

Avaya Solution & Interoperability Test Lab

Application Notes for iEnterprises Mobile Edge with Avaya one-XTM Mobile – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for iEnterprises Mobile Edge to interoperate with Avaya one-XTM Mobile. iEnterprises Mobile Edge is a Customer Relationship Management (CRM) application for the RIM BlackBerry mobile handheld devices. iEnterprises Mobile Edge provides access to data such as accounts, contacts, and opportunities from the host CRM application, for retrieval and storage on the user's RIM BlackBerry device.

In the compliance testing, iEnterprises Mobile Edge used the Avaya one-XTM Mobile Client API For BlackBerry interface, to place business calls via the Avaya one-XTM Mobile UC client application that was co-resident with the iEnterprises Mobile Edge For 1X Mobile client application on the same RIM BlackBerry 8800 device.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

1. Introduction

These Application Notes describe the configuration steps required for iEnterprises Mobile Edge to interoperate with Avaya one-XTM Mobile. iEnterprises Mobile Edge is a CRM application for the RIM BlackBerry mobile handheld devices.

iEnterprises Mobile Edge provides access to data such as accounts, contacts, and opportunities from the host CRM application, for retrieval and storage on the user's RIM BlackBerry device. While viewing contacts information on the RIM BlackBerry device, the iEnterprise Mobile Edge For 1X Mobile client application provides the user the option to place a call to the contact via the Avaya one-XTM Mobile UC client application that is co-resident on the same RIM BlackBerry device. Upon invoking the option, the iEnterprise Mobile Edge For 1X Mobile client application uses the Avaya one-XTM Mobile Client API For BlackBerry interface to pass the contact's telephone number to the Avaya one-X Mobile UC client application. From then on, the Avaya one-X Mobile UC client application takes over, comes to the foreground on the user's RIM BlackBerry device, and starts the dialing process. Calls via the Avaya one-X Mobile UC client application muses the avaya one-X Mobile UC client application are placed from Avaya AuraTM Communication Manager with the user's business telephone number presented as the calling party number.

The compliance testing was conducted with the RIM BlackBerry 8800 device.

1.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying the following on the iEnterprises Mobile Edge For 1X Mobile client application that was running on the RIM BlackBerry 8800 device:

- Initiating business calls to dial from the Avaya one-X Mobile UC client application.
- Proper passing of different formats of contact telephone numbers to the Avaya one-X Mobile UC client application including local, long distance, long distance in E.164, international with prefix 011, and international in E.164 formats.

The serviceability testing focused on verifying the ability of iEnterprises Mobile Edge to recover from adverse conditions, such as rebooting the RIM BlackBerry 8800 device.

1.2. Support

Technical support on iEnterprises Mobile Edge can be obtained through the following:

- **Phone:** (800) 741-5597
- Email: <u>support@ienterprises.com</u>

2. Reference Configuration

As shown in **Figure 1**, iEnterprises Mobile Edge consists of the Mobile Edge server, the BlackBerry Enterprise server, the Mobile Edge For 1X Mobile client, and a separate CRM host. In the compliance testing, an internal iEnterprises iExtensions server was used to provide the CRM host functionality. The Avaya one-X Mobile configuration consists of Avaya Aura Communication Manager for call management, Avaya Modular Messaging for voicemail, Microsoft Active Directory for corporate directory, and the Avaya Aura Application Enablement Services server.

The RIM BlackBerry 8800 device shown below has both the iEnterprise Mobile Edge For 1X Mobile and the Avaya one-X Mobile UC client applications installed and configured.

The detailed administration of connectivity between the Avaya one-X Mobile server with other Avaya servers, and between the iEnterprises Mobile Edge server with other iEnterprises servers are assumed to be in place and will not be described in these Application Notes.



