



Avaya Solution & Interoperability Test Lab

Application Notes for Configuring Avaya one-X® Deskphone 9641G (H323) with LIBATEL TouchCon Hospitality - Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Avaya one-X® Deskphone 9641G (H323) with LIBATEL TouchCon Hospitality package.

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

LIBATEL TouchCon Solution is combination of several Avaya IP phone applications designed for hospitality, banks, healthcare and other verticals. Avaya Touch Screen H323 Deskphones are used to access these packages. The TouchCon Hospitality package contains a number of applications. The Weather application displays real-time weather forecast for the coming 5 days for the user's current city. Weather application retrieves daily info from the internet through RSS feeds.

The Islamic Prayer application displays in its first screen the prayer times at the user's selected city for the current date. User can list prayer times for future and previous dates and also select other countries to check prayer times.

The Currency converter application is used to convert a currency to another depending on daily rates retrieved dynamically from the internet through RSS feeds. The top 10 used currencies are displayed, a chart shows the variation of the rate value of the chosen currencies and the result of the conversion operation. New currency codes may be added to the existing list.

The Speed dials application allows users to rapidly call a configured number through a single button. The feature allows users to call Room Service, Concierge, Service one and Emergency. These phone numbers are predefined in the configuration file.

The Hotel Info application is used to display hotel information. An image, a small description and a speed dial button will be displayed. The Speed dial button allows the user to call the information desk. Image, description and speed dial number are read dynamically from the configuration file.

Note: The TouchCon Hospitality package has been tested with one-X™ 9641G H323 but is supported on all Avaya H323 Touch Screen Deskphones.

2. General Test Approach and Test Results

The general test approach was to configure the Avaya one-X® 9641G Deskphones (9641G Deskphone) to interoperate with The TouchCon Hospitality package (TouchCon Hospitality) as implemented on a customer's premises. Testing focused on verifying that the 9641G Deskphone retrieved the correct information from the HTTP server, the Hospitality Icon appeared on the 9641G Deskphone display and all applications behaved correctly. See **Figure 1** for a network diagram. The interoperability compliance test included feature functionality tests.

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

2.1. Interoperability Compliance Testing

The testing included:

- Verification of connectivity between TouchCon Hospitality server and 9641G Deskphone.
- Verification of 9641G Deskphone connectivity to the Internet via the TouchCon Hospitality server.
- Access Weather application
- Access Islamic Prayer application
- Access Currency converter application
- Access Speed dials application
- Access Hotel Info application

2.2. Test Results

Tests were performed to insure full interoperability between LIBATEL TouchCon Hospitality package and the 9641G Deskphone. The tests were all functional in nature and performance testing was not included. All the test cases passed successfully.

2.3. Support

Technical support from Libatel for TouchCon Hospitality can be obtained as shown below:

Libatel
Debahy Centre, Charles de Gaulle Av,
Sin el Fil,
Lebanon
Tel.: +961 1 485160
Fax: +961 1 485172
Email: libatel@libatel.com
Website: <http://www.libatel.com>

3. Reference Configuration

Figure 1 illustrates the network topology used during compliance testing. The Avaya solution consists of a Communication Manager, System Manager, Session Manager and a 9641G Deskphone. The HTTP IP address entry on the 9641G Deskphone was configured to point towards the TouchCon Server. After the 9641G Deskphone restarts the relevant files are uploaded.

