Avaya Solution & Interoperability Test Lab

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

Abstract

These Application Notes describe the configuration steps required for iEnterprises Mobile Edge to interoperate with Avaya one-X™ 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-X™ Mobile Client API For BlackBerry interface, to place business calls via the Avaya one-X™ 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.

©2009 Avaya Inc. All Rights Reserved.

1. Introduction

These Application Notes describe the configuration steps required for iEnterprises Mobile Edge to interoperate with Avaya one-X™ 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-X™ 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-X™ 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 are placed from Avaya Aura™ 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:** support@ienterprises.com

©2009 Avaya Inc. All Rights Reserved.

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.

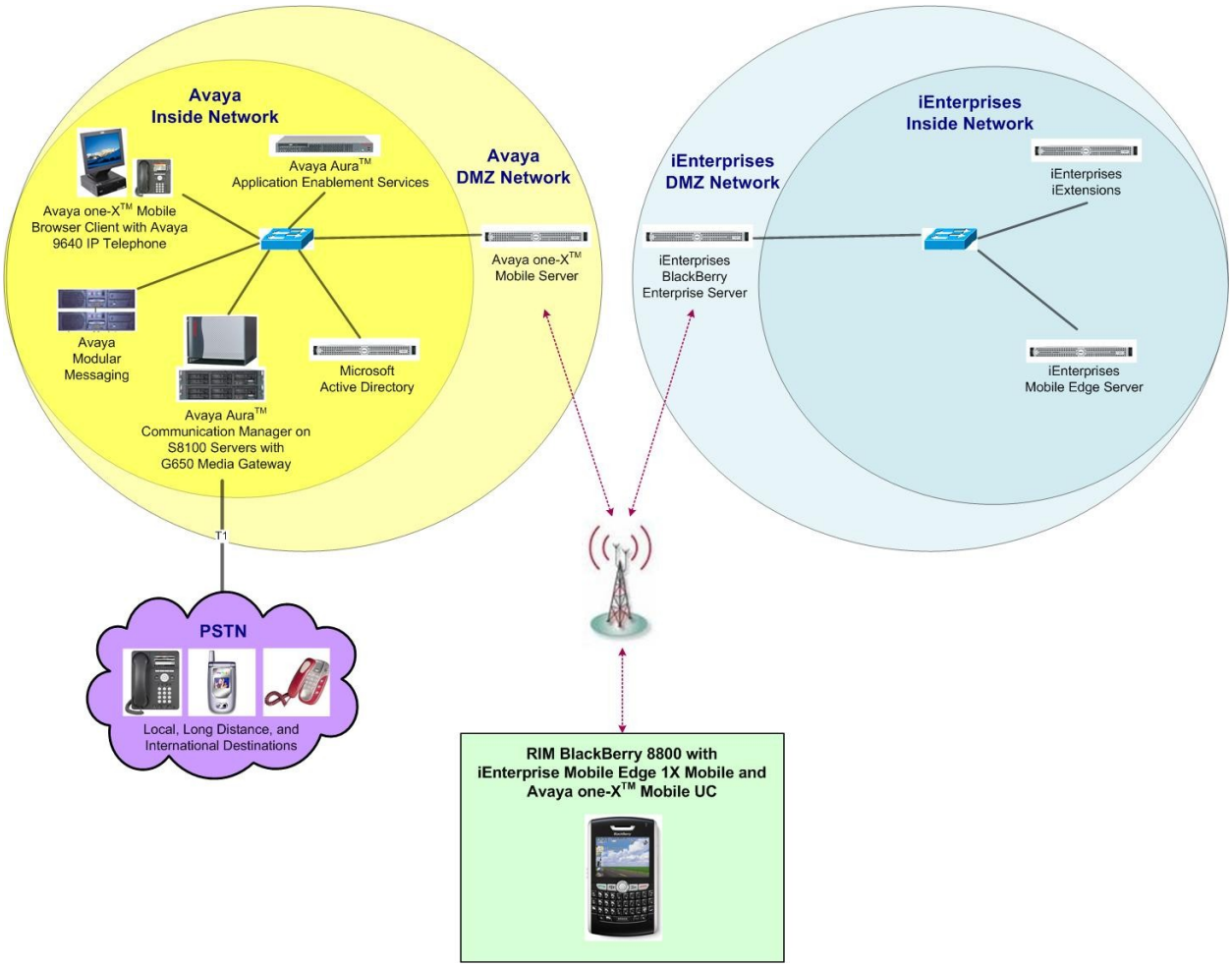


Figure 1: iEnterprises Mobile Edge with Avaya one-X Mobile

©2009 Avaya Inc. All Rights Reserved.

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

©2009 Avaya Inc. All Rights Reserved.

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.

```
display system-parameters customer-options                    Page   1 of  11
                              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
                     Maximum Off-PBX Telephones - PVFMC: 0     0
                     Maximum Off-PBX Telephones - SCCAN: 0     0
```


©2009 Avaya Inc. All Rights Reserved.

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                                                Page   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 BlackBerry8800 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? y
        Display Language: english                  Button Modules: 0
 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.

```
add station 20021                                                Page   4 of   5
                                     STATION
 SITE DATA
       Room:                                              Headset? n
       Jack:                                              Speaker? n
      Cable:                                             Mounting: d
      Floor:                                         Cord Length: 0
   Building:                                           Set Color:

ABBREVIATED DIALING
     List1:                    List2:                    List3:

BUTTON ASSIGNMENTS
 1: call-appr                            5: extnd-call
 2: call-appr                            6:
 3: call-appr                            7:
 4:                                      8:
```


©2009 Avaya Inc. All Rights Reserved.

