



Avaya Solution & Interoperability Test Lab

Application Notes for Inisoft Syntelate XA with Avaya Aura® Application Enablement Services - Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Inisoft Syntelate XA to successfully interoperate with Avaya Aura® Application Enablement Services using Computer Telephony Integration. Syntelate XA is a call center agent web application that allows inbound and outbound calls to be made using a web browser based interface. Syntelate XA was compliance tested against Avaya Aura® Application Enablement Services using inbound call center and direct voice calls.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as the observations noted in **Section 2.2**, to ensure that their own use cases are adequately covered by this scope and results.

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 Inisoft Syntelate XA to successfully interoperate with Avaya Aura® Application Enablement Services using Computer Telephony Integration. Syntelate XA is a call center agent web application that allows inbound and outbound calls to be made using a web browser based interface. Syntelate XA was compliance tested against Avaya Aura® Application Enablement Services using inbound call center and direct voice calls.

2. General Test Approach and Test Results

The interoperability compliance testing evaluated the ability of Syntelate XA to carry out call handling functions in a variety of scenarios through its Telephony Services Application Programming Interface (TSAPI) interface with Application Enablement Services. The feature test cases were performed manually. Inbound calls were manually placed and delivered to Syntelate XA by Communication Manager. Different types of actions were initiated from Syntelate XA, to verify proper handling of supported messages from Application Enablement Services Device, Media and Call Control sessions. The verification included checking the display of fields, options, and values on Syntelate XA, and checking the exchanged API messages in the designer and agent logs. All test cases were executed.

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

Avaya recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in these DevConnect Application Notes included the enablement of supported encryption capabilities in the Avaya products. Readers should consult the appropriate Avaya product documentation for further information regarding security and encryption capabilities supported by those Avaya products.

Support for these security and encryption capabilities in any non-Avaya solution component is the responsibility of each individual vendor. Readers should consult the appropriate vendor-supplied product documentation for more information regarding those products.

For the testing associated with these Application Notes, the interface between Avaya systems and the Syntelate did not include use of any specific encryption features as requested by Inisoft.

2.1. Interoperability Compliance Testing

The feature testing focused on verifying proper display of the calls made to Syntelate XA with appropriate options, fields, and values for the following scenarios:

- Inbound and Outbound calls
- Log in and logoff
- Hold, retrieve, call transfer, conference, place manual call, agent drop, customer drop, release line/hang-up, and finish work.

2.2. Test Results

All test cases that were executed have successfully passed.

2.3. Support

For technical support for Syntelate XA, please contact Inisoft Support:

- Phone: +44 (0)800 668 1290
- Email: support@inisoft.com

3. Reference Configuration

The configuration used for the compliance testing is shown in **Figure 1**. In the compliance testing, Syntelate XA used Application Enablement Services DMCC to control Communication Manager agent deskphones and take calls for the agents.

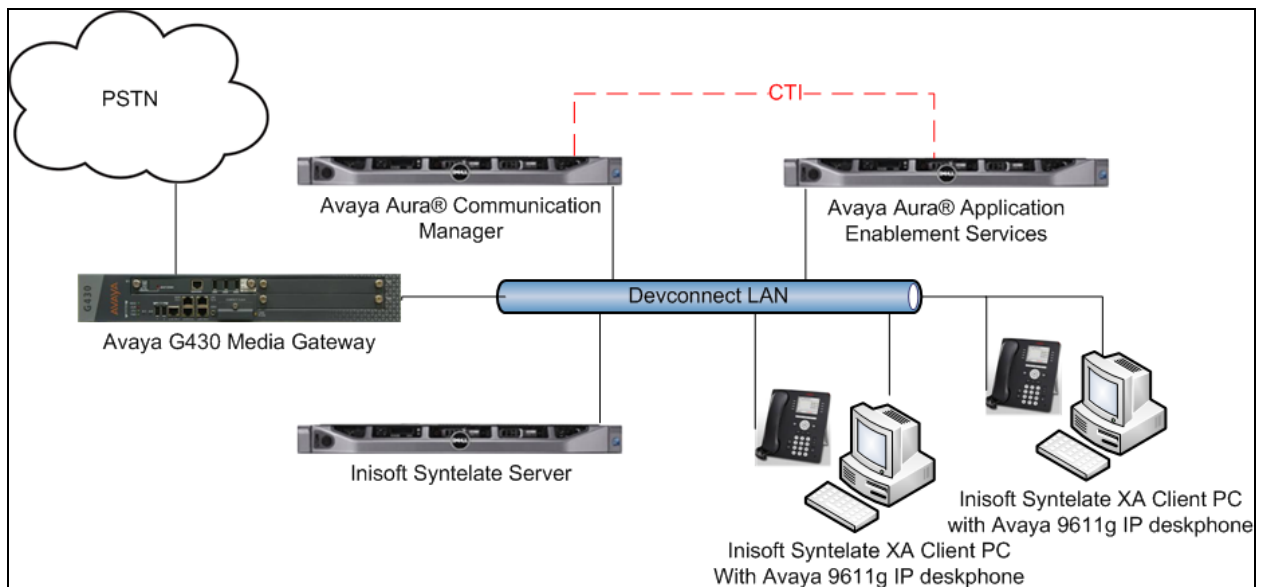


Figure 1: Inisoft Syntelate tested configuration

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® Communicaiton Manager running on a VMware virtual machine	R017x.01.0.532.0 CM 7.1.2.0.0.532.24184 CM 7.1.2.0.0 FP2 KERNEL-3.10.0-693.e17.AV1 PLAT-rhel17.2-0010
Avaya Aura® Application Enablement Services	R7.1.2.0.0.3-0
Avaya G430 Media Gateway	R38.21.1/1
Avaya 9611g H323 IP Deskphones	R6.6229
Inisoft Syntelate XA server	1.4.0

5. Configure Avaya Aura® Communication Manager

The information provided in this section describes the configuration of Communication Manager relevant to this solution. For all other provisioning information such as initial installation and configuration, please refer to the product documentation in **Section 10**.

