

Avaya Solution & Interoperability Test Lab

Application Notes for configuring NovaLink NovaAlert with Avaya IP Office R9.1 - Issue 1.0

Abstract

These Application Notes describe the configuration steps for NovaAlert from NovaLink with Avaya IP Office R9.1. NovaAlert integrates with Avaya IP Office using SIP Trunks.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as the observations noted in **Section 2.2**, to ensure that their own use cases are adequately covered by this scope and results.

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 for NovaAlert from NovaLink to interoperate with Avaya IP Office R9.1 Server Edition with an Avaya v2 500 expansion.

NovaAlert is an application which is used in a health care, hotel or industrial environment for alerting, messaging or information services. NovaAlert can react to external alarm stimuli which indicate the existence of an emergency situation by informing affected persons of the situation. Alarms can be triggered from various possible input sources including manual input via Web browser, Smartphone Apps's, Databases, E-Mails, serial interfaces, potential free contacts, SNMP, OPC, SMS, IP, etc. "Direct" alarms can also be defined which allow alarms to be input and triggered via telephone calls. The alarm triggering described is restricted to those methods which involve interaction with Avaya IP Office.

Once an alarm has been triggered, the medium selected when the alarm was configured is used to deliver the alarm. Possible delivery interfaces include phone calls (including conferences), Smartphone App's, Desktop-Clients, E-Mail, Pager, SMS, Fax, Printers, etc. Multiple recipients can be configured for an alarm, thus possibly creating multiple simultaneous telephone calls. This test plan focuses on those delivery methods which involve interaction with Avaya IP Office.

Alarms which are triggered via Avaya IP Office can include pre-recorded or ad hoc voice messages, or can generate voice messages via a text-to-speech mechanism. The calling party name can also be configured to contain a brief alarm message, so that this alarm message will appear in the caller list of intended recipients who are unable to answer an alarm call

2. General Test Approach and Test Results

This section describes the compliance testing used to verify interoperability of NovaAlert with IP Office and covers the general test approach and the test results. Calls were made to and from NovaAlert over SIP trunks connecting Avaya IP Office and NovaAlert. IP Office Server Edition with a 500 v2 expansion was used for compliance testing and various Avaya endpoints were registered to the Server Edition side and the 500 v2 side using all endpoints during compliance testing. The SIP trunk was connected between the Server Edition and NovaAlert with all number/dial-plan setup with that in mind.

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 interoperability compliance testing evaluated the ability of NovaAlert to carry out a variety of alarming functions, in various conditions, to multiple types of endpoint according to the configuration made via the web interface. These included recording of alarms from SIP/H.323/Digital endpoints.

- Delivery of voice recorded and TTS alarm to SIP/H.323/Digital endpoints.
- Intrusion calls to deliver alarms.
- Verification of Calling Party Name.
- Over-ride forwarding to deliver alarms.
- Following forwarding to deliver alarms.
- Alarms delivered to Voicemail.
- DTMF PIN Entry.

Serviceability testing consisted of verifying the ability of NovaAlert to recover from power or network interruption to both IP Office and NovaAlert.

2.2 Test Results

All functionality and serviceability test cases were completed successfully. The following observation was noted during the compliance testing.

• Voicemail was not setup on IP Office so a test for the alarm going to voicemail was skipped.

2.3 Support

Technical support can be obtained for NovaAlert from the website <u>http://www.novalink.ch/en/</u> or from the following.

NovaLink GmbH Businesstower Zuercherstrasse 310 8500 Frauenfeld Switzerland helpdesk@novalink.ch Phone: +41 52 762 66 77 Fax: +41 52 762 66 99

3. Reference Configuration

The configuration in **Figure 1** is used to compliance test NovaLink NovaAlert with Avaya IP Office Server Edition R9.1 & an expansion using an Avaya IP Office 500v2. The connection between the NovaAlert and the IP Office solution is via SIP Trunks.

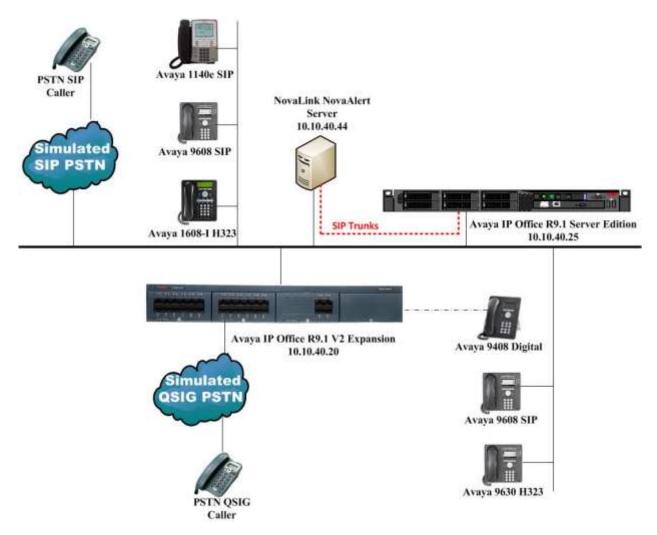


Figure 1: Connection of NovaAlert from NovaLink with Avaya IP Office Server Edition & Expansion R9.1

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya IP Office Server Edition running on a	
virtual server (Primary Server)	R9.1
Avaya IP Office v500 (Expansion)	R9.1
Avaya 1608 I Deskphone	H323 1608UA1_350B.bin
Avaya 9630 Deskphone	96xx H.323 Release 6.4014U
Avaya 9608 Deskphone	96x1 SIP 6.4.1.25
Avaya 1140e SIP	R 04.03.12.00
Avaya 9408 Digital	Version 2
NovaAlert running on a Windows 2012 virtual server	9.8

Compliance Testing is applicable when the tested solution is deployed with a standalone IP Office 500 V2 and also when deployed with IP Office Server Edition in all configurations.

Testing was performed with IP Office Server Edition R9.1. Note that IP Office Server Edition requires an Expansion IP Office 500 v2 R9.1 to support analog or digital endpoints or trunks.

5. Configuration of Avaya IP Office

Configuration and verification operations on the Avaya IP Office illustrated in this section were all performed using Avaya IP Office Manager. The information provided in this section describes the configuration of the Avaya IP Office for this solution. It is implied a working system 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 operations described in this section can be summarized as follows:

- Launch Avaya IP Office Manager.
- Display LAN Configuration.
- Configure Incoming Route for SIP Trunk.
- Configure SIP Trunk.
- Save Configuration.

5.1 Launch Avaya IP Office Manager

From the Avaya IP Office Manager PC, go to Start \rightarrow Programs \rightarrow IP Office \rightarrow Manager to launch the Manager application or use the **shortcut on the desktop** highlighted. Tick the required server to log in to, this will be the Server Edition and log in to Avaya IP Office using the appropriate credentials to receive its configuration.

