



Avaya Solution & Interoperability Test Lab

Application Notes for SLIT NovaHotel IPO-VMPRO and Avaya IP Office – Issue 1.0

Abstract

These Application Notes describe the compliance testing of the hospitality application SLIT NovaHotel IPO-VMPRO with Avaya IP Office and Avaya Voicemail PRO. SLIT NovaHotel IPO-VMPRO is a PC application which enables hotel personnel to configure Avaya IP Office as required to meet the needs of hotel guests. These Application Notes contain an extensive description of the configurations for NovaHotel IPO-VMPRO, Avaya IP Office, and Avaya Voicemail PRO which were used for testing. The testing which was performed tested the major functions of the NovaHotel IPO-VMPRO product.

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.

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1. Introduction

These Application Notes describe the configuration steps required for SLIT NovaHotel IPO-VMPRO to successfully interoperate with Avaya IP Office and Avaya Voicemail PRO.

NovaHotel IPO-VMPRO software is a PC-based application suite that provides an end user interface with Avaya IP Office in a hospitality environment. The suite is able to manage one or several Avaya IP Office systems, and works as a web-based application to meet the requirements of hospitals or retirement homes. It is widely used in hospitals and retirement homes in France.

NovaHotel IPO-TAPI is a similar hospital solution for Avaya IP Office from SLIT which provides a restricted feature set, but uses Avaya TAPI as an interface to Avaya IP Office instead of Avaya Voicemail PRO. This application is not covered by these application notes.

1.1. Interoperability Compliance Testing

The compliance testing included the following test scenarios:

- Verification of guest checkin / checkout
- Verification of correct operation of guest room transfer
- Verification that guests can make extension calls
- Verification that guests can make calls via the PSTN
- Verification that guest calls to national, international, and mobile parties are billed correctly
- Verification that wakeup calls can be programmed by guests.
- Verification that wakeup calls are signaled correctly.
- Verification that wakeup calls are reassigned when a guest is moved to another room.
- Verification that missed wakeup calls are brought to the attention of the administrator.
- Verification that the NovaHotel IPO-VMPRO server recovers from network interruptions and unexpected power failures

1.2. Support

Support from Avaya is available at <http://support.avaya.com/>.

Support from SLIT is available at: <http://www.slit.fr/support> and +33(0)4.72.10.16.20

2. Reference Configuration

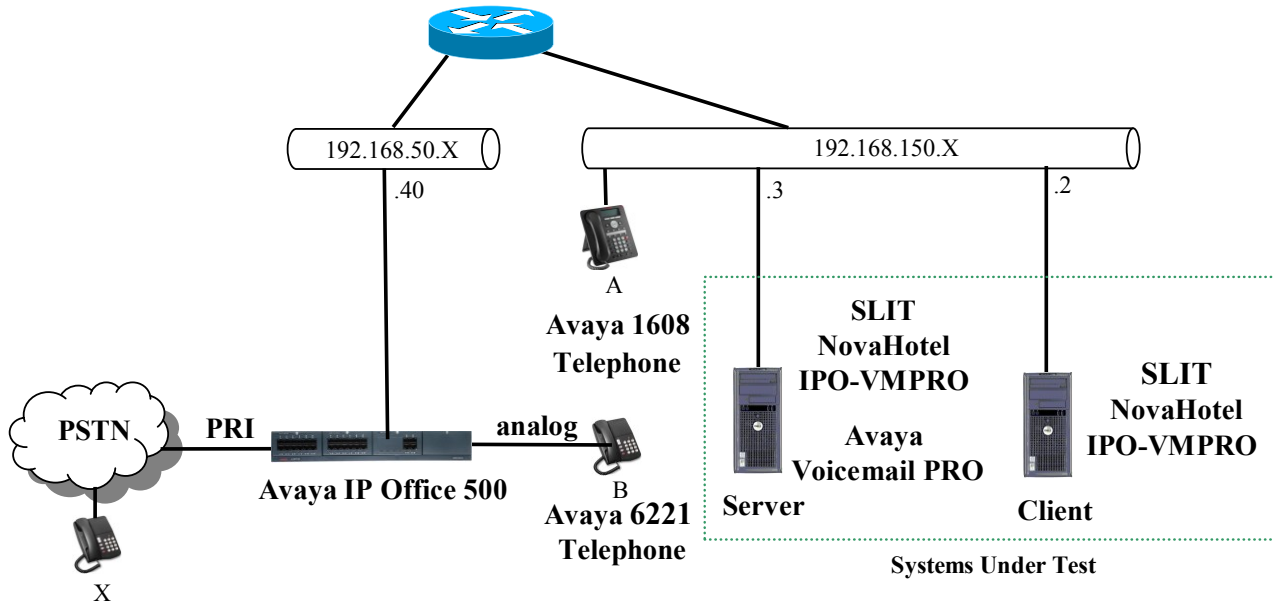


Figure 1: System Configuration

The SLIT NovaHotel IPO-VMPRO Server in the above diagram performs telephony operations and receives events from the Avaya IP Office via Avaya Voicemail Pro. The NovaHotel IPO-VMPRO Client communicates with the NovaHotel IPO-VMPRO Server via web browser, allowing hospital personnel to administer telephone usage within the hospital.

Note that in the above diagram Avaya Voicemail Pro runs on the same server as SLIT NovaHotel IPO-VMPRO as a matter of convenience. This need not be the case: Avaya Voicemail Pro and SLIT NovaHotel IPO-VMPRO can be run on separate servers.

The following table contains additional information about how each of the telephones contained in the above diagram are configured in Avaya IP Office. Note that the “xxxx” and “yyyy” sequences have been substituted for actual number sequence for security reasons.

Endpoint	Ext	PSTN Number	Station Type
A	50062	069 9073 xxxx 50062	1608
B	50072	069 9073 xxxx 50072	6221
X	N.A.	069 yyyy 6174	N.A.

Table 1: Extensions Used for Testing

3. Equipment and Software Validated

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

Software Component	Component	Version
Avaya IP Office 500	IPO	4.2 (11)
Avaya IP POTS8V2 Analog Gateway	IPO	6.2
Avaya 1608 IP Telephone	Telephone	030
Avaya 6221 Analog Telephone	Telephone	N.A.
Microsoft Windows XP Professional	Client	SP 3
Microsoft Internet Explorer	Client	6.0.2900.5512
Adobe Reader (French Version)	Client	9.0
Avaya Voicemail Pro	Server	4.2 (24)
FireBird Database	Server	2.1
SLIT NovaHotel IPO-VMPRO Server	Server	4.1
Microsoft Windows XP Professional	Server	SP 3
Apache HTTP Server	Server	2.2.4

Table 2: Equipment and Version Validated

4. Configuration

4.1. Avaya IP Office

All configuration steps for Avaya IP Office were performed using the IP Office Manager program.

4.1.1. Licenses

The following table contains a list of licenses which are required for the Avaya IP Office. Available licenses can be confirmed by selecting the “Licenses” icon.

License
VMPro Database Interface
Voicemail Pro (4 Ports)

Table 3: License Requirements

4.1.2. System

Select the “System” icon and enter the parameters shown in the following table.

Tab	Parameter	Usage
CDR/SMDR	Output	Select “SMDR Only” from the drop-down menu.
	IP Address	Enter the IP address of the NovaHotel IPO-VMPRO server.
	TCP Port	Enter the port served by the NovaHotel IPO-VMPRO server.
Voicemail	Voicemail Type	Select “Voicemail Lite/Pro” from the drop-down menu.
	Voicemail IP Address	Enter the IP address of the “NovaHotel IPO-VMPRO” server. For the tested configuration, this is the server which also runs Avaya Voicemail Pro.

