

Avaya Solution & Interoperability Test Lab

Application Notes for Amtelco RED ALERT with Avaya Communication Manager using ISDN PRI – Issue 1.0

Abstract

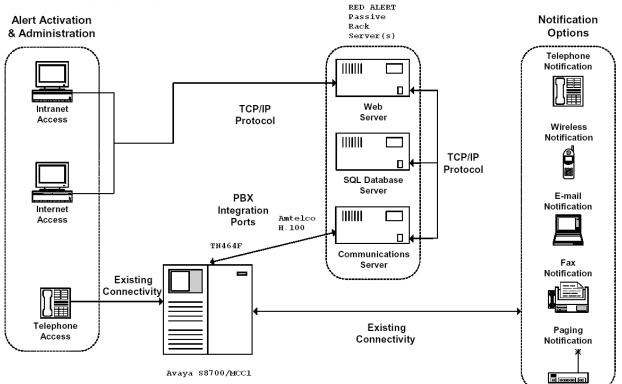
These Application Notes describe the configuration steps required for Amtelco's RED ALERT emergency notification solution to successfully interoperate with Avaya Communication Manager using ISDN PRI. Information in these Application Notes has been obtained through compliance testing and additional technical discussions. Testing was conducted via the Developer*Connection* Program at the Avaya Solution and Interoperability Test Lab.

1. Introduction

Amtelco's RED ALERT application is an emergency notification solution. RED ALERT utilizes one of several methods including preprogrammed automated call dialing to quickly contact the appropriate personnel in emergency situations such as network service outage, an area-wide natural disaster, or other trigger criteria. Contacted personnel can confirm to the automated system that they have been notified and are en route to their response stations.

RED ALERT interfaces with Avaya Communication Manager via an ISDN PRI trunk. The compliance testing focused on the ability of RED ALERT to properly initiate and teardown calls via the ISDN PRI trunk. Calls were initiated from RED ALERT to Avaya Communication Manager. Avaya Communication Manager was programmed to tandem calls through to actual PSTN or simulated PSTN endpoints. Tests were conducted to verify the ability of RED ALERT to classify outcomes such as live answer, busy, ring with no answer, answering machine answer, etc.

RED ALERT utilizes an XDS Technologies H.100 series T1/PRI card that is physically connected to the DS1 Interface circuit pack in Avaya Communication Manager. Refer to **Figure 1**.



Product Overview

Figure 1: Avaya DeveloperConnection Compliance Test Configuration

2. Equipment and Software Validated

The following equipment and software were used in the test configuration:

Equipment	Version Information
Avaya S8700 Media Servers	Avaya Communication Manager 3.1.2, load 632.1 w/update 11989
Avaya MCC1 Media Gateway	N/A
Avaya TN464F DS1 Interface	Vintage 10
Amtelco REDALERT with Microsoft Windows Server 2003 R2 Standard Edition, Microsoft SQL Server 2005, ScanSoft Telecom RealSpeak [™] / Host V4.0 SDK V4.0.8	1.0.37
Amtelco Passive Rack Server 5U	232A319
Amtelco H.100 MC3/Conference 256	257A002 Firmware 021b
Amtelco H.100 8 Port T1 Interface	257A052 Firmware 005
Amtelco PCI Voice Processing Board 32-port	8309042 Version 1

3. Configure Avaya Communication Manager

The procedures for configuring the ISDN PRI trunk on Avaya Communication Manager include the following areas:

- Verify Avaya Communication Manager License
- Administer DS1 Circuit Pack
- Administer ISDN Trunk Group
- Administer ISDN Signaling Group
- Administer ISDN Trunk Group Members

3.1. Verify Avaya Communication Manager License

Log into the System Access Terminal (SAT) to verify that the Avaya Communication Manager license has proper permissions for features illustrated in these Application Notes. Use the "display system-parameters customer-options" command to verify that the **ISDN-PRI** option is set to "y" on **Page 4**, as shown below. A system license file controls the settings on the customer-options form.

