



Avaya Solution & Interoperability Test Lab

Application Notes for Configuring IgeaCare Customer Assistant 200 with Avaya Distributed Office – Issue 1.0

Abstract

These Application Notes describe the configuration process for interoperability between the IgeaCare Customer Assistant 200 with Avaya Distributed Office. Information in these Application Notes has been obtained through DevConnect compliance testing. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

1. Introduction

These Application Notes describe a sample solution for configuring the IgeaCare Customer Assistant 200 (CA-200) to interoperate with Avaya Distributed Office. The IgeaCare Customer Assistant 200 provides retailers a way to quickly respond to customer in-store requests for help by alerting employees' telephones.

A customer requests help by pressing the red button on the CA-200 device. The request is sent to Avaya Distributed Office and a call is placed to an extension, hunt group or paging group based on the CA-200 programming (see **Section 4**).

The network diagram shown in **Figure 1** illustrates the testing environment used for compliance testing. The network consists of an Avaya Distributed Office i40 platform, wired and wireless IP telephones and a wireless network infrastructure. The CA-200 connects to Avaya Distributed Office as an analog extension.

The wired IP telephones include the Avaya 9630 and the Avaya 4621SW IP Telephones. The wireless IP telephones are the Hitachi Cable WirelessIP-5000-A SIP Telephones. The configuration of the wireless network is assumed to be in place.

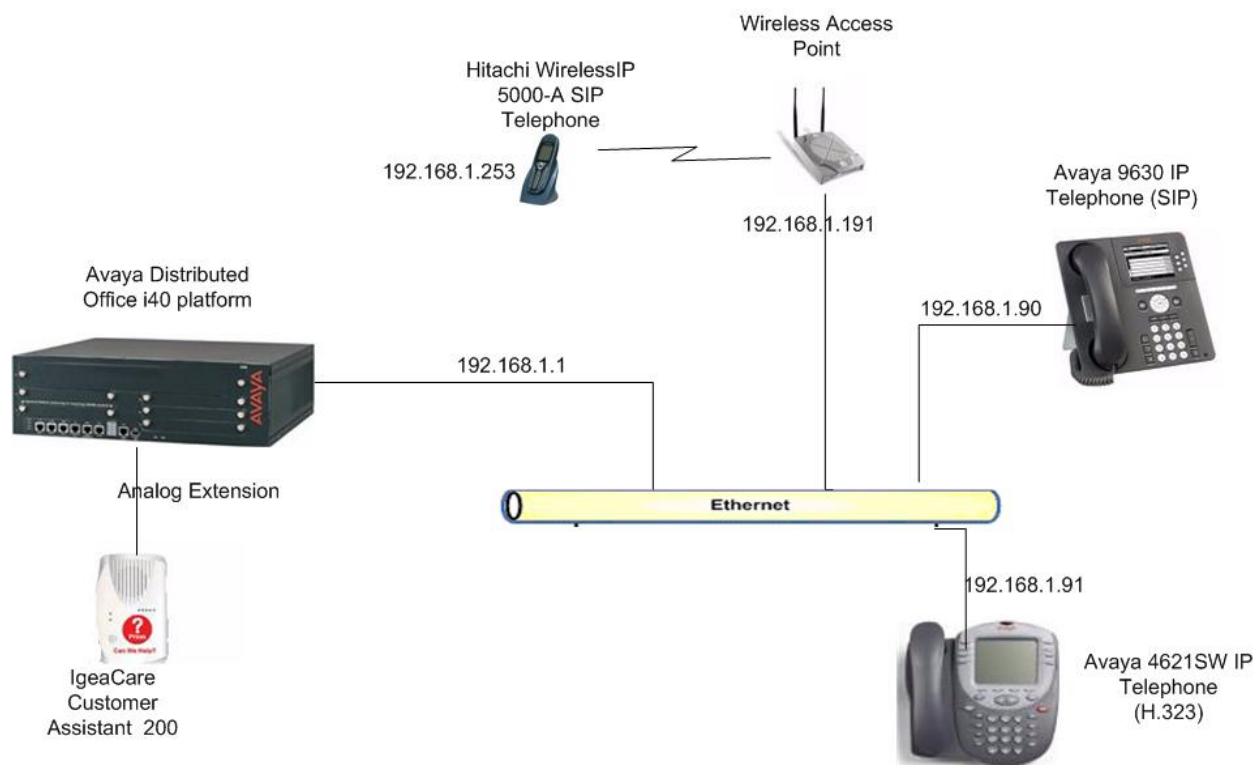


Figure 1: Sample Network Diagram for IgeaCare Customer Assistant 200 with Avaya Distributed Office

