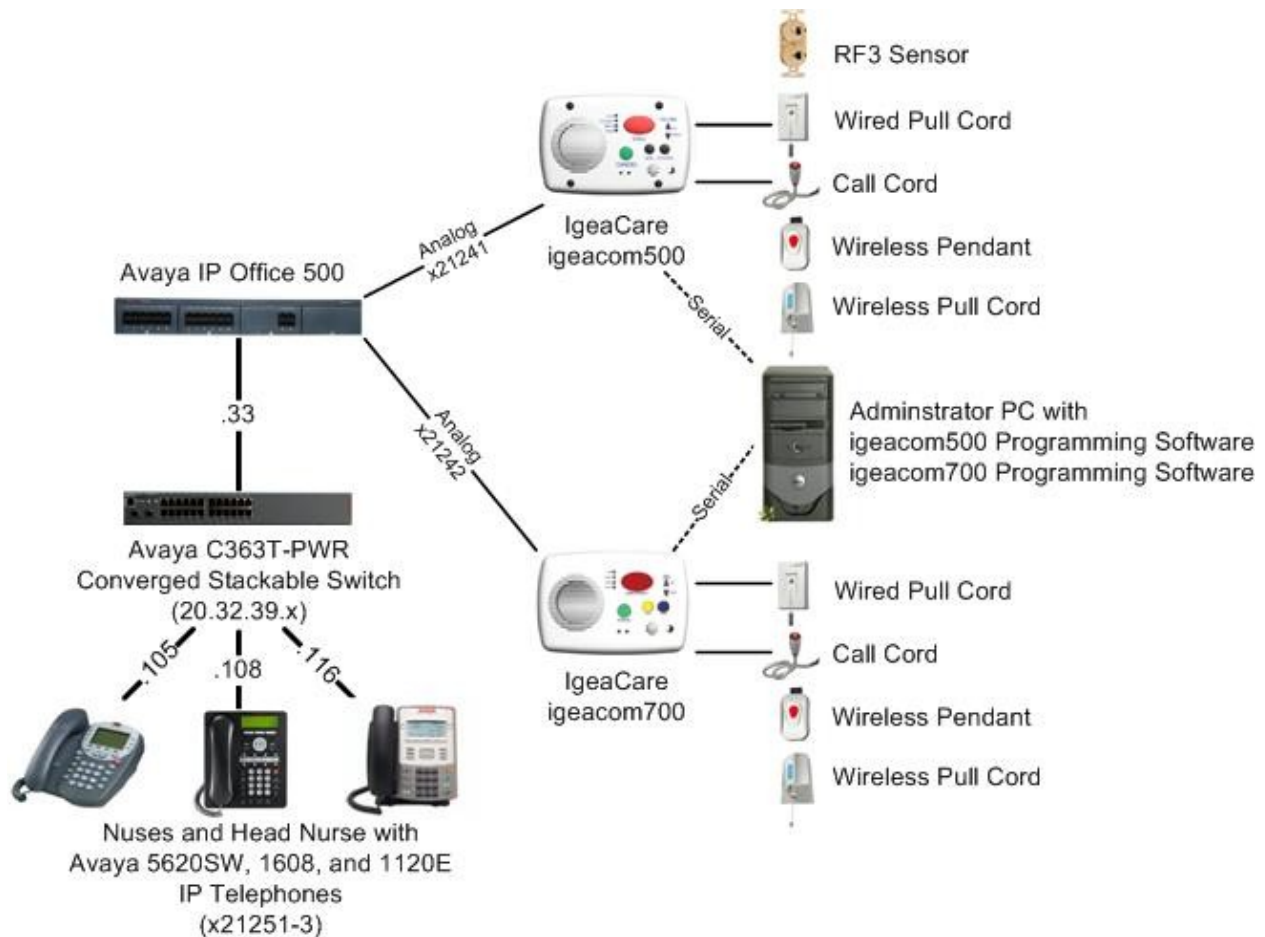
## 2.3. Support

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:

