

Avaya Solution & Interoperability Test Lab

Application Notes for British Telecom (Financial Technology Services) Session Manager 4.1 with Avaya IP Office Server Edition 9.1 and 500v2 Expansion - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate British Telecom (Financial Technology Services) Session Manager 4.1 with Avaya IP Office Server Edition 9.1 and 500v2 Expansion. British Telecom Session Manager 4.1 is a SIP endpoint that interoperates with IP Office via a SIP Trunk.

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 describe the configuration steps required to successfully integrate British Telecom (BT) Session Manager with Avaya IP Office Server Edition 9.1 and 500v2 Expansion. BT Session Manager is a SIP proxy a SIP Trunk to interoperate with IP Office as a SIP Line.

2. General Test Approach and Test Results

The general test approach was to configure the BT Session Manager to communicate with the IP Office via a SIP Trunk.

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 test included both feature functionality and serviceability testing. The feature functionality testing focused on carrying out different call scenarios with good quality audio. Calls were routed through the BT Session Manager to the IP Office from BT Netrix Trading Turrets registered to the BT Session Manager. The tests included:

- SIP trunk is connected and in Service.
- Netrix Trading Turret can make and receive calls.
- Netrix Trading Turret can transfer and conference.
- Netrix Trading Turret can recover from loss of service

2.2. Test Results

All test cases were passed with the following observations.

- A supervised transfer between Netrix Turrets via IP Office is not supported on the current version of IP Office causing a line appearance to remain active after the transfer is completed. The call is presented on a second line and this is used as a work around. This is a known IP Office issue. But it is not known at this time if a fix will be provided in future releases of IP Office.
- No calls out to the PSTN were tested from the Netrix Turrets due to BT Security policy.
- During a BT Session Manager LAN outage, SIP Calls remain active but no subsequent calls can be made until service is resumed. Calls active when service is resumed are lost when the Netrix Turret renews it's registration.

2.3. Support

BT Unified Trading Interoperability Team Email: Unified.trading.interop.team@bt.com

3. Reference Configuration

The configuration shown in **Figure 1** was used during the compliance test of BT Netrix Turret with IP Office. Netrix Turrets utilize a SIP trunk to communicate with IP Office handsets.



Figure 1: Connection of Netrix Turret with Avaya IP Office Server Edition 9.1 and 500v2 Expansion

4. Equipment and Software Validated

Equipment/Software	Release/Version
Avaya IP Office Server Edition	9.1.0.0 Build 437
Avaya IP Office 500v2	9.1.0.0 Build 437
Avaya 96xx Series IP Deskphones H.323	3.2
Avaya 2420 Series Digital Deskphones	N/A
BT Netrix Trading Turret	4.0.27
BT Session Manager (Co-Hosted).	4.1.0.20
NST Load Balancer	1.1.9.10.38
NST Media Resource Broker (MRB)	1.2.23
Dialogic Media Server.	2.4.10856

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

5. Configure Avaya IP Office

This section describes the steps required to allow IP Office to communicate with BT Session Manager. Is it assumed that IP Office is installed and configured before implementing the configuration steps below. For all other provisioning information such as initial installation and configuration, please refer to the product documentation in **Section 10**.

The configuration illustrated in this section was performed using IP Office Manager. Configuration steps include:

- Check SIP Trunk Licensing.
- Administer System Lan settings.
- Administer Short Codes for routing and feature.
- Administer SIP Line.

In IP Office Manger under configuration, select **License** and check the number of **SIP Trunk Channels** are enough for the Netrix Turret SIP line requirements as shown below.

