



Avaya Solution & Interoperability Test Lab

Application Notes for Telephonetics IP Messaging Utility with Avaya IP Office 8.0 Using External Music On Hold – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Telephonetics IP Messaging Utility to interoperate with Avaya IP Office 8.0 using external Music On Hold.

In the compliance testing, Telephonetics IP Messaging Utility provided customized and PC-based audio contents via the external Music On Hold interface for held calls on Avaya IP Office.

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

1. Introduction

These Application Notes describe the configuration steps required for Telephonetics IP Messaging Utility to interoperate with Avaya IP Office 8.0 using external Music On Hold (MOH). In the compliance testing, Telephonetics IP Messaging Utility provided customized and PC-based audio contents via the external MOH interface for held calls on Avaya IP Office.

Telephonetics IP Messaging Utility is an application that runs on the customer premise PC, and interfaces with the Telephonetics IP Messaging Service over a WAN connection to provide customized audio contents. Prior to test, customer requirements for the audio content files are provided to Telephonetics. Upon development completion of customized audio content files by Telephonetics, the customer is provided with a login and password to use with the Telephonetics IP Messaging Utility.

The Telephonetics IP Messaging Utility is used to obtain the customized audio content files, and to activate the desired file to use as external audio source for the Avaya IP Office MOH feature.

2. General Test Approach and Test Results

The feature test cases were performed manually. Two different audio files were downloaded and used for MOH. Calls were made with different actions initiated from the user telephones, such as hold and reconnect, to verify proper playback of the selected audio content file from Telephonetics IP Messaging Utility.

The serviceability test cases were performed manually by disconnecting/reconnecting the Ethernet and audio cables to Telephonetics IP Messaging Utility, and by restarting the hosting PC.

2.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying the following on Telephonetics IP Messaging Utility:

- Download of multiple customized audio content files.
- Activate and change of audio content files for use as external MOH for Avaya IP Office.
- Proper playback of audio content file with the hold, transfer, conference, park, simultaneous call, and long held call scenarios.

The serviceability testing focused on verifying the ability of Telephonetics IP Messaging Utility to recover from adverse conditions, such as disconnecting/reconnecting the Ethernet cable during download, disconnecting/reconnecting the audio cable and restarting the PC with active held calls.

2.2. Test Results

All test cases were executed. The one observation noted from the compliance test is that when there is an interruption to the Ethernet connection for more than 60 seconds during a download, then the download cannot resume automatically, and the workaround is to manually restart the download on Telephonetics IP Messaging Utility.

