



## **Application Notes for Configuring eTelemetry LENS-N Version 1.4.14 with Avaya Communication Server 1000 Emergency Services Release 7.5 – Issue 1.0**

### **Abstract**

These Application Notes describe a solution comprised of Avaya Communication Server 1000 Release 7.5 and the eTelemetry LENS-N Solution. During the compliance testing, the LENS-N Solution was able to operate as an on-site notification of the Avaya Communication Server 1000 Release 7.5 emergency system.

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 provide detailed configurations of Avaya Communication Server 1000 Emergency Service Release 7.5 (hereafter referred to as Avaya CS1000) and the eTelemetry LENS-N Solution (hereafter referred to as LENS). LENS is short form for Locate911 Emergency Notification System. LENS is a network appliance used to receive SNMP traps from CS1000 system when emergency 911 calls are generated by the CS1000 telephones. LENS will inform on-site personnel that a 911 call has been placed and provide accurate location information. The 911 notifications are sent using eTelemetry's Windows-based LENS Alert Agent, and can also be transmitted via email and/or SMS to multiple devices.

## 2. General Test Approach and Test Results

This section describes the general test approach used to verify the interoperability of the eTelemetry LENS-N Solution with the Avaya CS1000 Emergency Service Release 7.5. This section also covers the test results.

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

### 2.1. Interoperability Compliance Testing

The general test approach was to verify the integration of the Locate911 Solution with the Emergency Service on the Avaya CS1000. Various emergency calls were placed from Avaya CS1000 IP telephones to an emergency number to verify the events were properly logged by the LENS in a timely manner. LENS will in turn generate the alert notification via the Windows Alert Agent which is an eTelemetry Windows application installed on a Windows server. The IP phones were moved between different switches and ports within the network to verify that the LENS-N solution accurately reported the information, in the notification, of the emergency call in term of caller ID, extension, date and time, site, location and Emergency Response Location. Additionally, basic serviceability testing examined the handling of and recovery from error conditions (such as network disconnects and power failures).

### 2.2. Test Results

The eTelemetry LENS-N Solution successfully passed compliance testing.

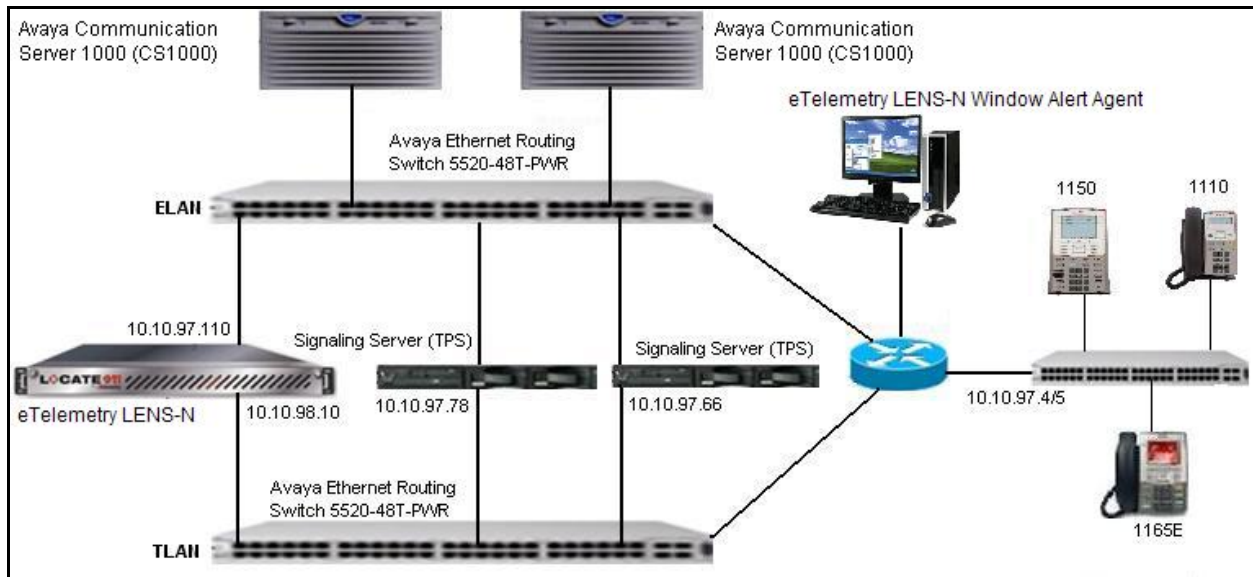
### 2.3. Supports

For technical support on eTelemetry LENS-N, please contact eTelemetry technical support at:

- Phone: 1-888-266-6513
- Email: [support@etelemetry.com](mailto:support@etelemetry.com)
- Web: <http://www.etelemetry.com/support.aspx>

### 3. Reference Configuration

**Figure 1** below illustrates the reference configuration used during compliance testing. The eTelemetry LENS-N server management port (TLAN) is connecting to the CS1000 via a network route layer 2 switch.



**Figure 1: eTelemetry LENS-N Server and Avaya Communication Server 1000 Emergency Service**

### 4. Equipment and Software Validated

| Equipment                                  | Software Version                                |
|--|---|
| Avaya CS1000E                              | Call Server: 7.50Q<br>Signaling Server: 7.50.17 |
| Avaya CS1000 IP Phones                     | 1110, 1165E, 1150                               |
| eTelemetry LENS-N Server                   | 1.4.14  |
| eTelemetry LENS Alert Agent for Window     | 1.5.4.1   |
| Avaya Ethernet Routing Switch 5520-48T-PWR | FW: 6.0.0.13<br>SW: v6.2.2.024                  |

The following packages must be enabled in the keycode file in order for the Emergency Service Access feature to operate successfully.

#### Feature Packaging Requirement

| Package | Mnemonic | Name                       | Description  |
|---------|----------|----------------------------|--|
| 329     | ESA      | Emergency Services Access  | Defines an emergency number as being dial-able without a prefix. Recognizes the emergency call and provides special treatment and route to CAMA, PRI or other trunks. Provides flexible ANI number translation for DID numbers and sends out the ANI with the call to enable the PSAP to look up the caller. Includes Enhanced Routing functionality, Multiple ESDNs, and Mis-dial Prevention. |
| 330     | ESA_SUPP | ESA Supplementary          | Provides networking support by routing node-to-node ANI info for forwarding to a PSAP. Converts incoming ISDN to CAMA tandem which allows CLID forwarding via out-pulsed CAMA. Also provides On-Site-Notification (OSN) so that the customer staff is aware of the call. This includes OSN phones per ERL.   |
| 331     | ESA_CLMP | ESA Calling Number Mapping | Provides flexible ANI number translation for non-DID numbers (i.e. to translate non-DID numbers to DID numbers). This includes Dynamic ELIN functionality.   |

## 5. Configure the Avaya CS1000 - Emergency Service Access (ESA)

This section describes the steps to configure Emergency Service Access (ESA) on an Avaya CS1000 system using Element Manager Web portal. Repeat these steps for other Avaya CS1000 systems in the Avaya CS1000 network. For more information, see [1].

