

Avaya Solution & Interoperability Test Lab

Application Notes for IgeaCare igeacom with Avaya Aura® Communication Manager – Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the IgeaCare igeacom with Avaya Aura® Communication Manager. IgeaCare igeacom is an emergency notification solution that provides two-way voice communication between monitoring stations (e.g., nursing staff) and residents. In the compliance testing, IgeaCare igeacom interfaces to Avaya Aura® Communication Manager via an analog interface. The igeacom500 and the igeamcom700 are covered in these Application Notes.

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 to integrate the IgeaCare igeacom with Avaya Aura® Communication Manager. IgeaCare igeacom is an emergency notification solution that provides two-way voice communication between monitoring stations (e.g., nursing staff) and residents. In the compliance testing, IgeaCare igeacom interfaces to Avaya Aura® Communication Manager via an analog interface. The igeacom500 and the igeamcom700 are covered in these Application Notes.

The igeacom nurse call devices are essentially analog speaker telephones that can be activated by resident users via multiple call points to reach the personnel at the monitoring stations (e.g., nurse staff). Each igeacom device is configured as an analog user on Avaya Aura® Communication Manager and each nurse's telephone is configured as members of a coverage answer group. By using a coverage answer group, all nurses within the group will receive the call at the same so that any available nurse may respond. The coverage answer group is then specified as a coverage point in a coverage path. In turn, the coverage path is specified in a station whose extension will be dialed by the igeacom device. The igeacom can be configured to call different stations 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. The nurse's telephone display will show the name of the resident user along with the name of the station. An Avaya SIP phone will only display the resident user name.

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 answer 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.

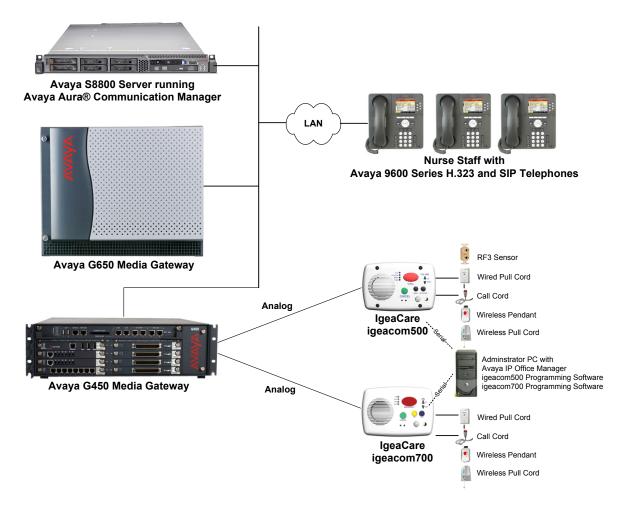
2.3. Support

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

- **Phone:** (866) 361-6225
- Email: <u>support@igeacare.com</u>

3. Reference Configuration

As shown in the test configuration below, the igeacom solution consists of the emergency monitoring base unit and an analog line connection to Avaya Aura® Communication Manager. A PC with the igeacom programming software was used to configure and download the configurations to the igeacom devices. The S8800 Server running Avaya Aura® Communication Manager managed G650 and G450 Media Gateways. The igeacom devices used analog ports on the G450 Media Gateway for connectivity.



4. Equipment and Software Validated

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

Hardware Component	Version
Avaya S8800 Servers and G650 and G450 Media Gateways	Avaya Aura® Communication Manager 6.0.1 SP 3
Avaya 9600 Series IP Telephones	3.101 (H.323)
	2.6.4 (SIP)
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 Aura® Communication Manager

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

- Administer igeacom station
- Administer coverage answer groups for nurse staff
- Administer coverage paths for each coverage answer group
- Administer stations with coverage paths

Use the System Access Terminal (SAT) to configure Communication Manager and log in with the appropriate credentials.

5.1. Administer igeacom Station

Use the **add station** command to add a station for igeacom. Use 2500 for the station **Type**, specify an analog port, and provide the room number in the **Name** field (e.g., *Room 4000*). The station name will be displayed on the nurse's telephone display. Use the default values for the other fields.

add station 4000	P	age 1 of 4		
	STATION			
Extension: 4000	Lock Messages? n	BCC: 0		
Туре: 2500	Security Code:	TN: 1		
Port: 001V201	Coverage Path 1:	COR: 1		
Name: Room 4000	Coverage Path 2:	COS: 1		
	Hunt-to Station:	Tests? y		
STATION OPTIONS		_		
XOIP Endpoint type: auto	Time of Day Lock Ta	Time of Day Lock Table:		
Loss Group: 1	Message Waiting Indica	tor: none		
Off Premises Station? n				
Survivable COR: internal				
Survivable Trunk Dest? y				
	Remote Office Ph	one? n		
Passive Signalling Station? n				

5.2. Administer Nurse Coverage Answer Groups

For this solution, coverage answer groups were used to allow all nurses to receive the call simultaneously. An available nurse can then respond to the call. Two coverage answer groups were configured in order to create two escalation levels. If a nurse in the first answer group does not answer the call within a configured time interval, igeacom will place the call to the second coverage answer group.

