

Avaya Solution & Interoperability Test Lab

Application Notes for the Spok PC/PSAP, utilizing Spok CTI Layer, with Avaya Aura® Communication Manager and Avaya Aura® Application Enablement Services – Issue 1.0

Abstract

These Application Notes describe a compliance-tested configuration comprised of Avaya Aura® Communication Manager, Avaya Aura® Application Enablement Services, Avaya H.323 and Digital Telephones, and Spok PC/PSAP desktop applications.

Spok PC/PSAP is a Windows-based intelligent E911 workstation solution for a campus or municipality. Using the existing PBX telephone system as an "Automatic Number Identification (ANI)/Automatic Location Information (ALI) controller", Spok PC/PSAP eliminates the need for external proprietary switching solutions and is able to perform all necessary telephony functions from the call taker's PC keyboard. Spok PC/PSAP integrates with Spok CTI Layer, which is a middleware between Spok PC/PSAP and Avaya Aura® Application Enablement Services, to control and monitor phone states.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as any 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 a compliance-tested configuration comprised of Avaya Aura® Communication Manager, Avaya Aura® Application Enablement Services, Avaya H.323 and Digital telephones, and Spok PC/PSAP applications.

Spok PC/PSAP is a PC and LAN based system used in a PSAP (Public Safety Answering Position – a physical location where 911 emergency telephone calls are received and then routed to the proper emergency services by the security agent or "911 operator" at the PSAP). Campuses or municipalities can set up a public or private PSAP using Spok PC/PSAP, which has the capabilities to extract ANI (Automatic Number Identification – phone number of the caller) from Emergency 911 trunks and retrieve corresponding ALI (Automatic Location Information – information about the call based on the ANI such as name, phone number, address, nearest cross street, etc.). Spok PC/PSAP integrates with Spok CTI Layer, which is a middleware between Spok PC/PSAP and Avaya Aura® Application Enablement Services, to control and monitor phone states.

It is the Spok CTI Layer service that actually uses the Avaya Aura® Application Enablement Services Device and Media Call Control (DMCC) Application Programming Interface (API) to share control of and monitor a physical telephone and receive the same terminal and first party call information received by the physical telephone. Spok PC/PSAP in turn uses the Spok CTI Layer service to control and monitor a physical telephone. Spok PC/PSAP registers as a DMCC station for Avaya H.323 or Avaya Digital endpoint configured on Communication Manager. The PC/PSAP applications regularly provide the database server with call and lamp state information concerning the controlled telephones.

2. General Test Approach and Test Results

The general approach was to exercise basic telephone and call operations on Avaya H.323 and Digital telephones using the aforementioned Spok desktop application.

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 Spok made use of secure DMCC.

2.1. Interoperability Compliance Testing

The interoperability compliance test included features and serviceability. The focus of the compliance test was primarily on verifying the interoperability between Spok PC/PSAP, Application Enablement Services, and Communication Manager. The main objectives were to verify that:

- The user may successfully use PC/PSAP to perform off-hook, on-hook, dial, answer, hold, retrieve, transfer, conference, and release operations on the physical telephone.
- Call from PC/PSAP to/from Avaya Endpoints (SIP, H.323 and Digital) and PSTN.
- The agent user may successfully use PC/PSAP to log into and out of an ACD, and move between agent work modes.
- Manual operations performed on the physical telephone are correctly reflected in the PC/PSAP GUI.
- PC/PSAP and manual telephone operations may be used interchangeably; for example, go off-hook using PC/PSAP and manually dial digits.
- Display and call information on the physical telephone is accurately reflected in the PC/PSAP GUI.
- Call states are consistent between PC/PSAP and the physical telephone.

Serviceability testing such as network failure and server reset for Spok PC/PSAP was also performed.

2.2. Test Results

All test cases were executed and passed with the exception of the observations below:

- During a scenario where the network connection from Spok PC/PSAP is lost, the CTI service on Spok PC/PSAP needed to be manually restarted to register the DMCC station again.
- Spok PC/PSAP does not support SIP endpoints configured on Communication Manager because it uses DMCC "Dependent" mode for device registrations, which is not supported for SIP telephones through the DMCC API.