Figure 1: iEnterprises Mobile Edge with Avaya one-X Mobile

TLT; Reviewed:
SPOC 7/20/2009

3. Equipment and Software Validated

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

Equipment	Software
Avaya Aura Communication Manager	R015x.02.0.947.3
 Avaya G650 Media Gateway TN799DP C-LAN Circuit Pack TN2302AP IP Media Processor 	HW01 FW032 HW20 FW120
 Avaya Modular Messaging Messaging Storage Server Messaging Application Server 	4.0 4.0
Avaya Aura Application Enablement Services	4.2
Avaya one-X Mobile	1.1.1
Avaya 9640 Series IP Telephones (H.323)	2.0
 RIM BlackBerry 8800 iEnterprises Mobile Edge For 1X Mobile Avaya one-X Mobile UC 	4.1.11 1.1.36
iEnterprises Mobile Edge Server	4.0
iEnterprises BlackBerry Enterprise Server	5.0
iEnterprises iExtensions	7.0

4. Configure Avaya Aura[™] Communication Manager

This section provides the procedures for configuring Avaya Aura Communication Manager. The procedures include the following areas:

- Verify Communication Manager License
- Administer station
- Administer off-pbx station mapping

4.1. Verify Communication Manager License

Log in to the System Access Terminal (SAT) to verify that the Communication Manager license has proper permissions for features illustrated in these Application Notes. Use the "display system-parameters customer-options" command to verify that there is sufficient capacity for EC500 stations by comparing the **Maximum Off-PBX Telephones – EC500** field value with the corresponding value in the **USED** column. The difference between the two values needs to be greater than or equal to the desired number of iEnterprise Mobile Edge users with RIM BlackBerry devices.

```
Page 1 of 11
display system-parameters customer-options
                             OPTIONAL FEATURES
    G3 Version: V15
                                              Software Package: Standard
      Location: 1
                                            RFA System ID (SID): 1
      Platform: 6
                                            RFA Module ID (MID): 1
                                                           USED
                             Platform Maximum Ports: 44000 309
                                Maximum Stations: 36000 111
                            Maximum XMOBILE Stations: 0
                                                          0
                   Maximum Off-PBX Telephones - EC500: 1000 19
                   Maximum Off-PBX Telephones - OPS: 36000 15
                   Maximum Off-PBX Telephones - PBFMC: 0 0
                                                           0
                   Maximum Off-PBX Telephones - PVFMC: 0
                   Maximum Off-PBX Telephones - SCCAN: 0
                                                           0
```

4.2. Administer Station

Add a station for each iEnterprise Mobile Edge user using the "add station n" command, where "n" is the station extension number. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Type:** The applicable station type, in this case "9640".
- Name: A descriptive name.
- Security Code: A desired value.
- Coverage Path 1: The applicable coverage path, in this case "1".

Repeat this section to administer the desired number of stations. For the compliance testing, only one station was administered.

add station 20021	Pa	ge 1 of 5
	STATION	
Extension: 20021	Lock Messages? n	BCC: 0
Type: 9640	Security Code: XXXXX	TN: 1
Port: IP	Coverage Path 1: 1	COR: 1
Name: iEnterprises BlackBerry8	800 Coverage Path 2:	COS: 1
	Hunt-to Station:	
STATION OPTIONS		
	Time of Day Lock Table:	
Loss Group: 19	Personalized Ringing Pattern:	1
	Message Lamp Ext:	20021
Speakerphone: 2-way	Mute Button Enabled?	У
Display Language: english	Button Modules:	Ō
Survivable GK Node Name:		
Survivable COR: internal	Media Complex Ext:	
Survivable Trunk Dest? y	IP SoftPhone?	n
-		
	Customizable Labels?	Y

Navigate to Page 4, and add an Extend Call feature button as shown below.

