



Avaya Solution & Interoperability Test Lab

Application Notes for IgeaCare ApoloDS with Avaya Communication Manager – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for IgeaCare ApoloDS to interoperate with Avaya Communication Manager. In the compliance testing, the IgeaCare ApoloDS used the analog station interface from Avaya Communication Manager to transfer resident calls to the nurse staff, and used the Avaya Push API to push text to nurses with Avaya 4610SW and Avaya 4625SW IP Telephones.

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

The IgeaCare ApoloDS is a system that provides notification of events triggered by the IgeaCare igeacom nurse call devices to different types of media including pager, telephone, virtual marquee, email, and text push and text-to-speech to telephones.

The ApoloDS can use either the EI/T1 or analog line connections to Avaya Communication Manager. In the compliance testing, the ApoloDS used a 4-ports internal analog card to connect to Avaya Communication Manager. Each analog port was administered as an analog station and member of an ApoloDS hunt group on Avaya Communication Manager. The nurse staff was equipped with Avaya 4610SW and 4625SW IP Telephones, and configured as members of several hunt groups.

The igeacom nurse call devices are essentially analog speaker telephones that can be activated by residents via multiple call points to reach the nurse staff. Each igeacom device is configured as an analog station on Avaya Communication Manager. When the resident activates an igeacom via a call point to reach the nurse staff, the igeacom originates a call to the ApoloDS hunt group. The ApoloDS obtains information on the resident and the call point type via the DTMF digits out-pulsed by the igeacom device, and uses that information to transfer the call to the appropriate nurse hunt group.

When the call is delivered to a nurse station in the nurse hunt group, the telephone display for the nurse station will show the name of the resident's analog station along with the name of the called hunt group. The ApoloDS can be configured to call a different hunt group for each type of call point, such that the nurse can use the station display to identify both the name of the resident and the specific call point.

In the compliance testing, the ApoloDS also used the text-to-speech capability to play information such as resident name and call point type to the answering nurse, and used the Avaya Push API interface to push text to nurses with Avaya 4610SW and Avaya 4625SW IP Telephones.

Two types of igeacom nurse call devices were used in the compliance testing – the igeacom500 and igeacom700. As shown in **Figure 1**, a PC with the igeacom programming software was used to configure and download the configurations to the igeacom devices.

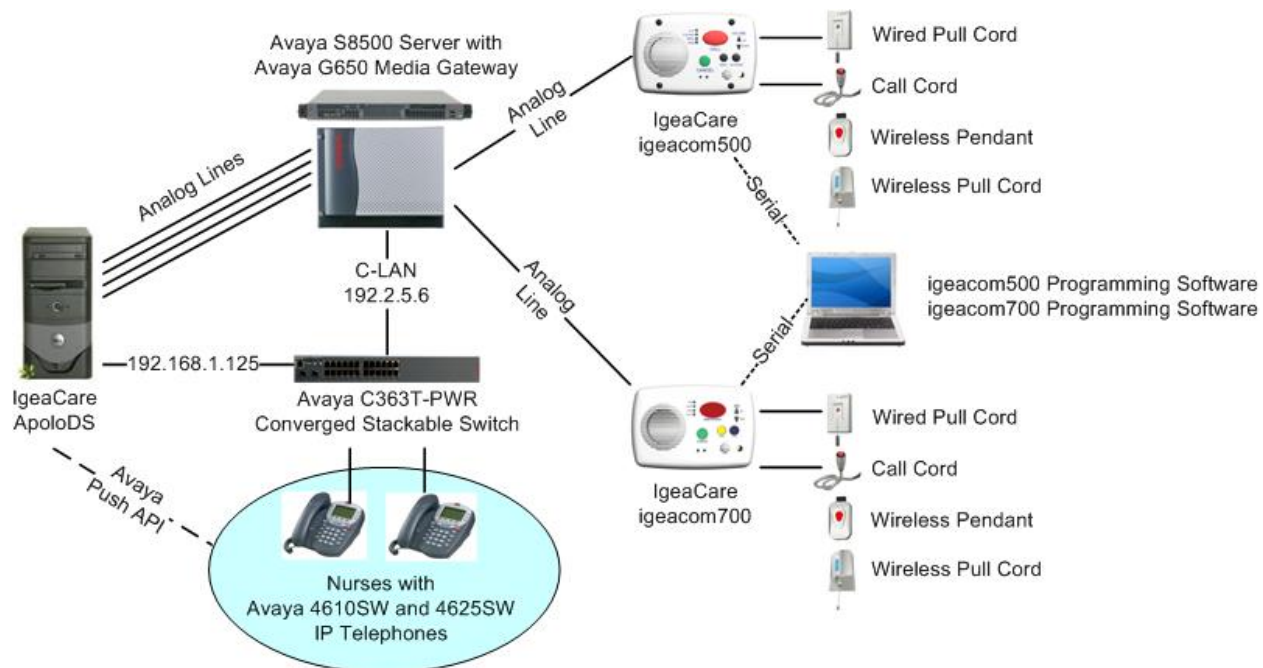


Figure 1: IgeaCare ApoloDS with Avaya Communication Manager

2. Equipment and Software Validated

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

Equipment	Software
Avaya S8500 Server	Avaya Communication Manager 5.0, R015x.00.0.825.4
Avaya G650 Media Gateway <ul style="list-style-type: none">• TN799DP C-LAN• TN793CP Analog Line	HW01 FW024 HW04 FW005
Avaya 4600 Series IP Telephones (H.323)	2.9
IgeaCare igeacom500	IC500-B1.4S 0807-0285
IgeaCare igeacom700	IC700-B1.0S 0806-0017
igeacom500 Programming Software	6.11
igeacom700 Programming Software	6.08.3
IgeaCare ApoloDS	2.0

3. Configure Avaya Communication Manager

This section provides the procedures for configuring Avaya Communication Manager. The procedures fall into the following areas:

- Administer resident stations
- Administer nurse stations
- Administer nurse hunt groups
- Administer ApoloDS stations
- Administer ApoloDS coverage
- Administer ApoloDS hunt group