Table 4: IP Office System Parameters

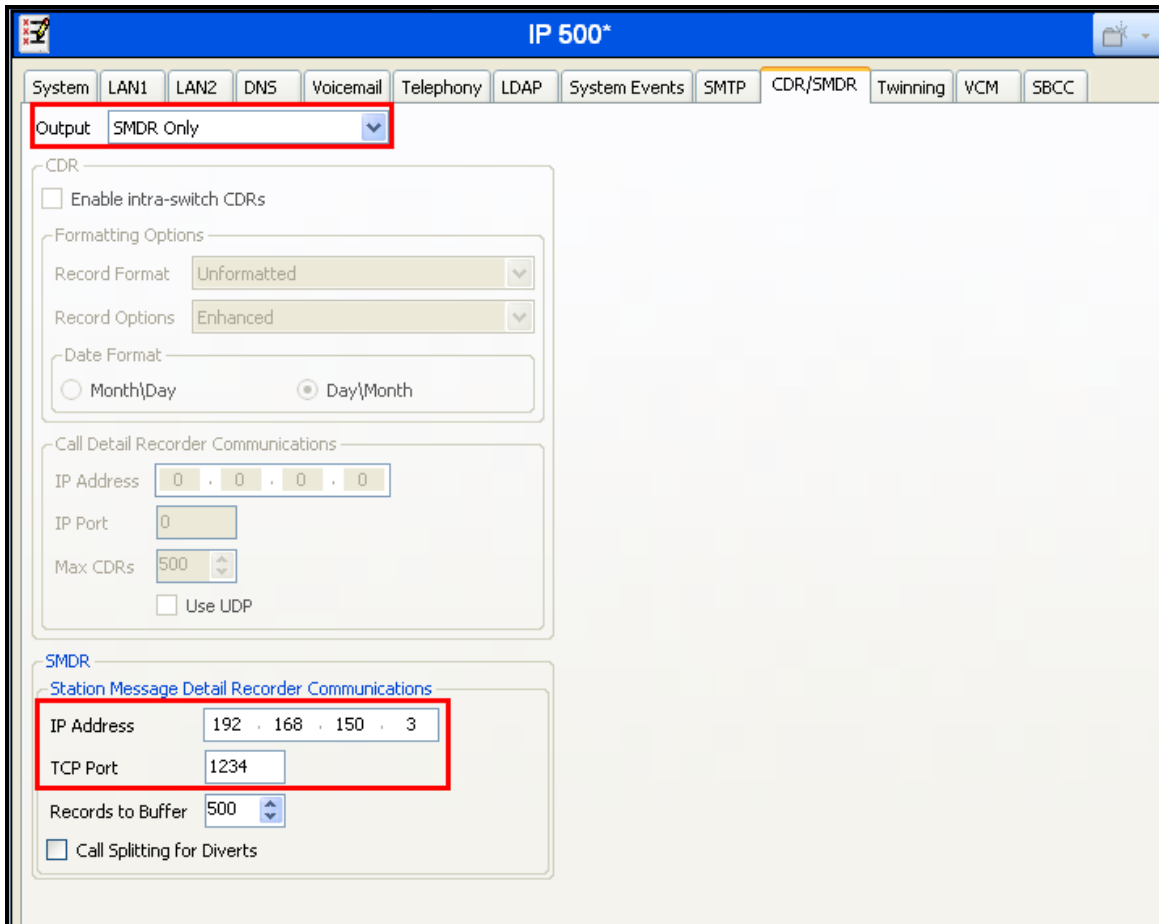


Figure 2: IP Office System: CDR/SMDR Tab

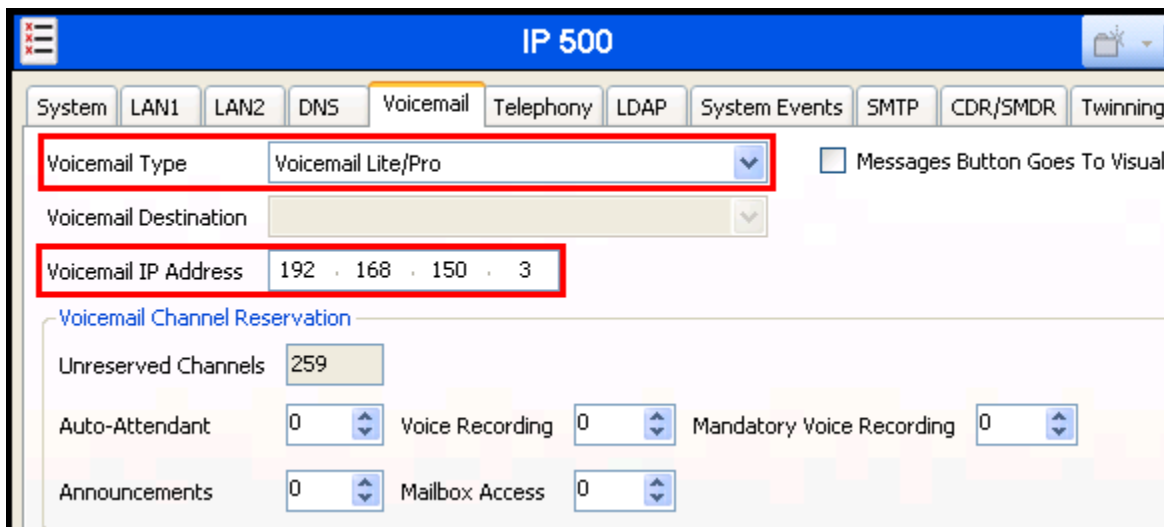


Figure 3: IP Office System: Voicemail Tab

4.1.3. User Rights

Navigate to the “User Rights” configuration screen by selecting the “User Rights” icon from the top-level configuration screen. Create the User Rights entity “Hotel VM PRO” which is assigned to checkout extensions. The “Outgoing Call Bar” should be enabled to prevent guests who are not checked in from making calls.

The screenshot shows a configuration window titled "Hotel VM Pro" with several tabs: "User", "ShortCodes", "Button Programming", "Phone Manager", "Telephony", and "User Rights membership". The "User" tab is active. The "Name" field is "Hotel VM Pro". Below are several sections, each with a dropdown menu:

- Locale:** Dropdown menu set to "Not part of User Rights".
- Priority:** Dropdown menu set to "5" and "Not part of User Rights".
- Voicemail on:** "Enable voicemail" checkbox is unchecked. Dropdown menu set to "Not part of User Rights".
- Voicemail ring back:** "Enable voicemail ringback" checkbox is unchecked. Dropdown menu set to "Not part of User Rights".
- Do not disturb:** "Enable do not disturb" checkbox is unchecked. Dropdown menu set to "Not part of User Rights".
- Outgoing call bar:** "Enable outgoing call bar" checkbox is checked. Dropdown menu set to "Apply User Rights value".

Figure 4: User Rights

A short code is required to allow Voicemail PRO to solicit a PIN code from guests who wish to place external calls.

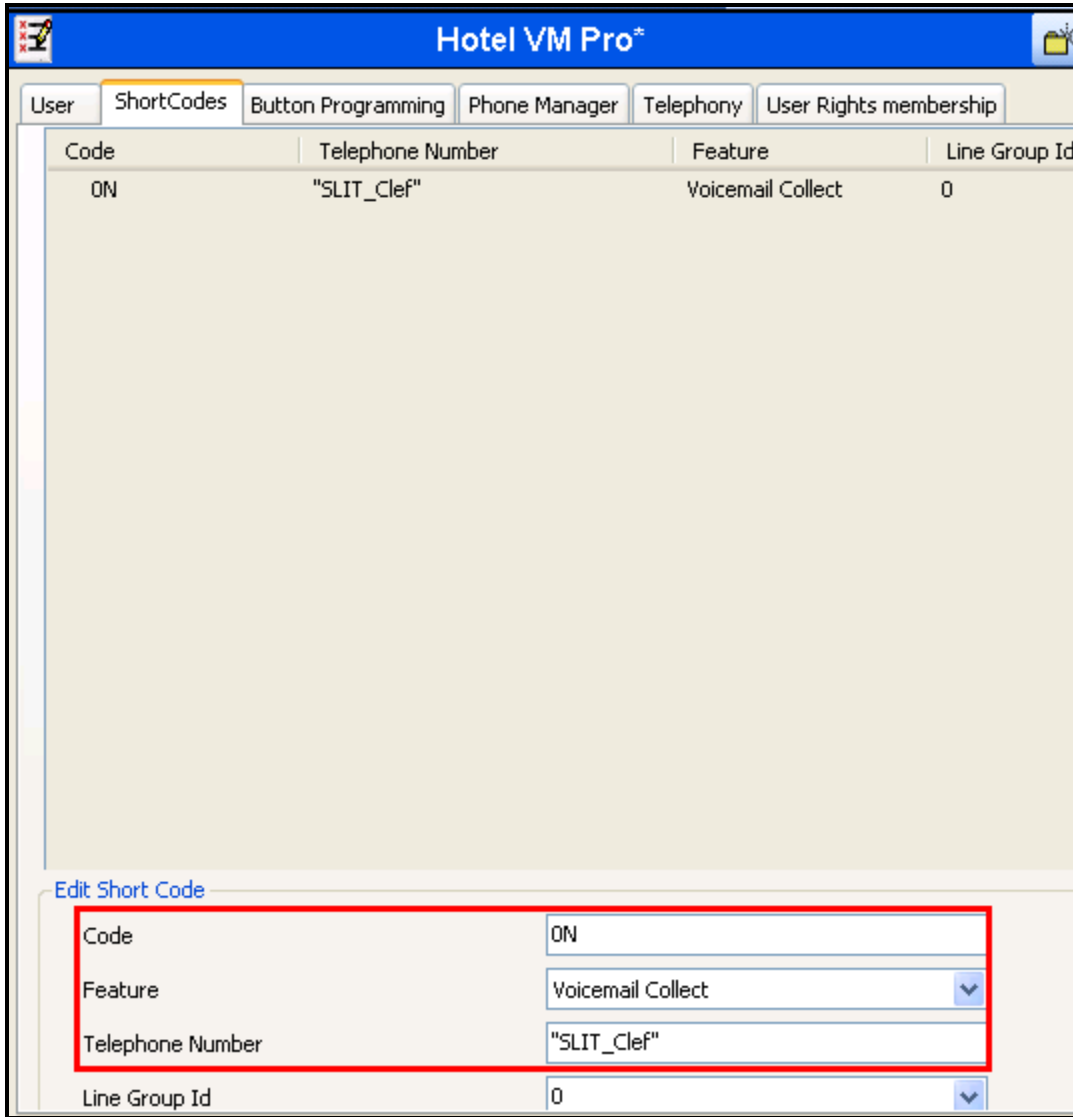


Figure 5: User Rights Shortcode Screen

In addition, the extensions for hospital rooms must initially be set to the “checked-out” state by including them as members of “Hotel VM Pro” User Rights.

