



## **Avaya Solution & Interoperability Test Lab**

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# **Application Notes for Tiger Communications' Innovation 2020 with Avaya IP Office - Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps required in order for Tiger Communications' Innovation 2020 to successfully interoperate with Avaya IP Office 4.2. Tiger Innovation 2020 is a hospitality system that provides a hotel with voicemail functionality.

Information in these Application Notes has been obtained through 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 compliance-tested configuration using a Tiger Innovation 2020 and Avaya IP Office 4.2.

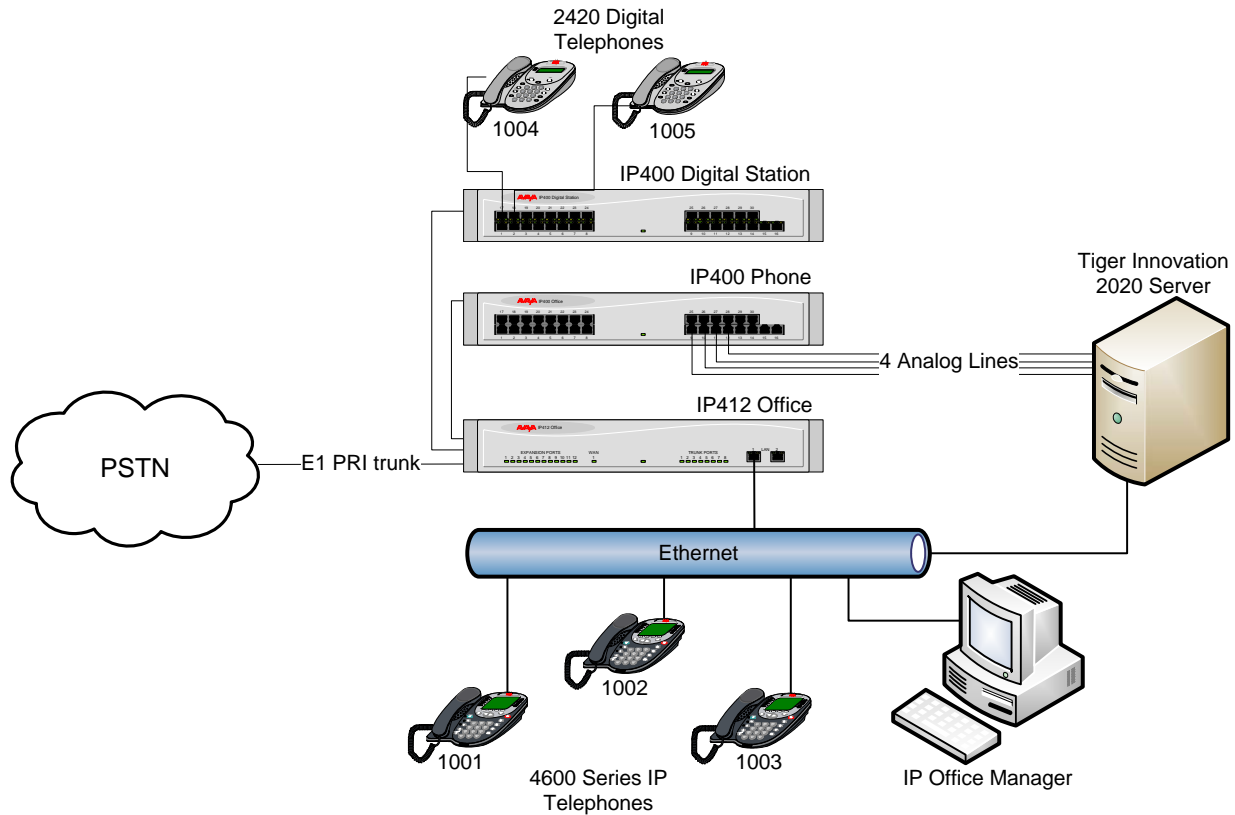
Tiger Innovation 2020 is a hospitality system that provides a hotel with voicemail functionality. The voicemail feature is delivered via a Dialogic analogue voice processing card which connects to analogue extension ports of Avaya IP Office.

The following areas of integration between the products were validated:

- Call coverage is provided by routing internal calls through Avaya IP Office analog lines to Tiger Innovation 2020 voicemail. The following scenarios of call coverage were verified:
  - No answer on a dialed extension
  - Dialed extension is busy
- Recording messages on the voicemail system
- Retrieving messages by making a direct call to the voicemail system
- Message Waiting Indication (MWI) lamp
- Voicemail integration with hospitality features like check-in, check-out and room transfer
- Link Failure and Recovery for analog lines and IP connection.

The configuration in **Figure 1** was used to test Tiger Innovation 2020 interoperability with Avaya IP Office.

- IP412 Office was configured with analog and digital expansion modules
- The Dialogic analog voice processing card in the Tiger Innovation 2020 server was connected to analog extension ports on the IP400 Phone Expansion Unit using RJ11 connectors for delivery of the voicemail feature. Calls not answered at the destination extension were diverted to the “voicemail” hunt group with extension 800.
- TCP/IP link was established between Tiger Innovation 2020 and Avaya IP Office.
- An E1 PRI Trunk card connected Avaya IP Office to another PBX which was simulating a PSTN environment for testing inbound/outbound external calls.
- Avaya 2420 digital telephones and Avaya 4620SW and 4621SW IP telephones were used to answer and/or place the calls.



**Figure 1 – Network Topology**

**Table 1** lists the Extensions, Users and Hunt Groups required for this testing. The information in the table will be referenced at different stages during the configuration portion of these Application Notes in the sections that follow.

<b>Analog Extensions connecting to ports on the Tiger Innovation 2020 Dialogic card</b>		
<b>Extension</b>	<b>User Name</b>	<b>Notes</b>
211	vm1	Analog expansion port connecting to Tiger Innovation 2020 Analog Dialogic card
212	vm2	“ “
213	vm3	“ “
214	vm4	“ “
<b>Tiger Voicemail Hunt group</b>		
<b>Extension</b>	<b>Name</b>	<b>Ring Mode</b>
800	Tiger Voicemail	Voicemail hunt group extension number
<b>Extensions used as Room Stations</b>		
<b>Extension</b>	<b>User Name</b>	<b>Notes</b>
1001	Extn 1001	IP Telephone
1002	Extn 1002	IP Telephone
1003	Extn 1003	IP Telephone

1004	Extn 1004	Digital Telephone
1005	Extn 1005	Digital Telephone

**Table 1 – Extension, Users and Hunt Groups Setup**

## 2. Equipment and Software Validated

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

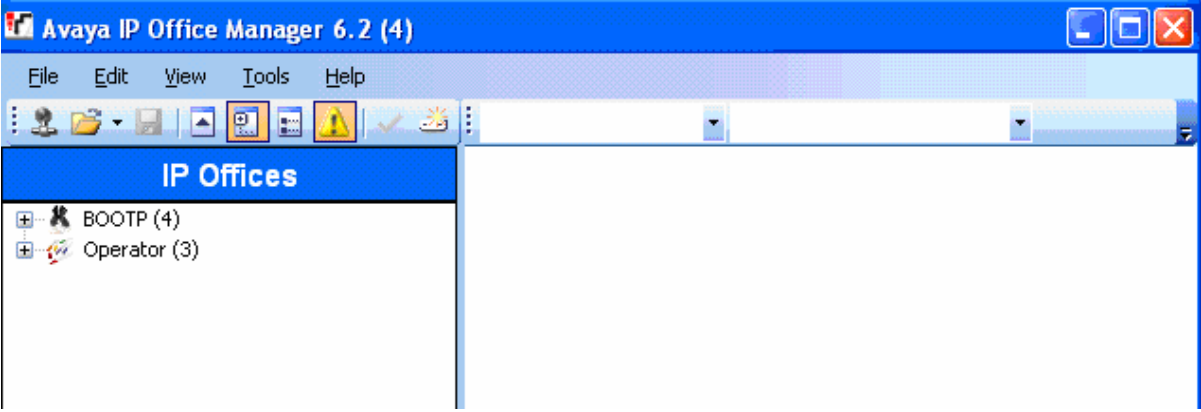
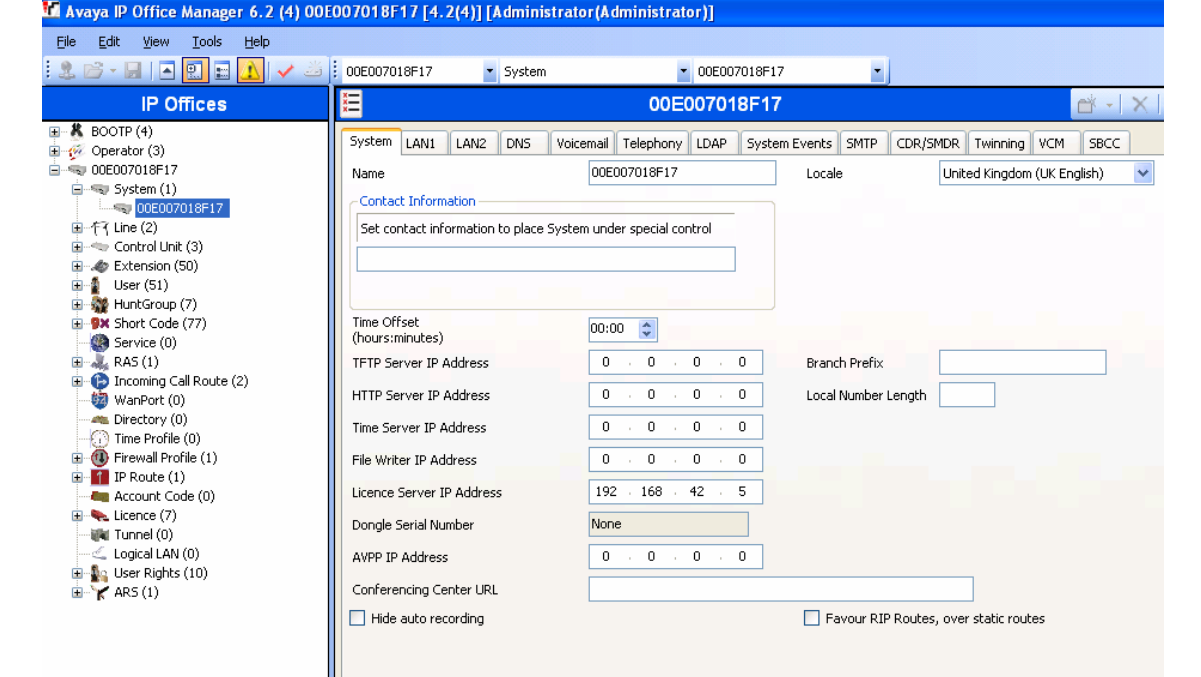
Equipment	Software /Firmware
Avaya IP412 Office	4.2(4)
Avaya IP400 Phone	6.2(4)
Avaya IP400 Digital Station	6.2(4)
Avaya IP Office Manager	6.2(4)
Avaya E1 PRI Trunk Card (PRI 30 E1)	-
Avaya 4600-Series IP Telephones (4620SW, 4621SW)	2.9
Avaya 2420 Digital Telephones	-
Tiger Innovation 2020	2.7.10

