



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

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# **Application Notes for Configuring Gemini and Voyager Series Phone Sets from Interquartz on Avaya Aura® Communication Manager – Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps for provisioning Gemini Series and Voyager Series phone sets on Avaya Aura® Communication Manager to allow interoperability.

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 Gemini Series and Voyager Series phone sets from Interquartz on Avaya Aura® Communication Manager using Avaya Aura® Messaging for Message Waiting Indication (MWI). Interquartz supply telephones in the Corporate, Financial, Health, Government, Educational, Industrial, Hotel & Hospitality and SME/SoHo market sectors. Gemini telephones are designed ideally as entry level telephones for all market sectors. Voyager telephones are designed ideally for the hotel, health and education markets.

## 2. General Test Approach and Test Results

The test approach was to configure an analog test station on Communication Manager and to connect each Voyager and Gemini station to that port. Calls are made to and from that analog station from a SIP, H.323 and Digital Avaya deskphone in order to ensure that each party can successfully complete a telephone conversation. The testing of a message waiting indication on each Voyager and Gemini phone set was also tested using Avaya Aura® Messaging. A voice mailbox user is setup on Messaging for the Voyager and Gemini phone set in order to allow a voicemail message be left and a message waiting indication initiated.

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's formal testing and Declaration of Conformity is provided only on the headsets/handsets that carry the Avaya brand or logo. Avaya may conduct testing of non-Avaya headset/handset to determine interoperability with Avaya phones. However, Avaya does not conduct the testing of non-Avaya headsets/handsets for: Acoustic Pressure, Safety, Hearing Aid Compliance, EMC regulations, or any other tests to ensure conformity with safety, audio quality, long-term reliability or any regulation requirements. As a result, Avaya makes no representations whether a particular non-Avaya headset will work with Avaya's telephones or with a different generation of the same Avaya telephone.

Since there is no industry standard for handset interfaces, different manufacturers utilize different handset/headset interfaces with their telephones. Therefore, any claim made by a headset vendor that its product is compatible with Avaya telephones does not equate to a guarantee that the headset will provide adequate safety protection or audio quality.

## 2.1. Interoperability Compliance Testing

The Gemini and Voyager phone set models tested for interoperability with Communication Manager are listed in **Section 4** of these Application Notes. Calls were made from each Interquartz model phone-set to an Avaya 9600 Series SIP deskphone, an Avaya 9600 Series H.323 deskphone and an Avaya 2400 Series Digital deskphone. The following types of calls and features were tested to ensure basic interoperability.

- Basic Call (Including calling number display, if display equipped)
- Hold
- Consultative Hold
- Unattended Transfer
- Attended Transfer
- Call forward
- Conference
- DTMF
- Message Waiting Indication

## 2.2. Test Results

The following observations were noted during compliance testing.

- Voyager 9281P slim set has no keypad and therefore could only be used as a hot-dial set where a pre-programmed number is dialed once the handset is lifted.
- Voyager 9826 slim set will only work with the supplied handset
- It was observed that the Voyager 9825 Message Waiting Indication failed to illuminate.
- Gemini 9335 requires a specific programming on Communication Manager as shown in **Section 5.3** in order for CLID and Call Log to operate correctly.

## 2.3. Support

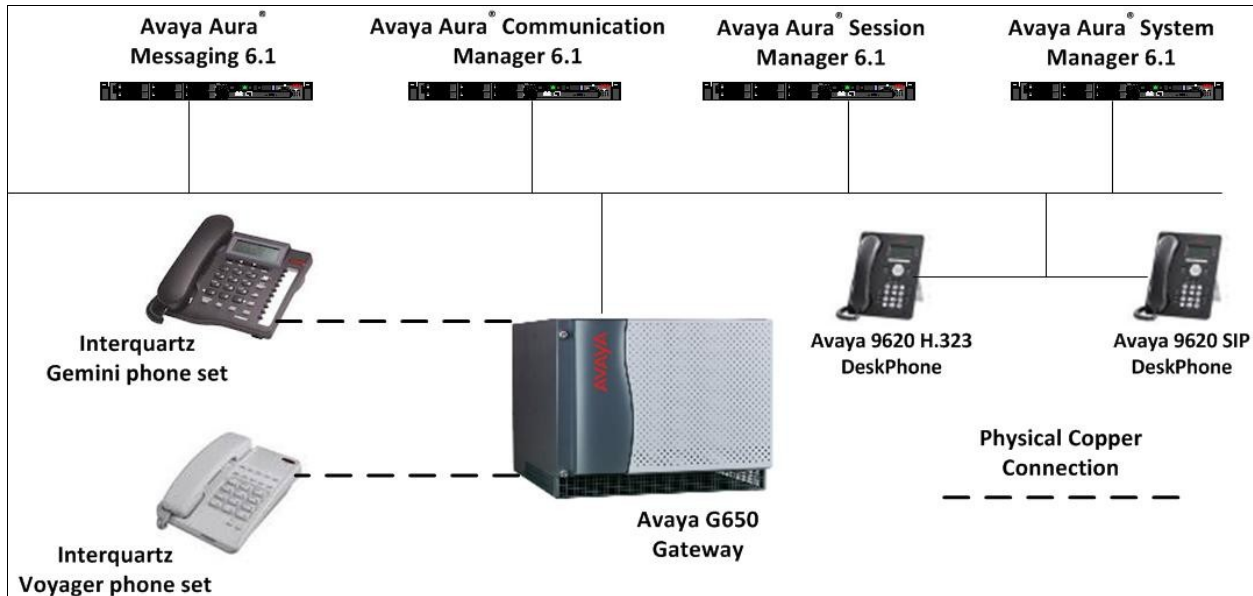
Support from Avaya is available by visiting the website <http://support.avaya.com> and a list of product documentation can be found in **Section 10** of these Application Notes.