Use the **add coverage answer-group** command to create an answer group comprised of nurse extensions. The following coverage answer group includes three nurse extensions, including an H.323, SIP, and 3631 wireless phone. When each of these phones received a call, the igeacom station name (or room number) was displayed.

```
add coverage answer-group 1
                                                               Page
                                                                      1 of
                                                                             1
                       COVERAGE ANSWER GROUP
                      Group Number: 1
                        Group Name: NURSE GROUP 1
GROUP MEMBER ASSIGNMENTS
   Extension Name
77301 Nurse 77301
1: 77301
2: 78005
3: 71000
                   Avaya 78005
                    Wireless 71000
 4:
 5:
 6:
 7:
 8:
```

Below is the coverage answer group for the second escalation level.

```
add coverage answer-group 2
                                                          Page 1 of
                                                                        1
                     COVERAGE ANSWER GROUP
                     Group Number: 2
                      Group Name: NURSE GROUP 2
GROUP MEMBER ASSIGNMENTS
   Extension
                 Name
1: 77307
                 Head Nurse
2: 77308
                 Asst Nurse
3:
4:
 5:
 6:
 7:
 8:
```

5.3. Administer Coverage Paths

This section covers two coverage paths corresponding to each coverage answer group configured in the previous section. The coverage answer groups, c1 and c2, are specified in the **Point 1** field of each coverage path, respectively.

The following coverage path directs the call to coverage answer group 1.

```
      add coverage path 1
      Page 1 of 1

      COVERAGE PATH
      COVERAGE PATH

      Coverage Path Number: 1
      Funt after Coverage? n

      Cvg Enabled for VDN Route-To Party? n
      Hunt after Coverage? n

      Next Path Number: Linkage
      Linkage

      COVERAGE CRITERIA
      Station/Group Status

      Station/Group Status
      Inside Call

      Active?
      n

      Busy?
      y

      Don't Answer?
      y

      All?
      n

      DND/SAC/Goto Cover?
      y

      Y
      y

      Holiday Coverage?
      n

      COVERAGE POINTS
      Terminate to Coverage Pts. with Bridged Appearances? n

      Point1: cl
      Rng:

      Point2:
      Point4:

      Point5:
      Point6:
```

The following coverage path directs the call to coverage answer group 2.

add coverage path 2			Page 1 of	1
	COVERAGE E	PATH		
Cvg Enabled for VDN Ro	Path Number: 2 ute-To Party? n Path Number:	Hunt af Linkage	ter Coverage? n	
COVERAGE CRITERIA				
Station/Group Status	Inside Call	Outside Call		
Active?	n	n		
Busy?	У	У		
Don't Answer?	У	У	Number of Rings	s: 2
All?	n	n		
DND/SAC/Goto Cover?	У	У		
Holiday Coverage?	n	n		
COVERAGE POINTS Terminate to Coverage F Point1: c2 Rn Point3:	rts. with Bridged g: Point2: Point4:	d Appearances?	n	
Point5:	Point6:			

5.4. Administer Stations with Coverage Paths

This section covers stations that cover to a nurse answer group. There will be a primary and secondary station configured for each call point type. Having a primary and secondary station provides two escalation levels. If a nurse in the primary answer group doesn't answer, igeacom can call a secondary nurse answer group.