							nì -
icense Remote Serv	ver						
License Mode	License Normal						
Licensed Version	9.1						
Serial Number (ADI)	b1/36028a84a7c	fe5ee488c4515476b2220bd480					
PLDS Host ID	416720080541						
DI DC Cile Shakur	United						
PLUS File Scelus	V BHO						
Select Licensing	Valid						
Feature		Кеу	Instances	Status	Expiry Date	Source	12
VMPro Recordings	Administrators	N/A	180	Valid	Never	PLDS Nodal	
Office Worker		N/A	100	Valid	Never	PLDS Nodal	
VMPro TTS Professi	ional	N/A	100	Valid	Never	PLDSNodal	
IPSec Tunneling		N/A	100	Valid	Never	PLDS Nodal	
Power User		N/A	100	Valid	Never	PLDS Nodal	
Avaye IP Endpoints		N/A	100	Valid	Never	PLDS Nodel	1
SIP Trunk Channels		N/A.	100	Valid	Nevel	PLDS Nodel	
IP500 Universal PR\$	- Incremental c	N/A	100	Valid	Never	PLDS Nodal	1
Third Party API		N/A	100	Valid	Never	PLDS Nodal	
Wave User		N/A	100	Valid	Never	PLDSNodal	
3rd Party IP Endpoin	nts	N/A	100	Valid	Never	PLDS Nodal	
Server Edition R9.1		N/A	100	Valid	Never	PLDS Nodal	
IPO Branding		N/A	180	Valid	Never	PLDS Nodal	
UMS Web Services		N/A	100	Valid	Never	PLDS Nodal	
Avaya Mac Softpho	ine	N/A	100	Valid	Never	PLDS Nodal	
Server Edition for R	ussia R9.1	N/A	100	Valid	Never	PLDS Nodel	14
4			CHI.	V155.55			

Select the Server edition \rightarrow	System (not shown)	and check that SIP	Trunks Enable is selected.
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System	LAN1	LAN2	DNS	Voicemail	Telephony	Directory Se	rvices	System Events	SMTP	SMDR	Twinning	Codecs	VoIP Sec
LAN Se	ttings V	'oIP	Network T	opology									
- 🔽 Н	323 Gatek	eeper E	nable										
🔽 A	uto-create	e Extn		Δ	uto-create U	ser		📃 H323 Rem	ote Extn I	Enable			
								Remote Call S	Signalling	Port 17	/20	×	
IZ 🔽	P Trunks	Enable											
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Dom	ain Name	:											
				🔽 UD	Р	UDP Port	5060	×.	Rem	note UDP	Port 5060		A V
Layer	r 4 Protoc	ol		🔽 ТС	P	TCP Port	5060	▲ ▼	Rem	note TCP	Port 5060		A. V
				🔽 TLS	S	TLS Port	5061	×	Rem	note TLS P	o _{rt} 5061		A. V
Chall	enge Expi	iry Time	e (secs)	10	▲ ▼								

From Solution→Short Code (not shown), right click and select New(not shown). Enter the leading number used to dial to access the Netrix Trading Turrets as the Code followed by N;. Select Dial from the Feature drop down, enter the number again without the ; as the Telephone Number and select the SIP Line Group ID used to dial the Netrix Trading Turrets.

Short Code		
Code	3N;	
Feature	Dial	•
Telephone Number	3N	
Line Group ID	100	•
Locale		•
Force Account Code		
Force Authorization Code		

From the **Server Edition→Line** right click and select **New→SIP Line**.

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System System (New	•	IP Office Line
🖻 🕂 🕇 Line 🎽	Cut	Ctrl+X	H323 Line
	Сору	Ctrl+C	IP DECT Line
	Paste	Ctrl+V	SIP Line
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Grou	New from Template (Binary)		
Service (0)	стирана (14)		

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On the **SIP Line** tab, enter an **ITSP Domain Name**. The BT Session Manager Server IP Address is used here. Also make sure **Check OOS** is not selected so that IP Office does not send options messages to the BT Session Manager.

SIP Line Transport SIP URI VoIP SIP C	Credentials SIP Advanced Engineering		
Line Number	10	In Service	
ITSP Domain Name		Check OOS	
URI Type	SIP	- Session Timers	
Location	Cloud	Refresh Method	Auto 👻
		Timer (seconds)	On Demand 💂
Prefix		Forwarding and Twinning	
National Prefix	0	Originator number	
International Prefix	00	Send Caller ID	None
Country Code		Redirect and Transfer	
Name Priority	System Default 🔹	Incoming Supervised REFER	Auto 👻
Description		Outgoing Supervised REFER	Auto 👻
		Send 302 Moved Temporarily	
		Outgoing Blind REFER	

On the **Transport** tab, enter the BT Session Manager Server IP Address as the **ITSP Proxy Address** and set the **Layer 4 Protocol** and **Send Port**.