Support from Interquartz is available at <http://www.interquartz.co.uk> or by using the following contact information:

Interquartz  
Pennine House  
Salford St  
Bury  
Lancashire, UK  
+441617633122  
[support@interquartz.co.uk](mailto:support@interquartz.co.uk)

### 3. Reference Configuration

**Figure 1** shows the network topology during compliance testing. The Interquartz phone sets connect to an Analog Line Card on the G650 Gateway card via copper connection. Message Waiting Indication tests involve Avaya Aura® Messaging.



**Figure 1: Network Solution with Interquartz phone sets and Avaya Aura® Communication Manager R6.0.1 and Avaya Aura® Messaging R6.1.**

## 4. Equipment and Software Validated

The following equipment and software was used for the compliance test.

Equipment/Software	Release/Version
Avaya Aura <sup>®</sup> Communication Manager running on Avaya S8800 Server	R6.1 SP3
Avaya Aura <sup>®</sup> Session Manager running on Avaya S8800 Server	R6.1 SP4
Avaya Aura <sup>®</sup> System Manager running on Avaya S8800 Server	R6.1 SP4
Avaya Aura <sup>®</sup> Messaging running on Avaya S8800 Server	R6.1
Avaya G650 Gateway	N/A
Avaya Analog Line Card TN793CP	HW07 FW011
Avaya 9620 H.323 Sets	96xx H.323 Release 3.1 SP2
Avaya 9620 SIP Sets	96xx SIP Release 2.6 SP3
Interquartz Gemini Phone Set	9330, 9330AV 9333 9335, 9335AV
Interquartz Voyager Phone Set	9281, 9281AV, 9281F, 9281T, 9281O, 9281N, 9281P 9283 9285 9825 9826 9826N

## 5. Configure Avaya Aura® Communication Manager

It is assumed that a fully functioning Communication Manager is in place with the necessary licensing. For further information on the configuration of Communication Manager please see **Section 10** of these Application Notes.

### 5.1. Configure Interquartz Phone Sets on Communication Manager

Type **add station x**, where x is the extension number of the station to be added. Note the **Type** is **2500** and the **Port** configured depends on the physical location of the phone set in this case it is in unit **07** of card **06** on cabinet **01A**. Note also the **Coverage Path 1** is set to **59** this is used to send calls to voicemail if not answered. See **Section 5.2** for a description of the coverage path setup used in the compliance test. Ensure that **Message Waiting Indicator** is set to **led** for a low voltage lamp on the Interquartz phone sets.

<b>add station 59404</b>		Page	1 of	4
		STATION		
Extension: 59404	Lock Messages? n	BCC: 0		
Type: 2500	Security Code: 123456	TN: 1		
Port: 01A0607	<b>Coverage Path 1: 59</b>	COR: 1		
Name: INterQuartzSet	Coverage Path 2:	COS: 1		
	Hunt-to Station:	Tests? y		
STATION OPTIONS				
XOIP Endpoint type: auto	Time of Day Lock Table:			
Loss Group: 1	<b>Message Waiting Indicator: led</b>			
Off Premises Station? n	Message Lamp Ext: 59404			
Survivable COR: internal				
Survivable Trunk Dest? y				
	Remote Office Phone? n			
Passive Signalling Station? n				

