



Avaya Solution & Interoperability Test Lab

Application Notes for AdvaTel InTouch 3.1 with Avaya IP Office 8.0 – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for AdvaTel InTouch 3.1 to interoperate with Avaya IP Office 8.0. AdvaTel InTouch is an Outlook Add-in user application that runs on the user desktop to provide consolidated presence information for voice, email, SMS, and IM. The compliance testing focused on the voice integration with Avaya IP Office using the TAPI interface and HTTP service.

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 AdvaTel InTouch 3.1 to interoperate with Avaya IP Office 8.0. AdvaTel InTouch is an Outlook Add-in user application that runs on the user desktop to provide consolidated presence information for voice, email, SMS, and IM. The compliance testing focused on the voice integration with Avaya IP Office using the TAPI interface and HTTP service.

The HTTP service is used by AdvaTel InTouch to obtain system directory information from Avaya IP Office.

The TAPI 2 in third party mode interface is used by AdvaTel InTouch to monitor voice activities of the user's internal contacts to reflect in voice presence indication, and to support call controls such as answering and dropping of calls from the user desktop.

2. General Test Approach and Test Results

The feature test cases were performed both automatically and manually. Upon start of InTouch, the application automatically queries for system directory information and requests monitoring on internal contacts.

For the manual part of the testing, calls were made from the user desktops and from the PSTN. Manual call controls from both the user desktops and the user telephones were exercised to verify various call scenarios.

The serviceability test cases were performed manually by disconnecting and reconnecting the Ethernet cable to InTouch.

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 compliance testing included feature and serviceability areas.

The feature testing focused on verifying the following on InTouch:

- Use of HTTP to obtain system directory information.
- Use of TAPI to monitor users, support call control via desktops, set call forwarding and do not disturb.
- Proper handling of voice presence and call control for scenarios including inbound, outbound, hold, reconnect, drop, transfer/conference via telephone, call forwarding, do not disturb, schedule call back, call back reminders, missed call, incomplete number, invalid number, no route, multiple calls, and multiple users.
- Proper handling of outbound calls using Intelligent Quickdial for call scenarios launched from browser, Notepad, and Email.

The serviceability testing focused on verifying the ability of InTouch to recover from adverse conditions, such as disconnecting/reconnecting the Ethernet cable to InTouch.

2.2. Test Results

All test cases were executed and verified. The following were observations on InTouch from the compliance testing.

- Transfer and conference actions are only supported via the telephone.
- For a conference scenario involving three parties, all three call legs are displayed on the conference-from party's InTouch pane.
- Intelligent Quickdial picks up all digits in the clicked line to form the telephone number to dial before appending any necessary dialing prefixes.

2.3. Support

Technical support on InTouch can be obtained through the following:

- **Phone:** +61 3 86958695
- **Web:** www.advatel.com.au
- **Email:** intouch.support@advatel.com.au

3. Reference Configuration

The configuration used for the compliance testing is shown below. The IP Office Voicemail Pro was used for the do not disturb call scenarios.

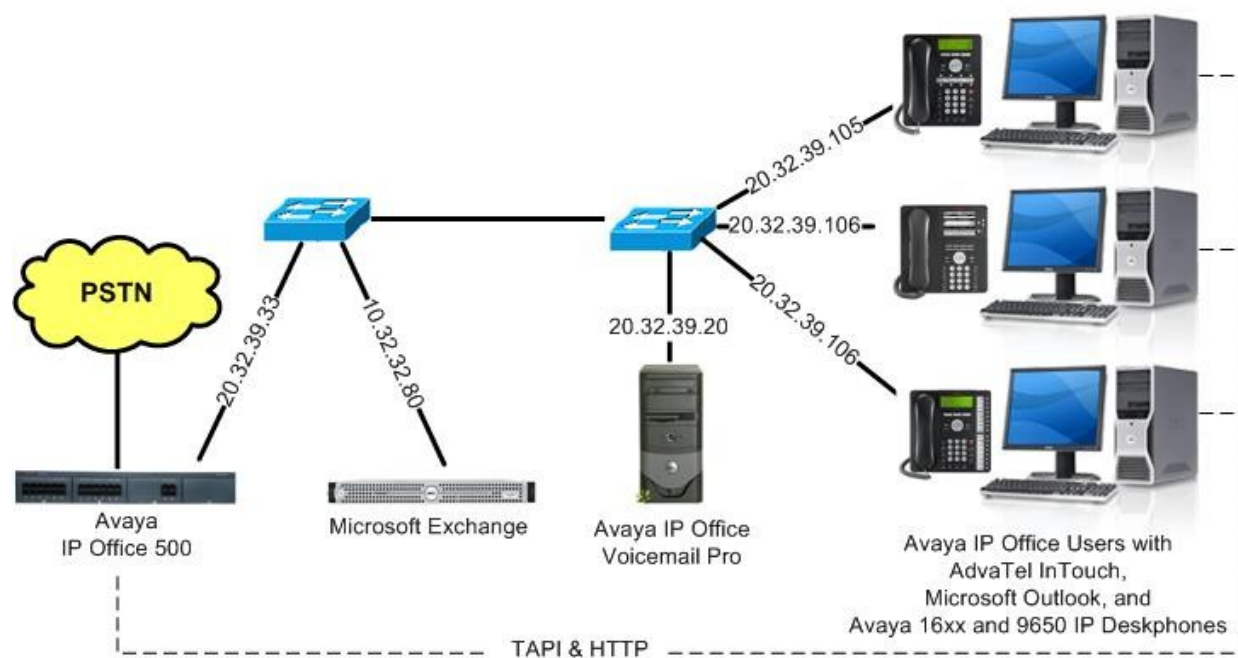


Figure 1: Compliance Testing Configuration

4. Equipment and Software Validated

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

Equipment	Software
Avaya IP Office IP500	8.0 (42)
Avaya IP Office Voicemail Pro	8.0 (1009)
Avaya 16xx Series IP Telephones (H.323)	1.300B
Avaya 9650 Series IP Telephone (H.323)	3.186a
Microsoft Exchange 2007 on Microsoft Windows Server 2008	08.03.0245.001 R2 Standard SP1
AdvaTel InTouch on Microsoft Windows XP Professional <ul style="list-style-type: none">Avaya IP Office TAPI2 Driver (tspi2w)	3.1.1.3174 2002 SP3 1.0.0.37

