



## **Avaya Solution & Interoperability Test Lab**

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# **Application Notes for Enhouse Interactive AB Trio Enterprise 6.0 with Avaya IP Office Server Edition 9.1 - Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps required for Enhouse Interactive AB Trio Enterprise 6.0 to interoperate with Avaya IP Office Server Edition 9.1.

Trio Enterprise is a group of software application installed on a Windows server that interfaces with Avaya IP Office using TAPI and SIP trunk and provides users with the Attendant application also known as Agent Client without having to install hardware Attendant Console.

The Avaya IP Office Server Edition configuration consisted of two Avaya IP Office system, a primary Linux server and an expansion IP500V2 were connected via Small Community Network trunks. In the compliance testing, two Trio Enterprise servers were installed, a primary server which has Line Interface function and a satellite server which has Contact Center/Company Directory (CC/CD). The two servers were connected via TCP/IP.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in Section 2.1 as well as the 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 outline the steps necessary to configure Trio Enterprise 6.0 from Enghouse Interactive AB to interoperate with Avaya IP Office Server Edition (IP Office) 9.1.

Trio Enterprise is a client/server based application running on Microsoft Windows 2008 Server operating system. Trio Enterprise provides Attendant application for users in IP Office system, as well as external callers.

The Avaya IP Office Server Edition configuration consisted of two Avaya IP Office system, a primary Linux server and an expansion IP500V2 were connected via Small Community Network trunks. In the compliance testing, two Trio Enterprise servers were deployed, a primary Trio Enterprise server with Line Interface function, and a satellite server with Contact Center/Company Directory (CC/CD) function. The two servers were connected via TCP/IP.

Trio Enterprise used SIP trunk via the primary server to provide the following functions such as Path replacement, Calling number, Redirecting Number, Called Number, Redirection Cause, Loop-detection (call to busy number) to all designated Attendants on the two Avaya IP Office systems. Each Attendant had an Avaya telephone connected to its local Avaya IP Office system. The SIP trunk connection can be with either IP Office system, and the compliance testing used the primary IP Office system for SIP trunk connectivity.

Trio Enterprise used the TAPI interface to provide the Absence feature such as setting the local Attendant phone status to lunch break or on vacation either directly on the the phone using shortcode or Attendant Application and the absence status is updated on Trio Attendant screen. If there is an incoming call to an absence phone, the caller will hear the announcement of the absence message and the call is re-routed to other available Attendant.

## 2. General Test Approach and Test Results

The general test approach was to configure a simulated enterprise voice network using IP Office. The primary Trio Enterprise server used a SIP trunk to connect to the primary IP Office system. See **Figure 1** for a network diagram. Incoming Call Route and Short Code were configured on the IP Office to route calls to Trio Enterprise. An incoming PSTN call to Trio Enterprise pilot number 78000 will be routed to the Trio Enterprise server and Trio Enterprise automatically places a call to the physical telephone that the Attendant is using for answering purposes. When the attendant answers the call the Trio Enterprise server bridges the two calls. When the attendant extends the call to another telephone, Trio Enterprise server performs a SIP path replacement, and the caller and the called user are now directly connected.

Any telephone type on IP Office can be used by Operators for answering purpose such as analog, digital, H323 and SIP. During compliance test, the following were used.

<b>Name</b>	<b>Extension</b>
att	26112 (SIP phone registered to expansion IP500V2)
att1	26004 (H323 phone registered to primary Linux server)

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 interoperability compliance testing included feature and serviceability testing. The serviceability testing introduced failure scenarios to see if Trio Enterprise could resume after a link failure with IP Office. The testing included:

- Incoming calls from internal and external extension to Trio pilot number.
- From Attendant Application make an outgoing call to internal and external extension.
- Attendant using internal and external phone as answering device.
- Upon receiving incoming call, using Attendant Application to perform supervised and unsupervised transfer to internal and external extension.
- Loop detection for busy extension: A call to busy extension is diverted back to Operator, Operator Application displays the extension is busy and the call is queued. Operator perform the transfer a call again to busy extension, once the extension become free, user answer the call and call is established.
- Loop detection for no answer extension: A call to no answer extension is diverted back to Operator, Operator Application displays the extension is no answer. Operator performs the transfer a call again to no answer extension, called extension answer and call is established.
- Set absence status from phone using shortcode \*23 and absence code from 1 to 6 which is defined on Trio Server. Verify that the caller is diverted to Operator.
- Remove absence status from the phone using shortcode #. Verify the phone become available for incoming call.
- Set absence status from Operator Application. Verify that the caller is diverted to Operator.
- Remove absence status from Operator Application. Verify the phone become available for incoming call.

## 2.2. Test Results

Tests were performed to insure interoperability between Trio Enterprise and Avaya IP Office. The tests were completed with the following observations:

1. TAPI for IP Office is not currently supported on Windows 2012, therefore Windows 2008 was used to host the Trio Enterprise applications.
2. During compliance testing for Loop detection, an error was found in the SIP Diversion Header, "IPOFFICE-100795" Wrong information in SIP Diversion Header. The caller ID was sent in the SIP header instead of the called ID. Avaya provided a patch called 'IPO 9.1 SP4 patch 405' that resolved the issue and this patch will be included in the upcoming IPO 9.1 SP5, tentatively scheduled for November 2015.

### **2.3. Support**

For technical support for Enghouse Interactive AB products, please use the following web link.  
<http://www.trio.com/web/Support.aspx>

Enghouse Interactive AB can also be contacted as follows.

Phone: +46 (0)8 457 30 00

Fax: +46 (0)8 31 87 00

E-mail: [triosupport@enghouse.com](mailto:triosupport@enghouse.com)

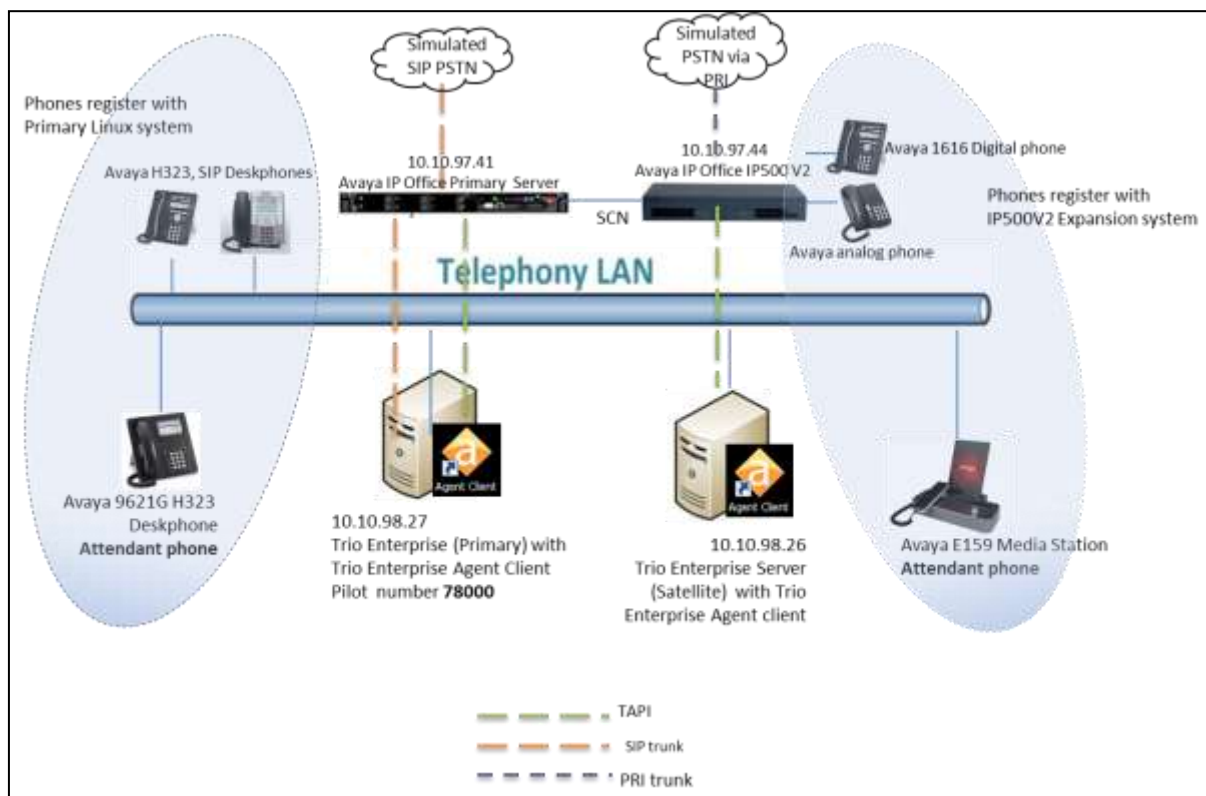
### 3. Reference Configuration

**Figure 1** illustrates the network topology used during compliance testing. The tested configuration has an IP Office Server Edition which consists of a primary Linux server and an expansion IP500V2. Two Trio Enterprise servers were deployed as part of this solution, along with two Trio Enterprise Attendants (clients).

Each Trio Enterprise server requires a TAPI connection to its respective IP Office system. This enables Trio Enterprise to control the Attendant telephones on the local IP Office system. An Avaya 9621G H323 IP Deskphone and E159 IP Media Station were used as the Trio Enterprise Attendant telephones during compliance testing, as shown in the figure below.

There is only one SIP trunk needed and connected to the primary Trio Enterprise, and there is a TAPI connection from each Trio Enterprise server to an IP Office system as show below. In the compliance testing, the Trio Enterprise Attendant (client) was installed on the Trio Enterprise server, but can be installed on a separate platform if desired.

Users with SIP and H323 telephones were configured on the IP Office systems to generate outbound/inbound calls to/from the simulated PSTN.



**Figure 1: Avaya and Trio Enterprise Reference Configuration**

## 4. Equipment and Software Validated

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

<b>Avaya Equipment/Software</b>	<b>Release/Version</b>
Avaya IP Office Server Edition (Primary)	9.1 SP 4*
Avaya IP Office on IP500V2 (Expansion)	9.1 SP 4*
Avaya 9621G and 9611 IP Deskphones (H.323)	6.5
Avaya 1140 IP Deskphones (SIP)	4.4.23
Avaya E159 IP Media Station	1.1.0.1
<b>Trio Enterprise Equipment/Software</b>	<b>Release/Version</b>
Trio Enterprise (Primary) running on Microsoft Windows 2008 R2 Server	Version 6.0.39
• Avaya IPO TAPI2 Driver (tspi2w4.tsp)	1.0.0.42
• Trio Enterprise Agent Client	Version 6.0.39
Trio Enterprise (Satellite) running on Microsoft Windows 2008 R2 Server	Version 6.0.39
• Avaya IPO TAPI2 Driver (tspi2w4.tsp)	1.0.0.42
• Trio Enterprise Agent Client	Version 6.0.39

\* IPO 9.1 SP4 patch 405 was needed to correct an issue encountered during the testing. See Section 2.2 for details.

Compliance Testing is applicable when the tested solution is deployed with a standalone IP Office 500 V2 and also when deployed with IP Office Server Edition in all configurations.