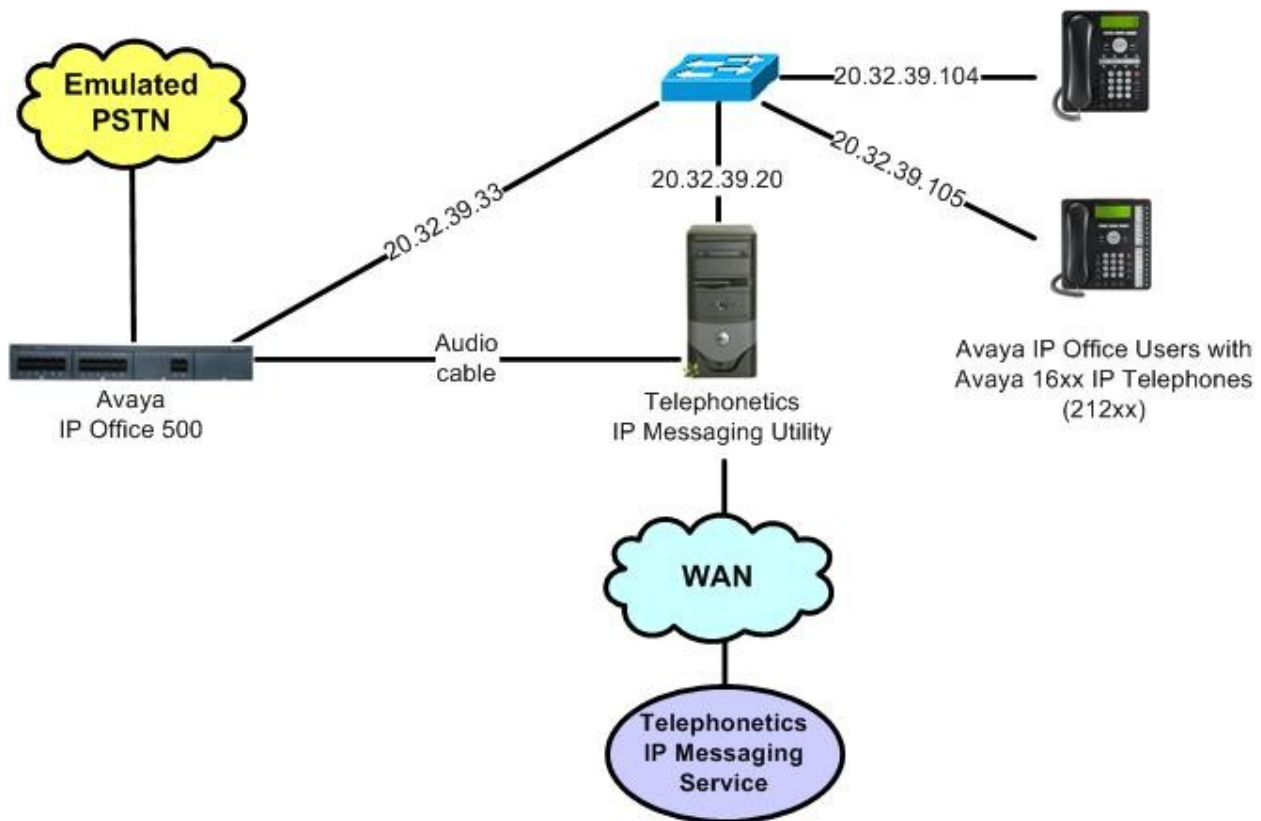
2.3. Support

Technical support on Telephonetics IP Messaging Utility can be obtained through the following:

- **Phone:** (800) 446-5366 x5995
- **Email:** avaya@telephonetics.com

3. Reference Configuration

The configuration used for the compliance testing is shown below. There is a physical connection between the audio port in the back of the Avaya IP Office control unit and the audio line-out port in the PC hosting Telephonetics IP Messaging Utility.



4. Equipment and Software Validated

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

Equipment	Software
Avaya IP Office 500	8.0 (13)
Avaya 16xx Series IP Telephones (H.323)	1.300B
Telephonetics IP Messaging Utility	2.0.2

5. Configure Avaya IP Office

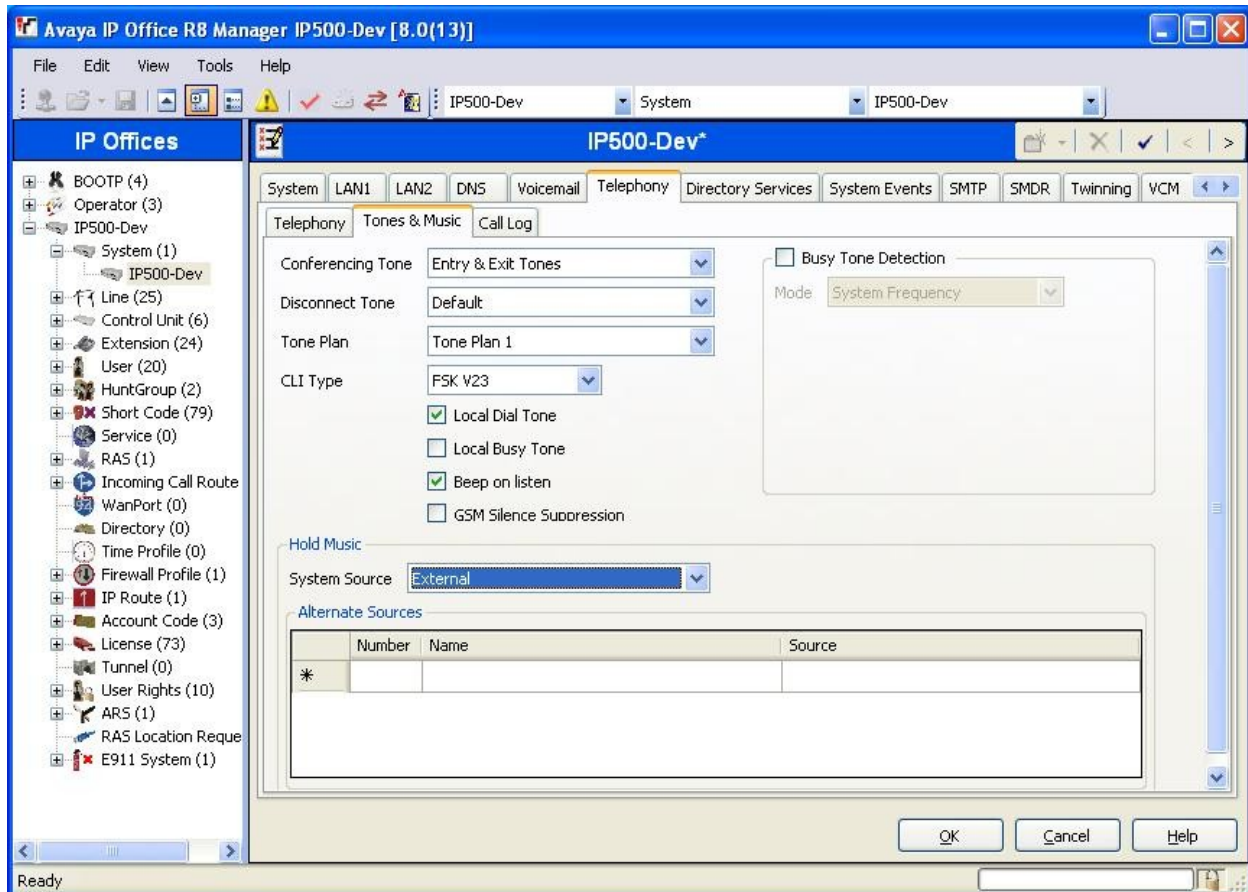
This section provides the procedures for configuring Avaya IP Office.

