



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

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# **Application Notes for IgeaCare apoloDS and miALERT with Avaya IP Office 7.0 – Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps required for IgeaCare apoloDS and miALERT to interoperate with Avaya IP Office 7.0. In the compliance testing, the IgeaCare apoloDS used the analog user interface from Avaya IP Office to transfer resident calls from miALERT to the nurse staff, and used the Avaya PUSH API to push text to nurse with Avaya 4610SW IP Telephone.

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 IgeaCare apoloDS and miALERT to interoperate with Avaya IP Office 7.0. In the compliance testing, the IgeaCare apoloDS used the analog user interface from Avaya IP Office to transfer resident calls from miALERT to the nurse staff, and used the Avaya PUSH API to push text to nurse with Avaya 4610SW IP Telephone.

In the compliance testing, apoloDS used an internal analog card to connect to Avaya IP Office, with the analog ports configured as analog users, and members of an apoloDS hunt group. In the testing, the first two analog ports on apoloDS were pre-configured to integrate with miALERT.

miALERT is essentially an analog speaker telephone that can be activated by the resident via multiple wireless call points to reach the nurse staff. Each miALERT is configured as an analog user on Avaya IP Office. When the resident activates miALERT via a call point to reach the nurse staff, miALERT originates a call to the apoloDS hunt group.

apoloDS answers the resident call from miALERT, and receives the user room number and call point type via DTMF digits outputted from miALERT. apoloDS transfers the call to the associated notification points configured on apoloDS, which can be nurse users on Avaya IP Office. Upon answering the call, the nurse is connected to the miALERT with two-way voice communication.

apoloDS can use the text-to-speech capability to playback the room number, patient name, and message configured on apoloDS to the connected nurse, and use the push text capability to push similar information to nurses with Avaya 4610SW and 4625SW IP Telephones.

## 2. General Test Approach and Test Results

All tests were performed manually.

### 2.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying the ability of apoloDS to transfer resident calls from miALERT to the nurse staff. The verification included proper announcement playback (which included resident extension, patient name, and call point type), connected two-way talk paths, proper call termination, and proper call escalation. The feature testing also included verifying the text pushed to the notification point.

The serviceability testing focused on verifying the ability of apoloDS to recover from adverse conditions, such as disconnecting and reconnecting the analog line cable to the devices.

## 2.2. Test Results

All test cases were executed and passed.

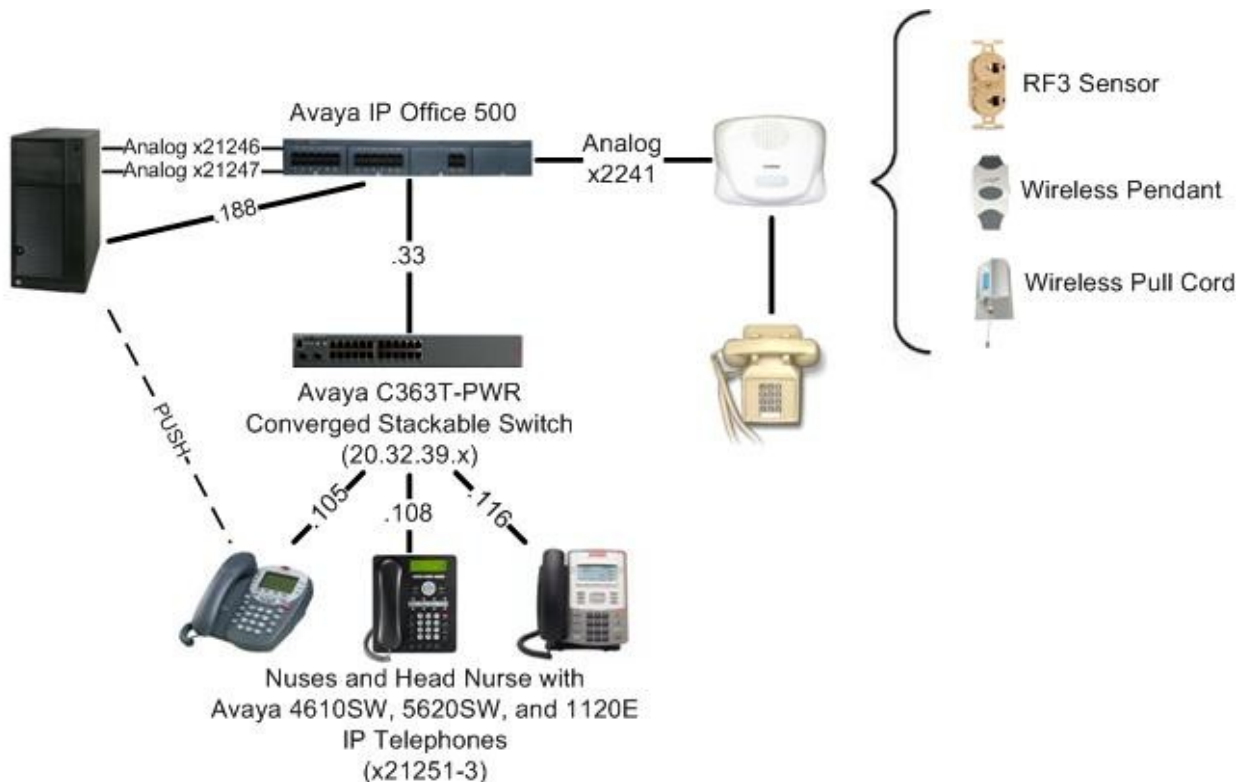
## 2.3. Support

Technical support on IgeaCare apoloDS and miALERT can be obtained through the following:

- **Phone:** (866) 361-6225
- **Email:** [support@igeacare.com](mailto:support@igeacare.com)

## 3. Reference Configuration

The configuration of the IgeaCare apoloDS analog ports to integrate with IgeaCare miALERT is outside the scope of these Application Notes and will not be described.