The following phantom station will forward the call to coverage answer group 1, consisting of nurses in the first escalation level, as specified by **Coverage Path 1**. This station will be called by igeacom when a resident user presses the call button.

add station 29501 Page 1 of 5 STATION Lock Messages? n Security Code: Coverage Path 1: 1 Coverage Path 2: BCC: 0 Extension: 29501 Type: 6408D+ TN: 1 COR: 1 Port: X COS: 1 Name: Call Button Hunt-to Station: STATION OPTIONS Loss Group: 2Time of Day Lock Table:Loss Group: 2Personalized Ringing Pattern: 1Data Module? nMessage Lamp Ext: 29501Speakerphone: 2-wayMute Button Enabled? yDisplay Language: englishMessage Lamp Ext: 29501 Time of Day Lock Table: Survivable COR: internal Media Complex Ext: IP SoftPhone? n Survivable Trunk Dest? y Remote Office Phone? n IP Video? n

The following phantom station will forward the call to coverage answer group 2, consisting of nurses in the second escalation level, as specified by **Coverage Path 2**. igeacom will call this station to escalate to the next level.

add station 29601	Page	1 of 5
	STATION	1 01 0
Extension: 29601	Lock Messages? n	BCC: 0
Type: 6408D+	Security Code:	TN: 1
Port: X	Coverage Path 1: 2	COR: 1
Name: Call Button	Coverage Path 2:	COS: 1
	Hunt-to Station:	
STATION OPTIONS		
	Time of Day Lock Table:	
Loss Group: 2	Personalized Ringing Pattern:	1
Data Module? n	Message Lamp Ext:	29601
Speakerphone: 2-way	Mute Button Enabled?	У
Display Language: english		
Survivable COR: internal	Media Complex Ext:	
Survivable Trunk Dest? y	IP SoftPhone?	n
	Remote Office Phone?	n
	IP Video?	n

JAO; Reviewed: SPOC 9/20/2011 Solution & Interoperability Test Lab Application Notes ©2011 Avaya Inc. All Rights Reserved. Repeat this section to add a station for every call point type, including a primary and secondary station, if desired. The stations that were used for the compliance testing are shown below.

Station Extension	Name	Used by igeacom500	Used by igeacom700
29501	Call Button	Х	Х
29502	Bed Cord	Х	Х
29503	Wired Cord	Х	Х
29504	Pendant	Х	Х
29505	Wireless Pull	Х	Х
29506	Smoke Detector RF3	Х	
29507	Code Blue		Х
29508	Staff Assist		Х

The stations for the second escalation level are listed below. This may or not be required depending on customer requirements.

Station Extension	Name	Used by igeacom500	Used by igeacom700
29601	Call Button	Х	Х
29602	Bed Cord	Х	Х
29603	Wired Cord	Х	Х
29604	Pendant	Х	Х
29605	Wireless Pull	Х	Х
29606	Smoke Detector RF3	Х	
29607	Code Blue		Х
29608	Staff Assist		Х

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 \rightarrow All Programs \rightarrow IgeaCare System Inc \rightarrow IgeaCare System Inc. from the PC. The screen below is displayed.

	Maintenance	ncluded	ON hookPF FPF
	COM1	•	
Device Soft Version			C Soft Version Version 24.1
Phone # Delay Redia	al Silent Light Priority	Phone #	Delay Redial Silent Light Priority Palette Nr -
CALL Button	STOR into Dev		T Y N 6 CALL Button
Call Cord	READ		1 Y N 6 Call Cord
Wired Pull Cord	Verify		Image: Normal Science of Control of Co
Pendant	Cancel C	ncel	N 6 Pendant
Wireless Pull		rea	T Y N 6 Wireless Pull Cord
RF3_Sensor	EXIT		Image: Second secon
	Remote Actions COPY PA		Maintenance Remote Actions
Menu	*3 (Ack.) Yellow_A to		Menu Button 1 *3 (Ack.delay)
Activities	*4 (On hook) Green_Ar		Activities Button 1 *4 (ON hook delay)
Cancel	9 (Cancel)		Cancel Button *9 (Cancel by Phone)
Various Delays [ms]	Name		Various Delays [ms]
F (Flash)	Room	#	600 F (Flash, ON hook)
pF (PreFlash)	Serial		200 pF (preFlash, OFF hook)
, (Pause)	Inst. D	ite 2011 💽 JULY 💽	2 5 00 (Pause)

6.2. Administer Call Point Destinations

Configure igacom500 using the station 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. 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 Communication Manager. In the compliance testing, extension "77304" was used. Enter desired values in the associated **Delay** field.

Follow [3] to configure the other fields as desired and store the resultant configuration to igeacom500.