### 5.1. Log in to Unified Communications Management (UCM) and Element Manager (EM)

Use a web browser to launch the Avaya CS1000 UCM web portal at <http://<IP Address or FQDN>> where <IP address or FQDN> is the UCM Framework IP address or FQDN for UCM server. Login with the username/password which was defined during the primary security server configuration. For more information, see [2].

- On the **Elements** page of Unified Communications Management, under the **Element Name** column, click the server name to navigate to Element Manager for that server.

AVAYA Avaya Unified Communications Management

Host Name: car2-sipl-ucm.bvwdev.com Software Version: 02.20.0017.00(4713) User Name admin

### Elements

New elements are registered into the security framework, or may be added as simple hyperlinks. Click an element name to launch its management service. You can optionally filter the list by entering a search term.

|    | Element Name   | Element Type | Release | Address      | Description     |
|----|--|--------------|---------|--------------|-----------------|
| 1  | <a href="#">EM on car2-cores</a>                     | CS1000       | 7.5     | 10.10.97.90  | New element     |
| 2  | <a href="#">EM on car2-ssq-carrier</a>               | CS1000       | 7.5     | 10.10.97.90  | New element     |
| 3  | <a href="#">EM on ccppm3</a>                         | CS1000       | 7.5     | 10.10.97.78  | New element     |
| 4  | <a href="#">car2-mas.bvwdev.com (member)</a>         | Linux Base   | 7.5     | 10.10.97.171 | Base OS element |
| 5  | <a href="#">car2-ssq2.bvwdev.com (member)</a>        | Linux Base   | 7.5     | 10.10.97.157 | Base OS element |
| 6  | <a href="#">car2-ssq-carrier.bvwdev.com (member)</a> | Linux Base   | 7.5     | 10.10.97.167 | Base OS element |
| 7  | <a href="#">car2-cores.bvwdev.com (member)</a>       | Linux Base   | 7.5     | 10.10.97.169 | Base OS element |
| 8  | <a href="#">car2-sipl-ucm.bvwdev.com (primary)</a>   | Linux Base   | 7.5     | 10.10.97.163 | Base OS element |
| 9  | <a href="#">car2-sps.bvwdev.com (member)</a>         | Linux Base   | 7.5     | 10.10.97.172 | Base OS element |
| 10 | <a href="#">ccppm3.bvwdev.com (member)</a>           | Linux Base   | 7.5     |              | Base OS element |

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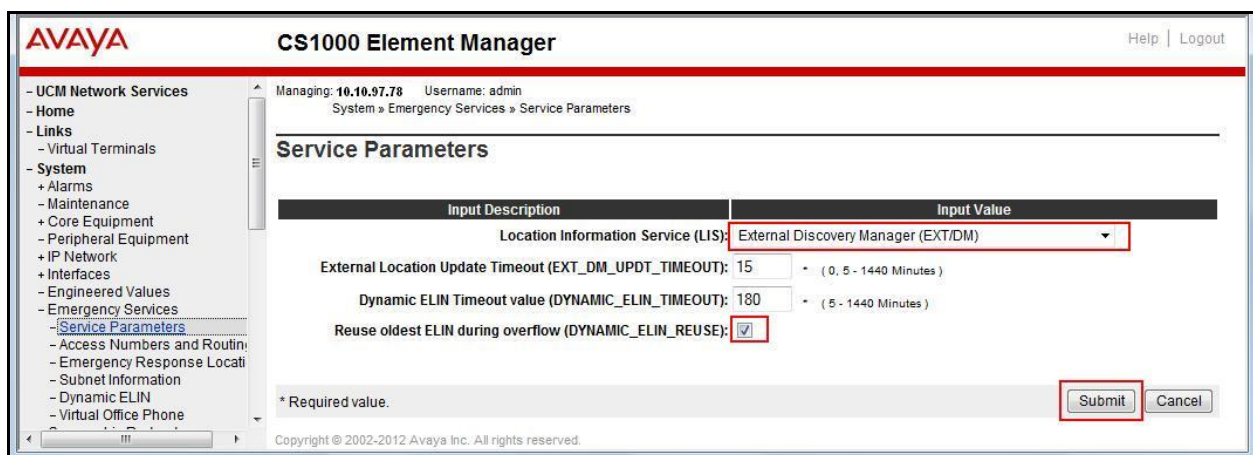
The Avaya CS1000 Element Manager (EM) page appears as shown.



## 5.2. ESA Service Parameters Configuration

On the EM page, navigate to **System** → **Emergency Services** → **Service Parameters**. The **Service Parameters** page appears below.

- On the **Service Parameters** page, from the **Location Information Services (LIS)** list, select **External Discovery Manager (EXT/DM)**.
- Enable the **Reuse oldest ELIN during overflow (DYNAMIC\_ELIN\_REUSE)** parameter.
- Click **Submit**.



### 5.3. Access Numbers and Routing Configuration

On the EM page, navigate to **System → Emergency Services → Access Numbers and Routing**. If there was no ESA Access Numbers and Routing configured, the **Add Customer x Emergency Services Directory Number** page appears as shown in figure below.

- On the **Add Customer x Emergency Services Directory Number** page, enter a directory number in the **Directory Number** text box.
- Enter directing digits in the **Directing Digits** text box.
- Enter Default Calling Number in the **Default Calling Number** text box.
- Enter a local extension DN, which will be alerted when an emergency call is coming, for **On-Site Notification Station DN** text box.
- At the **Routing Method** attribute, select **Route List Index** and choose the appropriate value available from the pull down menu.
- Check the **Misdial Prevention** box.
- A dialog box appears asking for your confirmation to enable the feature, click **OK**.
- The remaining fields were left at their default values.
- Click **Save**.

The screenshot displays the AVAYA CS1000 Element Manager interface. The left sidebar shows a navigation tree with categories like UCM Network Services, Links, System, and Customers. The main content area is titled 'Add Customer 0 Emergency Services Directory Number'. It contains several input fields and checkboxes. Red boxes are drawn around the following fields: 'Directory Number' (value: 911), 'Directing Digits' (value: 911), 'On-Site Notification Station DN' (value: 55911), 'Routing Method' (selected: Route List Index: 911), 'Misdial Prevention' (checked), and 'Misdial Delay' (value: 2 seconds). At the bottom right, there are 'Save' and 'Cancel' buttons. A footer note states '\* Required value.' and a copyright notice for Avaya Inc. is at the very bottom.