## 4. Equipment and Software Validated

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

Equipment	Software
Avaya IP Office 500	7.0 (5)
Avaya 1120E IP Deskphone (SIP)	04.01.13.00
Avaya 1608 IP Telephone (H.323)	1.3
Avaya 4610SW IP Telephone (H.323)	2.83
Avaya 5620SW IP Telephone (H.323)	2.9010
IgeaCare apoloDS on Windows Vista Business	3.10 – 1006744 2007
IgeaCare miALERT	3.0

## 5. Configure Avaya IP Office

This section provides the procedures for configuring Avaya IP Office. The procedures fall into the following areas:

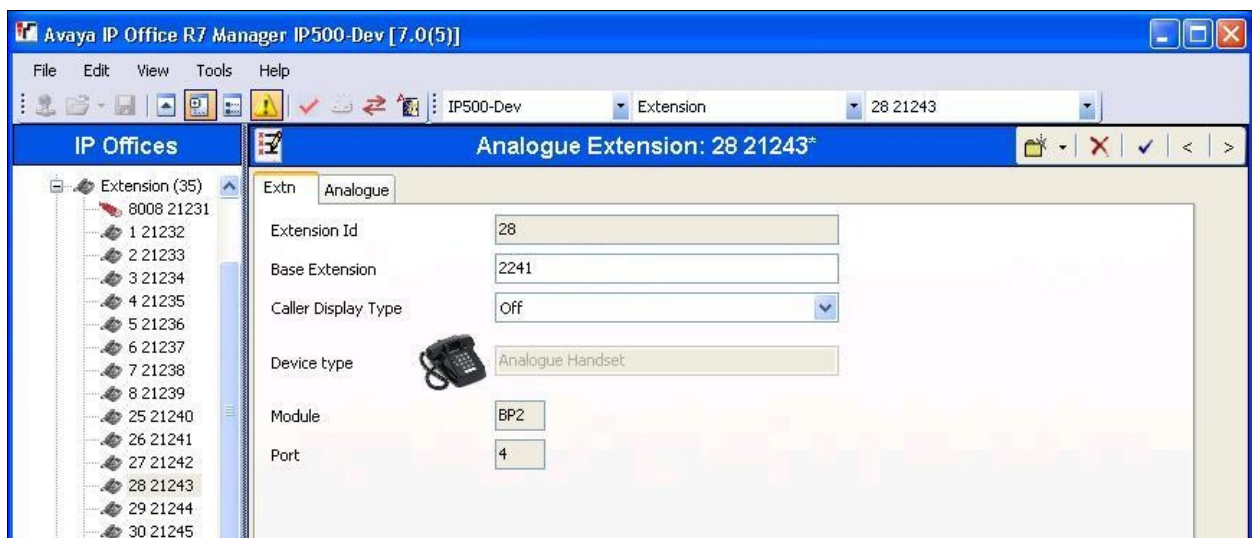
- Administer miALERT extension
- Administer miALERT user
- Administer apoloDS users
- Administer apoloDS hunt group

### 5.1. Administer miALERT Extension

From a PC running the Avaya IP Office Manager application, select **Start > Programs > IP Office > Manager** to launch the Manager application. Select the proper IP Office system, and log in with appropriate credentials (not shown).

From the configuration tree in the left pane, expand **Extension** and select the analog extension that corresponds to the physical connection to the miALERT device, in this case “28 21243”. Make a note of the old value in **Base Extension** (not shown), which will be used in the next section.