2.3. Support

Technical support for the Spok PC/PSAP solution can be obtained by contacting Spok:

- URL <u>http://www.spok.com</u>
- Phone +1 (888) 797-7487

3. Reference Configuration

Figure 1 illustrates the configuration used in these Application Notes. The sample configuration shows an enterprise with an Application Enablement Services, Communication Manager, Media Server with an Avaya G450 Media Gateway. The PC/PSAP is configured to be in the same network as the enterprise. Endpoints include Avaya 9600 Series SIP, H.323 and Digital Telephones.

Note: Basic administration of Communication Manager and Application Enablement Services server is assumed. For details, see [1] and [2].

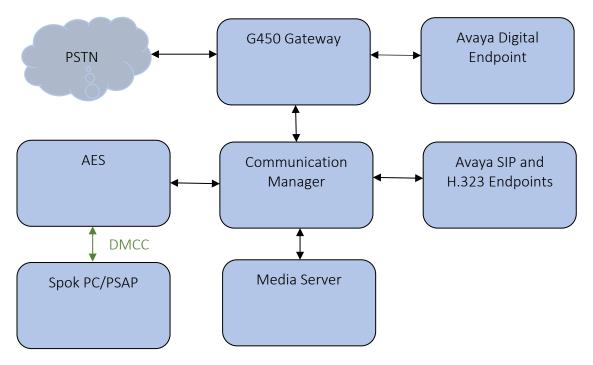


Figure 1: Spok PC/PSAP Test Configuration.

4. Equipment and Software Validated

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

Equipment	Software/Firmware
Avaya Aura® Communication Manager	8.0.1.1.0.822.25183
Avaya Aura® Application Enablement Services	8.0.1.0.2.5-0
Avaya Aura® Media Server	8.0.0.183
Avaya G450 Media Gateway	40.20.1
Avaya 9600 Series IP Telephones (H.323)	
• 96x1 H.323	• 6.8102
• 96x1 SIP	• 7.1.5.0
Avaya 9404 Digital Endpoint	2.0 SP8
Spok CTI Layer	7.x (7.0.0.6)
Spok PC/PSAP	11.x (11.11.0.404)

5. Configure Avaya Aura® Communication Manager

This section describes the procedures for configuring IP Services, Feature Access Codes, Abbreviated Dialing, and controlled telephones.

5.1. Configure IP Services

Enter the **change node-names ip** command. In the compliance-tested configuration, the procr IP address was used for registering H.323 endpoints, and for connectivity to Application Enablement Services.

change node-names	ip				
		IP J	NODE	NAMES	
Name	IP Address				
aes15019	10.64.150.19				
aes8	10.64.110.132				
ams8	10.64.110.136				
cms18	10.64.110.20				
default	0.0.0.0				
egw1	10.64.110.200				
egw2	10.64.110.201				
procr	10.64.110.131				
procr6	::				
sm8	10.64.110.135				

Enter the **change ip-services** command. On **Page 1**, configure the Service Type field to **AESVCS** and the Enabled field to **y**. The Local Node field should be pointed to the **procr** that was configured previously in the IP NODE NAMES form in this section. During the compliance test, the default port was used for the Local Port field.

change ip-s	services				Page	1 of	3
			IP SERVICES				
Service	Enabled	Local	Local	Remote	Remote		
Туре		Node	Port	Node	Port		
AESVCS	У	procr	8765				

On **Page 3**, enter the hostname of the Application Enablement Services server for the AE Services Server field. The server name may be obtained by logging in to the Application Enablement Services server using ssh, and running the command **uname** -a. Enter an alphanumeric password for the Password field. Set the Enabled field to **y**. The same password will be configured on the Application Enablement Services server in **Section 6.2**.

change ip-servic	es			Page	3 of	3	
		AE Services Adminis	tration				
Server ID	AE Services Server	Password	Enabled	Status			
1: ae 2:	s8	*	У	in use			

5.2. Configure Feature Access Codes (FAC)

Enter the **change feature-access-codes** command. On **Page 1** of the FEATURE ACCESS CODE (FAC) form, verify the **Auto Route Selection** (**ARS**) – **Access Code 1** field is set to **9**.