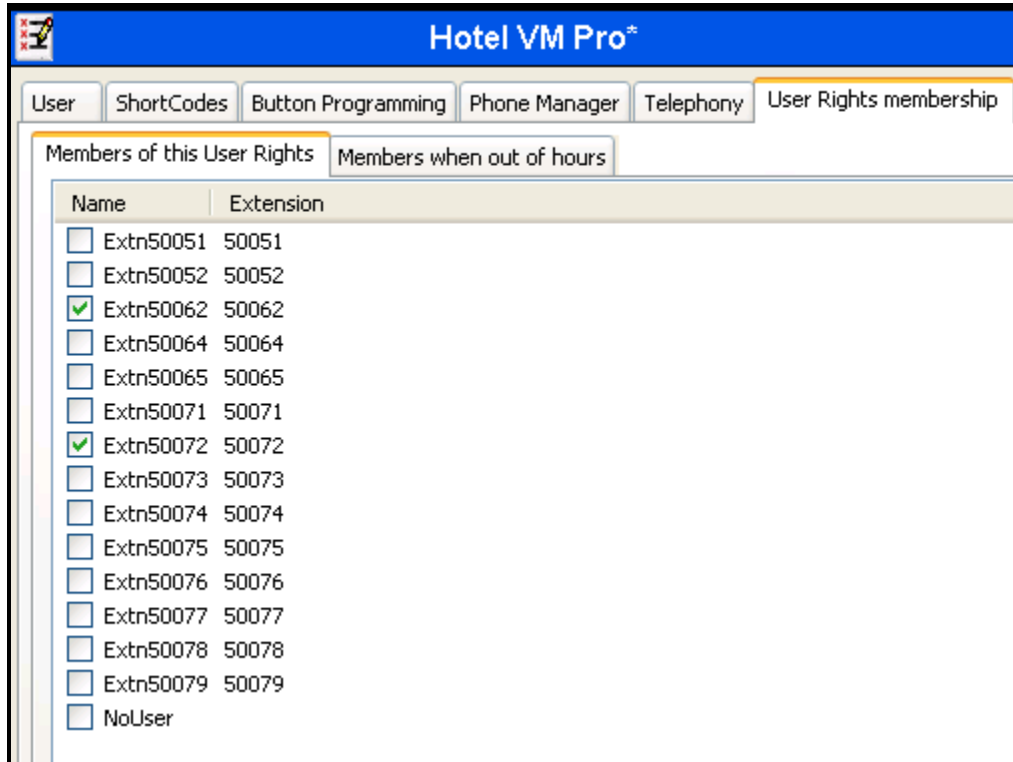


Figure 6: User Rights Membership

4.1.4. PRI Line

Select the “IP-Route” icon and create a route with the parameters shown in the following table.

Tab	Parameter	Value
PRI Line	Line Subtype	Select “ETSI” from the drop-down menu.
	Incoming Group ID	Assign an otherwise unused group IP.
	Outgoing Group ID	Assign the same value as for the “Incoming Group ID”.
	Channels	Assign all channel count values to the maximum value of 30.
	Cost Per Charging Unit	Enter the communication unit cost multiplied by 10000: €0.0618 x 10000 = 618.

Table 5: PRI Line Parameters

The screenshot shows the configuration window for 'PRI 30 - Line 13'. The 'Standard Tab' is active, displaying various configuration fields. Several fields are highlighted with red boxes to match the parameters in Table 5:

- Line Subtype:** ETSI (dropdown menu)
- Incoming Group ID:** 5
- Outgoing Group ID:** 5
- Number of Channels:** 30
- Outgoing Channels:** 30
- Voice Channels:** 30
- Data Channels:** 30
- Cost Per Charging Unit:** 618

Other visible parameters include: Line Number (13), Card (4), Port (P1), Telephone Number (empty), TEI (0), Prefix (0), National Prefix (00), International Prefix (000), CRC Checking (checked), Clock Quality (Network), Line Signalling (CPE), Add 'Not end-to-end ISDN' Information Element (Never), and several unchecked checkboxes for Supports Partial Rerouting, Force Number Plan to ISDN, Support Call Tracing, Active CCBS Support, and Passive CCBS Support.

Figure 7: PRI Line: Standard Tab

4.1.5. Incoming Call Route

Create a Call Route to route calls which are dialed to extension “0” to Voicemail Pro. Select the “IP-Route” icon and create a route with the parameters shown in the following table.

Tab	Parameter	Value
Standard	Line Group ID	Select the group number assigned to the PRI line.
	Incoming Number	Enter the number assigned to the PRI line.
Destinations	Destination	Enter the short code which is used to route the call to Voicemail Pro, which is defined in Figure 10 .

Table 6: Incoming Call Route Parameters

The screenshot shows the configuration interface for an Incoming Call Route. At the top, there is a blue header with a menu icon and the text "5 069907398870". Below the header are three tabs: "Standard", "Voice Recording", and "Destinations". The "Standard" tab is selected. The form contains several fields: "Bearer Capability" (Any Voice), "Line Group Id" (5), "Incoming Number" (069907398870), "Incoming Sub Address", "Incoming CLI", "Locale", "Priority" (1 - Low), "Tag", and "Hold Music Source" (System Source). A red rectangular box highlights the "Line Group Id" and "Incoming Number" fields.

Figure 8: Incoming Call Route: Standard Tab

The screenshot shows the configuration interface for an Incoming Call Route, specifically the "Destinations" tab. At the top, there is a blue header with a menu icon and the text "5 069907398870". Below the header are three tabs: "Standard", "Voice Recording", and "Destinations". The "Destinations" tab is selected. The form contains a table with two columns: "TimeProfile" and "Destination". The "TimeProfile" column has a dropdown arrow next to "Default Value". The "Destination" column has a dropdown menu with the value "*6" selected.

Figure 9: Incoming Call Route: Destinations Tab

4.1.6. Shortcodes

Create shortcodes to Voicemail Pro, as shown in **Figure 10** through **Figure 12**.

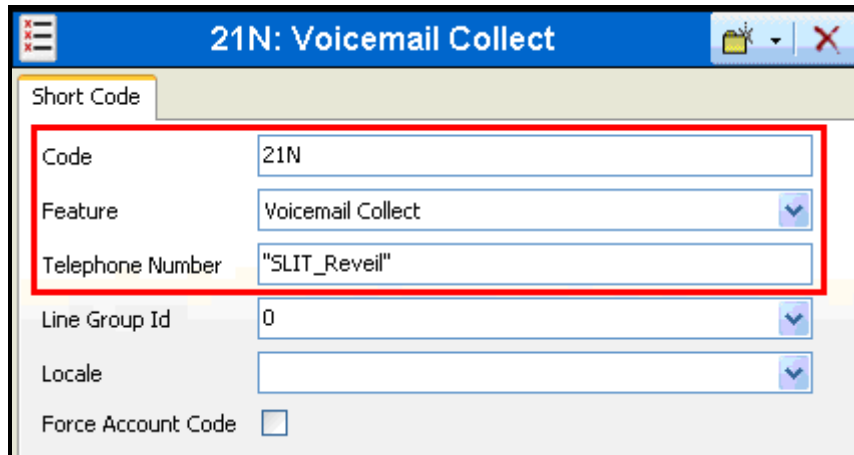
Item	Parameter	Usage
Call Reroute	Code	Enter *6. The Incoming Route defined in Figure 9 uses this shortcode to route incoming calls to Voicemail Pro.
	Feature	Select “Voicemail Collect” from the drop-down menu.
	Telephone Number	Enter “SLIT_Fausse_SDA” which is defined in a call flow file which is imported to Avaya Voicemail PRO in Figure 15 .
Wakeup Call Request	Code	Enter 21N.
	Feature	Select “Voicemail Collect” from the drop-down menu.
	Telephone Number	Enter “SLIT_Reveil” which is defined in a call flow file which is imported to Avaya Voicemail PRO in Figure 15 .
Wakeup Call Cancel	Code	Enter 20N.
	Feature	Select “Voicemail Collect” from the drop-down menu.
	Telephone Number	Enter “SLIT_Diffusion_Reveil” which is defined in a call flow file which is imported to Avaya Voicemail PRO in Figure 15 .

Table 7: Diversion Shortcode Parameters

The screenshot shows a configuration window titled '*6: Voicemail Collect'. Under the 'Short Code' tab, the following fields are visible:

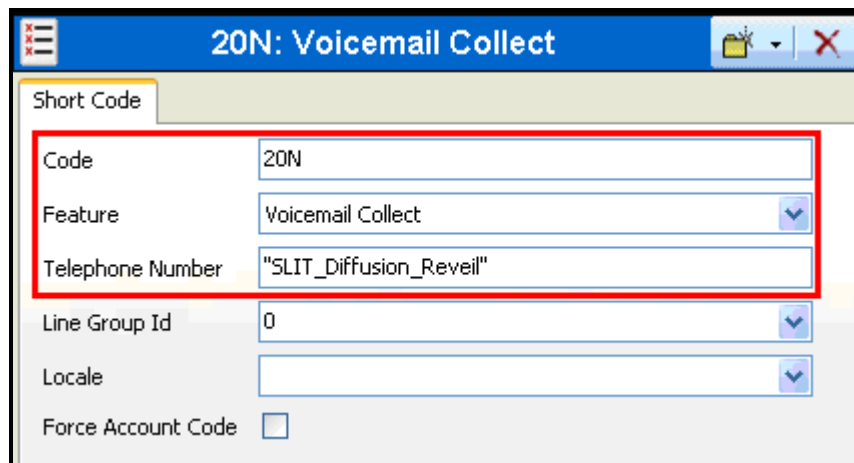
- Code:** *6
- Feature:** Voicemail Collect (selected from a dropdown menu)
- Telephone Number:** "SLIT_Fausse_SDA"
- Line Group Id:** 0 (selected from a dropdown menu)
- Locale:** (empty dropdown menu)
- Force Account Code:**

Figure 10: Call Reroute Shortcode Screen



21N: Voicemail Collect	
Short Code	
Code	21N
Feature	Voicemail Collect
Telephone Number	"SLIT_Reveil"
Line Group Id	0
Locale	
Force Account Code	<input type="checkbox"/>

Figure 11: Voicemail Wakeup Call Request Shortcode Screen



20N: Voicemail Collect	
Short Code	
Code	20N
Feature	Voicemail Collect
Telephone Number	"SLIT_Diffusion_Reveil"
Line Group Id	0
Locale	
Force Account Code	<input type="checkbox"/>

Figure 12: Voicemail Wakeup Call Cancel Shortcode Screen

Create a shortcode to route outgoing calls to the PRI line. Suppress the calling party number to prevent the called party from attempting to call back to the calling extension. Calls to the hospital should be made to the main hospital number, and not guest extensions.