4.3. Administer Off-PBX Station Mapping

For each station in **Section 4.2**, use the "change off-pbx-telephone station-mapping n" command, where "n" is the station extension. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- Application: "EC500"
- Trunk Selection: "ars"
- **Config Set:** An existing configuration set to be used for the off-pbx call treatment.

change off-pb	ox-telephone s	tation-mapp	ing 20021		Page 1	of 3
	STATIONS	WITH OFF-F	BX TELEPHONE IN	TEGRATION		
Station	Application	Dial CC	Phone Number	Trunk	Config	Dual
Extension		Prefix		Selection	Set	Mode
20021	EC500	-		ars	1	
		_				

Navigate to Page 2, and set the Mapping Mode to "both" as shown below.

change off-ph	ox-telepho STAT	one statio FIONS WITH	on-mapping 200 H OFF-PBX TELE	21 PHONE INTEGE	Page RATION	2 of 3
Station Extension 20021	Appl Name EC500	Call Limit 2	Mapping Mode both	Calls Allowed all	Bridged Calls both	Location

5. Configure Avaya Modular Messaging

This section provides the procedures for configuring Avaya Modular Messaging. The procedures include the following areas:

- Launch Messaging Administration
- Administer subscribers

5.1. Launch Messaging Administration

Access the Messaging Administration web-based interface by using the URL "http://ip-address" in an Internet browser window, where "ip-address" is the IP address of the Messaging Storage Server (MSS) component. The **Logon** screen is displayed. Log on using a valid user name and password. The **Password** field will appear after a value is entered into the **Username** field.

Αναγα		Messaging Administration Modular Messaging
Help		
2	Logon	
	Username	
		Login
	© 2008 August Tag. All Dishte	- Decenned

The Messaging Administration screen is displayed next, as shown below.



5.2. Administer Subscribers

Select Messaging Administration > Subscriber Management from the left pane, to display the Manage Subscribers screen. In the Local Subscriber Mailbox Number field, enter the station extension from Section 4.2, and click Add or Edit.



The **Add Local Subscriber** screen is displayed next. Enter the following values for the specified fields, and retain the default values for the remaining fields. Repeat this section for all station users in **Section 4.2**.

- Last Name: The last name of the subscriber.
- **First Name:** The first name of the subscriber.
- **Password:** A desired password.
- Numeric Address: A unique address in the voice mail network.
- **PBX Extension:** The station extension of the subscriber from **Section 4.2**.
- **Class Of Service:** Select an applicable class of service.
- Email Handle: A desired email handle.
- **Common Name:** A desired name to display in address book listings.
- ASCII Version of Name: The ASCII translation of the subscriber name.

Αναγα				Modular Messaging Messaging Administration
Help Log Off				
 Messaging Administration Subscriber Management Activity Log Configuration Messaging Attributes Classes-of-Service Enhanced-Lists 	dd Local Su	ıbscriber		^
System Administration Request Remote Update Networked Machines	ASIC INFORMATION (Required Fields)		-	
Trusted Servers Server Administration	<u>*Last Name</u>	iEnterprises	First Name	BlackBerry8800
Configure Using DCT TCP/IP Network Configura External Hosts	<u>*Password</u>	•••••	<u>*Mailbox Number</u>	20021
MAS Host Setup MAS Host Send	<u>*Numeric Address</u>	20021	PBX Extension	20021
Console Reboot Option Date/Time/NTP Server Syslog Server	*Class Of Service	1 - class01	*Community ID	1
Modem/Terminal Display Modem/Terminal Configur Modem/Terminal Removal TCP/IP Service Settings		ny		
 IMAP/SMTP Administration SMTP Options 	UBSCRIBER DIRECTU	RT	- 1	
Mail Options IMAP/SMTP Status	Email Handle	blackberry8800 @dcmss.spdevcon.com	<u>Telephone Number</u>	
Server Status Alarm Summary Disk Information	Common Name	BlackBerry8800 iEnterprises	ASCII Version of <u>Name</u>	iEnterprises, BlackBerry8800

6. Configure Microsoft Active Directory

This section provides the procedures for configuring Microsoft Active Directory. The procedures include the following areas:

- Administer user account
- Administer telephone number

6.1. Administer User Account

From the Microsoft Active Directory server, launch **Programs > Administrator Tools > Active Directory Users and Computers**. The **Active Directory Users and Computers** screen is displayed. In the left pane, locate the proper domain name for the network configuration, in this case "spdevcon.com", and right-click on **Users** below it. From the right-click drop-down menu (not shown below), select **New > Users**.



