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Avaya Solution & Interoperability Test Lab

Application Notes for Configuring Phoneware Ltd PhoneMaster with Avaya Communication Server 1000E R7.5 using an Ethernet connection. - Issue 1.0

Abstract

These Application Notes describe the configuration steps for provisioning Avaya Communication Server 1000E Release 7.5 and Phoneware Ltd. PhoneMaster. PhoneMaster will connect to the Avaya Communication Server 1000E using an Ethernet connection.

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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Page 1 of 12
PW_PM6_IP

1. Introduction

PhoneMaster is a Windows-based administration tool which enables programming changes on the Avaya Communication Server 1000E without requiring the complex command-line programming language of the PBX. PhoneMaster may be installed on both Virtual and Physical Machines. With Point-and-Click operations PhoneMaster can carry out functions on the main features of PhoneMaster which include:

- Telephone Administration
- Telephone Group Changes
- New Telephone Wizard
- Undo Changes
- Recover Deleted Telephone
- Number Plan Upgrade Utility

2. General Test Approach and Test Results

The general test approach was to configure PhoneMaster to communicate with Avaya Communication Server 1000E (CS1000E) as implemented on a customer's premises. Testing focused on verifying Moves, Add, Changes (MAC) after PhoneMaster connected and synchronised to the CS1000E.

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.

2.1. Interoperability Compliance Testing

The testing included:

- Verification of connectivity between PhoneMaster and CS1000E using an Ethernet connection
- Synchronization of PhoneMaster and CS1000E
- Move, Add Change Telephones
- Add, Change Groups
- Undo changes
- Recover Deleted Telephones
- Database searches

2.2. Test Results

Tests were performed to insure full interoperability between PhoneMaster and the CS1000E. The tests were all functional in nature and performance testing was not included. All the test cases passed successfully.

2.3. Support

Technical support can be obtained for Phoneware Ltd. products as follows:

- E-mail: *support@phoneware.ie*
- Ireland: 0404 68711
- UK Freefone: 0800 169 8618
- USA\Canada Toll Free: 1800 660 9248
- International: +353 404 68711

3. Reference Configuration

Figure 1 illustrates the network diagram configuration used during compliance testing The CS1000E Release 7.5 runs on the Common Processor Pentium Mobile (CPPM) server as a co-resident configuration. PhoneMaster connects to the Enterprise LAN (ELAN) of the CS1000E.

Note: During compliance testing PhoneMaster was installed on a Microsoft Windows Vista operating system but may also be installed on Windows XP, Windows 2003 and Windows 2008.
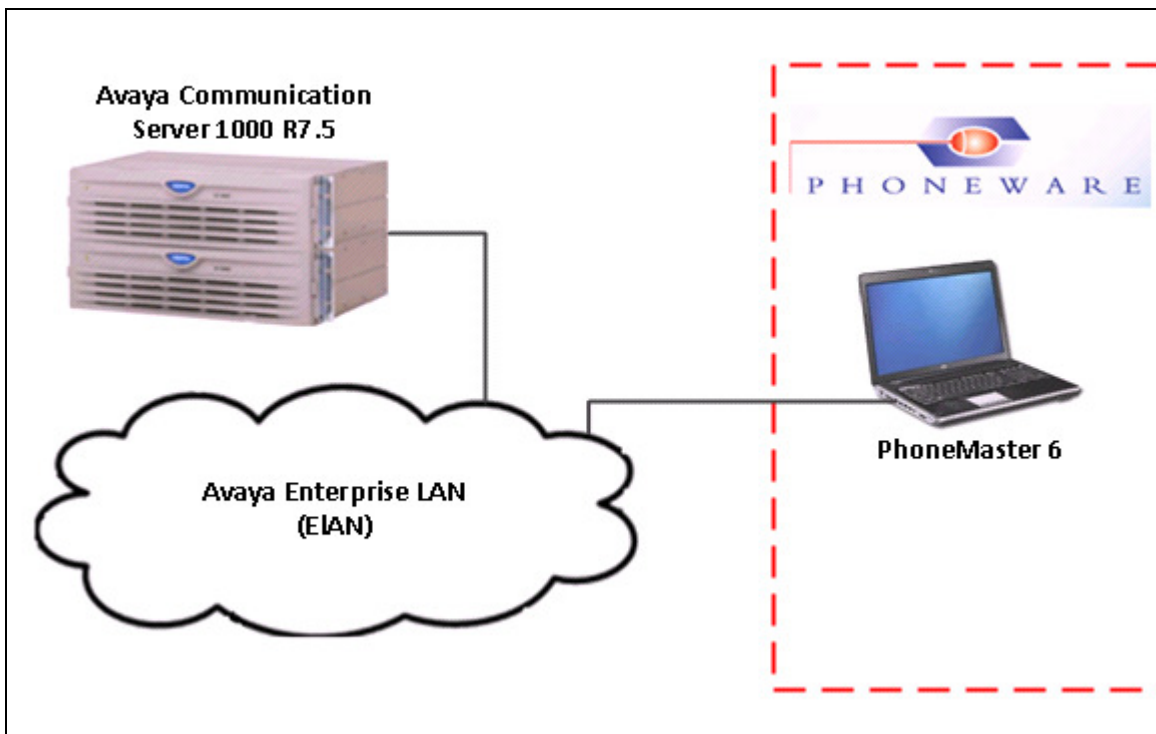
Figure 1: Avaya CS1000E Release R7.5 with Phoneware Ltd. PhoneMaster 6 Reference Configuration