SIP Line Transport SIP URI Voli	SIP Credentials SIP Advanced Er	ngineering			
ITSP Proxy Address 10.10.10.	10				
-Network Configuration				1	
Layer 4 Protocol	TCP 🔻	Send Port	5060		
Use Network Topology Info	None	Listen Port	5060		
Explicit DNS Server(s)	. 0 . 0 . 0 0 . (0.0.	0		
Calls Route via Registrar 🛛 😨					
Separate Registrar					

On the **SIP URI** tab, click on **Add**. Set the **Incoming** and **Outgoing Group** to the default value given for **Outgoing Group**. Click on **OK** to save changes.

SIP Line Transport SIP URI	VoIP SIP Cree	lentials SI	P Advanced Eng	lineeri	ng		
Channel Groups	Via Local URI	Contact	Display Name	PAI	Credential	Max Calls	Add
1 100 100	K			N	0: <non< td=""><td>100</td><td>Remove</td></non<>	100	Remove
							Edit
- Edit Channel		1					ок
Via	<1	vone>					Cancel
Local URI	U	e Internal l	Data			-	Cancer
Contact	Us	e Internal I	Data			-	
Display Name	Us	e Internal I	Data			•	
PAI	N	one				•	
Registration	0:	<none></none>			•		
Incoming Group	10	0					
Outgoing Group	10	0					
Max Calls per Channel	10	0	×				

On the **SIP Advanced** tab, select **Caller ID from From header** and select **Allow Empty INVITE** and **Send Empty re-INVITE**.

IP Line Transport IP URI VolP	SP Credentials SIP Advanced Engineering		
Addressing Association Method	By Source IP address	Media Allow Empty INVITE Send Empty re-INVITE	2
Suppress DNS SRV Lookups	racquest ora	Allow To Tag Change P-Early-Media Support	None •
Identity		Force Early Direct Media	8
Use Phone Context Add userwphone		Media Connection Preservation	Disabled •
Use PAI for Privacy Use Domain for PAI		Call Control	9 B
Swap From and PAI Caller ID from From header		Call Queuing Timeout (m)	5
Send From In Clear	EL .	Service Busy Response	486 - Busy Here
Cache Auth Credentials User-Agent and Server Header	191	on No User Responding Send	408-Request Timeout
		Action on CAC Location Limit	Allow Voicemail
		Suppress Q.850 Reason Header	10
		Emulate NOTIFY for REFER	10
		No REFER if using Diversion	E1

Click **OK** (not shown). After all IP Office configuration has been completed, the Configuration needs to be saved and the IP Office must be rebooted.

6. Configure BT Session Manager

This section is used to describe the steps required to configure BT Session Manager to interoperate with IP Office 9.1.

Log into the BT Session Manager by browsing to the IP Address of the BT Session Manager Virtual IP Address followed by the port used for the UI, this is normally 8080.

For this example, <u>http://<Session Manager IP>:8080</u> was used.

After browsing to BT Session Manager Address, the following login screen is shown. Please enter username and password.

Session	(Manager
<u>e</u>	Enter Username
	Enter Password
× Carcel	

The main screen is shown.

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SJW; Reviewed: SPOC 1/13/2016

Select the tab named **Targets**.

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2	User 5	Status Logged-Orr	Torret 1	(Northe	e of Records: 2) Canthy 2804	Cluster	20 •) Device Type TotteBattan	IP Address 1	IP Address 2	Sector &

Select **New** to create a new Target.

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Enter Target Name in the **Name** field.

Type will always be Direct Dial.

Enter the IP Address of the IP Office in the Address field.

Enter the Port that is used in the **Port** field.

Choose **tcp** from the **Transport** dropdown box.

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Select the **Target** by ticking the checkbox, then press **Save**.

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41020 Liveview Retransmission admin Targets Delete New TARGETS Name 🗘 Туре All • \Box Avaya-IPO Direct Dial -Conference Conference

Ensure that the Target is saved before moving to the next step, confirmation is shown below.

Select the Target Groups Tab.

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Select New.

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TARGET GROUPS New Delete	TARGET GROUP
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(1 of 1) IX XX P> PI 50 - Conference-TG Conference	ASSIGNED TARGETS IN TARGET GROUP:
	Conference

Enter the Target Group name in the Name field

4.1.9.20 admin	Liveview	Retransmission Targets Locations
Cancel		Target Groups
TARGET GROUPS	Name Avaya-IPO-TG	
Conference-TG Conference	ASSIGNED TARGETS IN TARG	ET GROUP:

Select the **Target** created on the right hand side of the screen and then press **Assign**.