5. Configure Avaya IP Office

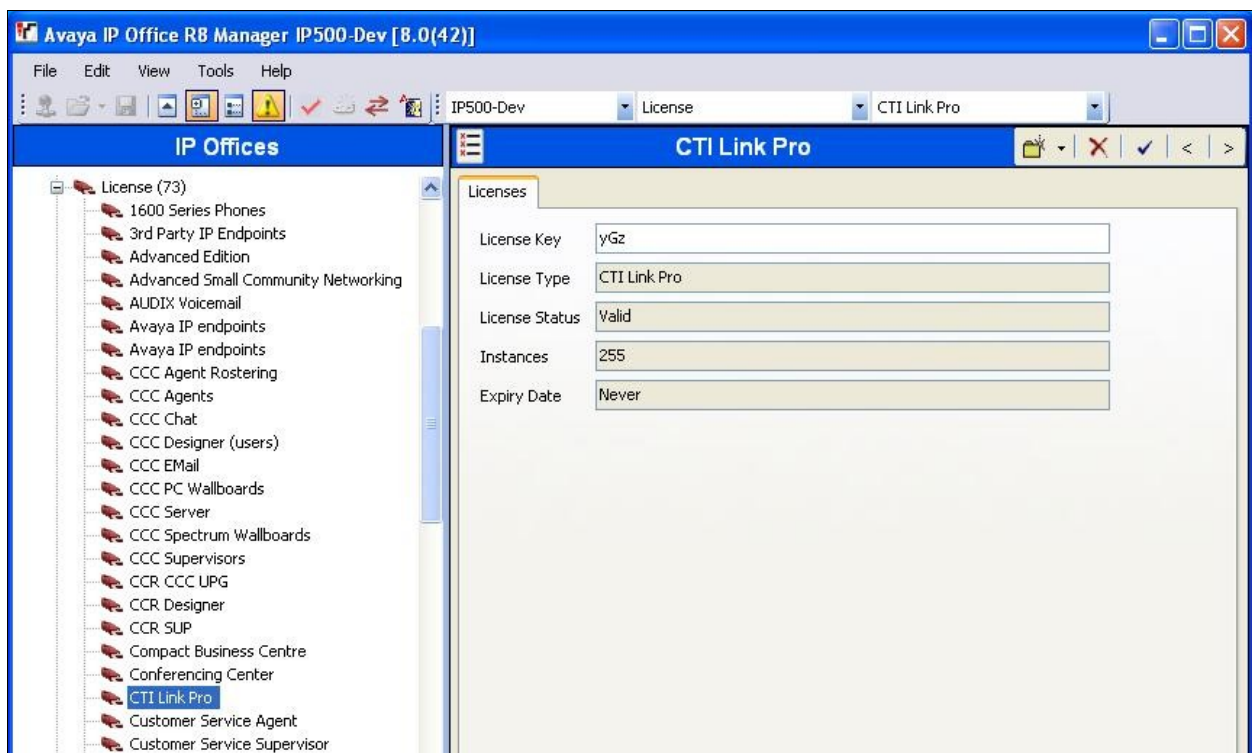
This section provides the procedures for configuring IP Office. The procedures include the following areas:

- Verify IP Office license
- Administer system HTTP
- Administer users

5.1. Verify IP Office License

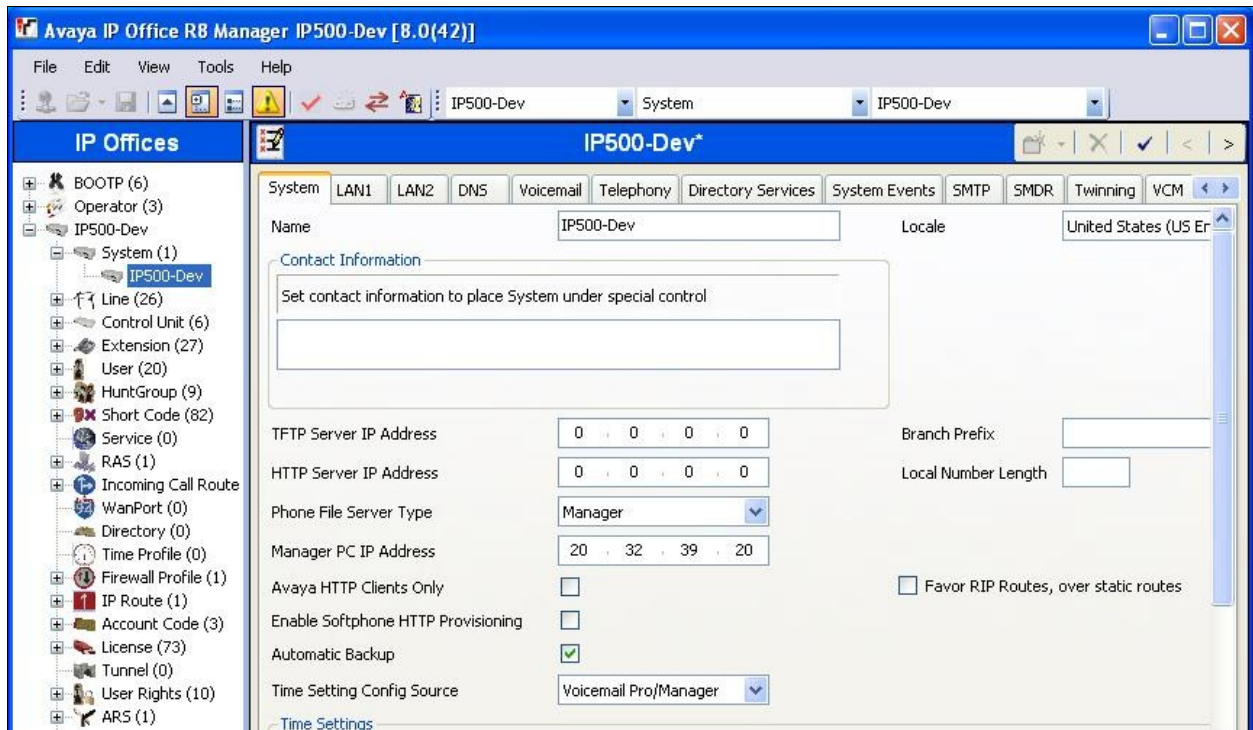
From a PC running the IP Office Manager application, select **Start > Programs > IP Office > Manager** to launch the application. Select the proper IP Office system, and log in with the appropriate credentials.