## 5.4. Emergency Response Location (ERL) Configuration

On the EM page, navigate to **System → Emergency Services → Emergency Response Location**. If there was no ERL created, a dialog appears asking for your confirmation to create a new ERL. Click **OK**. The **Add Emergency Response Location** page appears (not shown).

- On the **Add Emergency Response Location** page, enter ERL number in the **Emergency Response Location (ERL)** text box.
- Enter the site name in the **Site Name (SITENAME)** text box.
- Enter the location description in the **Location Description (LOCDESC)** text box.
- From the **Routing Method** pull down list, select a routing method and enter corresponding **route number/route list index** in the next text box as shown.
- Enter the **Static ELIN (LOCATOR)** number in textbox.
- Click **Submit**.

**AVAYA CS1000 Element Manager** Help | Logout

Managing: 10.10.97.78 Username: admin  
System » Emergency Services » Emergency Response Location » Edit Emergency Response Location

### Edit Emergency Response Location

| Input Description                  | Input Value                |
|------------------------------------|----------------------------|
| Emergency Response Location (ERL): | 1 *                        |
| Site Name (SITENAME):              | BVW                        |
| Location Description (LOCDESC):    | BELLEVILLE DEVCONNEC       |
| Routing Method (ROUTING):          | Route List Index (RLI) 911 |
| Access Code (AC):                  | Null (NULL)                |
| Prepend Digits (PREPEND):          |                            |
| Static ELIN (LOCATOR):             | 6139675000                 |
| On-Site Notification DN (OSDN):    |                            |

\* Required value.

**Submit** Refresh Cancel

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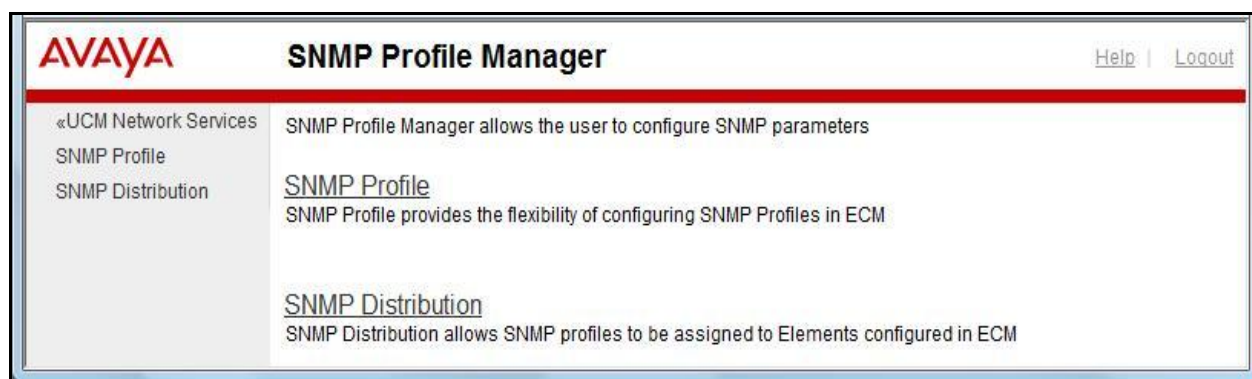


## 5.5. Configure the Avaya CS1000 - Alarms

This section describes the steps to configure Alarms on the Avaya CS1000 system using SNMP Profile Manager. This is to generate alarms when 911 calls are made and sending the alarms to the management port of Locate911 server for trap/alert. Repeat these steps for other Avaya CS1000 systems in the Avaya CS1000 network. For more information, see [3].

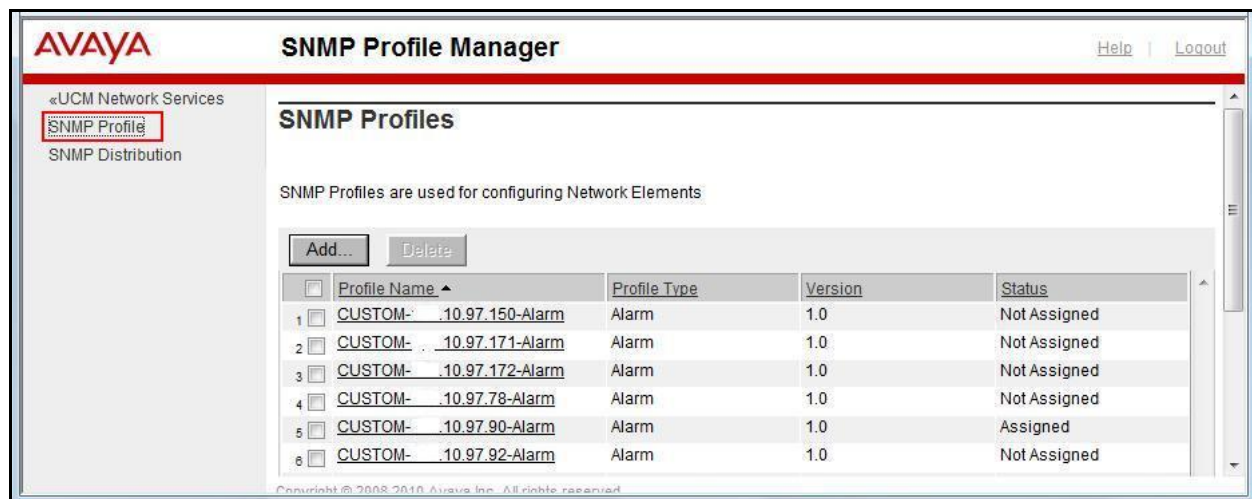
### 5.5.1. Log in to Unified Communications Management (UCM) and SNMP Profile Manager

Refer to **Section 5.1** to see how to login into the Unified Communications Management (UCM). From the UCM Home page, navigate to **Network → CS1000 Services → SNMP Profiles**. The **SNMP Profile Manager** page appears as shown.



### 5.5.2. Create a New SNMP Profile

On the **SNMP Profile Manager** page, navigate to **SNMP Profile**. The **SNMP Profiles** page appears as shown below. On the **SNMP Profiles** page, click **Add**.



The **New SNMP Profile** page appears.