3.1. Administer Resident Stations

Add a station for each resident's igeacom nurse call device using the "add station n" command, where "n" is an available extension number. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Type:** "2500"
- **Port:** The analog port connected to the igeacom device, in this case "01A0913".
- **Name:** A descriptive name.

add station 66001		Page 1 of 4	
STATION			
Extension: 66001		Lock Messages? n	BCC: 0
Type: 2500		Security Code:	TN: 1
Port: 01A0913		Coverage Path 1:	COR: 1
Name: Mary Jones		Coverage Path 2:	COS: 1
		Hunt-to Station:	Tests? y
STATION OPTIONS			
XOIP Endpoint type: auto		Time of Day Lock Table:	
Loss Group: 1		Message Waiting Indicator: none	
Off Premises Station? n			

Repeat this section to administer an analog station for every resident's igeacom nurse call device. For the compliance testing, two stations were administered as shown below.

list station 66001 count 2									
STATIONS									
Ext/ Hunt-to	Port/ Type	Name/ Surv GK NN		Move	Room/ Data Ext	Cv1/ Cv2	COR/ COS	Cable/ Jack	
66001	01A0913	Mary Jones				1			
	2500			no			1		
66002	01A0916	John Smith				1			
	2500			no			1		

3.2. Administer Nurse Stations

Add a station for each nurse using the “add station n” command, where “n” is an available extension number. Enter the following values for the specified fields, and retain the default values for the remaining fields. Note that the station type may vary, and needs to be a station type that supports display. If the nurse station will be receiving text push from ApolloDS, then the station type needs to be “4610” or “4625”.

- **Type:** The type of the nurse telephone, in this case “4610”.
- **Port:** The port for the nurse telephone, in this case “IP”.
- **Name:** A descriptive name.
- **Security Code:** A desired security code for authentication.

add station 60201		Page 1 of 5
STATION		
Extension: 60201	Lock Messages? n	BCC: 0
Type: 4610	Security Code: 60201	TN: 1
Port: IP	Coverage Path 1:	COR: 1
Name: Nurse 60201	Coverage Path 2:	COS: 1
	Hunt-to Station:	
STATION OPTIONS		
Time of Day Lock Table:		
Loss Group: 2	Personalized Ringing Pattern: 1	
Data Module? n	Message Lamp Ext: 60201	
Speakerphone: 2-way	Mute Button Enabled? y	
Display Language: english		
Survivable COR: internal	Media Complex Ext:	
Survivable Trunk Dest? y	IP SoftPhone? n	
	Remote Office Phone? N	

Repeat this section to administer a station for every nurse. For the compliance testing, two nurse stations were administered as shown below.

list station 60201 count 2									
STATIONS									
Ext/ Hunt-to	Port/ Type	Name/ Surv GK NN	Move	Room/ Data Ext	Cv1/ Cv2	COR/ COS	Cable/ Jack		
60201	S00000	Nurse 60201			1				
	4610		no			1			
60202	S00166	Nurse 60202			1				
	4625		no			1			

3.3. Administer Nurse Hunt Groups

Add a hunt group for each type of call point using the “add hunt n” command, where “n” is an available hunt group number. For **Group Name**, enter a descriptive value that can identify the call point type. For **Group Extension**, enter an available extension number.

add hunt-group 701		Page 1 of 60
HUNT GROUP		
Group Number: 701	ACD? n	
Group Name: Call Button	Queue? n	
Group Extension: 67001	Vector? n	
Group Type: ucd-mia	Coverage Path:	
TN: 1	Night Service Destination:	
COR: 1	MM Early Answer? n	
Security Code:	Local Agent Preference? n	
ISDN/SIP Caller Display:		

Navigate to **Page 3**, and enter the nurse station extensions from **Section 3.2** as members.

add hunt-group 701		Page 3 of 60
HUNT GROUP		
Group Number: 701	Group Extension: 67001	Group Type: ucd-mia
Member Range Allowed: 1 - 1500	Administered Members (min/max): 1 /2	
Total Administered Members: 2		
GROUP MEMBER ASSIGNMENTS		
Ext	Name(19 characters)	Ext Name(19 characters)
1: 60201		14:
2: 60202		15:
3:		16:
4:		17:

Repeat this section to add a hunt group for every call point type. The hunt groups that were used for the compliance testing are shown below.

Hunt Group	Extension	Name
701	67001	Call Button
702	67002	Bed Cord
703	67003	Wired Cord
704	67004	Pendant
705	67005	Wireless Pull
706	67006	Code Blue
707	67007	Staff Assist

3.4. Administer ApoloDS Stations

Add a station for each analog port connected to ApoloDS using the “add station n” command, where “n” is an available extension number. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Type:** “2500”
- **Port:** The analog port, in this case “01A0922”.
- **Name:** A descriptive name.

```
add station 68001
```

Page 1 of 4

STATION		
Extension: 68001	Lock Messages? n	BCC: 0
Type: 2500	Security Code:	TN: 1
Port: 01A0922	Coverage Path 1:	COR: 1
Name: DS 68001	Coverage Path 2:	COS: 1
	Hunt-to Station:	Tests? y

STATION OPTIONS

XOIP Endpoint type: auto	Time of Day Lock Table:
Loss Group: 1	Message Waiting Indicator: none
Off Premises Station? n	

Survivable COR: internal
Survivable Trunk Dest? y
Remote Office Phone? n

Repeat this section to administer an analog station for every analog port connected to ApoloDS. For the compliance testing, four stations were administered as shown below.

```
list station 68001 count 2
```

STATIONS									
Ext/ Hunt-to	Port/ Type	Name/ Surv GK NN	Move	Room/ Data Ext	Cv1/ Cv2	COR/ COS	Cable/ Jack		
68001	01A0922	DS 68001				1			
	2500		no			1			
68002	01A0919	DS 68002				1			
	2500		no			1			
68003	01A0910	DS 68003				1			
	2500		no			1			
68004	01A0904	DS 68004				1			
	2500		no			1			