display system-parameters customer	er-options Page 4 of 11 OPTIONAL FEATURES	
Emergency Access to Attendant?	y IP Stations? y	
Enable 'dadmin' Login?	y Internet Protocol (IP) PNC? n	
Enhanced Conferencing?	y ISDN Feature Plus? y	
Enhanced EC500?	y ISDN Network Call Redirection? n	
Enterprise Survivable Server?	n ISDN-BRI Trunks? n	
Enterprise Wide Licensing?	n ISDN-PRI? y	
ESS Administration?	n Local Survivable Processor? n	
Extended Cvg/Fwd Admin?	y Malicious Call Trace? y	
External Device Alarm Admin?	n Media Encryption Over IP? n	
Five Port Networks Max Per MCC?	n Mode Code for Centralized Voice Mail? n	
Flexible Billing?	n	
Forced Entry of Account Codes?	y Multifrequency Signaling? y	
Global Call Classification?	n Multimedia Appl. Server Interface (MASI)? n	
Hospitality (Basic)?	y Multimedia Call Handling (Basic)? y	
Hospitality (G3V3 Enhancements)?		
IP Trunks?		
	•	
IP Attendant Consoles?	n	
(NOTE: You must logoff & 1	login to effect the permission changes.)	

3.2. Administer DS1 Circuit Pack

Administer a DS1 circuit pack to be used for connectivity to RED ALERT. Use the "add ds1 1b17" command. Note that the actual slot number may vary. In this case "1b17" is the slot number. Enter the following values for the specified fields, and retain the default values for all remaining fields. Submit these changes.

- Name: A desirable name. For example, "AmtelcoRedAlert".
- Line Coding: "b8zs"
- Framing Mode: "esf"
- Signaling Mode: "isdn-pri"
- Connect: "pbx"
- Interface: "network"
- Protocol Version: "b"

add ds1 1b17			Page	1 of	2
		DS1 CIRCUIT PACK			
Location:	01B17	Name:	AmtelcoRed	dAlert	
Bit Rate:	1.544	Line Coding:	b8zs		
Line Compensation:	1	Framing Mode:	esf		
Signaling Mode:	isdn-pri				
Connect:	pbx	Interface:	network		
TN-C7 Long Timers?	n	Country Protocol:			
Interworking Message:	PROGress	Protocol Version:	b		
Interface Companding:	mulaw	CRC?	n		
Idle Code:	11111111				
		DCP/Analog Bearer Capability:	3.1kHz		
		T303 Timer(sec):	4		
Slip Detection?	n	Near-end CSU Type: o	other		
		Block Progress Indicator?	n		

3.3. Administer ISDN Trunk Group

Administer an ISDN PRI trunk group. Use the "add trunk-group n" command, where "n" is an available trunk group number. Enter the following values for the specified fields, and retain the default values for all remaining fields. Submit these changes.

- Group Type: "isdn"
- Group Name: A descriptive name. For example, "AmtelcoRedAlert".
- **TAC:** An available trunk access code.
- Service Type: "tie"

add trunk-grou	ap 200			Page 1 of 21
		TRUNK GROUP		
Group Number:	200	Group Type:	isdn	CDR Reports: y
Group Name:	${\tt AmtelcoRedAlert}$	COR:	1	TN: 1 TAC: 1200
Direction:	two-way 0	Outgoing Display?	n	Carrier Medium: PRI/BRI
Dial Access?	n	Busy Threshold:	255	Night Service:
Queue Length:	0			
Service Type:	tie	Auth Code?	n	TestCall ITC: rest
	Far H	End Test Line No:		
TestCall BCC:	4			

3.4. Administer ISDN Signaling Group

Administer an ISDN signaling group for the DS1 circuit pack. Use the "add signaling-group n" command, where "n" is an available signaling group number. For the **Primary D-Channel** field, enter the slot number for the DS1 circuit pack as administered in **Section 3.2** and port "24".