Parameter	Usage
Code	Enter "0N".
Feature	Select "Dial" from the drop-down menu.
Telephone Number	Enter "NW", which suppress the calling party number.
Line Group Id	Enter the line group number assigned to the PRI line, which is defined in Figure 7 .

Table 8: Voicemail Shortcode Parameters

The screenshot shows a configuration window titled "ON: Dial" with a "Short Code" tab. The following fields are visible:

- Code: 0N
- Feature: Dial (dropdown menu)
- Telephone Number: NW
- Line Group Id: 5 (dropdown menu)
- Locale: (dropdown menu)
- Force Account Code:

A red rectangular box highlights the Code, Feature, Telephone Number, and Line Group Id fields.

Figure 13: Outgoing Call Shortcode Screen

4.2. Configure Avaya Voicemail Pro

Install Avaya Voicemail Pro on the NovaHotel IPO-VMPRO Server from the Avaya IP Office “User” CD. After completion of installation, mount the SLIT install medium in the CD drive. On the NovaHotel IPO-VMPRO Server run “IP Office” -> “Voicemail Pro Client”. Select “File” -> “Import or Export”, Select the “Import call flows” radio button, and click “Next”.

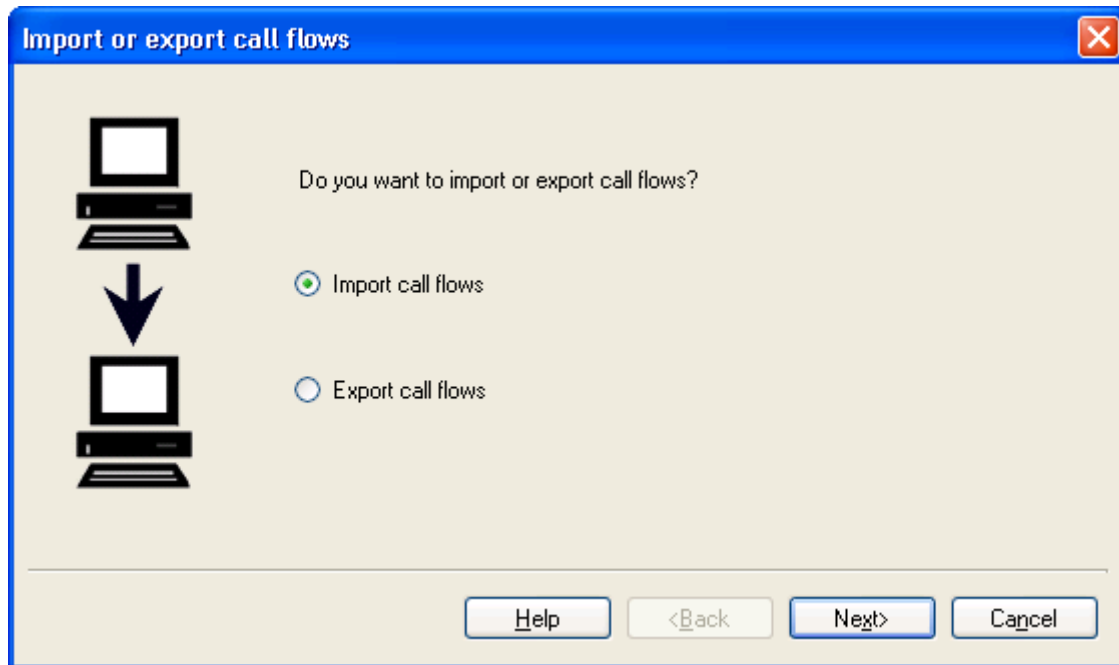


Figure 14: Voicemail Pro Import / Export Screen

Enter the path of the SLIT Voicemail modules as shown in the following screen and click “Next”.

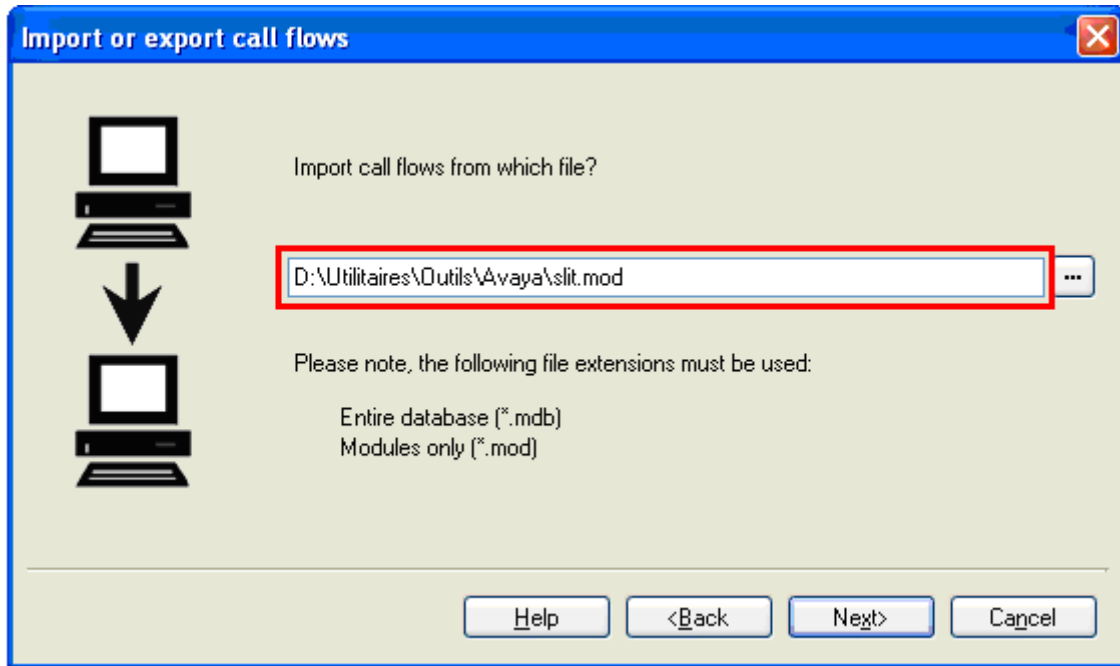


Figure 15: Voicemail Pro Import File Selection Screen

4.2.1. Create Voicemail Pro Conditions

Using the Voicemail Pro Condition Editor, create the tests shown in the following table, as described in the SLIT Documentation for use with Voicemail Pro.

Parameter
[SLIT] test etat reveil \$DBD[1] Egale à 1
[SLIT] test FRA \$DBD[1] Egale à FRA
[SLIT] test DEU \$DBD[1] Egale à DEU
[SLIT] test compte tv \$DBD[3] Supérieur à 0
[SLIT] test compte tve \$DBD[4] Supérieur à 0
[SLIT] test compte tel \$DBD[0] Inférieur à 0
[SLIT] test compte tel
cents
\$DBD[2] Egale à
0

Table 9: Voicemail Pro Condition Parameters

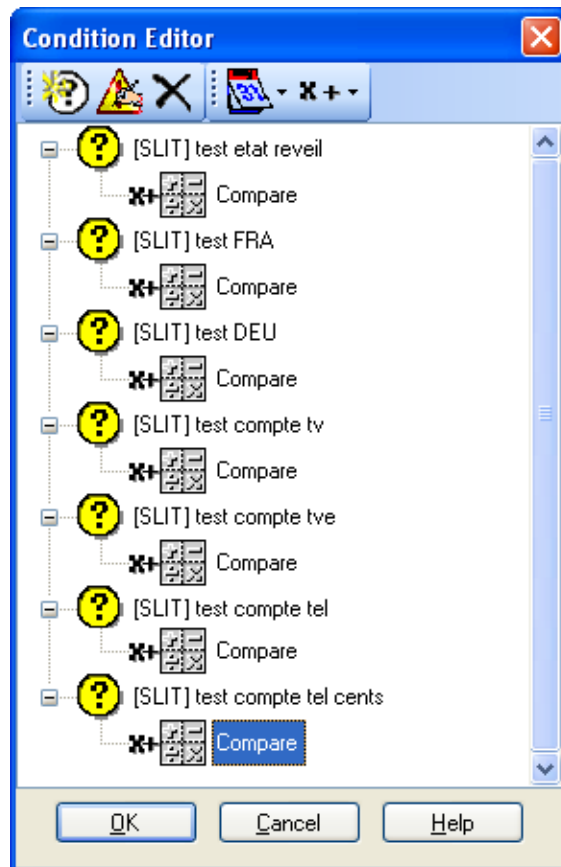


Figure 16: Voicemail Pro Condition Screen

4.2.2. Copy Speech Files to Voicemail Pro

Copy the directory “D:\Utilitaires\Outils\Avaya\slit” from the SLIT CD to “C:\Program Files\Avaya\IP Office\Voicemail Pro\VM\WAVS” (replace the “D” CD drive designation with the proper value, as required).