The New Object – User screen is displayed. Enter appropriate values for First name, Last name, and User logon name. Retain the default values in the remaining fields, and click Next.

			i mana i	_		
irst name:	BlackBerr	y8800	Initials:			
ast name:	iEnterprise	BS				
ull name:	BlackBerr	BlackBerry8800 iEnterprises				
<u>I</u> ser logon name	£					
blackberry8800		@spdevco	n.com 🧕	-		
	(pre-Windows)	2000):				
iser logon name	the second s					

In the screen below, enter desired values for **Password** and **Confirm password**, and check the desired handling for password. Click **Next**, followed by **Finish** in the subsequent screen to add the user account.



6.2. Administer Telephone Number

The Active Directory Users and Computers screen is displayed again, and updated with the newly created user shown in the right pane. Double click on the new user, in this case "BlackBerry8800 iEnterprises".

🐗 Active Directory Users and Comp	uters		_ 🗆 🗙
🌏 Eile Action Yiew Window He	łp		<u>_8×</u>
← → 🖻 💽 👗 💼 🗡 😭	🖻 🖻 😫 🖬 🦉 🖉 🕍	7 🗟 🙍	
Active Directory Users and Computer	Users 44 objects		
E Saved Queries	Name	Туре	Descripl 🔺
	😰 Aaron M. Alpharetta	User	
	🖸 Abby M. Eatontown	User	
	2 Administrator	User	Built-in -
	🖸 Andre Kyle	User	
🗄 🙆 Microsoft Exchange Security	😰 Bert M. Holmdel	User	
Users	😰 Beth M. Atlanta	User	
10 A 10	🖸 BlackBerry8800 iEnterprises	User	
	😰 Cate M. Fairburn	User	

The **BlackBerry8800 iEnterprises Properties** screen is displayed next. In the **Telephone number** field, enter the E.164 format of the user's DID number as shown below, and click **OK**.

ckBerry8800 iEnte	rprises Properties		?
Member Of Remote control General Address	Dial-in Envi Terminal Servic Account Profile	ronment es Profile Telephones	Sessions COM+ Organization
BlackBe	rry8800 iEnterprises		
Last name:	iEnterprises		
Di <u>s</u> play name:	BlackBerry8800 iEnterp	prises	
Description:			
Offi <u>c</u> e:			
Ielephone number:	+17328522001		<u>0</u> ther
E- <u>m</u> ail:			
<u>W</u> eb page:			Othe <u>r</u>
	ок	Cancel	Apply

7. Configure Avaya one-X[™] Mobile Server

This section provides the procedures for configuring the Avaya one-X Mobile server. The procedures include the following areas:

- Verify one-X Mobile license
- Administer users

7.1. Verify one-X Mobile License

Access the Avaya one-X Mobile web-based administration interface by using the URL "http://ip-address/Admin" in an Internet browser window, where "ip-address" is the IP address of the Avaya one-X Mobile server. Log in with the appropriate credentials.

The License Information is displayed, as shown below. Verify that there is sufficient license to cover the number of new users.

17.00 C/V								
atus	Server Setup	Avaya Setup	Cisco Setup	Serviceability	Licenses	Carrier Offset	Direct Call PBX Nu	
Licer	ise Information							
Total	Licenses					1000		
						14		
Curre	ntly Used							
Curre Availa	ntly Used ble Licenses					986		

7.2. Administer Users

Select Avaya Setup > Users > Import Users as shown below. In the screen that is displayed, select an appropriate Class Of Service, and enter an appropriate Filter to enable importing of Active Directory users created in Section 6.1. Click Import Users.

Status Serv	er Setup	Avaya S	etup	Cisco Setup	Serviceability	Licenses	Carrier Offset	Direct Call PBX Num
CTI Resources	Setup I	Profiles	Users	Dial Plans				
Licensed User	Manageme	ent Unlig	censed	User Manager	ment Import Us	ers		
Class Of Servi	ce:					COS2	×	
Class Of Servi Filter:	ce:					COS2 cn=*il	T interprises [*]	
Class Of Servi Filter:	ce:					COS2 cn=*it	▼ Enterprises [®]	

Select the **Unlicensed User Management** tab to display the screen below. Check the desired user entries and click **License Selected Users**.