Maintain the default values for the remaining fields, and submit these changes.

```
add signaling-group 200 Page 1 of 5
SIGNALING GROUP
Group Number: 200 Group Type: isdn-pri
Associated Signaling? y
Primary D-Channel: 01B1724 Max number of NCA TSC: 0
Max number of CA TSC: 0
Trunk Group for Channel Selection:
Supplementary Service Protocol: a
```

3.5. Administer ISDN Trunk Group Members

Use the "change trunk-group n" command, where "n" is the trunk group number that was administered in **Section 3.3**. Navigate to the **GROUP MEMBER ASSIGNMENTS** page of the **TRUNK GROUP** screen, and enter the ports of the DS1 circuit pack into the corresponding **Port** fields. The corresponding **Code** and **Sfx** fields will be populated automatically.

Repeat this procedure for the desired number of trunk group members. The number of members assigned should match the desired number of maximum simultaneous outgoing PRI calls. For the compliance test, all twenty three trunk group members were added to enable twenty three simultaneous outgoing PRI calls. Submit these changes.

change trunk-group 200		Page	5 of	21
	TRUNK GROUP			
	Administe	ered Members (min/max):	1/23	
GROUP MEMBER ASSIGNMENTS		Administered Members:		
	10041		23	
Port Code Sfx Name	Night			
	NIGIIC	Sig Grp		
1: 01B1701 TN464 F		200		
2: 01B1702 TN464 F		200		
3: 01B1703 TN464 F		200		
4: 01B1704 TN464 F		200		
5: 01B1705 TN464 F		200		
6: 01B1706 TN464 F		200		
7: 01B1707 TN464 F		200		
8: 01B1708 TN464 F		200		
9: 01B1709 TN464 F		200		
10: 01B1710 TN464 F		200		
11: 01B1711 TN464 F		200		
12: 01B1712 TN464 F		200		
13: 01B1713 TN464 F		200		
14: 01B1714 TN464 F		200		
15: 01B1715 TN464 F		200		
change trunk-group 200		Dade	6 of	21
change trunk-group 200	TRINK CRAID	Page	6 of	21
change trunk-group 200	TRUNK GROUP	-		21
	Administe	ered Members (min/max):	1/23	21
change trunk-group 200 GROUP MEMBER ASSIGNMENTS	Administe	-		21
GROUP MEMBER ASSIGNMENTS	Administe Total	ered Members (min/max): Administered Members:	1/23	21
GROUP MEMBER ASSIGNMENTS Port Code Sfx Name	Administe	ered Members (min/max): Administered Members: Sig Grp	1/23	21
GROUP MEMBER ASSIGNMENTS Port Code Sfx Name 16: 01B1716 TN464 F	Administe Total	ered Members (min/max): Administered Members: Sig Grp 200	1/23	21
GROUP MEMBER ASSIGNMENTS Port Code Sfx Name 16: 01B1716 TN464 F 17: 01B1717 TN464 F	Administe Total	ered Members (min/max): Administered Members: Sig Grp 200 200	1/23	21
GROUP MEMBER ASSIGNMENTS Port Code Sfx Name 16: 01B1716 TN464 F 17: 01B1717 TN464 F 18: 01B1718 TN464 F	Administe Total	ered Members (min/max): Administered Members: Sig Grp 200 200 200	1/23	21
GROUP MEMBER ASSIGNMENTS Port Code Sfx Name 16: 01B1716 TN464 F 17: 01B1717 TN464 F 18: 01B1718 TN464 F 19: 01B1719 TN464 F	Administe Total	ered Members (min/max): Administered Members: Sig Grp 200 200 200 200 200	1/23	21
GROUP MEMBER ASSIGNMENTS Port Code Sfx Name 16: 01B1716 TN464 F 17: 01B1717 TN464 F 18: 01B1718 TN464 F 19: 01B1719 TN464 F 20: 01B1720 TN464 F	Administe Total	ered Members (min/max): Administered Members: Sig Grp 200 200 200	1/23	21
GROUP MEMBER ASSIGNMENTS Port Code Sfx Name 16: 01B1716 TN464 F 17: 01B1717 TN464 F 18: 01B1718 TN464 F 19: 01B1719 TN464 F	Administe Total	ered Members (min/max): Administered Members: Sig Grp 200 200 200 200 200	1/23	21