The configuration illustrated in this section was performed using Communication Manager System Administration Terminal (SAT).

5.1. Verify System Features

Use the **display system-parameters customer-options** command to verify that Communication Manager has permissions for features illustrated in these Application Notes. On **Page 3**, ensure that **Answer Supervision by Call Classifier?** is set to **y** and **Computer Telephony Adjunct Links?** is set to **y** as shown below.

```

display system-parameters customer-options                               Page 3 of 11
                                OPTIONAL FEATURES

Abbreviated Dialing Enhanced List? y                               Audible Message Waiting? y
Access Security Gateway (ASG)? n                                   Authorization Codes? y
Analog Trunk Incoming Call ID? y                                  CAS Branch? n
A/D Grp/Sys List Dialing Start at 01? y                           CAS Main? n
Answer Supervision by Call Classifier? y                           Change COR by FAC? n
    ARS? y                                                         Computer Telephony Adjunct Links? y
    ARS/AAR Partitioning? y                                         Cvg Of Calls Redirected Off-net? y
    ARS/AAR Dialing without FAC? y                                   DCS (Basic)? y
    ASAI Link Core Capabilities? n                                   DCS Call Coverage? y
    ASAI Link Plus Capabilities? n                                   DCS with Rerouting? y
    Async. Transfer Mode (ATM) PNC? n
    Async. Transfer Mode (ATM) Trunking? n                           Digital Loss Plan Modification? y
    ATM WAN Spare Processor? n                                       DS1 MSP? y
    ATMS? y                                                         DS1 Echo Cancellation? y
    Attendant Vectoring? y
  
```

5.2. Display Node Names for Avaya Aura® Application Enablement Services Connectivity

Display the **procr** IP Address by using the command **display node-names ip** and noting the IP address for the **procr** and AES (**Aes71678**).

```
display node-names ip Page 1 of 2
```

IP NODE NAMES	
Name	IP Address
SM100	10.10.40.34
Aes71678	10.10.16.78
default	0.0.0.0
g430	10.10.40.15
procr	10.10.16.27

5.3. Configure AE service for Avaya Aura® Application Enablement Services Connectivity

To administer the transport link to AES use the **change ip-services** command. On **Page 1** add an entry with the following values:

- **Service Type:** should be set to **AESVCS**.
- **Enabled:** set to **y**.
- **Local Node:** set to the node name assigned for the **procr** in **Section 5.2**
- **Local Port:** retain the default value of **8765**.

```
change ip-services Page 1 of 4
```

IP SERVICES					
Service Type	Enabled	Local Node	Local Port	Remote Node	Remote Port
AESVCS	y	procr	8765		

Go to **Page 4** of the **ip-services** form and enter the following values:

- **AE Services Server:** Name obtained from the AES server, in this case **aes71678**.
- **Password:** Enter a password to be administered on the AES server.
- **Enabled:** Set to **y**.

Note: The password entered for **Password** field must match the password on the AES server in **Section 6.2**. The **AE Services Server** should match the administered name for the AES server, this is created as part of the AES installation, and can be obtained from the AES server by typing **uname -n** at the Linux command prompt.

```
change ip-services Page 4 of 4
```

AE Services Administration				
Server ID	AE Services Server	Password	Enabled	Status
1:	aes71678	*****	y	idle
2:				
3:				

5.4. Configure CTI Link for TSAPI Service

Add a CTI link using the **add cti-link n** command. Enter an available extension number in the **Extension** field. Enter **ADJ-IP** in the **Type** field, and a descriptive name in the **Name** field. Default values may be used in the remaining fields.

```
add cti-link 1                                     Page 1 of 3
                                                    CTI LINK
CTI Link: 1
Extension: 2002
  Type: ADJ-IP
                                                    COR: 1
  Name: aes71678
```