2. Equipment and Software Validated

The following equipment and software were used for the test environment:

Equipment	Software
Avaya Distributed Office i40	1.1.0 (33.02) Service Pack 3.0.0
Avaya 4621 IP Telephone (H.323)	2.8
Avaya 9630 IP Telephone (SIP)	1.0.12.13(24)
IgeaCare Customer Assistant 200	5.3
Igeacom Programming Software	6.11
Hitachi Cable WirelessIP-5000-A SIP Telephone	Software : 2.5.1 Boot Rom : 1.1.4

3. Avaya Distributed Office

This section covers the administration of Avaya Distributed Office, which is administered via an Internet Browser using the Avaya Distributed Office Local Manager or Avaya Distributed Office Central Manager. These Application Notes describe the administration using Avaya Distributed Office Local Manager.

It is assumed that Avaya Distributed Office software has already been installed. See **Reference [1]** in **Section 9** for details.

Access the Avaya Distributed Office Local Manager by entering <http://<ip-addr>> as the URL in an Internet Browser where <ip-addr> is the IP Address of Avaya Distributed Office. Log in with the appropriate credentials.

1. *Create a User for the IgeaCare CA-200.* In the **Managed Objects** pane, double-click on the **Users** option under **Telephony** (Not Shown).

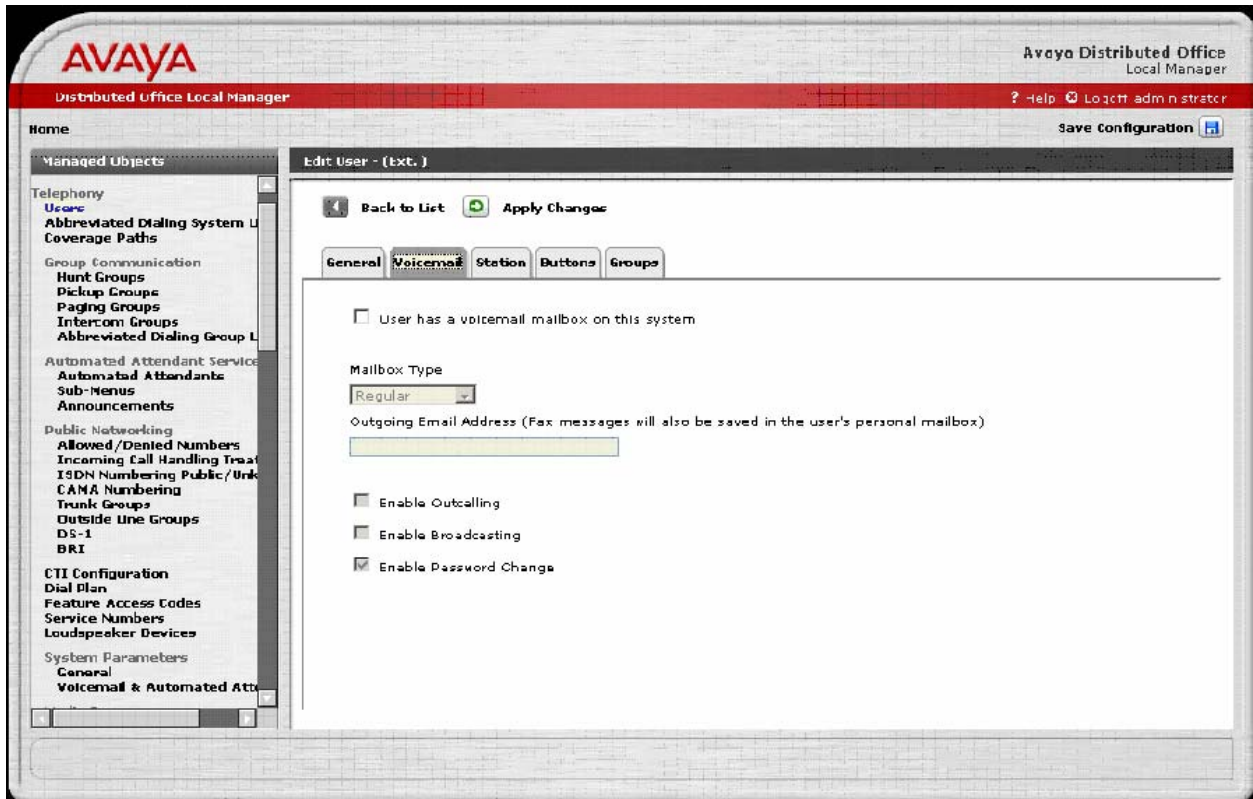
Click on the **Add New User** option.