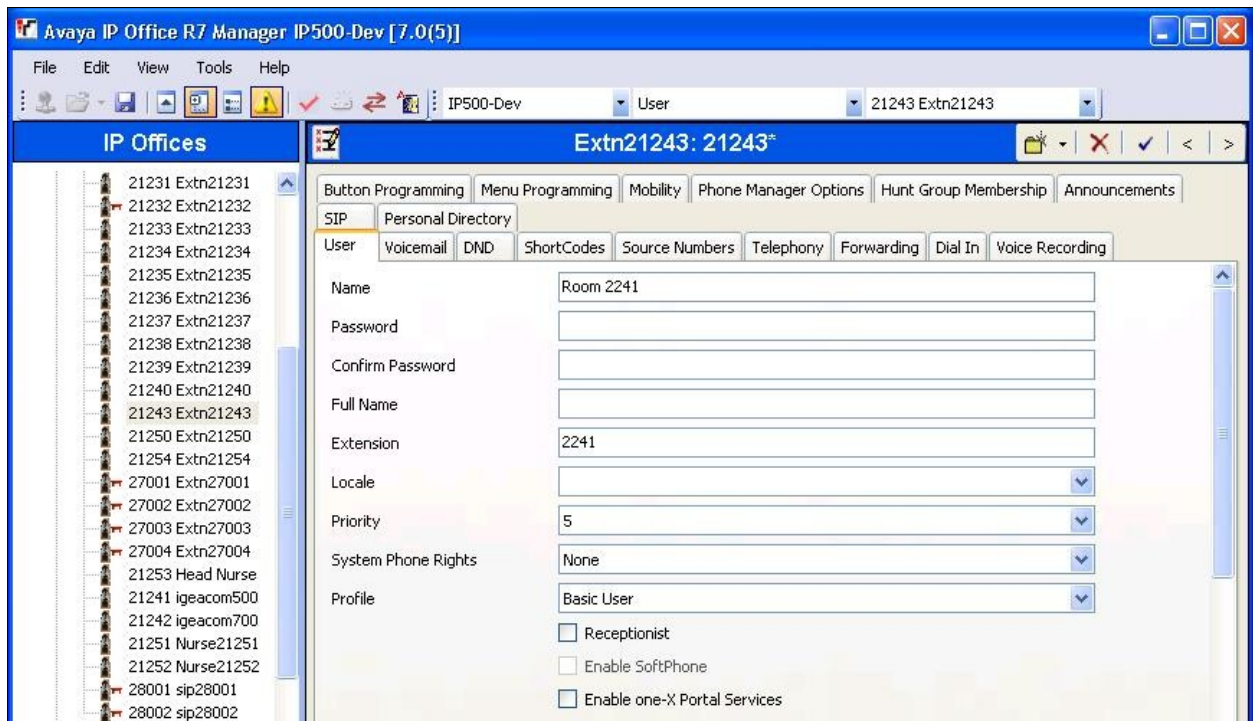
For the new **Base Extension**, enter an available room number up to four digits, as shown below.



## 5.2. Administer miALERT User

From the configuration tree in the left pane, expand **User** and select the analog user that corresponds to the old analog extension from **Section 5.1**, in this case “21243 Extn21243”.

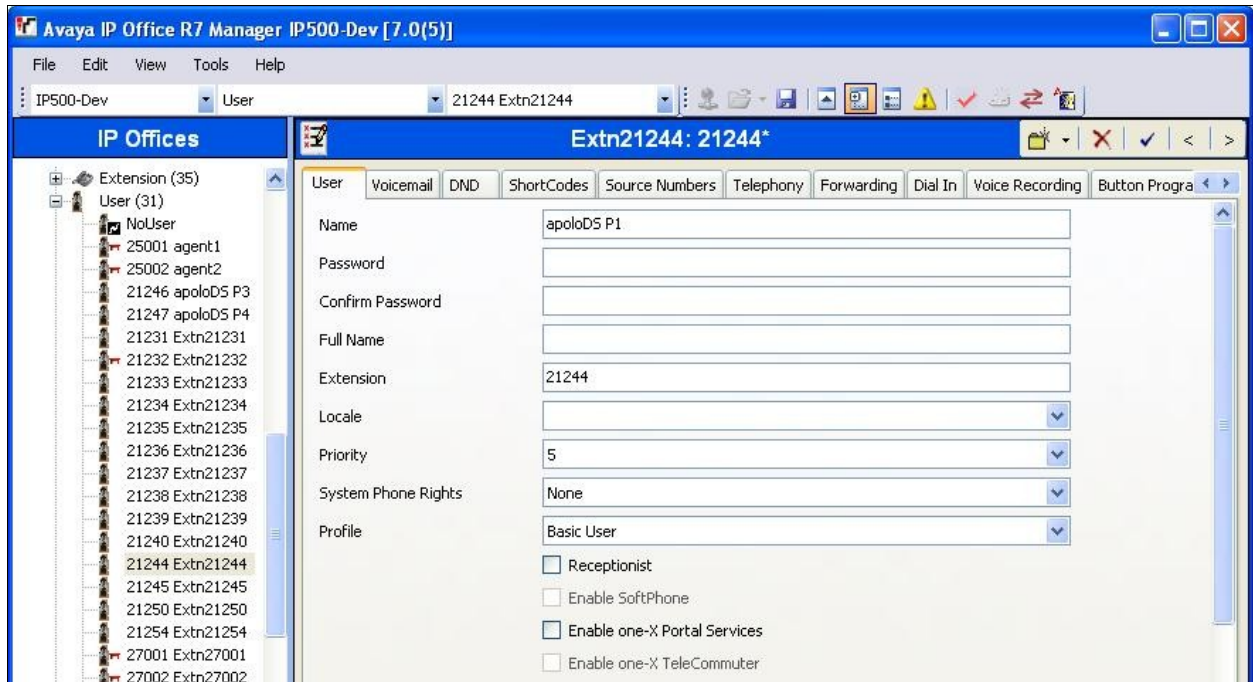
For **Name**, enter the value “Room x”, where “x” is the new base extension from **Section 5.1**.  
For **Extension**, enter the same new base extension, as shown below.