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OCTP (2) perator (3)						
Sel	ect IP Office					
Naro	rver Edition 9.1	IP Address	Туре	Version	Editor	
	IP091(PG)Server	10.10.40.25	PO-Lma-PC	93.0.5 tuild115	Server (Primary)	
				IP Office : Service User Service Duer	PO91(PG)Server (Primary System - IPO-Linux-PC) c Nome Administrator Passeerd OK Cancel Hele	
	liscovery Progress			<u> </u>	Bier Manager	

5.2 Display LAN Configuration

In the IP Offices window expand the configuration tree in the left pane and double-click System. During compliance testing the System was called IPO91(PG)Server. Select the LAN Settings tab within the LAN1 tab and note the following information:

- IP Address IP Address of the IP Office that will be required in Section 6.1 for the configuration of the SIP Trunk on NovaAlert.
- IP Mask
- Subnet mask for the IP Office. • Primary Trans IP Gateway IP Address.

Avays IP Office Manager for Server E	dition IPO91(PG)Server [9.1	0.260]
File Edit View Tools Help		
IPO91(PG)Server System	• IPO91(PG)	
Configuration	System	IPO91(PG)Server
 BOOTP (2) Operator (3) Solution User(17) Group(3) Short Code(52) Directory(0) Time Profile(0) Account Code(2) User Rights(8) Incerting(0) Incerting(0) Incerting(0) Extension (6) User (6) Short Code (9) Service (0) Incoming Call Route (2) Licence (5) Authorization Code (0) IPO91(PG/V2Exp 	Name PO91(PG)Server	System LANIL LANZ DNS Voicernail Telephony Directory Services System Events SMTP SMDR LAN Settings VoiP Network Topology III 10 40 25 IIII IIIIII IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII

Click on the **VoIP** tab and set the following.

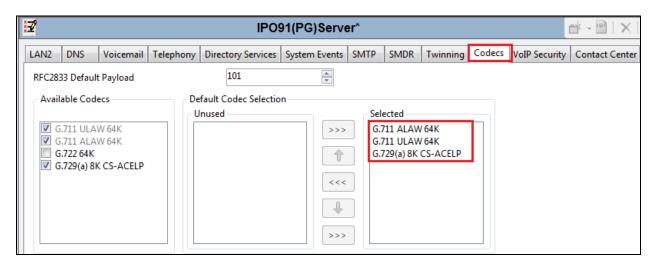
- SIP Trunks Enable.
- SIP Registrar Enable.
- **Domain Name**, set this to the telephony domain name.
- **UDP** set the UDP Port to **5060**.
- **TCP** set the TCP Port to **5060**.

Configuration	System	E IPO91(PG)Server # - B - X - V	
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- At Extension (0)		Domain Name devorment/local	
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Service (0) Service (0) FRoute (0)		20 ft.3 TLS Part 3000 20 Revolute 71.3 Aut. 2000	
Licence (D) Cast (D)			
		Port Number Rings (HAT)	

Click on the **Telephony** tab. Ensure that the **Maximum SIP Sessions** is set to the correct number and is not set to 0. Also ensure that **Inhibit Off-Switch Forward/Transfer** is not ticked.

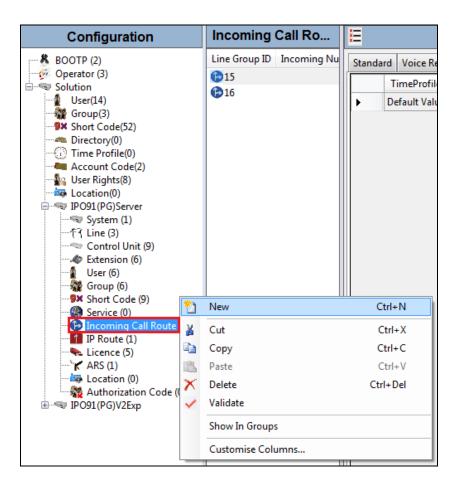
×	IPO91(PG)Server					ď	- 🖻 [🗙 [I
System LAN1 LAN2 DNS	Voicemail Telephony Direc	ctory Services Syst	em Events S	MTP	SMDR	Twinning	Codecs	VoIP Security	Cont
Telephony Park & Page Tones &	Music Ring Tones SM	Call Log TUI							
Dial Delay Time (secs)	1		Co	mpandi	ing Law				1
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Default No Answer Time (secs)	11		0) U-Law	/	C	U-Law L	ine	
Hold Timeout (secs) Park Timeout (secs)	15 ×		۲) A-Law	,	0	A-Law L	ine	
Ring Delay (secs)	5			DSS Stat	us				J
Call Priority Promotion Time (secs)	Disabled		V 4	Auto Ho	ld				
Default Currency	EUR 👻		V [Dial By N	lame				
Maximum SIP Sessions	10		V 5	Show Ac	count C	ode			
Default Name Priority	Favour Trunk 🔹			inhibit O)ff-Switc	h Forward/1	Transfer		
Media Connection Preservation	Enabled 🔻		F	Restrict I	Network	Interconne	ct		
Phone Failback	Automatic 🔹			Incl	lude loca	ation specifi	c informat	tion	
Login Code Complexity				Drop Ext	ernal On	ly Impromp	tu Confer	ence	
Minimum length				Visually	Different	tiate Externa	l Call		
Complexity			V	High Qu	ality Co	nferencing			
				Digital/A	Analogue	e Auto Creat	e User		

Click on the **Codecs** tab. Ensure that the correct codecs are selected.



5.3 Configure Incoming Route for SIP Trunk

An incoming route must be added for the SIP trunk that will be setup in Section 5.4. Navigate to Server Edition \rightarrow Incoming Call Route. Right click on Incoming Call Route select New.



From the **Standard** tab, enter the **Line Group ID**; this can be kept the same as the SIP Line that is to be created for convenience. **Bearer Capability** can be set to **Any Voice.**

×		15
Standard Voice Re	cording Destinations	
* This Incoming Ca	Il Route is common to	all systems.
Bearer Capability	Any Voic	e 🔻
Line Group ID	15	•
Incoming Number		
Incoming Sub Add	ress	
Incoming CLI		
Locale		•
Priority	1 - Low	•
Tag		
Hold Music Source	System S	ource 🔻
Ring Tone Override	None	•

From the **Destinations** tab, select . for the **Destination**. Click on **OK** to continue.

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Standa	rd Voice Recording Destinations		
	TimeProfile	Destination	Fallback Extension
•	Default Value	-	•
			OK Cancel Help

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5.4 Configure SIP Trunk

This section shows how to add a new SIP Trunk in order to facilitate the connection to NovaAlert. Navigate to the Server Edition or the IP Office module that NovaAlert is connecting to. During compliance testing NovaAlert connected to the IP Office Server Edition using SIP trunks, the SIP Line was therefore created on the Server Edition.

Navigate to Server Edition \rightarrow Line, then right click on Line and select New \rightarrow SIP Line.