## 5. Avaya IP Office Configuration

Configuration and verification operations on the Avaya IP Office illustrated in this section were all performed using Avaya IP Office Manager. The information provided in this section describes the configuration of the Avaya IP Office primary and IP500V2 for this solution. It is implied a working system is already in place with the necessary licensing. For all other provisioning information such as initial installation and configuration, please refer to the product documentation in **Section 10**. The configuration operations described in this section can be summarized as follows:

- Verify license
- Verify SIP Trunk Enable
- Verify TAPI Enable
- Create SIP Trunk
- Configure Incoming Call Route
- Create Short Code (Route Calls)
- Create Short Code (Set Absence)
- Save Configuration

### 5.1. Verify license

In configuration screen, navigate to primary system **DevCon IPO Sev1**, click on **License** and verify the following licenses are present:

- **CTI Link Pro** Required for TAPI integration.
- **SIP Trunk Channels** Required for SIP trunk integration.

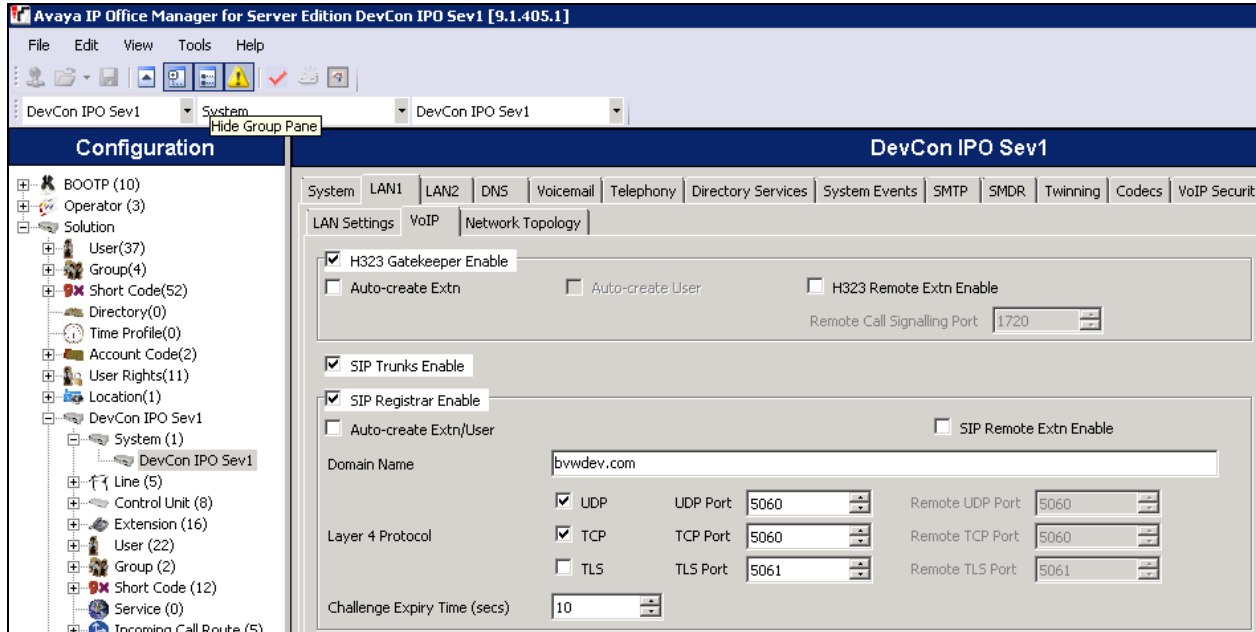
Feature	License Key	Instances	Status	Expiry Date	Source
Avaya Softphone License	880a8f12-a0f0c0a1e03e0f000f0e	255	Obsolete	Never	ADD Needed
Server Edition Upgrade 255	2425a0d8f0e0f000200c0e0f00e0f0e0	1	Valid	Never	ADD Needed
Server Edition Upgrade 00 255	2425a0d8f0e0f000200c0e0f00e0f0e0	33	Valid	Never	ADD Needed
CTI Link Pro	f0000000000000000000000000000000	255	Valid	Never	ADD Needed
Wave User	20000000000000000000000000000000	255	Valid	Never	ADD Needed
Receptionist	f0000000000000000000000000000000	255	Valid	Never	ADD Needed
Preferred Edition Additional VoiceMail ...	c0000000000000000000000000000000	255	Valid	Never	ADD Needed
3rd Party IP Endpoints	80000000000000000000000000000000	255	Valid	Never	ADD Needed
SIP Trunk Channels	80000000000000000000000000000000	255	Valid	Never	ADD Needed
IP500 Universal PRS (Additional chan...	f0000000000000000000000000000000	255	Valid	Never	ADD Needed
UMS Web Services	20000000000000000000000000000000	255	Valid	Never	ADD Needed
Avaya IP endpoints	UT000000000000000000000000000000	255	Valid	Never	ADD Needed
Power User	80000000000000000000000000000000	255	Valid	Never	ADD Needed
Office Worker	80000000000000000000000000000000	255	Valid	Never	ADD Needed
enPro TTS Professional	20000000000000000000000000000000	255	Valid	Never	ADD Needed
Server Edition	20000000000000000000000000000000	255	Valid	Never	ADD Needed
Other (not selected)	20000000000000000000000000000000	255	Valid	Never	ADD Needed

Repeat same step to verify license on IP500V2 to make sure CTI Link Pro license is valid.



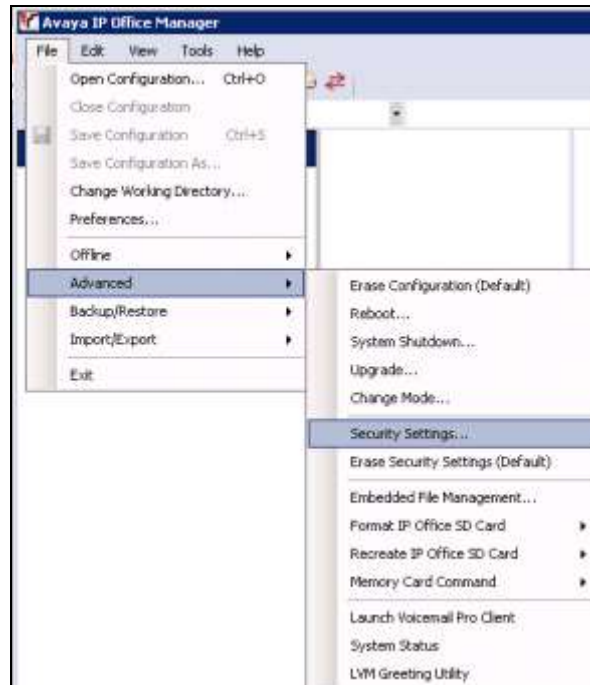
## 5.2. Verify SIP Trunk Enable

Navigate to **System** → **DevCon IPO Sev1**, go to **LAN1** → **VoIP** and make sure that **SIP Trunks Enable** and **SIP Register Enable** are checked.

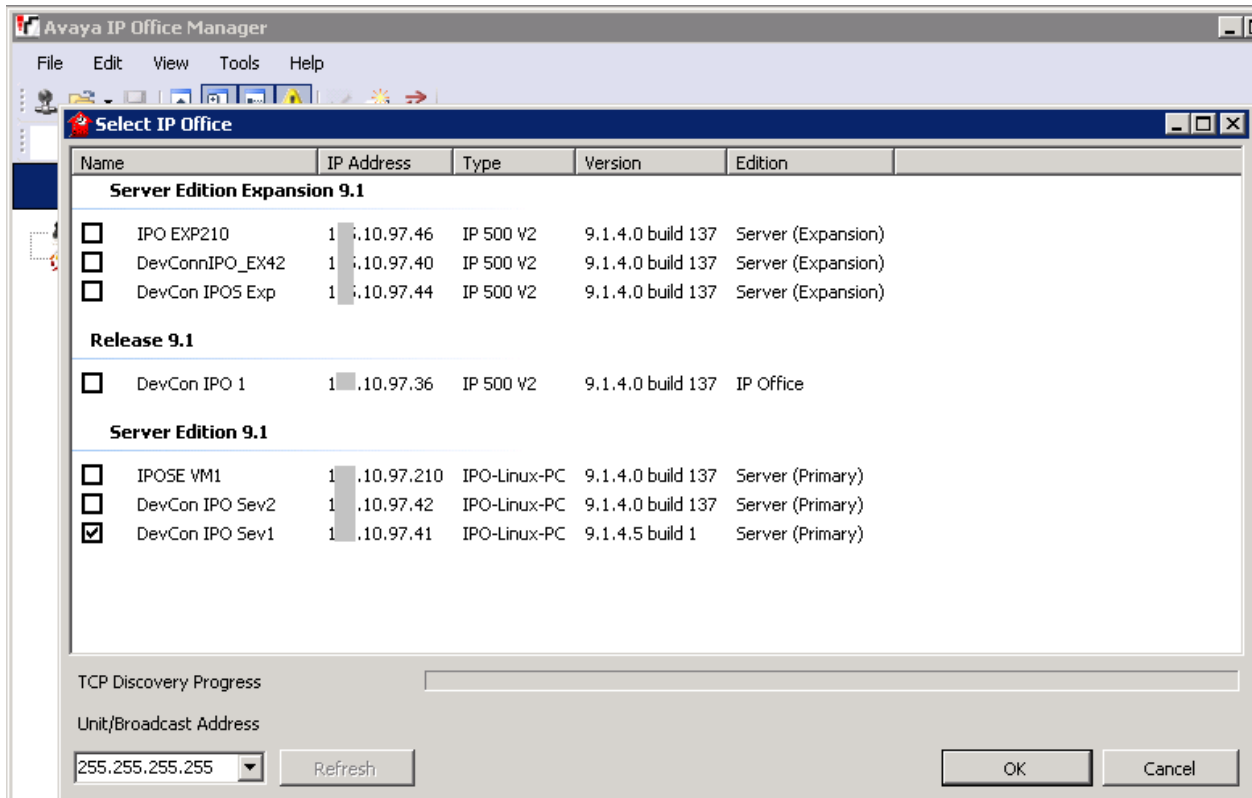


## 5.3. Verify TAPI Enable

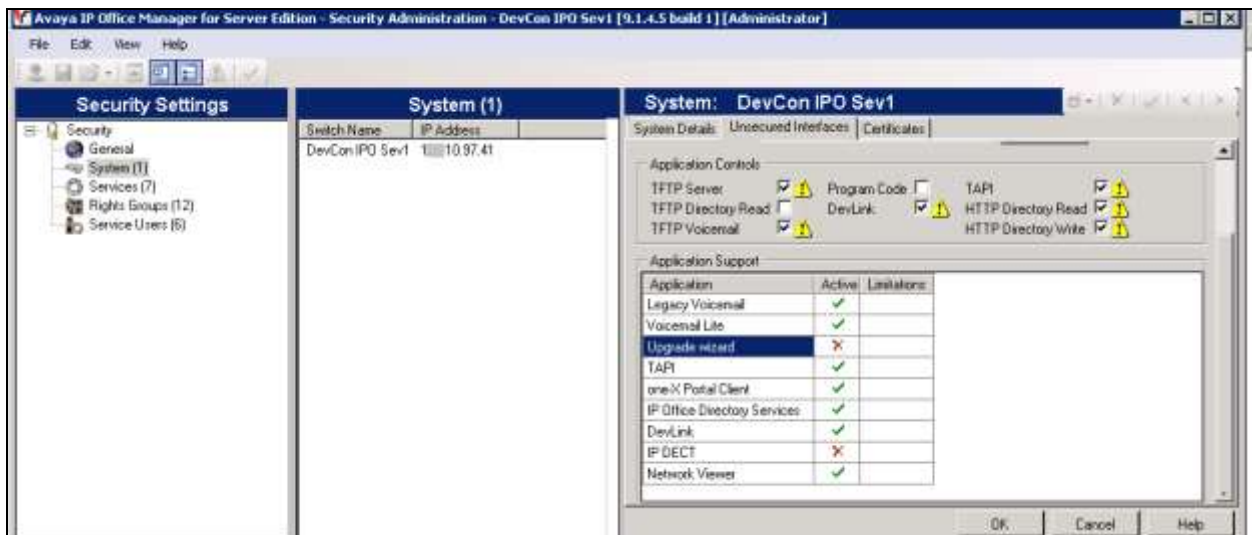
This section describes step verify TAPI is enabled on IP Office system (primary and IP500V2). In **Manager** select **File** → **Advanced** → **Security Setting**.