Status	Server Set	up Avaya S	Setup Cisco	o Setup 🛛 S	erviceability	Licenses	Carrier Offset	Direct Call PBX	Numbers	
CTI Res	ources Set	tup Profiles	Users Di	al Plans						
HCENSER	ense Selected	Users 🗰	Delete Selec	ted Users		sers			🁐 Search	1
🁐 Cha	inge Class of	Service							Sort by:	Extension

8. Configure Avaya one-X[™] Mobile Client

This section provides the procedures for configuring the Avaya one-X Mobile client. The procedures include the following areas:

- Launch client web interface
- Administer mobile setup

8.1. Launch Client Web Interface

Access the Avaya one-X Mobile client web-based interface by using the URL "http://ip-address" in an Internet browser window, where "ip-address" is the IP address of the Avaya one-X Mobile server. The **one-X Mobile Web site Login** screen is displayed as shown below. Enter the Active Directory user credentials from **Section 6.1**, and click **LOG IN**.

one-X Mo	bile Web site Login	
Please enter	your corporate	
computer us	ername and password.	
Username	blackberry8800	
Password	•••••	
Remember on this comput	my username and password er	
LOG IN	Help	
LANGUAGE:	English (United States)	

Upon initial log in to the system, the **Incorrect PIN** screen will be displayed. Enter the user's password for Avaya Modular Messaging from **Section 5.2** in the **PIN** field, and click **OK**.

Incorrect PIN
Incorrect PBX PIN. You must enter a valid PIN.
PIN
OK

8.2. Administer Mobile Setup

Accept the end user agreement in the next page, to display the **one-X Mobile Setup** screen. Enter the mobile phone number for the user's RIM BlackBerry 8800 device in the **10 digit Mobile Phone Number** field, and select the appropriate values for the remaining fields. Click **Next**. Continue in the subsequent screens to complete the setup.

BlackBerry8800 iEnterprises:	20021	Thursday, June 18, 2009 1:40 PM Log out	
one-X Mobile Setup Step 4: What model phone	do you own?		1
10 digit Mobile Phone Number: Carrier: Mobile Phone Manufacturer: Mobile Phone Model:	9999999999 AT&T/Cingular V Blackberry V	NOT READY TO ENTER YOUR MOBILE INFORMATION? YOU CAN SKIP MOBILE SETUP AND GO DIRECTLY TO THE ONE-X MOBILE WEB SITE. WHEN YOU'RE READY TO SETUP YOUR MOBILE PHONE GO TO THE MANAGE MOBILE SECTION AND PRESS THE UPDATE MOBILE INFO BUTTON.	
NEXT CANCEL			

9. Configure iEnterprises Mobile Edge

This section provides the procedures for configuring the iEnterprises Mobile Edge server. The procedures include the following areas:

- Launch administration web interface
- Administer users

9.1. Launch Administration Web Interface

Access the iEnterprises Mobile Edge administration web-based interface using the URL from the installer in an Internet browser window. The **Login** screen is displayed as shown below. Enter the appropriate credentials, and click **SUBMIT**.