Configuration	Lin	×××				
: & BOOTP (2)		Line Number	Line Type			
💮 💯 Operator (3)		> 1	IP Office Line			
Solution		1 5	SIP Line			
User(17)		1 6	SIP Line			
Group(3)			Sar Enic			
Short Code(52)						
Directory(0) Time Profile(0)						
Account Code(2)						
User Rights(8)						
Location(0)						
IPO91 (PG)Sep/				11		
	New			•		IP Office Line
	Cut		C	Ctrl+X		H323 Line
Control Un	Сору		C	Ctrl+C		IP DECT Line
Excension (Paste		C	Ctrl+V		SIP Line
Crown (6)	Delete		0	l+Del	-	SM Line
Short Code			Cu	i+Dei		SIP DECT Line
🐨 🌚 Service (0) 🗹	Validate				_	SIP DECT Line
Incoming C	New fron	n Template (Bin	ary)			
	Show In (Groups				
····· 🖌 ARS (1) ····· 🤯 Location (0	Customis	e Columns				
Authorization Cod	de (0)					

Click the **SIP Line** tab and select the new **Line Number** and insert the IP Address of the NovaAlert server for the **ITSP Domain Name**.

Lir		11	d • 🖬	XVes						
Line Number	and the second se	SP Line Transport SP UNI VolP .: SP Credemish SP Advanced Ingineering								
15	IP Office Line SIP Line SIP Line	Line Number ITSP Domain Name	15 📄 30.05.40.44		In Service Check 005	100 I				
	URI Type Location	SP Cloud	*	Sestion Times Refresh Method Timer (seconds)	Auto On Demand	*				
		Prefix National Prefix International Frefix	8	Ferwarding and Twinning B Originator number 30 Send Caller 10	Ferwarding and Twinning Originator number	None				
			Country Code Name Priority Description	System Default	•	Redirect and Transfer Incoming Supervised REFER Outgoing Supervised REFER	Abways Abways			
					Send 302 Moved Temporarily Outgoing Blind REFER	11 12				

Solution & Interoperability Test Lab Application Notes ©2015 Avaya Inc. All Rights Reserved. Click on the **Transport** tab and enter the IP Address of the NovaAlert server for **ITPS Proxy Address**. Ensure that the **Layer 4 Protocol** is set to **UDP** and that the **Send Port** and **Listen Port** are both set to **5060**.

XXX	SIP	Line - Line 1	5	
SIP Line Transport SIP URI VoIP	SIP Credentials SIP Advance	ed Engineering		
ITSP Proxy Address 10.10.40.4	14			
Network Configuration				
Layer 4 Protocol	UDP 🗸	Send Port	5060	
Use Network Topology Info	None 🔻	Listen Port	5060	
Explicit DNS Server(s) 0	. 0 . 0 . 0 0	. 0 . 0 .	0	
Calls Route via Registrar 🛛 🖳				
Separate Registrar				

Click on the **SIP URI** tab and click on **Add**.

SIP Line - Line 15										
SIP Line Transport SIP URI VoIP SIP Credentials SIP Advanced Engineering										
Channel	Groups	Via	Local URI	Contact	Display Name	PAI	Credential	Max Calls	Add	
									Remove	
									Edit	

The following should be set as shown below; anything else can be left as default or as it is displayed in the screen shot below. Click on **OK** to continue.

Local URI	Set to *
Contact	Set to *
Display Name	Set to *
PAI	Set to None
Incoming Group	Set to the incoming group number for the SIP trunk (15 in this case)
Outgoing Group	Set to the outgoing group number for the SIP trunk (15 in this case)
Max Calls per Channel	Will depend on the number of SIP Licenses on IP Office and
	NovaAlert

					SIP L	ine - Line	15		
SIP Line	Transport	SIP URI	VoIP	SIP Credential	s SIP Advanced	Engineering			
1	15 15		<*	*	*	N 0:	<non 10<="" td=""><td></td><td>Remove</td></non>		Remove
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E Pro C									
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Via				< NOTE>					Cancel
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Conta	ct			*				•	
Displa	y Name			*				•	
PAI				None				•	
Regist	ration			0: <none< td=""><td>e></td><td>•</td><td></td><td></td><td></td></none<>	e>	•			
Incom	ing Group			15					
Outgo	ing Group			15					
Max C	alls per Ch	annel		10	×.				

Select the **VoIP** tab and ensure that the correct **Codecs** are **Selected**. The **Re-invite Supported** and **Prack/100rel Supported** boxes are also ticked. Everything else can be left as default or as is shown below.

xxx III		SIP Line - Line 15	📥 - 🔤 🗙 🗸
SIP Line Transport SIP U	JR VoIP	SIP Credentials SIP Advanced Engineering	
Codec Selection	System D	efault - Selected	Re-invite Supported Codec Lockdown Allow Direct Media Path Force direct media with phones
		>>> G.711 ALAW 64K G.711 ULAW 64K G.712 (a) 8K CS-ACELP <<< >>>	PRACK/100rel Supported G.711 Fax ECAN
Fax Transport Support	None	•	
DTMF Support	RFC2833/	RFC4733 👻	
Media Security	Disabled	•	

Under the **SIP Advanced** Tab, ensure that **Caller ID from From header** and **Send From In Clear** are both ticked. Click on **OK** to continue and that will also finish the Line setup.

2	SIP Line - Line 15*	📥 🗝 🗙 🗸 >
SIP Line Transport SIP URI VoIP SIP Credentials SIP A	Advanced Engineering	
Addressing Association Method By Source IP address Call Routing Method To Header Suppress DNS SRV Lookups	 Media Allow Empty INVITE Send Empty re-INVITE Allow To Tag Change P-Early-Media Support 	None
Identity Use Phone Context Add user=phone Use + for International	Send SilenceSupp=Off Force Early Direct Media Media Connection Preservation	n Disabled v
Use PAI for Privacy Use Domain for PAI Swap From and PAI Caller ID from From header	Call Control Call Initiation Timeout (s) Call Queuing Timeout (m)	4 <u>A</u> 5 <u>A</u>
Send From In Clear Cache Auth Credentials User-Agent and Server Headers	Service Busy Response on No User Responding Send Action on CAC Location Limit	486 - Busy Here ▼ 408-Request Timeout ▼ Allow Voicemail ▼
	Suppress Q.850 Reason Header Emulate NOTIFY for REFER No REFER if using Diversion	
		OK Cancel Help

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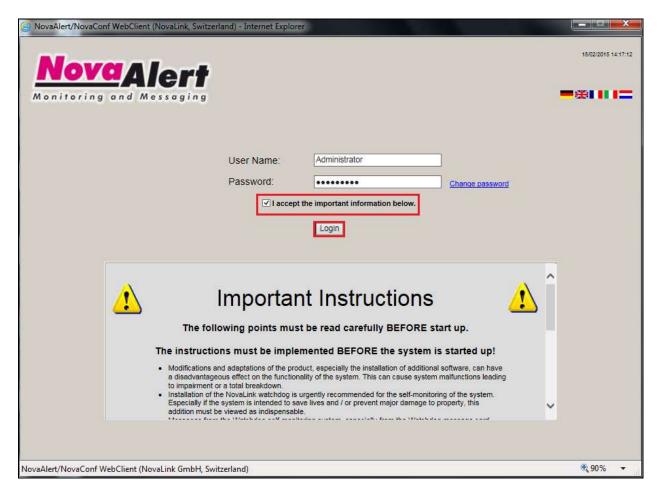
5.5 Save Configuration