3.5. Administer ApoloDS Coverage

Add a coverage path using the “add coverage path n” command, where “n” is an available coverage path number. For the **Point1** field, enter the destination of the first coverage point. In the compliance testing, “60211” is an existing station. This coverage path will be used by the ApoloDS hunt group in **Section 3.6**.

```
add coverage path 68

                                COVERAGE PATH

                                Coverage Path Number: 68

                                Next Path Number:          Hunt after Coverage? n
                                                                Linkage

COVERAGE CRITERIA

    Station/Group Status      Inside Call      Outside Call
        Active?                n                n
        Busy?                  n                n
        Don't Answer?          y                y      Number of Rings: 2
        All?                    n                n
    DND/SAC/Goto Cover?        n                n
    Holiday Coverage?          n                n

COVERAGE POINTS
    Terminate to Coverage Pts. with Bridged Appearances? n
    Point1: 60211              Rng:      Point2:
    Point3:                    Point4:
    Point5:                    Point6:
```

3.6. Administer ApoloDS Hunt Group

Add a hunt group using the “add hunt n” command, where “n” is an available hunt group number. For **Group Name**, enter a descriptive value. For **Group Extension**, enter an available extension number. For **Coverage Path**, enter the coverage path number from **Section 3.5**.

add hunt-group 68		Page 1 of 60
HUNT GROUP		
Group Number: 68	ACD? n	
Group Name: DS Group	Queue? n	
Group Extension: 68000	Vector? n	
Group Type: ucd-mia	Coverage Path: 68	
TN: 1	Night Service Destination:	
COR: 1	MM Early Answer? n	
Security Code:	Local Agent Preference? n	
ISDN/SIP Caller Display:		

Navigate to **Page 3**, and enter the ApoloDS station extensions from **Section 3.4** as members.

add hunt-group 68		Page 3 of 60
HUNT GROUP		
Group Number: 68	Group Extension: 68001	Group Type: ucd-mia
Member Range Allowed: 1 - 1500	Administered Members (min/max): 1 /2	
Total Administered Members: 2		
GROUP MEMBER ASSIGNMENTS		
Ext	Name(19 characters)	Ext Name(19 characters)
1: 68001		14:
2: 68002		15:
3: 68003		16:
4: 68004		17:
5:		18:

4. Configure Avaya 4610SW and 4625SW IP Telephones

This section provides the procedures for configuring the Avaya 4610SW and 4625SW IP Telephones to support the push interface.

From the appropriate HTTP or TFTP server serving the Avaya 4610SW and 4625SW IP Telephones, locate the **46xxsettings.txt** file. Set the **WMLEXCEPT**, **TPSLIST**, and **FILTERLIST** parameters to point to the ApoloDS server. Set the **SUBSCRIBELIST** parameter to the specific path on the ApoloDS server shown below.

Reboot the Avaya 4610SW and 4625SW IP Telephones.

```
SET WMLEXCEPT 192.168.1.125
SET TPSLIST     192.168.1.125
SET FILTERLIST 192.168.1.125

SET SUBSCRIBELIST http://192.168.1.125/ASPpushsamples/subscribe.asp
```

5. Configure IgeaCare igeacom500

This section provides the procedures for configuring the IgeaCare igeacom500 nurse call device. The procedures fall into the following areas:

- Launch igeacom500 programming software
- Administer call point destinations and coverage

5.1. Launch igeacom Programming Software

From any PC running the igeacom500 programming software, physically connect the PC serial COM port to the igeacom500 circuit board. Launch the administration application by selecting **Start > All Programs > IgeaCare Systems Inc > IgeaCare Systems Inc.** from the PC. The screen below is displayed.

IgeaCare Systems Inc.

COM1

PC Soft Version 24.1

Phone #	Delay	Redial	Silent	Light	Priority
CALL Button					
Call Cord					
Wired Pull Cord					
Pendant					
Wireless Pull Cord					
RF3_Sensor					
Maintenance					
Menu					
Activities					
Cancel					

STORE into Device

READ from Device

Verify

Cancel

Yellow Area

Green Area

EXIT

Remote Actions

- * 3 (Ack)
- * 4 (On hook)
- * 9 (Cancel)

Various Delays [ms]

- F (Flash)
- pF (PreFlash)
- (Pause)

Name

Room #

Serial #

Inst. Date 2008 SEP 30

Phone #	Delay	Redial	Silent	Light	Priority
CALL Button	.1	Y	N	6	
Call Cord	.1	Y	N	6	
Wired Pull Cord	.1	Y	N	6	
Pendant	.1	Y	N	6	
Wireless Pull Cord	.1	Y	N	6	
RF3_Sensor	.1	Y	N	6	
Maintenance	.1				
Menu Button	.2				
Activities Button	.5				
Cancel Button	.1				

STORE in Palette

READ from Palette

Verify

Remote Actions

- * 3 (Ack.delay)
- * 4 (ON hook delay)
- * 9 (Cancel by Phone)

Various Delays [ms]

- 600 F (Flash, ON hook)
- 200 pF (preFlash, OFF hook)
- 500 (Pause)

Configure igeacom500 as shown below. The format for the **Phone #** field value is “x,yz”, where “x” is the extension of the ApolloDS hunt group from **Section 3.6**, “y” is the extension of the igeacom500 device from **Section 3.1**, and “z” is a unique default value associated with the specific call point type. Note that the second **Phone #** associated with each call point below is the escalation point, used in the event that the call has not been successfully canceled within the time specified in the **Delay** field.

Enter desired destinations for the **Menu Button** and **Activities Button**, which are typically announcement extensions on Avaya Communication Manager. For the compliance testing, “64201” and “64202” corresponded to existing stations on Avaya Communication Manager.

Configure the other fields as desired using the appropriate documentation from **Section 11**, and download the resultant configuration to igeacom500.