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ASSIGNED TARGETS IN TARG	ET GROUP:	finite for everyone Bot 0
and Charles	Neo dalla Yound	Awya-PO Conference

The Target will move into the ASSIGNED TARGETS IN TARGET GROUP.

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Cancel	Target Groups Target Line
TARGET GROUPS	TARGET GROUP Name Avava-IPO-TG
(1 of 1)	ASSIGNED TARGETS IN TARGET GROUP:
	Avaya IPO

Select Save. Wait for the confirmation message(not shown) before moving onto the next step.

4.1.0.20 admin	Liveview Retransmission Targets
Cancel	Targets Target Groups Targ
TARGET GROUPS	
New Delete	TARGET GROUP
All Search Go	Name Avaya-IPO-TG
	ASSIGNED TARGETS IN TARGET GROUP:
Conference-TG Conference	
	Avaya-IPO

Select the **Target Lists** Tab.

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		Target Groups
Al + Search	5	TARGET GROUP Name Avaya-IPO-TG
(1 of 1)	Sil 💌 Direct Dial	ASSIGNED TARGETS IN TARGET GROUP:
Conference-TG	Conference	Avaya-PO

Select New.

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Cancel Save			Targets Target Grou	ps Target Lists
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All Search Go		Name Conference-TL		
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Enter the Target List Name in **Name** field.

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TARGET LISTS New Dolete As Search Ge	TARGET LIST Name Avaya-IPO-TL			
(f of f) is is in 60 - Conference-TL Conference	ASSIGNED TARGET GROUP	'S IN TARGI	ET LIST (Drag t	o change order):

Select the Target Group that was just created on the right hand side of the screen and then press **Assign**.

TARGET LIST	TARGET GROUP
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ASSIGNED TARGET GROUPS IN TARGET LIST (Drug to change order)	Autor for antiprover.
ter pair to an	Anava-FO-13

The Target Group will move into the **ASSIGNED TARGET GROUPS IN TARGET LIST** after hitting Assign.

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(1 of 1) 14 <4 >> >1	50 👻						
Conference-TI	Conference	ASSIGNEE) TARGET GR	OUPS IN TARG	ET LIST (Drag	y to change o	rder):
			0	Avaya-IPO-TG			

Select **Save**. Ensure the confirmation message is shown at the bottom of the screen before moving onto the next step.



Select the Locations Tab.

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(t of 1) and an	er so 50 💌	ASSIGNED TARGET GROUP	S IN TARGET LIST (Drag	to change order):
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Select the **Call Steering** Tab.

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Select New.

4,1.0.20		admin			Liveview	Retr	ansmission]	Targets	Location
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Sunbury						Inherita	nce Level		

Enter the Dialled Digits, i.e. the digits to send to Avaya IP Office and then choose the **IP Office Target List** from the dropdown box.

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						67	47.9		11			
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	Uk Sunbury								_	:835	Select one	10
								16			Select one	
											Aveya PO TL	

Select **Save** and ensure the confirmation message is shown at the bottom of the screen before moving onto the next step.

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		Louise Persister	Call Steering	Hereiter an einer seiner s		
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			25 ad	11		
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Select the **Platform** Tab.

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Select the **Builds** Tab.

4.1.0.20 Elverini	ew Retransmission Targets Locations Plat
Cantel	Platform Parameters
PLATFORM	
	Enterprise Name bt
	Domain (uta.bt.com
	Music On Huld Enabled
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	User Override Caliback Enabled
	Tones To Line O Disabled
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	Re-invite Timer (1380000)
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Select Build.

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-					(Number o	of Records: 24)	
	Select	Number 0	Show -	Marked All	Status All	Built By	Date
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	0	18	User			admin	2015-12-04 10:55:38:042707+00

Select the radio button next to the build and populate the comments field. Once completed, press **Save**.

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	Sec. 8							

Build should be present in the **Builds** list. However, not showing as **Active** under the **Status** field. Ensure the confirmation message is shown at the bottom of the screen before moving onto the next step.

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		25	System			admin	2015-12-08 08:32 16:13+00
		24	System		ACTIVE	admin	2015-12-04 11 10:26 728+00
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Select the build by selecting the radio button next to it.