4.3. Install and Configure NovaHotel IPO-VMPRO Server

The screen shots and much of the corresponding installation instructions in this section are in French. The following is a (very) brief refresher course for those who may have forgotten their French:

Function Keys		Fields	
French	English	French	English
Annuler	Cancel	Chambre	Room
Aide	Help	Clef	Key
Créer	Create	Lancement	Launch
Installer	Install	Liaison	Connection
Modifier	Modify	Lits	Beds
Suivant	Next	Nom	Name
Parcourir	Browse	Place	Location
Précédent	Previous	Poste	Extension
Valider	Validate	Tarif	Price
Quitter	Quit		
Terminer	Finish		

Table 10: French / English Translation

Insert the NovaCom install media and let it auto start the install tool. Click “NovaCom Client/Serveur”.

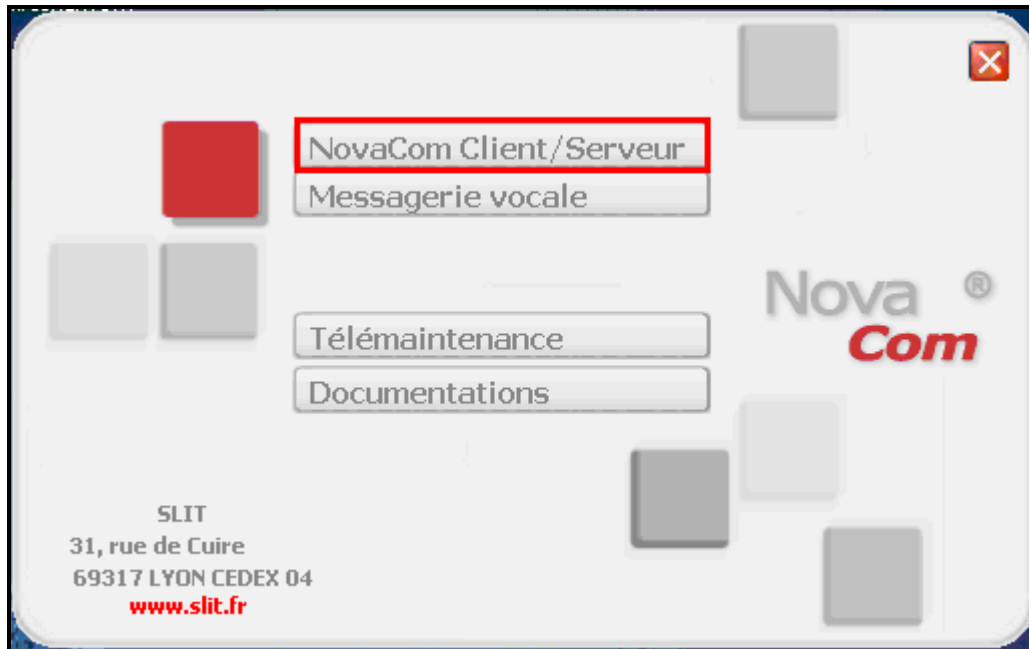


Figure 17: NovaCom Autostart Greeting Screen

Click “Suivant”.

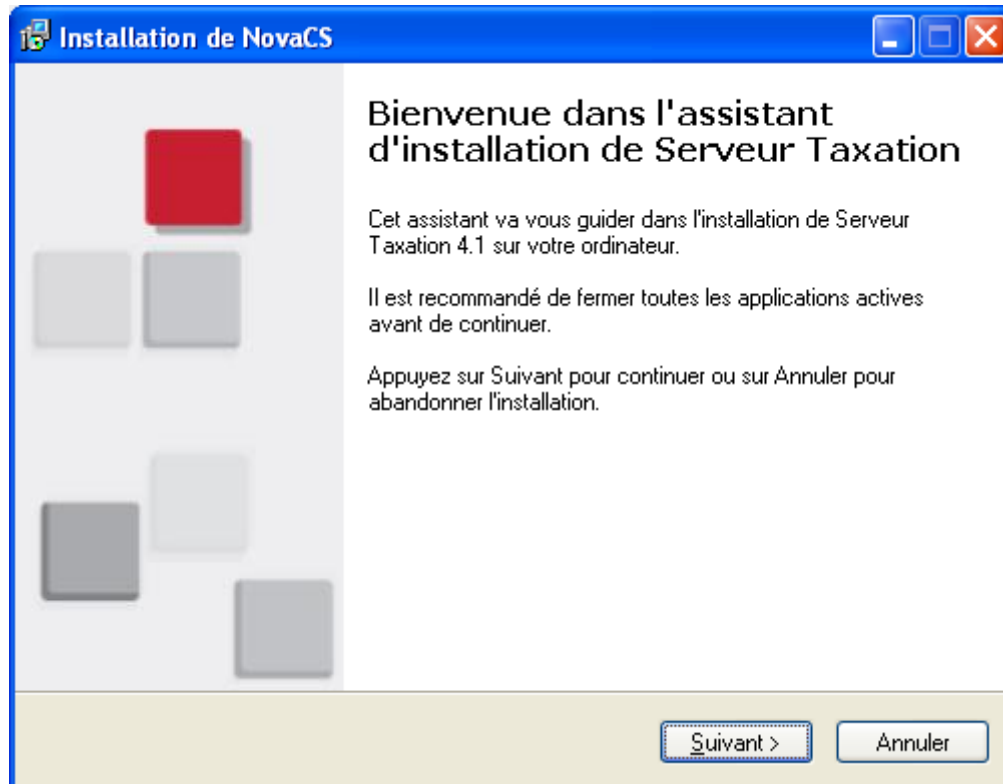


Figure 18: NovaCom Server Installation Wizard Greeting Screen

Select the first radio button if the license conditions are acceptable and click “Suivant”.

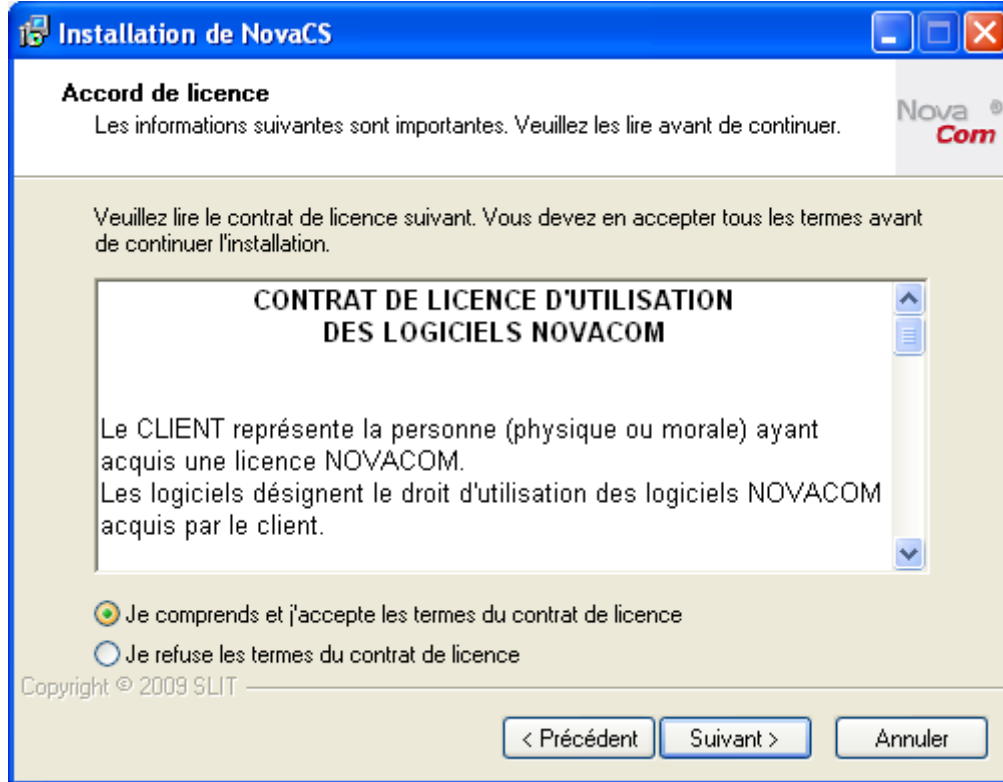
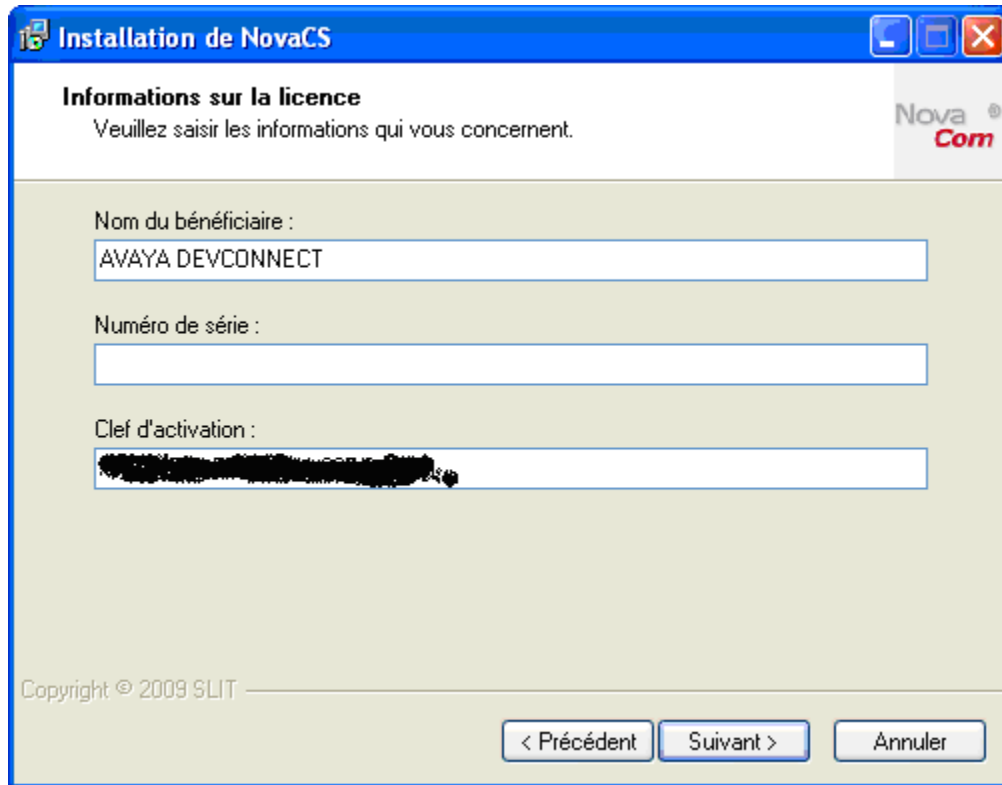


Figure 19: NovaCom License Acceptance Screen

Enter a user name in the first field and an activation code in the “Clef d’activation” field and click “Suivant”.