On **Page 2** ensure that **MWI Server User Type** is set as **sip-adjunct**. This was the setup used for the compliance testing.

display station 59404		Page	2 of	4
		STATION		
FEATURE OPTIONS				
LWC Reception: spe				
LWC Activation? y		Coverage Msg Retrieval? y		
LWC Log External Calls? n		Auto Answer: none		
CDR Privacy? n		Data Restriction? n		
Redirect Notification? y		Call Waiting Indication: y		
Per Button Ring Control? n		Att. Call Waiting Indication: y		
Bridged Call Alerting? n		Distinctive Audible Alert? y		
Switchhook Flash? y		Adjunct Supervision? y		
Ignore Rotary Digits? n				
H.320 Conversion? n		Per Station CPN - Send Calling Number? y		
Service Link Mode: as-needed				
Multimedia Mode: basic		Audible Message Waiting? n		
<b>MWI Served User Type: sip-adjunct</b>				
		Coverage After Forwarding? s		
		Multimedia Early Answer? n		
		Direct IP-IP Audio Connections? y		
		IP Audio Hairpinning? n		
Emergency Location Ext: 59404				

## 5.2. Configuration of Coverage Path and Hunt Group for voicemail

The coverage path setup used for compliance testing is illustrated below. Note the following:

- **Don't Answer** Set to **y**, the coverage path will be used in the event the phone set is not answered
- **Number of Rings** Set to **2**, the coverage path will be used after two rings
- **Point 1:** Set to **h59**, Hunt Group 59 is utilised by this coverage path

display coverage path 59			
COVERAGE PATH			
Coverage Path Number: 59			
Cvg Enabled for VDN Route-To Party? n		Hunt after Coverage? n	
Next Path Number:		Linkage	
COVERAGE CRITERIA			
Station/Group Status	Inside Call	Outside Call	
Active?	n	n	
Busy?	y	y	
Don't Answer?	y	y	Number of Rings: 2
All?	n	n	
DND/SAC/Goto Cover?	y	y	
Holiday Coverage?	n	n	
COVERAGE POINTS			
Terminate to Coverage Pts. with Bridged Appearances? n			
Point1: h59	Rng:	Point2:	

The hunt group used for compliance testing is shown below. On **Page 1** the hunt group has been assigned a **Group Extension** of **59000**.

display hunt-group 59		Page	1 of 60
HUNT GROUP			
Group Number: 59	ACD?		n
Group Name: Voicemail	Queue?		n
Group Extension: 59000	Vector?		n
Group Type: ucd-mia	Coverage Path:		
TN: 1	Night Service Destination:		
COR: 1	MM Early Answer?		n
Security Code:	Local Agent Preference?		n
ISDN/SIP Caller Display: mbr-name			

On **Page 2**, **Message Center** is set to **sip-adjunct** as it was for the **MWI Served User Type** in **Section 5.1**. The **Voice Mail Number** and **Voice Mail Handle** fields are set to **59000** which is the voicemail access number for Messaging. Routing Digits is set to the AAR Feature Access Code of **\*99**.

display hunt-group 59		Page 2 of 60
HUNT GROUP		
Message Center: sip-adjunct		
Voice Mail Number	Voice Mail Handle	Routing Digits
		(e.g., AAR/ARS Access Code)
59000	59000	*99

### 5.3. Change hot line number for Voyager sets

Type **change station x** where **x** is the extension number of the station to be changed. On **Page 4** enter the number for the hot dial into **List1** and enter **1** for the **Abbreviated Dialing List Number** below.

<b>change station</b> 59404	Page 4 of 4	
STATION		
SITE DATA		
Room:	Headset?	n
Jack:	Speaker?	n
Cable:	Mounting:	d
Floor:	Cord Length:	0
Building:	Set Color:	
ABBREVIATED DIALING		
<b>List1:</b> 5551234567	List2:	List3:
HOT LINE DESTINATION		
<b>Abbreviated Dialing List Number</b> (From above 1, 2 or 3):1		
Dial Code:		
Line Appearance: call-appr		

### 5.4. Configure Gemini Phone Sets to allow CLID displayed

Type **change station x** where **x** is the extension number of the station to be changed. Change **Type** to **CallrID**. This allows the caller ID of incoming callers to be seen on the phone set.