### 5.3. Administer apoloDS Users

From the configuration tree in the left pane, expand **User** and select the corresponding analog user that is connected to miALERT, in this case “21244 Extn21244”. Enter a desired **Name**, as shown below.

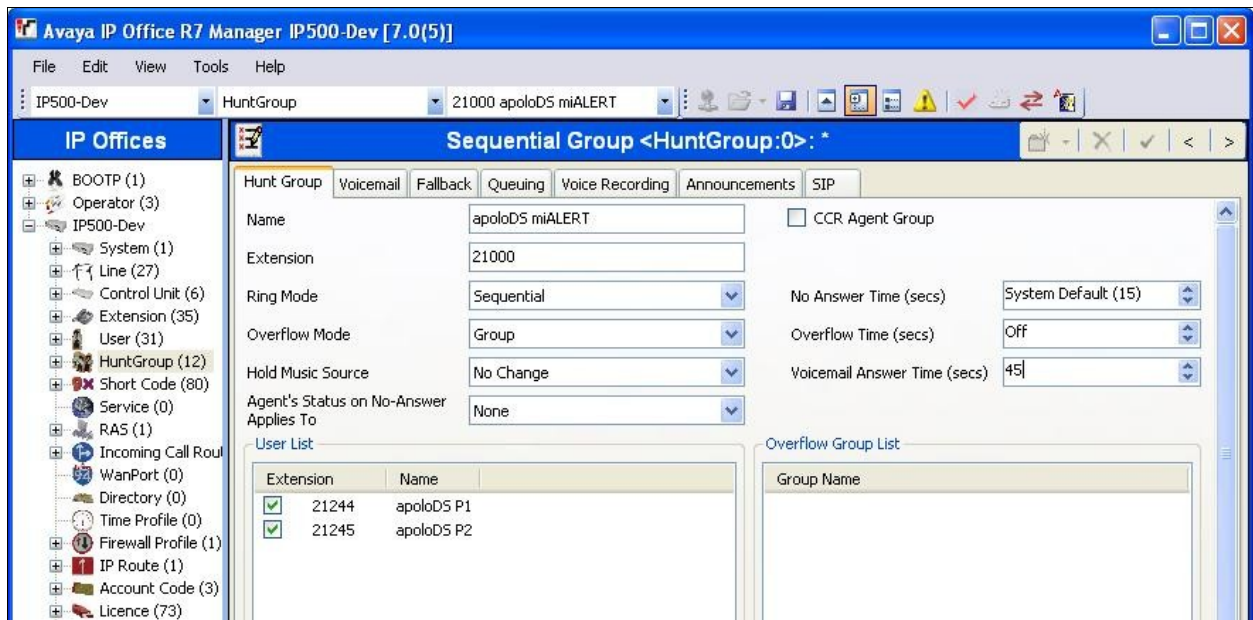
Repeat this section to administer a desired name for each apoloDS port. In the compliance testing, two users with extensions “21244” and “21245” were administered.



## 5.4. Administer apoloDS Hunt Group

From the configuration tree in the left pane, right-click on **HuntGroup** and select **New** from the pop-up list to add a new hunt group. Enter a desired **Name**, and an available **Extension**.

In the **User List** sub-section, click **Edit** and select the apoloDS user extensions from **Section 5.3** in the pop-up list (not shown). The resultant screen after the selection is shown below.





## 6. Configure Avaya 46xx IP Telephones

This section provides the procedures for configuring the Avaya 46xx IP Telephones to support the push interface.

From the appropriate HTTP or TFTP server serving the Avaya 46xx IP Telephones, locate the **46xxsettings.txt** file. Set the **WMLEXCEPT**, **TPSLIST**, and **FILTERLIST** parameters to point to the apoloDS server. Set the **SUBSCRIBELIST** parameter to the specific path on the apoloDS server shown below.

Reboot the Avaya 46xx IP Telephones.

In the compliance testing, the Avaya 4610SW IP Telephone was used.

```
SET WMLEXCEPT 20.32.39.188
SET TPSLIST     20.32.39.188
SET FILTERLIST  20.32.39.188

SET SUBSCRIBELIST http://20.32.39.188/ASPpushsamples/subscribe.asp
```

## 7. Configure IgeaCare miALERT

This section provides the procedures for configuring IgeaCare miALERT.

Follow the steps in [2] to use the physically connected analog telephone to program miALERT. Below are the settings used in the compliance testing.


- **Telephone Number 1:** The apoloDS hunt group extension from **Section 5.4**.
- **Mode:** “1” for DS mode.
- **Room Number:** The miALERT base extension from **Section 5.1**.