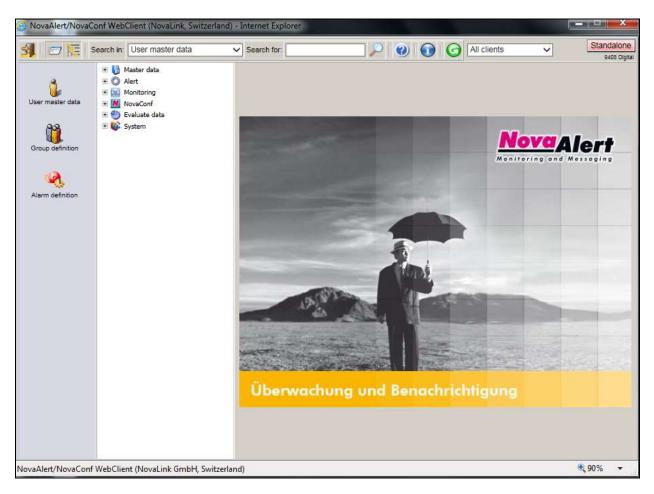
Once the configuration has been made it must be sent to the IP Office. Click on the **Save** Icon at the top left of the screen as shown below. Once the **Save Configuration** window opens, either the **Merge** or **Immediate** button will be filled in depending on the changes that are made. Click on the **OK** button.

001(PG)Server + Line	+ 15	•					-	
Configuration	Line	E		SIP Line -	Line 15		1 • 11	XXX
BOOTP (2) Depender (8)	Line Number Line Type	SIP Line Transport SIP URE VelD	SIP Credentials SIP	Advanced Engin	wing			
12 Solution	1 P Office Line	LineNumber	15 🕀			in Service	1981	
Group(3)	Send Multiple Configurations	Statement State					10	
Short Code(52) Beectory(0) Go Time Profile(0)	Select IP Office	Change RabootTime		Outgoing Call Barring	Error Status	Progress		
Account Code(2)	IPO91(PG)Server	Merge + 4.21 PM			4	0%	and	12
System (1) T: Line (1) Control Unix (9) Control Unix (9) Group (9) Vore (1) Senvice (1) Senvice (2) Interact Cade (9) Lineace (3) Lineace (3)					CK	Cancel Help	10	•

6. Configuration of NovaLink NovaAlert

The following sections describe the steps required to configure NovaAlert in order to successfully connect to IP Office using SIP trunks. All configuration changes are made to NovaAlert using a web browser session to the NovaAlert server. Open a web browser session to the IP Address of the NovaAlert server followed by /NovaAlert. For example what was used for compliance testing was http://10.10.40.44/NovaAlert. The following screen is shown asking for the User Name and Password. Enter these and click on the tick box as shown then click on the Login button.





Once logged in the following screen is presented to the user.

6.1 Configure NovaAlert SIP Trunk Connection

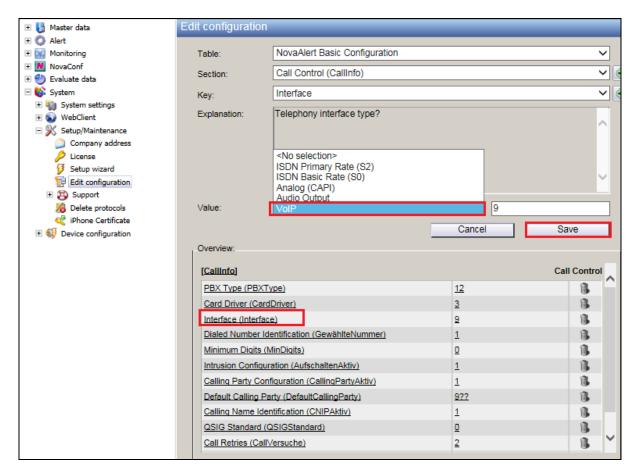
To begin the configuration of NovaAlert in order to connect to IP Office using SIP trunks, from the main menu, expand **System** \rightarrow **Setup/Maintenance** and click on **Edit configuration**. From the main window select the **Table**, **NovaAlert Basic Configuration**, from the drop-down menu.

	Search in: User master data	Search for:		G All clients	Stand
	🕀 😝 Master data	Edit configuration			
1	+ 🕜 Alert + 📊 Monitoring	Table:	NovaAlert Basic Configuration		~
er master data	E NovaConf	Section:	<no selection=""></no>		~
0.9	🗄 🕙 Evaluate data 🖃 💕 System	10-11			~
11	+ System settings	Key:			
oup definition	🕀 🔬 WebClient	Explanation:			
	E 🕺 Setup/Maintenance				
	Company address				
rm definition	Setup wizard				
	Edit configuration				Y
	+ 8 Support	14.4			
	Delete protocols iPhone Certificate	Value;		~	
	1 🗊 Device configuration			Cancel	Save
	① I Device configuration	, Overview:		Cancel	Save
	⊕ I Device configuration	2000 C 1000 C		Cancel	
	€	[Callinfo]			Call Control
	€	[Callinfo] PBX Type (PB	S	12	Call Control
	€	[Callinfo] PBX Type (PB Card Driver (C	ardDriver)	12	Call Control
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		[CallInfo] PBX Type (PE Card Driver (C Interface (Inter Dialed Numbe Minimum Diait Intrusion Confi	<u>ardDriver)</u> face) r Identification (GewählteNummer) s (MinDigits)	12 3 9 1 0	Call Control
		[CallInfo] PBX Type (PE Card Driver (C Interface (Inter Dialed Numbe Minimum Digit Intrusion Confi Calling Party C	ardDriver) face) r Identification (GewählteNummer) s (MinDigits) guration (AufschaltenAktiv)	12 3 9 1 0 1	Call Control
	€	[CallInfo] PBX Type (PE Card Driver (C Interface (Inter Dialed Numbe Minimum Digit Intrusion Confi Calling Party C Default Calling	ardDriver) face) r Identification (GewählteNummer) s (MinDigits) guration (AufschaltenAktiv) configuration (CallingPartyAktiv)	12 3 9 1 0 1 1 1	Call Control
		[Callinfo] PBX Type (PE Card Driver (C Interface (Inter Dialed Numbe Minimum Digit Intrusion Confi Calling Party C Default Calling Calling Name	ardDriver) face) r Identification (GewählteNummer) s (MinDigits) guration (AufschaltenAktiv) configuration (CallingPartyAktiv) Party (DefaultCallingParty)	12 3 9 1 0 1 1 1 922	Call Control

Select **Call Control (CallInfo)** from the **Section** drop-down menu. Select **PBX Type** from the **Key** drop-down menu or click on **PBX Type** highlighted at the bottom of the screen. Ensure that the **Value** is set to **Avaya IPO** and click on **Save**.