<b>change station</b> 59404	Page 1 of 4	
STATION		
Extension: 59404	Lock Messages? n	BCC: 0
<b>Type: CallrID</b>	Security Code: 123456	TN: 1
Port: 01A0607	Coverage Path 1: 59	COR: 1
Name: INterQuartzSet	Coverage Path 2:	COS: 1
	Hunt-to Station:	Tests? y
STATION OPTIONS		
XOIP Endpoint type: auto	Time of Day Lock Table:	
Loss Group: 1	Message Waiting Indicator: led	
Off Premises Station? n	Message Lamp Ext: 59404	
	Display Caller ID? y	
	Caller ID Message Waiting Indication? n	
Survivable COR: internal		
Survivable Trunk Dest? y		

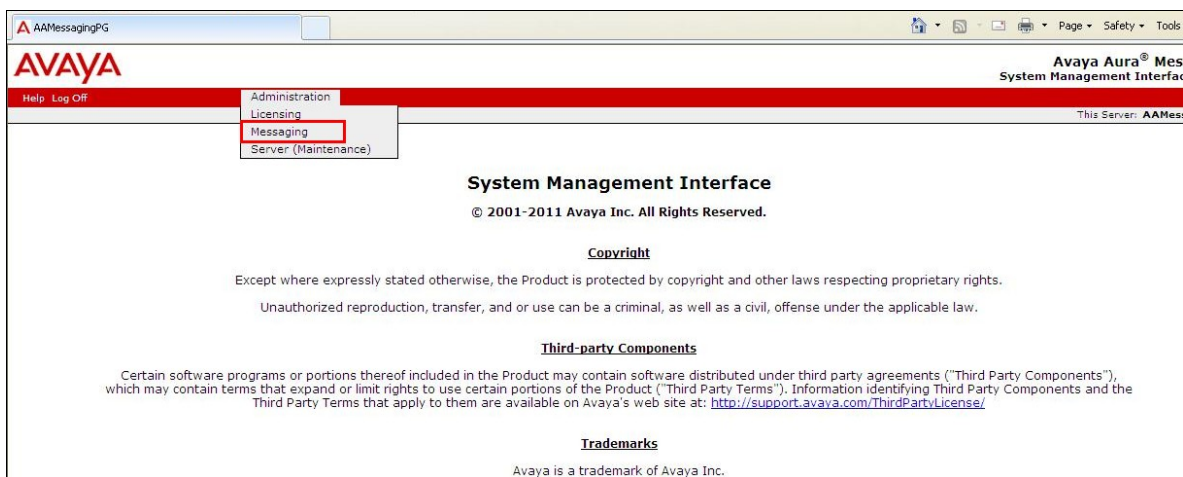


## 6. Configure Avaya Aura® Messaging

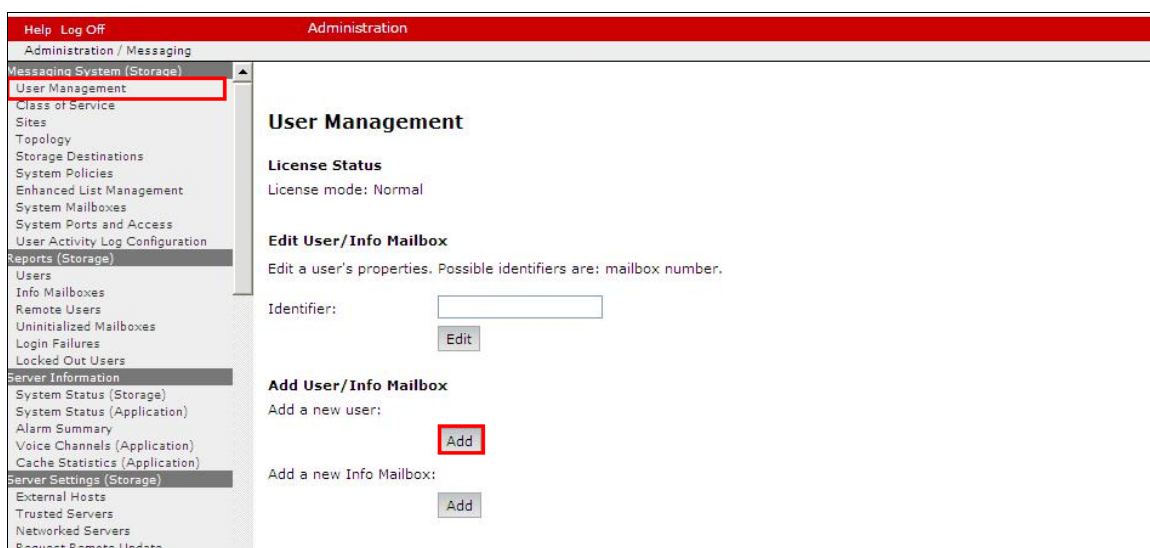
This section assumes that installation and basic administration of messaging has been performed. The steps in this section describe the configuration of a new voice mailbox for a Voyager or Gemini phone set user. For further information on messaging please refer to **Section 10** of these Application Notes.