Select the **General** tab. Fill in **Last Name**, **First Name** and **Native Name** as needed. The **Name (ASCII)** field is automatically populated with the **Native Name**. Select an **Extension** number (this field is automatically populated based on the dial plan). Enter a **Security Code** and **Confirm Security Code**. All other fields can be left as default.

The screenshot displays the Avaya Distributed Office Local Manager interface. The main window is titled 'Edit User - (Ext.)' and features a 'Managed Objects' pane on the left. The 'Telephony' section is expanded, and 'Users' is selected. The 'General' tab is active, showing the following fields:

Field	Value
Last Name	Care
First name	Igea
Native Name	IgeaCare
Name (ASCII)	IgeaCare
Extension	219
Privileges	Medium
Security Code	*****
Confirm Security Code	*****
Preferred Language	English
IM Handle	

2. *Configure the Voicemail parameters.* Select the **Voicemail** tab. Uncheck the **User has a voicemail mailbox on this system** box. All other fields can be left as default.



3. *Configure the Station parameters.* Select the **Station** tab. Select **Analog** for **Set Type** and **None** for the **Coverage** option. In the **Port** field, select the port that the CA-200 will be plugged into. All other fields can be left as defaults. Click on **Apply Changes**.

The screenshot shows the Avaya Distributed Office Local Manager web interface. The top header includes the Avaya logo and the text 'Avaya Distributed Office Local Manager'. A red navigation bar contains links for 'Home', 'Help', and 'Logout administrator'. Below the navigation bar, there is a 'Managed Objects' sidebar on the left and a main configuration area on the right. The sidebar lists various configuration categories: Telephony, Group Communication, Automated Attendant Service, Public Networking, and CTI Configuration. The main area is titled 'Edit User - (Ext.)' and features a 'Back to List' button and an 'Apply Changes' button. The 'Station' tab is selected, displaying fields for 'Set Type' (Analog), 'Coverage' (None), and 'Port' (FXS/201). Other fields include 'Hot Line Abbreviated Dialing List', 'Hot Line Target', 'Extension to Cellular', 'Cellular Number', 'Audible Message Waiting', 'Fax or Modem', 'Restrict Last Appearance', 'Idle Appearance Preference', 'Call Waiting Indication', 'Specific line FACs allowed', 'Allow IP Softphone override', and 'Expansion Module'.

Avaya Distributed Office Local Manager

Home ? Help Logout administrator

Save configuration

Managed Objects

Telephony

- Users
- Abbreviated Dialing System
- Coverage Paths

Group Communication

- Hunt Groups
- Pickup Groups
- Paging Groups
- Intercom Groups
- Abbreviated Dialing Group

Automated Attendant Service

- Automated Attendants
- Sub-Menus
- Announcements

Public Networking

- Allowed/Denied Numbers
- Incoming Call Handling Treat
- ISDN Numbering Public/Unk
- CANA Numbering
- Trunk Groups
- Outside Line Groups
- DS-1
- BRI

CTI Configuration

- Dial Plan
- Feature Access Codes
- Service Numbers
- Loudspeaker Devices

System Parameters

- General
- Voicemail & Automated Att

Edit User - (Ext.)

Back to List Apply Changes

General Voicemail Station Buttons Groups

Set Type Coverage Hot Line Abbreviated Dialing List

Analog None

Port Abv. Group Dialing List Hot Line Target

FXS/201 None

Extension to Cellular

Cellular Number

Audible Message Waiting Fax or Modem Restrict Last Appearance

Idle Appearance Preference Call Waiting Indication Specific line FACs allowed

Allow IP Softphone override Expansion Module

4. *Configure Coverage Path* If Coverage Paths are not required, proceed to Step 6 to use either Paging or Hunt Groups. In the **Managed Objects** pane, double-click on the **Coverage Paths** option under **Telephony** (Not Shown).

Click on the **Add New Coverage Path** option (Not Shown).

Enter a unique name in the **Path Name** field. In the **Internal (station-to-station) Call Coverage** section, select the **Extension** option and select the station for **Primary Coverage Point** and **Secondary Coverage Point**. All other fields can be left as default. Click on **Apply Changes**.