🕀 🚦 Master data	Edit configuration	1				
🕀 🔘 Alert						
🕀 🔛 Monitoring	Table:	NovaAlert Basic Configuration		~		
🗉 📕 NovaConf	Section:	Call Control (CallInfo)		~	6	
🗄 🅙 Evaluate data	Section:					
🖃 💕 System	Key:	PBX Type (PBXType)				
🛨 🦏 System settings	Evaluation	Which PRX Type do you use (only PR)	(type requiring enosial paramte	×		
🗉 💽 WebClient	Explanation:	Which PBX Type do you use (only PB) listed)?	x-typs requiring special paramite	ars are		
🖃 💥 Setup/Maintenance						
Company address						
/ License						
🐓 Setup wizard						
Edit configuration				Ť		
E B Support	Value:	August 190	- 42			
20 Delete protocols 20 Phone Certificate	value.	Avaya IPO	✓ 12			
IPhone Certificate If the second se			Cancel	Save		
Sevice configuration	. ·					
	Overview:					
	[CallInfo]		c	Call Control		
	[Callinfo] PBX Type (PBX	Type)	12	Call Control		
				A		
	PBX Type (PBX	dDriver)	12	18		
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	PBX Type (PBX Card Driver (Car Interface (Interfa	d <u>Driver)</u> ice) dentification (GewählteNummer)	12 3 9			
	PBX Type (PBX) Card Driver (Car Interface (Interfa Dialed Number I Minimum Digits (d <u>Driver)</u> ice) dentification (GewählteNummer)	12 3 9 1			
	PBX Type (PBX Card Driver (Car Interface (Interfa Dialed Number I Minimum Digits (Intrusion Configu	<u>dDriver)</u> ce) dentification (GewählteNummer) (MinDigits)	12 3 9 1 0			
	PBX Type (PBX Card Driver (Car Interface (Interfa Dialed Number I Minimum Digits (Intrusion Configu Calling Party Co	dDriver) (ce) dentification (GewählteNummer) (MinDigits) uration (AufschaltenAktiv)	12 3 9 1 0 1			
	PBX Type (PBX Card Driver (Car Interface (Interfa Dialed Number II Minimum Digits (Intrusion Configu Calling Party Con Default Calling P	dDriver) (ce) dentification (GewählteNummer) (MinDigits) uration (AufschaltenAktiv) nfiguration (CallingPartyAktiv)	12 3 9 1 0 1 1 1			
	PBX Type (PBX Card Driver (Car Interface (Interfa Dialed Number II Minimum Digits (Intrusion Configu Calling Party Con Default Calling P	dDriver) (ce) dentification (GewählteNummer) (MinDigits) uration (AufschaltenAktiv) nfiguration (CallingPartyAktiv) Party (DefaultCallingParty) entification (CNIPAktiv)	12 3 9 1 0 1 1 1 922			
	PBX Type (PBX Card Driver (Car Interface (Interfa Dialed Number Id Minimum Digits (Intrusion Configu Calling Party Cor Default Calling P Calling Name Ide	dDriver) (ce) dentification (GewählteNummer) (MinDigits) uration (AufschaltenAktiv) nfiguration (CallingPartyAktiv) Party (DefaultCallingParty) entification (CNIPAktiv) (QSIGStandard)	12 3 9 1 0 1 1 1 922 1			

Remaining in the same **Section**, select **Interface** from the **Key** drop-down menu and ensure that the **Value** is set to **VoIP**. Click on **Save** to complete.



In the same Section select the Calling Party Configuration (CallingPartyAktiv) Key. Set the Value to Yes and click on Save. This will send the calling party with the outgoing call.

Edit	configuration			
	Table:	NovaAlert Basic Configuration		~
:	Section:	Call Control (CallInfo)	~	
. I	Key:	Calling Party Configuration (CallingPartyA	ktiv)	~
1	Explanation:	Would you like to send a calling party with	an outgoing call?	^
	√alue: Overview:	Yes	✓ 1 Cancel Sa	ave
	[CallInfo]		Са	II Control
	[Callinfo] PBX Type (PBXT)	(<u>pe)</u>	Ca	II Control
				^
	PBX Type (PBXT)	Driver)	12	8
	PBX Type (PBXT) Card Driver (Card Interface (Interface	Driver)	<u>12</u> <u>3</u>	
	PBX Type (PBXT) Card Driver (Card Interface (Interface	Driver) e) entification (GewählteNummer)	12 3 9	
	PBX Type (PBXTy Card Driver (Card Interface (Interface Dialed Number Ide Minimum Digits (N	Driver) e) entification (GewählteNummer)	12 3 9 1	
	PBX Type (PBXTy Card Driver (Card Interface (Interface Dialed Number Ide Minimum Digits (N Intrusion Configure Calling Party Confi	Driver) e) entification (GewählteNummer) /inDigits) ation (AufschaltenAktiv) figuration (CallingPartyAktiv)	12 3 9 1 0	
	PBX Type (PBXTy Card Driver (Card Interface (Interface Dialed Number Ide Minimum Digits (M Intrusion Configure Calling Party Conf Default Calling Pa	Driver) e) entification (GewählteNummer) finDigits) ation (AufschaltenAktiv) figuration (CallingPartyAktiv) rty (DefaultCallingParty)	12 3 9 1 0 1 1 1 972	
	PBX Type (PBXTy Card Driver (Card Interface (Interface Dialed Number Ide Minimum Digits (M Intrusion Configure Calling Party Conf Default Calling Pa Calling Name Ider	Driver) e) entification (GewählteNummer) (inDigits) ation (AufschaltenAktiv) figuration (CallingPartyAktiv) rty (DefaultCallingParty) ntification (CNIPAktiv)	12 3 9 1 0 1 1 1 9 22 1	
	PBX Type (PBXTy Card Driver (Card Interface (Interface Dialed Number Ide Minimum Digits (M Intrusion Configure Calling Party Conf Default Calling Pa	Driver) E) entification (GewählteNummer) finDigits) ation (AufschaltenAktiv) figuration (CallingPartyAktiv) rty (DefaultCallingParty) htification (CNIPAktiv) QSIGStandard)	12 3 9 1 0 1 1 1 972	

In the same Section select the Default Calling Party (DefaultCallingParty) Key. Set the Value to 9?? and click on Save. Note this value will be used for dialing out from IP Office.