### 6.1. Adding a Voice Mailbox on Messaging for Interquartz Phone Sets

Launch a web browser, enter **https://<IP address of messaging server>** in the URL, and log in with the appropriate credentials for accessing the System Management Interface page. Click on **Administration** and **Messaging** highlighted below.



Click on **User Management** in the left column and then **Add** (highlighted) to add a new voicemail user.



Enter the credentials as shown below, the name, **Mailbox number** and **Extension** will be the same as was added in **Section 5.1**.

Help Log Off Administration

Administration / Messaging

Messaging System (Storage)

User Management

Class of Service

Sites

Topology

Storage Destinations

System Policies

Enhanced List Management

System Mailboxes

System Ports and Access

User Activity Log Configuration

Reports (Storage)

Users

Info Mailboxes

Remote Users

Uninitialized Mailboxes

Login Failures

Locked Out Users

Server Information

System Status (Storage)

System Status (Application)

Alarm Summary

Voice Channels (Application)

Cache Statistics (Application)

Server Settings (Storage)

External Hosts

Trusted Servers

Networked Servers

Request Remote Update

IMAP/SMTP Settings (Storage)

General Options

Mail Options

IMAP/SMTP Status

### User Management > Properties for New User

**User Properties**

First name: Interquartz

Last name: Gemini 59404

Display name: Interquartz

ASCII name:

Site: Messaging\_PG

Mailbox number: 59404

Extension: 59404

☐ Include in Auto Attendant directory

Additional extensions:

Class of Service: Standard

Scroll down further on the same page and ensure that **MWI enabled** is set to **Yes** and enter a **password** for the mailbox. Click **Save** once finished.

Help Log Off Administration

Administration / Messaging

Messaging System (Storage)

User Management

Class of Service

Sites

Topology

Storage Destinations

System Policies

Enhanced List Management

System Mailboxes

System Ports and Access

User Activity Log Configuration

Reports (Storage)

Users

Info Mailboxes

Remote Users

Uninitialized Mailboxes

Login Failures

Locked Out Users

Server Information

System Status (Storage)

System Status (Application)

Alarm Summary

Voice Channels (Application)

Cache Statistics (Application)

Server Settings (Storage)

External Hosts

Trusted Servers

Networked Servers

Request Remote Update

IMAP/SMTP Settings (Storage)

General Options

Mail Options

IMAP/SMTP Status

Class of Service: Standard

Pronounceable name:

MWI enabled: Yes

Miscellaneous 1:

Miscellaneous 2:

New password: .....

Confirm password: .....

☐ User must change voice messaging password at next logon

☐ Voice messaging password expired

☐ Locked out from voice messaging

Save Delete

## 7. Configure Interquartz Phone Sets

There is no specific configuration required on the Voyager or Gemini Series phone sets to connect to Communication Manager. The additional programming of memory buttons and enabling of call logs are outside the scope of these Application Notes and are not covered, for further information on the programming of Voyager and Gemini Series phone sets please refer to **Section 10** of these Application Notes.

## 8. Verification Steps

To verify that the Gemini and Voyager Series phone sets have been configured correctly on Communication Manager lift the handset and ensure there is dial tone. Make a call from each Voyager series model and each Gemini series model to an Avaya deskphone. Call from an Avaya deskphone to each Voyager and Gemini Series model and ensure that a call which is passed to messaging will activate the MWI light once a new message is left and goes off once the message is retrieved.

## 9. Conclusion

These Application Notes outline the steps necessary to configure Voyager and Gemini Series phones sets from Interquartz on Avaya Aura® Communication Manager and Avaya Aura® Messaging to allow interoperability. Please refer to **Section 2.2** of these Application Notes for test results and observations.

## 10. Additional References

This section references documentation relevant to these Application Notes. Product documentation for Avaya products may be found at <http://support.avaya.com>.

- [1] *Administering Avaya Aura® Communication Manager, Document Number 03-300509.*
- [2] *Avaya Aura® Communication Manager Feature Description and Implementation, Document Number 555-245-205.*
- [3] *Administering Avaya Aura® Messaging R6.1.*
- [5] *Avaya one-X Deskphone Edition for 9600 Series IP Telephones Administrator Guide, Document Number 16-300698.*

Interquartz product documentation can be found at <http://www.interquartz.co.uk/>

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