4. Equipment and Software Validated

The hardware and associated software used in the compliance testing is listed below.

Avaya Equipment	Software Version
Avaya Communication Server 1000E CPPM	Avaya Communication Server 1000E R7.5 Version 7.50.17 Service Update: 7.50_16Jul12 Deplist: X21 07.50Q
Avaya Media Gateway	H/W NTDW60 S/W FPGA AA18
Phoneware Ltd. Equipment	**Software Version**
Dell Latitude running Microsoft Windows Vista	PhoneMaster 6

Table 1: Hardware and Software Version Numbers

5. Configure Avaya Communication Server 1000E

There are no specific configuration require on the CS1000E. PhoneMaster connects by entering the ELAN IP address of the CS1000E. See **Section 6.1**.

6. Configure Phoneware PhoneMaster

A number of steps are required to Configure PhoneMaster to interoperate with CS1000E.It is implied that PhoneMaster software is already installed. The configuration operations described in this section can be summarized as follows:

- Configure New Site
- Log in to Telephone System
- Synchronise PhoneMaster Database

6.1. Configure New Site

To configure a new site, click on **Start → All Programs → PhoneMaster 6** and select **PhoneMaster 6** and Log in with the appropriate credentials (not shown). As there is no site installed the window below will appear. Click on the **OK** button.
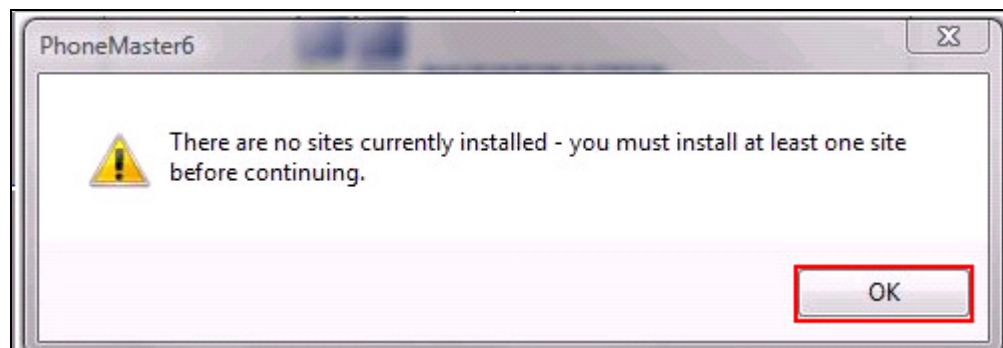
Once the **Site** window opens, enter an informative name in the **Name** field. Select the **Keycode** tab and enter the 16-digit hexadecimal keycode provided by your PhoneMaster distributor in the 4 Keycode textboxes.
Click on the **Save** button. A dialog box confirming the Site ID and licensing for which the keycode has been issued is displayed (not shown). Click the **YES** button if correct (not shown).