**Table 2: Equipment and Software Validated**

### 3. Configure Avaya IP Office

The configuration information provided in this section describes the steps required to set up Avaya IP Office for this solution.

For all other provisioning information, such as Avaya IP Office installation and configuration please refer to Avaya IP Office product documentation in reference [1].

Step	Description
1.	<p>Log into Avaya IP Office Manager PC and go to <b>Start</b> → <b>Programs</b> → <b>IP Office</b> → <b>Manager</b> to launch the Manager application.</p> 
2.	<p>In the Manager window, select <b>File</b> → <b>Open Configuration</b> to search for IP Office in the network and log into Avaya IP Office using the appropriate <b>Administrator Login</b> credentials to receive its configuration.</p> 

3. In the Manager window, go to the Configuration Tree and double-click **Extension**. In the list of extensions that appears select extension **211** i.e. the first extension that will be connected to the Tiger Innovation 2020 Dialogic card according to **Table 1**. In the Extension window that appears leave default values for all settings and select **Analogue** tab.

Analogue Extension: 525 211\*

Extn Analogue

Extension Id 525

Base Extension 211

Caller Display Type On

Device type Analogue Handset

Module 1

Port 11

OK Cancel Help

4. In the Analogue tab that appears, select **IVR Port** for **Equipment Classification** and click **OK**.

Analogue Extension: 525 211\*

Extn Analogue

Equipment Classification

Quiet Headset

Paging Speaker

Standard Telephone

Door Phone 1

Door Phone 2

IVR Port

Flash Hook Pulse Width

Use System Defaults

Minimum Width 20 ms

Maximum Width 500 ms

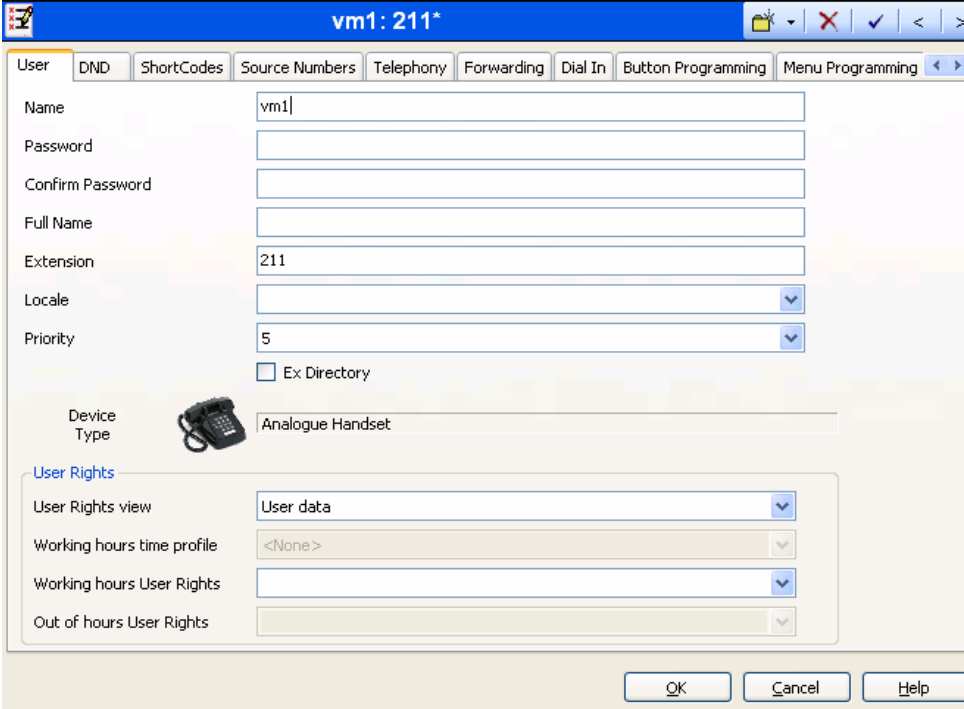
Message Waiting Lamp Indication Type

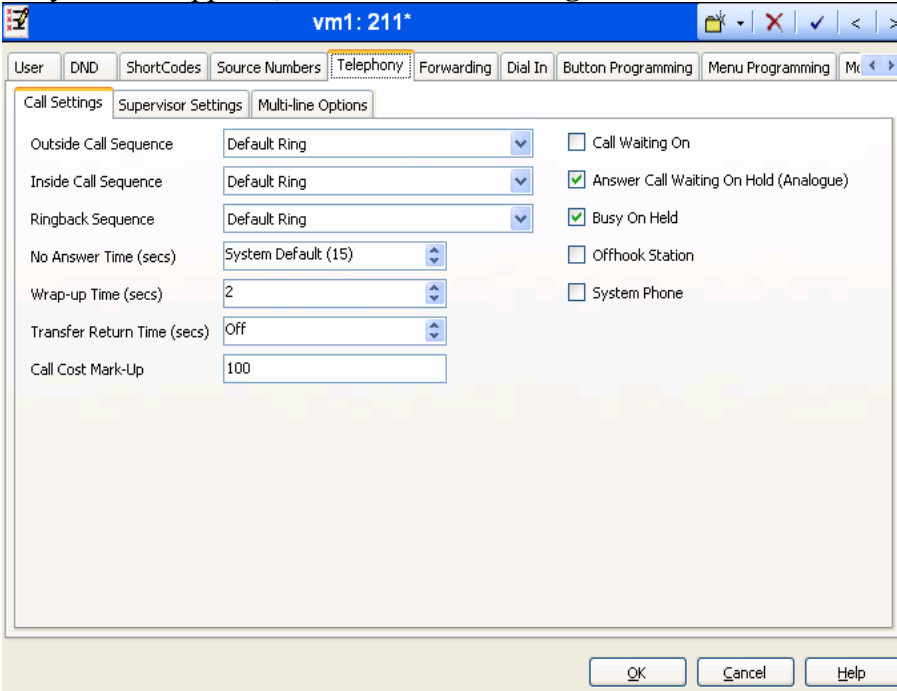
None

Hook Persistency 100 ms

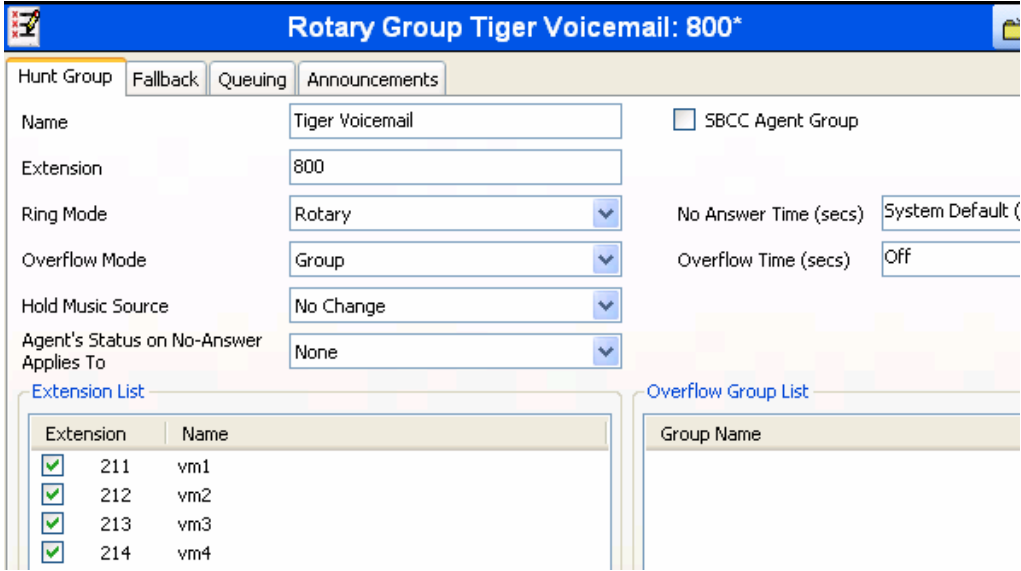
Disconnect Pulse Width 800 ms

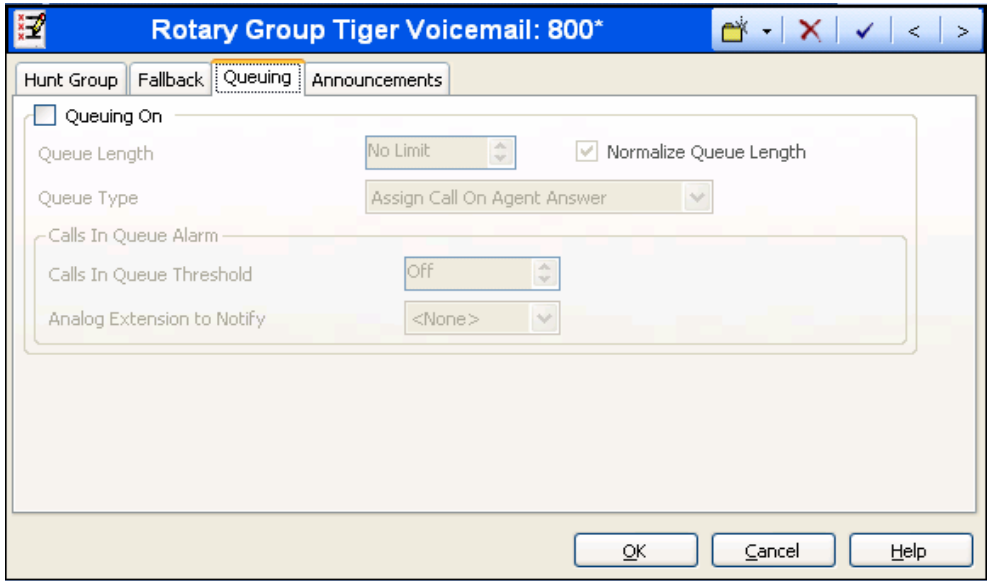
OK Cancel Help

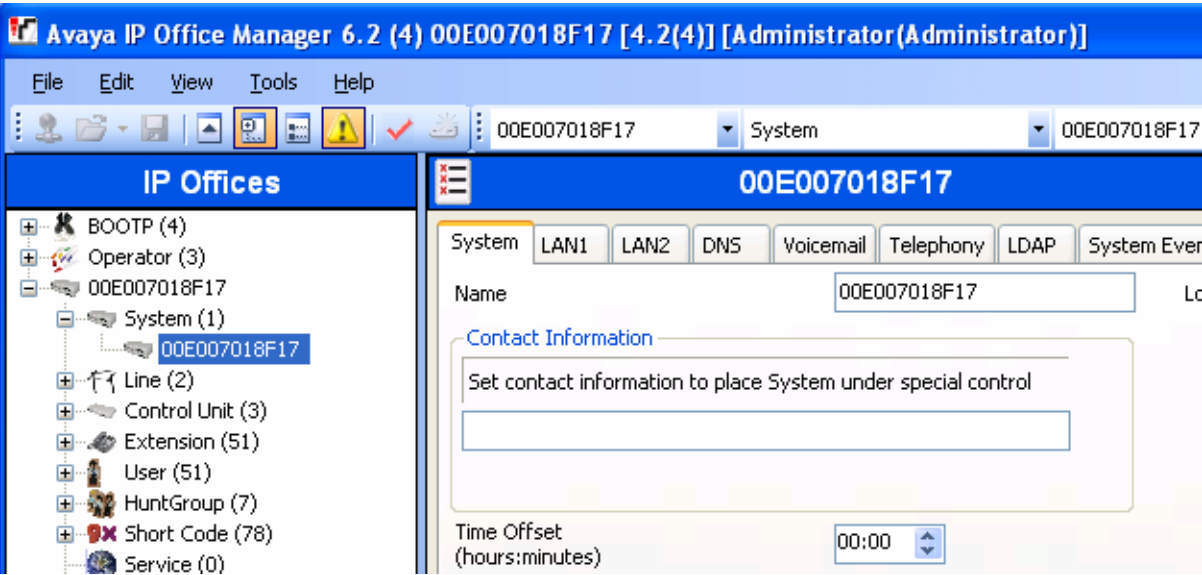
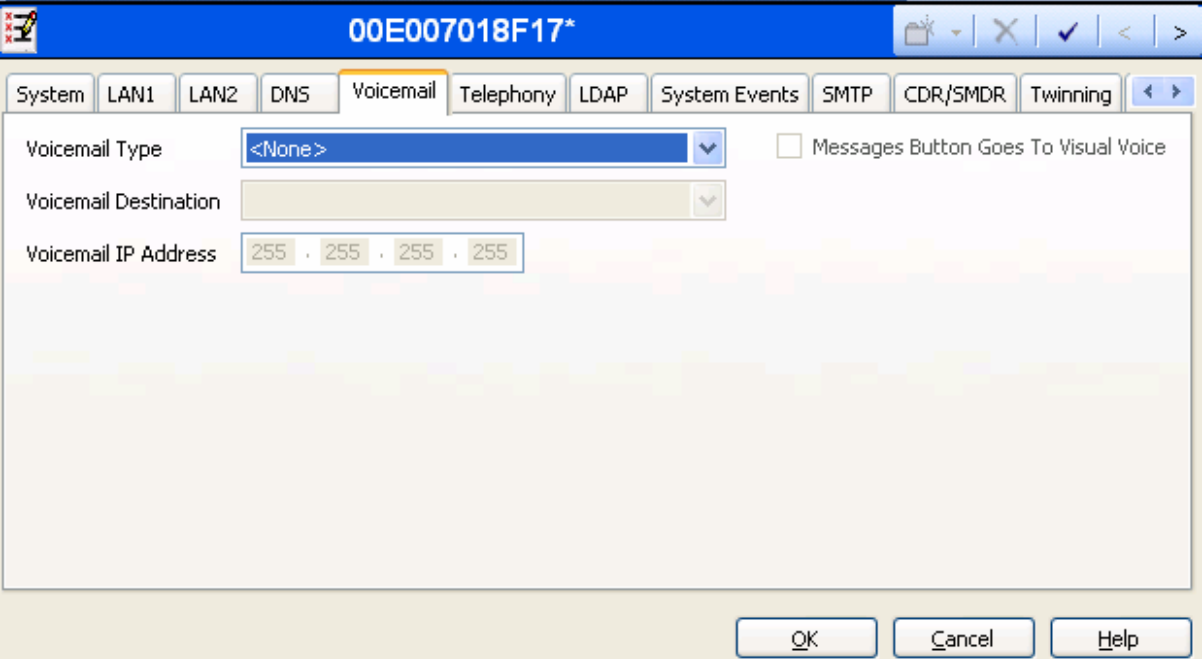
Step	Description
5.	<p>In the Manager window, go to the Configuration Tree and double-click <b>User</b>. In the list of users that appears select the user that corresponds to the previously configured extension <b>211</b>. In the User window that appears, set <b>Name</b> to “vm1” i.e. the name of the first extension that will be connected to the Tiger Innovation 2020 Dialogic card listed in <b>Table 1</b> and select the <b>Voicemail</b> tab.</p> 