change feature-access-codes	Page	1 of	11	
FEATURE ACCESS CODE (FAC)				
Abbreviated Dialing List1 Access Code:				
Abbreviated Dialing List2 Access Code:				
Abbreviated Dialing List3 Access Code:				
Abbreviated Dial - Prgm Group List Access Code:				
Announcement Access Code:				
Answer Back Access Code: #25				
Attendant Access Code:				
Auto Alternate Routing (AAR) Access Code: 8				
Auto Route Selection (ARS) - Access Code 1: 9 Acces	s Code 2:			
Automatic Callback Activation: Deac	tivation:			
Call Forwarding Activation Busy/DA: *97 All: *99 Deac	tivation:	*98		

5.3. Configure Dialplan

Enter the **change dialplan analysis** command. Create a single digit dial string with **9** and associate it with **Feature Access Code (fac)**.

change dialplan ana	alysis		N ANALYSIS TABLE		Page ercent Fi	1 of	12
1 4 1 5 3 10 8 1 9 1		Dialed String	Total Call Length Type	Dialed String	Total Length	Call	

5.4. Configure Hunt Group

Enter the **add hunt-group n** command, where **n** is an unused hunt group number. On **Page 1** of the HUNT GROUP form, assign a descriptive Group Name and Group Extension valid in the provisioned dial plan. Set **ACD**, **Queue** and **Vector** to **y**.

```
add hunt-group 1
                                                           Page
                                                                  1 of
                                                                        4
                                HUNT GROUP
           Group Number: 1
                                                        ACD? y
            Group Name: Skill 1
                                                       Queue? y
        Group Extension: 59001
                                                      Vector? y
             Group Type: ucd-mia
                     TN: 1
                   COR: 1
                                            MM Early Answer? n
          Security Code:
                                     Local Agent Preference? n
 ISDN/SIP Caller Display:
            Queue Limit: unlimited
 Calls Warning Threshold: Port:
  Time Warning Threshold:
                              Port:
```

5.5. Configure Abbreviated Dialing

Enter the **add abbreviated-dialing system** command. In the **DIAL CODE** list, enter the Feature Access Codes for ACD Login and Logout.

```
change abbreviated-dialing system
                                                           Page 1 of 1
                    ABBREVIATED DIALING LIST
                             SYSTEM LIST
Size (multiple of 5): 5 Privileged? n
                                           Label Language:english
                                  LABELS (FOR STATIONS THAT DOWNLOAD LABELS)
DIAL CODE
    01: *01
                                        01: Log-in
    02: *06
                                        02: Log-out
    03:
                                        03: *********
                                        04: *********
    04:
    05:
                                        05: *********
```

5.6. Configure Controlled Telephones

Enter the **change station r** command, where **r** is the extension of a registered, physical Avaya H.323 or Digital telephone. On **Page 1** of the **station** form, enter a phone Type, descriptive name, Security Code and set **IP SoftPhone** field to **y** to allow the physical station to be controlled by a softphone such as the Spok PC/PSAP application.

change station 57001		Page 1 of 5	
	STATION		
Extension: 57001	Lock Messages? n	BCC: 0	
Type: 9641	Security Code: *	TN: 1	
Port: S00039	Coverage Path 1:	COR: 1	
Name: Spok PCPSAP 1	Coverage Path 2:	COS: 1	
Unicode Name? n	Hunt-to Station:	Tests? y	
STATION OPTIONS			
	Time of Day Loo	ck Table:	
Loss Group: 1	19 Personalized Ringing	Pattern: 1	
-	Message Lamp	Ext: 57001	
Speakerphone: 2	2-way Mute Button	Enabled? y	
Display Language: e	english Button	Modules: 0	
Survivable GK Node Name:			
Survivable COR: :	internal Media Comp	olex Ext:	
Survivable Trunk Dest?	v IP So	oftPhone? y	
		-	
	IP Video So	oftphone? n	
	Short/Prefixed Registration	-	

On **Page 4** of the station form, for **ABBREVIATED DIALING List 1**, enter the abbreviated dialing group configured in previous section. On **Pages 4**, **5**, and **6** of the station forms, configure the following BUTTON ASSIGNMENTS in addition to the call-appr (call appearance) buttons as shown below:

change station 5700	1			Page	4 of	5
change beauton 5700.		STATION		Luge		
SITE DATA Room: Jack: Cable: Floor: Building:				gth: 0		
ABBREVIATED DIALING List1: system		List2:	List	23:		
BUTTON ASSIGNMENTS 1: call-appr 2: call-appr 3: brdg-appr B:1 1 4: brdg-appr B:1 1		6: 1 7: a	call-pkup next aux-work RC: auto-in	Grp: Grp:		
change station 1105	4	STATION		Page	5 of	7
BUTTON ASSIGNMENTS						
9: abrv-dial List 10: abrv-dial List 11: release 12: togle-swap		HL? n HL? n				
change station 5700	1	STATION		Page	5 of	5
BUTTON ASSIGNMENTS						
9: abrv-dial List 10: abrv-dial List 11: release 12: togle-swap 13: 14: 15: 16: 17: q-calls Grp:	: 1 DC: 02					

Repeat the instructions provided in this section for each physical station that is to be controlled / monitored by the Spok CTI Layer.