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-pbx-telephone station-mapping 20021                  Page   1 of   3
                  STATIONS WITH OFF-PBX TELEPHONE INTEGRATION

 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-pbx-telephone station-mapping 20021                  Page   2 of   3
                  STATIONS WITH OFF-PBX TELEPHONE INTEGRATION

 Station       Appl    Call        Mapping    Calls       Bridged       Location
 Extension     Name    Limit       Mode       Allowed     Calls
 20021         EC500    2        both         all         both
```


©2009 Avaya Inc. All Rights Reserved.

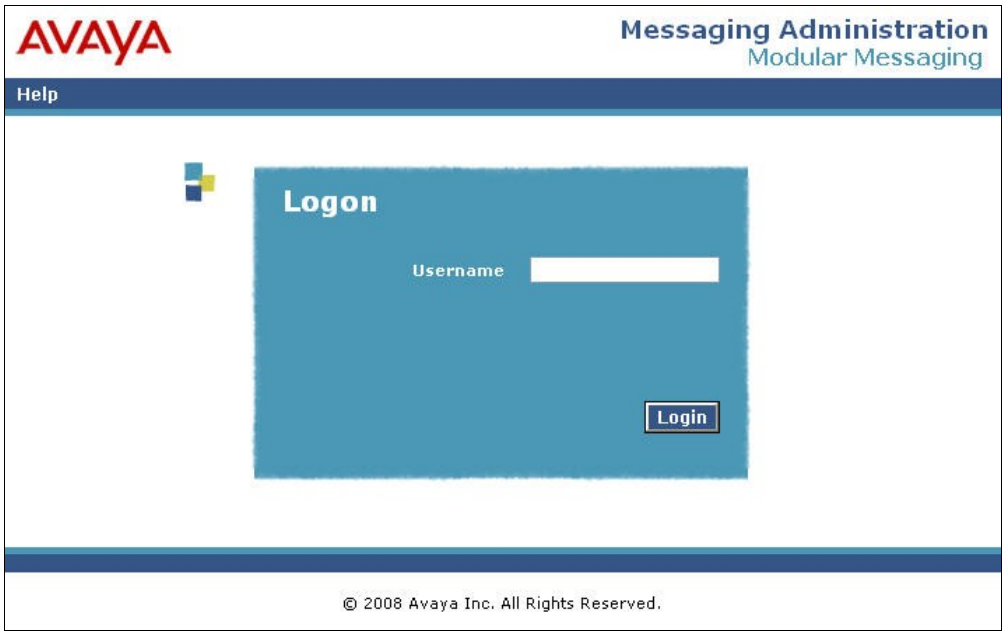
5. Configure Avaya Modular Messaging

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.



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

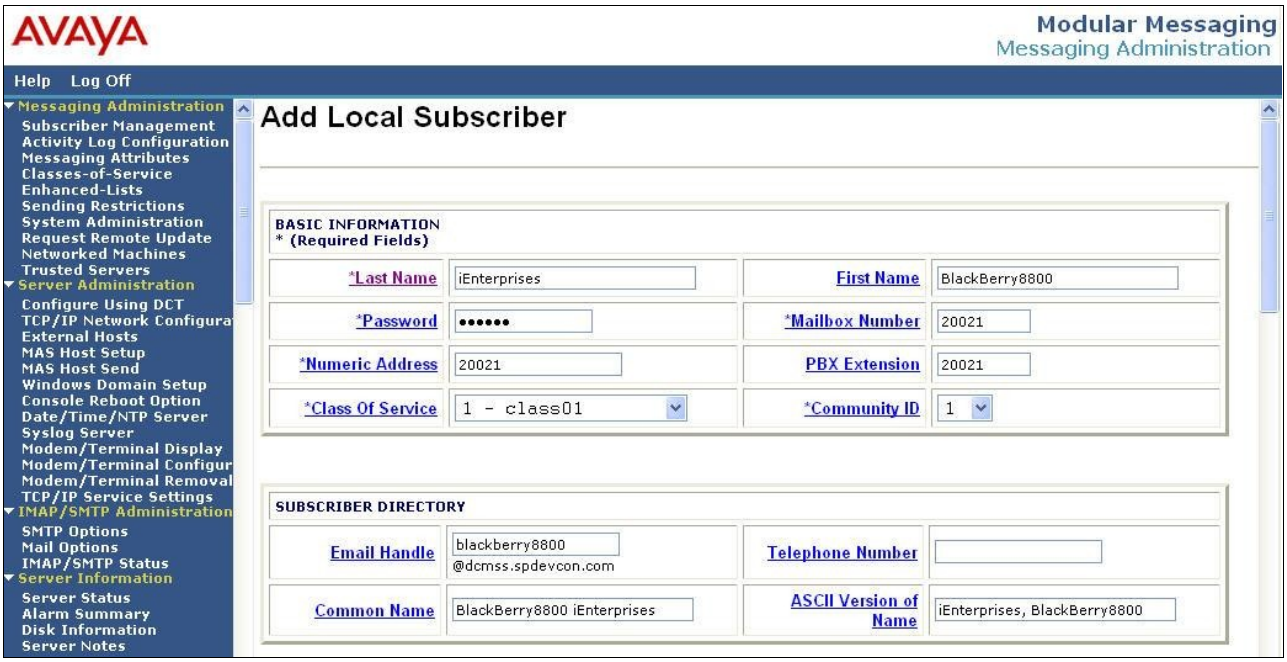
©2009 Avaya Inc. All Rights Reserved.

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.



©2009 Avaya Inc. All Rights Reserved.

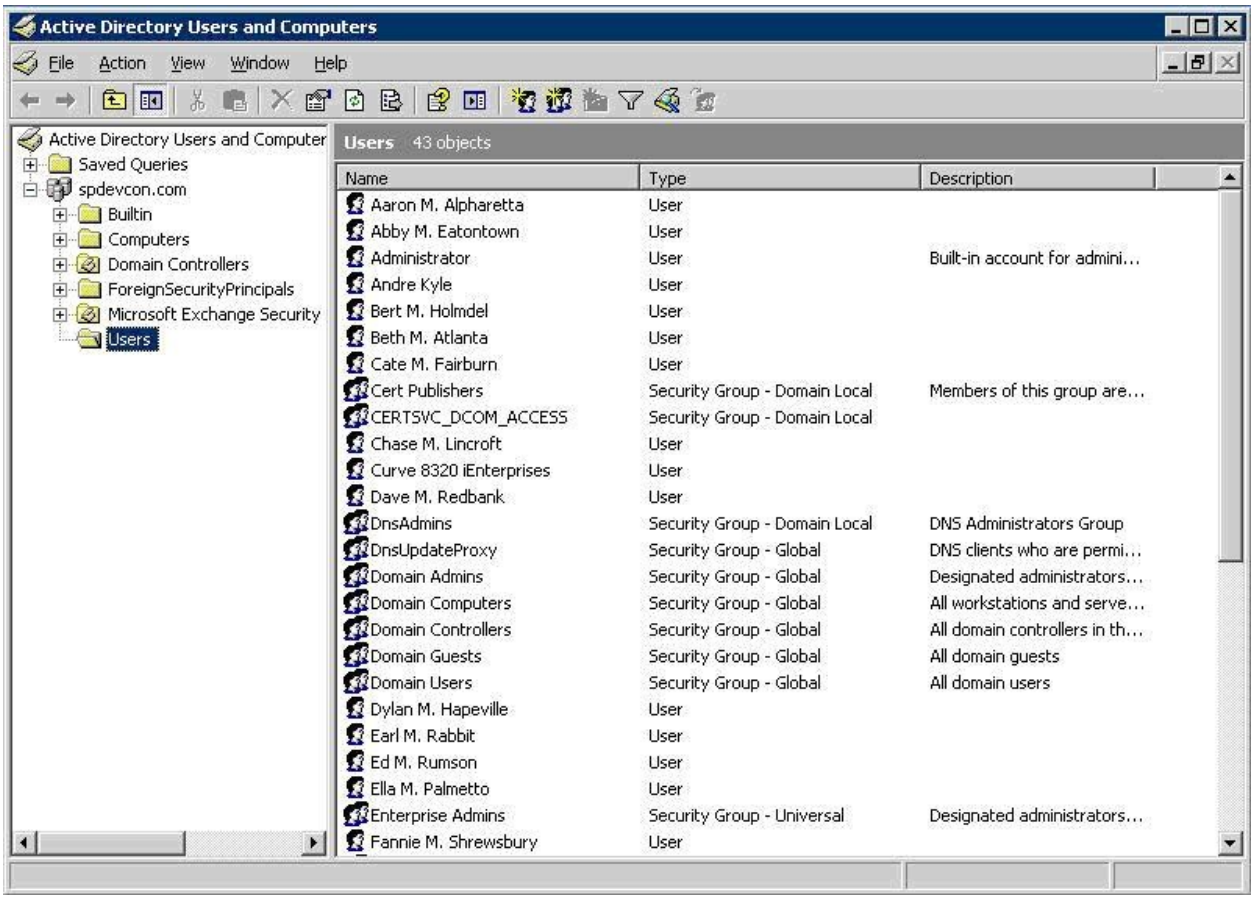
6. Configure Microsoft Active Directory

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

- Administer user account
- Administer telephone number