In the **Select IP Office** window, select primary system which is **DevCon IPO Sev1** as shown below, click **OK** to open security setting.



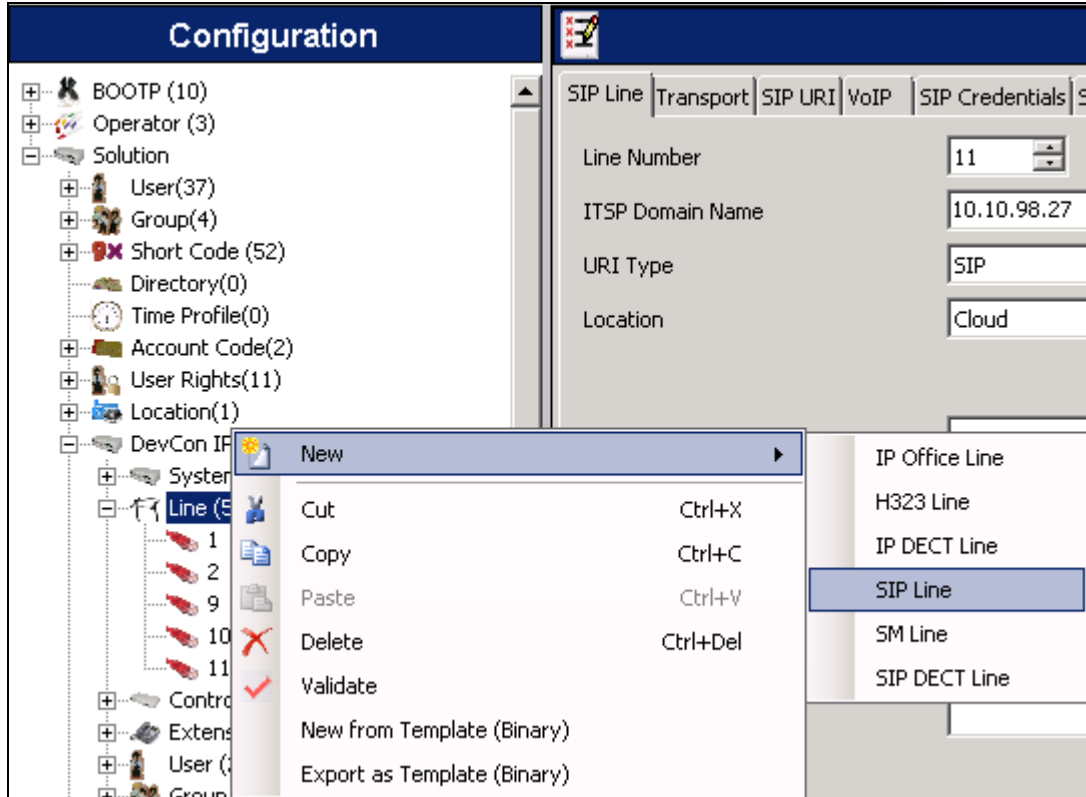
Select **System**; verify that **TAPI** is enabled as shown below:



Repeat same step to verify TAPI is enabled on IP500V2.

## 5.4. Create SIP Trunk

To create the SIP trunk from the IP Office primary to Trio Enterprise, navigate to primary system, in this case it is **DevCon IPO Sev1** and right click on **Line** followed by **New** → **SIP Line** as show below, in this example, line **11** was created to connect to Trio Enterprise.

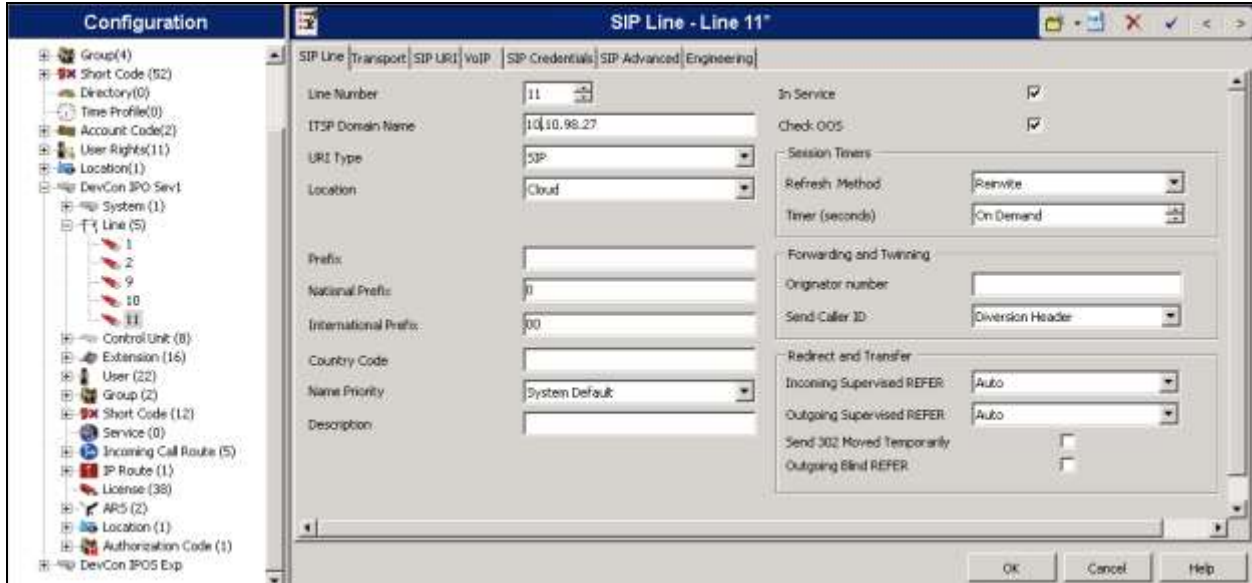


In the subsequent **SIP Line** window, enter the following in the **SIP Line** tab.

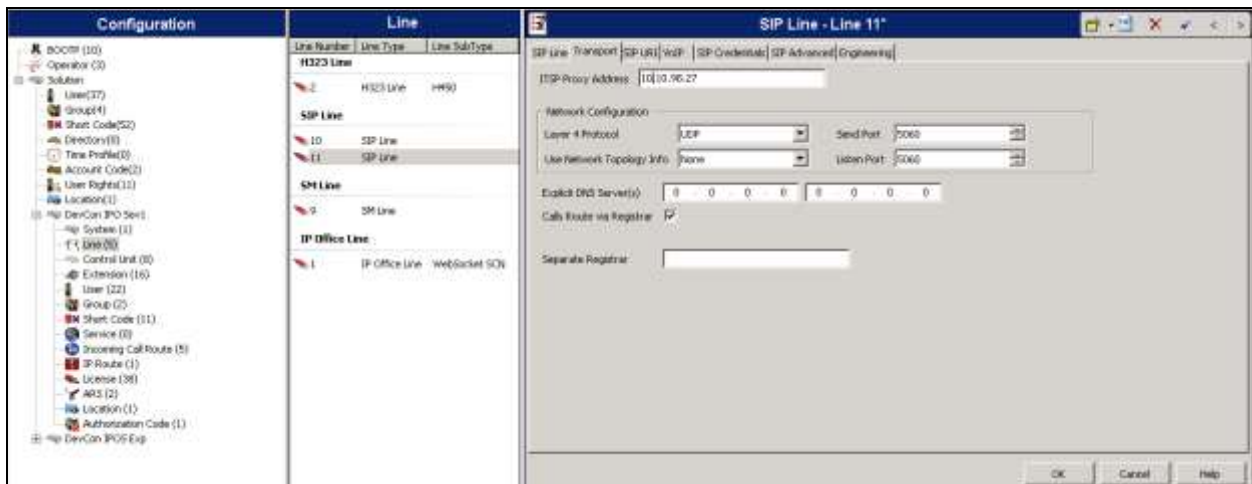
**Note:** The **Line number** is filled in automatically.

- **ITSP Domain Name:** Enter the IP address of the Trio Primary Server, ex: 10.10.98.27.
- **Refresh Method:** Select **Reinvite** from the dropdown menu.
- **Send Caller ID:** Select **Diversion Header** from the dropdown menu.

Defaults were used for the remaining fields.



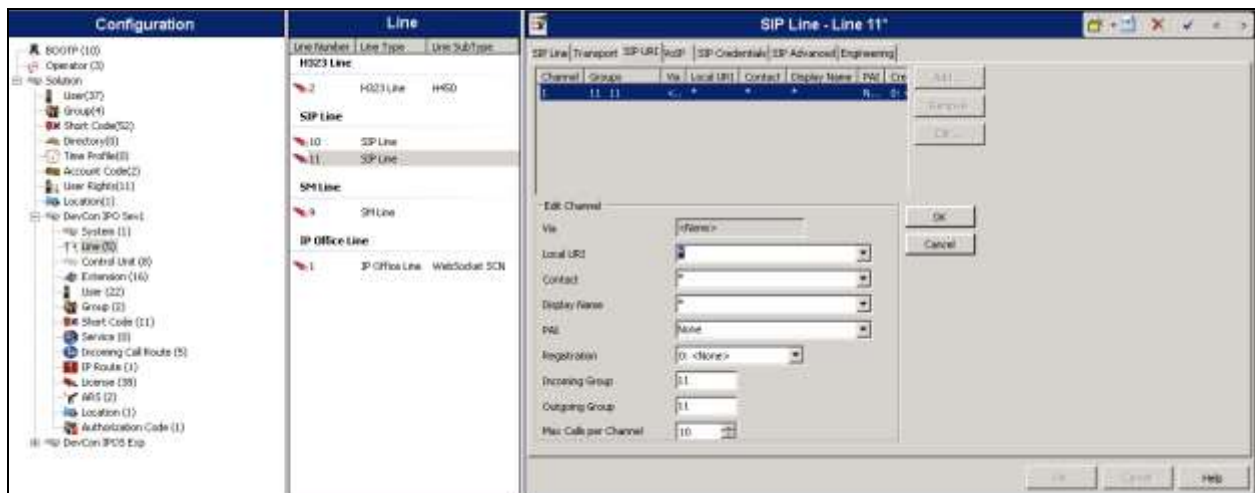
In the **Transport** tab enter the IP address of the primary Trio Enterprise server in the **ITSP Proxy Address** field. Defaults were used for the remaining fields.