Select the **Connection Mode** tab, click on the **Ethernet** radio button and enter the ELAN IP address of the CS1000E in the **IP Address** field.

Select the **Security Settings** tab and enter the **System User ID** and **System Password** of the CS1000E. In the **Advanced Security User Name** field enter CPSID1100.
Click the **Save** button to save the new site settings and click on the **OK** button to close the Site window.

6.2. Log in to PhoneMaster

After clicking on the **OK** button in the previous screen shot the **PhoneMaster [Terminal]** window opens. Click **Connect** from the top Toolbar and select **Log in** (not shown). Once the Log in is complete, **Site ID OK** is displayed on the bottom left of the window.
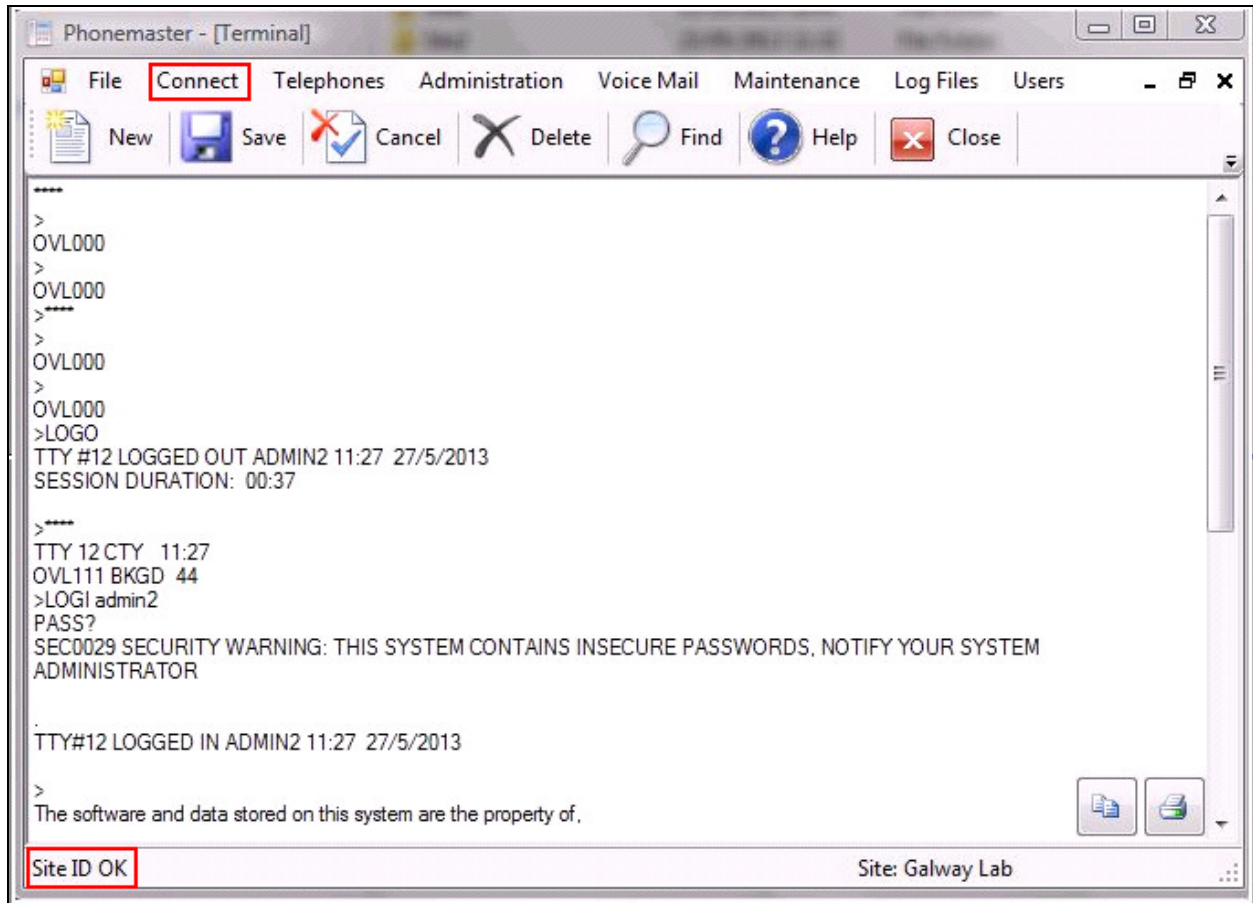
6.3. Synchronise PhoneMaster Database