		Mai	ntenance Inclu	ded	ON hook
			СОМ1 💌		
	Soft Version sion 24.1				PC Soft Version Version 24.1
Phone #	Delay Redial	Silent Light Priority		Phone #	Delay Redial Silent Light Priority Palette Nr 💌
CALL Button	29501 2 Y 29601 Y	N 6	STORE into Device		29501 2 Y N 6 CALL Button STORE
Call Cord	29502 2 Y	N 6	READ from Device		29502 2 Y N 6 Call Cord Palette 29602 Y N 6 Call Cord Palette
Wired Pull Cord	29503 2 Y 29603 Y	N 6	Verify		29503 2 Y N 6 Wired Pull Cord
Pendant	29504 2 Y	N 6	Cancel Cancel		29504 2 Y N 6 Pendant
Wireless Pull Cord	29505 2 Y	N 6	Yellow Green Area Area		29505 2 Y N 6 Wireless Pull 29605 Y N 6 READ
RF3_Sensor	29506 2 Y	N 6	EXIT		29506 2 Y N 6 RF3_Sensor Palette 29506 Y N 6 RF3_Sensor Palette
Maintenance Menu Activities Cancel	77304 2 1 77304 2 1 77304 2 1 77304 2 1	* 3 (Ack.) * 3 (Ack.) * 4 (On hook) * 9 (Cancel)	COPY PASTE Yellow_Area to Green_Area		.1 Maintenance Remote Actions 77304 2 Menu Button 1 * 3 (Ack.delay) 77304 2 Activities Button 1 * 4 (ON hook delay) .1 Cancel Button Y * 9 (Cancel by Phone)
Various Delays [ms] F (Flash) 600 pF (PreFlash) 200 y (Pause) 500	2011 JU	LY 15	Name Room # Serial # Inst. Date	2011 JUL	Various Delays [ms] 600 F (Flash, ON hook) 200 pF (preFlash, OFF hook) 7 15 V (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 \rightarrow All Programs \rightarrow IgeaCare System Inc \rightarrow 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.

			IgeaC	are Systems In	c ACS		
				COM1 -]		
	Device Soft Version Version 24.2			P		PC Soft Version Version 24.2	1
	Phone # Del	ay Redial 🤅	Silent Light Pi	iority	Phone #	Delay Redial S	ilent Light Priority Palette Nr 💌
CALL Button	29501 29601	2 <u>Y</u> Y	N	6 STORE into Device		29501 2 Y 29601 Y	N 6 CALL Button STORE
BED Button	29502 29602	2 <u>Y</u> Y	N	6 READ from Device		29502 2 Y 29602 Y	N 6 BED Button
Wired Pull Cord	29503 29603	2 Y Y	N	6 Verify		29503 2 Y 29603 Y	N 6 Wired Pull Cord
Pendant	29504 29604	2 Y Y	N	6 Cancel Cancel		29504 2 Y 29604 Y	N 6 Pendant
Wireless Pull Cord	29505 29605	2 Y Y	N	6 Yellow Green Area Area		29505 2 Y 29605 Y	N 6 Wireless Pull Cord READ
Code Blue	29507 29607	2 Y Y	N	6 EXIT		29507 2 Y 29607 Y	N 6 Code Blue Palette
Staff Asist.	29508 29608	2 <u>Y</u> Y	N	6 COPY PASTE Yellow_Area to		29508 2 Y 29608 Y	N 6 Staff Asist.
Presence IN Presence OUT		.1 	<u>N</u>	Green_Area			N Presence IN Presence OUT
Maintenance		1		—			Maintenance
Cancel		.1		—			Cancel Button
Various Delays	[ms]			Name		¥	
F (Flash)	600 Cancel by Phone			Room #		Cancel by Phone	600 F (Flash, ON hook)
pF (PreFlash)	200			Serial #			200 pF (preFlash, OFF hook)
, (Pause)	500 2011	JUL	.Y 1	5 Inst. Date	2011 💌 J	ULY 🔽 15 💌	500 , (Pause)

Solution & Interoperability Test Lab Application Notes ©2011 Avaya Inc. All Rights Reserved.

8. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Avaya Aura® Communication Manager and IgeaCare igeacom500 and igeacom700.

From a call point, activate a call to the nurse answer group (such as pulling the cord or pressing the button, depending on the type of call point). Verify that the call is ringing at the nurse stations, and that the nurse's telephone display shows the name of the resident user associated with the igeacom device, and the name of the station associated with the call point type. An Avaya SIP phone will not display the station name, just the resident user's name. 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 Aura® Communication Manager. All feature and serviceability test cases were completed successfully.

10. Additional References

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

- [1] Administering Avaya Aura® Communication Manager, June 2010, Release 6.0, Issue 6.0, Document Number 03-300509.
- [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 <u>http://www.igeacare.com</u>.
- [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 \mathbb{R} and TM 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 <u>devconnect@avaya.com</u>.