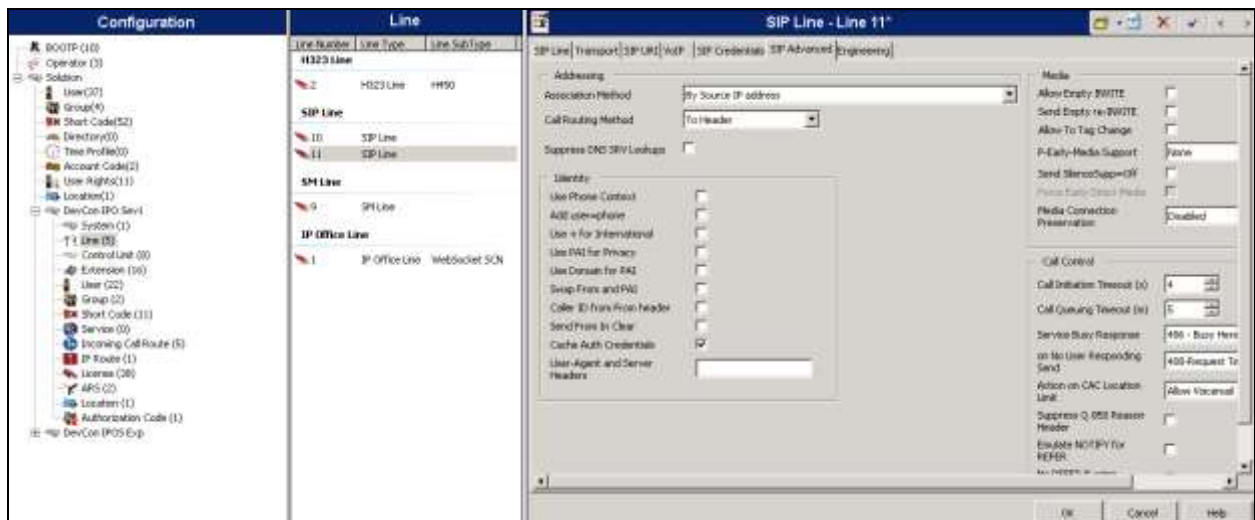
In the **SIP URI** tab click on the **Add** button. In the subsequent window, enter the following:

- **Local URI:** Enter \*
- **Contact:** Enter \*
- **Display Name:** Enter \*
- **Incoming Group:** Select SIP trunk created for this compliance test, in this example, it is 11.
- **Outgoing Group:** Select SIP trunk created for this compliance test, in this example, it is 11.

Defaults were used for the remaining fields. Click the **OK** button.



Defaults were used for the remaining fields and tabs. Example of **SIP Advanced** tab used during compliance test is shown below.



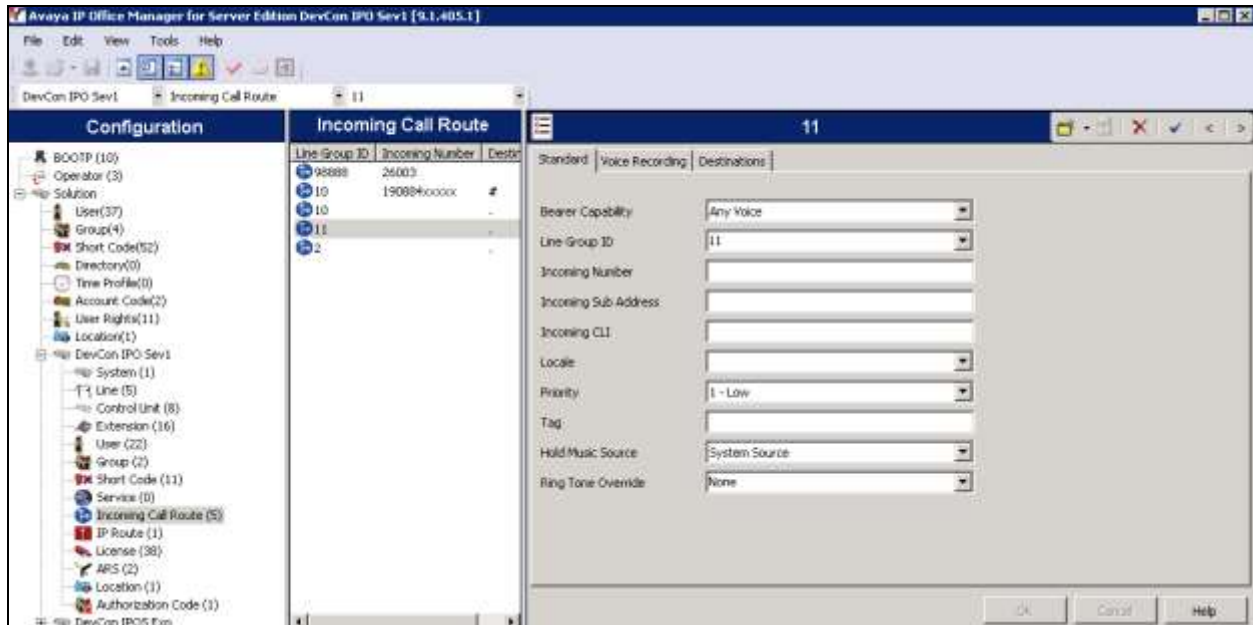
Click the **OK** button to save changes for the new SIP line.

## 5.5. Configure Incoming Call Route

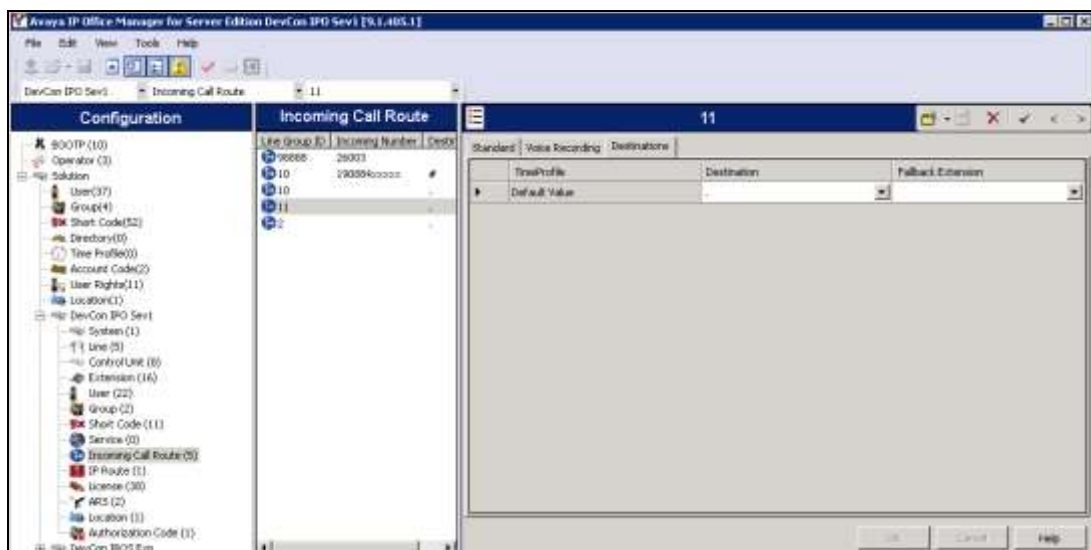
To create the Incoming Call Route for SIP trunk connects IP Office primary and Trio Enterprise, navigate to primary system, in this case it is **DevCon IPO Sev1** and right click on **Incoming Call Route** followed by **New** (not shown). In the subsequent window, enter the following in the **Standard** tab.

- **Line Group ID** Enter the Incoming Group number created in above section, ex: **11**.

Defaults were used for the remaining fields.



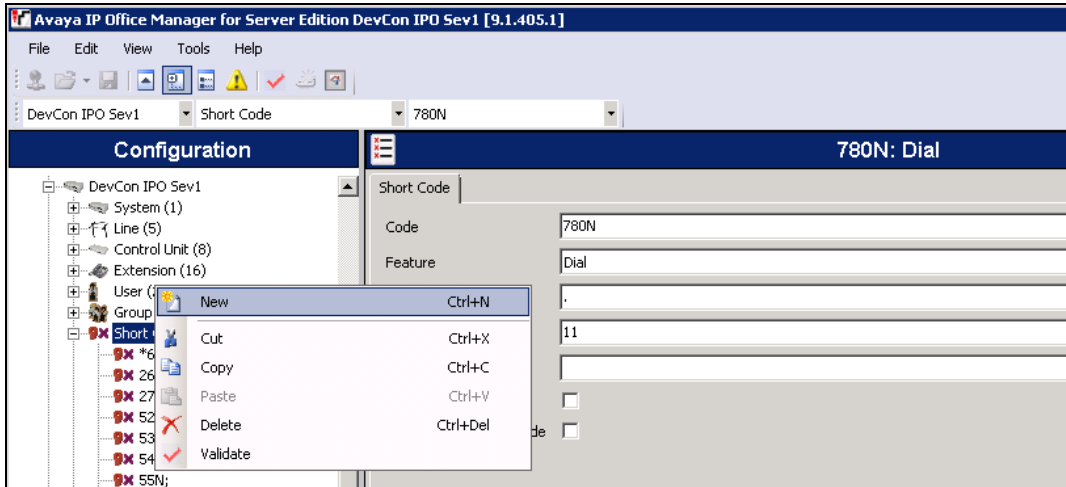
In the **Destinations** tab, enter a . (Full stop/Period) in the **Destination** field. Defaults were used for the remaining fields and tabs. Click on the **OK** button.





## 5.6. Create Short Code (Route Calls)

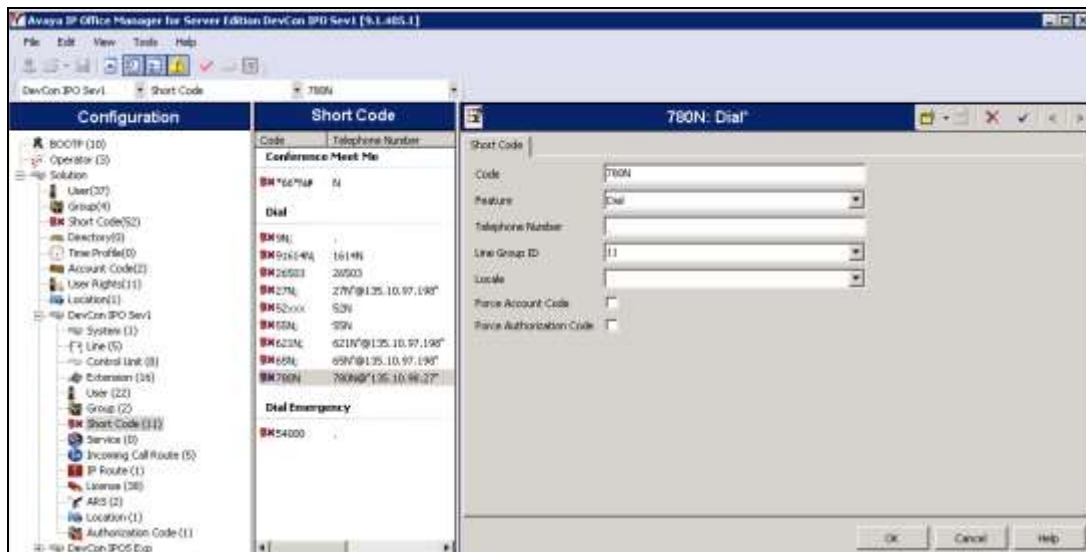
A Short Code needs to be configured on the IP Office primary and IP500V2 to route calls to Trio Enterprise. Navigate to primary system, in this case it is DevCon IPO Sev1 and right click on **Short Codes**, and select **New**.