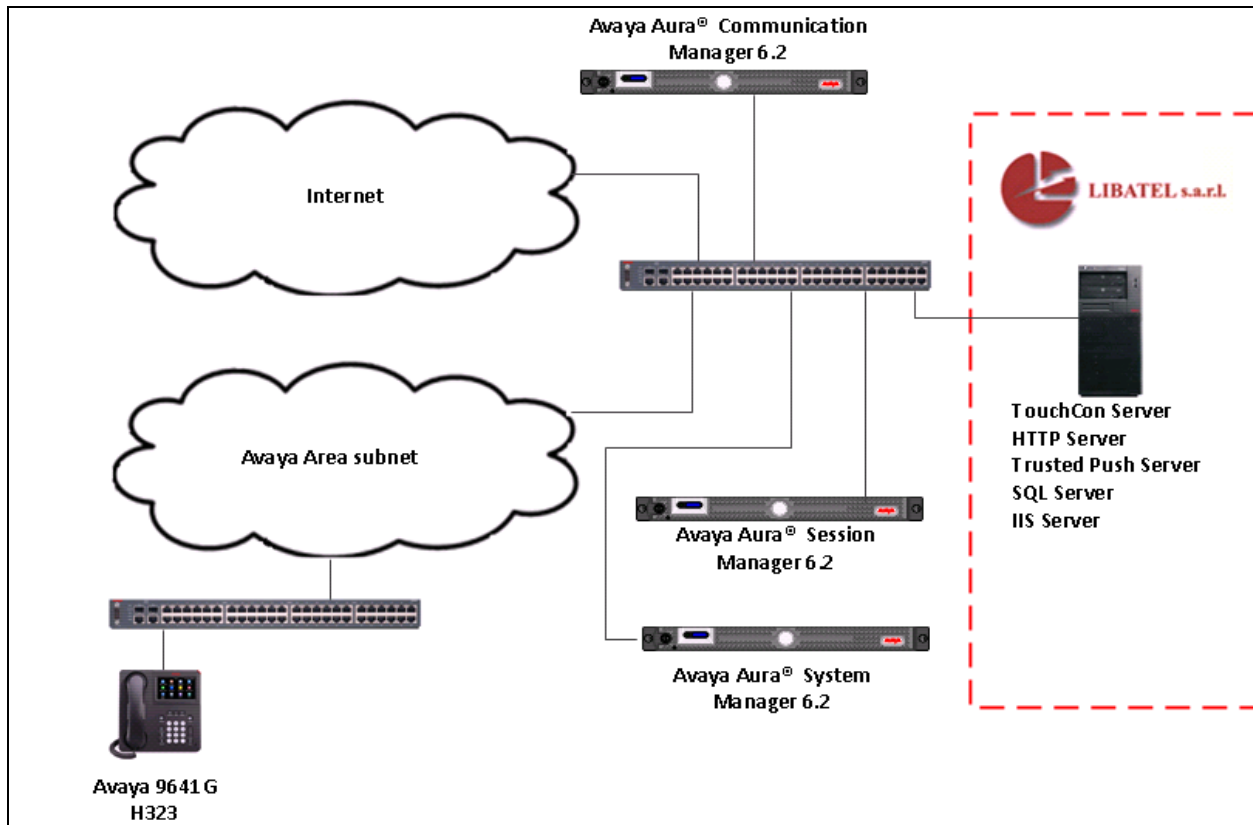


Figure 1: Avaya and LIBATEL TouchCon Hospitality package Reference Configuration

4. Equipment and Software Validated

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

Avaya Equipment	Software / Firmware Version
Avaya S8800 Server	Avaya Aura® Communication Manager R6.2 Build R016x.02.0.832.0
Avaya S8800 Server	Avaya Aura® System Manager R6.2 Build 6.2.2.0.622005
Avaya S8800 Server	Avaya Aura® Session Manager R6.2 Build 6.2.0.0.15669-2.12.9
Avaya 9641G Deskphone	S6.2209
LIBATEL Equipment	Software / Firmware Version
Windows 2003 R2	TouchCon Hospitality Package 3.0 <ul style="list-style-type: none">• IIS 5.2 R2• Internet Explorer 8• .Net FrameWork 4• SQL Express 2008

5. Configure Avaya one-X® 9641G H323 Deskphone

The information provided in this section describes the configuration of the HTTP Server and the 9641G H323 Deskphone. It is implied a working Avaya Aura® Communication Manager is already in place. For all other provisioning information such as initial installation and configuration, please refer to the product documentation in **Section 9**. The configuration of the HTTP server is normally carried out by a Libatel engineer during installation and subsequent re-configuration. The following section relates to the configuration used during compliance testing. The configuration operations described in this section can be summarized as follows:

- Configuration of HTTP server
- Configuration of 9641G H323 Deskphone

5.1. Configuration of HTTP server

During compliance testing the 96x1Hupgrade.txt and 46xxsettings.txt files were located in directory **C:\Inetpub\WWWroot**. The 96x1Hupgrade.txt file was modified with the following:

```
*****
* Get the settings file
*****
# GETSET
GET 46xxsettings.txt
```

The 46xxsettings.txt file was modified with the following:

- **SET WMLHOME** **http://10.10.60.40/test.wml** where **10.10.60.40** is the IP address of the Touchcon server
- **SET AMADMIN** **http://10.10.60.40/9641Applications** where **10.10.60.40** is the IP address of the Touchcon server and **9641Applications** is the folder where the AvayaMenuAdmin.txt file is located

NOTES:

##

The WMLIDELURI idle screen is different than the
Avaya screen saver activated by the SCREENSAVERON
timer. While it is possible to use WMLIDLEURI as an
"idle screen", it is recommended that the SCREENSAVERON
timer and the Avaya Screen Saver display be used for
screen saver purposes.