The **Avaya IP Office R8 Manager** screen is displayed. From the configuration tree in the left pane, select **License > CTI Link Pro** to display the **CTI Link Pro** screen in the right pane. Verify that the **License Status** is “Valid”.



5.2. Administer System HTTP

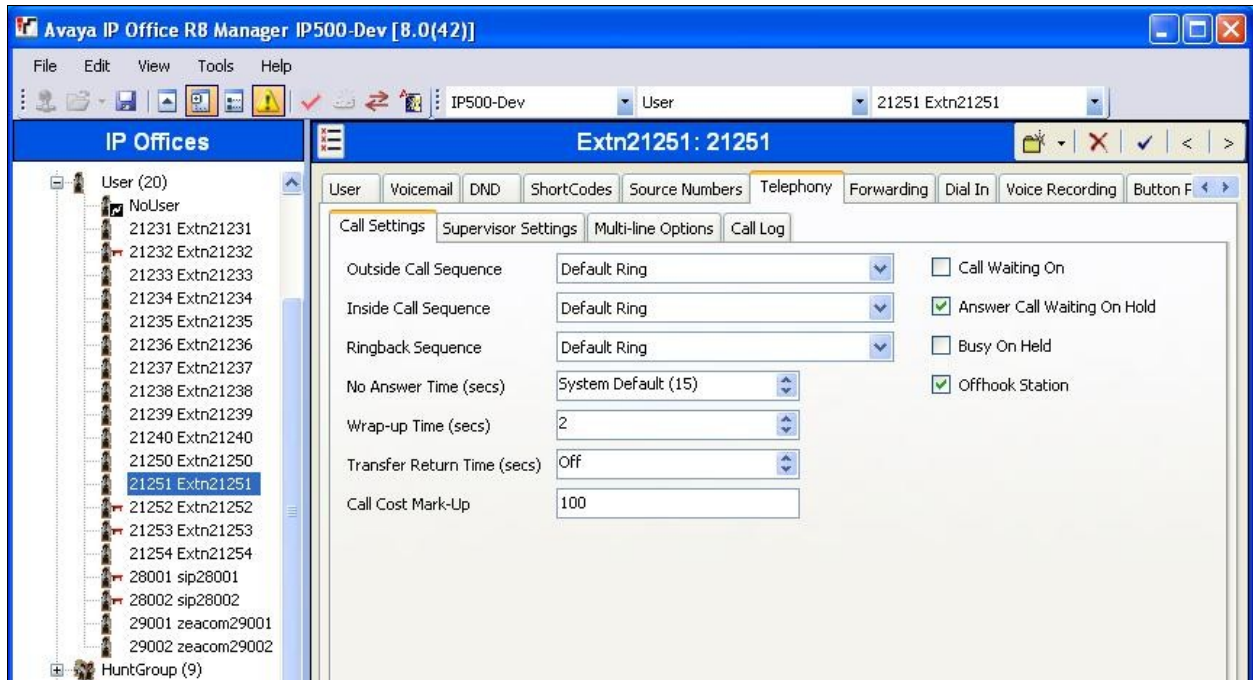
From the configuration tree in the left pane, select **System** to display the **IP500-Dev** screen in the right pane. Select the **System** tab. Uncheck **Avaya HTTP Clients Only**, to allow HTTP queries from InTouch on system directory information.



5.3. Administer Users

From the configuration tree in the left pane, select the first user that will be using InTouch, in this case “21251”. Select the **Telephony** tab, followed by **Call Settings**. Check **Offhook Station**, as shown below.

Repeat this section for all users that will be using InTouch. In the compliance testing, three users with extensions 21251-21253 were configured.