- Enter a name in the **Profile Name** text box.
- From the **Profile Type** list, select **ALARM** (not shown).
- Additional parameters appear after a profile type is selected. Enter a trap community in the **Trap Community** text box. The string is “public” (without quotes) by default.
- Ensure that the **Option** check box is checked to enable trap sending.
- Enter Locate911 Management IP addresses and ports (port 162 by default) in the **Trap Destinations**.
- Click **Save**.

The screenshot displays the Avaya SNMP Profile Manager web interface. The page title is "SNMP Profile Manager" with "Help" and "Logout" links. A left sidebar shows navigation options: "«UCM Network Services", "SNMP Profile", and "SNMP Distribution". The main content area is titled "SNMP Alarm Profiles Details :Customed\_CS1K\_Sentry911\_Alarm". The form contains the following fields and controls:

- Profile Name:** A text box containing "Customed CS1K LENS Alarm".
- Trap community:** A text box containing "public".
- Alarm Threshold:** A dropdown menu set to "None", with a note below it: "Alarm below this level will be suppressed".
- Option:** A checked checkbox, with the label "Enable trap sending" below it.
- Trap Destinations:** A section with two columns:
  - IPAddress1:** A text box containing "10.10.98.10".
  - Port1:** A text box containing "162".
  - IPAddress2:** An empty text box.
  - Port2:** An empty text box.

At the bottom of the page, a small copyright notice reads: "Copyright © 2008-2010, Avaya Inc. All rights reserved."

### 5.5.3. Assign an SNMP Profile to a Network Element.

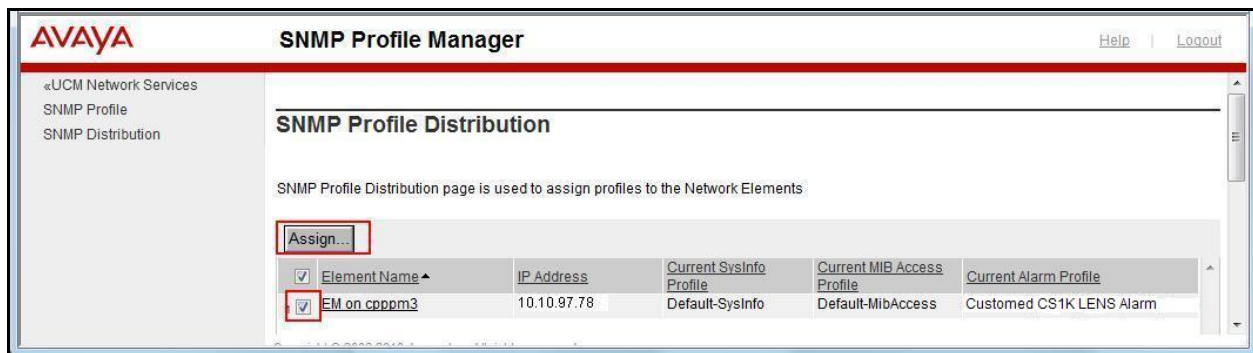
On the **SNMP Profile Manager** page, navigate to **SNMP Distribution**. The **SNMP Target Selection** page is as show below.

- Select the element that will be assigned to the newly created SNMP profile.
- Click **Next**.



The **SNMP Profile Distribution** page appears as shown below.

- Select a Network Element (ELAN IP address of Avaya CS1000 call server).
- Click the **Assign** button.



The **SNMP Profile Distribution Details** page appears as shown below.

- On the **SNMP Profile Distribution Details** page, from the **Alarm Profile** list, select the profile created in **Section 5.5.2**.
- Click **Save**.

**AVAYA** SNMP Profile Manager Help | Logout

«UCM Network Services  
SNMP Profile  
SNMP Distribution

### SNMP Profile Distribution Details [EM on cpppm3]

SysInfo Profile: Default-SysInfo ▼  
MIB Access Profile: Default-MibAccess ▼  
Alarm Profile: Customized CS1K LENS Alarm ▼

SysInfo Profile Default-SysInfo  
System name: System Name  
System contact: System Contact

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After assigning the newly created SNMP profile to the network element, the newly created profile will be shown in the **SNMP Profile Manager** under the **SNMP Profiles** page as shown below.

**AVAYA** SNMP Profile Manager Help | Logout

«UCM Network Services  
**SNMP Profile**  
SNMP Distribution

### SNMP Profiles

Customized CS1K LENS Alarm

SNMP Profiles are used for configuring Network Elements

| <input type="checkbox"/>   | Profile Name ▲             | Profile Type | Version | Status       |
|----------------------------|----------------------------|--------------|---------|--------------|
| 1 <input type="checkbox"/> | CUSTOM-135.10.97.150-Alarm | Alarm        | 1.0     | Not Assigned |
| 2 <input type="checkbox"/> | CUSTOM-135.10.97.171-Alarm | Alarm        | 1.0     | Not Assigned |
| 3 <input type="checkbox"/> | CUSTOM-135.10.97.172-Alarm | Alarm        | 1.0     | Not Assigned |
| 4 <input type="checkbox"/> | CUSTOM-135.10.97.78-Alarm  | Alarm        | 1.0     | Not Assigned |
| 5 <input type="checkbox"/> | CUSTOM-135.10.97.90-Alarm  | Alarm        | 1.0     | Assigned     |
| 6 <input type="checkbox"/> | CUSTOM-135.10.97.92-Alarm  | Alarm        | 1.0     | Not Assigned |
| 7 <input type="checkbox"/> | Customized CS1K LENS Alarm | Alarm        | 3.0     | Assigned     |
| 8 <input type="checkbox"/> | Default-Alarm              | Alarm        | 1.0     | Not Assigned |

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## 6. LENS Configuration

It is assumed that the LENS server has been installed and properly configured ready for the integration with Avaya CS1000. Please refer to the LENS Users Guide documentation which can be obtained by contacting eTelemetry. This section below only provides the set-up to configure the LENS to interoperate with Avaya CS1000.

### 6.1. Login to web management console of Locate 911

Access the LENS services web interface by opening a web browser and entering the following URL; **http://<Management Services IPAddress>**. Enter appropriate information below:

- Enter the **User** name.
- Enter assigned **Password**.
- Check the checkbox of **I accept the terms in the license agreement**.
- Click on **Login** button.

The screenshot displays the LENS web management console login interface. At the top, the header includes the 'LENS by eTelemetry' logo and the timestamp 'Monday, July 30, 2012 10:36 AM'. A prominent red horizontal bar separates the header from the main content area. The central login form, titled 'LOGIN:', is a dark gray box with white text. It features a 'User:' label next to a text input field containing 'admin', and a 'Password:' label next to a masked password input field. A 'LOGIN' button is positioned below the password field. At the bottom of the form, there is a checked checkbox followed by the text 'I accept the terms in the license agreement'.