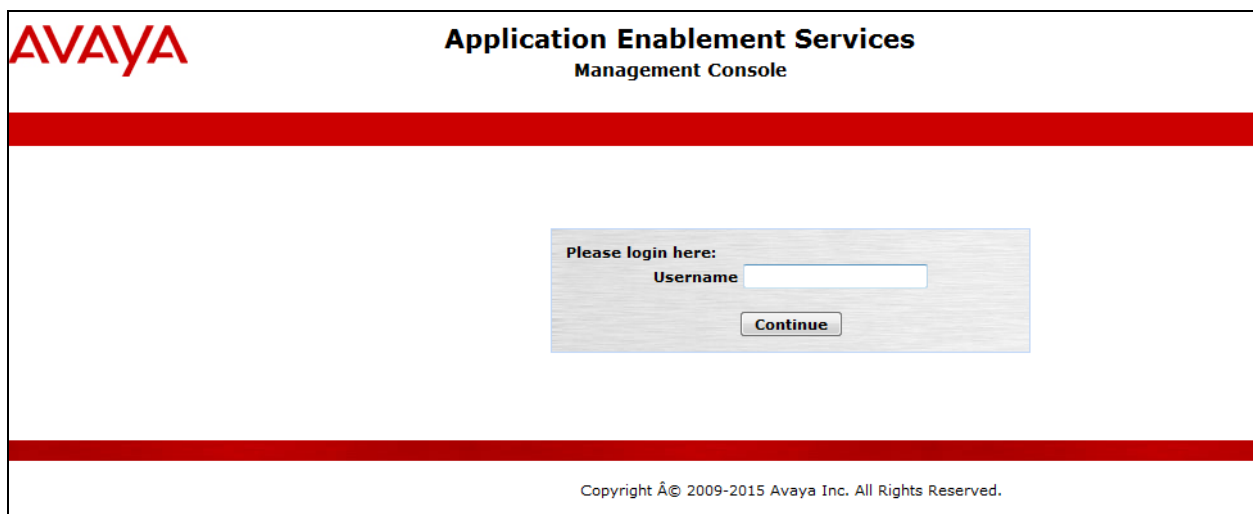
6. Configure Avaya Aura® Application Enablement Services

This section provides the procedures for configuring Application Enablement Services. The procedures fall into the following areas:

- Verify Licensing.
- Create Switch Connection.
- Administer TSAPI link.
- Create CTI User.
- Enable CTI Link User.
- Identify Tlinks.
- Enable DMCC ports.

6.1. Verify Licensing

To access the maintenance console, enter **https://<ip-addr>** as the URL in an Internet browser, where <ip-addr> is the active IP address of AES. The login screen is displayed, enter the appropriate credentials and then select the **Login** button (not shown).



The screenshot shows the Avaya Application Enablement Services Management Console login screen. At the top left is the AVAYA logo. To the right of the logo, the text reads "Application Enablement Services" and "Management Console". Below this is a red horizontal bar. In the center of the page is a login box with the text "Please login here:" followed by "Username" and a text input field. Below the input field is a "Continue" button. At the bottom of the page is another red horizontal bar and the copyright notice "Copyright © 2009-2015 Avaya Inc. All Rights Reserved."

The Application Enablement Services Management Console appears displaying the **Welcome to OAM** screen (not shown). Select **AE Services** and verify that the TSAPI and DMCC Service is licensed by ensuring that **TSAPI and DMCC Service** is in the list of services and that the **License Mode** is showing **NORMAL MODE**. If not, contact an Avaya support representative to acquire the proper license for your solution.

The screenshot shows the 'AE Services' management console. On the left is a navigation menu with options like 'CVLAN', 'DLG', 'DMCC', 'SMS', 'TSAPI', 'TWS', 'Communication Manager Interface', 'High Availability', 'Licensing', 'Maintenance', 'Networking', 'Security', 'Status', 'User Management', and 'Utilities'. The main content area is titled 'AE Services' and contains a warning message about default certificates and an important note about restarting services. Below this is a table with the following data:

Service	Status	State	License Mode	Cause*
ASAI Link Manager	N/A	Running	N/A	N/A
CVLAN Service	OFFLINE	Running	N/A	N/A
DLG Service	OFFLINE	Running	N/A	N/A
DMCC Service	ONLINE	Running	NORMAL MODE	N/A
TSAPI Service	ONLINE	Running	NORMAL MODE	N/A
Transport Layer Service	N/A	Running	N/A	N/A
AE Services HA	Not Configured	N/A	N/A	N/A

Below the table, there is a note: 'For status on actual services, please use [Status and Control](#)' and a footnote: '* -- For more detail, please mouse over the Cause, you'll see the tooltip, or go to help page.'

6.2. Create Switch Connection

From the AES Management Console navigate to **Communication Manager Interface** → **Switch Connections** to set up a switch connection. Enter in a name for the Switch Connection to be added and click the **Add Connection** button.

The screenshot shows the 'Switch Connections' configuration page. The left navigation menu is expanded to 'Communication Manager Interface' and 'Switch Connections' is selected. The main content area has a title 'Switch Connections' and a form with a text input field containing 'CM1627' and an 'Add Connection' button. Below the form is a table with two columns: 'Connection Name' and 'Processor Ethernet'.

Connection Name	Processor Ethernet
CM1627	

In the resulting screen enter the **Switch Password**, the Switch Password must be the same as that entered into Communication Manager AE Services Administration screen via the **change ip-services** command, described in **Section 5.3** Default values may be accepted for the remaining fields. Click **Apply** to save changes.