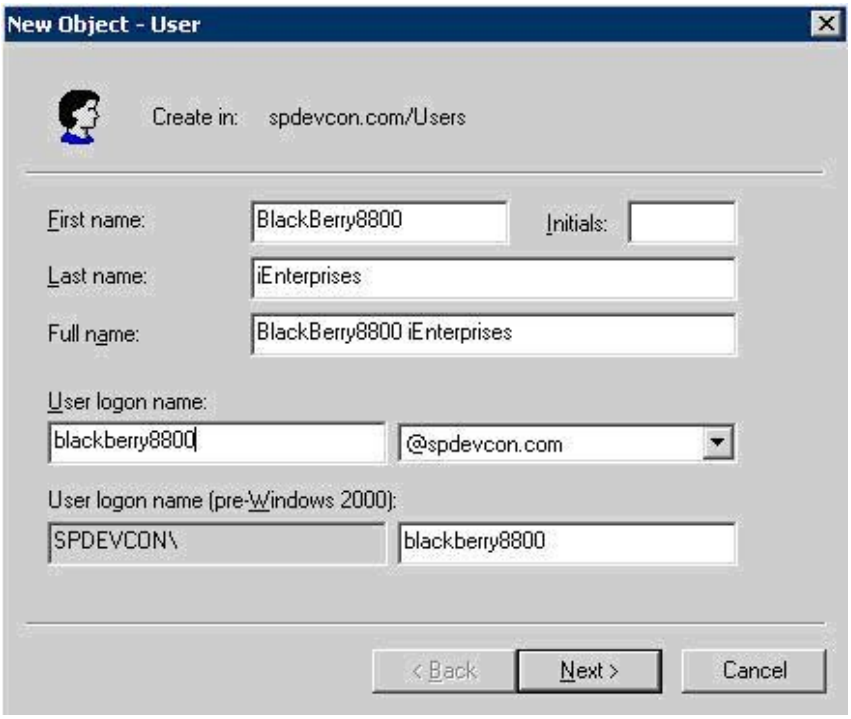
6.1. Administer User Account

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**.

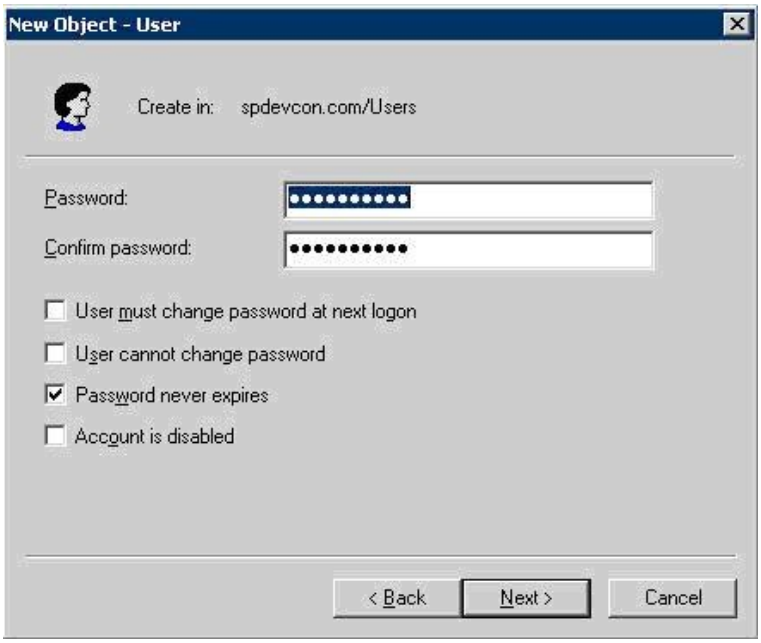


©2009 Avaya Inc. All Rights Reserved.

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**.



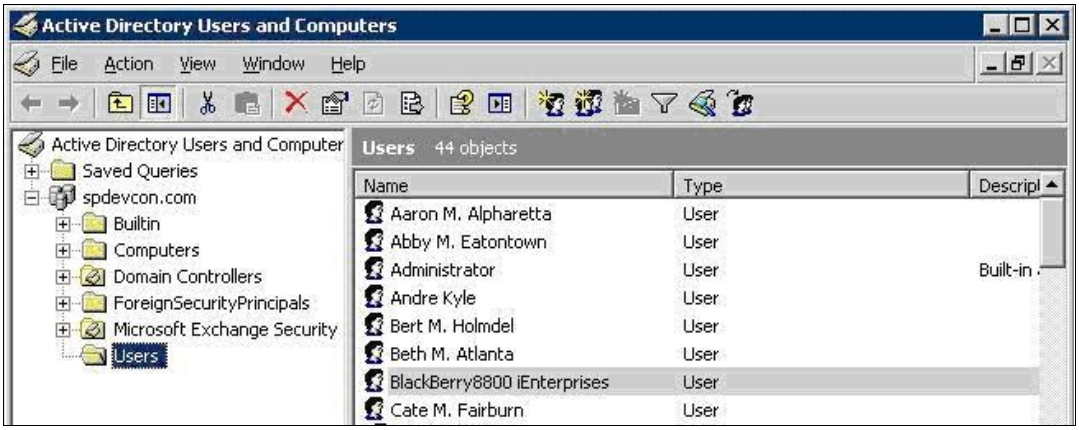
In the screen below, enter desired values for **Password** and **Confirm password**, and check the desired handling for password. Click **Next**, followed by **Finish** in the subsequent screen to add the user account.



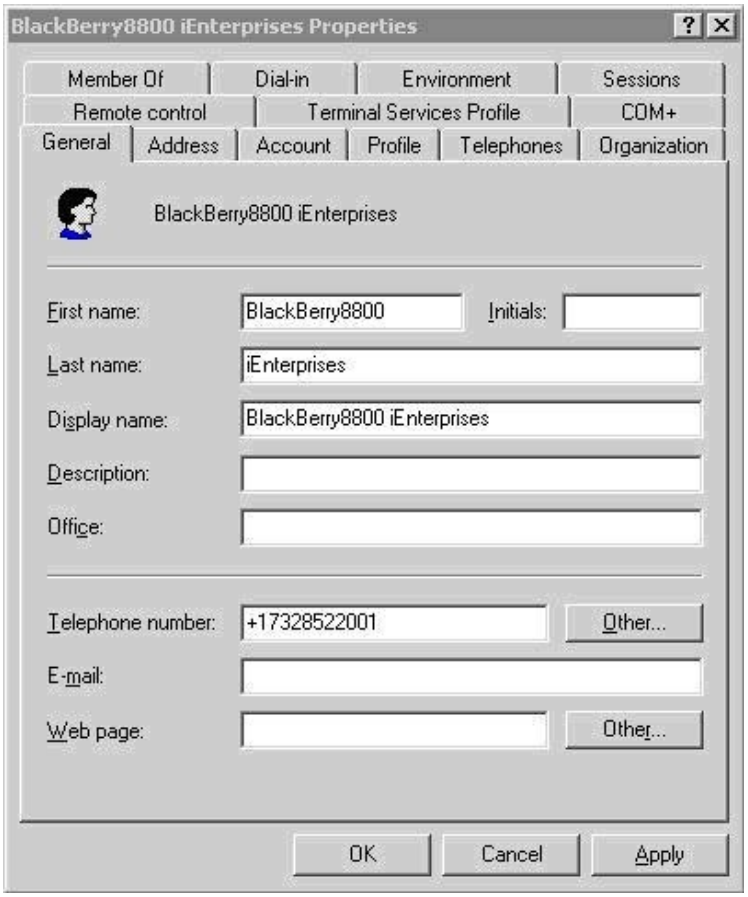
©2009 Avaya Inc. All Rights Reserved.

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".



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**.



©2009 Avaya Inc. All Rights Reserved.

7. Configure Avaya one-X™ Mobile Server

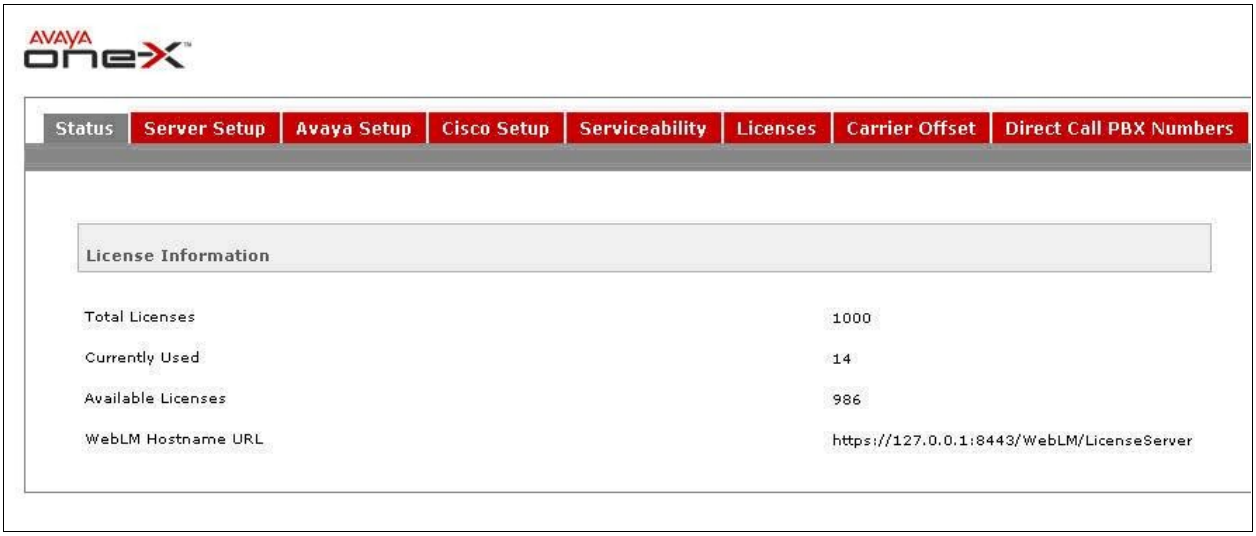
This section provides the procedures for configuring the Avaya one-X Mobile server. The procedures include the following areas:

- 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.

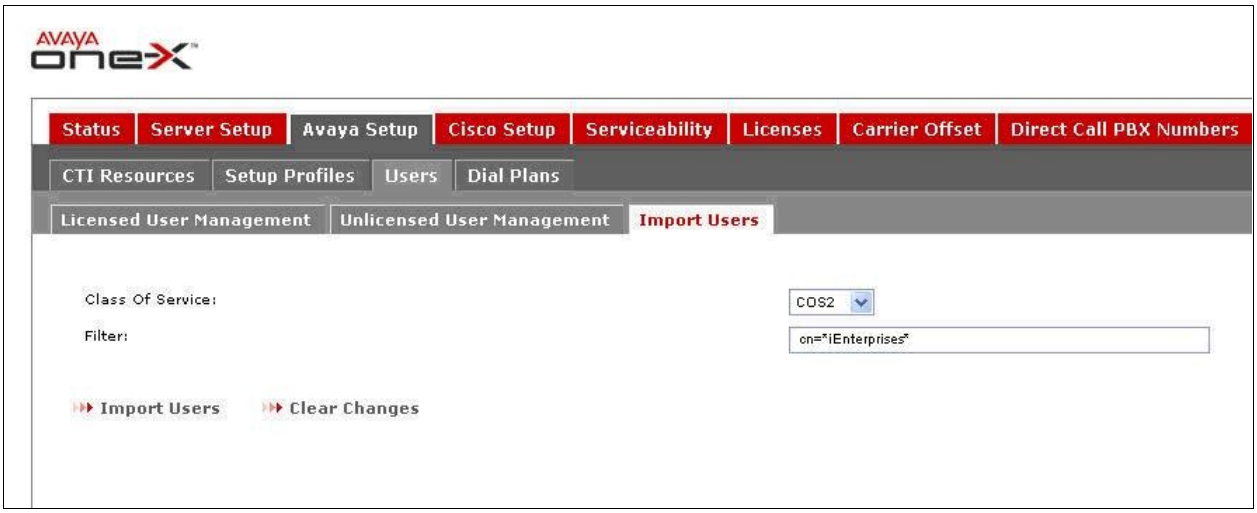
The License Information is displayed, as shown below. Verify that there is sufficient license to cover the number of new users.