After login, the Locate911 server displays the **Control Panel** page.

**LENS**  
by eTelemetry

Saturday, July 28, 2012 11:53 AM

[ALERTS](#) [CONTROL PANEL](#) [LOGOUT](#)

**Control Panel** Please select one administrative function from the choices below:

**Management Consoles:**

- Manage User Account Passwords
- Manage Current User Parameters
- Manage Global Application Parameters
- Manage Avaya Settings
- Manage Redundancy Configuration

**Add to or Replace the contents of tables:**

- Upload Values into the table Staff\_Directory
- Upload Values into the table LDAP\_Connections

**View Application Logs & Status:**

- View the Redundancy Status and Control
- View the Application Log
- View the Error Log

**Download eTelemetry Software**

- LENS Alert Agent for Windows™: Allows you to receive Emergency Call Alerts from Locate911 and LENS.

[SUPPORT](#) [LEGAL](#) [PRIVACY](#)

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## 6.2. Configure Avaya Settings

Navigate to **Control Panel** → **Management Consoles** → **Manage Avaya Settings**. The following fields should be filled in as follows:

- **OSN Map Link Label** is entered as Emergency Map Link.
- **OSN Map Link** is the URL to an external map for a specific ERL;  
<http://www.company.com/maps.php>
- **ISSS Mode of Operation** is turned off in this testing.

**LENS**  
by eTelemetry

Monday, July 30, 2012 10:38 AM

ALERTS CONTROL PANEL LOGOUT

**Control Panel** Manage Avaya Server Settings

| Parameter                  | Value   | Description   |
|----------------------------|---|---|
| OSN Map Link Label:        | Emergency Map Link  | The label to display next to the link in the OSN details.   |
| OSN Map Link:              | <a href="http://www.company.com/maps.php">http://www.company.com/maps.php</a> | A fully-formed URL to an external map for a specified ERL. If provided, this link will be inserted into OSN records so that the Alert Agent can display a link to a map (or other relevant information). Use <ERL> wherever you want the ERL to be inserted. (e.g.: <a href="http://company.com/maps.html?erl=&lt;ERL&gt;">http://company.com/maps.html?erl=&lt;ERL&gt;</a> ) |
| ISSS Mode of Operation:    | Off   | Select the <i>Intra System Signaling Security</i> (ISSS) mode of operation. This setting should match that of the Call Server. <b>Note:</b> When ISSS is enabled, this Locate911 system must also be added to the Unified Communications Management system as a <i>Manual Target</i> (see Avaya UCM documentation for details). (Default: Off)                                |
| ISSS Pre-shared Key:       |   | The ISSS pre-shared key. If this field is blank, then no ISSS is assumed (even if a mode is set above).   |
| Enable Routed Call Alerts: | No (false)  | Enable alerts from the CS1000 for calls that did not originate from a phone connected to the local PBX (eg. cellphones, from outside lines, or calls routed from another CS1000). Normally, Locate911 will not process these alerts as there would be no valid location information to display.   |

Validate Parameters Commit Reset to Defaults Cancel

SUPPORT LEGAL PRIVACY

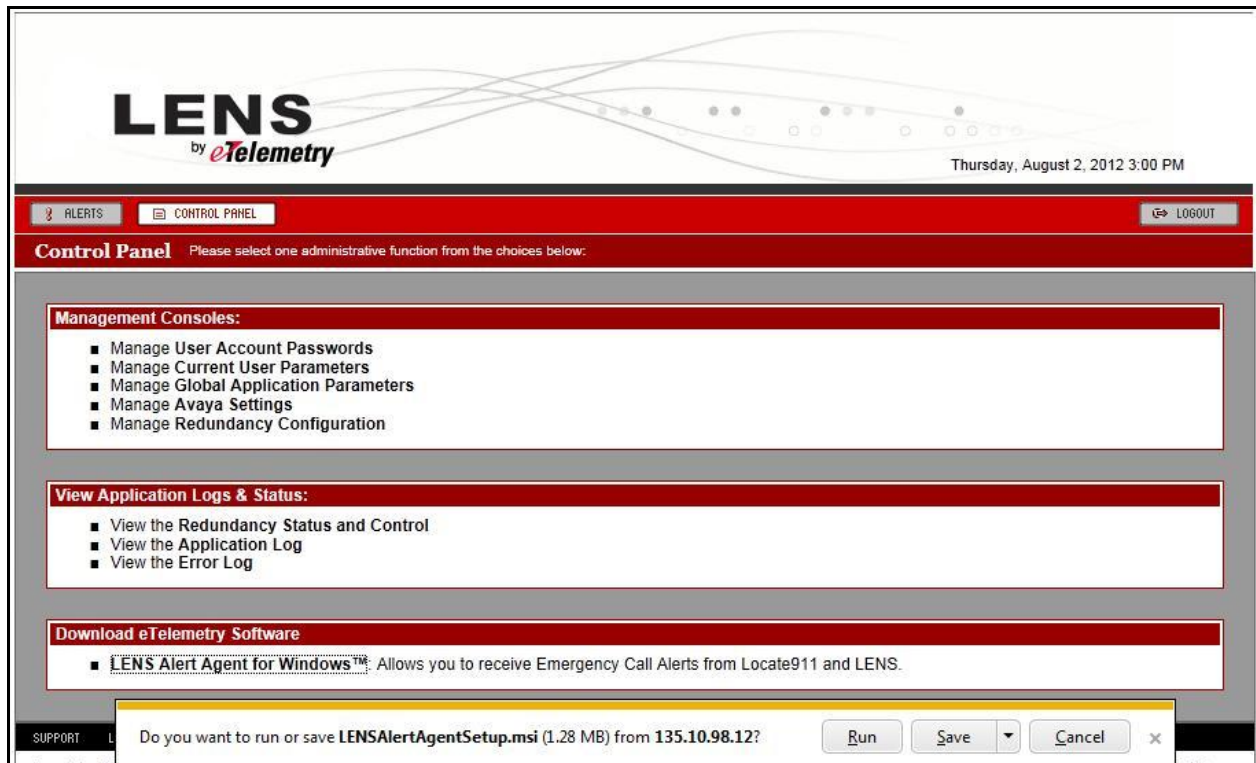
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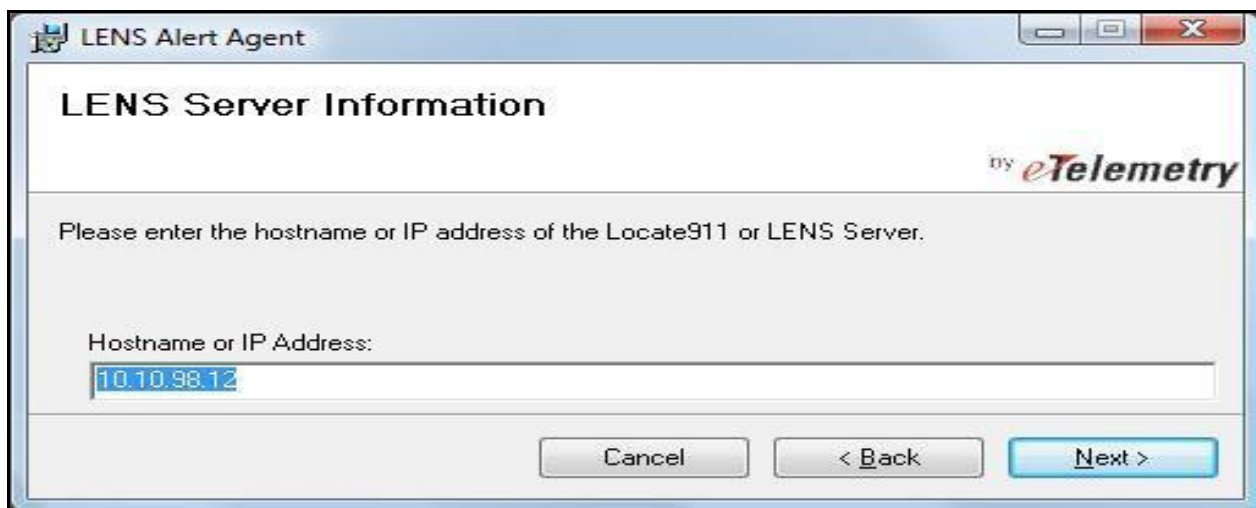
### 6.3. Configure LENS Alert Agent for Windows