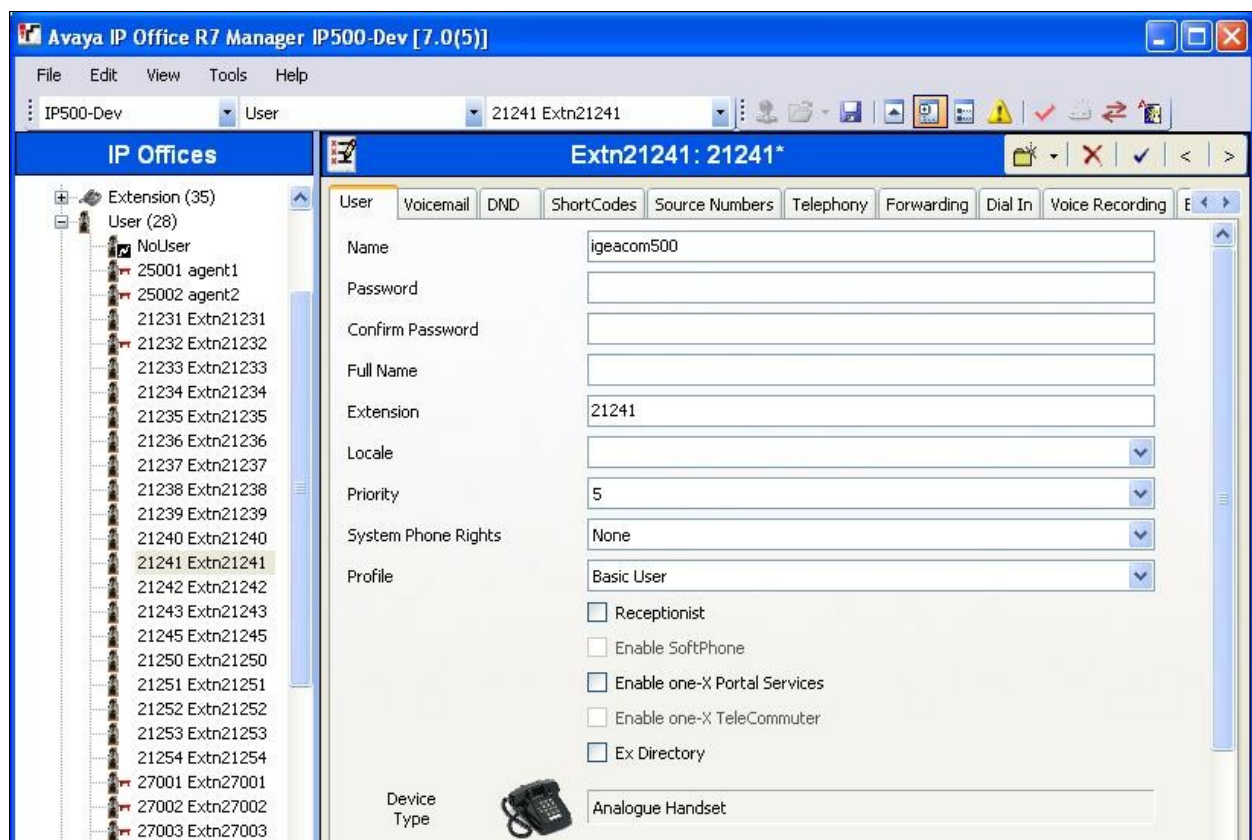
- Administer igeacom users
- Administer nurse users
- Administer escalation hunt group
- Administer nurse hunt groups