The screenshot shows a Windows-style window titled "Installation de NovaCS". The window has a blue title bar with standard minimize, maximize, and close buttons. The main content area is titled "Informations sur la licence" and includes the instruction "Veuillez saisir les informations qui vous concernent." in the top right corner, next to the "Nova Com" logo. There are three input fields: the first is labeled "Nom du bénéficiaire :" and contains the text "AVAYA DEVCONNECT"; the second is labeled "Numéro de série :" and is empty; the third is labeled "Clef d'activation :" and contains a blacked-out activation key. At the bottom left, it says "Copyright © 2009 SLIT". At the bottom right, there are three buttons: "< Précédent", "Suivant >", and "Annuler".

Figure 20: NovaCom License Key Entry Screen

Click “Suivant” for subsequent screens until reaching the “Utilisateurs et profils” screen. Click “Suivant”.

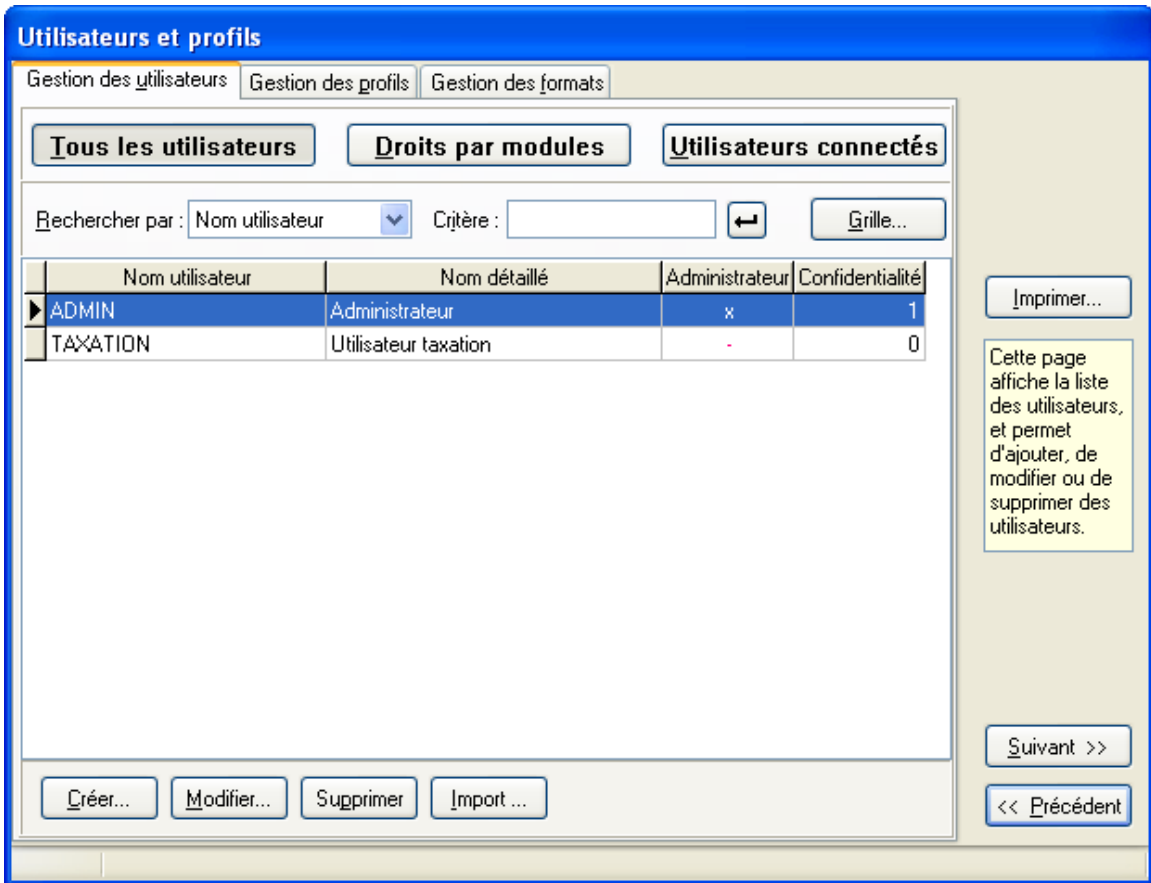


Figure 21: User Profile Screen

For the “Numérotation” tab, enter the parameters shown in the following table and click “Suivant”.

Parameter	Usage
La numérotation externe	Enter the prefix used to dial external calls.
La numérotation abrégée	Enter the length of local extensions.
Nombre de chiffres...	Enter the number of digits used to dial an external number.

Table 11: Annuaire Numérotation Configuration Parameters

Annuaire

Hiérarchies et champs | **Numérotation**

Poste obligatoire pour les abonnés :

Préfixe pour :

- La numérotation externe : 0
- La numérotation abrégée : 5

Nombre de chiffres validant l'ajout du préfixe pour la numérotation externe : 10

Cette page permet le paramétrage de tous les champs de l'annuaire ainsi que les niveaux hiérarchiques de la suite.

Suivant >>

<< Précédent

Figure 22: Annuaire Numérotation Screen

For the “Chambres” tab, set the parameters as shown in the following table.

Parameter	Usage
Compte téléphonique	Check this box.
DHM	Select the “Pas de DHM” radio button.
Gestion des sorties permissionnaires	Check this box.

Table 12: Hôpital: Chambres Configuration Parameters

Hôpital

Comptes gérés

Compte téléphonique :

Compte télévision :

Compte divers :

DHM

Pas de DHM

DHM avec attente

DHM sans attente

Mode de fonctionnement

Chambres Comptes Factures Forfait SDA Télévision Dates

Si chambre occupée, le nouveau patient chasse l'occupant actuel :

Si chambre occupée, le nouveau patient sort l'occupant actuel :

Si chambre occupée, le nouveau patient est mis dans le couloir :

Si chambre inconnue, alors arrivée ou mouvement impossible (erreur) :

Possibilité de saisir directement le nom du lit lors de l'arrivée d'un patient :

Gestion des sorties permissionnaires :

Cette page permet de configurer le fonctionnement ainsi que les champs du module Hôpital.

Type de champs

Champs clients Champs lits

Fixes Libres Libres

Libellé	Obligatoire	Visibilité	Nb de caractères
Genre	Non	Géré	0
I.E.P.	Oui	Géré / Visible	0
I.P.P.	Oui	Géré / Visible	0
Prénom	Oui	Géré	0

Modifier Suivant >> << Précédent

Modifié

Figure 23: Hôpital: Chambres Configuration Screen

For the “Comptes” tab, check the “Lors de l’arrivée d’un ...” box and click “Suivant”.

Hôpital

Comptes gérés

Compte téléphonique :

Compte télévision :

Compte divers :

DHM

Pas de DHM

DHM avec attente

DHM sans attente

Mode de fonctionnement

Chambres | **Comptes** | Factures | Forfait | SDA | Télévision | Dates

Lors du départ d'un patient, le solde de son compte téléphonique est supprimé :

Lors de l'arrivée d'un patient, le solde de son compte général est supprimé :

même si le solde de son compte est négatif :

Mouvement autorisé même si le tarif du nouveau lit est différent de l'ancien :

Lors de l'arrivée d'un patient, le compte téléphonique s'ouvre automatiquement :

Le coût de la dernière communication avant coupure est celui du seuil de coupure

Cette page permet de configurer le fonctionnement ainsi que les champs du module Hôpital.

Type de champs

Champs clients | Champs lits

Fixes | Libres | Libres

Libellé	Obligatoire	Visibilité	Nb de caractères
Genre	Non	Géré	0
I.E.P.	Non	Non géré	0
I.P.P.	Non	Non géré	0
Prénom	Oui	Géré	0

Modifier

Suivant >>

<< Précédent

Figure 24: Hôpital: Comptes Configuration Screen

Double click on the first entry.