In the subsequent window, enter the following:

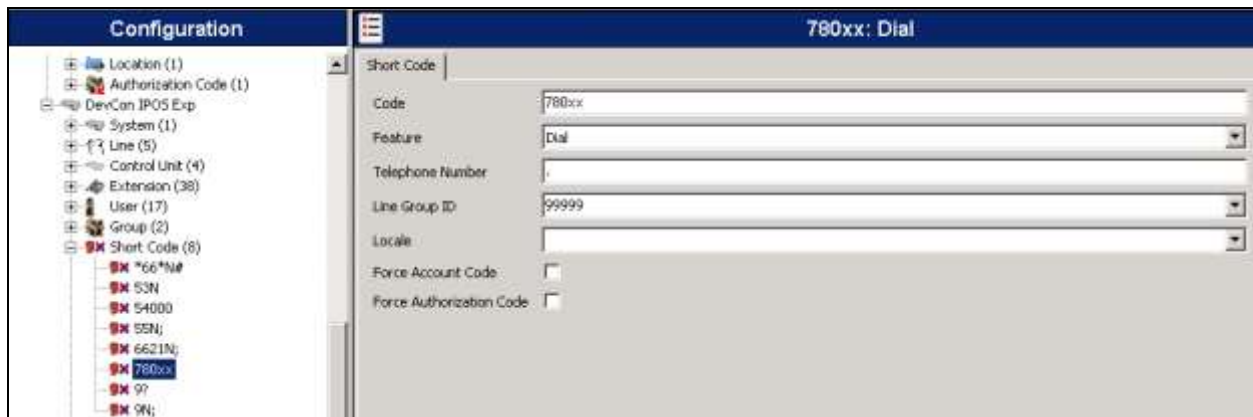
- **Code** Enter the number range that will be routed to Trio Enterprise (during compliance testing, all numbers beginning with 780N were sent to Trio Enterprise, therefore 780N was entered).
- **Feature** Select **Dial** from the dropdown menu
- **Telephone Number** Enter a . (Full stop/Period).
- **Group Line ID** Enter the Incoming Group number as used in **Section 5.4**.

Defaults were used for the remaining fields. Click the **OK** button.



Perform same step on IP500V2 to create short code to route the call to primary server via SCN as shown below:

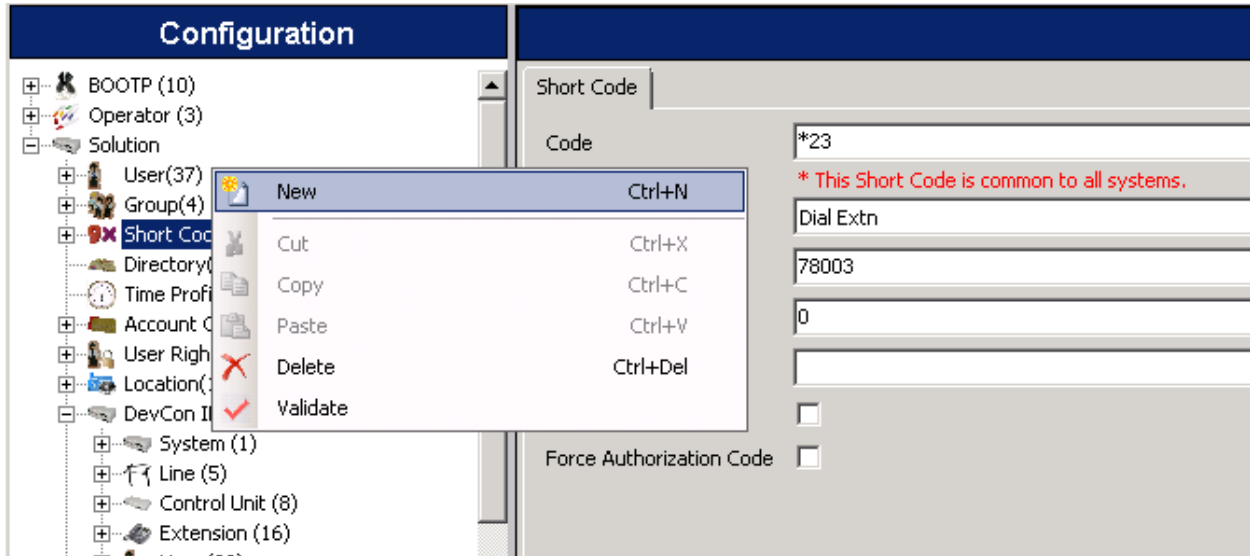
- **Code** Enter the number range that will be routed to Trio Enterprise (during compliance testing, all numbers beginning with 780xx were sent to Trio Enterprise, therefore 780xx was entered).
- **Feature** Select **Dial** from the dropdown menu.
- **Telephone Number** Enter a . (Full stop/Period).
- **Group Line ID** Enter the Line Group ID of SCN trunk that connect to primary server, in this case it is 99999.





## 5.7. Create Short Code (Set Absence)

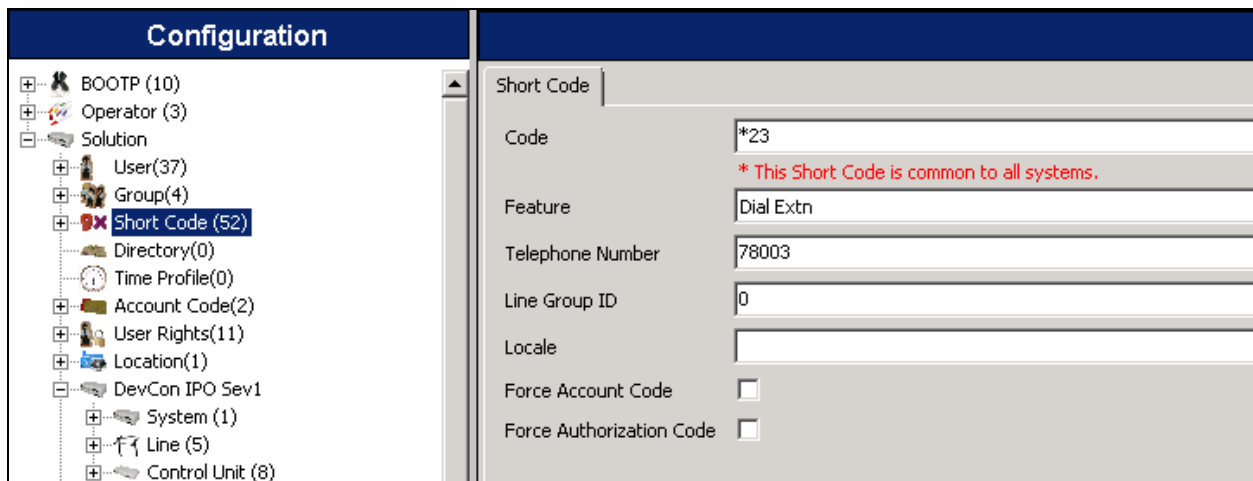
Create generic short code to set absence status for local phone on primary and IP500V2 system. Navigate to **Solution** and right click on **Short Codes**, and select **New**.



In the subsequent Short Code window, enter the following:

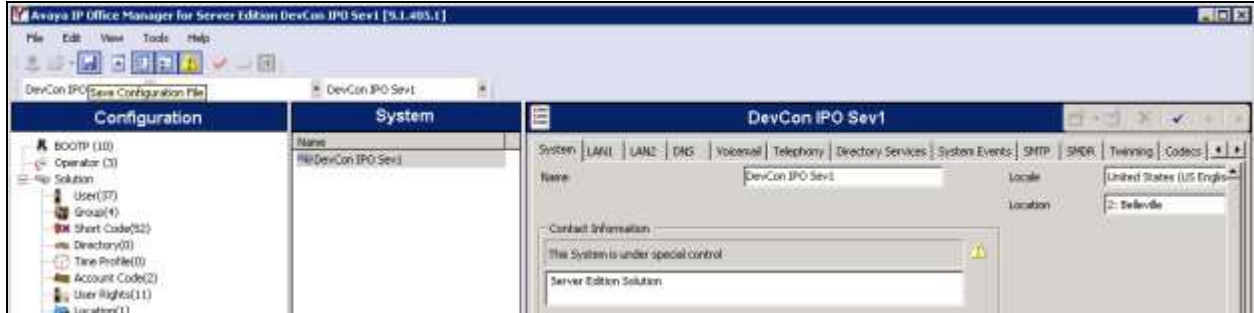
- **Code** Enter any desired short code, example: **\*23** (used to set Absence reason).
- **Feature** Select **Dial Extn** from the dropdown menu.
- **Telephone number** Enter any desired extension within the range assigned to Trio, example: **78003** (this number was used by Trio Enterprise to monitor the Absence of IP Office users).

Defaults were used for the remaining fields. Click the **OK** button.

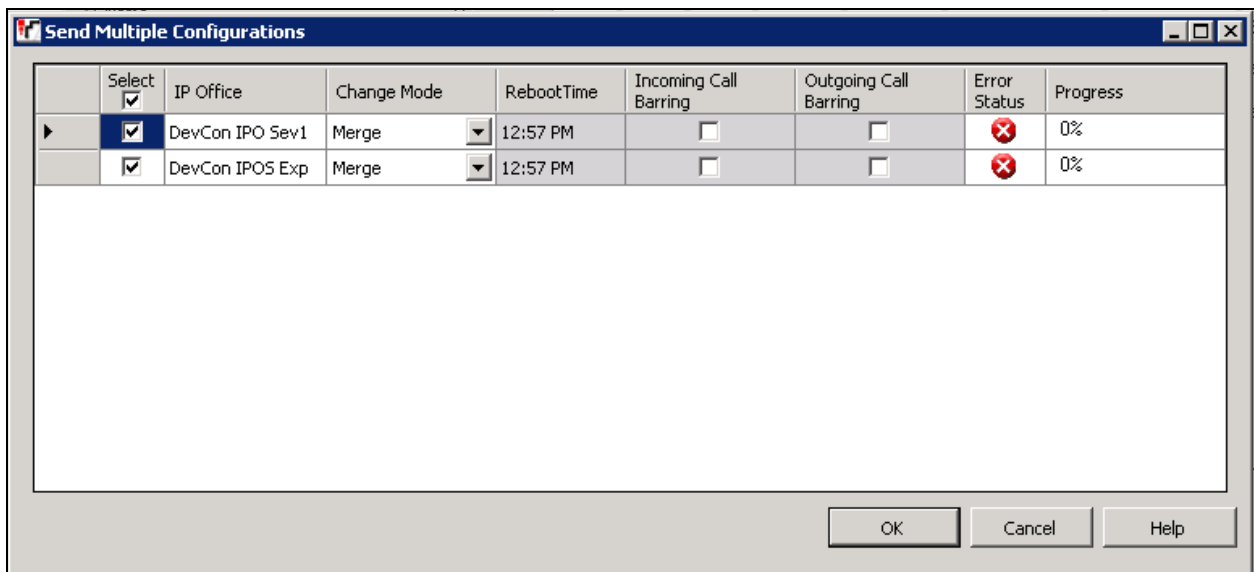


## 5.8. Save Configuration

Once all the configurations have been made it must be sent to IP Office. Click the **Save** icon (not shown).