### 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.

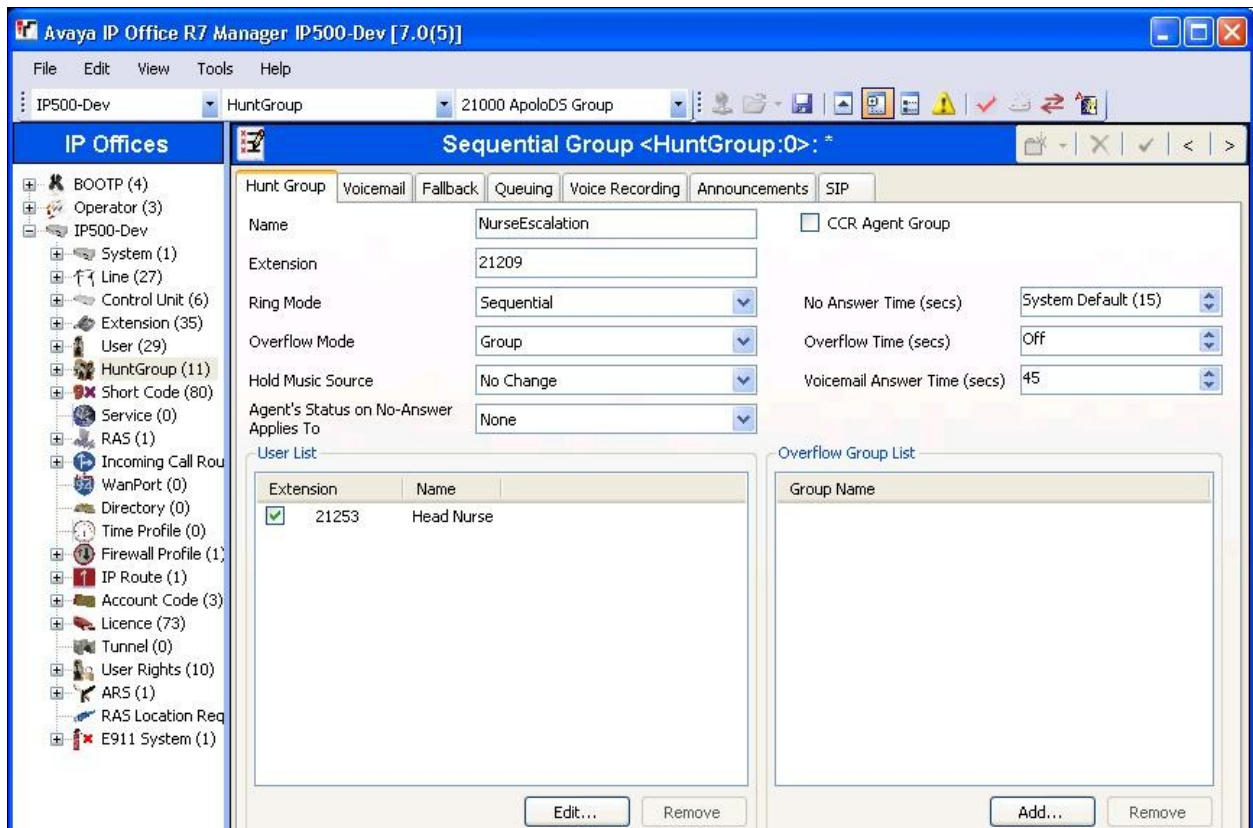
The screenshot displays the Avaya IP Office R7 Manager IP500-Dev [7.0(5)] application window. The left pane shows the configuration tree with 'User (26)' selected. The right pane shows the configuration form for a new user, 'Nurse21251'. The form includes fields for Name, Password, Confirm Password, Full Name, Extension (21251), Locale, Priority (5), System Phone Rights (None), Profile (Basic User), and Device Type (All Other Phone Types). There are also checkboxes for Receptionist, Enable SoftPhone, Enable one-X Portal Services, Enable one-X TeleCommuter, and Ex Directory.

Field	Value
Name	Nurse21251
Password	*****
Confirm Password	*****
Full Name	
Extension	21251
Locale	
Priority	5
System Phone Rights	None
Profile	Basic User
Receptionist	<input type="checkbox"/>
Enable SoftPhone	<input type="checkbox"/>
Enable one-X Portal Services	<input type="checkbox"/>
Enable one-X TeleCommuter	<input type="checkbox"/>
Ex Directory	<input type="checkbox"/>
Device Type	All Other Phone Types