6. Configure Application Enablement Services

The Application Enablement Services server enables Computer Telephony Interface (CTI) applications to control and monitor telephony resources on Communication Manager.

This section assumes that installation and basic administration of the Application Enablement Services server has been performed. The steps in this section describe the configuration of a Switch Connection, a CTI user, a DMCC port.

6.1. Device and Media Call Control API Station Licenses

The Spok PC/PSAP Service instances appear as "virtual" stations/softphones to Communication Manager. Each of these virtual stations, hereafter called Device and Media Call Control API station, requires a license. Note that this is separate and independent of Avaya IP Softphone licenses, which are required for Avaya IP Softphones but not required for Device and Media Call Control API stations. To check and verify that there are sufficient DMCC licenses, log in to https://<IP address of the Application Enablement Services server>/index.jsp, and enter appropriate login credentials to access the Application Enablement Services Management Console page.

Select the Licensing \rightarrow WebLM Server Access link from the left pane of the window (not shown). During the compliance testing, Avaya Aura System Manager was used as a license server.

Provide appropriate login credentials and log in.

	AVAVA DevConnect
Recommended access to System Manager is via FQDN.	
Go to central login for Single Sign-On	User ID:
If IP address access is your only option, then note that authentication will fail in the following cases:	Password:
First time login with "admin" account Expired/Reset passwords	Log On Cancel
Use the "Change Password" hyperlink on this page to change the password manually, and then login.	Change Password
Also note that single sign-on between servers in the same security domain is not supported when accessing via IP address.	O Supported Browsers: Internet Explorer 11.x or Firefox 59.0, 60.0 and 61.0.

Navigate to Home \rightarrow Services \rightarrow Licenses. On the WebLM Home page, select License **Products** \rightarrow Application_Enablement link from the left pane of the window.

On the Licensed Features page, verify that there are sufficient DMCC licenses.

Note: TSAPI licenses (1 per agent station) are also required if calls routed to agent stations via ACD. Without TSAPI licenses, the agents will not see the First Party Call Control (1PCC) calling party information. i.e., Calling Party Number.

WebLM Home	Application Enablement (CTI) - Rel	ease: 8 - SID: 10	503000	Sta
Install license	You are here: Licensed Products > Applicati	on Enablement > Vie	w License Canacity	
Licensed products	Tou are here. Licensed Products > Applicati	Sh_Enablement > Vie		
APPL_ENAB	License installed on: October 31, 2018	11:09:07 AM -06	:00	
 Application_Enablement 				
View license capacity	License File Host IDs:			
View peak usage				
ASBCE	Licensed Features			
▶Session_Border_Controller_E_AE				
CE	13 Items 🛛 🍣 🖓 Show 🛛 All 🧹			
► COLLABORATION_ENVIRONMENT	Feature (License Keyword)	Expiration date	Licensed capacity	
СММ	Device Media and Call Control VALUE_AES_DMCC_DMC	permanent	1000	
Communication_Manager_Messaging	AES ADVANCED LARGE SWITCH	permanent	8	
Configure Centralized Licensing	VALUE_AES_AEC_LARGE_ADVANCED	permanent	-	
COMMUNICATION_MANAGER	AES HA LARGE VALUE_AES_HA_LARGE	permanent	8	
▶Call_Center	AES ADVANCED MEDIUM SWITCH	permanent	8	

6.2. Configure Switch Connection

Launch a web browser, enter https://<IP address of the Application Enablement Services server> in the address field, and log in with the appropriate credentials for accessing the Application Enablement Services Management Console pages.

AVAYA	Application Enablement Services Management Console			
	Please login here: Username Continue			
	Copyright © 2009-2018 Avaya Inc. All Rights Reserved.			