Once the **Send Multiple Configurations** window opens, click the **OK** button to save changes to both IP Office systems.



## 6. Configure Trio Enterprise

This section shows how to configure Trio Enterprise to successfully connect to IP Office. It is assumed that installation of all Trio Enterprise servers is already in place with Trio Enterprise services up and running. The steps to configure SIP trunk is as follows:

- Configure TAPI
- Configure Trio Enterprise to use SIP Trunks
- Configure Trio Enterprise Attendant

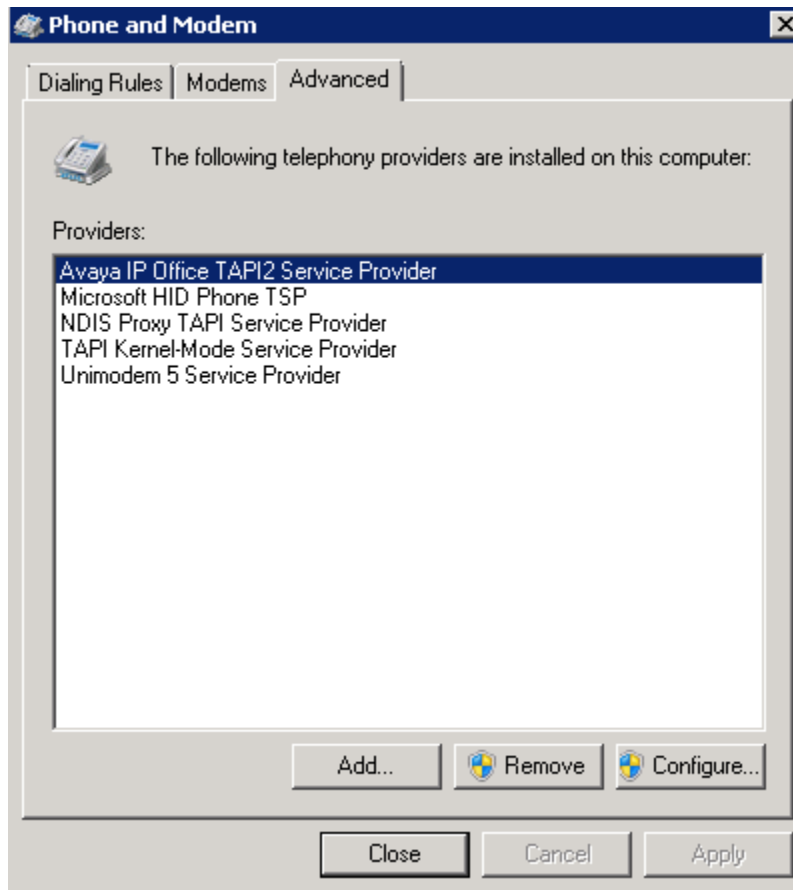
The configuration of Trio Enterprise is typically performed by Trio Enterprise Support Service. The procedural steps are presented in these Application Notes for informational purposes.

**Note:** Configuration of Loop Detection (no answer and busy) and Absence on Trio Enterprise is outside the scope of these Application Notes.

## 6.1. Configure Avaya IP Office TAPI

The Avaya IP Office TAPI is required to install on each Trio Enterprise server to allow Absence feature of Trio Enterprise to interoperate with each IP Office (primary and IP500V2). It is implied that the TAPI driver and Enterprise company directory is already installed. (It is important to install and run the TAPI driver as the administrator for proper rights).

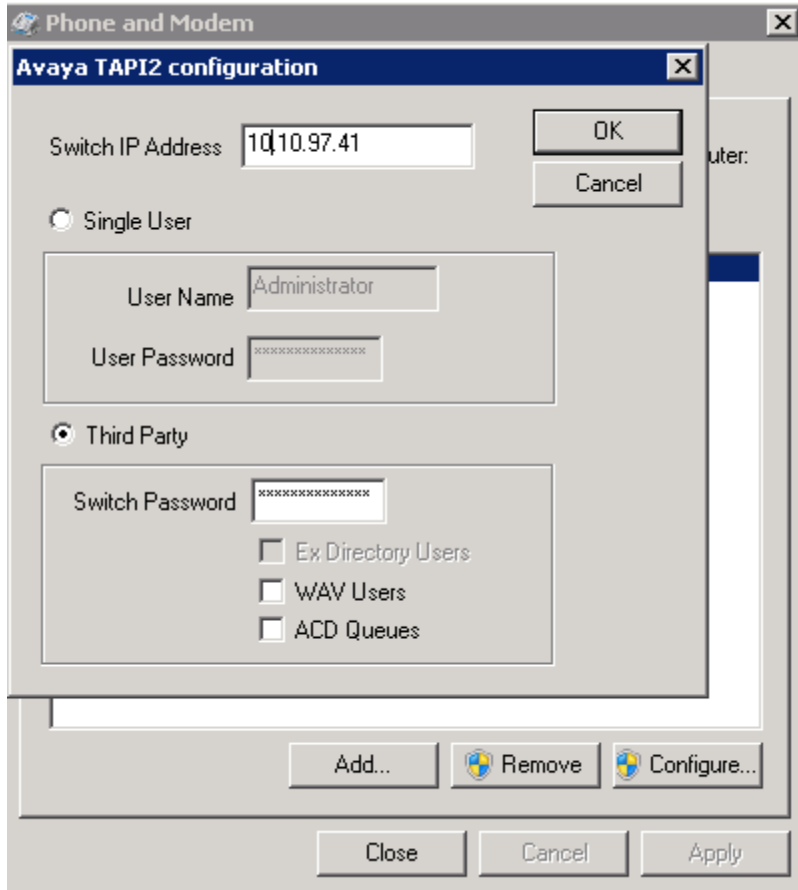
From the Trio Enterprise server, select **Start → Control Panel → Phone and Modem** (not shown). Select the **Advanced** tab. Once the **Advanced** tap opens, select **Avaya IP Office TAPI2 Service Provider** and click on the **Configure** button.



Once the **Avaya TAPI2 configuration** window opens, enter the following:

- **Switch IP address** Enter the IP address of the pertinent IP Office, in this case 10.10.97.41. Repeat on the other Trio Enterprise server for TAPI connection to the IP500V2 system.
- **Third Party** Click on the radio button.
- **Switch Password** Enter the password of the IP Office system.

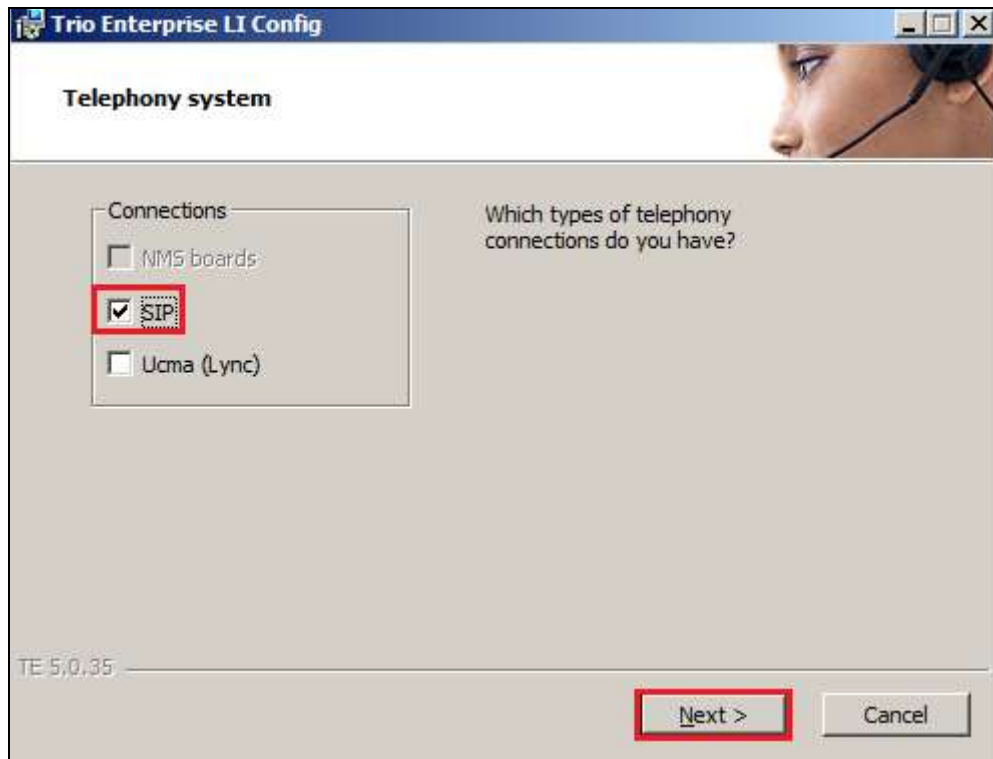
Click the **OK** button.



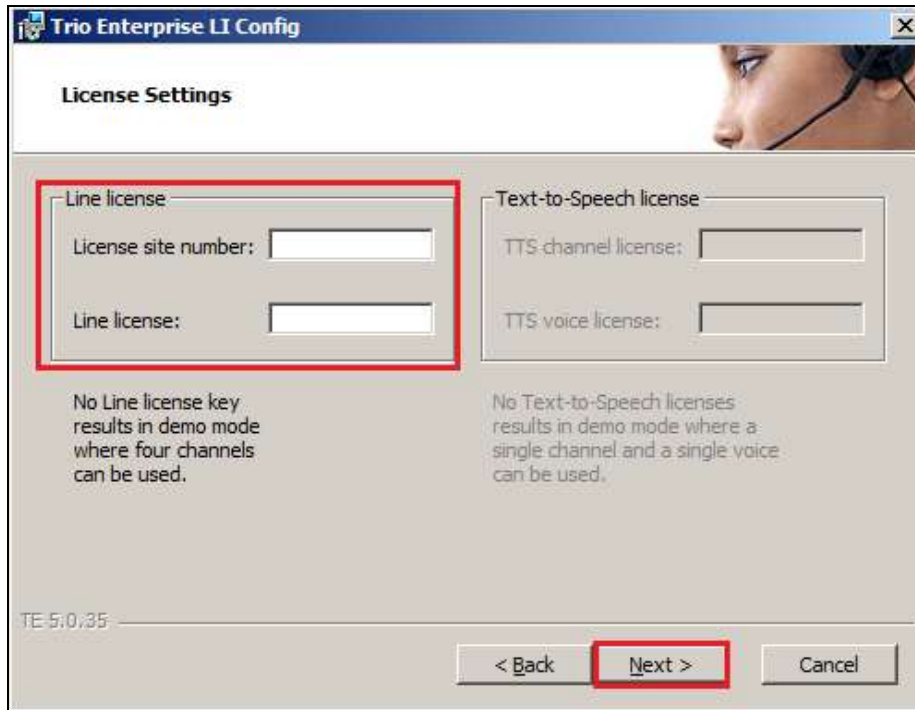
## 6.2. Configure Trio Enterprise to use SIP Trunks

From the Trio Enterprise server used for SIP trunk connectivity to IP Office, select **Start → Run**, then enter **services.msc** into the command line and press return (not shown). When the services window opens, locate the **Trio Televoice** service, right click and select **stop** to stop the service (not shown).