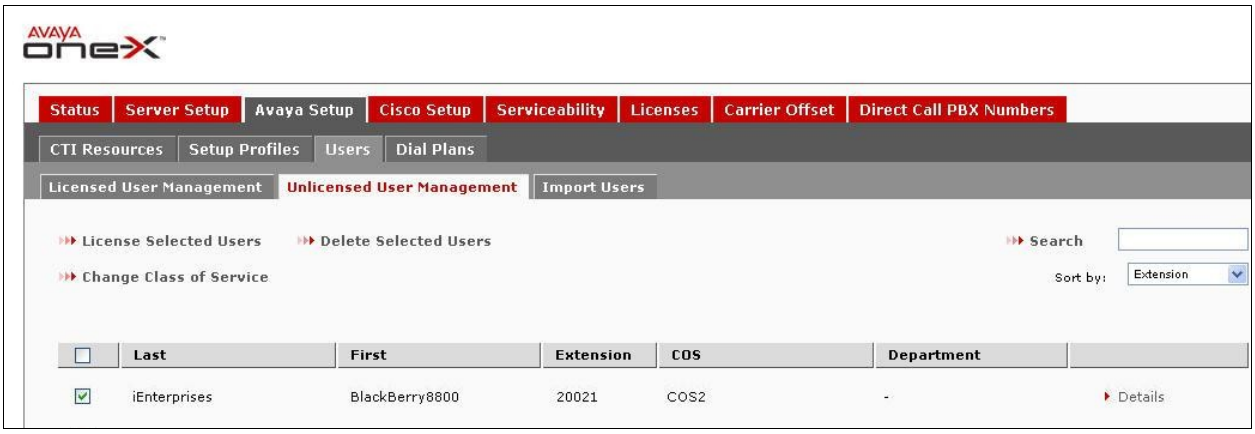
©2009 Avaya Inc. All Rights Reserved.

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**.



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



©2009 Avaya Inc. All Rights Reserved.

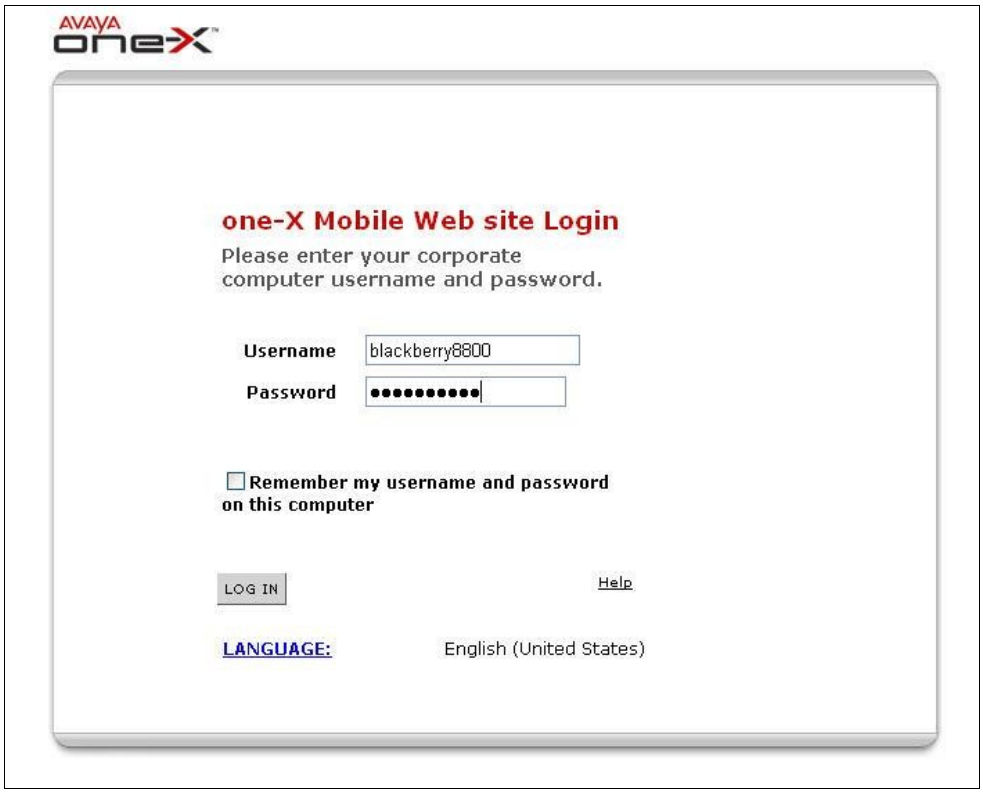
8. Configure Avaya one-X™ Mobile Client

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**.

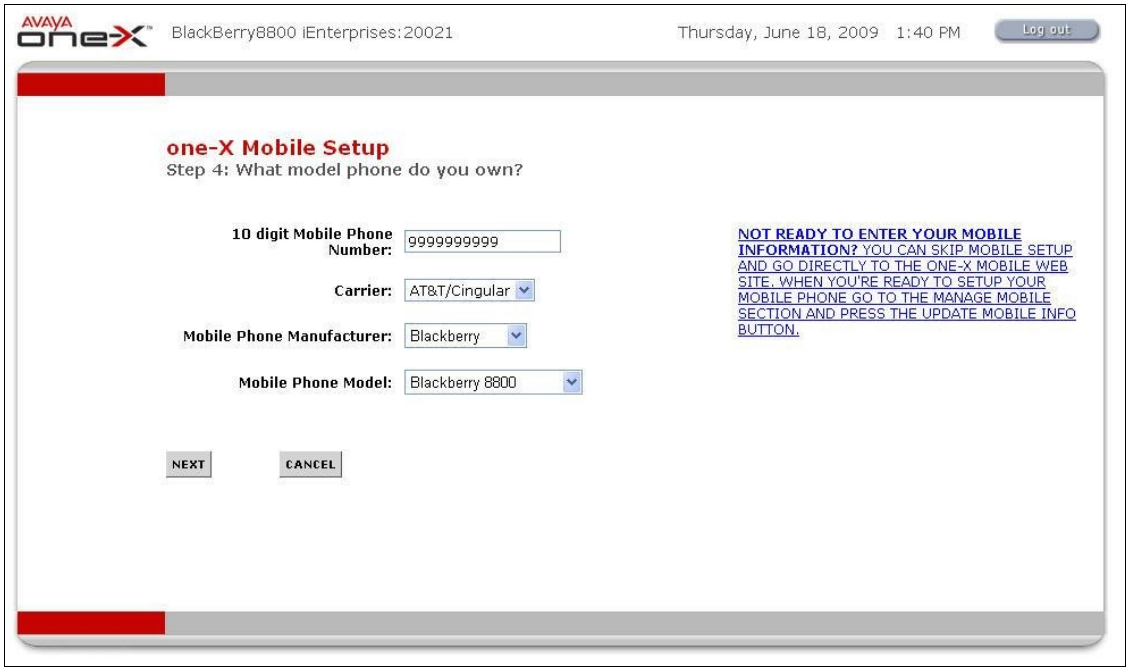


©2009 Avaya Inc. All Rights Reserved.

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**.

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.



©2009 Avaya Inc. All Rights Reserved.

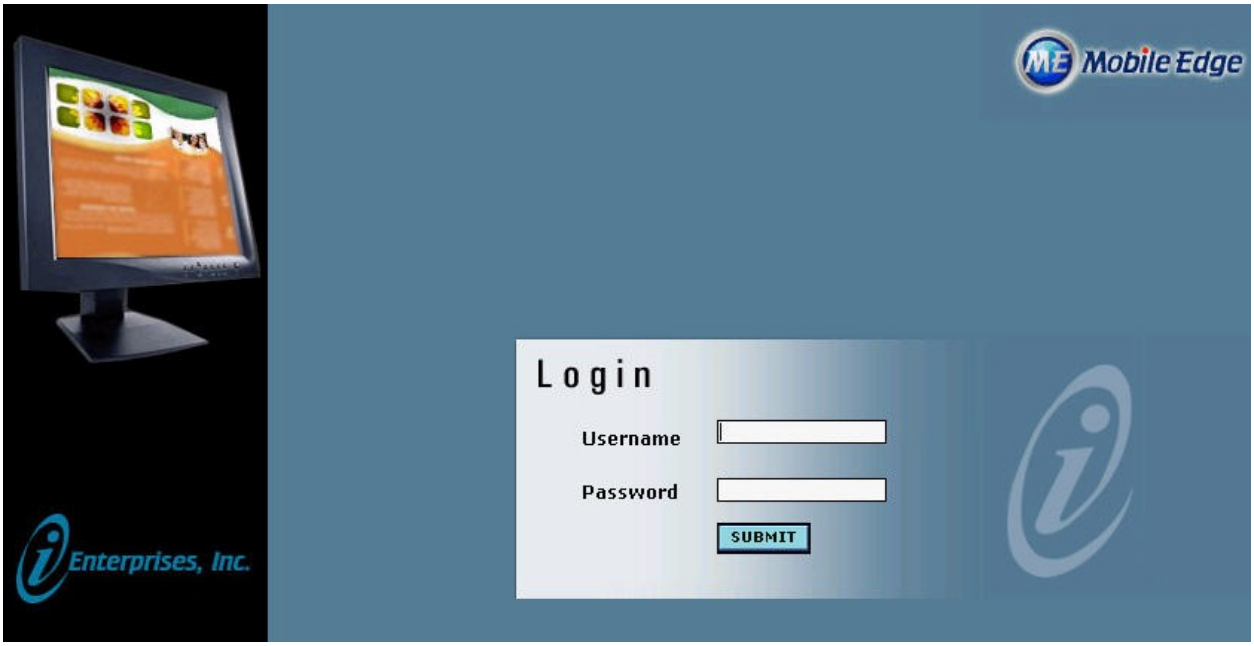
9. Configure iEnterprises Mobile Edge

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**.



©2009 Avaya Inc. All Rights Reserved.

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

PIN	Table Id	Record Id	Type	Status	Updated	Created
35678501401969501	CRM_EMAILS	1090S251FD3BC	New	RETRY2MIN	04:39:43 PM 06/22/2009	06:20:17 AM 06/12/2009
27500118	CRM_CONTACTS	144S32C1E1BB	Update	RETRY2MIN	04:39:43 PM 06/22/2009	02:37:16 PM 06/22/2009
35678501401969501	CRM_CALENDAR	1097S251FD3BC	New	RETRY2MIN	04:39:43 PM 06/22/2009	03:30:57 PM 06/12/2009