Solution & Interoperability Test Lab Application Notes ©2019 Avaya Inc. All Rights Reserved. Click on **Communication Manager Interface** \rightarrow **Switch Connection** in the left pane to invoke the Switch Connections page. A Switch Connection defines a connection between the Application Enablement Services and Communication Manager. Enter a descriptive name for the switch connection and click on Add Connection.

Communication Manager Interfa	ace Switch Connections			Home Help Logo
▶ AE Services Communication Manager Interface	Switch Connections			
Switch Connections	cm8	Add Connection		
Dial Plan	Connection Name	Processor Ethernet	Msg Period	Number of Active Connections
High Availability	● cm8	Yes	30	1
 Licensing Maintenance 	Edit Connection Ed	it PE/CLAN IPs Edit H.323 (Gatekeeper De	elete Connection Survivability Hierarchy

The next window that appears prompts for the **Switch Password**. Enter the same password that was administered in Communication Manager in **Section 5.1**. Check box for **Processor Ethernet**. Click on **Apply**.

Communication Manager Interface	e Switch Connections			Home Help Logout
 AE Services Communication Manager Interface 	Connection Details - cm8		_	
Switch Connections	Switch Password	•••••		
Dial Plan	Confirm Switch Password	•••••		
High Availability	Msg Period	30	Minutes (1 - 72)	
▶ Licensing	Provide AE Services certificate to swite	h 🗌		
▶ Maintenance	Secure H323 Connection			
▶ Networking	Processor Ethernet			
► Security	Apply Cancel			

After returning to the Switch Connections page, select the radio button corresponding to the switch connection added previously, and click on **Edit PE/CLAN IPs**.

Communication Manager Interfa	ce Switch Connections			Home Help Logo
 AE Services Communication Manager Interface 	Switch Connections			
Switch Connections		Add Connection		
Dial Plan	Connection Name	Processor Ethernet	Msg Period	Number of Active Connections
High Availability	• cm8	Yes	30	1
▶ Licensing	Edit Connection Edit	PE/CLAN IPs Edit H.323 G	atekeeper De	elete Connection Survivability Hierarchy
▶ Maintenance				,

Solution & Interoperability Test Lab Application Notes ©2019 Avaya Inc. All Rights Reserved. Enter the IP address of Procr used for Application Enablement Services connectivity from **Section 5.1**, and click on **Add Name or IP**.

Communication Manager Interfa	Home Help Logout	
 AE Services Communication Manager Interface 	Edit Processor Ethernet IP - cm8	
Switch Connections	10.64.110.131 Add/Edit Name or IP	
Dial Plan	Name or IP Address	Status
High Availability	10.64.110.131	In Use
▶ Licensing	Back	
▶ Maintenance		

After returning to the Switch Connections page, select the radio button corresponding to the switch connection added previously, and click on the **Edit H.323 Gatekeeper** button.

Communication Manager Interface Switch Connections Home Help Log				
AE Services				
Communication Manager Interface	Switch Connections			
Switch Connections		Add Connection		
Dial Plan	Connection Name	Processor Ethernet	Msg Period	Number of Active Connections
High Availability	• cm8	Yes	30	1
► Licensing	Edit Connection Edit	PE/CLAN IPs Edit H.323	Gatekeeper D	elete Connection Survivability Hierarchy
▶ Maintenance				,,

On the Edit H.323 Gatekeeper – acm page, enter the procr IP address which will be used for the DMCC service. Click on Add Name or IP.

Communication Manager Interfac	Home Help Logout		
> AE Services			
Communication Manager Interface	Edit H.323 Gatekeeper - cm8		
Switch Connections	10.64.110.131 Add Name or IP		
▶ Dial Plan	Name or IP Address		
High Availability	10.64.110.131 Delete IP Back		
Licensing	Delete IP Back		

6.3. Configure the CTI Users

Navigate to User Management \rightarrow User Admin \rightarrow Add User link from the left pane of the window. On the Add User page, provide the following information:

- User Id
- Common Name
- Surname
- User Password
- Confirm Password

Select **Yes** using the drop-down menu on the CT User field. This enables the user as a CTI user. Default values may be used in the remaining fields. Click the **Apply** button (not shown) at the bottom of the screen to complete the process.