GROUP MEMBER ASSIGNMENTS Port Code Sfx Name 16: 01B1716 TN464 F 17: 01B1717 TN464 F 18: 01B1718 TN464 F 19: 01B1719 TN464 F 20: 01B1720 TN464 F	Administe Total	ered Members (min/max): Administered Members: Sig Grp 200 200 200 200 200 200	1/23	21
GROUP MEMBER ASSIGNMENTS Port Code Sfx Name 16: 01B1716 TN464 F 17: 01B1717 TN464 F 18: 01B1718 TN464 F 19: 01B1719 TN464 F 20: 01B1720 TN464 F 21: 01B1721 TN464 F	Administe Total	ered Members (min/max): Administered Members: Sig Grp 200 200 200 200 200 200 200 200	1/23	21
GROUP MEMBER ASSIGNMENTS Port Code Sfx Name 16: 01B1716 TN464 F 17: 01B1717 TN464 F 18: 01B1718 TN464 F 19: 01B1719 TN464 F 20: 01B1720 TN464 F 21: 01B1721 TN464 F 22: 01B1722 TN464 F	Administe Total	ered Members (min/max): Administered Members: Sig Grp 200 200 200 200 200 200 200 200 200	1/23	21
GROUP MEMBER ASSIGNMENTS Port Code Sfx Name 16: 01B1716 TN464 F 17: 01B1717 TN464 F 18: 01B1718 TN464 F 19: 01B1719 TN464 F 20: 01B1720 TN464 F 21: 01B1721 TN464 F 22: 01B1722 TN464 F 23: 01B1723 TN464 F 24:	Administe Total	ered Members (min/max): Administered Members: Sig Grp 200 200 200 200 200 200 200 200 200	1/23	21
GROUP MEMBER ASSIGNMENTS Port Code Sfx Name 16: 01B1716 TN464 F 17: 01B1717 TN464 F 18: 01B1718 TN464 F 19: 01B1719 TN464 F 20: 01B1720 TN464 F 21: 01B1721 TN464 F 22: 01B1722 TN464 F 23: 01B1723 TN464 F 24: 25:	Administe Total	ered Members (min/max): Administered Members: Sig Grp 200 200 200 200 200 200 200 200 200	1/23	21
GROUP MEMBER ASSIGNMENTS Port Code Sfx Name 16: 01B1716 TN464 F 17: 01B1717 TN464 F 18: 01B1718 TN464 F 19: 01B1719 TN464 F 20: 01B1720 TN464 F 21: 01B1721 TN464 F 22: 01B1722 TN464 F 23: 01B1723 TN464 F 24: 25: 26:	Administe Total	ered Members (min/max): Administered Members: Sig Grp 200 200 200 200 200 200 200 200 200	1/23	21
GROUP MEMBER ASSIGNMENTS Port Code Sfx Name 16: 01B1716 TN464 F 17: 01B1717 TN464 F 18: 01B1718 TN464 F 19: 01B1719 TN464 F 20: 01B1720 TN464 F 21: 01B1721 TN464 F 22: 01B1722 TN464 F 23: 01B1723 TN464 F 24: 25: 26: 27:	Administe Total	ered Members (min/max): Administered Members: Sig Grp 200 200 200 200 200 200 200 200 200	1/23	21
GROUP MEMBER ASSIGNMENTS Port Code Sfx Name 16: 01B1716 TN464 F 17: 01B1717 TN464 F 18: 01B1718 TN464 F 19: 01B1719 TN464 F 20: 01B1720 TN464 F 21: 01B1721 TN464 F 22: 01B1722 TN464 F 23: 01B1723 TN464 F 24: 25: 26: 27: 28:	Administe Total	ered Members (min/max): Administered Members: Sig Grp 200 200 200 200 200 200 200 200 200	1/23	21
GROUP MEMBER ASSIGNMENTS Port Code Sfx Name 16: 01B1716 TN464 F 17: 01B1717 TN464 F 18: 01B1718 TN464 F 19: 01B1719 TN464 F 20: 01B1720 TN464 F 21: 01B1721 TN464 F 22: 01B1722 TN464 F 23: 01B1723 TN464 F 24: 25: 26: 27: 28: 29:	Administe Total	ered Members (min/max): Administered Members: Sig Grp 200 200 200 200 200 200 200 200 200	1/23	21
GROUP MEMBER ASSIGNMENTS Port Code Sfx Name 16: 01B1716 TN464 F 17: 01B1717 TN464 F 18: 01B1718 TN464 F 19: 01B1719 TN464 F 20: 01B1720 TN464 F 21: 01B1721 TN464 F 22: 01B1722 TN464 F 23: 01B1723 TN464 F 24: 25: 26: 27: 28:	Administe Total	ered Members (min/max): Administered Members: Sig Grp 200 200 200 200 200 200 200 200 200	1/23	21