Connection Details - CM1627

Switch Password

Confirm Switch Password

Msg Period Minutes (1 - 72)

Provide AE Services certificate to switch

Secure H323 Connection

Processor Ethernet

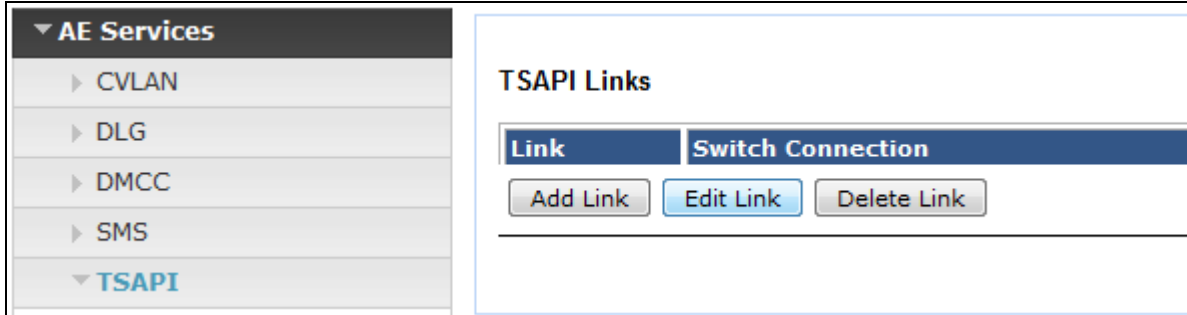
From the **Switch Connections** screen, select the radio button for the recently added switch connection and select the **Edit CLAN IPs** button (not shown). In the resulting screen, enter the IP address of the **procr** as shown in **Section 5.2** that will be used for the AES connection and select the **Add/Edit Name or IP** button.

Edit Processor Ethernet IP - CM1627

Name or IP Address

6.3. Administer TSAPI link

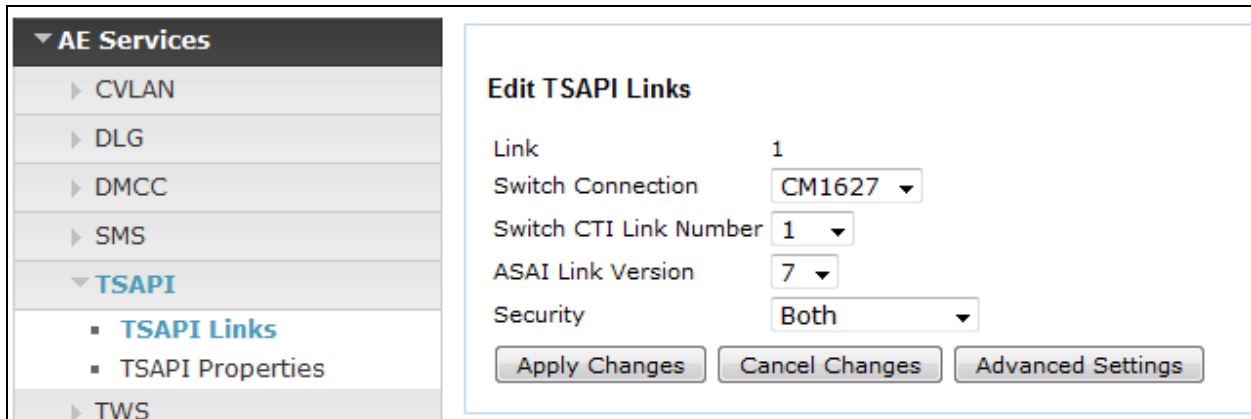
From the Application Enablement Services Management Console, select **AE Services** → **TSAPI** → **TSAPI Links**. Select **Add Link** button as shown in the screen below.



On the **Add TSAPI Links** screen, enter the following values:

- **Link:** Use the drop-down list to select an unused link number.
- **Switch Connection:** Choose the switch connection **CM1627**, which has already been configured in **Section 6.2**, from the drop-down list.
- **Switch CTI Link Number:** Corresponding CTI link number configured in **Section 5.4** which is **1**.
- **ASAI Link Version:** This can be left at the default value of **7**.
- **Security:** Select **Both** from the drop down.

Once completed, select **Apply Changes**.



Another screen appears for confirmation of the changes. Choose **Apply** (not shown).

The TSAPI Service must be restarted to effect the changes made in this section. From the Management Console menu, navigate to **Maintenance → Service Controller**. On the Service Controller screen, tick the **TSAPI Service** and select **Restart Service**.

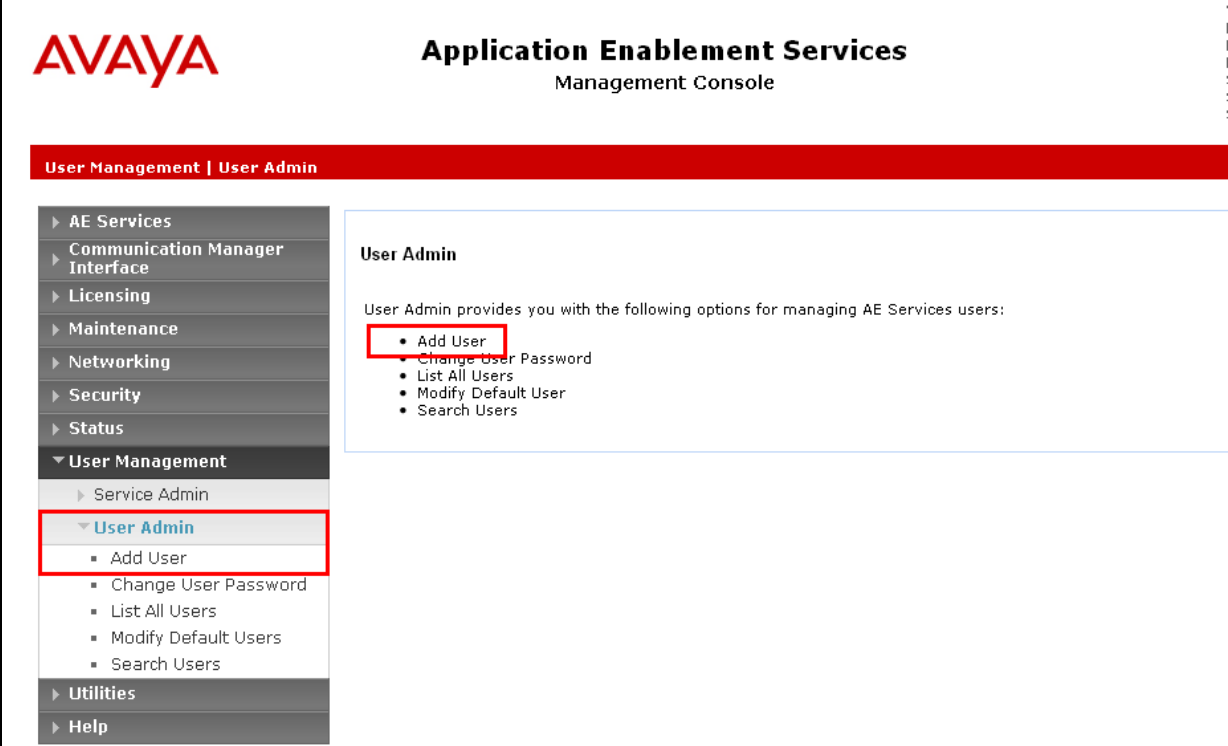
The screenshot shows a management console interface. On the left is a navigation menu with the following items: AE Services, Communication Manager Interface, High Availability, Licensing, Maintenance (expanded), Date Time/NTP Server, Security Database, Service Controller (highlighted in blue), Server Data, Networking, and Security. The main content area is titled "Service Controller" and contains a table with two columns: "Service" and "Controller Status".