Edit configuration								
Table:	Table: NovaAlert Basic Configuration							
Section:	ection: Call Control (CallInfo)							
Key:	Default Calling Party (DefaultCalling	Party)	~					
Explanation:	Default calling party for outgoing call	s?	<u>_</u>					
Value:	9??	Cancel	Save					
Overview: [CallInfo]			Call Control					
PBX Type (PBXT)	(pe)	<u>12</u>	î , ^					
Card Driver (Card	Driver)	3	6					
Interface (Interface	e)	9	6					
Dialed Number Ide	entification (GewählteNummer)	1	6					
Minimum Digits (N	finDigits)	<u>0</u>	8					
Intrusion Configura	ation (AufschaltenAktiv)	1	8					
Calling Party Conf	iguration (CallingPartyAktiv)	1	6					
Default Calling Pa	rty (DefaultCallingParty)	<u>977</u>	6					
Calling Name Ider	tification (CNIPAktiv)	1	6					
QSIG Standard (C	SIGStandard)	Q	8					
Call Retries (Call)	(ersuche)	2	1 ×					

In the same Section select the Calling Name Identification (CNIPAktiv) Key. Set the Value to Yes and click on Save. This will send the CLID info on the outgoing call.

Edit configuration							
Table:	NovaAlert Basic Configuration		~				
Section:	Call Control (CallInfo)	Call Control (CallInfo)					
Key:	Calling Name Identification (CNIPAkti	iv)	~				
Explanation:	Would you like to send a display infor	mation with an outgoing	call?				
Value:	Yes	✓ 1 Cancel	Save				
Overview: [CallInfo]			Call Control				
PBX Type (PBXTy	/pe)	12					
Card Driver (Card		3	8				
Interface (Interface	a)	9	8				
Dialed Number Ide	entification (GewählteNummer)	1	8				
Minimum Digits (N	(inDigits)	Q	1				
Intrusion Configura	ation (AufschaltenAktiv)	1	8				
Calling Party Conf	iguration (CallingPartyAktiv)	1	8				
Default Calling Pa	rtv (DefaultCallingPartv)	977	8				
Calling Name Iden	tification (CNIPAktiv)	1	1				
QSIG Standard (Q	(SIGStandard)	Q	1				
Call Retries (Call)	(ersuche)	2	1 B				

Select **NovaAlert Basic Configuration and Line Configuration (NovaAlert)** from the **Section** drop-down menu. In order to add lines to any existing lines shown in the **Overview** window, click on the + icon to the right of the **Key** drop down menu, as is shown below.

Table: NovaAle	ert Basic Configuration		~
Section: NovaAle	ert Basic Configuration and Line	e Configuration (NovaAlert	
Key: <no sele<="" td=""><td>ection></td><td></td><td>~</td></no>	ection>		~
Explanation:		To add additional Li	nes
Value:		Cancel	Save
	101		
Reserved Lines for Alarm Tr	iggering (NurAusloesen)	<u>0</u>	B ^
Trace Level (Trace)		9	1
Log Auto Delete (ProtokollM	axAlter)	<u>730</u>	1
Timeout Localisation (MaxZe	aitLokalisation)	<u>30</u>	1
		1	1
Line allocation 1 (Linie1)		<u>+</u>	
Line allocation 1 (Linie1) Line allocation 2 (Linie2)		2	1
Line allocation 2 (Linie2)		2	Ĩ.
Line allocation 2 (Linie2) Line allocation 3 (Linie3)	onalPrefix)	2 3	8
Line allocation 2 (Linie2) Line allocation 3 (Linie3) Line allocation 4 (Linie4)		2 3 4	6

The following window opens, enter **LinieX** into the window and click on **OK**, where X is the next line number to be added.

10.10.40.44 meeds so	me information	and the second second				×
Script Prompt Description of the ner	w key (in section Nova Net):	-	OK ancel	At clients -	Stand	laione oli Digita
Line5				nt Basic Configuration	*	
	+ O Distante data	-		ert Basic Configuration and Line Configuration (NovaAlert)	~	
Grang Gebrian	System System System settings Sy WebClient Sy Setup Haintervaria Company address Decomp	Key Explanation	vNo sei	ection>	•	۲
Alarm SafiriSon	Setup vozetí Setup vozetí Subconfiguration Support Seport Secont Secon	Value:			2	
	* 40 Device configuration			Cartal	Balli	

PG; Reviewed: SPOC 5/18/2015 Solution & Interoperability Test Lab Application Notes ©2015 Avaya Inc. All Rights Reserved. 24 of 38 NovaAlert_IPO91 The Key added above, Linie5 should now populate the **Key** menu. Enter the **Value** X where X is the next line number to be added; in this case it is **5**. Click on **Save** to continue.

Edit configuration			_		
Table:	NovaAlert Basic Configuration			~	
Section:	onfiguration (NovaAlert)				
Section.					
Key:	Linie5				
Explanation: Line allocation, logical = physical?					
Value:	5	✓ 5			
, Overview:		Cancel	ave	-	
[NovaAlert]	,	IovaAlert Basic Configuration Conf	and Line		
SQL Server Name	(SQLServer)		1		
Static Direct Alarm	n (DirektAlarmNummer1)		1		
Word Replacemen	nt Type (Ersetzungsart)	1	1		
Timeout internal ca	alls (CallLängeIntern)	<u>30</u>	8		
Timeout external of	alls (CallLängeExtern)	<u>30</u>	1		
Polling Interval (In	tervall)	5	1		
Intrusion code (Au	fschaltCode)		1		
Reserved Lines for	r Alarm Triggering (NurAusloesen)	Q	1		
Trace Level (Trace	<u>e)</u>	9	1		
Log Auto Delete (F	ProtokollMaxAlter)	<u>730</u>	1	\sim	
Timeout Localiesti	ion (MayZeitl okalisation)	30	(3)		

Choose a new section, **Voice over IP Configuration (VoIP)** from the **Section** drop-down menu. Select **Driver Preferences (DriverPref)** from the **Key** drop-down menu. Select **Only SIP** from the drop-down menu for **Value** and click on **Save** to continue.