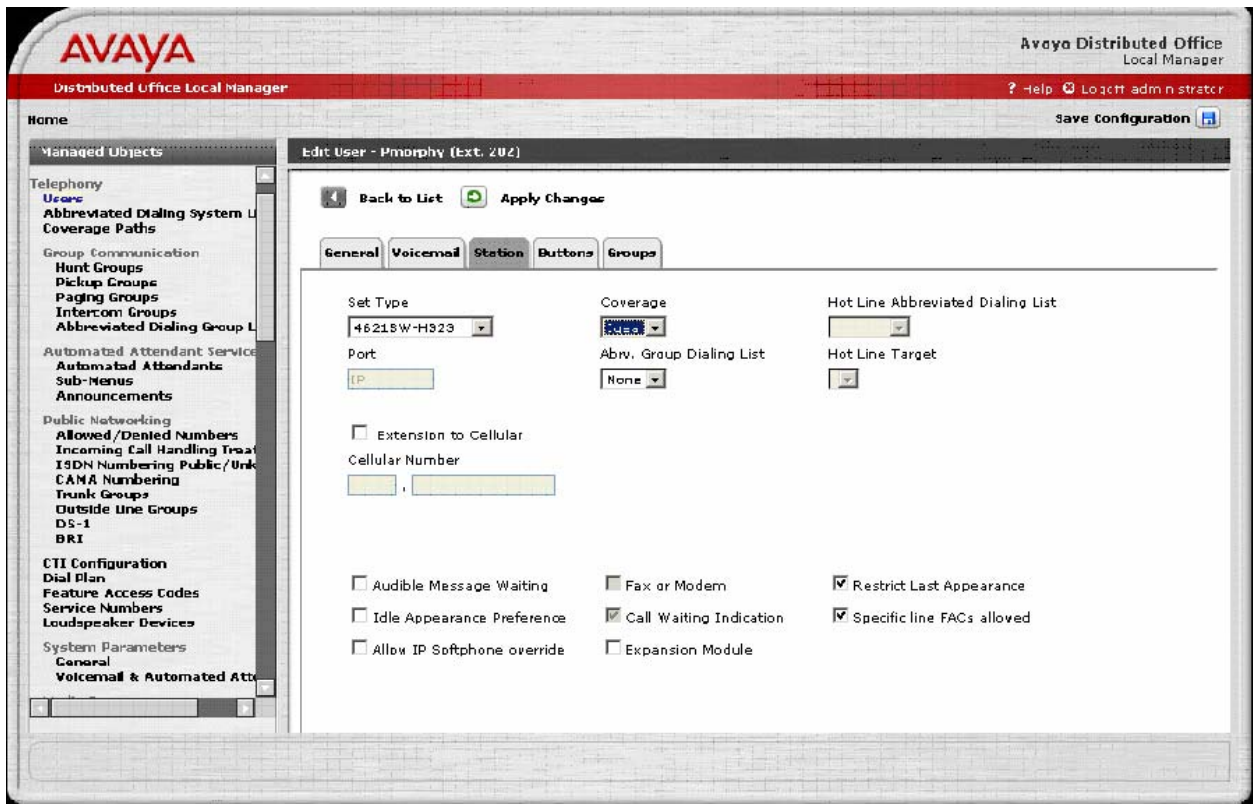
The screenshot displays the Avaya Distributed Office Local Manager interface. On the left is a 'Managed Objects' tree with categories like Users, Group Communication, and Public Networking. The 'Coverage Paths' option is selected. The main window is titled 'Edit Coverage Path -'. It features an 'Apply Changes' button at the top left. Below this is the 'Coverage Path Details' section with fields for 'Path Name' (containing 'Igeacare'), 'Path Number' (containing '2'), and 'Number Of Rings' (containing '2'). The 'Internal (station-to-station) Call Coverage' section has two columns: 'Primary Coverage Point' and 'Secondary Coverage Point'. Each column has radio buttons for 'Extension', 'Hunt Group', 'Remote #', and 'None'. The 'Extension' option is selected for both, with values '209' and '211' respectively. The 'External (outside origination) Call Coverage' section follows a similar layout with 'Primary Coverage Point' and 'Secondary Coverage Point' columns, both with 'Extension' selected and values '200' and '200' respectively. A 'Save Configuration' button is located in the top right corner of the interface.

5. *Configure Single Station with Coverage.* In the **Managed Objects** pane, double-click on the **Users** option under **Telephony** (Not Shown).

Check the box next to the user (x202 in this example) that will alert when a CA-220 is pressed. Click on the **Edit User** option (Not Shown).