Service	Controller Status
<input type="checkbox"/> ASAI Link Manager	Running
<input type="checkbox"/> DMCC Service	Running
<input type="checkbox"/> CVLAN Service	Running
<input type="checkbox"/> DLG Service	Running
<input type="checkbox"/> Transport Layer Service	Running
<input checked="" type="checkbox"/> TSAPI Service	Running

Below the table, there is a text prompt: "For status on actual services, please use [Status and Control](#)". At the bottom of the panel are four buttons: "Start", "Stop", "Restart Service", and "Restart AE Server".

6.4. Create Avaya CTI User

A User ID and password needs to be configured for the Syntelate Server to communicate as a TSAPI client with the Application Enablement Services server. Navigate to the **User Management** → **User Admin** screen then choose the **Add User** option.



The screenshot displays the Avaya Application Enablement Services Management Console. The top left features the AVAYA logo. The main header reads "Application Enablement Services Management Console". A red navigation bar indicates the current path: "User Management | User Admin".

The left sidebar contains a menu with the following items:

- ▶ AE Services
- ▶ Communication Manager Interface
- ▶ Licensing
- ▶ Maintenance
- ▶ Networking
- ▶ Security
- ▶ Status
- ▼ User Management
 - ▶ Service Admin
 - ▼ User Admin
 - Add User
 - Change User Password
 - List All Users
 - Modify Default Users
 - Search Users
- ▶ Utilities
- ▶ Help

In the **Add User** screen shown below, enter the following values:

- **User Id** - This will be used by the Syntelate Server to connect.
- **Common Name** and **Surname** - Descriptive names need to be entered.
- **User Password** and **Confirm Password** - This will be used with the **User Id** to connect.
- **CT User** - Select **Yes** from the drop-down menu.

The screenshot shows the 'Add User' form in a web application. The form includes the following fields and values:

Field	Value
* User Id	Syntelate
* Common Name	Inisoft
* Surname	Syntelate
* User Password	*****
* Confirm Password	*****
Admin Note	
Avaya Role	None
Business Category	
Car License	
CM Home	
Ccs Home	
CT User	Yes

Complete the process by choosing **Apply** at the bottom of the screen (not shown).

The next screen will show a message indicating that the user was created successfully (not shown).

6.5. Enable Unrestricted Access for CTI User

Navigate to the **CTI Users** screen by selecting **Security** → **Security Database** → **CTI Users** → **List All Users**. Select the user that was created in **Section 6.4** and select the **Edit** option (not shown).

User ID	Common Name	Worktop Name	Device ID
<input type="radio"/> pomcti	POM	NONE	NONE
<input type="radio"/> presence	presence	NONE	NONE
<input checked="" type="radio"/> Syntelate	Inisoft	NONE	NONE

The **Edit CTI User** screen appears. Check the **Unrestricted Access** box and **Apply Changes** at the bottom of the screen.

Edit CTI User

User Profile: User ID: beta@0
Common Name: beta@0
Worktop Name: NONE
Unrestricted Access:

Call and Device Control: Call Origination/Termination and Device Status: None

Call and Device Monitoring: Device Monitoring: None
Calls On A Device Monitoring: None
Call Monitoring:

Routing Control: Allow Routing on Listed Devices: None

A screen (not shown) appears to confirm applied changes to CTI User, choose **Apply**. This CTI user should now be enabled.

6.6. Enable DMCC ports

In order to enable DMCC for call control navigate to **Networking** → **Ports** → **DMCC Server Ports**.

- Enable DMCC **Unencrypted Port**
- Enable DMCC **Encrypted Port**
- Enable DMCC **TR/87 Port**

Click on **Apply Changes** at the bottom of the screen (not shown).