The screenshot displays the IgeaCare Systems Inc. configuration software interface for igeacom500. The interface is divided into several sections:

- Top Section:** Includes the company name "IgeaCare Systems Inc.", a COM port selection dropdown (COM1), and version information for the Device and PC software.
- Call Point Configuration Table:** A table with columns for Phone #, Delay, Redial, Silent, Light, and Priority. It lists various call points such as CALL Button, Call Cord, Wired Pull Cord, Pendant, Wireless Pull Cord, RF3_Sensor, Maintenance, Menu, Activities, and Cancel. Each call point has associated configuration fields and buttons for "STORE into Device", "READ from Device", "Verify", "Cancel", and "COPY--PASTE".
- Remote Actions Section:** A section for configuring remote actions, including "Remote Actions" and "Remote Actions" buttons.
- Various Delays [ms] Section:** A section for configuring various delays in milliseconds, including Flash, PreFlash, and Pause.
- Date/Time Section:** A section for selecting the date and time, with fields for Year, Month, and Day.

6. Configure IgeaCare igeacom700

This section provides the procedures for configuring the IgeaCare igeacom700 nurse call device. The procedures fall into the following areas:

- Launch igeacom700 programming software
- Administer call point destinations and coverage

6.1. Launch igeacom Programming Software

From any PC running the igeacom700 programming software, physically connect the PC serial COM port to the igeacom700 circuit board. Launch the administration application by selecting **Start > All Programs > IgeaCare Systems Inc > IgeaCare Systems Inc. – ACS** from the PC. Follow the steps in **Section 4.1** to similarly configure the igeacom700. The resultant screenshot after pushing the configuration to igeacom700 is shown below.

IgeaCare Systems Inc. - ACS

COM1

Device Soft Version: Version 24.2

PC Soft Version: Version 24.2

	Phone #	Delay	Redial	Silent	Light	Priority	
CALL Button	68000,660021	1	Y	Y	W	6	STORE into Device
	68000,660021		Y				
BED Button	68000,660022	1	Y	Y	W	6	READ from Device
	68000,660022		Y				
Wired Pull Cord	68000,660023	1	Y	Y	R	6	Verify
	68000,660023		Y				
Pendant	68000,660024	1	Y	Y	R	6	Cancel Cancel
	68000,660024		Y				
Wireless Pull Cord	68000,660023	1	Y	Y	G	6	Yellow Area Green Area
	68000,660023		Y				
Code Blue	68000,660027	1	Y	Y	R	6	COPY
	68000,660027		Y				
Staff Asist.	68000,660028	1	Y	Y		6	COPY-- PASTE Yellow_Area to Green_Area
	68000,660028		Y				
Presence IN		1		N			
Presence OUT							
Maintenance		.1					
Cancel	68000,660020	.1					

Various Delays [ms]: F (Flash) 600, pF (PreFlash) 200, (Pause) 4000

Cancel by Phone

Name, Room #, Serial #, Inst. Date: 2008 OCT 1

PC Column buttons: STORE in Palette, READ from Palette, COPY-- PASTE Yellow_Area to Green_Area

PC Column table (partial):

	Phone #	Delay	Redial	Silent	Light	Priority
CALL Button	68000,660021	1	Y	Y	W	6
BED Button	68000,660022	1	Y	Y	W	6
Wired Pull Cord	68000,660026	1	Y	Y	R	6
Pendant	68000,660024	1	Y	Y	R	6
Wireless Pull Cord	68000,660023	1	Y	Y	G	6
Code Blue	68000,660027	1	Y	Y	R	6
Staff Asist.	68000,660028	1	Y	Y		6
Presence IN		1		N		
Presence OUT						
Maintenance		.1				
Cancel Button	68000,660020	.1				

Various Delays [ms]: F (Flash, ON hook) 600, pF (preFlash, OFF hook) 200, (Pause) 4000

Cancel by Phone

7. Configure IgeaCare ApoloDS

This section provides the procedures for configuring the IgeaCare ApoloDS. The procedures fall into the following areas:

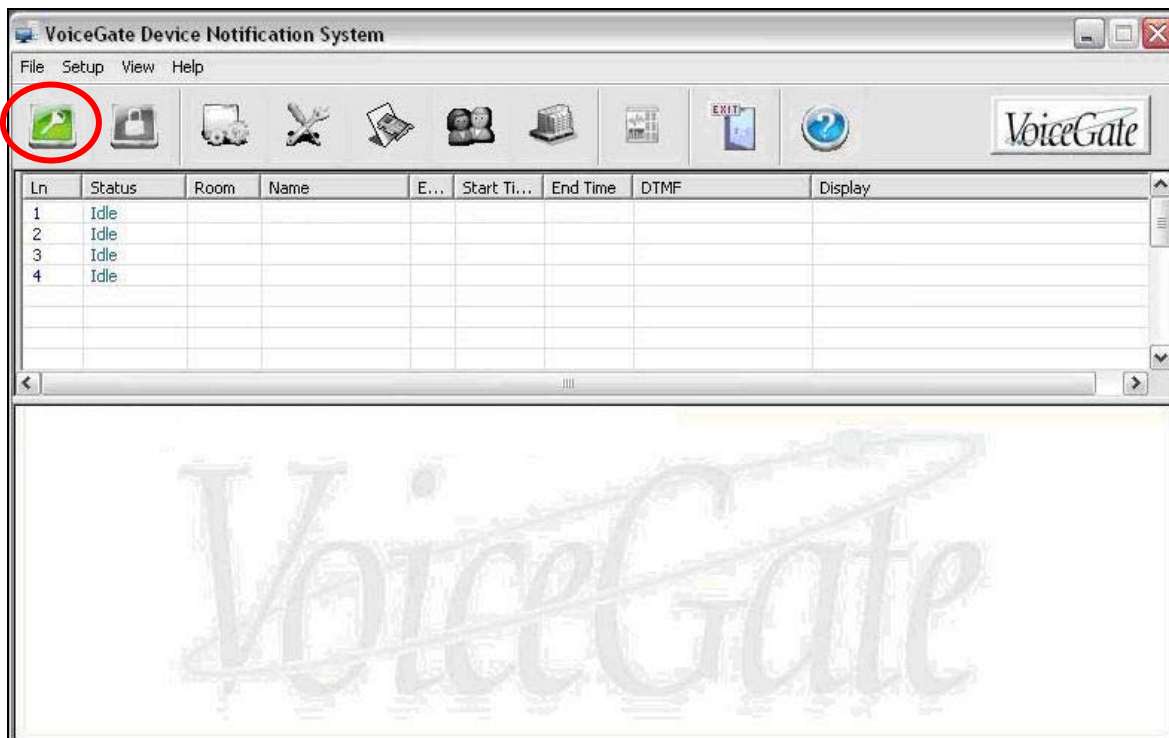
- Launch administration application
- Administer program setup
- Administer channel setup
- Administer room setup