4. Configure RED ALERT T1 Board and Protocol

From the PC running the Amtelco RED ALERT user interface, navigate to **Start > Programs > Amtelco RED ALERT > Scripted Application Supervisor** to open the Scripted Application Supervisor window. Click on **Ports** and then click on **Board/Port Setup** and verify that an XDS T1/ISDN board is listed.¹

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	Board/	Port Setup B	outes Chass	eie Setun Por	t Translate D	ial Plan		Ch	ose							
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l	-															
l	Boar	d Type	Board #		Starting Port	Port Types		PCI Bus	PCI SI	ot						
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l	XDS	T1/ISDN	17	192	257	CUUUUUUU	NNNNNN	6	8							
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¹ Actual screens may vary from those presented in this document.

Click on **Properties** and verify that the properties match those shown below. Note that the **Framing** and **Line Coding** fields should match those settings used to administer the DS1 circuit pack in **Section 3.2**. Click **OK**.

Lisers Reports Directory Schedule System Ports Monitors RED Alert Logout	
Supers Reports Directory Schedule System Parts Monitors RED Alert Logout dProperties Existing Board: XDS T1/ISDN Chassis: 01 Port Range: 0257 to 0448 Step 1: Board Type Select the type of board for the above chassis and slot from the list of boards below. Step 2: Board Properties Step 2: Board Properties Board 10 17 Image: Span0 Span2 Span3 Span4 Span5 Span6 Span7 Ports/Board 192 Statting Port # Sort 1/2 Image: Span3 Span4 Span7 Span7 Statting Port # 57 Span0 Setting: Primary Rate ISDN Framing: T1 ESF Setting: Primary Rate ISD	
This span is the clocking span ANI name support Connected to a GTD5 "NOTE" Not all board information complexity, the QK Cancel Eorts >>	

5. Interoperability Compliance Testing

The interoperability compliance testing focused on the following areas:

- Generation of alerts from RED ALERT to Avaya Communication Manager via the ISDN trunk
- Proper classification of call outcome by RED ALERT
- Recovery from adverse conditions during alert generation

5.1. General Test Approach

The feature test cases were conducted by using Amtelco RED ALERT to originate ISDN PRI calls to Avaya Communication Manager. The serviceability test cases were performed by disconnecting and reconnecting the physical cable to the Amtelco RED ALERT originating XDS T1/ISDN card.

The verification included monitoring the various reports from Amtelco RED ALERT during and after the test runs, and checking the status of the ISDN PRI on Avaya Communication Manager.

5.2. Test Results

All executed test cases passed.

6. Verification Steps

This section provides the tests that can be performed to verify proper configuration of the ISDN PRI between Avaya Communication Manager and Amtelco RED ALERT.