The screenshot displays the 'Networking | Ports' configuration interface. The left sidebar contains a navigation menu with 'Networking' expanded and 'Ports' selected. The main content area is divided into sections for different port types:

- CVLAN Ports:** Includes 'Unencrypted TCP Port' (9999) and 'Encrypted TCP Port' (9998), both with 'Enabled' radio buttons selected.
- DLG Port:** Includes 'TCP Port' (5678).
- TSAPI Ports:** Includes 'TSAPI Service Port' (450) with 'Enabled' selected, and 'Local TLINK Ports' (TCP Port Min: 1024, TCP Port Max: 1039) and 'Unencrypted TLINK Ports' (TCP Port Min: 1050, TCP Port Max: 1065).
- DMCC Server Ports (highlighted):** Includes 'Unencrypted Port' (4721), 'Encrypted Port' (4722), and 'TR/87 Port' (4723), all with 'Enabled' radio buttons selected.

Once this change is made a restart of the AE Server is required. Navigate to **Maintenance** → **Service Controller**. In the main screen select **Restart AE Server** highlighted.

The screenshot shows the Avaya Application Enablement Services Management Console. The left sidebar contains a navigation menu with the following items: AE Services, Communication Manager Interface, Licensing, Maintenance (highlighted with a red box), Date Time/NTP Server, Security Database, Service Controller (highlighted with a red box), Server Data, Networking, Security, Status, User Management, Utilities, and Help. The main content area is titled "Service Controller" and contains a table of services and their statuses. Below the table is a link for "Status and Control" and a row of buttons: Start, Stop, Restart Service, Restart AE Server (highlighted with a red box), Restart Linux, and Restart Web Server.

Service	Controller Status
<input type="checkbox"/> ASAI Link Manager	Running
<input type="checkbox"/> DMCC Service	Running
<input type="checkbox"/> CVLAN Service	Running
<input type="checkbox"/> DLG Service	Running
<input type="checkbox"/> Transport Layer Service	Running
<input type="checkbox"/> TSAPI Service	Running

For status on actual services, please use [Status and Control](#)

Start Stop Restart Service **Restart AE Server** Restart Linux Restart Web Server

7. Configure Inisoft Syntelate XA

This section describes how to configure Syntelate XA for TSAPI.

7.1. Install the TSAPI Client on the Syntelate XA Server

First, install the TSAPI Client on the server which has Syntelate XA on it. Make sure the correct addresses for the Application Enablement Servers is in the TSLIB.ini file

7.2. Configure Your Workzone for TSAPI

Syntelate XA allows the set up of multiple workzones that agents can use to log in to Syntelate XA. For each workzone that will support voice calls via TSAPI, perform this step.

In the table called WORKZONES in the Syntelate XA database, use a SQL UPDATE statement to insert the following into the CTICONFIG_JSON field for the workzone:

```
{
"CtiSource":"TSAPI", "CtiApiUrl": "http://localhost/NameOfTSAPIApplication",
"LoginRequired":true,
"ServerName": "AESSERVER NAME",
"Username": "username",
"Userpassword": "password",
"TimeoutSeconds": "10",
"PrivateDataVersions": "8"
}
```

The CtiApiUrl is the URL used for the TSAPI application on the Default Web site. The server name is the AES Server name. The username and password is for a CT user on AES.

8. Verification Steps

This section provides the tests that can be performed to verify correct configuration of the Avaya and the Syntelate XA solution.

8.1. Verify Avaya Aura® Communication Manager CTI Service State

The following steps can validate that the communication between Communication Manager and AES is functioning correctly. Check the AESVCS link status with AES by using the command `status aesvcs cti-link`. Verify the **Service State** of the CTI link is **established**.

```
status aesvcs cti-link
```

AE SERVICES CTI LINK STATUS						
CTI Link	Version	Mnt Busy	AE Services Server	Service State	Msgs Sent	Msgs Rcvd
1	4	no	aes71678	established	18	18

8.2. Verify TSAPI Link and DMCC

This section will verify both the TAPI and DMCC links between the AES and Communication Manager.

8.2.1. Verify TSAPI Link

On the AES Management Console verify the status of the TSAPI link by selecting **Status** → **Status and Control** → **TSAPI Service Summary** to display the **TSAPI Link Details** screen. Verify the status of the TSAPI link by checking that the **Status** is **Talking** and the **State** is **Online**.

TSAPI Link Details

Enable page refresh every 60 seconds

Link	Switch Name	Switch CTI Link ID	Status	Since	State	Switch Version	Associations	Msgs to Switch	Msgs from Switch	Msgs Period
1	CM1627	1	Talking	Tue Jul 26 10:03:32 2016	Online	17	9	15	15	30

Online Offline

For service-wide information, choose one of the following:
 TSAPI Service Status TLink Status User Status

8.2.2. Verify Avaya Aura® Application Enablement Services DMCC Service

The following steps are carried out on AES to validate that the communication link between AES and the Syntelate server is functioning correctly. Verify the status of the DMCC service by selecting **Status** → **Status and Control** → **DMCC Service Summary**. The **DMCC Service Summary – Session Summary** screen is displayed as shown below. It shows a connection to the Syntelate server IP address **10.10.16.95**. The **Application** is shown as **cmapiApplication**, and the **Far-end Identifier** is given as the IP address **10.10.16.95** as expected.