23F47568	CRM_EMAILS	2264S2086DAD9	New	RETRY10MIN	04:39:43 PM 06/22/2009	03:37:47 PM 06/22/2009
35678501401969501	CRM_CONTACTS	3309S35678501401969501	New	RETRY2MIN	04:39:43 PM 06/22/2009	05:50:36 AM 06/15/2009
71C9E21D-DAB6-5D55-AFB5-5	CRM_ACCOUNTS	211S241C3789	Remove	RETRY2MIN	04:39:43 PM 06/22/2009	09:48:29 AM 06/08/2009
35678501401969501	CRM_EMAILS	1089S251FD3BC	New	RETRY2MIN	04:39:43 PM 06/22/2009	06:09:44 AM 06/12/2009
23F47568	CRM_TICKETS	2263S2086DAD9	Update	RETRY5MIN	04:39:43 PM 06/22/2009	03:27:47 PM 06/22/2009
35678501401969501	CRM_EMAILS	1069S251FD3BC	New	RETRY2MIN	04:39:43 PM 06/22/2009	01:38:29 PM 06/09/2009
01103800080568625	CRM_CALENDAR	114S01103800080568625	New	RETRY2MIN	04:39:43 PM 06/22/2009	02:40:28 PM 06/17/2009
35678501401969501	CRM_CALENDAR	1099S251FD3BC	New	RETRY2MIN	04:39:43 PM 06/22/2009	03:30:59 PM 06/12/2009
01103800080568625	CRM_EMAILS	113S01103800080568625	New	RETRY2MIN	04:33:43 PM 06/22/2009	09:50:45 AM 06/16/2009
01103800080568625	CRM_CONTACTS	145S32C1E1BB	Update	RETRY2MIN	04:33:43 PM 06/22/2009	11:54:07 AM 06/18/2009
35678501401969501	CRM_EMAILS	3312S35678501401969501	New	RETRY2MIN	04:33:43 PM 06/22/2009	08:31:30 AM 06/15/2009