6. Configure AdvaTel InTouch

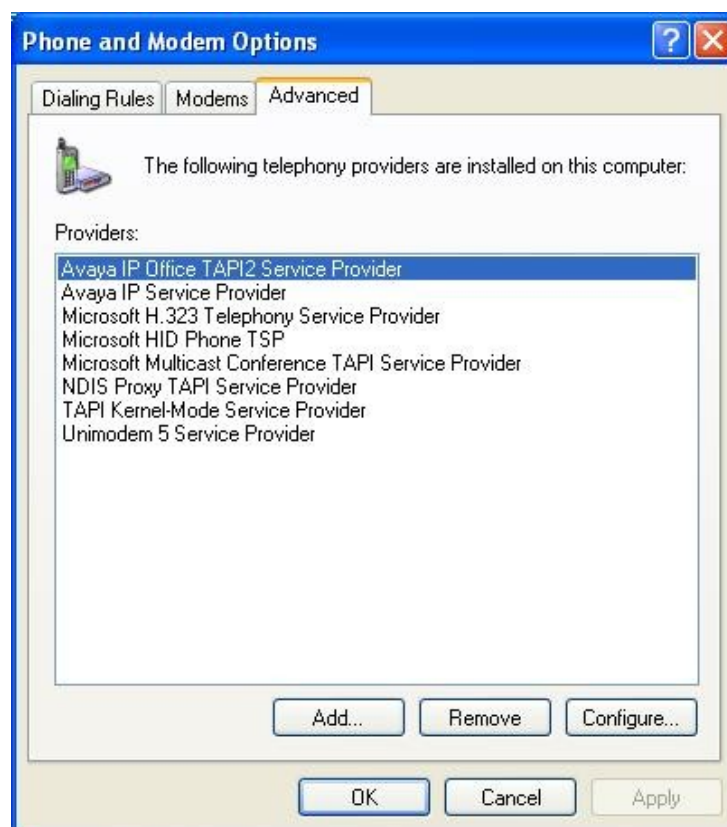
This section provides the procedures for configuring InTouch on each user desktop. The procedures include the following areas:

- Administer TAPI Driver
- Administer dialing rules
- Install InTouch
- Administer InTouch

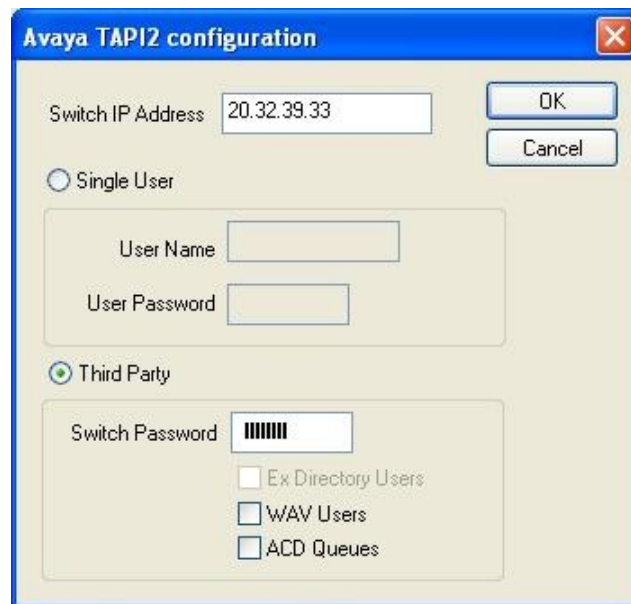
Repeat this section for all InTouch users.

6.1. Administer TAPI Driver

From the user desktop, select **Start > All Programs > Control Panel > Phone and Modem Options**, to display the **Phone and Modem Options** screen. Select the **Avaya IP Office TAPI2 Service Provider** entry under the **Advanced** tab, and click **Configure**.



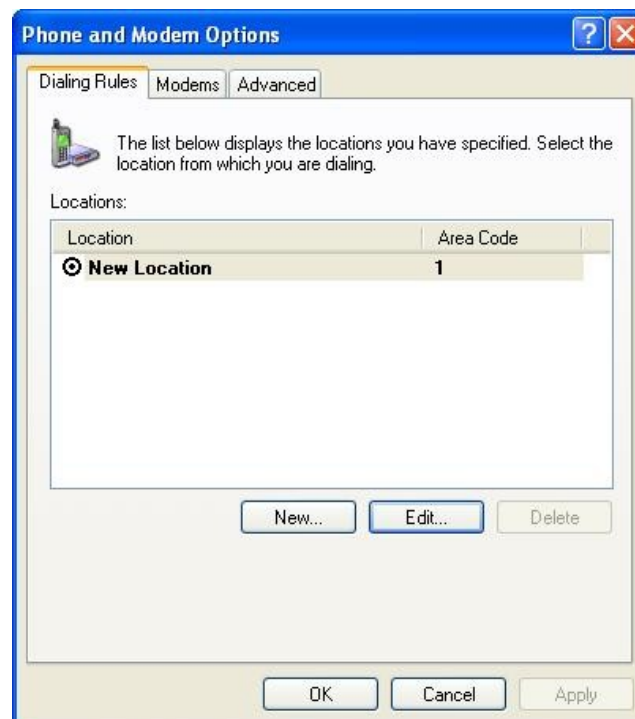
The **Avaya TAPI2 configuration** screen is displayed. For **Switch IP Address**, enter the IP address of IP Office. Select the radio button for **Third Party**, and enter the IP Office password into the **Switch Password** field. Reboot the user desktop.



The image shows the 'Avaya TAPI2 configuration' dialog box. It has a title bar with a close button. Inside, there's a 'Switch IP Address' text box containing '20.32.39.33'. To the right are 'OK' and 'Cancel' buttons. Below this is a section with two radio buttons: 'Single User' (unselected) and 'Third Party' (selected). Under 'Single User' are 'User Name' and 'User Password' text boxes. Under 'Third Party' is a 'Switch Password' text box with masked characters. Below the password box are three checkboxes: 'Ex Directory Users' (unchecked), 'WAV Users' (unchecked), and 'ACD Queues' (unchecked).

6.2. Administer Dialing Rules

Select **Start > All Programs > Control Panel > Phone and Modem Options**, to display the **Phone and Modem Options** screen. Select the **Dialing Rules** tab, and click **Edit**.