From a PC running the Avaya IP Office Manager application, select **Start > Programs > IP Office > Manager** to launch the Manager application. Select the proper IP Office system, and log in with the appropriate credentials.

The **Avaya IP Office R8 Manager** screen is displayed. From the configuration tree in the left pane, select **System** to display the **IP500-Dev** screen in the right pane. Select the **Telephony** tab, followed by the **Tones & Music** sub-tab.

In the **Hold Music** section, select “External” for **System Source**, as shown below.

Select **File > Advanced > Reboot** from the top menu to reboot IP Office.



6. Configure Telephonetics IP Messaging Utility

This section provides the procedures for configuring Telephonetics IP Messaging Utility. The procedures include the following areas:

- Launch Telephonetics IP Messaging Application
- Download audio content file
- Start service

6.1. Launch Telephonetics IP Messaging Application

From the PC running Telephonetics IP Messaging Utility, select **Start > All Programs > Telephonetics > Avaya IP Messaging > Telephonetics Avaya IP Messaging Utility** to display the **Telephonetics IP Messaging Application** screen.

For **User Name** and **Password**, enter the credentials provided by Telephonetics. Select the **MOH Server** tab, and click **Activate / Change**.

Telephonetics IP Messaging Application

Server: User Name: Password:

Telephonetics
<http://support.telephonetics.com>

Messaging Utility | MOH Server

Player ID:

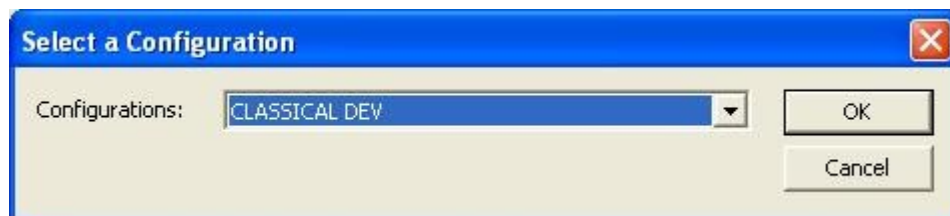
Activate / Change Stop Service Start Service