35678501401969501	CRM_EMAILS	3313S35678501401969501	New	RETRY2MIN	04:33:43 PM 06/22/2009	08:31:30 AM 06/15/2009
35678501401969501	CRM_EMAILS	3310S35678501401969501	New	RETRY2MIN	04:33:43 PM 06/22/2009	06:10:05 AM 06/15/2009
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
35678501401969501	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

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.

Name	PIN	Init Field Value	Initial Load Status	CAD Status	Device Type	Updated	Created
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
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
N/A jijo@notetech.com	71C9E21D-DAB6-5D55-AFB5-5	Sethuraman R/ienterprises	NOT STARTED	RECVD	Blackberry Storm	09:44:58 AM 06/08/2009	09:44:58 AM 06/08/2009
N/A shaji@iextensionsv4.com	241C3789	Shaji S/ienterprises	NOT STARTED	RECVD	Blackberry Storm	12:12:09 PM 06/06/2009	12:12:09 PM 06/06/2009
John Carini	309B5BD3	John Carini/ienterprises	NOT STARTED	RECVD	Blackberry Storm	12:34:23 PM 05/29/2009	12:34:23 PM 05/29/2009
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
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
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
John Simulatorlaptop	21900012	n/a	NOT STARTED	RECVD	Blackberry Bold	08:10:53 AM 04/28/2009	08:10:53 AM 04/28/2009