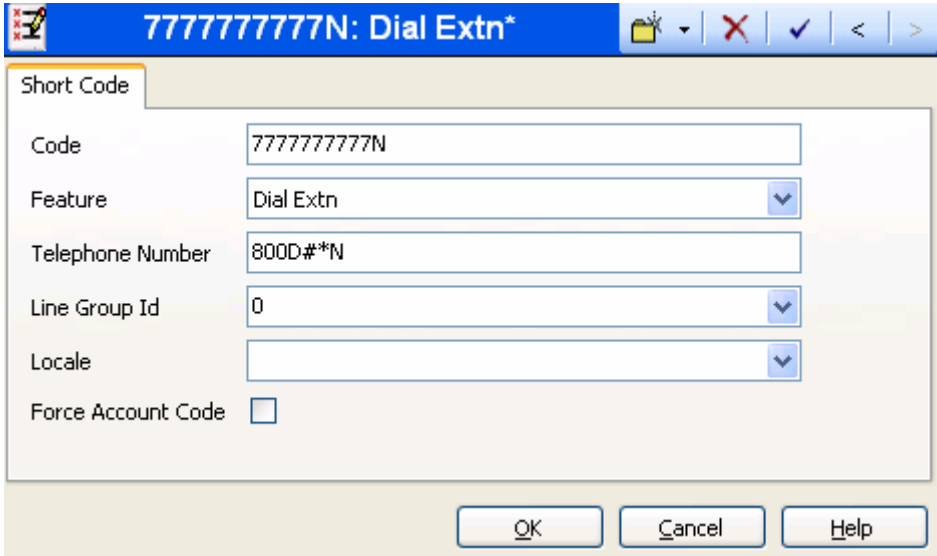
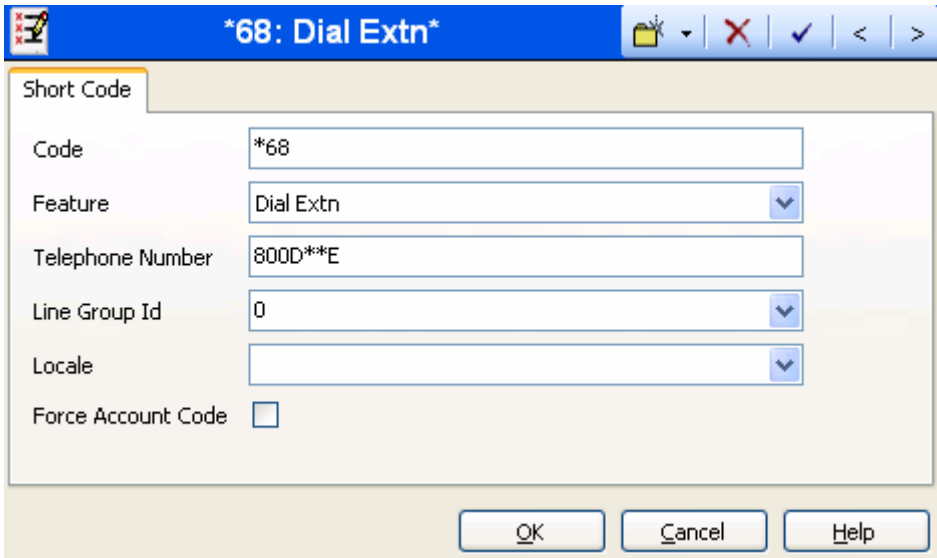
Step	Description
6.	<p>In the Telephony tab that appears, uncheck <b>Call Waiting On</b> and click <b>OK</b>.</p> 
7.	<p>Repeat Steps 3-6 for each extension connecting to the Tiger Innovation 2020 Dialogic card as listed in <b>Table 1</b>. For the purposes of these Application Notes, extensions 211 – 214 were created.</p>
8.	<p>In the Manager window, go to the Configuration Tree, right-click <b>Hunt Group</b> and select <b>New</b> in the pop-up that appears.</p>

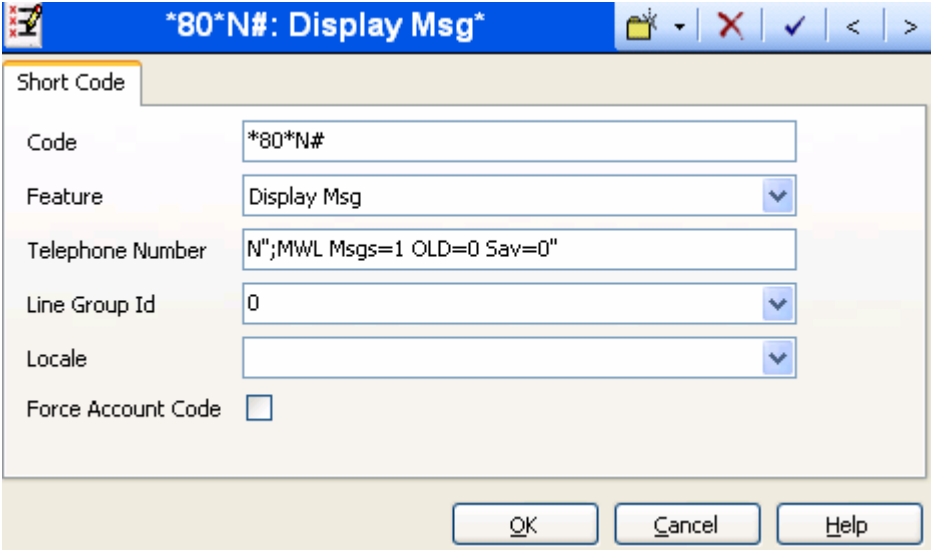
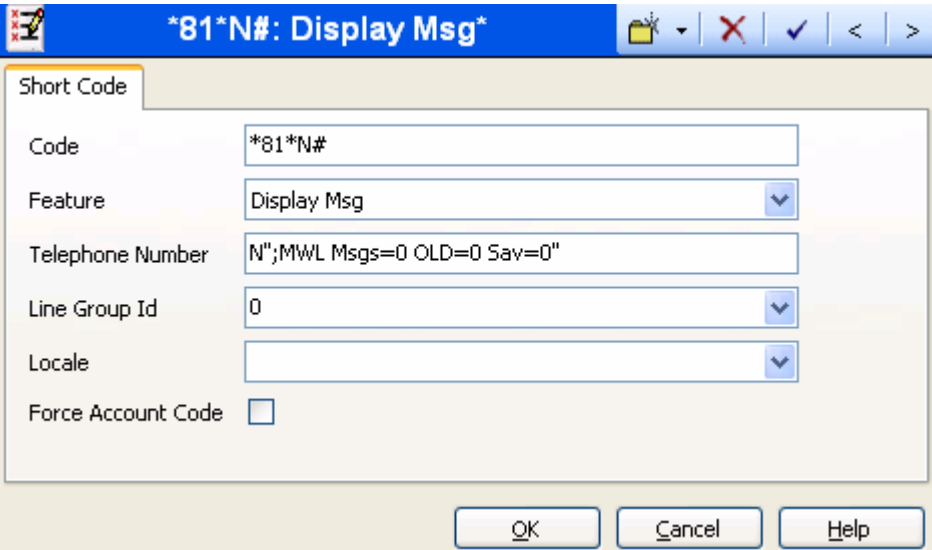


Step	Description
9.	<p>In the Hunt Group window that appears, set <b>Name</b> to "Tiger Voicemail", set <b>Extension</b> to the extension for the Tiger Voicemail hunt group in <b>Table 1</b>, select <b>Ring Mode</b> to "Rotary", and add the Voicemail extension numbers listed in <b>Table 1</b> to the <b>Extension List</b>. Select the <b>Queuing</b> tab.</p> 

10.	<p>In the <b>Queuing</b> tab that appears, uncheck <b>Queuing On</b> and click <b>OK</b>.</p> 
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Step	Description
11.	<p>In the Manager window, go to the Configuration Tree and double-click <b>System</b>. Select the <b>Voicemail</b> tab.</p>  <p>The screenshot shows the Avaya IP Office Manager interface. The title bar reads 'Avaya IP Office Manager 6.2 (4) 00E007018F17 [4.2(4)] [Administrator(Administrator)]'. The menu bar includes File, Edit, View, Tools, and Help. The toolbar contains various icons for file operations and system management. The left pane, titled 'IP Offices', shows a tree structure with nodes for BOOTP (4), Operator (3), 00E007018F17, System (1), Line (2), Control Unit (3), Extension (51), User (51), HuntGroup (7), Short Code (78), and Service (0). The 'System (1)' node is expanded, and the '00E007018F17' sub-node is selected. The right pane, titled '00E007018F17', shows the 'System' tab selected. The 'Name' field contains '00E007018F17'. The 'Contact Information' section has a text area with the instruction 'Set contact information to place System under special control'. The 'Time Offset (hours:minutes)' is set to '00:00'.</p>
12.	<p>In the Voicemail tab that appears, select “None” for <b>Voicemail Type</b> and click <b>OK</b>. This disables the internal voicemail of Avaya IP Office.</p>  <p>The screenshot shows the 'Voicemail' configuration dialog box for the system '00E007018F17*'. The title bar includes the system name and navigation icons. The 'Voicemail' tab is selected. The 'Voicemail Type' dropdown menu is set to '&lt;None&gt;'. The 'Voicemail Destination' dropdown is empty. The 'Voicemail IP Address' field contains '255 . 255 . 255 . 255'. There is an unchecked checkbox labeled 'Messages Button Goes To Visual Voice'. At the bottom, there are 'OK', 'Cancel', and 'Help' buttons.</p>

Step	Description
13.	<p>Create a Short Code used for <i>Forward on No Answer</i> and <i>Forward on Busy</i></p> <p>In the Manager window, go to the Configuration Tree, right-click <b>Short Code</b> and select <b>New</b> in the popup that appears. In the Short Code window that appears, set <b>Code</b> to “777777777N”, set <b>Feature</b> to “Dial Extn” and set <b>Telephone Number</b> to “800D#*N”. Click <b>OK</b>.</p> 
14.	<p>Create a Short Code used for <i>Direct access to Tiger Innovation 2020 Voicemail</i></p> <p>In the Manager window, go to the Configuration Tree, right-click <b>Short Code</b> and select <b>New</b> in the popup that appears. In the Short Code window that appears, set <b>Code</b> to “*68”, set <b>Feature</b> to “Dial Extn” and set <b>Telephone Number</b> to “800D**E”. Click <b>OK</b>.</p> 