Check For Updates

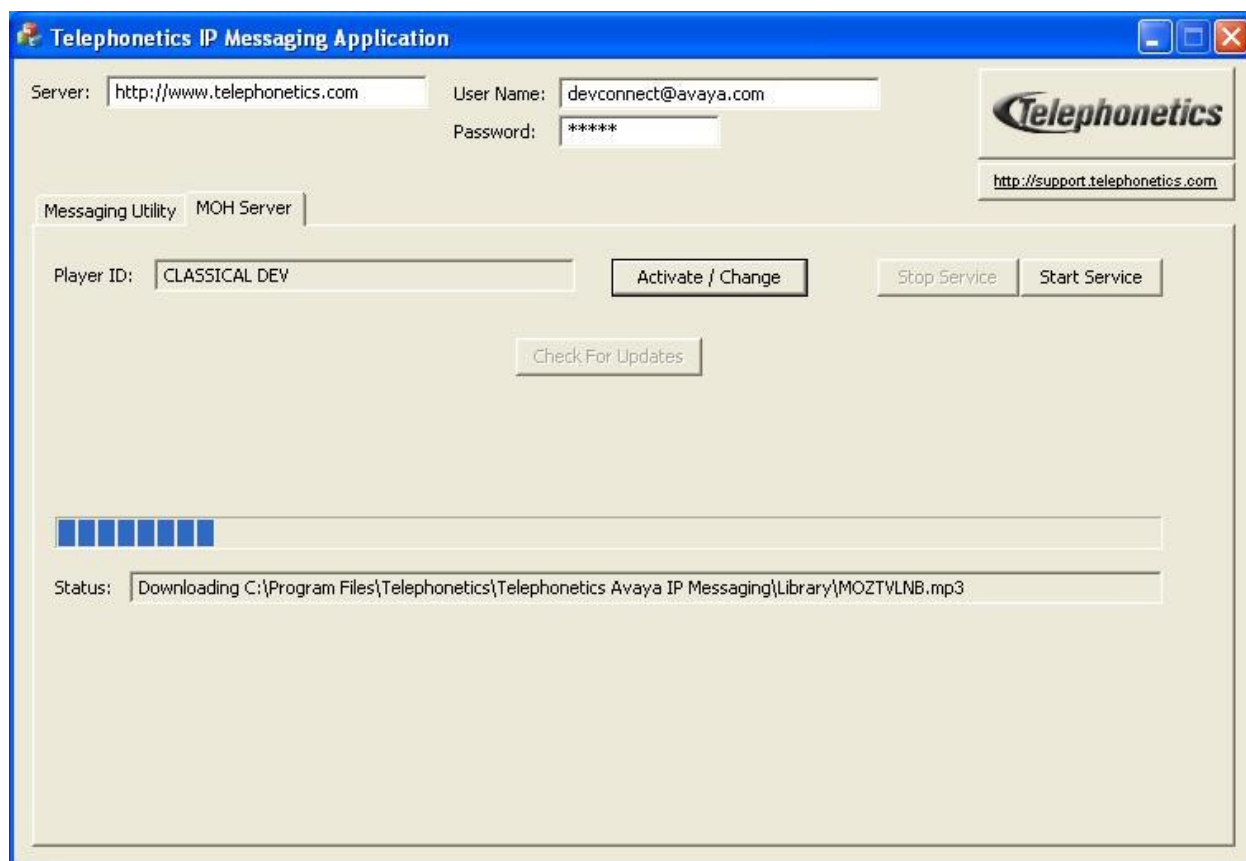
Status:

6.2. Download Audio Content File

The **Select a Configuration** pop-up box is displayed next. Select a desired audio content file from the **Configurations** drop-down list, and click **OK**.