Select the **Station** tab. In the **Coverage** field, select the Coverage Path that was created in the previous step. Click on **Apply Changes**.

Repeat **Steps 4** and **5** as needed for all telephones that will be alerted when a CA-200 button is pressed.

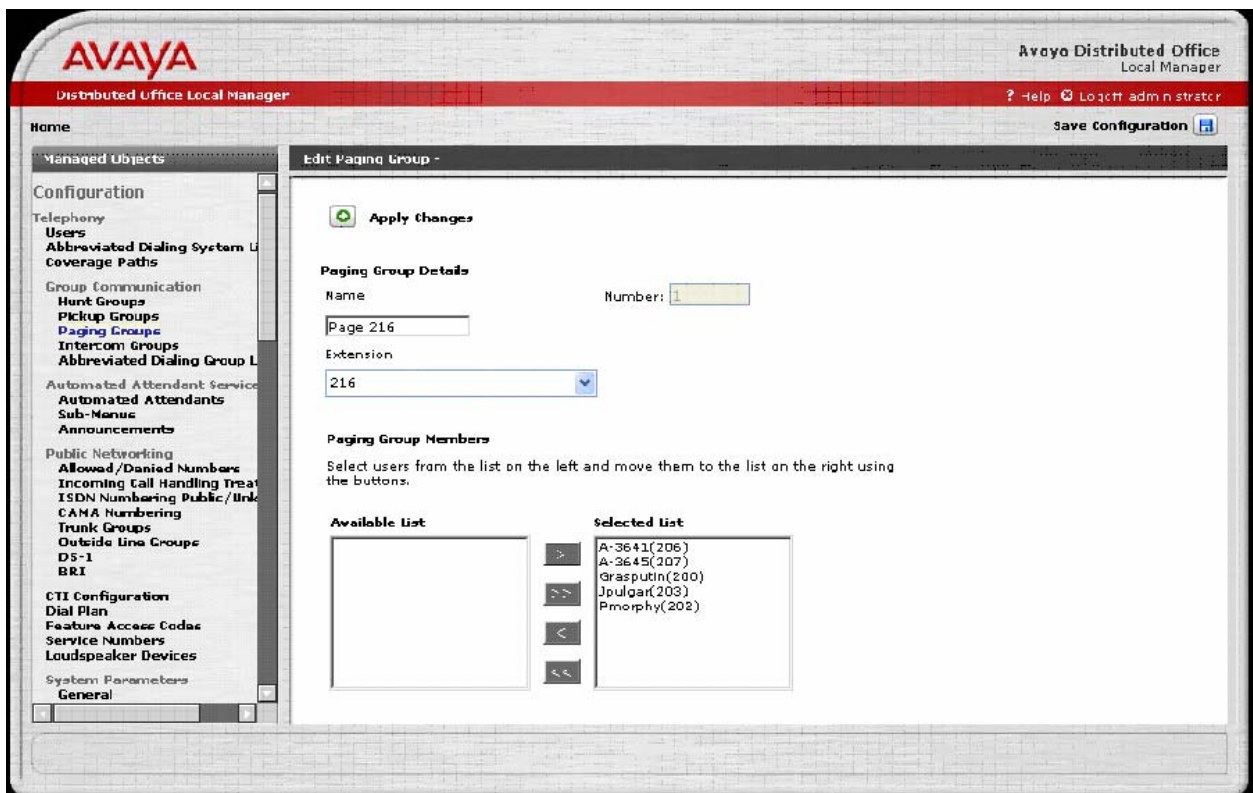


6. *Configure Paging Group.* Follow this step to have CA-200 page a group of stations. In the **Managed Objects** pane, double-click on the **Paging Groups** option under **Group Communication** (Not Shown). **Note:** To have a hunt group alert instead, select **Hunt Groups** and follow this step.

Click on the **Add New Group** option.

Enter a unique name in the Name field. Select an **Extension** number (this field is automatically populated based on the dial plan). In the **Page Group Numbers** section, select the Extensions that will be in the group from the **Available list** and press the >> button. Press **Apply Changes**.

Repeat **Step 6** as needed for all groups that will be alerted when a CA-200 button is pressed.



7. *Save the changes.* In the **Home** pane, select the **Save Configuration** option (not shown).

4. Administering the IgeaCare CA-200

The IgeaCare CA-200 devices are configured using the Igeacom software via an infra-red link. This section describes the procedure to configure an Igeacom device.