7.1. Launch Administration Application

From the IgeaCare ApoloDS server, launch the administration application by double-clicking the **VG_DNS** icon shown below, which was created as part of installation.



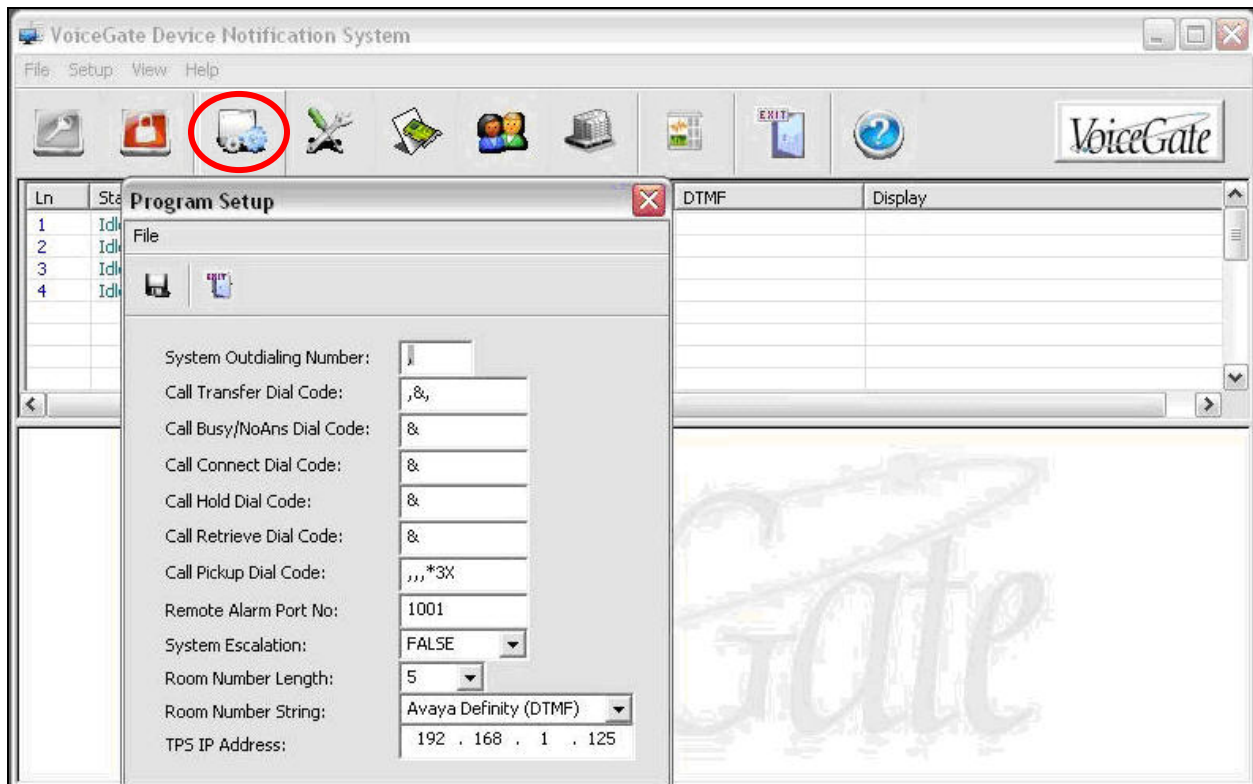
The **VoiceGate Device Notification System** screen is displayed. Click the login icon, located at the upper left corner of the screen, and enter the appropriate credentials to log in (not shown below).