The image shows the 'Phone and Modem Options' dialog box. It has a title bar with a help button and a close button. Below the title bar are three tabs: 'Dialing Rules' (selected), 'Modems', and 'Advanced'. The 'Dialing Rules' tab contains a text box with a phone icon and the text: 'The list below displays the locations you have specified. Select the location from which you are dialing.' Below this is a table with the heading 'Locations:'. The table has two columns: 'Location' and 'Area Code'. There is one row in the table with 'New Location' in the 'Location' column and '1' in the 'Area Code' column. Below the table are three buttons: 'New...', 'Edit...', and 'Delete'. At the bottom of the dialog box are three buttons: 'OK', 'Cancel', and 'Apply'.


Location	Area Code
New Location	1

The **Edit Location** screen is displayed. Select the **General** tab, and enter desired **Location name** and applicable **Area code**.

In the **Dialing rules** section, enter any prefix required by IP Office for various types of outbound calls. In the compliance testing, no prefix was necessary for any outbound call.

Edit Location

General | Area Code Rules | Calling Card

 Location name: BR110 Test Network

Specify the location from which you will be dialing.

Country/region: United States | Area code: 732

Dialing rules

When dialing from this location, use the following rules:

To access an outside line for local calls, dial:

To access an outside line for long-distance calls, dial:

Use this carrier code to make long-distance calls:

Use this carrier code to make international calls:

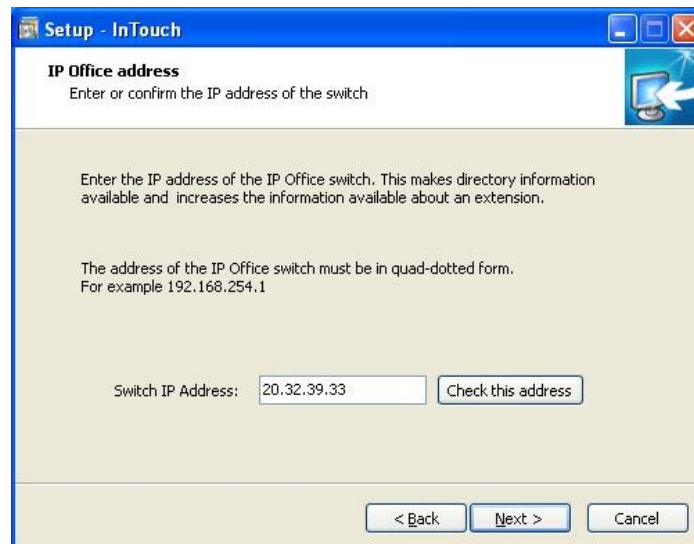
☐ To disable call waiting, dial:

Dial using: ☒ Tone ☐ Pulse

OK Cancel Apply

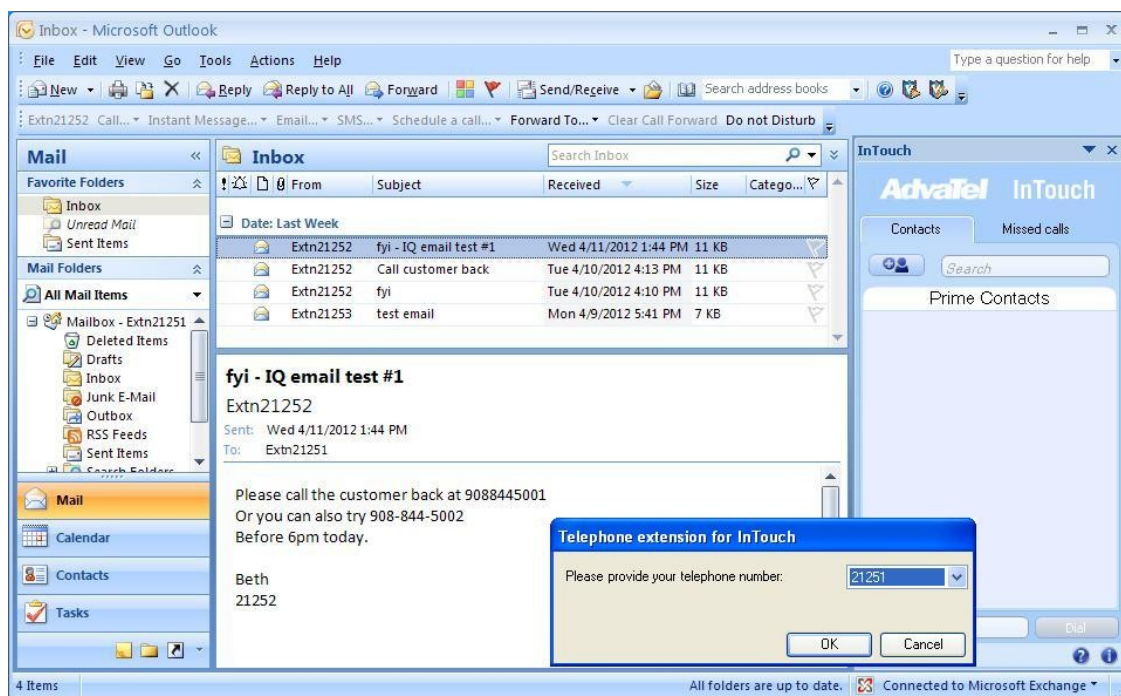
6.3. Install InTouch

As part of the InTouch installation, the IP address of IP Office is entered on the **Setup – InTouch** screen shown below.