## 8. Configure IgeaCare apoloDS

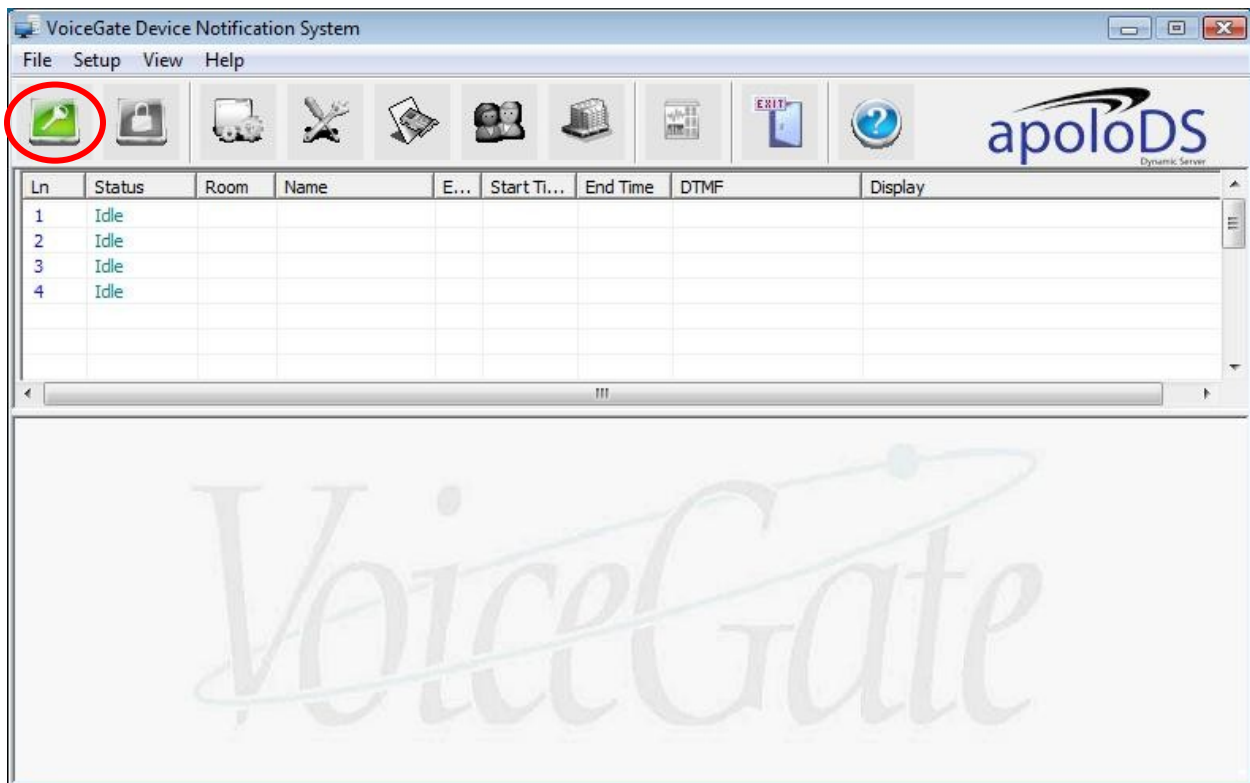
This section provides the procedures for configuring the IgeaCare apoloDS. The procedures fall into the following areas:

- Launch apoloDS
- Administer program setup
- Administer channel setup
- Administer room setup

### 8.1. Launch apoloDS

From the apoloDS server, double-click on the apoloDS icon  from the system tray.

The **VoiceGate Device Notification System** screen is displayed. Click the **Logon** icon, and enter the appropriate credentials in the pop-up box (not shown).



## 8.2. Administer Program Setup

The **VoiceGate Device Notification System** screen is displayed again. Click the **Program Setup** icon from the top menu.



The **Program Setup** screen is displayed. For **Room Number String**, select “miALERT”. For **TPS IP Address**, enter the IP address of the apoloDS server, as shown below. Retain the default values in the remaining fields.

**Program Setup**

File

Room Number Length: 4

Room Number String: miALERT

**Call Parameters**

System Outdialing Number:	,	Call Hold Dial Code:	&
Call Transfer Dial Code:	,&,	Call Retrieve Dial Code:	&
Call Busy/NoAns Dial Code:	&	Call Pickup Dial Code:	*32*X#
Call Connect Dial Code:	&	Default Transfer Ext.:	

**Alarm Options**

System Escalation:	Disable	Alarm Cancel Time (sec):	0
Remote Alarm Port No:	701	Door Alarm Delay (sec):	0
TPS IP Address:	20 . 32 . 39 . 188		

**Resident Check-in**

Activate Check-in Module	<input type="checkbox"/>	No. of Retry:	3
Last Check-in Time:	09:00	Retry Interval (min):	5
Incoming Port No.:	Port 1 Port 2 Port 3 Port 4	Outdialing Port No.:	Port 1 Port 2 Port 3 Port 4
Email Address:	<input type="text"/> <input type="text"/> <input type="text"/>		

### 8.3. Administer Channel Setup

The **VoiceGate Device Notification System** screen is displayed again. Click the **Channel Setup** icon from the top menu.



The **Channel Setup** screen is displayed. For **Number of Rings to Answer**, select “1” from the drop-down list. Retain the default values in the remaining fields.