6.1. Verify Avaya Communication Manager

Verify the status of the ISDN trunk group by using the "status trunk n" command, where "n" is the trunk group number administered in **Section 3.3**. While the trunks are connected and idle, verify the **Service State** for each connected trunk is "in-service/idle" as shown below.

```
status trunk 200
                                                                         Page
                                                                                1
                             TRUNK GROUP STATUS
Member
                  Service State
                                     Mtce Connected Ports
         Port
                                     Busy
0200/001 01B1701 in-service/idle
                                     no
0200/002 01B1702 in-service/idle
                                      no
0200/003 01B1703 in-service/idle
                                      no
0200/004 01B1704 in-service/idle
                                     no
0200/005 01B1705 in-service/idle
                                     no
0200/006 01B1706 in-service/idle
                                     no
0200/007 01B1707 in-service/idle
                                     no
0200/008 01B1708 in-service/idle
                                     no
0200/009 01B1709 in-service/idle
                                     no
0200/010 01B1710 in-service/idle
                                     no
0200/011 01B1711 in-service/idle
                                     no
0200/012 01B1712 in-service/idle
                                     no
0200/013 01B1713 in-service/idle
0200/014 01B1714 in-service/idle
                                     no
                                     no
                press CANCEL to quit -- press NEXT PAGE to continue
```

Page Down to Page 2 and verify the remaining trunk group members are "in-service/idle" as shown below.

status trunk 200	
TRUNK GROUP STATUS	
Member Port Service State Mtce Connected Ports Busy	
0200/015 01B1715 in-service/idle no	
0200/016 01B1716 in-service/idle no	
0200/017 01B1717 in-service/idle no	
0200/018 01B1718 in-service/idle no	
0200/019 01B1719 in-service/idle no	
0200/020 01B1720 in-service/idle no	
0200/021 01B1721 in-service/idle no	
0200/022 01B1722 in-service/idle no	
0200/023 01B1723 in-service/idle no	
Command successfully completed	

Verify the status of the ISDN signaling group by using the "status signaling-group n" command, where "n" is the signaling group number administered in **Section 3.4**. Verify that the signaling group is "in-service" as indicated in the **Group State** and the **Primary D-Channel Level 3 State** field shown below. For this application, a Secondary D-Channel is not administered and will show "no-link" in the **Secondary D-Channel Level 3 State** field.

```
status signaling-group 200

STATUS SIGNALING GROUP

Group ID: 200 Active NCA-TSC Count: 0

Group Type: isdn-pri Active CA-TSC Count: 0

Signaling Type: facility associated signaling

Group State: in-service

Primary D-Channel

Port: 01B1724 Level 3 State: in-service

Secondary D-Channel

Port: Level 3 State: no-link

Command:
```

6.2. Verify Amtelco RED ALERT

Log on to the RED ALERT application using the web browser interface with proper URL.

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Address 🙆 http://localhost/redalert/Login.aspx	🕶 🛃 Go	Links »
Agdress Ref http://localhost/redaket/login.aspx		Links »
		7
🖉 Done 🖉 🕅	rusted sites	1

On the initial screen, click **Recipient** to enter a test recipient. Then click on **New**.

Home Adm		Croups Monitor Permissions	Recipient Reports	Schedule Help	Logout	
Recipient	723 1722			Find		_
Search:	Last Name	First Nam			TTN	
LastName		Fir loa	stName Use d1 237		1D 208	
		loa			209	
		loa			210	
		loa	d4 234	0	211	
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New	Edit Delete					

Solution & Interoperability Test Lab Application Notes ©2007 Avaya Inc. All Rights Reserved. Enter "test" in the **First Name** field to start the setup of a test recipient.

**@mts.co	
Home Administrators Alerts Groups	Monitor Permissions Recipient Reports Schedule Help Logout
Recipient Setup	
	oups
First Name: test	Associated Login: (none)
Last Name:	User ID: 214
Address:	PIN: 0
City:	🗆 Confirm Recipient
State: Zip:	Confirm PIN
h	□ InActive
	Save Close
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Click the Contact Methods tab. Then, click Add Phone.