Step	Description
<p>15.</p>	<p>Create a Short Code used for set the <i>MWI Lamp On</i></p> <p>In the Manager window, go to the Configuration Tree, right-click <b>Short Code</b> and select <b>New</b> in the popup that appears. In the Short Code window that appears, set <b>Code</b> to “*80*N#”, set <b>Feature</b> to “Display Msg” and set <b>Telephone Number</b> to “N”;MWL Msgs=1 OLD=0 Sav=0”. Click <b>OK</b>.</p>  <p>The screenshot shows a window titled "*80*N#: Display Msg*" with the following fields: Code (*80*N#), Feature (Display Msg), Telephone Number (N";MWL Msgs=1 OLD=0 Sav=0"), Line Group Id (0), Locale (empty), and Force Account Code (unchecked). Buttons for OK, Cancel, and Help are at the bottom.</p>
<p>16.</p>	<p>Create a Short Code used for set the <i>MWI Lamp Off</i></p> <p>In the Manager window, go to the Configuration Tree, right-click <b>Short Code</b> and select <b>New</b> in the popup that appears. In the Short Code window that appears, set <b>Code</b> to “*81*N#”, set <b>Feature</b> to “Display Msg” and set <b>Telephone Number</b> to “N”;MWL Msgs=0 OLD=0 Sav=0”. Click <b>OK</b>.</p>  <p>The screenshot shows a window titled "*81*N#: Display Msg*" with the following fields: Code (*81*N#), Feature (Display Msg), Telephone Number (N";MWL Msgs=0 OLD=0 Sav=0"), Line Group Id (0), Locale (empty), and Force Account Code (unchecked). Buttons for OK, Cancel, and Help are at the bottom.</p>

17. In the Manager window, go to the Configuration Tree, right-click **Extension** and select **New** in the popup that appears. In the Extension window that appears, set **Base Extension** to “1001” i.e. the first extension in **Table 1** and click **OK**.

The screenshot shows the 'VoIP Extension: 8001 1001\*' configuration window. The 'VoIP' tab is selected. The fields are as follows:

Extension Id	8001
Base Extension	1001
Caller Display Type	On
Reset Volume After Calls	<input type="checkbox"/>
Device type	Unknown IP handset
Module	0
Port	0
Disable Speakerphone	<input type="checkbox"/>

Buttons at the bottom: OK, Cancel, Help.

18. In the Manager window, go to the Configuration Tree, right-click **User** and select **New** in the popup that appears. In the User window that appears, set **Name** to “Extn 1001”, set **Password** to “1234”, set the same password for **Confirm Password**, and set **Extension** to “1001” i.e. use the details of the first Extension specified as a room station in **Table 1** and click **OK**. Select the **Forwarding** tab.

The screenshot shows the 'Extn 1001: 1001\*' configuration window with the 'Forwarding' tab selected. The fields are as follows:

Name	Extn 1001
Password	****
Confirm Password	****
Full Name	
Extension	1001
Locale	
Priority	5
<input type="checkbox"/> Ex Directory	
Device Type	Unknown IP handset

**User Rights** section:

User Rights view	User data
Working hours time profile	<None>
Working hours User Rights	
Out of hours User Rights	

Buttons at the bottom: OK, Cancel, Help.

19. On the Forwarding tab that appears check the **Forward on Busy**, **Forward on No Answer**, and **Forward Internal Calls** check boxes. In the **Forward Number** specify “777777777X” where X is the Extension, e.g. for Extension=1001, the Forward Number=7777777771001. Click **OK**.

The screenshot shows the 'Forwarding' configuration window for extension 1001. The window has a title bar 'Extn 1001: 1001\*' and a toolbar with icons for help, close, check, and navigation. Below the toolbar are tabs for 'User', 'DND', 'ShortCodes', 'Source Numbers', 'Telephony', 'Forwarding', 'Dial In', and 'Button Pro'. The 'Forwarding' tab is active. The configuration area contains several sections:

- 'Follow Me Number': A dropdown menu.
- 'Forward Unconditional': A checkbox (unchecked).
- 'Forward Number': A dropdown menu.
- 'Forward Hunt Group Calls': A checkbox (unchecked).
- 'Forward Internal Calls': A checkbox (checked).
- 'Forward On Busy': A checkbox (checked).
- 'Forward On No Answer': A checkbox (checked).
- 'Forward Number': A dropdown menu containing the text '7777777771001'.
- 'Forward Internal calls': A checkbox (checked).

At the bottom of the window are three buttons: 'OK', 'Cancel', and 'Help'.

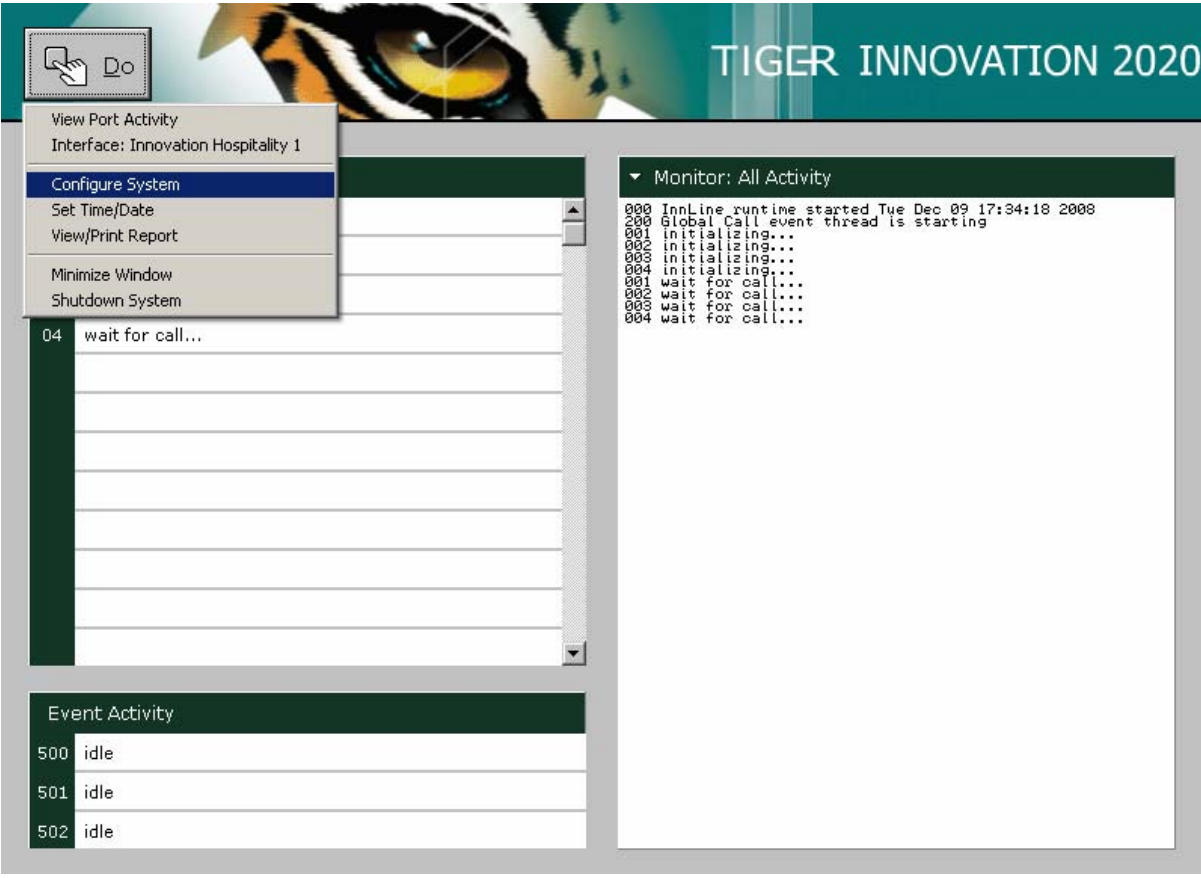
20. Repeat steps 17, 18, and 19 for each Room Station listed in **Table 1**. For the purposes of these Application Notes, users for 1001-1003 VoIP extensions were created as well as for 1004-1005 Digital extensions.