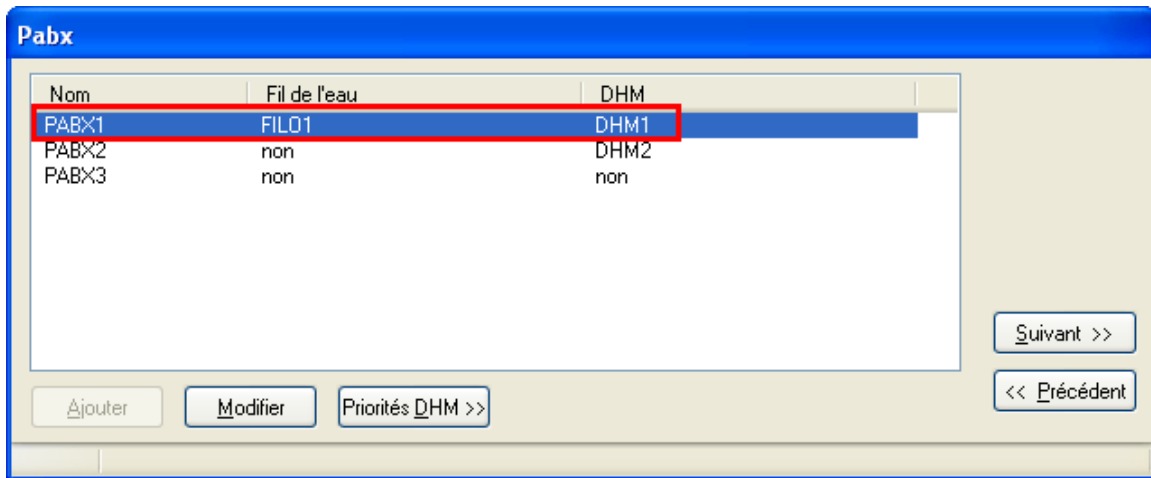


Figure 25: PBX Selection Screen

Click "Liaison" under "Fil de l'eau".

Modification d'un Pabx

Nom : PABX1 Rattaché au niveau hiérarchique : Site Eff. Code pays où se situe le pabx : 0033 (France = 0033)

Fil de l'eau

Liaison ... (Liaison "BT direct")

Opérateurs Fonctionnement Coût minimal

Taxation à la durée :

Répertoire : Répertoire ... Opérateurs ...

Reconnaissance des opérateurs :

Opérateur	Identifiant	Valeur
-----------	-------------	--------

Ajouter Modifier Supprimer

DHM

Liaison ... (Liaison "Série directe")

Mise à jour des noms : administratifs dans le pabx. hospitaliers

Topologie

Pabx gérés par le fil de l'eau courant :

Nom

Pabx du site :

Nom
PABX2
PABX3

Cette page permet le paramétrage du Fil de l'Eau, des opérateurs, de la topologie de Fil de l'Eau, du DHM.

Modifié

Figure 26: PBX Configuration Screen

Set the fields as shown in the following table and click “Modifier”.

Parameter	Usage
Type de liaison	Select “TCP/IP” from the drop-down menu.
Lancement	Select “Automatique” from the drop-down menu.
Modèle de Pabx	Select “IP_OFFICE” from the drop-down menu.
Address IP	Leave the value at the default of “0.0.0.0”. When running as a server, SLIT NovaHotel IPO-VMPRO does not need to know the address of Avaya IP Office.
Protocole réseau	Select “tcp” from the drop-down menu.
N° du port	Enter an otherwise unused port number. This must match the value used in Figure 2 .
Mode serveur	Click this box.

Table 13: CDR Connection Client Configuration Parameters

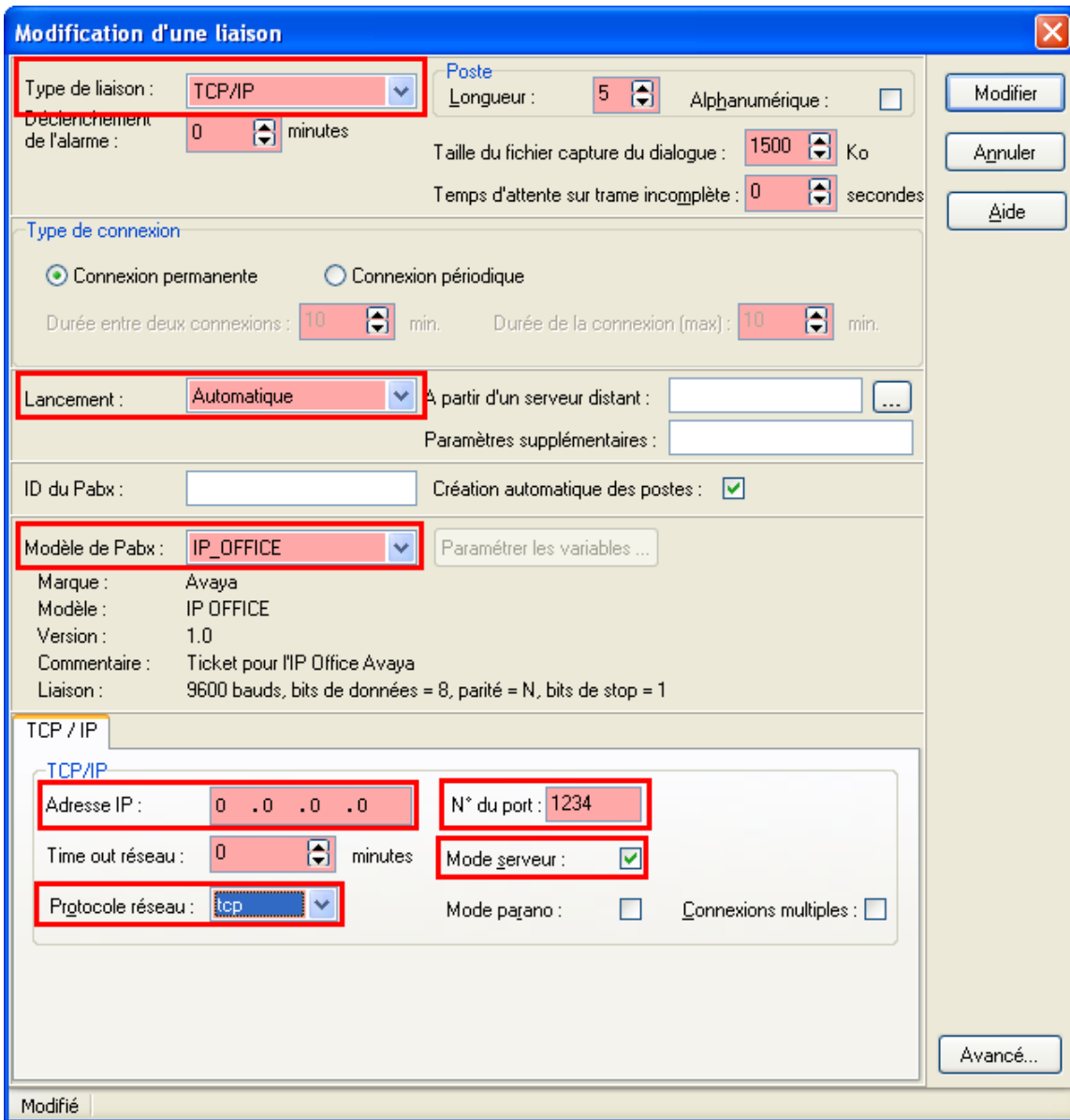


Figure 27: Connection Configuration Screen

Verify that the “Fil de l’eau” Liaison is “TCP/IP”. Enter the international dial code for country in which the server is located and click “Modifier”.

Modification d'un Pabx

Nom : PABX1 Rattaché au niveau hiérarchique : Site ... Eff.

Code pays où se situe le pabx : 0049 (France = 0033)

Fil de l'eau
Liaison ... (Liaison "TCP/IP")

Opérateurs Fonctionnement Coût minimal

Taxation à la durée :

Répertoire : Répertoire ... Opérateurs ...

Reconnaissance des opérateurs :

Opérateur	Identifiant	Valeur
-----------	-------------	--------

Ajouter Modifier Supprimer

Topologie

Pabx gérés par le fil de l'eau courant :

Nom

Pabx du site :

Nom
PABX2
PABX3

DHM

Liaison ... (Liaison "Série directe")

Mise à jour des noms : administratifs dans le pabx.
hospitaliers

Modifié

Figure 28: PBX Modification Confirmation Screen

Click “Suivant” on subsequent screens until reaching the Completion Confirmation Screen. Click “Terminer”.

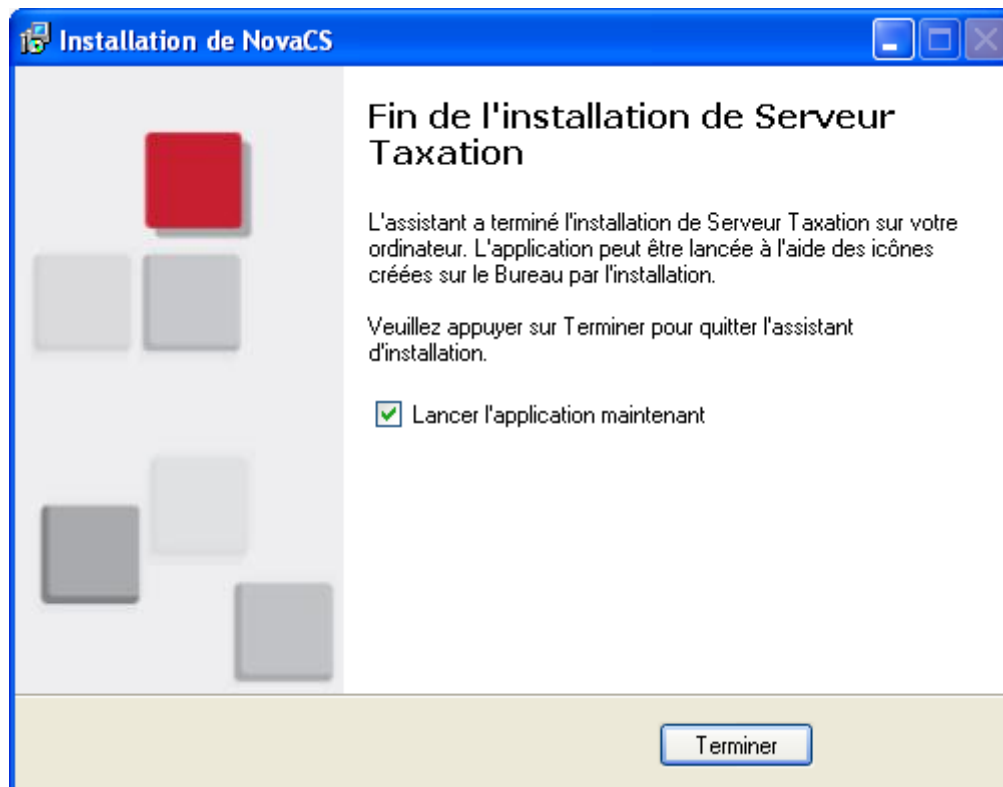


Figure 29: Completion Confirmation Screen

Start the “Lanceur” program from the command line, and select “NovaAnnu.”.