Edit configura	ition		
Table:	NovaAlert Basic Configuration		~
Section:	Voice over IP Configuration (VoIP)		~
Key:	Driver Preferences (DriverPref)		~
Explanation:	Which VoIP protocoll should be used?		^
Value:	<no selection=""> Only H 323 Only SIP</no>	3	Ľ
Overview ⁻		Cancel Sa	ve
[VolP]		Voice over IP Confi	guration
[VolP]	rences (DriverPref)	Voice over IP Confi	guration
[VolP] Driver Prefe	rences (DriverPref) Name (LocalUserName)		- /
[VolP] Driver Prefe Local User		3	8
[VoIP] Driver Prefe Local User H323 Gate	Name (LocalUserName)	3	
[VolP] Driver Prefe Local User H323 Gate H323 Use F	Name (LocalUserName) vay (H323_Gateway)	<u>3</u> <u>NovaAlert</u>	
[VoIP] Driver Prefe Local User H323 Gate H323 Use F	Name (LocalUserName) vay (H323_Gateway) ast Start (H323_UseFastStart)	3 NovaAlert 0	
[VolP] Driver Prefe Local User H323 Gate H323 Use F H323 Use F	Name (LocalUserName) vay (H323_Gateway) iast Start (H323_UseFastStart) 1245 Tunneling (H323_UseH245Tunneling)	3 NovaAlert 0 0	
[VoIP] Driver Prefe Local User H323 Gate H323 Use F H323 Use F H323 Lister H323 Use 6	Name (LocalUserName) vay (H323_Gateway) ast Start (H323_UseFastStart) (245 Tunneling (H323_UseH245Tunneling) er Configuration (H323_ListenerConfig)	3 <u>NovaAlert</u> Ω Ω Ω <u>×:1720</u>	
[VolP] Driver Prefe Local User H323 Gate H323 Use F H323 Lister H323 Use 6 H323 Lister H323 Gate	Name (LocalUserName) vay (H323_Gateway) fast Start (H323_UseFastStart) f245 Tunneling (H323_UseH245Tunneling) fer Configuration (H323_ListenerConfig) GateKeeper (H323_UseGateKeeper)	3 <u>NovaAlert</u> Ω Ω Ω <u>×:1720</u>	
[VoIP] Driver Prefe Local User H323 Gate H323 Use F H323 Use F H323 Lister H323 Gate H323 Gate	Name (LocalUserName) vay (H323_Gateway) ast Start (H323_UseFastStart) (245 Tunneling (H323_UseH245Tunneling) ver Configuration (H323_ListenerConfig) BateKeeper (H323_UseGateKeeper) Keeper Address (H323_GateKeeperAddress)	3 <u>NovaAlert</u> Ω Ω Ω <u>×:1720</u>	

Staying with the same **Section**, using the drop-down menu change the **Key** to **SIP Gateway** (**SIP_Gateway**). Enter the **Value** for the SIP Gateway which will be the IP address of the IP Office, in this case the IP address of the Server Edition. This is entered in the format IP Address, IP Address or **10.10.40.25**, **10.10.40.25** as is shown below. Click on **Save** to continue.

Edit configuration							
Table:	NovaAlert Basic Configuration		~				
Section:	Voice over IP Configuration (VoIP)		~				
Key:	Key: SIP Gateway (SIP_Gateway)						
Key: SIP Gateway (SIP_Gateway) Explanation: SIP-Gateways with [Realm,IP,Prefix] (Prefix can be omitted) (separate multiple gateways with ";") (novalink.ch,192.168.25.1;novaalert.ch,192.168.25.200)?							
Value:	10.10.40.25,10.10.40.25	Cancel	×				
Overview:			Save				
nozo Galeway (n	ozo_Galeway)		U				
H323 Use Fast St	art (H323_UseFastStart)	Q	B ^				
H323 Use H245 T	unneling (H323 UseH245Tunneling)	Q	1				
H323 Listener Cor	nfiguration (H323 ListenerConfig)	<u>*:1720</u>	1				
H323 Use GateKe	eper (H323 UseGateKeeper)	<u>0</u>	8				
H323 GateKeeper	Address (H323_GateKeeperAddress)		1				
H323 GateKeeper	Zone (H323 GateKeeperZone)		1				
H323 GateKeeper	Password (H323 GateKeeperPwd)		1				
SIP Gateway (SIP	Gateway)	10.10.40.25,10.10.40.25	1				
SIP Alias (SIP Ali	as)		1				
SIP Listener Confi	g (SIP_ListenerConfig)	<u>*:5060</u>	1				
Fax Transport Coo	dec (FaxTransportCodec)	1	1 B 🗸				

To finish out the configuration a restart of the lines is required. From the menu section navigate to **Monitoring** \rightarrow **Modules** and from the main window click on the **refresh icon** beside any of the lines and select **Restart all lines**, as shown below.

🕀 🚺 Master data	Modules		0
+ 🕐 Alert - 🔛 Monitoring - Activities	→ Start all lines		Refresh
Modules	C Restart all lines	15524	
Monitoring		Line 1	
Status Monitoring	00	Line 2	
NovaConf	00	Line 3	
1 (1) Evaluate data	● Q	Line 4	
	Modules		
	⊖ ⊙	DECT	
	⊖ G	Gateway	^
	⊖ ⊙	Inputs	
	⊖ ⊙	IP	
		Mobile	
			7 10
		OPC	
		OPC Printer	

6.2 Add an Avaya IP Office extension to alert.

In order to send an alarm to IP Office, an extension will need to be added. This extension is then called by NovaAlert when the alarm is activated. From the main menu, navigate to **Master data** \rightarrow **User master data**. In the main window select **New person** as shown below.

Master data	Person definition	IS			(
Group definition	New person	Searc	ch person	Show all	
 Alarm definition Potential-free contacts Serial interfaces Data base interfaces Email (SMTP) 	Pers. No.	<u>Name</u>	Personal no.	<u>User name</u>	

Click on the **Personal details** tab and enter a suitable **Name** and **Pin code**.

Edit person				_	_		<u>Back</u>	0
No.:		Name:						
		Client:	A	II				~
Personal details Tel	ephone numbers	Authorization	Mobile	e/Desktop	Allocation	Notes		
Name:	DR. Millar					eactivated		
Add. information:				PIN code:	1234			×
Name of street:				Personal I	D:			
ZIP/Town/City:						o parallel alarms		
Language:	English		~					
Logged out:								
	S	ave changes		Dis	scard			

Solution & Interoperability Test Lab Application Notes ©2015 Avaya Inc. All Rights Reserved. Click on the **Telephone numbers** tab and enter the IP Office telephone number for this user and click on **Save Changes** at the bottom of the screen.

Edit person						<u>Back</u>	0
No.:		Name: Client:	All				~
Personal details	Telephone numbers	Authorization	Mobile/Desktop	Allocation	Notes		
		On-call du	ty			On-call duty	
Office 1:	5220	×] Office 2:				
Home 1:] Home 2:				
Mobile 1:		✓] Mobile 2:				
SMS GSM 1:] SMS GSM :	2:] 🗹 🛛
WLAN/DECT 1:] WLAN/DEC	T 2:] 🗹 🛛
Fax 1:] Fax 2:] 🗹
Serial 1:] Serial 2:				
Pager 1:		Т	one call	~	✓		
Pager 2:		Т	one call	~	✓		
E-Mail/Task:					✓		
PC-Name/IP:					✓		
Printer/SysLog:			UNC	printer na	me - PCL p	rinter 🗸	
Web-Interface:					✓		
	S	ave changes		iscard			

The new user/extension is now clearly shown.

- 🚦 Master data	~	Person definition	Si				й (
 ↓ User master data ↓ Group definition ↓ On-Call-Duty lists 		New person	Searc	h person	Show all	R	
Alarm definition Alarm definition Potential-free contacts Serial interfaces		Pers. No.	<u>Name</u> DR. Millar	Personal no.	User name	R	
Data base interfaces Email (SMTP) WLAN/DECT					.1.		

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7. Verification Steps

This section illustrates the steps necessary to verify that the NovaAlert is configured correctly to send an alarm to extensions on IP Office using SIP trunks.