DMCC Service Summary - Session Summary

Please do not use back button

Enable page refresh every 60 seconds

Session Summary [Device Summary](#)
Generated on Thu Jul 28 08:13:30 IST 2016

Service Uptime: 1 days, 22 hours 9 minutes
Number of Active Sessions: 1
Number of Sessions Created Since Service Boot: 4
Number of Existing Devices: 6
Number of Devices Created Since Service Boot: 18

Session ID	User	Application	Far-end Identifier	Connection Type	# of Associated Devices
55BB86290F3297363 1BAEC2FCC9517F9-3		cmapiApplication	10.10.16.95	XML Unencrypted	6

Terminate Sessions | Show Terminated Sessions

Item 1-1 of 1
1 | Go

8.3. Verify Syntelate XA Connection

To verify the Syntelate XA connection to TSAPI, open Syntelate XA, select a TSAPI-enabled workzone, and then log in using an Agent Extension, Agent ID, and Password.

Telephony Login

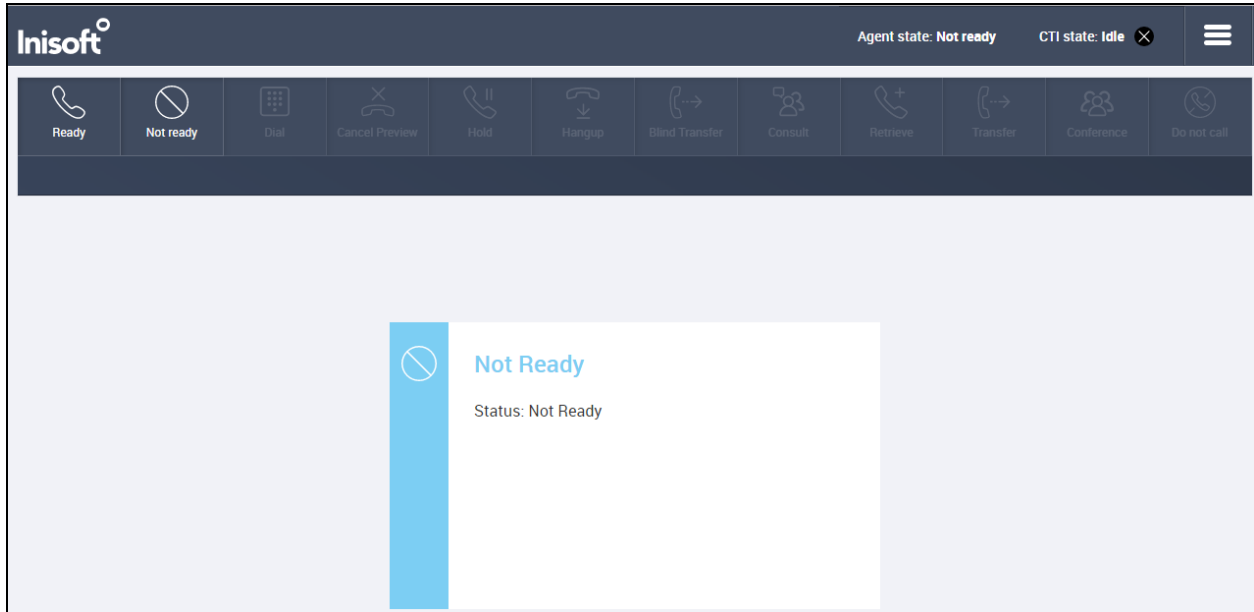
Extension *

Agent ID *

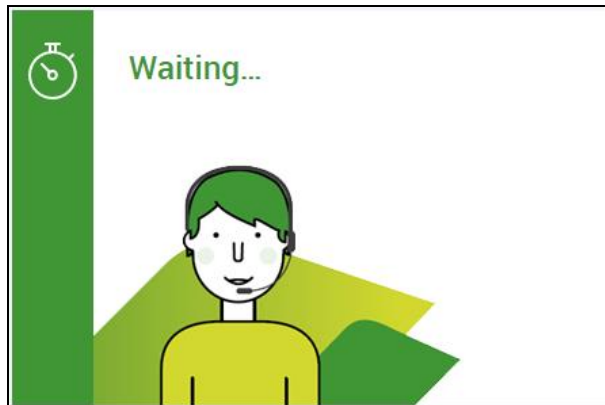
Password

LOG IN CANCEL

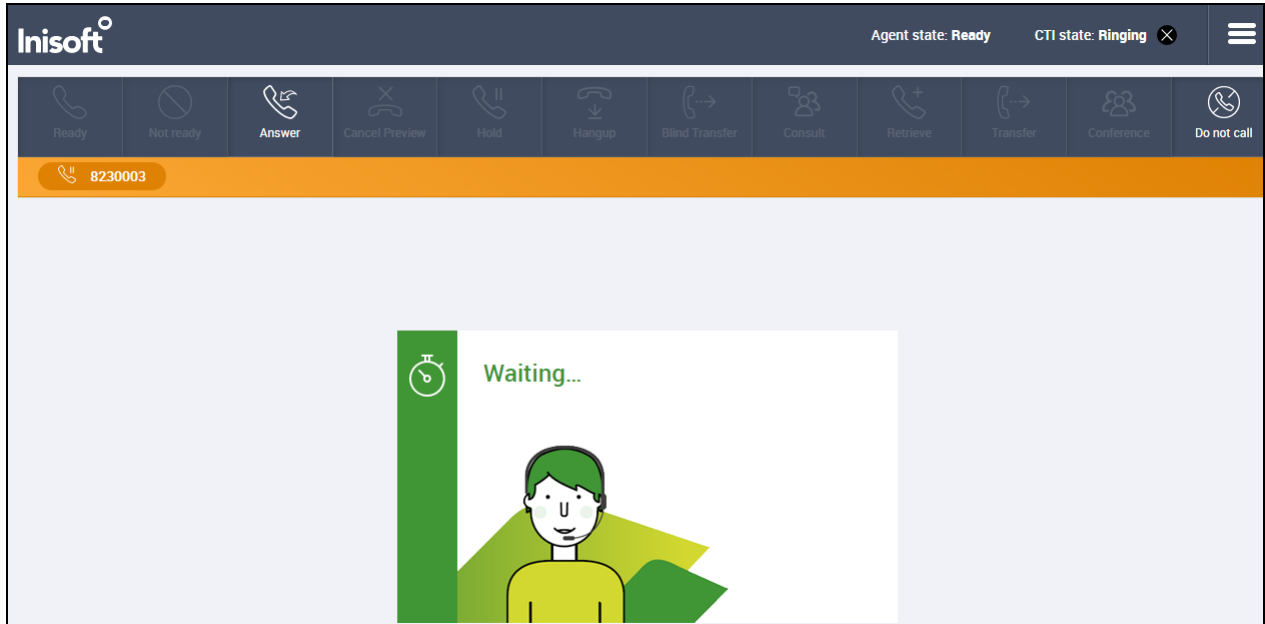
When the Syntelate XA is logged in, the agent will show in the Not Ready state. Click on the **Ready** button.



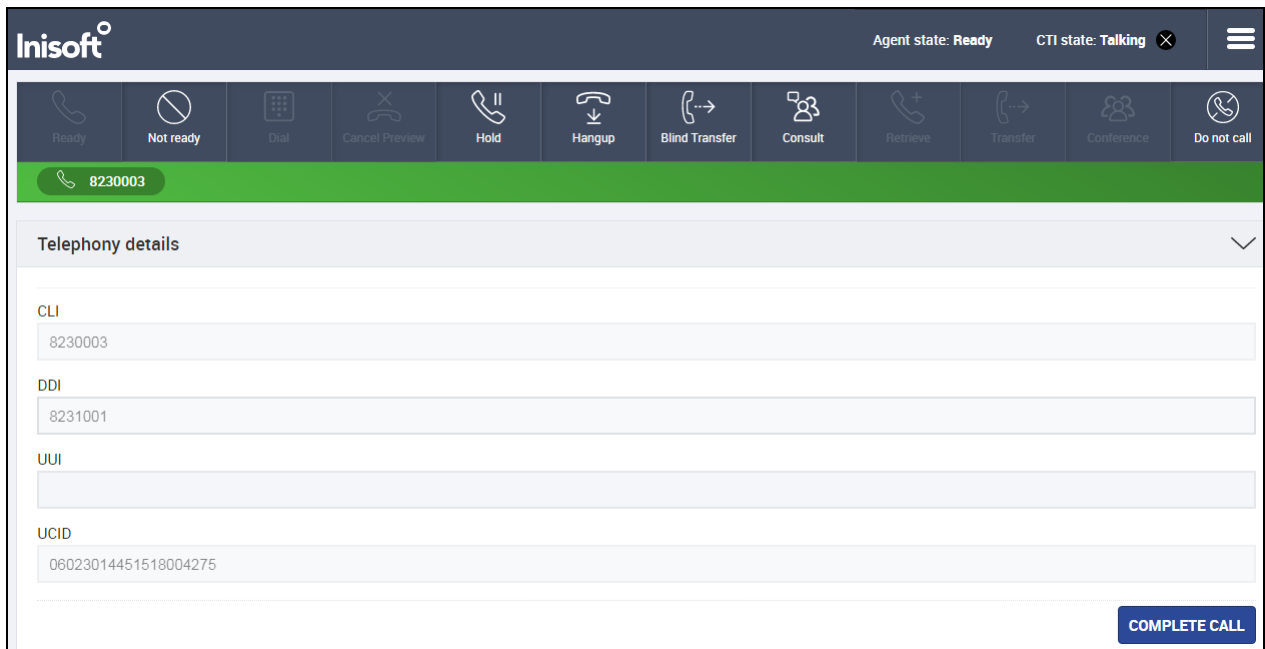
The screen will show as waiting.



Make a call directly to the agent, a VDN or Hunt group number. The bar under the menu options will show the calling number in orange. Click on the **Answer** button.



The bar now shows green meaning the call has been answered successfully and the in call options become available.



9. Conclusion

These Application Notes describe the configuration steps required for Inisoft Syntelate XA to successfully interoperate with Avaya Aura® Application Enablement Services. All feature functionality and serviceability test cases were completed successfully as outlined in **Section 2.2**.

10. Additional References

This section references the Avaya and Inisoft product documentation that are relevant to these Application Notes.

Product documentation for Avaya products may be found at <https://support.avaya.com>.

- [1] *Administering Avaya Aura® Communication Manager*, Document ID 03-300509
- [2] *Avaya Aura® Communication Manager Feature Description and Implementation*, Document ID 555-245-205
- [3] *Avaya Aura® Application Enablement Services Administration and Maintenance Guide Release 7.1*

Product documentation for Inisoft can be obtained via the contact details listed in **Section 2.3**:

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