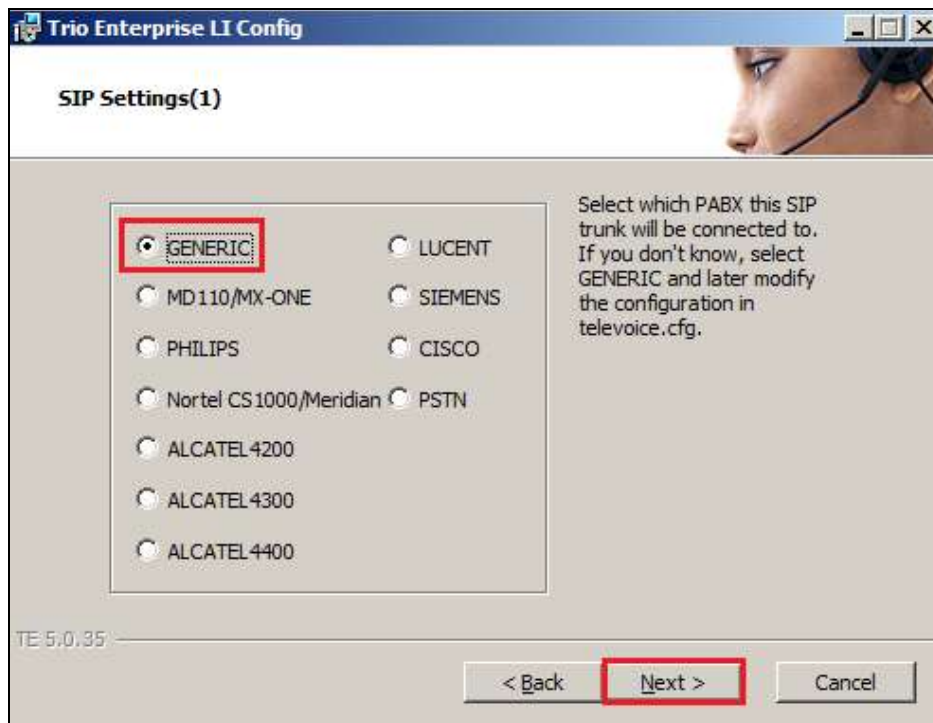
Launch the Trio Enterprise LI Config application. Select **Start → Programs → Trio Enterprise → Line Interface** and click on the **Config** entry (not shown). When the new window opens, check the **SIP** check box followed by the **Next** button.



In the subsequent window, enter the **License site number** and **Line licence** as supplied directly by Enghouse Interactive AB or the Trio Enterprise reseller. Click on the **Next** button to continue.



In the subsequent window click on the **GENERIC** radio button follow by the **Next** button to continue.



In the subsequent window enter the following settings:

- **Local IP** Enter the local IP address of the primary Trio Enterprise server, ex: 10.10.98.27.
- **Port** Enter the SIP Port 5060.
- **Target IP** Enter the IP address of the pertinent IP Office, ex: 10.10.97.41.
- **Port** Enter the SIP Port 5060 which matches with port number on IPO.
- **Number of channels** Use default value, 30 as the number of channels.
- **Enable G711 mu-law Codec** Click the check box.

Click on the **Next** button to continue.

The screenshot shows a configuration window titled "Trio Enterprise LI Config" with a sub-section "SIP Settings(2)". The settings are as follows:

Field	Value
Local IP:	10.10.98.27
Port:	5060
Target IP:	10.10.97.41
Port:	5060
Number of channels:	30

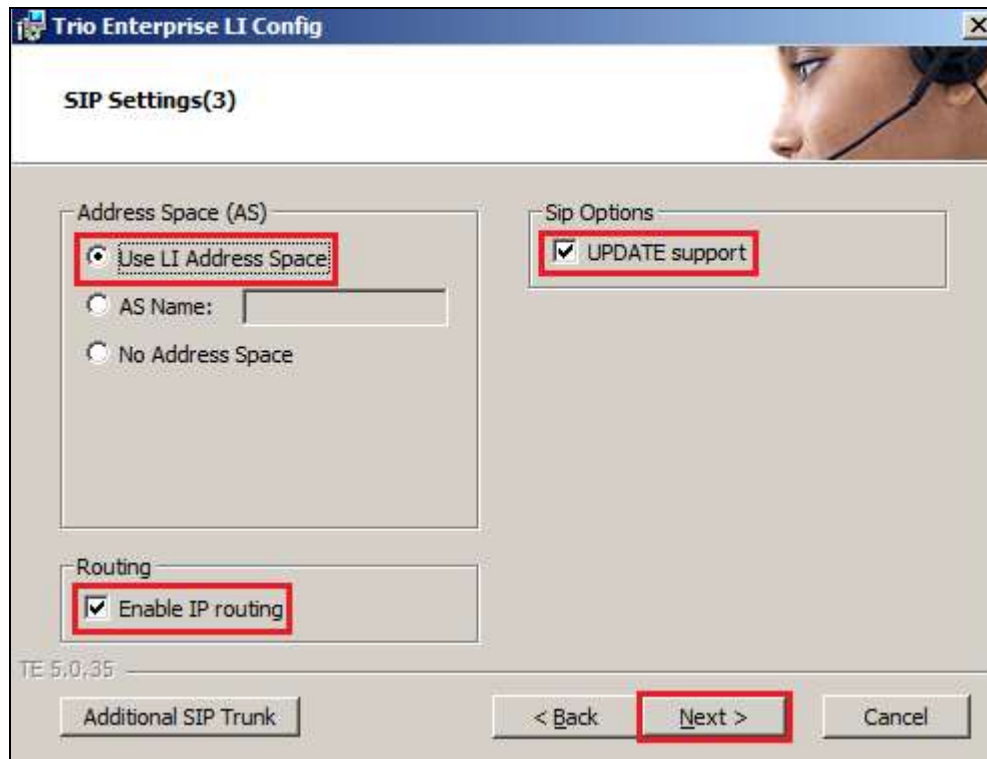
Under the "Codecs" section, the checkbox "Enable G711 mu-law codec" is checked. At the bottom, there are three buttons: "< Back", "Next >" (highlighted with a red box), and "Cancel". The version "TE 5.0.35" is displayed in the bottom left corner.



In the subsequent window enter the following settings:

- **Use LI Address Space** Click on the radio button.
- **Enable IP routing** Check the check box.
- **UPDATE support** Check the check box.

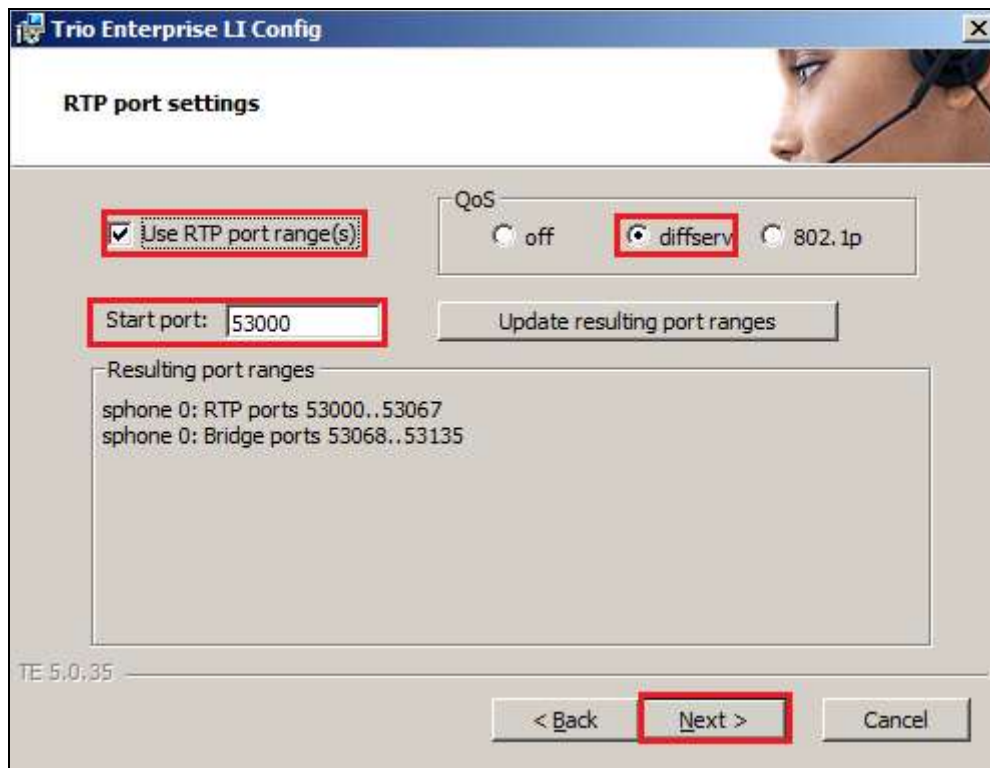
Click on the **Next** button to continue.



In the subsequent window enter the following settings:

- **Use RPT port range(s)** Check the check box.
- **diffserv** Click on the radio button.
- **Start port** Use default value, 53000 as start port for RTP.

Click on the **Next** button to continue.



The screenshot shows the 'RTP port settings' window in the Trio Enterprise LI Config application. The window title is 'Trio Enterprise LI Config'. The main heading is 'RTP port settings'. There are three red boxes highlighting specific settings: the 'Use RTP port range(s)' checkbox, the 'diffserv' radio button, and the 'Start port' text box containing '53000'. The 'QoS' section has three radio buttons: 'off', 'diffserv', and '802.1p'. Below the 'Start port' field is an 'Update resulting port ranges' button. A text area displays the 'Resulting port ranges' for 'sphone 0': RTP ports 53000..53067 and Bridge ports 53068..53135. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'Next >' button is highlighted with a red box. The status bar at the bottom left shows 'TE-5,0;35'.