			Mobile Edge
	Login		
	Username		
~	Password		
Enterprises, Inc.		SUBMIT	

0							Build Version: 052809-1
<i>U</i> ^{Enterprises, Inc.}	8700c	Mobile	Eage				
Welcome admin			Logout				
Organization		PRO DELIVERY	оит				Search
Contact	PIN	Table Id	Record Id	Туре	Status	Updated	Created
Opportunity							
Email	35678501401969501	CRM_EMAILS	1090S251FD3BC	New	RETRYZMIN	04:39:43 PM 06/22/2009	06:20:17 AM 06/12/2009
Calendar	27500118	CRM_CONTACTS	144S32C1E1BB	Update	RETRY2MIN	04:39:43 PM 06/22/2009	02:37:16 PM 06/22/2009
Log Notes To do	35678501401969501	CRM_CALENDAR	1097S251FD3BC	New	RETRY2MIN	04:39:43 PM 06/22/2009	03:30:57 PM 06/12/2009
Ticket	23547568	COM EMATIS	226452086D4D9	New		04+30-43 PM 06/22/2000	03:37:47 PM 06/22/2000
Call Report		Citri Lennico	LEGISLOUDHES			0410314011100/22/2003	00.07.147 111 00,2272005
Evpense	35678501401969501	CRM_CONTACTS	3309S35678501401969501	New	RETRY2MIN	04:39:43 PM 06/22/2009	05:50:36 AM 06/15/2009
TimeSheet	71C9E21D-DAB6-5D55-AFB5-	5 CRM_ACCOUNTS	211S241C3789	Remove	RETRY2MIN	04:39:43 PM 06/22/2009	09:48:29 AM 06/08/2009
HandHeld Data	35678501401969501	CRM_EMAILS	1089S251FD3BC	New	RETRY2MIN	04:39:43 PM 06/22/2009	06:09:44 AM 06/12/2009
Ping List	23547568	CRM TICKETS	2263S2086DAD9	Undate	RETRYSMIN	04:39:43 PM 06/22/2009	03:27:47 PM 06/22/2009
Pro DeliveryOut							
Pro DeliveryOut Summary	35678501401969501	CRM_EMAILS	1069S251FD3BC	New	RETRYZMIN	04:39:43 PM 06/22/2009	01:38:29 PM 06/09/2009
Pro Delivery In Pro Delivery In Summary	01103800080568625	CRM_CALENDAR	114S01103800080568625	New	RETRY2MIN	04:39:43 PM 06/22/2009	02:40:28 PM 06/17/2009
Pro DownLoad Response	35678501401969501	CRM_CALENDAR	1099S251FD3BC	New	RETRY2MIN	04:39:43 PM 06/22/2009	03:30:59 PM 06/12/2009
Pro InitLoad Init DownLoad Statistics	01103800080568625	CRM EMAILS	113501103800080568625	New	RETRY2MIN	04:33:43 PM 06/22/2009	09:50:45 AM 06/16/2009
Users	E		110001100000000000000000000000000000000				
Manage Configuration	01103800080568625	CRM_CONTACTS	145S32C1E1BB	Update	RETRYZMIN	04:33:43 PM 06/22/2009	11:54:07 AM 06/18/2009
El Administrator	35678501401969501	CRM_EMAILS	3312S35678501401969501	New	RETRY2MIN	04:33:43 PM 06/22/2009	08:31:30 AM 06/15/2009
E CRM Mapping	35678501401969501	CRM_EMAILS	3313S35678501401969501	New	RETRY2MIN	04:33:43 PM 06/22/2009	08:31:30 AM 06/15/2009
CRM Definition	35678501401969501	CRM EMAILS	3310535678501401969501	New	RETRY2MIN	04:33:43 PM 06/22/2009	06:10:05 AM 06/15/2009
■ Downloads		OKH_CHALCO	001000070001401707001		INE TIVI EPILIN	0410014011100/22/2007	00.10.00 AN 00/10/2007
	01103800080568625	CRM_CONTACTS	141S32C1E1BB	Update	RETRY2MIN	04:33:43 PM 06/22/2009	11:44:56 AM 06/18/2009
	35678501401969501	CRM_EMAILS	1388S251FD3BC	New	RETRY2MIN	04:33:43 PM 06/22/2009	01:00:32 PM 06/16/2009
	55678501401969501	CRM_EMAILS	3314S35678501401969501	New	RETRY2MIN	04:33:43 PM 06/22/2009	01:18:23 AM 06/19/2009
	01103800080568625	CRM_CONTACTS	144S32C1E1BB	Update	RETRY2MIN	04:33:43 PM 06/22/2009	11:53:48 AM 06/18/2009
	Refresh Remove Res	end	No.			1	

The **PRO DELIVERYOUT** screen is displayed, as shown below.