7.2. Administer Program Setup

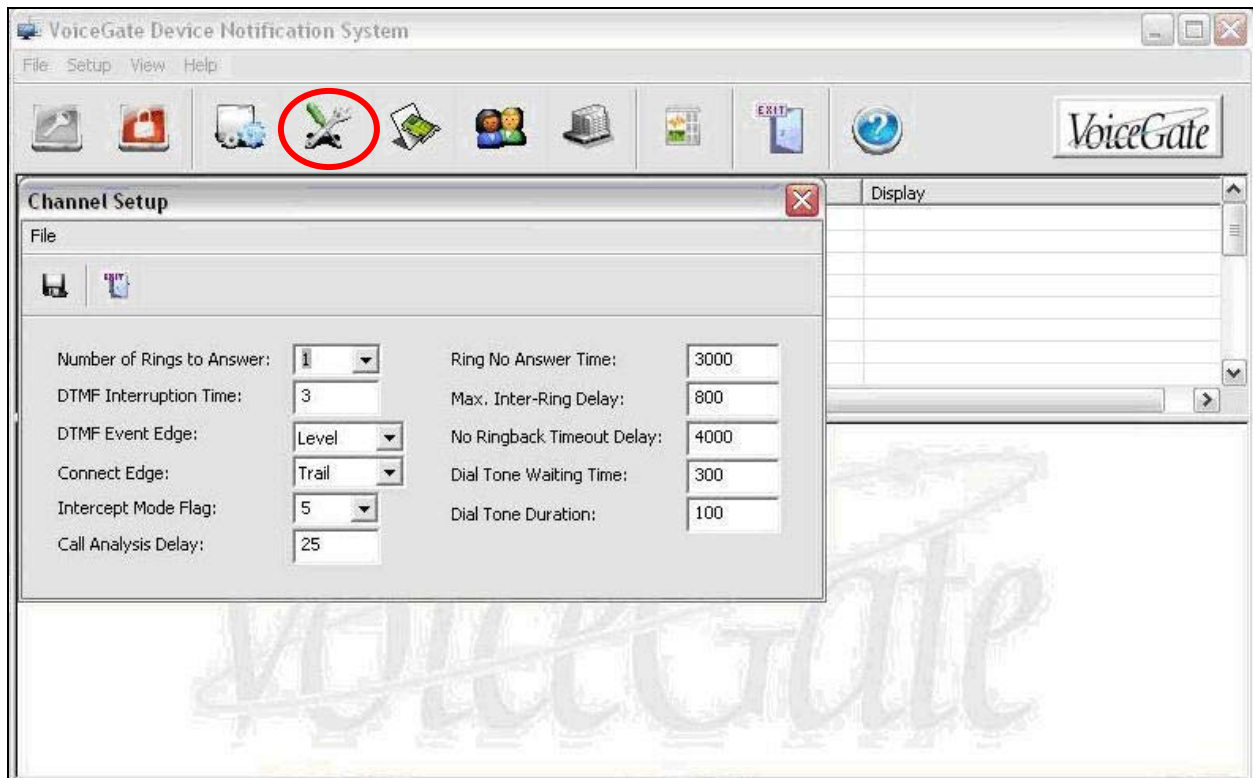
Click the program setup icon circled below, to display the **Program Setup** pop-up screen. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **System Escalation:** “FALSE”
- **Room Number Length:** The number of digits in the resident extensions, in this case “5”.
- **Room Number String:** “Avaya Definity (DTMF)”
- **TPS IP Address:** The IP address of the ApolloDS server.



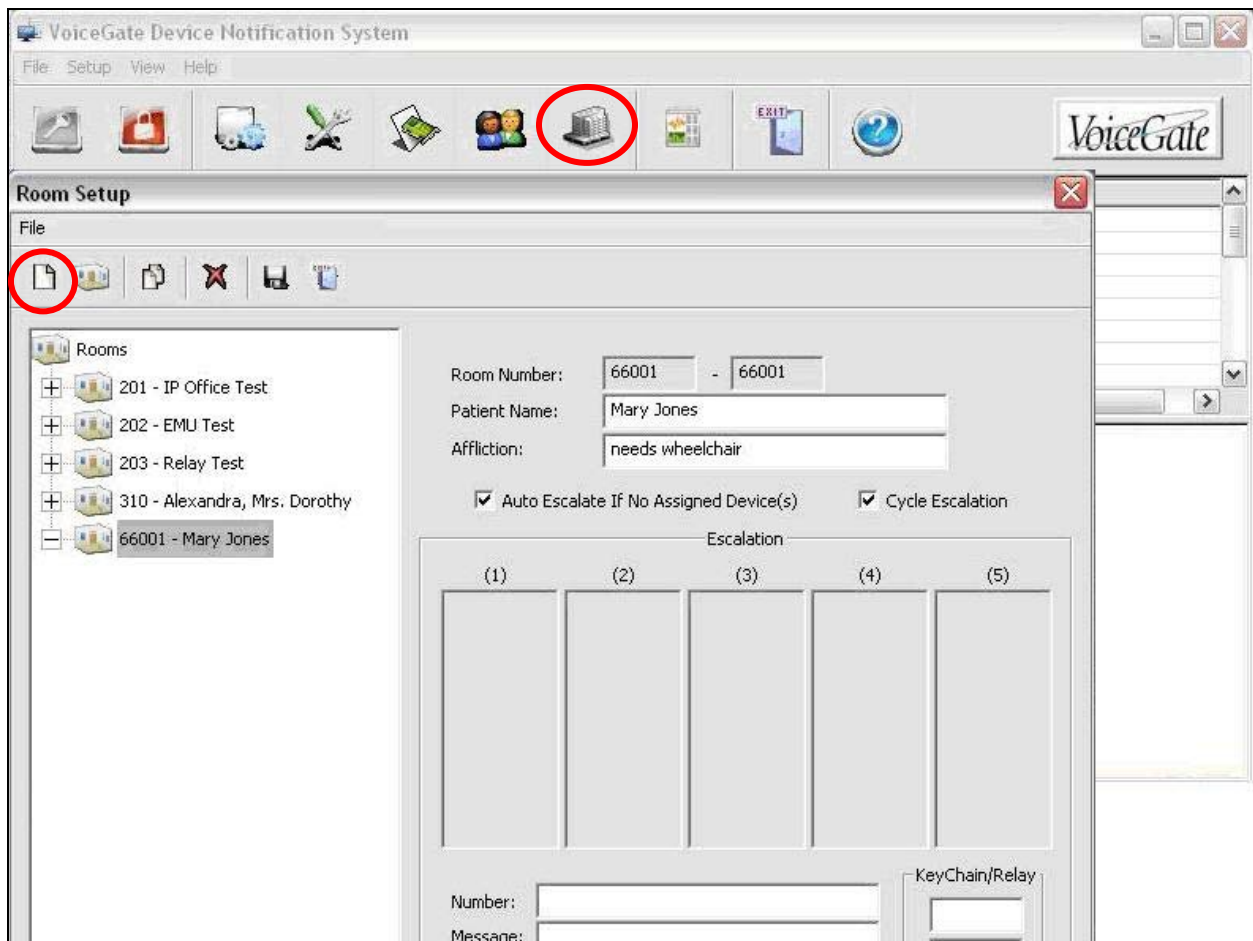
7.3. Administer Channel Setup

Click the channel setup icon circled below, to display the **Channel Setup** pop-up screen. For **Number of Rings to Answer**, select “1” from the drop-down list. Retain the default values in the remaining fields.