To set up LENS Alert Agent for Windows, navigate to **Control Panel → Download eTelemetry Software → LENS Alert Agent for Windows**, to download the LENS Alert Agent application on a Windows based server.

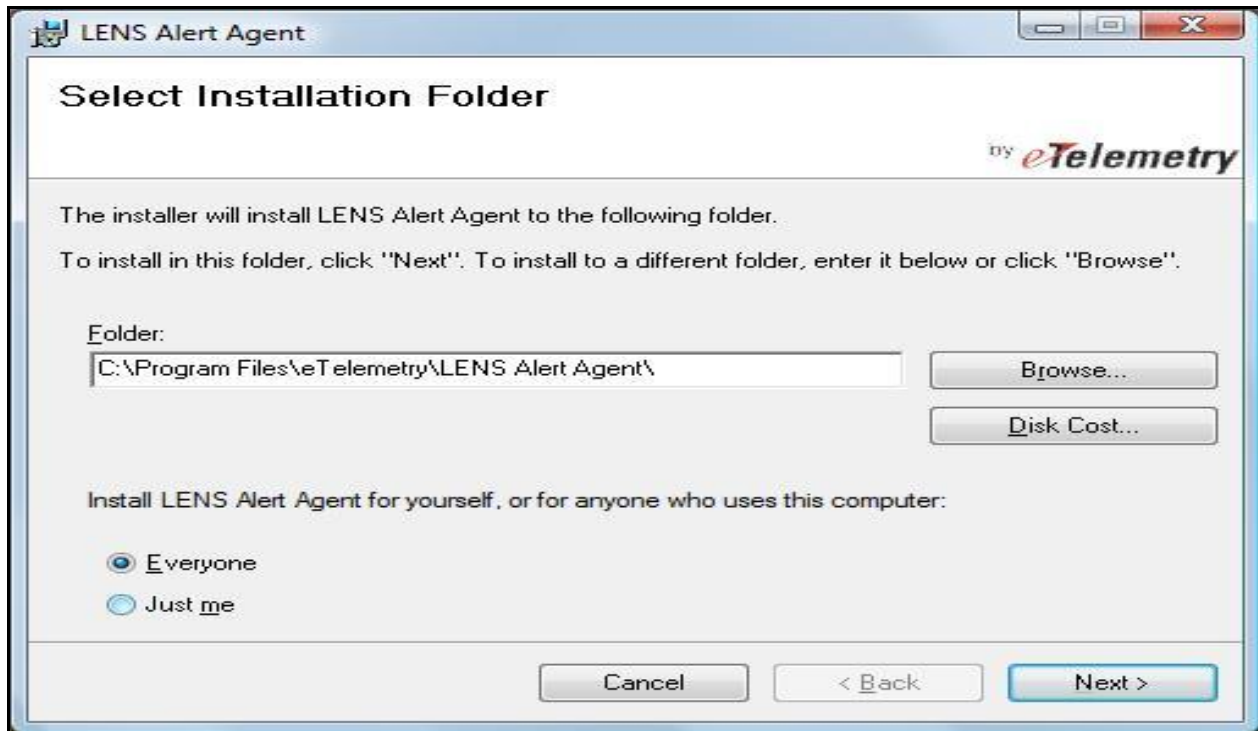
**Note:** For Windows server specific requirement, please contact eTelemetry for details.



Click on **Run** to install the LENS Alert Agent application. Enter management service IP address in the **Hostname/IP address** text box.

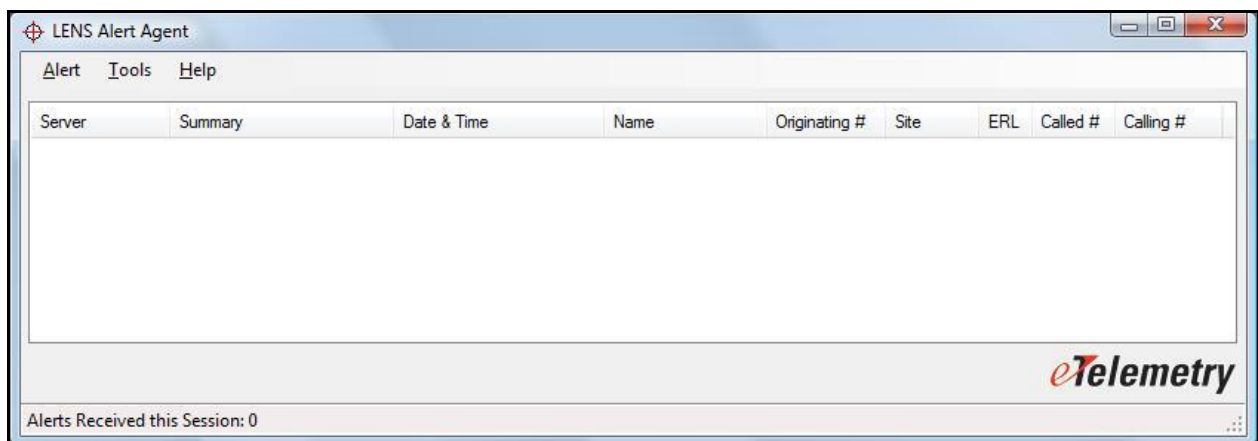


Click **Next** to choose the folder where the application can be installed.