A screenshot of the 'Channel Setup' dialog box. It has a title bar with 'Channel Setup' and a close button. Below the title bar is a 'File' menu with two icons: a floppy disk and a document. The main area contains two columns of settings. The left column has: 'Number of Rings to Answer' (dropdown menu showing '1'), 'DTMF Interruption Time' (text box with '3'), 'DTMF Event Edge' (dropdown menu showing 'Level'), 'Connect Edge' (dropdown menu showing 'Trail'), 'Intercept Mode Flag' (dropdown menu showing '5'), and 'Call Analysis Delay' (text box with '25'). The right column has: 'Ring No Answer Time' (text box with '3000'), 'Max. Inter-Ring Delay' (text box with '800'), 'No Ringback Timeout Delay' (text box with '4000'), 'Dial Tone Waiting Time' (text box with '300'), and 'Dial Tone Duration' (text box with '100').

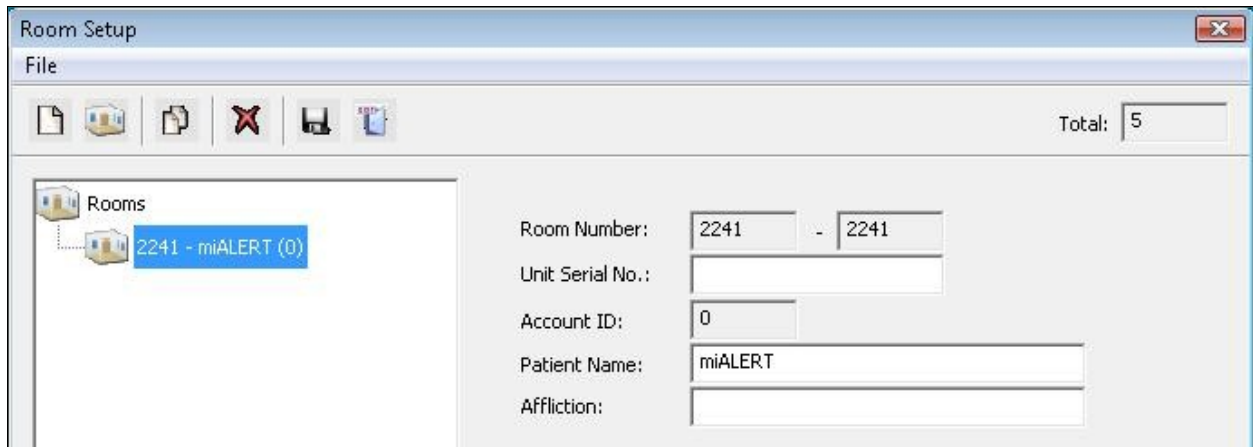
## 8.4. Administer Room Setup

The **VoiceGate Device Notification System** screen is displayed again. Click the **Room Setup** icon from the top menu.

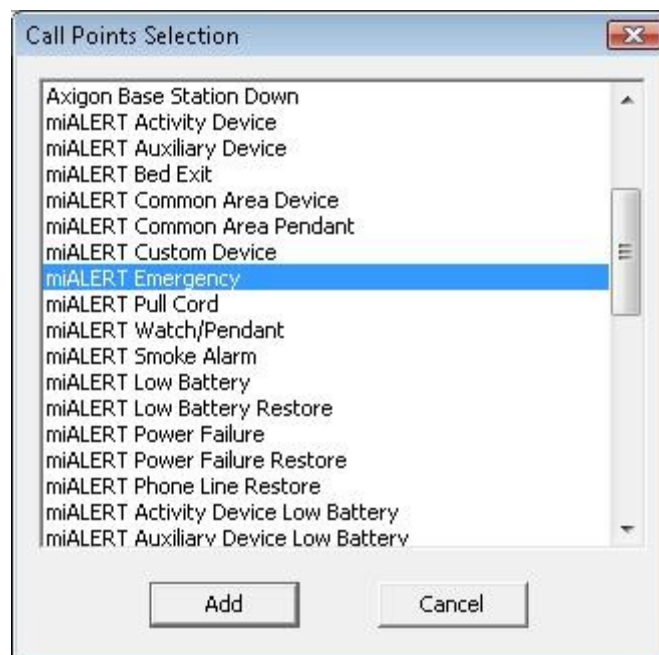


The **Room Setup** screen is displayed. Click the **New** icon to add a new room. For **Room Number**, enter the first miALERT user extension from **Section 5.1**. Enter a desired **Patient Name**. Select **File > Add** to add the new room.

Right click on the newly created room entry in the left pane, and select **Add Call Point** from the pop-up box (not shown).



The **Call Points Selection** screen is displayed. Scroll the screen as necessary to select the entry corresponding to the first call point associated with the miALERT, in this case “miALERT Emergency”.



The **Room Setup** screen is displayed again, and updated with the new call point shown in the left pane. Select the new call point in the left pane. In the right pane, check the desired escalation parameters. In the compliance testing, **Auto Escalate If No Assigned Device(s)** and **Cycle Escalation** were checked.

In the **Escalation** sub-section, right-click on an empty column and select **Add** from the pop-up list (not shown).