Connect the Igeacom Programming Tool to a PC (not shown) via a RS-232 cable. Align the other end (RF end) of the Igeacom Programming Tool with the front of the Igeacom CA-200.



- To place Igeacom device into infra-red download (programming) mode, insert a paper clip into the hole that is to the left of the LEDs on the front of the CA-200 and hold down for approximately 5 seconds. The CA-200 will beep every few seconds.
- To end the infra-red download mode, once the parameters are downloaded and verified, insert a paper clip into the hole that is to the left of the LEDs on the front of the CA-200 and hold down for approximately 5 seconds. The CA-200 will stop beeping.

1. *Start Igeacom Software.* Start the Igeacom software on a PC. Select **Start->All Programs->IgeaCare Systems Inc. -> IgeaCare Systems Inc.** Select the communication port. For the test configuration, **COM1** was selected.
2. *Configure the CA-220 device.* Set the following parameters for the **Call Button** calling point on the PC Software Version section (Right Half of the screen) of the Igeacom screen.
 - **Phone #:** Enter the phone number that the device should dial when the RED Button is pressed. This is the extension number from **Step 5** in **Section 3** (extension 202) or the **Paging Group Extension** from **Step 6** in **Section 3**. The first **Phone #** is the primary contact and the second phone number is the rollover telephone number. If the primary contact does not answer, the call is made to the rollover number.
 - **Delay min:** Enter the amount of time that Igeacom device should wait before dialing the rollover phone number. For example, **1** minute.
 - **Redial:** If the Igeacom device should redial the primary and rollover number when the call is not answered, then click **Y** for **Yes**, otherwise **N** for **No**.
 - **Silent:** click **Y** for **Yes** or **N** for **No** to enable or disable hearing the Igeacom device dialing the primary or rollover number. In the following example, **Silent** is set to **N**.
 - Leave the default values for other fields.

3. Store into Device. Click on **Store into Device** (green button in center) to download the configuration parameters from the PC into the CA-200.

Click **Read from Device** (yellow button in center) to read the installed parameters in the device.

Click **Verify** to compare the stored parameters on the right of the screen and those read from the device on the left. **VERIFY SUCCEEDED** display appears, confirming that was no discrepancy (Not Shown).

5. Interoperability Compliance Testing

The interoperability compliance testing focused on the capability of the IgeaCare's Customer Assistant 200 analog device to make calls to a mix of Avaya IP telephones controlled by Avaya Distributed Office.

5.1 General Test Approach

The general approach was to make calls from the Call Button calling point to a mix of Avaya IP telephones, verifying that the calls were routed to the phone numbers configured on the device. The main objectives were to verify that:

- The calls from the CA-200 to a mix of Avaya IP Telephones were routed and answered successfully.
- The CA-200 device was dropped and was available for next call when hanging up the Avaya telephone terminates the call.
- The CA-200 device was dropped and was available for next call when the CA-200 device cancelled the call.
- Calls from the CA-200 devices can be routed and answered by Avaya Distributed Office groups such as Hunt Group and Loudspeaker Page.
- The device can be operated when the line cable was reconnected after a period of disconnection.

5.2 Test Results

All test cases completed successfully. With the appropriate configuration of the device, the call origination and completion were successful.

6. Verification Steps

The following steps may be used to verify that the configuration is working properly.

- Make a call from the CA-200 device to an Avaya IP Telephone (SIP and H.323). Verify the call is established and the two way talk path can be maintained.
- Make a call from the CA-200 device to a Hitachi Cable WirelessIP-5000-A SIP Telephone. Verify the call is established and the two way talk path can be maintained.

- Make a call from the CA-200 device to a Hunt Group on Avaya Distributed Office. Verify the call is established and the two way talk path can be maintained.
- Make a call from the CA-200 device to a Loudspeaker Page Group on Avaya Distributed Office. Verify the call is established and the two way talk path can be maintained.

7. Support

For technical support on the IgeaCare product line, consult www.igeacare.com/support or contact IgeaCare Technical Support at telephone number 1-866-361-6225.

8. Conclusion

These Applications Notes described the configuration steps to enable the IgeaCare Customer Assistant 200 to interoperate with Avaya Distributed Office.

9. Additional References

1. *Avaya Distributed Office i40 Installation Quick Start*, May 2007, Issue 1 Document Number 03-602289
2. IgeaCom User Guide V9.0
3. IgeaCom Programming Software V6.11
4. IgeaCom Programming Manual V6.11.10
5. IgeaCare Customer Assistant 200 V5.3

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