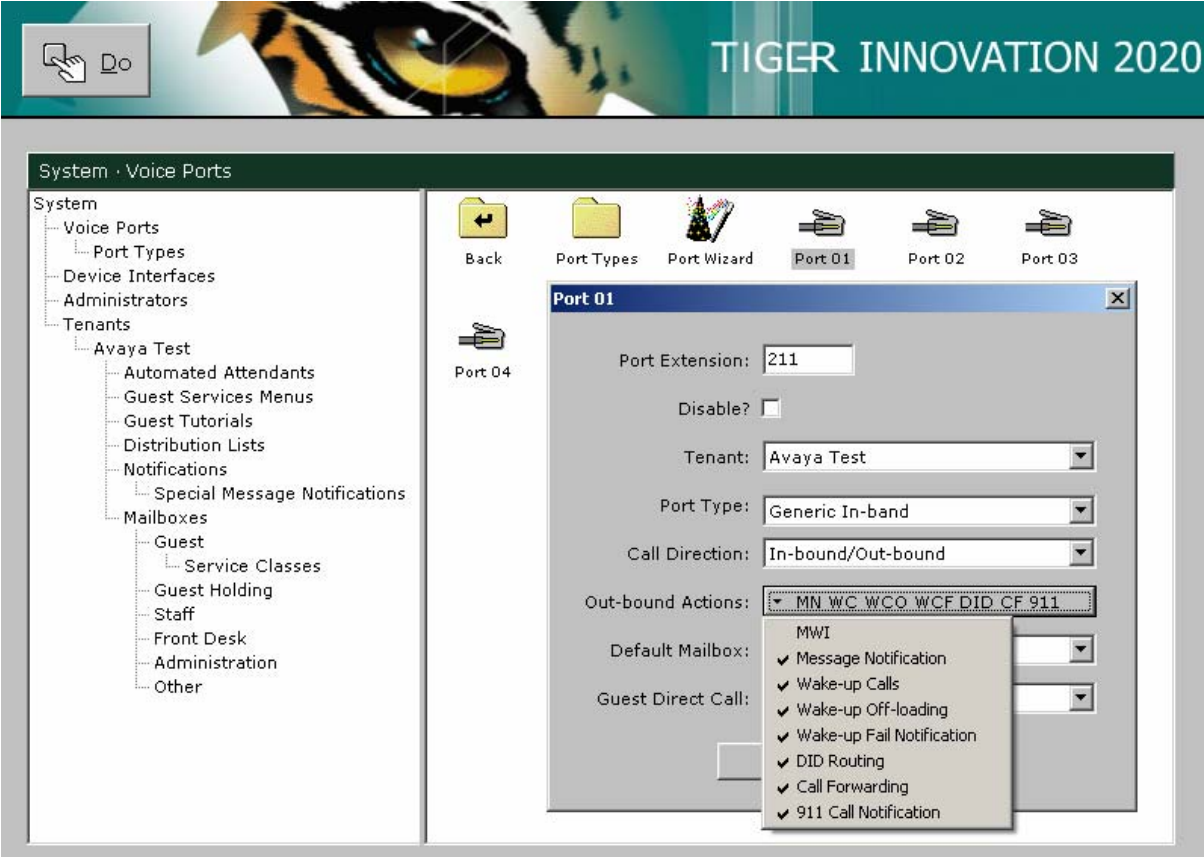
21. In the Manager window, select **File** → **Save** to push the configuration to Avaya IP Office and wait for the system to update. This completes configuration of Avaya IP Office.

## 4. Configure Tiger Communications' Innovation 2020 Server

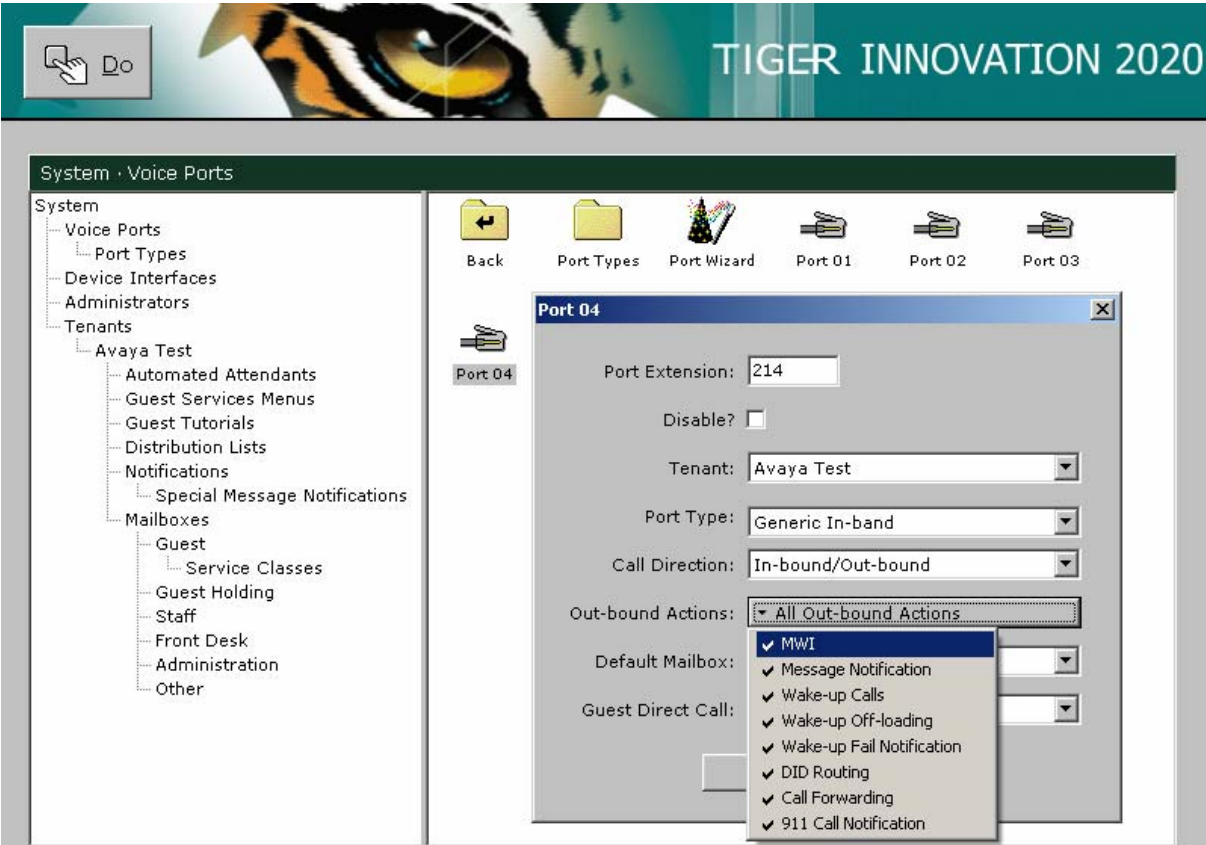
The configuration information provided in this section describes the steps required to configure Tiger Communications' Innovation 2020 to work with Avaya IP Office 4.2.

For all other provisioning information, such as software installation, installations of optional components, and configuration of Tiger Innovation 2020, please refer to the Tiger Communications' product documentation in reference [2].

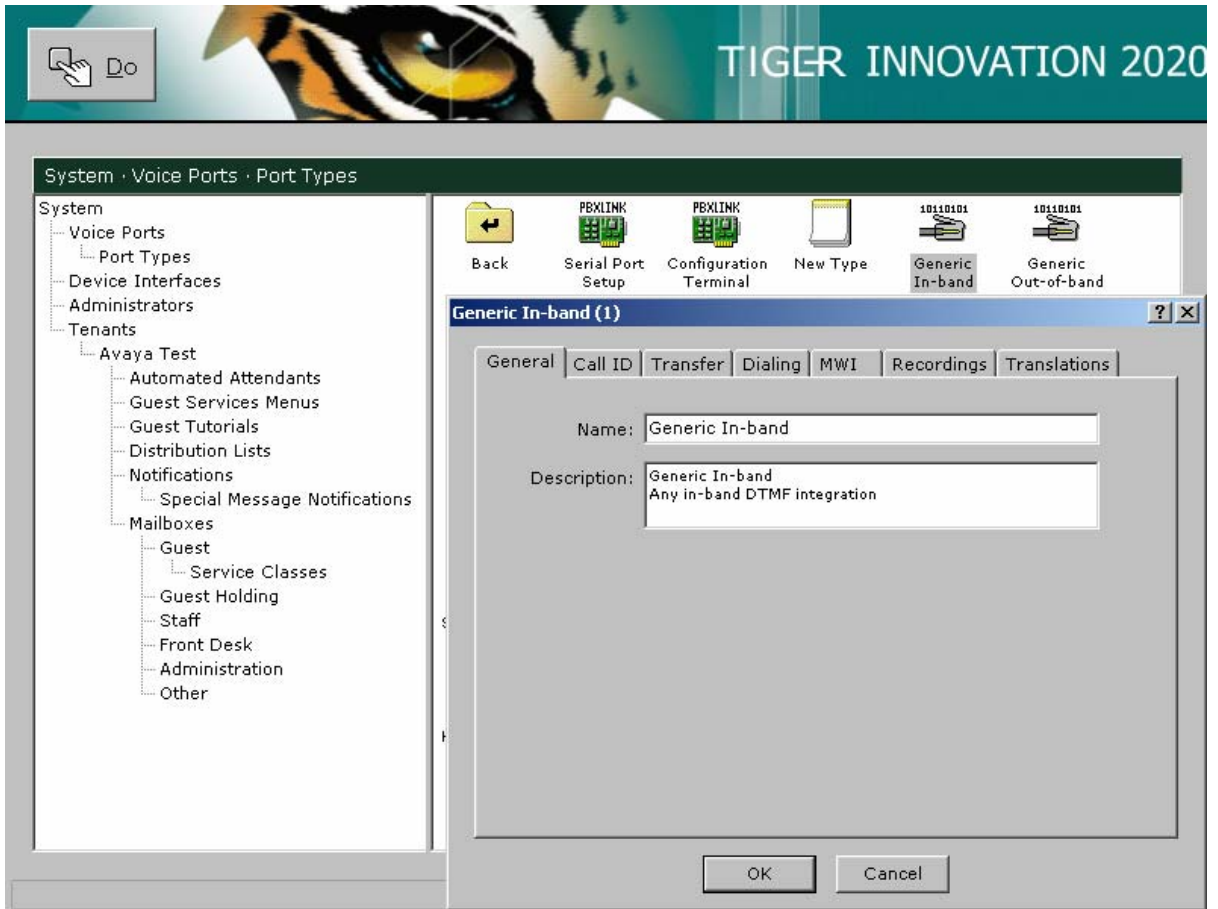
Step	Description
1.	<p>On the Tiger Innovation 2020 server, navigate to d:\Innline\bin\ and click on <b>innline.exe</b> to launch the Tiger Innovation 2020 voice mail configuration. Click on <b>Do</b> → <b>Configure System</b>.</p> 