Click **Next** to confirm the installation (not shown). Then click **Close** to finish the installation process (not shown).

The LENS Alert Agent is now running and ready to provide on-site notification when there is an emergency call made on CS1000.

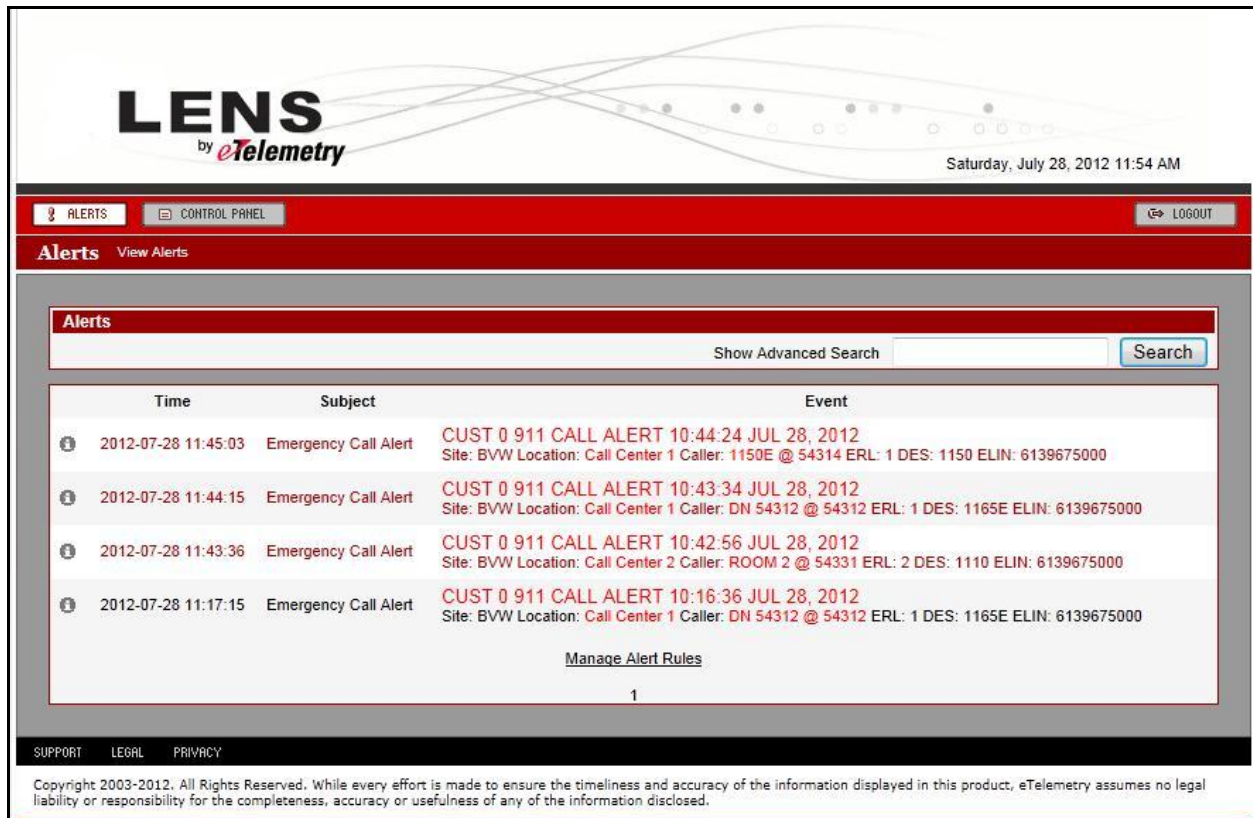


## 7. Verification Steps

This section provides some steps that can be followed to verify the configuration.

### 7.1. Verify 911 Call Alert on LENS Server

Making emergency 911 calls from CS1000 IP telephones, then log in to the LENS web management services interface as shown in **Section 6.1**. Navigate to **Alert** on the system toolbar. The emergency call events should be listed as shown.