The screenshot shows the 'Room Setup' application window. The left pane displays a tree view under 'Rooms' with a sub-entry '2241 - miALERT (0)' containing a 'miALERT Emergency' button. The right pane contains the following fields and controls:

- Room Number:** 2241 - 2241
- Unit Serial No.:** [Empty field]
- Account ID:** 0
- Patient Name:** miALERT
- Affliction:** [Empty field]
- Checkboxes:**
  - ☒ Auto Escalate If No Assigned Device(s)
  - ☒ Cycle Escalation
  - ☐ Check-in
- Escalation Table:** A table with 5 columns labeled (1) through (5). Each column contains a large empty rectangular box for configuration.
- Data Section:**
  - Tabs: Data | Sch1 | Sch2 | Sch3 | Sch4 | Sch5
  - Message:** [Empty text field]
  - Skill Set:** Administrator (dropdown menu)
  - Interval:** 5 (dropdown menu)
  - Retry:** 0 (dropdown menu)
  - Serial#:** [Empty text field]
- Key/Relay Section:** A vertical stack of four empty rectangular boxes.

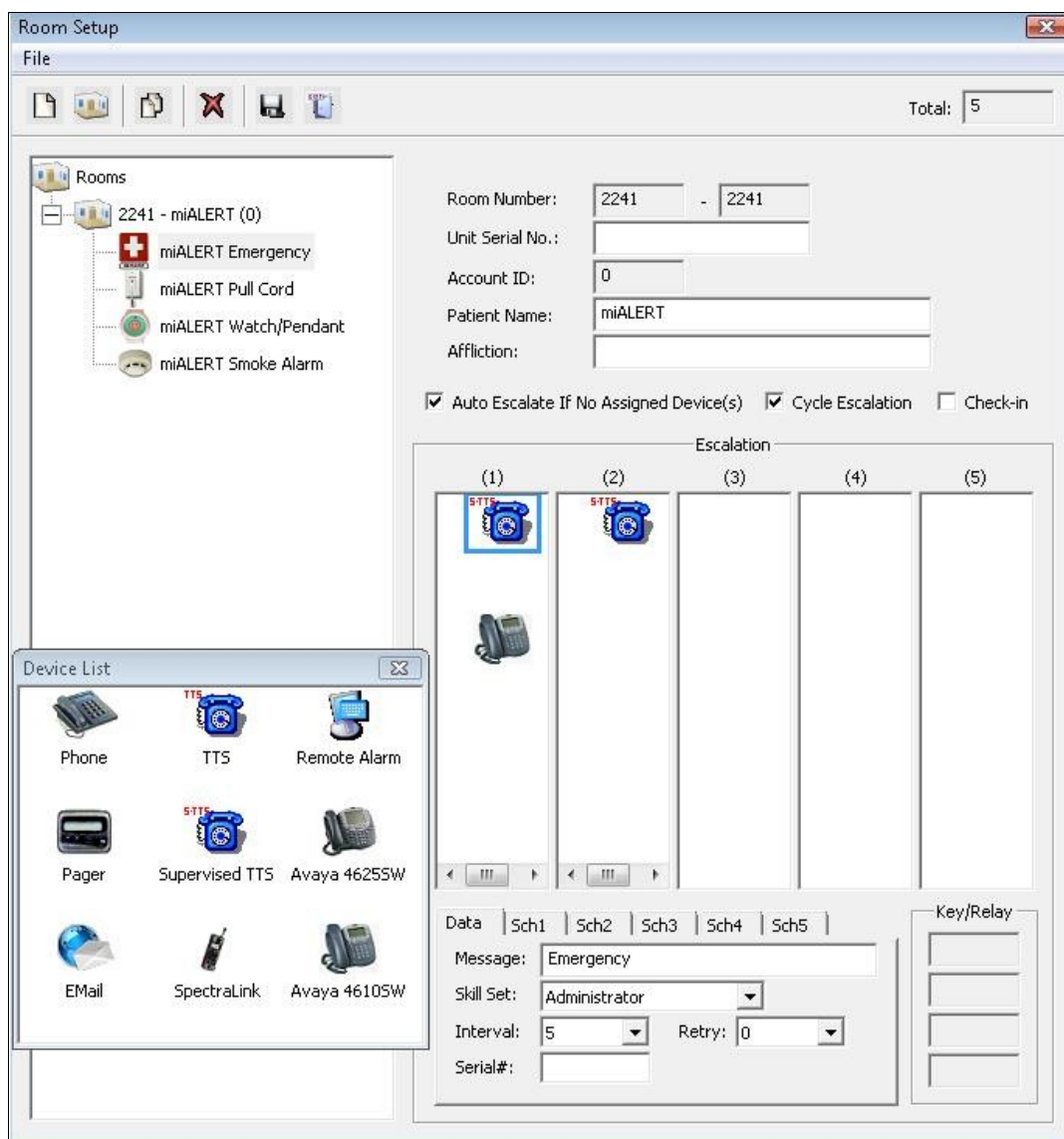
The top right of the window shows a 'Total: 5' label next to a small box.

The **Device List** pop-up box is displayed. Drag and drop the desired devices to the **Escalation** sub-section. In the compliance testing, each call point type is configured with a “Supervised TTS” in the first and second escalation levels, and an “Avaya 4610SW” in the first escalation level.

For each Supervised TTS escalation point, configure **Data > Message** with a string to denote the call point type, and a desired and existing nurse extension in **Sch1 > Number**. Note that the text in the **Message** field will be used by apoloDS to playback to the connected nurse.