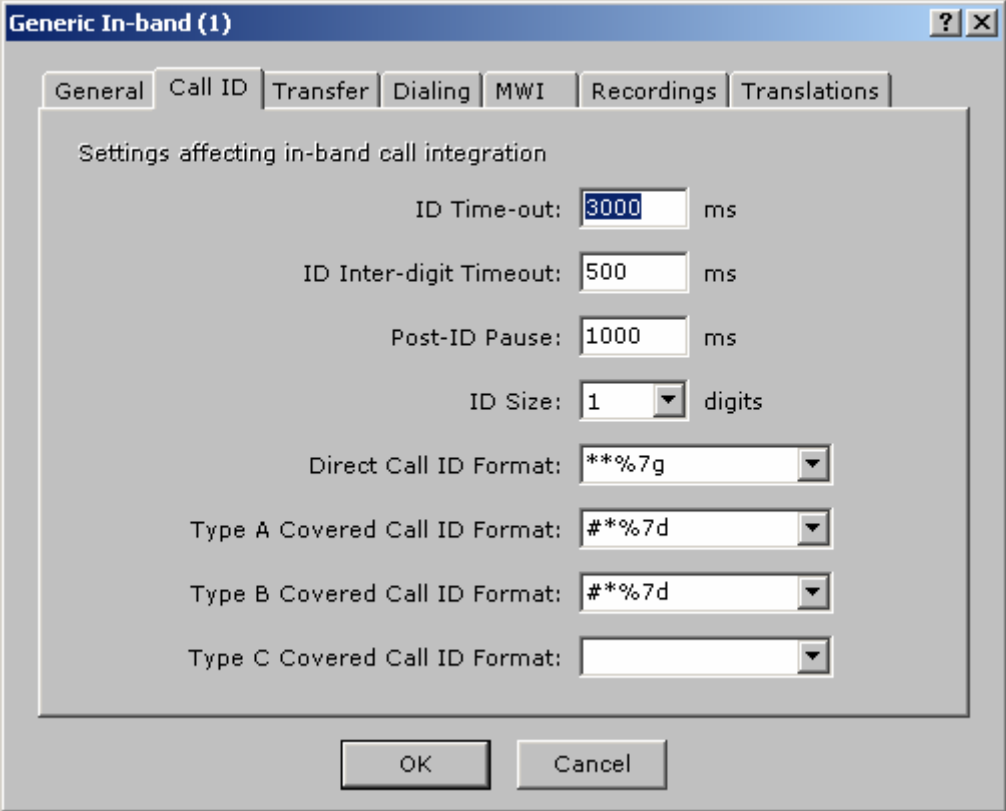
Step	Description
2.	<p>Expand the tree configuration menu on the left by clicking on <b>System</b> → <b>Voice Ports</b>. In the main screen on the right double-click <b>Port 01</b>. Enter the <b>Port Extension</b> to match the analog extension configured in <b>Section 3, Steps 3-6</b>. Select “Generic In-band” from the <b>Port Type</b> drop-down list, and select “In-bound/Out-bound” for the <b>Call Direction</b>. On the drop-down list of the <b>Outbound Actions</b> uncheck the “MWI”. The remaining parameters can be left with their default settings. Click <b>OK</b>.</p> 
3.	<p>Repeat the previous step for the number of Ports configured on Avaya IP Office as listed in <b>Table 1</b>. For the purpose of this Application notes ports 211-214 were configured.</p>

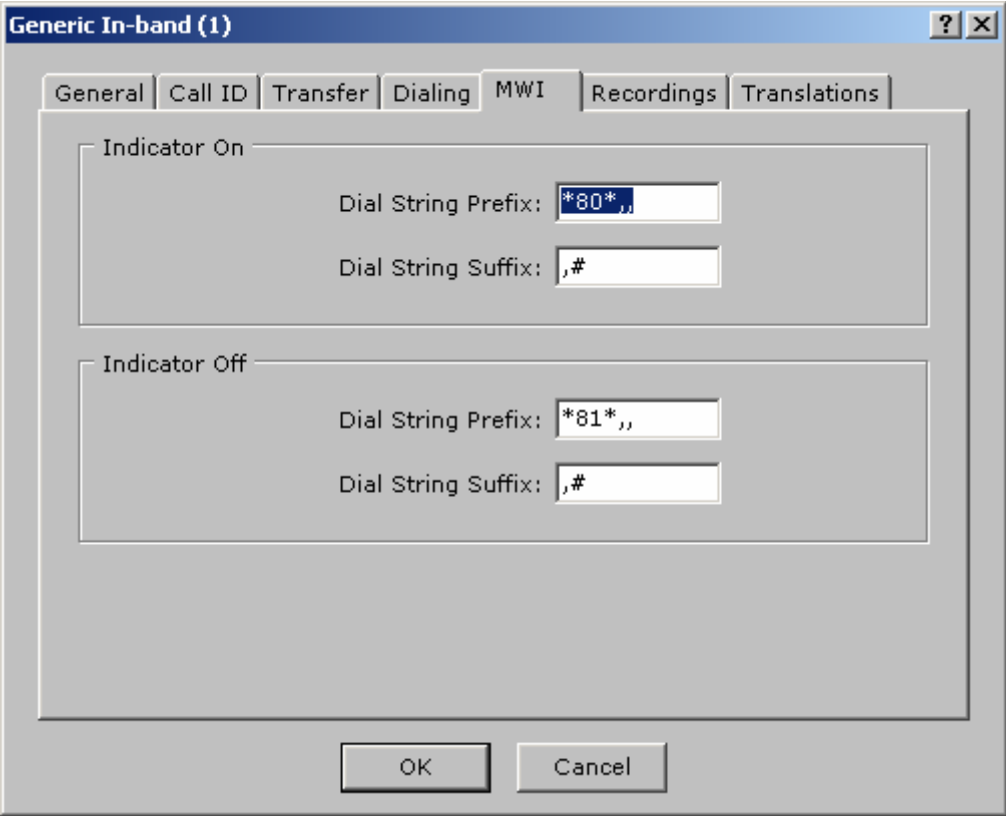


Step	Description
4.	<p>Right click on the <b>Port 04</b> which corresponds to extension 214 created in previous step and click Edit. On the drop-down list of the <b>Outbound Actions</b> check the “MWI” option. Click <b>OK</b>.</p>  <p>The screenshot shows the Avaya System Manager interface. At the top, there is a banner for 'TIGER INNOVATION 2020'. Below it, the 'System · Voice Ports' section is visible. On the left, a tree view shows the navigation structure: System &gt; Voice Ports &gt; Port Types &gt; Port 04. The main area displays the configuration for Port 04, which has an extension of 214. The 'Out-bound Actions' dropdown menu is open, showing a list of actions with checkboxes. The 'MWI' option is checked, and other checked options include 'Message Notification', 'Wake-up Calls', 'Wake-up Off-loading', 'Wake-up Fail Notification', 'DID Routing', 'Call Forwarding', and '911 Call Notification'. The 'Default Mailbox' and 'Guest Direct Call' fields are also visible.</p>

Step	Description
5.	Expand the tree configuration menu on the left by clicking on <b>System</b> → <b>Voice Ports</b> → <b>Port Types</b> . In the main screen on the right double-click <b>Generic In-band</b> and select the <b>Call ID</b> tab.



Step	Description
6.	<p>In the Call ID tab that appears specify the following values:  <b>ID Time-Out:</b> 3000 ms  <b>Direct Call ID Format:</b> **%7g  <b>Type A covered call ID Format:</b> #*%7d  <b>Type B covered call ID Format:</b> #*%7d  The remaining parameters can be left with their default settings. Click <b>OK</b>.</p> 

Step	Description
7.	<p>Click on the <b>MWI</b> tab.</p> <p>In the <b>Indicator On</b> section specify following:  <b>Dial String Prefix:</b> *80*,,  <b>Dial String Suffix:</b> ,#</p> <p>In the <b>Indicator Off</b> section specify following:  <b>Dial String Prefix:</b> *81*,,  <b>Dial String Suffix:</b> ,#</p> <p>These values correspond to “Lamp On” and “Lamp Off” Short Codes configured on Avaya IP Office in Section 3, Steps 15-16</p> 

## 5. Interoperability Compliance Testing

The interoperability compliance testing included feature and serviceability testing. The feature testing evaluated voicemail functionality of Tiger Innovation 2020 which is delivered via a Dialogic analogue voice processing card connected to analogue extension ports of Avaya IP Office. The serviceability testing introduced failure scenarios to see if Tiger Innovation 2020 could resume after a link failure.