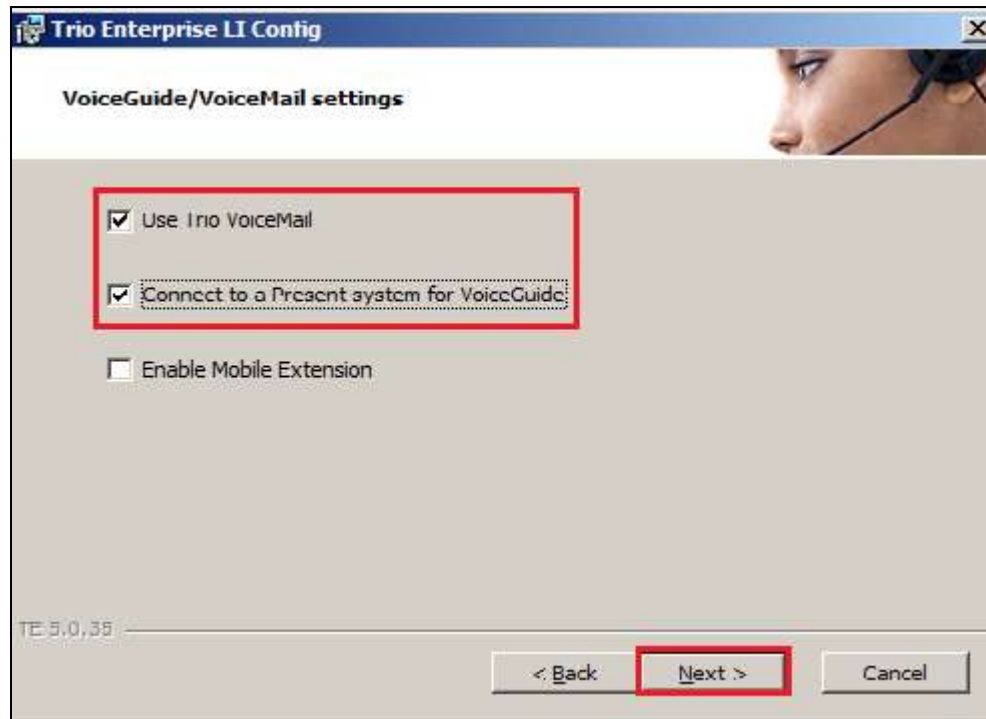
In the subsequent window enter the following settings:

- **Use Trio VoiceMail**
- **Connect to a Present system for VoiceGuide**

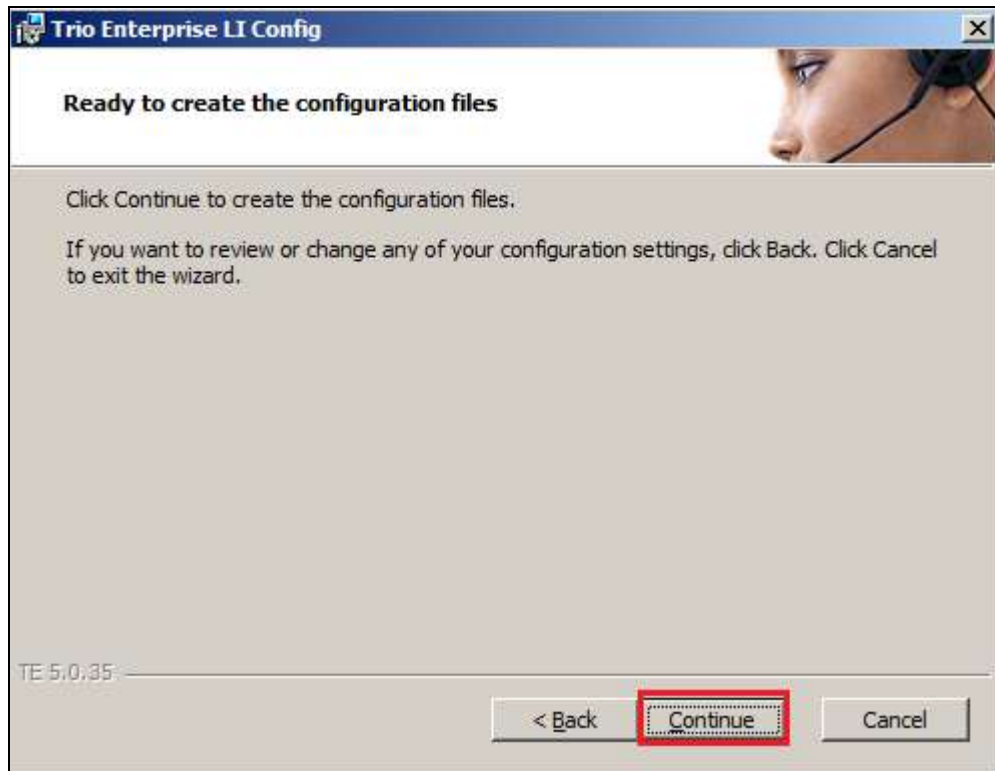
Check the check box.

Check the check box.

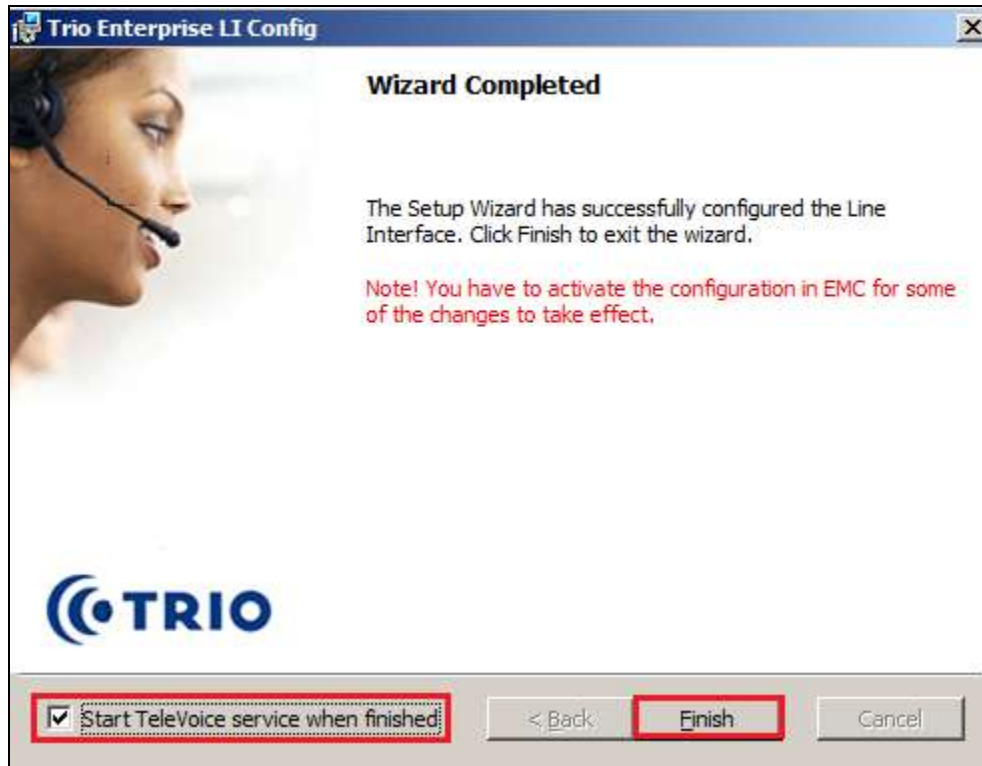
Click on the **Next** button to continue.



On the **Ready to create the configuration files** page click on **Continue** button.



On the **Wizard Completed** page check the **Start TeleVoice service when finished** check box, followed by the **Finish** button.



### 6.3. Configure Trio Enterprise Attendant

Trio Enterprise Attendant is a separate client application to Trio Enterprise server and can run concurrently on the same platform. Each Attendant uses a regular IP Office telephone to make and receive calls, which are directed to the telephone by Trio Enterprise server. The steps to configure Trio Attendant are to click on **Start → Programs → Trio Enterprise → Contact Centre → Agent Client** (not shown).

When the Trio Agent window opens enter the following:

- **User ID** Enter a valid user ID.
- **Password** Enter a valid password.

Note the user ID and password were created during the installation of the Trio Enterprise server.

- **Phone number** Enter the extension of the IP Office telephone that will be used as the Attendant's audio device (number 26112 in this example).
- **Server** Select the correct Trio Enterprise server.
- **Phone type** Select **Standard phone** from the dropdown menu.

Click on the **OK** button to continue with log in.

Trio Agent - Login

Trio Enterprise®

User ID:

Password:

Windows login

Phone number:

Phone type:

Location:

Work mode:

Server:

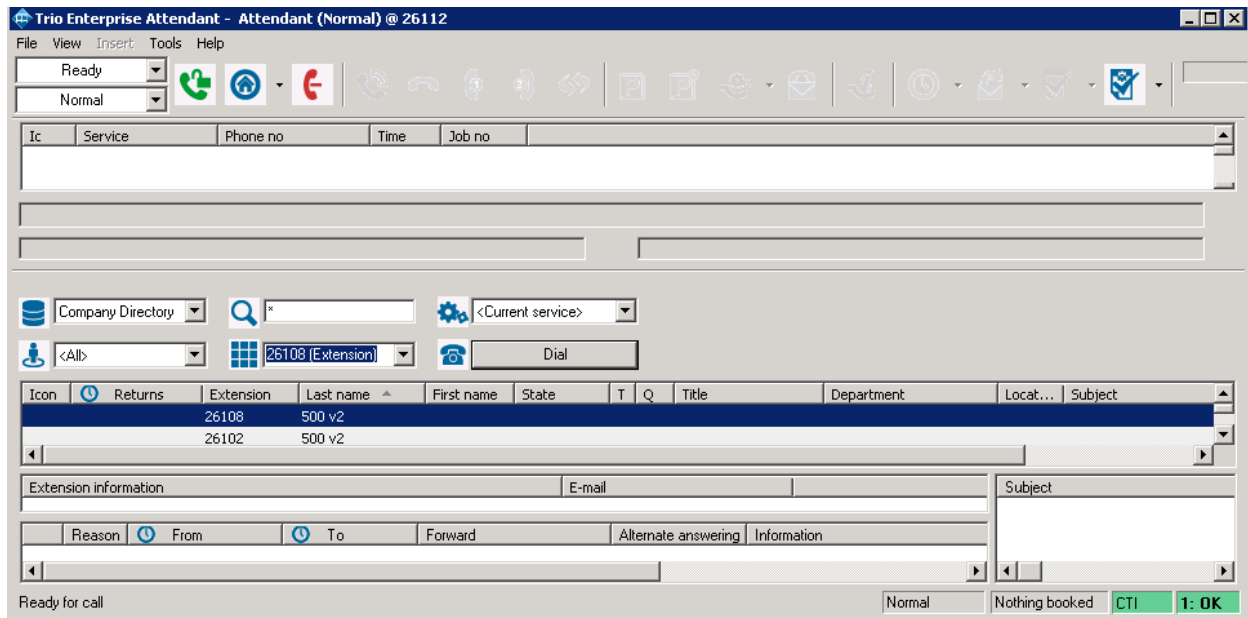
Log in with Contact Center license  
(e-mail, fax, voice mail and tasks)

Log in with Enterprise Attendant license  
(extended switchboard features)

## 7. Verification Steps

To verify that Trio Enterprise is connected to IP Office, log in to the Trio Enterprise Attendant at **Start → Programs → Trio Enterprise → Contact Centre → Agent Client** (not shown).

Complete log in with the appropriate credentials as shown in above **Section 6.3**. Verify that the bottom right corner status of the screen is highlighted as shown below, **Normal CTI 1: OK**.



## 8. Conclusion

These Application Notes describe the configuration steps required for Enghouse Interactive AB Trio Enterprise to successfully interoperate with Avaya IP Office Server Edition 9.1. All feature and serviceability test cases were completed with observations noted in **Section 2.2**. Error! Reference source not found.

## 9. Additional References

These documents form part of the Avaya official technical reference documentation suite. Further information may be had from <http://support.avaya.com> or from the local Avaya representative.

[1] *Avaya IP Office Manager Release 9.1 Issue 10.27 October 2015*

Product Documentation for Enghouse Interactive can be obtained in the installed software or at: <http://enghouseinteractive.com>

[2] *Trio Enterprise 6.0 and Avaya IPO\_SCG\_R2.pdf*

[3] *TE\_MultipleServerSolution.pdf*

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