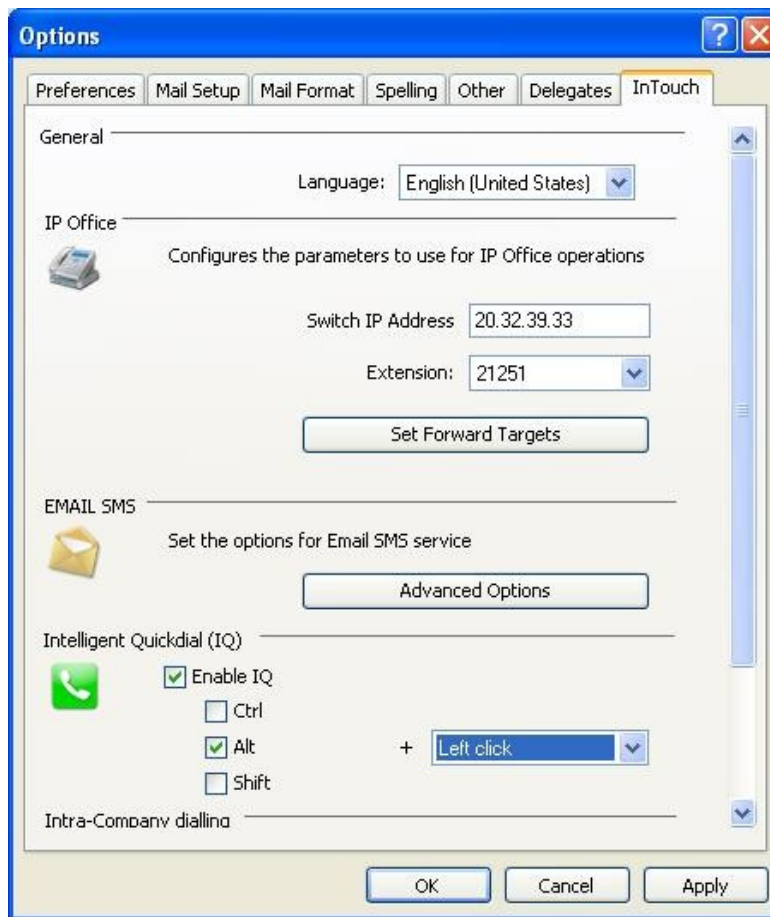


6.4. Administer InTouch

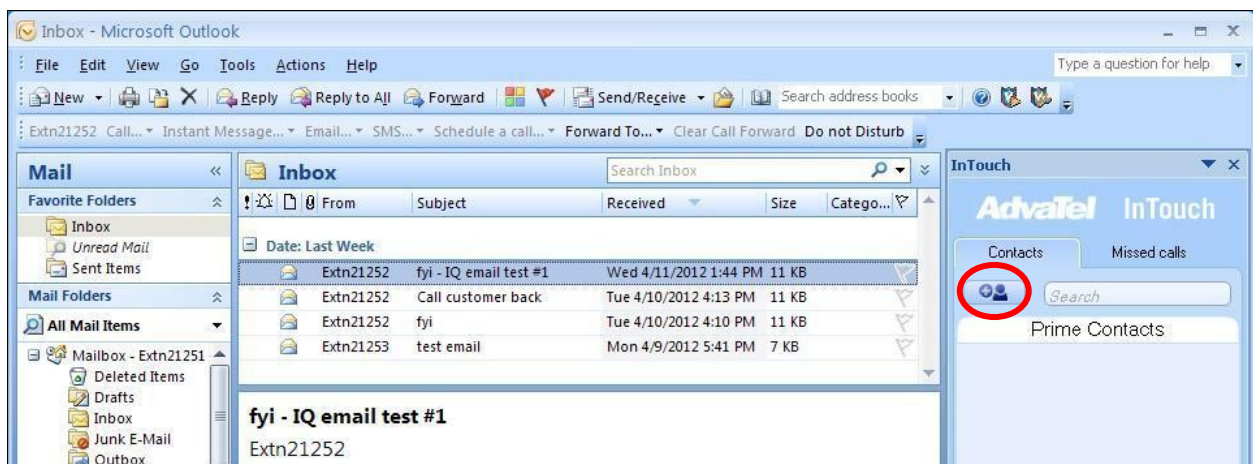
Select **Start > Microsoft Office > Microsoft Office Outlook 2007** to launch Outlook, and note the **InTouch** pane on the right. Upon initial access of Outlook post the InTouch installation, a pop-up dialog box will be displayed as shown below. Select the appropriate user extension from the dialog box, in this case “21251”.



Select **Tools > Options** from the Outlook top menu to display the **Options** screen below. Select the **InTouch** tab. In the **Intelligent Quickdial (IQ)** section, check **Enable IQ**, and configure the desired key combination to invoke the feature. Retain the default values in the remaining fields.



The **Inbox – Microsoft Outlook** screen is displayed again. In the **InTouch** right pane, select the **Contacts** tab, and click the **Add Contact** icon.



The **Add contacts to InTouch** screen is displayed next. Select “Local directory (IP Office)” from the drop-down list, and check the desired IP Office contacts to monitor.

Add contacts to InTouch

Show contacts from the:

Local directory (IP Office)