7.1 Create a new Alarm on NovaAlert

From the main menu navigate to **Master data** \rightarrow **Alarm definition**. From the main window, click on **New Alarm**, as shown below.

Group definition	New Alarm	Search alarm Show	vali		
Alarm definition	Alarm no.	Description	Pm	_	
Jerial interfaces	3	Alarm to Hunt Grooup	1234	1.12	1926
B Data base interfaces	4	Failover from SE to V2	1234	12	-
(A Email (SHTP)	4	Group Alerm	1234	8	-
WLAN/DECT	1	Test Alarm 1	1234	3	-
A SIMP					
SNS					
😔 Web Inputs					
# 📢 3P-51/Output					

In the **General** tab, enter a suitable **Description** and **Pin code for trigger** for the new alarm. Select **Compile individual alert list** from the **Select contact group** drop-down menu.

Alarm definition			Back 🕜
No.:	Description:		
	Client:	All	~
General Messages Alarn	n list Alarm inputs Esc	alation Various Notes	
Description:	Alarm for Dr Millar		○
Pin code for trigger:	1234	Voice no.	
Priority:	Highest Priority	•	
Group call:	Sequential Call	~	
Number of attempts:	1 🗸		
Nbr. of pers. to be contac .:	All 🗸		
Select contact group			
Compile individual aler	t list	\sim	
<no selection=""></no>			\sim
	Save changes	Discard	

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Alarm d	efinition							<u>Back</u>	0
No.:			Description	•					
			Client:	A					~
General	Messages	Alarm list	Alarm inputs	Escalation	Various	Notes			
Item	Person / IP o Tel. number				Conference	Acknow.	Intrusion	Delay	
	<no selection<br="">1140e SIP (F 1608-I H323</no>	Person) (Person)				Logged in:	□ ▼	0 🗸	•
Renum	9408 Digital 9608 SIP (P 9611 SIP (P 9630 H323 (erson) erson) Person)			el	Save		Add	
	DR. Millar (F HG All Syste HG SE (Pers HG V2 (Pers	ems (Person) son) son))						
	QSIG PSTN SIP PSTN (F								
		S	ave changes		D	iscard			

Click on the Alarm list tab and select the user that was created in Section 6.2.

Once the **Person/IP output** has been correctly selected the **Tel. number** should also get populated automatically. Click on the **Add** button to add this new person.

Alarm d	lefinition			Back 🕜
No.:		Description:		
		Client:	All	\checkmark
General	Messages Alarm list	Alarm inputs Es	calation Various Notes	
Item	Person / IP output Tel. number		Conference Acknow.	ntrusion Delay
	DR. Millar (Person)		✓ □ □	
	Office 1 (5220)		 Logged in: 	✓
Renum	nber positions		Cancel Save	Add
—				
		Save changes	Discard	1

Alarm de	finition					<u>Back</u>	0
No.:		Descript Client:	All				~
General	Messages Alar	m list Alarm inputs	Escalation Vario	ous Notes			
Item	Person / IP outpu Tel. number	t	Conferer	nce Acknow.	Intrusion	Delay	
	<no selection=""></no>		✓ □			0 🗸	
[~	Logged in:	✓		
Renumbe	er positions		Cancel	Save		Add	
Item	Name	Phone no.	Conference	Acknowl.	Intr.	Dir.	-
1	DR. Millar	Office 1				0 🚯	
		Save change	es	Discard			

Click on **Save Changes** at the bottom of the screen.

From the main menu, navigate to Alert \rightarrow Manual alarm trigger. In the main window select the Alarm to be triggered, which should be the alarm created above.

🗄 🍯 Master data	Manual alarm trigger	0
E 📿 Alert		
Manual alarm trigger Or Cancel Alarm	Person triggering alarm	9408 Digital
Acknowledge Alarm	Alarm to be triggered	<no selection=""> Alarm for Dr Millar (5)</no>
🕵 Trigger macro	Ham to be algered	Alarm to Hunt Grpoup (3)
Monitoring NovaConf	Call type:	Failover from SE to V2 (4) Group Alarm (2)
+ () Evaluate data	Plaintext:	Test Alarm 1 (1)
🗉 酸 System	Pidintext.	✓ Im.
	O-llowerhan	
	Call number:	Alarm message: 🚜
	Alarm PIN code	Personal PIN code
		Alert
		AIGI

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34 of 38 NovaAlert_IPO91 Click on the Alert button at the bottom of the screen.

🗄 🍪 Master data	Manual alarm trigger		0
🖃 🔘 Alert			
😢 Manual alarm trigger		0400 Divited	$\overline{}$
🧭 Cancel Alarm	Person triggering alarm	9408 Digital	
V Acknowledge Alarm	Alarm to be triggered	Alarm for Dr Millar (5)	~
🕵 Trigger macro	55		
🗉 🔛 Monitoring	Call type:	<default></default>	~
🕀 🔣 NovaConf			T
🗄 🕙 Evaluate data	Plaintext:		
🗉 💕 System			~ <u></u>
	Call number:	Alarm message:	× 🗆
	Alarm PIN code	Personal PIN code	
		Alert	

Click on **OK** to proceed.

Manual alarm trigger		0
Person triggering alarm	9408 Digital	~
Alarm to be triggered	Alarm for Dr Millar (5)	~
Call type:	<default></default>	¥
Plaintext:		T
Call number:	Alarm message:	2
Alarm PIN code	Personal PIN code	
	Alert	
WARNING: You a	e about to trigger an alarm. Do you wish to proceed?	
[OK	

The following screen should be displayed along with the telephone set ringing and an alarm message being played upon answer.

Alert Manual alarm trigger			
Cancel Alarm	Person triggering alarm	9408 Digital	~
Acknowledge Alarm Markov Acknowledge Alarm Markov Acknowledge Alarm	Alarm to be triggered	<no selection=""></no>	~
Monitoring	Call type:	<default></default>	~
 NovaConf Evaluate data System 	Plaintext:		
	Call number:	Alarm message:	a
	Alarm PIN code	Personal PIN code	
	Alarm triggered successfully	.1 Recipients will be alerted.	

8. Conclusion

These Application Notes describe the configuration steps required for NovaAlert from NovaLink to interoperate with Avaya IP Office R9.1 Server Edition with an Avaya v2 500 expansion. All feature functionality and serviceability test cases were completed successfully with any issues and observations noted in **Section 2.2**.

9. Additional References

This section references the Avaya and NovaLink product documentation that are relevant to these Application Notes.

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

[1] Avaya IP Office R9.1 Manager 10.1, Document Number 15-601011

[2] Avaya IP Office R9.1 Doc library

Technical support can be obtained for NovaAlert from the website <u>http://www.novalink.ch/en/</u> or from the following.

NovaLink GmbH Businesstower Zuercherstrasse 310 8500 Frauenfeld Switzerland helpdesk@novalink.ch Phone: +41 52 762 66 77 Fax: +41 52 762 66 99

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