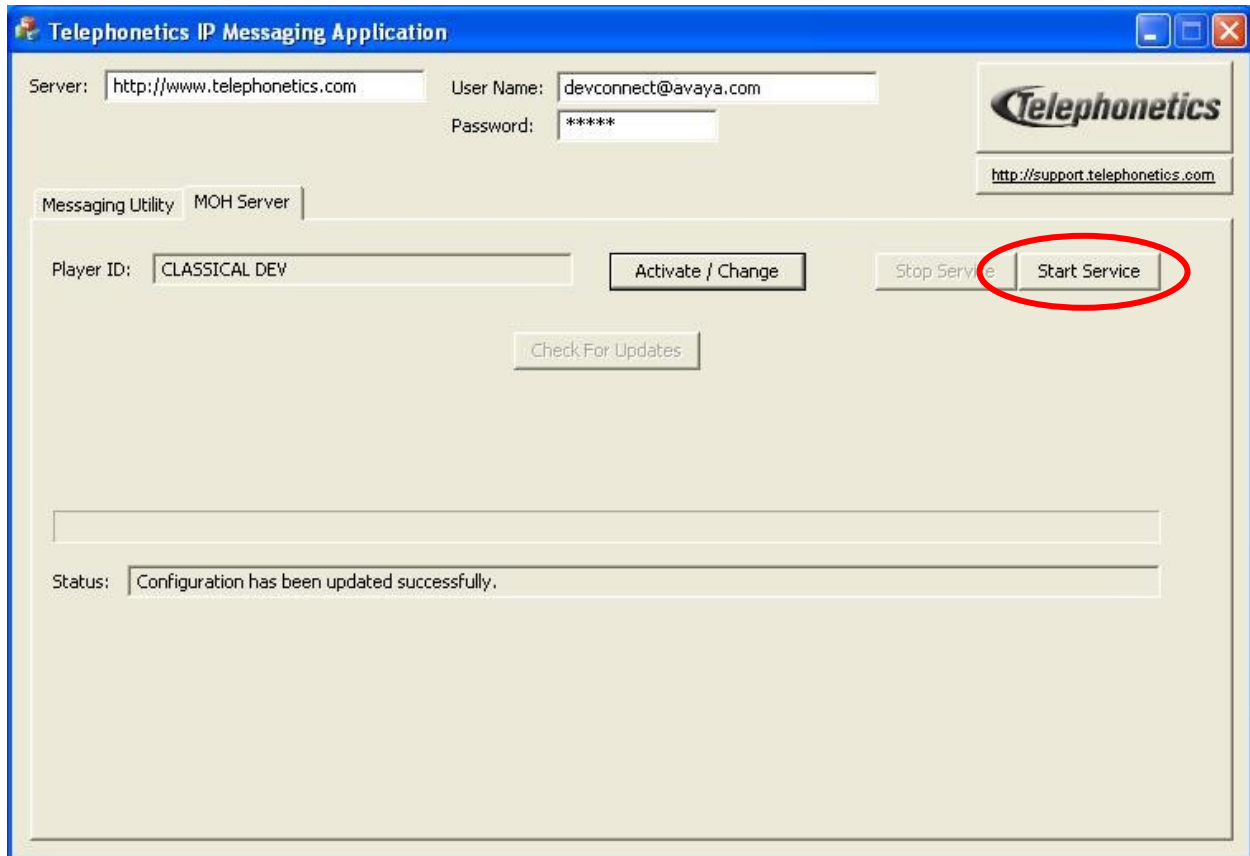


The **Telephonetics IP Messaging Application** screen is displayed again, with the **Status** field and the progress bar showing the download.



6.3. Start Service

At the completion of the download from **Section 6.2**, click **Start Service**.



The image shows a screenshot of the 'Telephonetics IP Messaging Application' window. The window has a blue title bar with the application name and standard Windows window controls. The main area is light beige. At the top, there are input fields for 'Server' (http://www.telephonetics.com), 'User Name' (devconnect@avaya.com), and 'Password' (*****). To the right is the Telephonetics logo and a link to http://support.telephonetics.com. Below these are two tabs: 'Messaging Utility' and 'MOH Server'. The 'MOH Server' tab is active. In this tab, there is a 'Player ID' field containing 'CLASSICAL DEV'. To the right of this field are three buttons: 'Activate / Change', 'Stop Service', and 'Start Service'. The 'Start Service' button is circled in red. Below these buttons is a 'Check For Updates' button. At the bottom, there is a 'Status' label and a text box containing the message 'Configuration has been updated successfully.'

7. Verification Steps

This section provides the test that can be performed to verify proper configuration of Avaya IP Office and Telephonetics IP Messaging Utility.

From an Avaya IP Office telephone user, establish an active call and place it on hold. Verify that the held party hears the proper audio content file provided by Telephonetics IP Messaging Utility.

8. Conclusion

These Application Notes describe the configuration steps required for Telephonetics IP Messaging Utility to successfully interoperate with Avaya IP Office 8.0 using external MOH. All feature and serviceability test cases were completed with an observation noted in **Section 2.2**.

9. Additional References

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

1. *IP Office 8.0 Documentation CD*, November 2011, available at <http://support.avaya.com>.
2. *Avaya IP Messaging Customer Program*, available from Telephonetics Support.
3. *Telephonetics IP Messaging Utility Help*, available from Telephonetics Support.

©2012 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.