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
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
N/A jason@iextensionsv4.com	23F47568	Blackberry Test1/ienterprises	NOT STARTED	RECVD	Blackberry Storm	11:15:47 AM 03/30/2009	11:15:47 AM 03/30/2009
N/A pppc@me4iextensions.com	01103800080568625	Mobile win1/ienterprises	NOT STARTED	RECVD	Blackberry Storm	10:22:15 AM 03/18/2009	10:22:15 AM 03/18/2009
Mirko Device	241C5738	Mirko Delgado/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

©2009 Avaya Inc. All Rights Reserved.

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.
- **Pin:** The unique PIN number associated with the BlackBerry device.
- **Device Type:** Select the applicable device type.

Repeat this section for all station users in **Section 4.2**.

©2009 Avaya Inc. All Rights Reserved.

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.

©2009 Avaya Inc. All Rights Reserved.

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.

©2009 Avaya Inc. All Rights Reserved.

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 Aura™ Communication Manager*, Document 03-300509, Issue 5.0, Release 5.2, May 2009, available at http://support.avaya.com.

2. *Modular Messaging for the Avaya Message Store Server (MSS) Configuration Installation and Upgrade,* Release 4.0, April 2008, available at http://support.avaya.com.

3. *Avaya one-X™ Mobile Integration, Administration, and Maintenance Guide*, Document 18-602153, Issue 2, December 2008, available at http://support.avaya.com.

4. *Mobile Edge Administration Guide*, available on Mobile Edge installation CD.

5. *Mobile Edge User Overview*, December 2007, available on Mobile Edge installation CD.

©2009 Avaya Inc. All Rights Reserved.

©2009 Avaya Inc. All Rights Reserved.
Avaya and the Avaya Logo are trademarks of Avaya Inc. All trademarks identified by ® and ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners. The information provided in these Application Notes is subject to change without notice. The configurations, technical data, and recommendations provided in these Application Notes are believed to be accurate and dependable, but are presented without express or implied warranty. Users are responsible for their application of any products specified in these Application Notes.

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at devconnect@avaya.com.