9.2. Administer Users

Select Users in the left pane, to display the USER LIST screen. Click New at the bottom of the screen to add a new user.

Enterprises, Inc.	8800	Mobile Edge	9					Build Version: 052809-1
Welcome admin Organization		Log	out USER LIST					Search
Contact Lead Opportunity Email Calendar Log Notes								
To do	Name	PIN	Init Field Value	Initial Load Status	CAD Status	Device Type	Updated	Created
Call Report	jbradley@ienterprises.com	27500118	Blackberry Test1/ienterprises	NOT STARTED	RECVD	Blackberry 8800	11:12:17 AM 06/22/2009	11:12:17 AM 06/22/2009
Report	Paul Sugg	251FD3BC	Paul Sugg/ienterprises	NOT STARTED	RECVD	Blackberry 8800	12:27:49 PM 06/08/2009	12:27:49 PM 06/08/2009
TimeSheet	N/A jijo@potetech.com	71C9E21D-DAB6-5D55-AEB5-5	Sethuraman R/ienternrises	NOT STARTED	RECVD	Blackherry Storm	09:44:58 AM 06/08/2009	09:44:58 AM 06/08/2009
HandHeld Data		24102700	Shaji S/jepterprises	NOT STARTED	RECVD	Blackbarry Storm	12:12:00 DM 06/06/2000	12-12-00 RM 06/06/2000
Ping List		24103703	Sitaji Sylencerprises	NOT STARTED	RECVE	blackberry storm	12.12.03 PM 00/00/2003	12.12.09 PH 05/00/2009
Pro DeliveryOut	Donn Carini	309858D3	John Carini/ienterprises	NOTSTARTED	RECVD	Blackberry Storm	12:34:23 PM 05/29/2009	12:34:23 PM 05/29/2009
Pro DeliveryOut Summary Pro DeliveryIn	N/A wm@me4iextensions.com	41006	Mobile Win3/ienterprises	NOT STARTED	RECVD	Blackberry Storm	02:21:12 PM 05/11/2009	02:21:12 PM 05/11/2009
Pro Delivery In Summary	N/A iphone@me4iextensions.com	9582DF04	iPhone Admin1/ienterprises	NOT STARTED	RECVD	Blackberry Storm	10:02:12 AM 05/11/2009	10:02:12 AM 05/11/2009
Pro InitLoad	Mirko Bold Simulator	2100118C	Blackberry Test3/ienterprises	NOT STARTED	RECVD	Blackberry Bold	02:31:08 PM 04/28/2009	02:31:08 PM 04/28/2009
Init DownLoad Statistics	John Simulatorlaptop	21900012	n/a	NOT STARTED	RECVD	Blackberry Bold	08:10:53 AM 04/28/2009	08:10:53 AM 04/28/2009
Manage Configuration	N/A sethu@me4iextensions.com	35678501401969501	Blackberry Test5/ienterprises	NOT STARTED	RECVD	Blackberry Storm	07:14:09 AM 04/24/2009	07:14:09 AM 04/24/2009
KeyWords El edministrator	John-Storm Simulator	21900010	n/a	NOT STARTED	RECVD	Blackberry Storm	09:52:51 AM 04/08/2009	09:52:51 AM 04/08/2009
E CRM Mapping	N/A jason@jextensionsv4.com	23E47568	Blackberry Test1/ienterprises	NOT STARTED	RECVD	Blackberry Storm	11:15:47 AM 03/30/2009	11:15:47 AM 03/30/2009
CRM Definition		01103800080568625	Mobile win1 (ienterprices	NOT STARTED	RECVD	Blackberry Storm	10-22-15 AM 03/18/2009	10-22-15 AM 03/18/2009
# Downloads		0110500000500025	Mide Delegde Gentereries		RECVD	Disckberry Storm	10.22.13 AM 00/17/2000	24.05.07 PM 00/17/2007
	mirko Device	24105738	mirko Deigado/ienterprises	COMPLETED	RECVD	Blackberry Storm	04:05:37 PM 03/17/2009	04:05:37 PM 03/17/2009
	Mirko Storm Simulator	3100118C	n/a	NOT STARTED	RECVD	Blackberry Storm	11:30:29 AM 03/11/2009	11:30:29 AM 03/11/2009
	Storm Device	20C85F49	n/a	NOT STARTED	RECVD	Blackberry Storm	11:30:58 AM 01/31/2009	11:30:58 AM 01/31/2009
	Phil Sheehy	2086DAD9	Phil Sheehy/ienterprises	NOT STARTED	RECVD	Blackberry Bold	10:31:23 AM 01/16/2009	10:31:23 AM 01/16/2009
	New Edit	Remove Ping Send	CAD Data Start Load	Clear Data 🤇	Cancel Load	ShowAll		