##

Avaya hosts a web site for IP Phones.
The WMLHOME and WMLIDLEURI parameters are set up
to point your IP telephones to this hosted site.
To enable access to this site, remove the "## "
from the SET WMLHOME ... and SET WMLIDLEURI ... lines.
To change the web site that your phones point to,
replace the provided URL in the SET WMLHOME .. and
SET WMLIDELURI ...lines with the URL of your site.
##

SET WMLHOME http://10.10.60.40/test.wml

SET WMLIDLEURI http://192.168.18.237/PhoneApplicationsWeb/main.aspx

SET AMADMIN http://10.10.60.40/9641Applications

The AvayaMenuAdmin.txt was modified with the following:

- **AMTYPE01=1**
- **AMLBL01=Hospitality**
- **AMDATA01=http://10.10.60.40/9641Applications/HospitalitySuite/main.aspx** where **10.10.60.40** is the IP address of the Touchcon server **9641Applications/HospitalitySuite** is the location of **main.aspx**
- **AMICON01=25**

```
AMTYPE01=1
AMLBL01=Hospitality
AMDATA01=http://10.10.60.40/9641Applications/HospitalitySuite/main.aspx
AMICON01=25
```

```
AMTYPE02=1
AMLBL02=Office
AMDATA02=http://10.10.60.40/9641Applications/OfficeSuite/main.aspx
AMICON02=5
```

```
AMTYPE03=1
AMLBL03=Islamic App
AMDATA03=http://10.10.60.40/9641Applications/IslamicPackageWeb/Prayertimes.aspx
AMICON03=1
```

5.2. Configuration of 9641G H323 Deskphone

There are numerous ways to configure the 9641G H323 Deskphone including DHCP. During compliance testing the 9641G Deskphone already preconfigured with the only change being to enter the IP address of the TouchCon server at the **HTTP File Server** prompt in the Network address programming (ADDR) area on the 9641G H323 Deskphone. After the 9641G Deskphone restarts the relevant files are uploaded and TouchCon Hospitality icon is displayed on the touch screen.

Note: If using DHCP to configure the 9641G H323 Deskphone ensure that the HTTP File Server setting is set to the IP address of the TouchCon server in the DHCP scope.

6. Configure the TouchCon Hospitality application

The configuration of Windows 2008 Server and the installation of any prerequisite software on the TouchCon server are outside the scope of these Application Notes. The configuration of the TouchCon Hospitality application is normally carried out by a Libatel engineer during installation and subsequent re-configuration, including the configuration of the TouchCon server. As part of the configuration the TouchCon Hospitality application is deployed on the IIS server on the TouchCon server. The web Portal **web.config** file should be updated as per the table below:

dbuser	Database user
dbpassword	Database password
server	Server name or server IP
database	Database name
weatherURL	Weather RSS feeds URL
exSrvUrl	Exchange web service URL
domain	Domain name
username	Mail account with access permissions to mailboxes
password	Mail account password

Example of **web.config** file used during compliance testing.

```
<appSettings>
  <add key="dbuser" value="sa"/>
  <add key="dbpassword" value="password"/>
  <add key="server" value="serverValue"/>
  <add key="database" value="OfficeSuiteDB"/>
  <add key="weatherURL" value="http://xml.weather.yahoo.com/forecastrss/QAXX0003_c.xml"/>
  <add key="exSrvUrl" value="https://192.168.12.4/ews/exchange.asmx"/>
  <add key="domain" value="domain"/>
  <add key="username" value="user"/>
  <add key="password" value=""/>
```


7. Verification Steps

This section provides tests that can be performed to verify correct configuration of the Avaya and Libatel solution.

7.1. Verify the Avaya one-X® 9641G Deskphone

Verify that the Hospitality Icon is displayed on the 9641G Deskphone and when selected the subsequent **Weather**, **Islamic Prayer**, **Currency converter**, **Speed dials** and **Hotel Info** Icons are displayed.

8. Conclusion

A full and comprehensive set of feature functional test cases were performed during Compliance testing. Libatel TouchCon Hospitality package 3.0 is considered compliant with Avaya one-X® 9641G Deskphone. All test cases have passed and met the objectives outlined in **Section 2.2**.

9. Additional References

These documents form part of the Avaya official technical reference documentation suite. Further information may be had from <http://support.avaya.com> or from your Avaya representative.

[1] Avaya one-X® Deskphone H.323 9608, 9611G, 9621G, and 9641G Administrator Guide. 6.2 SP2 16-300698. 12 July 2012

Product Documentation for TouchCon can be obtained from Libatel as outlined in **Section 2.3**.

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