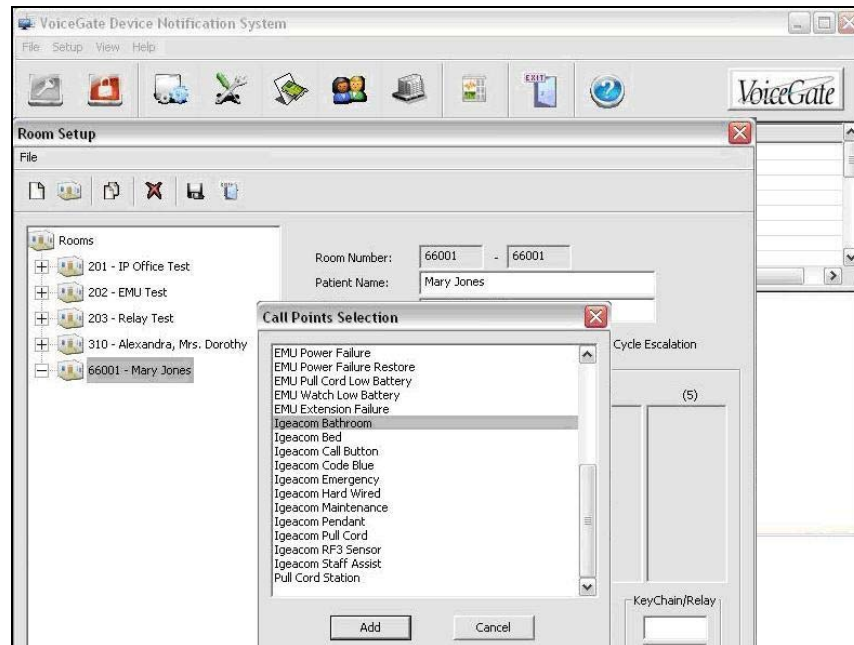
7.4. Administer Room Setup

Click the room setup icon circled below, to display the **Room Setup** pop-up screen. In the **Room Setup** screen, click the add icon to add a new room. For **Room Number**, enter the igeacom station extension from **Section 3.1**. For **Patient Name**, enter a desired name. For **Affliction**, enter any important information regarding this resident. The screen shot below shows the room number and the patient name in the left pane, after the entry has been saved.

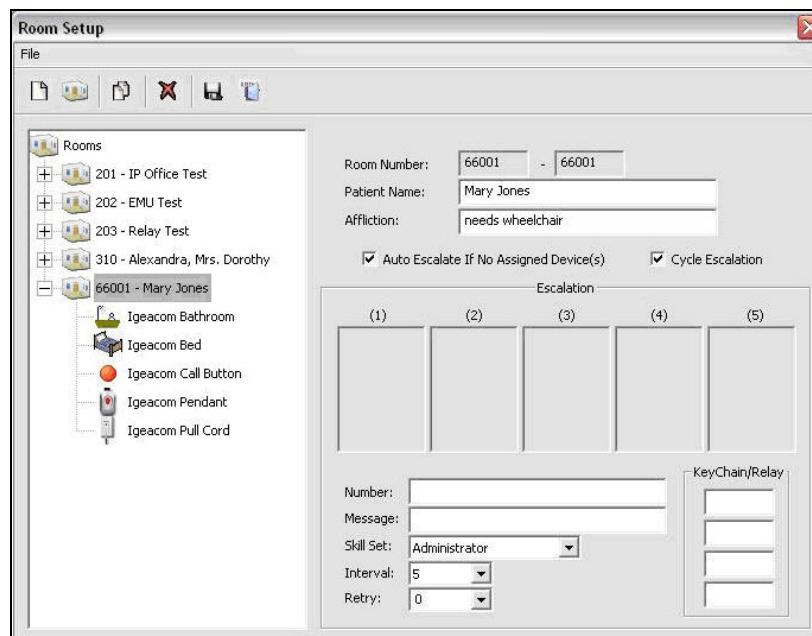


7.4.1. Administer Call Points

Right-click on the newly created room entry in the left pane, in this case “66001 – Mary Jones”, and select **Add Call Point** from the drop-down list to display the **Call Points Selection** pop-up screen. Select an applicable call point for this igeacom device, and click **Add**. Note that the **Igeacom Bathroom** entry below corresponds to the wired cord call point from **Section 3.3**.



Repeat this section to add all applicable call points for the igeacom device. The screen shot below shows all call points that have been added for this device.