RedAlert2 - Microsoft Internet Explorer	
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Recipient Setup - test General Contact Methods	
Name Type Value Activate Timeout RetryCount RetryInterval	
Add Phone Add Pager Add Email Add Text Msg Edit Delete Save Close	

Fill in the **Name** field, if desired. Enter the number to be dialed in the **Number** field. Click the **Always Activate** checkbox and choose **Analysis Type** "ISDNAnswer". Then, click **Save**.

The second secon				💽 🔁 Go
Recipient Setup -		ssions Recipient Reports Schedule	Help Logout	
Phone Contact Name: Number: Timeout: Retry Interval: Retries:	22720 0 • (minutes) 0 • (minutes) 0 •	 ✓ Always Activate ☐ Leave Message Analysis Type: ISDNAnsy Disabled Analysis Delay: Ring ISDNAnsy ISDNAnsy ISDNAnsy Solveration Save 	nds)	
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Verify that the new recipient is listed. Then, click Save.

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Name Type Value Activate Timeout RetryCount RetryInterval		
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To set up a new Alert, click **Alerts**. Then, click **New**.

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Enter "test alert" in the Name field.

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RED ALERT	**@mtaco		
	s Groups Monitor Permissions Recipient Reports Schedule Help Logout		
Alert Setup			
General Recipient/Gr	ups Phone Message Page Message Email Message	_	
Name:	test alert Confirm Delay: 0		
Description:	□ Confirm Recipient □ In Facility		
Alert ID:	14 ERT		
Min. Broadcast Contacts:	0 Confirm PIN Allow multiple alerts		
1	Save Cancel		
American Tel-A-Systems In	orporated and your privacy		

Click on the **Phone Message** Tab.

(alhost/redalert/F		SDX	3 • 🔱	0 - 💭	il.				💌 🔁 Go	Links »	
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Alert Setu General	ıp - test 1 l Recipient/G		Phone Message	Page		Email Me sage a test o		d alert		. /		
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Fill in the **ANI** and **ANI Name** fields. A CallBack Number may also be entered, but not required for the test alert. Type the alert information to be relayed in the **Alert Message** field, such as "this is a test of the red alert system."

Click the **Recipients/Groups** tab.

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Under **Available Recipient/Groups**, highlight the ",test" recipient by clicking on it. Then, click the right arrow so that the ",test" recipient appears in the **Alerted Recipient/Groups** list on the right. Then, click **Save**.

Click on **test alert** to highlight it. Then, click **TriggerAlert**.

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Once the alert is triggered, it will be listed in the status window.

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Click on **Monitor** to go to the real-time monitor. Then, click on the **R** button next to the active alert to see the **Recipient View**.

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Click on the M button next to the active alert to see the Contact Methods window.

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Click on the **D** button next to the active alert to see the **Contact Details** window.

On the initial screen, click **Reports** to access available reports. Then, click on **Amtelco**.

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Click on either AlertHistory or AlertDetail.

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Under AlertDetail, verify that Successfully completed is reported.

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10/26/2006 4:01:53 PM 917328521661	Successfully completed	
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7. Support

Technical support on Amtelco RED ALERT can be obtained through the following:

- Email the Amtelco support center via service@amtelco.com
- Call the Amtelco support center at 1-800-553-7679

8. Conclusion

These Application Notes describe the configuration steps required for Amtelco RED ALERT 1.0 to successfully interoperate with Avaya Communication Manager 3.1.2 using the ISDN PRI. All feature and serviceability test cases that were executed completed successfully.

9. Additional References

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

- *Administrator Guide for Avaya Communication Manager*, Document 03-300509, Issue 2, February 2006, available at <u>http://support.avaya.com</u>
- RED ALERT Technical Notes, November 2006
- RED ALERT User Reference Guide, 2006

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