User Management User Admin A	Add User		Home Help Logout
 AE Services Communication Manager Interface 	Add User		
High Availability Licensing 	Fields marked with * can r * User Id	spok	
 Maintenance Networking 	* Common Name * Surname * User Password	spok spok	
 Security Status 	* Oser Password * Confirm Password Admin Note	•••••	
User Management Service Admin	Avaya Role Business Category	None v	-
▼ User Admin	Car License		
 Add User Change User Password List All Users 	Css Home		
Modify Default Users Search Users	CT User Department Number	Yes v	

The above information (User ID and User Password) must match with the information configured in the Spok PC/PSAP Configuration page in **Section 7**.

Once the user is created, navigate to the Security \rightarrow Security Database \rightarrow CTI Users \rightarrow List All Users link from the left pane of the window. Select the User ID created previously, and click the Edit button to set the permission of the user (not shown).

Provide the user with unrestricted access privileges by checking the **Unrestricted Access** checkbox. Click on the **Apply Changes** button.

AE Services			
Communication Manager Interface	Edit CTI User		
High Availability	User Profile:	User ID	spok
Licensing		Common Name	spok
		Worktop Name	NONE ~
Maintenance		Unrestricted Access	\checkmark
Networking			
▼ Security	Call and Device Control:	Call Origination/Termination and Device Status	None 🗸
Account Management			
> Audit	Call and Device Monitoring:	Device Monitoring	None 🗸
Certificate Management		Calls On A Device Monitoring	None 🗸
Enterprise Directory		Call Monitoring	
Enterprise Directory			
Host AA	Routing Control:	Allow Routing on Listed Devices	None 🗸
▶ PAM	Apply Changes Cancel	Changes	
Security Database			
- Control			

6.4. Configure the DMCC Port

Navigate to the **Networking** \rightarrow **Ports** link, from the left pane of the window, to set the DMCC server port. During the compliance test, the default port values were utilized. The following screen displays the default port values. Since the unencrypted port was utilized during the compliance test, set the Unencrypted Port field to **Enabled**. Default values may be used in the remaining fields. Click the **Apply Changes** button (not shown) at the bottom of the screen to complete the process.

etworking Ports				Home Help
AE Services				
Communication Manager Interface	Ports			
High Availability	CVLAN Ports			Enabled Disabled
Licensing		Unencrypted TCP Port	9999	\bullet \bigcirc
Maintenance		Encrypted TCP Port	9998	• •
Networking				
AE Service IP (Local IP)	DLG Port	TCP Port	5678	
Network Configure	TSAPI Ports			Enabled Disabled
Ports		TSAPI Service Port	450	\odot \bigcirc
TCP/TLS Settings		Local TLINK Ports TCP Port Min	1024	
Security		TCP Port Max	1039	
Status		Unencrypted TLINK Ports	[
User Management		TCP Port Min	1050	
Utilities		TCP Port Max Encrypted TLINK Ports	1065	
Help		TCP Port Min	1066	
		TCP Port Max	1081	
	DMCC Server Ports			Enabled Disabled
		Unencrypted Port	4721	• •
		Encrypted Port	4722	• •
		TR/87 Port	4723	0 0

KJA; Reviewed: SPOK 12/4/2019 Solution & Interoperability Test Lab Application Notes ©2019 Avaya Inc. All Rights Reserved. 16 of 19 SpokPSAPAES8

7. Configure Spok PC/PSAP

Spok installs, configures, and customizes the PC/PSAP applications for their end customers. Spok PC/PSAP integrates with Spok CTI Layer, which is a middleware between Spok PC/PSAP and Application Enablement Services, to control and monitor the phone states. Thus, only the Spok CTI layer will be discussed in these Application Notes.

Note: Avaya phones as the network supplier for the agent workstations is not supported by Spok. Agent workstations should have their own network connection, separate from Avaya phones.

The following shows the **Spok AES CTI Services Setup** page. Provide the following information:

Under DMCC Settings

- **AES Server** Enter the IP address of the Application Enablement Service.
- Switch IP Address Enter the procr IP address of Communication Manager.
- **Port** Enter the DMCC port (4721).
- User Enter the user name created for Spok PC/PSAP in Section 6.3.
- **Password** Enter the password created for Spok PC/PSAP in Section 6.3.

Under Phone Device Settings

- **Extension** –Enter the extension that will be controlled by the Spok PC/PSAP.
- Security Code Enter the security code for the controlled station.
- **Release Button** Enter the Release button assigned for the controlled station.
- Line Appearances Enter the line appearances used for the controlled station.