To synchronise PhoneMaster with the CS1000E click **Administration** on the top Toolbar and select **Synchronise Databases** (not shown). Click the **Select All** button followed by the **Download** button.
Note: Depending on the size of the database it may take some time to complete.
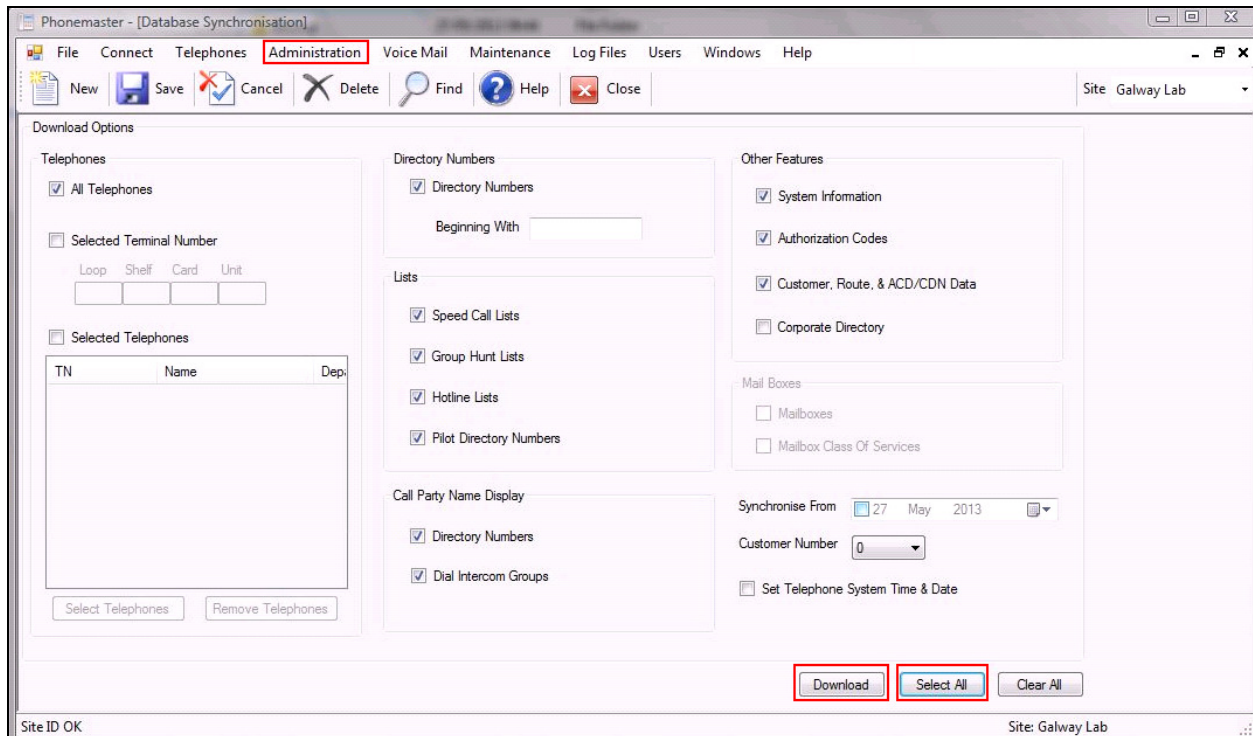
Once the synchronisation is completed, **Data processing complete** is displayed on the bottom left of the window. PhoneMaster is now ready to administer the CS1000E.
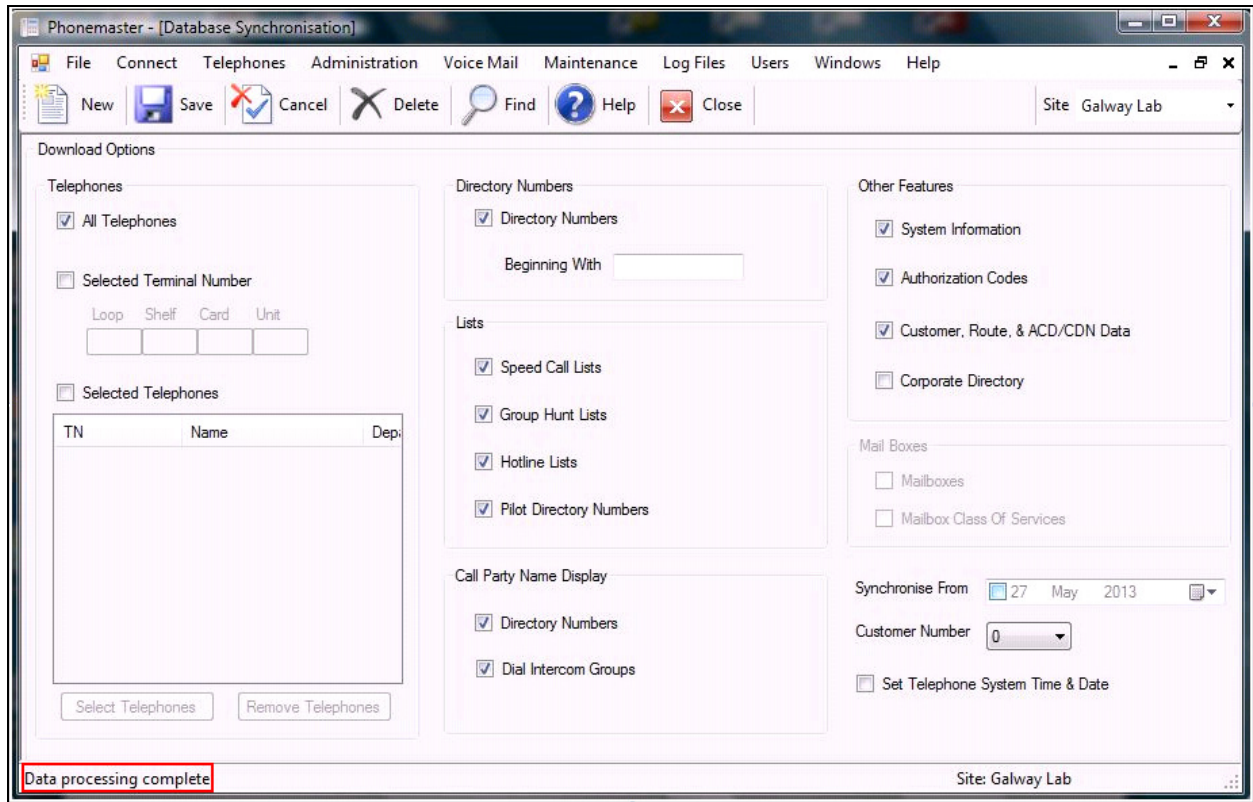
7. Verification Steps

As PhoneMaster connects to the ELAN there is no easy method of verifying the connection status on the CS1000E.To verify correct configuration of PhoneMaster, see the following section.

7.1. Verify PhoneMaster

To verify that the PhoneMaster is logged in correctly see **Section 6.2** and to verify that the Database is synchronised see **Section 6.3**.

MC; Reviewed
SPOC 9/6/2013
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Page 10 of 12
PW_PM6_IP

8. Conclusion

These Application Notes describe the configuration steps required for Avaya Communication Server 1000E 7.5 to successfully interoperate with Phoneware Ltd. PhoneMaster 6 using an Ethernet connection. All test cases have passed and met the objectives outlined in **Section 2.2**.

9. Additional References

This section references the Avaya and Phoneware Ltd. documentation that is relevant to these Application Notes. Product documentation for Avaya products may be found at *http://support.avaya.com*.

[1] *Software Input Output Reference - Administration Avaya Communication Server 1000 7.5 NN43001-611, 05.13 September 2012*

Technical documentation for Phoneware Ltd can be found at http://*www.phoneware.ie*.

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Page 12 of 12
PW_PM6_IP