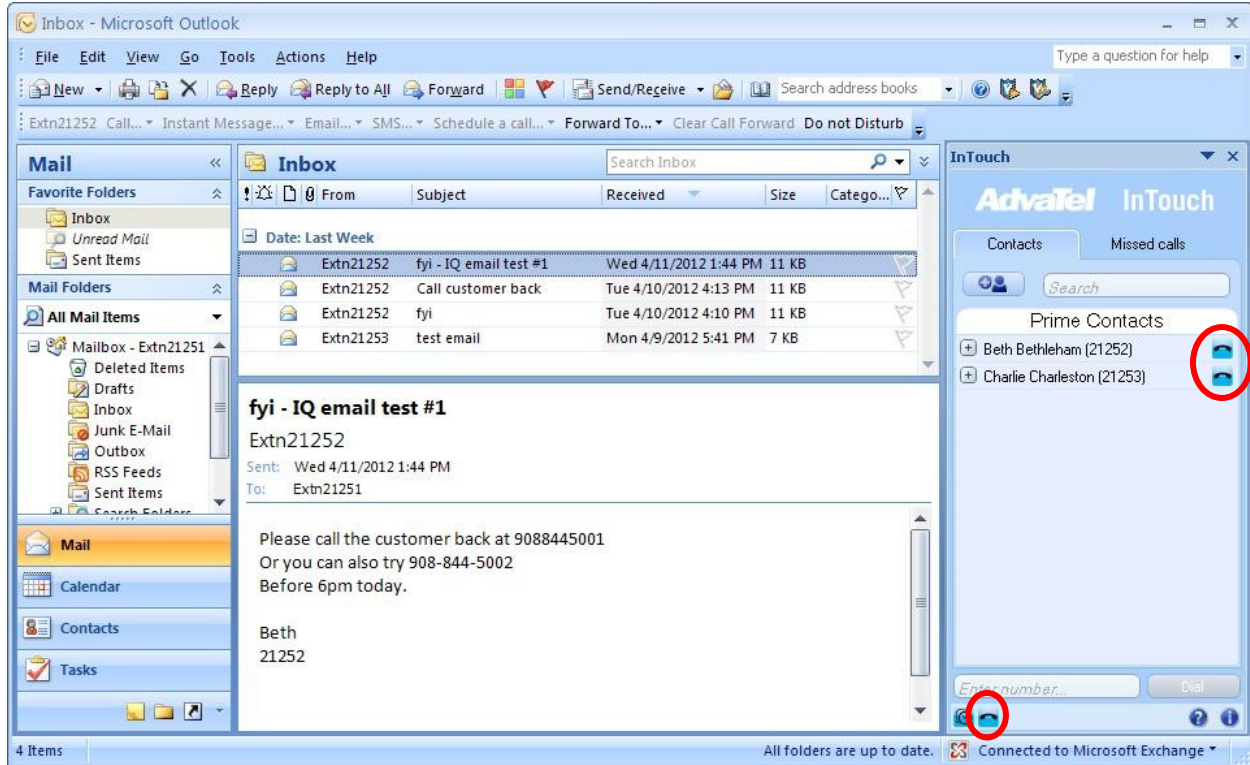
Check the contacts you wish to appear in the InTouch panel

<input type="checkbox"/>	Andy Anderson (21251)
<input checked="" type="checkbox"/>	Beth Bethlehem (21252)
<input checked="" type="checkbox"/>	Charlie Charleston (21253)
<input type="checkbox"/>	Denise Dennison (21254)
<input type="checkbox"/>	Extn21232
<input type="checkbox"/>	Extn21233
<input type="checkbox"/>	Extn21234
<input type="checkbox"/>	Extn21235
<input type="checkbox"/>	Extn21236
<input type="checkbox"/>	Extn21237
<input type="checkbox"/>	Extn21238
<input type="checkbox"/>	Extn21239
<input type="checkbox"/>	Extn21240
<input type="checkbox"/>	Extn21250
<input type="checkbox"/>	Extn29003

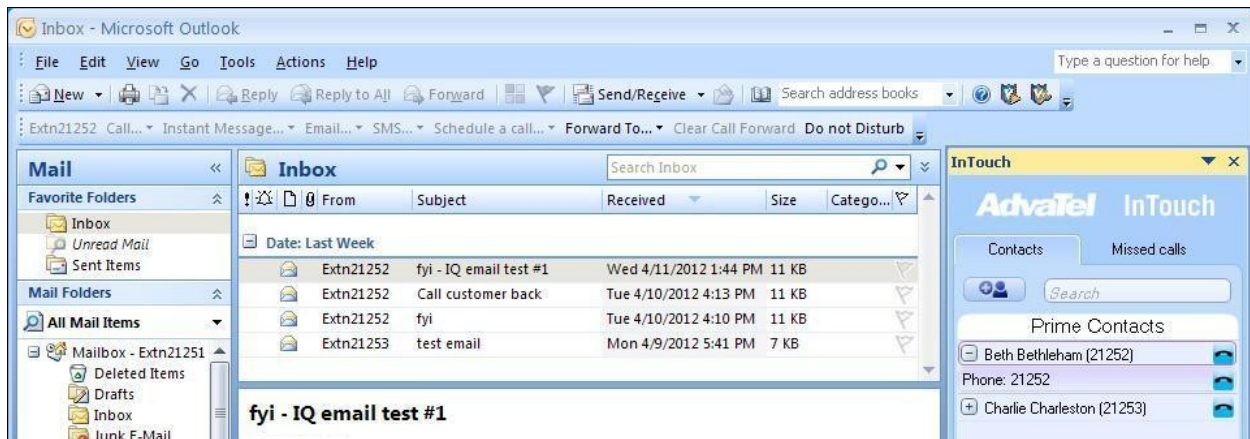
7. Verification Steps

This section provides the tests that can be performed to verify proper configuration of IP Office and InTouch.