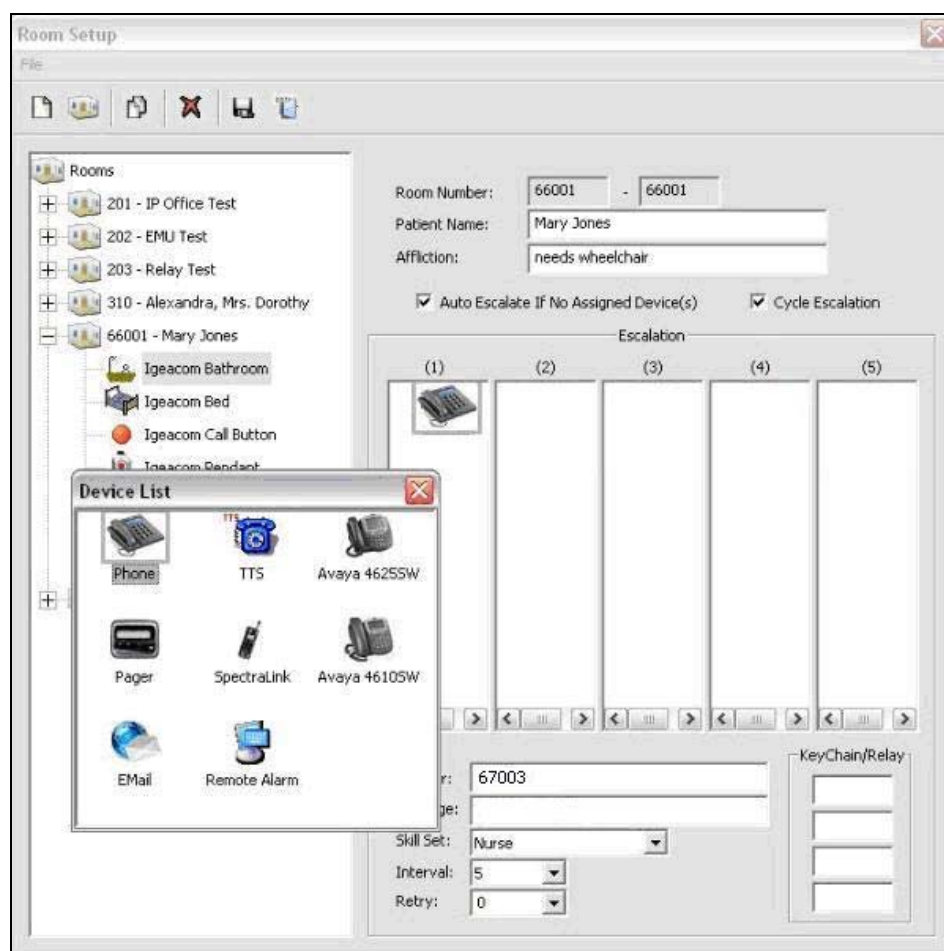
7.4.2. Administer Escalations

Click on the first call point in the left pane for the resident, in this case **Igeacom Bathroom**. Right click in any of the white column area in the **Escalation** section, and select **Add** from the pop-up list (not shown below) to administer notification points for each escalation level. The **Device List** pop-up screen is displayed.

Click and drag the **Phone** device to **Escalation (1)**, as shown below. For the **Number** field (partly blocked by the **Device List** screen below), enter the hunt group extension from **Section 3.3** that corresponds to this call point type, in this case “67003”. In the **Skill Set** field, select “Nurse” from the drop-down list.

Repeat this section to administer all desired escalation points and escalation levels. For text-to-speech notifications, drag the **TTS** icon from the **Device List** screen, and administer the hunt group extension from **Section 3.3** that corresponds to this call point type in the **Number** field. For text push notifications, drag the appropriate Avaya 4625SW or Avaya 4610SW icon from the **Device List** screen, and administer the IP address of the receiving telephone in the **Number** field. Note that each escalation level can consist of multiple notification points.

Repeat **Section 7.4** to administer room setup for all remaining residents.



8. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying the ability of ApolloDS to transfer resident calls from the igeacom500 and igeacom700 nurse call devices to the proper nurse hunt groups associated with various call points. The verification included proper nurse station display, connected two-way talk paths, proper call termination, and proper call coverage. The feature testing also included verifying the text-to-speech and text push to the notification points.

The serviceability testing focused on verifying the ability of ApolloDS to recover from adverse conditions, such as disconnecting and reconnecting the analog line cable to the devices.

8.1. General Test Approach

All tests were performed manually.

8.2. Test Results

All tests were executed and passed.

9. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Avaya Communication Manager, IgeaCare igeacom500 and igeacom700, and IgeaCare ApoloDS.

From a call point, activate a call from the resident's igeacom device to the nurse staff (such as pulling the cord or pressing the button, depending on the call point type). Verify that the call is ringing on a nurse station. On the **VoiceGate Device Notification System** screen on ApoloDS, verify that an active entry is highlighted. Verify that the **Status** field shows the appropriate status, the **Room** field shows the extension of the resident, and the **Name** field shows the name of the resident. Also verify that the **Display** field shows the extension of the resident and the unique value corresponding to the call point type.

The screenshot shows the 'VoiceGate Device Notification System' window. It has a menu bar (File, Setup, View, Help) and a toolbar with various icons. Below the toolbar is a table with the following columns: Ln, Status, Room, Name, E..., Start Ti..., End Time, DTMF, and Display. The table contains four rows of data, with the second row highlighted in blue.

Ln	Status	Room	Name	E...	Start Ti...	End Time	DTMF	Display
1	Idle							
2	Dialing	66002	John Smith	1	15:20:46			660021
3	Idle							
4	Idle	66002	John Smith		15:18:37	15:18:40		660020

Below the table is a log of system messages:

```
10/01/2008 15:20:49 Send room 66002 information to Avaya 4625SW phone 192.2.5.31
10/01/2008 15:20:49 Send room 66002 information to Avaya 4610SW phone 192.2.5.15
10/01/2008 15:20:49 Transfer room 66002 to phone 64201
10/01/2008 15:17:56 Send room 66002 information to Avaya 4625SW phone 192.2.5.31
10/01/2008 15:17:56 Send room 66002 information to Avaya 4610SW phone 192.2.5.15
10/01/2008 15:17:56 Transfer room 66002 to phone 64201
10/01/2008 15:16:58 Send room 66002 information to Avaya 4610SW phone 192.2.5.15
10/01/2008 15:16:58 Transfer room 66002 to phone 64201
10/01/2008 14:51:02 Send room 66002 information to Avaya 4625SW phone 192.2.5.15
10/01/2008 14:51:02 Send room 66002 information to Avaya 4610SW phone 192.2.5.31
```

10. Support

Technical support on IgeaCare ApoloDS can be obtained through the following:

- **Phone:** (866) 361-6225
- **Email:** support@igeacare.com

11. Conclusion

These Application Notes describe the configuration steps required for IgeaCare ApoloDS to interoperate with Avaya Communication Manager. All feature and serviceability test cases were completed successfully.

12. Additional References

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

- *Administrator Guide for Avaya Communication Manager*, Document 03-300509, Issue 4.0, Release 5.0, January 2008, available at <http://support.avaya.com>.
- *IgeaCare Resident Unit Installation Guide*, Release 2, available at <http://www.igeacare.com>.
- *IgeaCare 600-700 igeacom Installation Guide*, available at <http://www.igeacare.com>.
- *Resident Unit Specification Sheet*, Release 4, available at <http://www.igeacare.com>.
- *Patient Unit Specification Sheet*, Release 3, available at <http://www.igeacare.com>.
- *ApoloDS User Guide*, 2008, available at <http://www.igeacare.com>.

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