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	0	23	Us	er					admin	2015-12-04 11:08:53:637176+00		

Click the Arrow on the far left hand side of the screen next to the build.

Select Activate.

41820		atimy	192	Liveniew	Retransmission	ets Locations	Platform Resources Deactories Ke
Cin				10	directly and a Damag	Builds	inca Bada Pedint (MC Tapa) (Merri
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	Select	Number =	Show +	Marked All •	Status All	Built By	Date
		25	System	1.1.1.1		admin	2015-12-08 08 32 16 13+00
	Clust	er1			Mark Sool		
	φ.	24	System		ACTIVE	admin	2015-12-04 11-10 26 728+00

The build is now **Active.** Ensure confirmation that the build was successful is shown at the bottom of the screen.



7. Verification Steps

This section describes the checks that can be carried out to verify the connection between BT Session Manager and IP Office.

7.1. IP Office Verification

Using IP Office **System Status**, select **Trunks→Line** x where x is the line added above. Check that the Trunk shows **In Service** and that **Current State** of the trunks are Idle or Active

Status 🕕	ilizatio	n Summar	γ A	Alarms							
									SIP Trun	summary	
Line Service	State:			In S	Service						
Peer Domair	n Name	:									
Resolved Ad	dress:										
Line Number				10							
Number of A	Adminis	tered Cha	annels:	100)						
Number of (Thanne	ls in Use:		0							
Administere	d Comp	pression:		G7.	11 A, G711 M	lu, G729 A					
Enable Fast	start:			Off	Off						
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Laver 4 Prol	ocol:			TC	P						
SIP Trunk C	hannel	Licenses:		100	100						
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SIP Device F	Feature			Ū		-					
Sir Donico i	Cacare										
Channel Number	URI G	Call Ref	Current State	Т	ïme in State	Remote Media Address	Codec	Connection Type	Caller ID or Dialed Digits	Other Party on (
1			Idle		17:37:10						
2			Idle	•	19:43:17						
3			Idle	e	23:08:15						
4			Idle	e 3	3 days 22:						
5			Idle	9 3	3 days 22:						
6			Idle	e 3	3 days 22:						
										1	

7.2. BT Session Manager Verification

Log into the BT Session Manager by browsing to the IP Address of the BT Session Manager Virtual IP Address followed by the port used for the UI, this is normally 8080.

For this example, <u>http://<Session Manager IP>:8080</u> was used.

Select Liveview.

4.1.0.20		admin		Liveview	Retransmission	Targets Locations Platfo
Cim		***		_	Plathom Parameters 0	Builds Colors 1
Etri	-				(Nu	nber of Records: 25)
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	0	23	User			admin
P:	0	22	System			admin
н.	0	21	System			admin
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	0	19	System			admin

Select Cluster.

4.1.0.20		admit.		1	Liveview	Retransmission	1 Targets Lo	Locations Platform	
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	User 0	Status	Turret 0	Location	Config	Cluster	Device Type	IP Address 1	
	SMD	Logged On	Aive	Sunbury	SMO	Cluster1	NetricButton		
	FIRST	Looped De	Alterna	Simbury	124.64	C'hinteret	histois Teathan		

Ensure that the Target created in **Section 6** is showing as **Alive** in Liveview.

Retransmission	Targets	Locations	Platform	Resources	Directories	Keys	Users	
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ation	*						Comr	nents
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		TARGETS	6					
		4)	lumber of I	Records: 2)	14 <4	1 🔛	▶ 20	•
		Targ	et \$	Ip Address \$	Target All	Type ≎ ▼	Sta	itus \$
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		Confe	rence		Confe	erence	4	Alive

8. Conclusion

These Application Notes describe the configuration steps required for British Telecom Session Manager to interoperate with Avaya IP Office Server Edition with 500v2 Expansion. All feature functionality and serviceability test cases were completed successfully as outlined in **Section 2.2**.

9. Additional References

This section references the Avaya and British Telecom product documentation that are relevant to these Application Notes.

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

- [1] Administering Avaya IP OfficePlatform with Manager, Id: 101005673
- [2] Using IP Office Platform System Status Id: 101005061

Information regarding Product documentation for BT Netrix Trading Turret can be obtained by contacting the Support email in **Section 2.3**

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