4.4. NovaHotel IPO-VMPRO Client

The NovaHotel client is a web-based application which can be run from any web browser with connectivity to the NovaHotel server. The NovaHotel client does not need to be configured

5. General Test Approach and Test Results

The compliance testing done between SLIT NovaHotel IPO-VMPRO and Avaya IP Office was performed manually. The tests were all functional in nature, and no performance testing was done. All tests which were performed the expected result. **Section 1.1** contains a list of tests which were performed.

6. Verification Steps

The correct installation and configuration of NovaHotel IPO-VMPRO can be verified by performing the steps shown below to verify the CDR link.

1. Double click on the “man with a red cap” icon in the Systray (highlighted by oval) in order to view the “Gardien NovaCS” window.

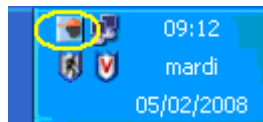


Figure 30: Systray Screen

2. Double click on the FILOx entry in the screen (the number after FILO may vary depending on the number of PBX) in order to view the “Novatick” window.

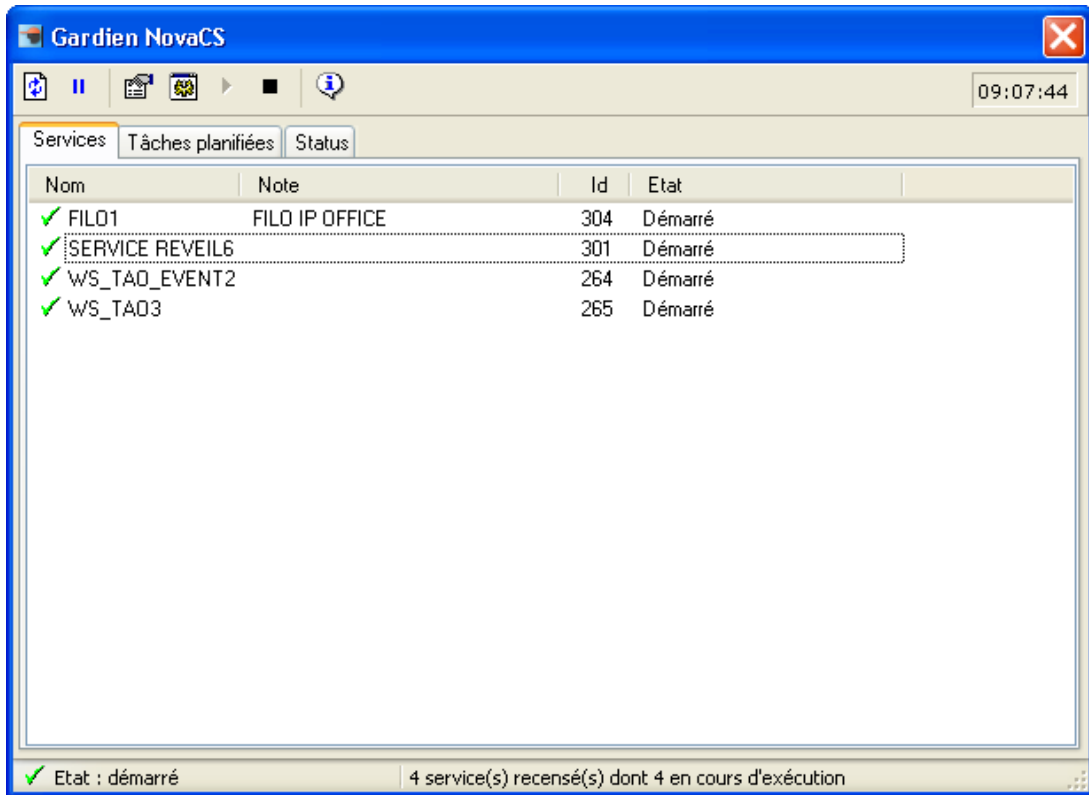


Figure 31: Gardien NovaCS Services Screen

3. Make a call. If everything is set up correctly, blue text should scroll on the screen (CDR received from the PBX) followed by text in black (Interpretation of the CDR). In addition, the bottom window border shows the IP address of the connected PBX.

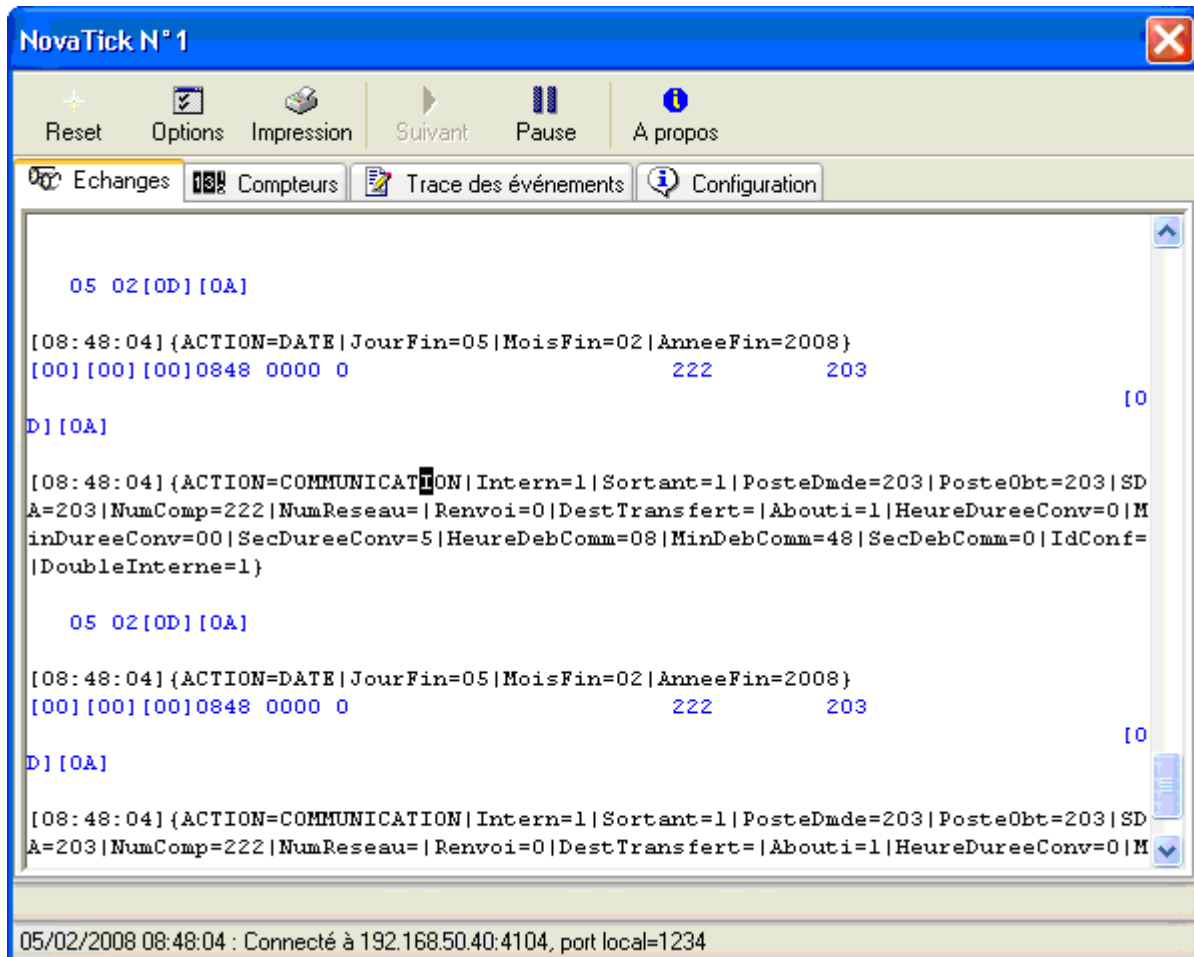


Figure 32: NovaTick Exchanges Screen

7. Conclusion

These Application Notes contain instructions for configuring Avaya IP Office to connect to the NovaHotel IPO-VMPRO. A list of instructions is provided to enable the user to verify that the various components have been correctly configured.

8. Additional References

This section references documentation relevant to these Application Notes. The Avaya product documentation is available at <http://support.avaya.com>.

- [1] *Administrator Guide for Avaya IP Office*, January 2008, Issue 4.0, Document Number 03-300509.
- [2] *Feature Description and Implementation for Avaya IP Office*, January 2008, Issue 6, Document Number 555-245-205.
- [3] NovaHotel Product Description: NovaHotel.pdf v4.1 delivered with the NOVA CD

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