Spok AES CTI Service S	etup		×
- DMCC Settings		Phone Device Settings	
AES Se	erver: 10.64.110.132		57001 RLT Transfer Button Id:
Switch N	ame: cm8	Security Code:	Release Button Id: 11
Switch IP Interf	face: 10.64.110.131		250 Toggle-Swap Button Id:
	Port: Secure (4722) Application Id: 13		Press Release Button Upon Cancel
Device Insta	ance: 0		Press Release Button Upon Cancel
Local Certificate	File: C:\Users\spokpsapa\Desktop\SystemManagerCA.crt	Park Access Code:	
SSL Prote	ocol: TLSv1 (Transport Layer Security version 1)	Unpark Access Code:	
User (default = cm	napi): spok Password: **********	Line Appearances:	Line 1 Button Id = 1 Display Id = a Line 2 Button Id = 2 Display Id = b
Media M	ode: No Media Shared Control: False		Line 2 Button Id = 2 Display Id = b Line 3 Button Id = 3 Display Id = c BRIDGE
Dependency M			Line 4 Button Id = 4 Display Id = d BRIDGE
Telecomuter Exten	sion:		
	Monitor Call Information		
	🔲 Monitor Media Device		Add 🗙 Delete 🕥 Edit
	Monitor Device Service		
Service Settings		Debug Settings	
Listener Port:	973	File Name	e: trace
Home Directory:	D:\Spok\Applications\PcPsap\CTI_Service	Number of File:	s: 10 File Size: 10000
Configuration File Name:	D:\Spok\Applications\PcPsap\CTI_Service\CTI_Service\c	Director	
DLL File Name:	D:\Spok\Applications\PcPsap\CTI Service\bin\amcom cr	Director	y. p. spok applications if of sapike in_betwee water
LUA Agent Function File:	D:\Spok\Applications\PcPsap\CTI Service\CTI Service\z		✓ Level 1 ✓ Level 16 ✓ Level 256
LUA Agent State File:	D:\Spok\Applications\PcPsap\CTI Service\CTI Service\z		V Level 2 V Level 32 V Level 512
-	D:\Spok\Applications\PcPsap\CTI_Service\CTI_Service\c		✓ Level 4 ✓ Level 64 ✓ Level 1024
LUA App Specific File:			✓ Level 8 ✓ Level 128 ✓ Level 2048
	✓ Send SCA = 0 at the beginning of call state messages		
	A A A	1883	
	Cancel	Restart Service	Phone Server

KJA; Reviewed: SPOK 12/4/2019 Solution & Interoperability Test Lab Application Notes ©2019 Avaya Inc. All Rights Reserved. 17 of 19 SpokPSAPAES8

8. Verification Steps

The following steps may be used to verify the configuration:

- From the Spok client computers, ping IP interfaces, in particular the Application Enablement Services server, and verify connectivity.
- For the physical IP telephones, verify that the physical telephones are registered by using the **list registered-ip-stations** command on the Communication Manager System Access Terminal (SAT). For the physical Digital telephones, verify that the telephones are attached to the correct ports.
- Go off-hook and on-hook on the controlled telephones manually and use PC/PSAP to verify consistency.
- Place and answer calls from the controlled telephones manually and use PC/PSAP to verify consistency.

9. Conclusion

These Application Notes described a compliance-tested configuration comprised of Communication Manager, Application Enablement Services, Avaya H.323 and Digital telephones, and the Spok PC/PSAP application. Spok PC/PSAP allows a user to operate a physical telephone and view call and telephone display information through a graphical user interface (GUI). During compliance testing, calls were successfully placed to and from Avaya H.323 and Digital telephones that were controlled and monitored by the Spok PC/PSAP application.

10. Additional References

Product documentation for Avaya products may be found at http://support.avaya.com.

[1] Administering Avaya Aura® Communication Manager, Release 8.0.1

[2] Administering Avaya Aura® Avaya Aura® Application Enablement Services, Release 8.0.1,

Product information for Spok products may be found at <u>http://www.spok.com</u>.

©2019 Avaya Inc. All Rights Reserved.

Avaya and the Avaya Logo are trademarks of Avaya Inc. All trademarks identified by [®] 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>.