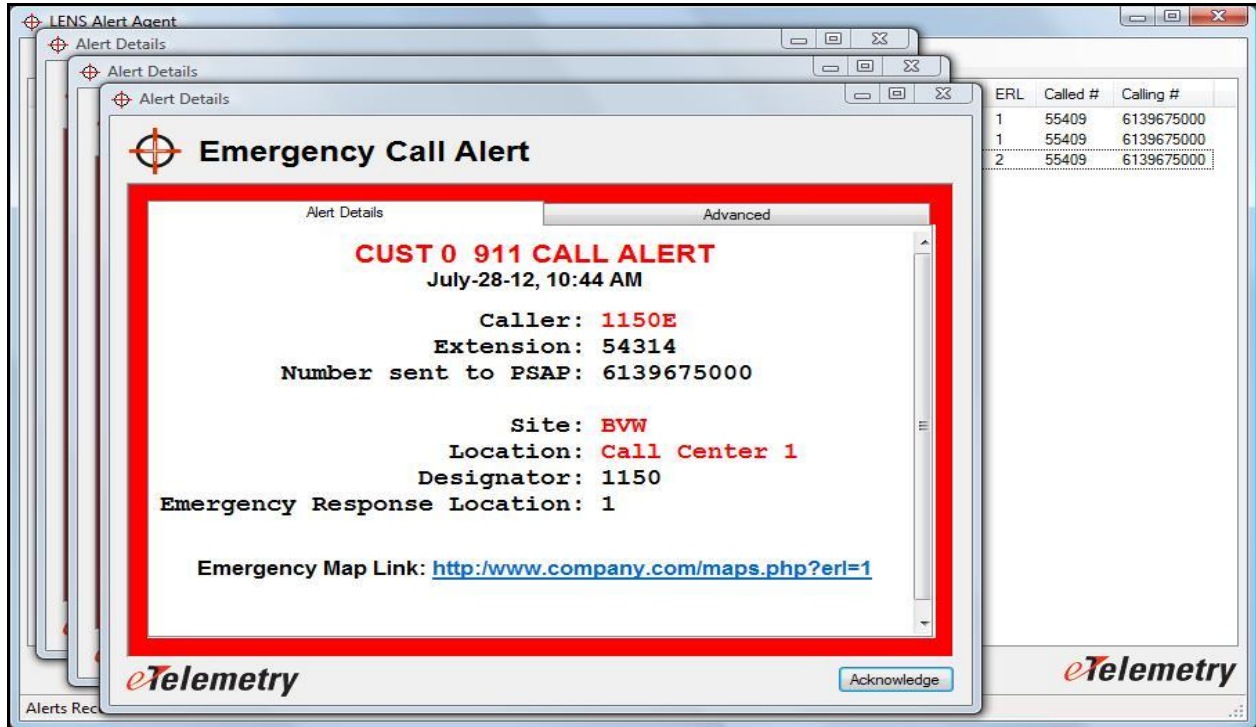


The screenshot displays the LENS by eTelemetry web interface. At the top, the LENS logo is visible on the left, and the date and time "Saturday, July 28, 2012 11:54 AM" are on the right. Below the header, there is a red navigation bar with "ALERTS" and "CONTROL PANEL" tabs, and a "LOGOUT" button. The main content area is titled "Alerts" and includes a "View Alerts" link. A search bar with "Show Advanced Search" and a "Search" button is present. Below the search bar is a table with three columns: "Time", "Subject", and "Event". The table contains four rows of emergency call alerts, each with a timestamp, subject, and event details. At the bottom of the table, there is a "Manage Alert Rules" link and a page number "1". The footer of the page includes links for "SUPPORT", "LEGAL", and "PRIVACY", and a copyright notice: "Copyright 2003-2012. All Rights Reserved. While every effort is made to ensure the timeliness and accuracy of the information displayed in this product, eTelemetry assumes no legal liability or responsibility for the completeness, accuracy or usefulness of any of the information disclosed."

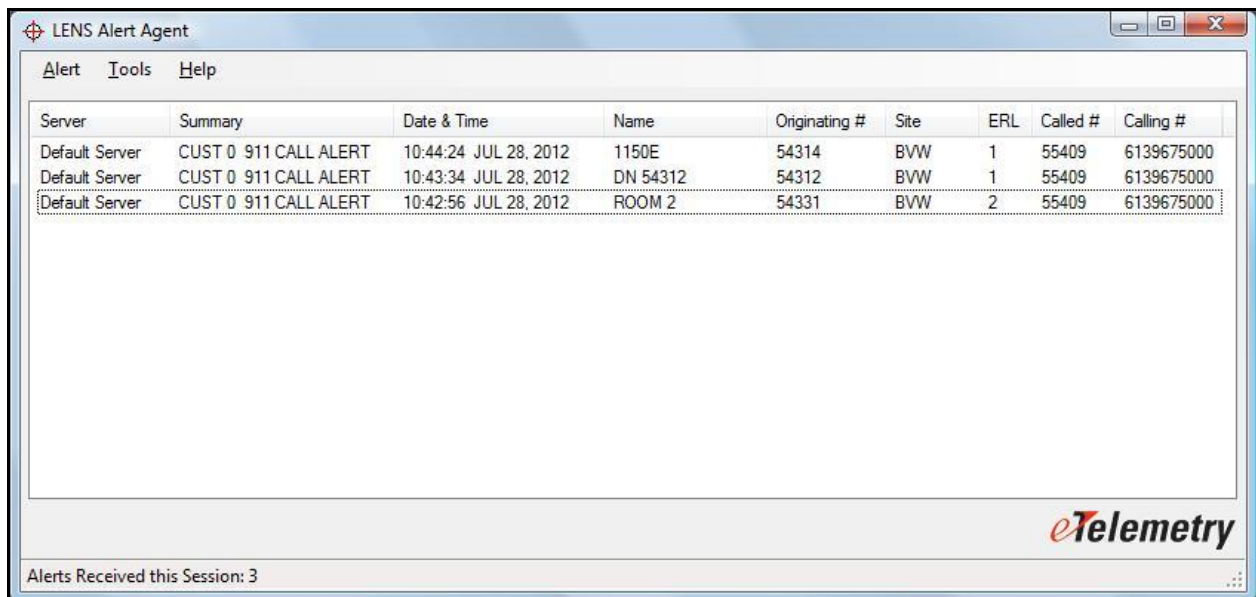
| Time                | Subject              | Event  |
|---------------------|----------------------|--|
| 2012-07-28 11:45:03 | Emergency Call Alert | CUST 0 911 CALL ALERT 10:44:24 JUL 28, 2012<br>Site: BVW Location: Call Center 1 Caller: 1150E @ 54314 ERL: 1 DES: 1150 ELIN: 6139675000     |
| 2012-07-28 11:44:15 | Emergency Call Alert | CUST 0 911 CALL ALERT 10:43:34 JUL 28, 2012<br>Site: BVW Location: Call Center 1 Caller: DN 54312 @ 54312 ERL: 1 DES: 1165E ELIN: 6139675000 |
| 2012-07-28 11:43:36 | Emergency Call Alert | CUST 0 911 CALL ALERT 10:42:56 JUL 28, 2012<br>Site: BVW Location: Call Center 2 Caller: ROOM 2 @ 54331 ERL: 2 DES: 1110 ELIN: 6139675000    |
| 2012-07-28 11:17:15 | Emergency Call Alert | CUST 0 911 CALL ALERT 10:16:36 JUL 28, 2012<br>Site: BVW Location: Call Center 1 Caller: DN 54312 @ 54312 ERL: 1 DES: 1165E ELIN: 6139675000 |

## 7.2. Verify 911 Call Alert Notification on LENS Alert Agent Window

Making 911 emergency calls from CS1000 IP telephone, verify that there are notification alert pop-up windows being generated.



Verify that notification alerts are also generated.



## 8. Conclusion

The eTelemetry LENS-N Solution passed the compliance testing. These Application Notes describe the procedures required for the eTelemetry LENS-N Solution to interoperate with Avaya Communication Server 1000 Emergency Services to support the reference configuration shown in **Figure 1**.

## 9. Additional References

Product documentation for Avaya products may be found at: <http://support.avaya.com>

[1] *NN43001-613, 05.03 Communication Server 1000 Emergency Services Access Fundamentals.*

[2] *NN43001-116, 05.16 Communication Server 1000 Unified Communications Management Common Services Fundamentals.*

[3] *NN43001-719, 05.02 Communication Server 1000 Fault Management - SNMP*

Product information for eTelemetry LENS-N products can be found at <http://www.etelemetry.com/products/locate911.aspx>

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