### 5.1. General Test Approach

The general test approach was to validate correct operation of typical voicemail functions including:

- Call coverage in following scenarios:
  - No answer on a dialed extension
  - Dialed extension is busy
- Recording messages on the voicemail system
- Retrieving messages by making a direct call to the voicemail system
- Message Waiting Indication (MWI) lamp
- Voicemail integration with hospitality features like check-in, check-out and room transfer
- Link Failure and Recovery for analog lines and IP connection.

Feature functionality testing was performed manually. Call coverage was verified when there was no answer on a dialed extension and when a dialed extension was busy. Direct access to the Voicemail system was verified with message retrieval from the extension which had the message waiting indication, from a different extension, and also by placing an inbound E1/PRI call to the Voicemail. Voicemail integration with hospitality features like check-in, room transfer and check-out was verified. As a result of check-in a voicemail box was setup for the extension, an automatic check-in message was left at the extension, and the MWI lamp was turned on. As a result of a check-out, the station MWI lamp was turned off and the voicemail box was emptied. As a result of room transfer, the old extension's MWI lamp was turned off, voicemail was purged, and the new extension's MWI lamp was turned on and voicemail was moved to the new extension.

### 5.2. Test Results

All executed test cases were completed successfully.

### 5.3. Test Notes

At the moment Tiger Innovation 2020 in integration with Avaya IP Office doesn't support Voicemail coverage for external inbound calls to a room station.

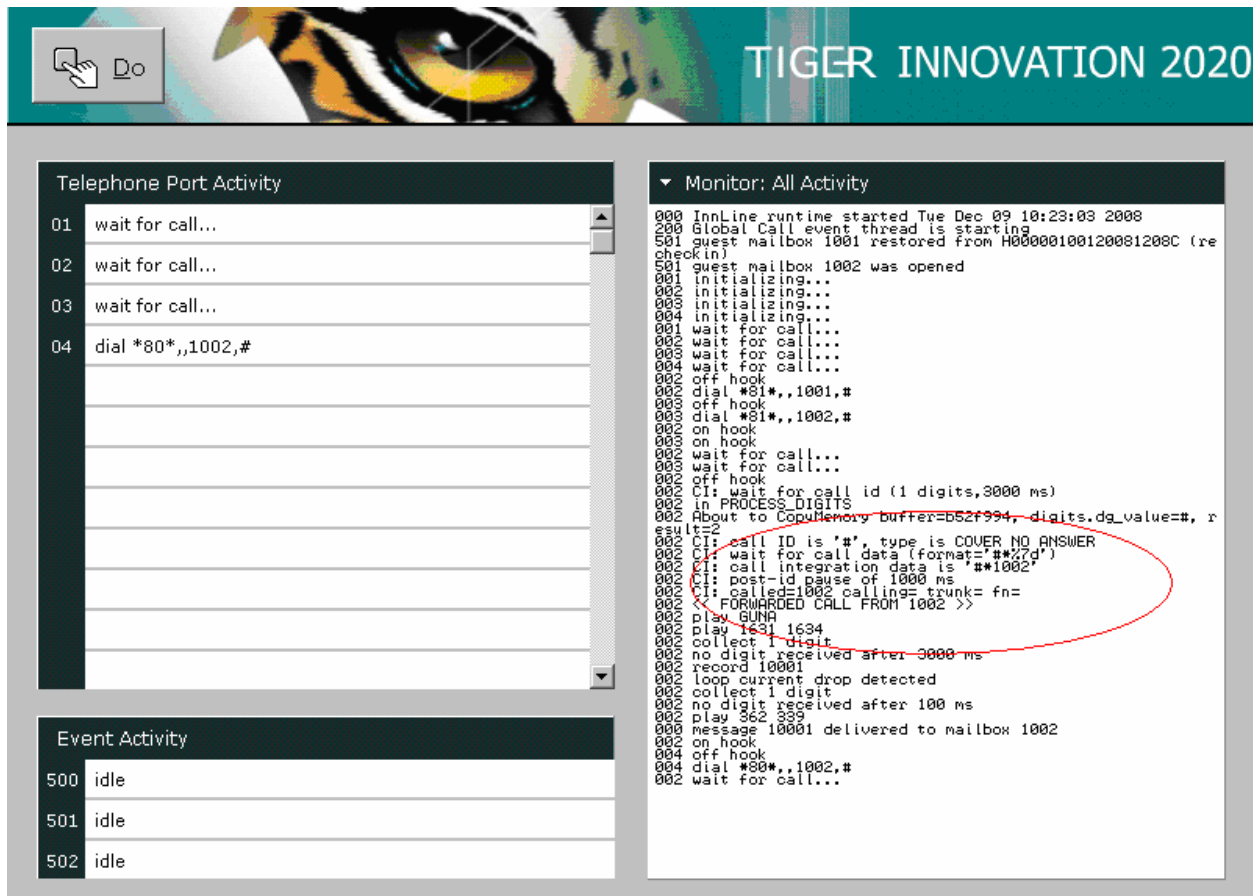
## 6. Verification Steps

Place a call to one of the guest extensions and allow it to go to coverage.

- Verify the voicemail greeting is heard and leave a message.
- Verify that the MWI lamp of the dialed station is turned on.

Using the Tiger Innovation 2020 Monitor, confirm that the call was transferred using one of the analog lines.

The screen shot below shows a call placed into extension 1002 that covered to voicemail.



The screenshot displays the Tiger Innovation 2020 Monitor interface. The top banner features a tiger's face and the text "TIGER INNOVATION 2020". The interface is divided into several sections:

- Telephone Port Activity:** A list of events for ports 01, 02, 03, and 04. Port 04 shows a dialing attempt: "dial \*80\*,,1002,#".
- Event Activity:** A list of events for extensions 500, 501, and 502, all showing "idle".
- Monitor: All Activity:** A detailed log of system events. A red circle highlights the following lines:

```
002 CI: call ID is '#', type is COVER NO ANSWER
002 CI: wait for call data (format='*:*7d')
002 CI: call integration data is '*#1002'
002 CI: post-id pause of 1000 ms
002 CI: called=1002 calling=trunk= fn=
002 << FORWARDED CALL FROM 1002 >>
```

The screen shot below shows a direct call placed to the voicemail system.

The screenshot displays the Tiger Innovation 2020 interface. At the top, there is a header with a tiger's eye and the text "TIGER INNOVATION 2020". Below the header, the interface is divided into several sections:

- Telephone Port Activity:** A table with 4 rows, each containing "wait for call..."
- Event Activity:** A table with 3 rows, each containing "idle"
- Monitor: All Activity:** A window displaying a log of call events. A red circle highlights a specific entry: "CI: call ID is '\*', type is DIRECT".

```
002 CI: called= calling=1005 trunk= fn=
002 << DIRECT CALL FROM 1005 >>
002 play 66RT
004 off hook
004 dial *81*,,1005,#
002 dial 339
002 play 327 240 520 341
002 play 1321 1322 341
004 on hook
004 wait for call...
002 review message #1
002 play 1343 285 106 118 101 343
002 voice message 10010
002 play 10010
002 play 1344 1346
002 in PROCESS_DIGITS
002 About to CopyMemory buffer=b22f5d8, digits.dg_value=2, r
result=2
002 got digit '2'
002 play 1340 343
004 off hook
004 dial *81*,,1005,#
002 play 1341 346
002 play 1324 1325 1326
004 on hook
004 wait for call...
002 loop current drop detected
002 on hook
002 wait for call...
003 off hook
003 CI: wait for call id (1 digits,3000 ms)
003 in PROCESS_DIGITS
003 About to CopyMemory buffer=b52f994, digits.dg_value=*, r
result=2
003 CI: call ID is '*', type is DIRECT
003 CI: wait for call data (format='**%7a')
003 CI: call integration data is '**1002'
003 CI: post-id pause of 1000 ms
003 CI: called= calling=1002 trunk= fn=
003 << DIRECT CALL FROM 1002 >>
003 play 66RT
004 off hook
004 dial *81*,,1002,#
003 play 339
003 play 539 341
003 play 1324 1325 1326
004 on hook
004 wait for call...
003 collect 1 digit
003 loop current drop detected
003 on hook
003 wait for call...
```

## 7. Support

If technical support is required for the Tiger Communications' Innovation 2020, contact the Technical Support Department.

Email: [support@tigercomms.com](mailto:support@tigercomms.com)

Phone: +44 1425 891 000

## 8. Conclusion

These Application Notes describe the steps for configuring Tiger Innovation 2020 to work with Avaya IP Office. All test cases that were executed were successfully passed.

Tiger Innovation 2020 version 2.7.10 was successfully compliance tested with Avaya IP Office version 4.2(4)

## Additional References

[1] Product documentation for Avaya products may be found at <http://support.avaya.com>  
Avaya IP Office 4.2 Manager 6.2, Issue 22d, 14<sup>th</sup> July 2008

[2] Product documentation for Tiger Communications' products may be found at:  
[www.tigercomms.com](http://www.tigercomms.com)



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