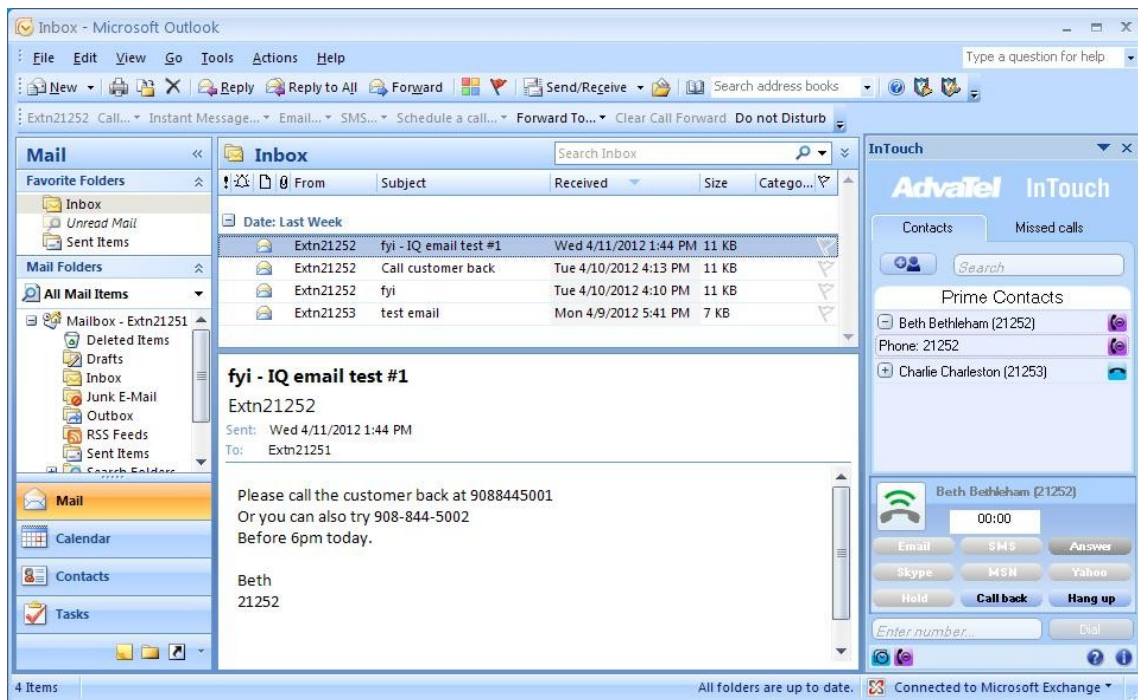
From the user desktop, select **Start > Microsoft Office > Microsoft Office Outlook 2007** to launch Outlook. Without any active calls in the system, verify that the voice presence icons for the user and the user's internal contacts all indicate idle.



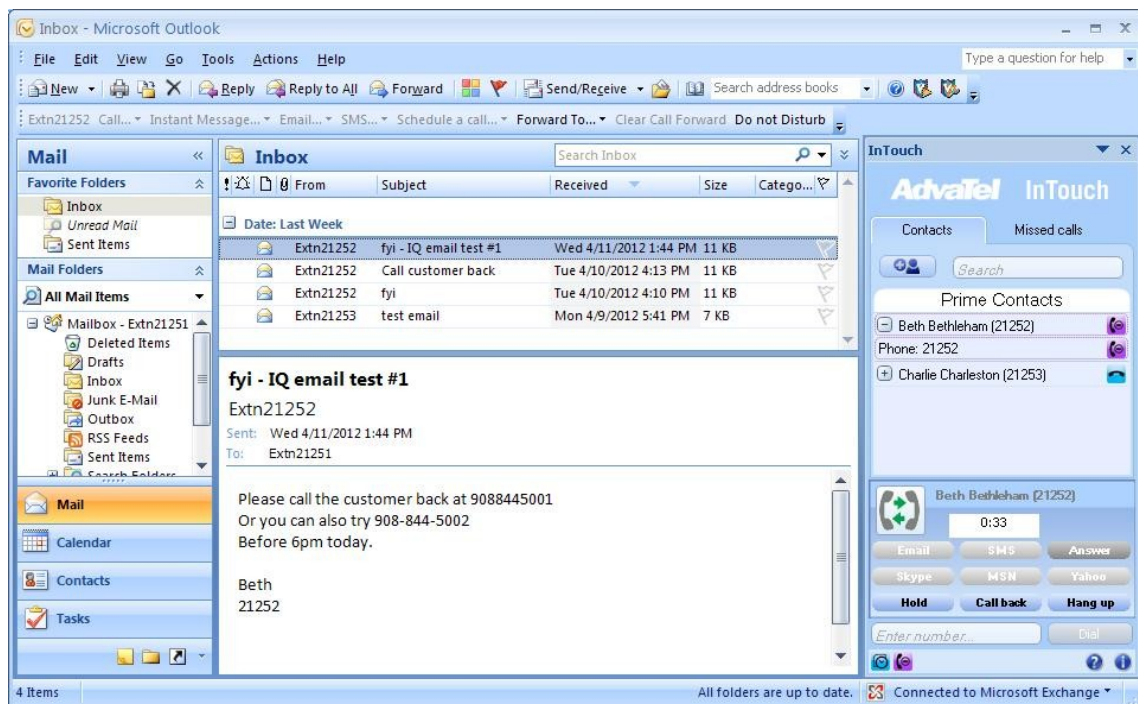
Expand on an internal contact, in this case “21252”, and double-click on the associated **Phone** entry to launch a call to the contact.



Verify that the called contact's telephone is ringing. Also verify that the voice presence icon for the user and for the called contact changes to busy, and that a call window is displayed in the InTouch right pane showing the call in progress.



Answer the call at the called contact. Verify that the user is connected to the contact with two-way talk paths, and that the call window is updated to reflect the call being connected.



8. Conclusion

These Application Notes describe the configuration steps required for AdvaTel InTouch 3.1 to successfully interoperate with Avaya IP Office 8.0 using the TAPI interface and HTTP service. All feature and serviceability test cases were completed with observations noted in **Section 2.2**.

9. Additional References

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

1. *IP Office 8.0 Documentation CD*, November 2011, available at <http://support.avaya.com>.
2. *InTouch User Guide*, available as part of InTouch installation.

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