For each Avaya 4610SW escalation point, configure **Sch1 > Number** with the IP address of the 4610SW telephone, which will be used to push the escalation information.

Repeat this section to add all desired escalation notification points for all call points associated with all igecom devices, as shown below.





## 9. Verification Steps

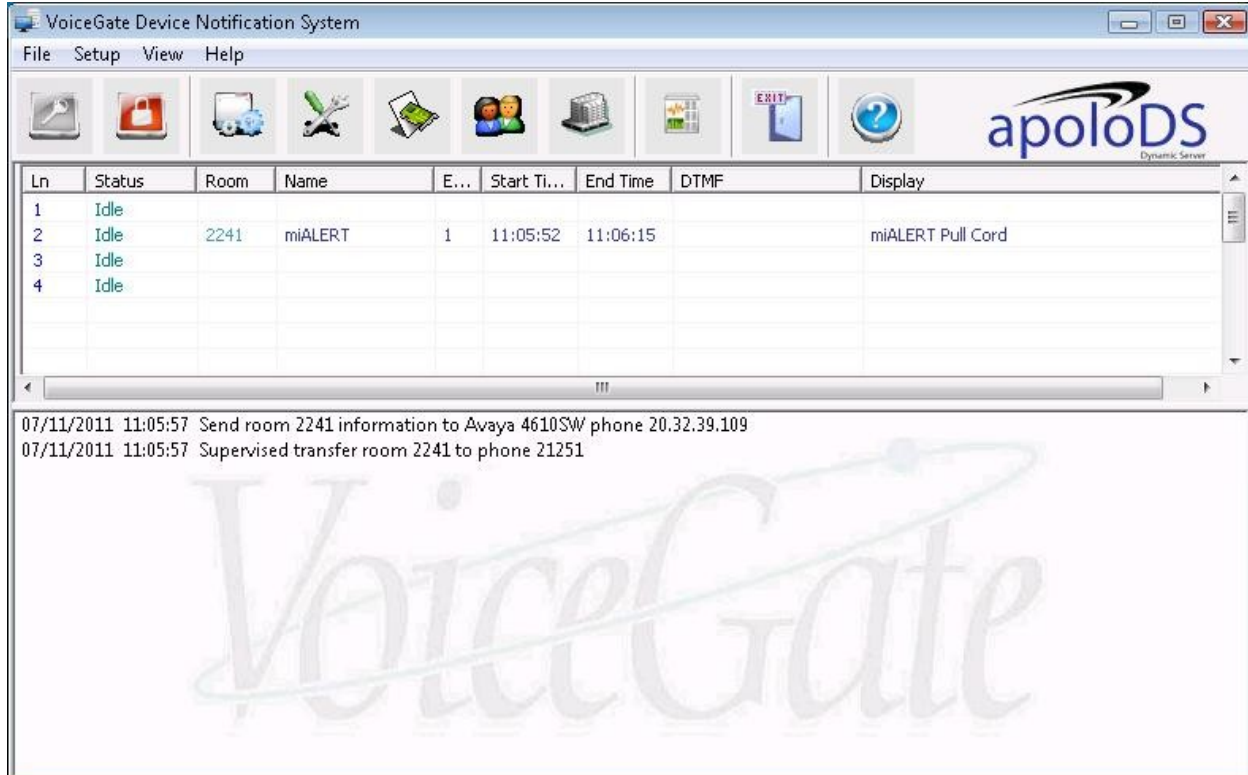
This section provides the tests that can be performed to verify proper configuration of Avaya IP Office, Avaya 46xx IP Telephones, IgeaCare miALERT, and IgeaCare apoloDS.

From a miALERT call point, activate a call to apoloDS (such as pulling the cord or pressing the button, depending on the type of call point). Verify that the call is ringing at the nurse specified in the first escalation level.

Answer the call at the nurse, and verify that an announcement is played that includes the proper room number, patient name, and message from **Section 8.4**. From the nurse's telephone, press the appropriate key to accept the call, and verify that that the nurse is connected to the miALERT user with two-way talk paths. Press the appropriate keys from the nurse telephone to end the call and cancel the notification. Press and hold down the Emergency button on the miALERT to cancel the call on the unit.

Verify that the nurse telephone associated with the PUSH notification receives the appropriate text that includes the same room number, patient name, and message.

From the **VoiceGate Device Notification System** screen on the apoloDS server, verify that there are entries showing the successful supervised transfer of the miALERT call to the nurse and sending of call information to the configured Avaya 4610SW telephone from **Section 8.4**, as shown below.



## 10. Conclusion

These Application Notes describe the configuration steps required for IgeaCare apoloDS and miALERT to interoperate with Avaya IP Office 7.0. All feature and serviceability test cases were completed successfully.

## 11. Additional References

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

1. *IP Office 7.0 Documentation CD*, March 2011, available at <http://support.avaya.com>.
2. *miALERT Installation Manual*, Version 1.0, available at <http://www.igeacare.com>.
3. *ApoloDS User Guide*, 2008, available at <http://www.igeacare.com>.

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