### 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.



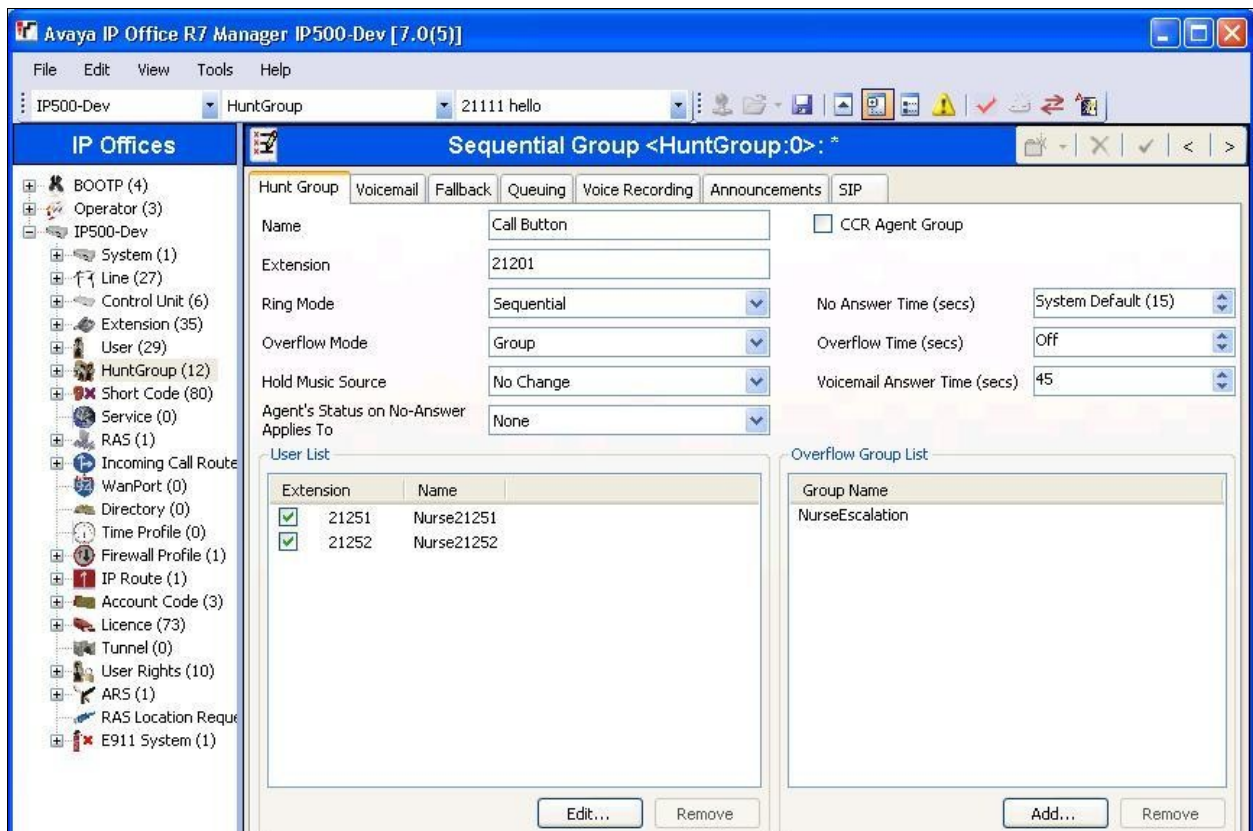


## 5.4. Administer Nurse Hunt Groups

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, it shows 'Maintenance Included' and 'COM1' selected. The 'Device Soft Version' field is empty, and the 'PC Soft Version' is 'Version 24.1'. The interface is divided into two main sections for configuring call points. The left section has a table with columns: Phone #, Delay, Redial, Silent, Light, and Priority. The right section has a similar table. Between the tables are buttons for 'STORE into Device', 'READ from Device', 'Verify', 'Cancel', 'Yellow Area', 'Green Area', and 'EXIT'. A 'Remote Actions' section shows a list of actions: \*3 (Ack), \*4 (On hook), and \*9 (Cancel). A 'Various Delays' section shows fields for F (Flash), pF (PreFlash), and (Pause) in milliseconds. The bottom right shows a 'Name', 'Room #', 'Serial #', and 'Inst. Date' (2011, JULY, 2).

## 6.2. Administer Call Point Destinations

Configure igacom500 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.

**Maintenance Included**

DN hook: ☐ pF ☐ F 200ms

OFF hook: ☐ pF ☐ F 200ms

COM1

**Device Soft Version**

**PC Soft Version**  
Version 24.1

	Phone #	Delay	Redial	Silent	Light	Priority		Phone #	Delay	Redial	Silent	Light	Priority	
CALL Button							STORE into Device	21201	2	Y	N		6	CALL Button
Call Cord							READ from Device	21202	2	Y	N		6	Call Cord
Wired Pull Cord							Verify	21203	2	Y	N		6	Wired Pull Cord
Pendant							Cancel	21204	2	Y	N		6	Pendant
Wireless Pull Cord							Yellow Area	21205	2	Y	N		6	Wireless Pull Cord
RF3_Sensor							EXIT	21206	2	Y	N		6	RF3_Sensor
Maintenance									.1					Maintenance
Menu								21253	2					Menu Button
Activities								21253	2					Activities Button
Cancel									.1					Cancel Button

**Remote Actions**

\*3 (Ack.)

\*4 (On hook)

\*9 (Cancel)

**Various Delays [ms]**

F (Flash)

pF (PreFlash)

(Pause)

**NAME**

**Room #**

**Serial #**

**Inst. Date** 2011 JULY 2

**Remote Actions**

\*3 (Ack.delay)

\*4 (ON hook delay)

\*9 (Cancel by Phone)

**Various Delays [ms]**

600 F (Flash, ON hook)

200 pF (preFlash, OFF hook)

500 (Pause)

## 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 is titled "IgeaCare Systems Inc. - ACS" and shows two columns of call point configurations. The left column is for the "Device" and the right column is for the "PC". Each column has a table with columns: Phone #, Delay, Redial, Silent, Light, and Priority. Below these tables are various control buttons like "STORE into Device", "READ from Device", "Verify", "Cancel", "EXIT", "COPY-- PASTE", and "STORE in Palette". At the bottom, there are sections for "Various Delays [ms]" and "Name", "Room #", "Serial #", "Inst. Date".

Device	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	Phone #	Delay	Redial	Silent	Light	Priority
CALL Button	21201	2	Y	N	6	
BED Button	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	
Code Blue	21207	2	Y	N	6	
Staff Asist.	21208	2	Y	N	6	
Presence IN		.1		N		
Presence OUT						
Maintenance		.1				
Cancel Button		.1				

## 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>.

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