The New User Registration – Basic Information screen is displayed next. Enter the following values for the specified fields, and retain the default values for the remaining fields. Click Submit.

- Last Name: The last name of the user.
- **First Name:** The first name of the user.
- E-Mail: The email address of the user.
 - The unique PIN number associated with the BlackBerry device.
- Device Type: Se

• Pin:

Select the applicable device type.

Repeat this section for all station users in Section 4.2.

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Welcome admin		Logout	
Organization	New User Re	egistration - Basic Information	
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Opportunity	HIST NAME	IEnterprises	
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Calendar	Last Name	BlackBerryss00	
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To do	E-Mail	blackberryssou@ler	
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Call Report	PILI	0000000	
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Out Queue Pro Delivery Out	BES ServerPort	8080	
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Pro Delivery In Summary Pro DownLoad Response Pro InitLoad	Language	English 💌	
Init DownLoad Statistics	S	ubmit Reset	
Users			
Manage Configuration			

10. General Test Approach and Test Results

The feature test cases were performed manually. Calls were initiated from the iEnterprise Mobile Edge 1X Mobile client application to contacts with different format telephone numbers, and having the calls placed via the Avaya one-X Mobile UC client application. Testing also included delivering the callback call from Avaya one-X Mobile to the user's mobile phone, desk phone, and land-line phone. The verification included connected two-way talk paths, and proper display of the calling party's business contact information when appropriate.

The serviceability test case was performed manually by rebooting the RIM BlackBerry 8800 device.

All test cases were executed and passed.

11. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Avaya one-X Mobile and iEnterprises Mobile Edge.

From the RIM BlackBerry 8800 device, navigate to select the iEnterprises Mobile Edge application as shown below.



The screen below is displayed. Select the **Contacts** tab in the top of the screen to display a list of contacts. Navigate to the desired contact, and click the **Menu** key circled below.



The screen is updated with a list of options. Navigate to the **Call with Avaya one-X Mobile** option and click the **Trackball** circled below. Verify that Avaya one-X Mobile UC is launched and prompts the user for the callback destination. Select the mobile device as the callback destination, and verify that a call is placed to the BlackBerry. Answer the callback call on the BlackBerry, and verify that the contact is dialed and connected to the BlackBerry user.

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Remov	e			
View				53
Find				
Email				
Phone				

12. Conclusion

These Application Notes describe the configuration steps required for iEnterprises Mobile Edge to successfully interoperate with Avaya one-X Mobile. All feature and serviceability test cases were completed.

13. Additional References

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

- 1. *Administering Avaya AuraTM Communication Manager*, Document 03-300509, Issue 5.0, Release 5.2, May 2009, available at <u>http://support.avaya.com</u>.
- 2. Modular Messaging for the Avaya Message Store Server (MSS) Configuration Installation and Upgrade, Release 4.0, April 2008, available at <u>http://support.avaya.com</u>.
- **3.** Avaya one-XTM Mobile Integration, Administration, and Maintenance Guide, Document 18-602153, Issue 2, December 2008, available at <u>http://support.avaya.com</u>.
- 4. *Mobile Edge Administration Guide*, available on Mobile Edge installation CD.
- 5. Mobile Edge User Overview, December 2007, available on Mobile Edge installation CD.

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