Avaya Solution & Interoperability Test Lab

Application Notes for Resource Software International Tools OSN with Avaya IP Office – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Resource Software International (RSI) tools OSN to interoperate with Avaya IP Office. Resource Software International tools OSN application offers immediate, E911 on-site notification for emergency calls. RSI tools OSN is a computer telephony solution that uses the CTI Link Pro (DevLink and 3rd Party TAPI) interface to an Avaya IP Office to provide real-time monitoring and notification of emergency events (i.e. 911 calling). RSI tools OSN can deliver emergency notification messages to a digital/IP telephone set, via email, or to a network computer utilizing Windows WinPopup messages.

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.

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1. Introduction

These Application Notes describe the configuration steps required for Resource Software International (RSI) tools OSN to interoperate with Avaya IP Office. RSI tools OSN is a computer telephony solution that uses the CTI Link Pro (DevLink and 3rd Party TAPI) interface to an Avaya IP Office to provide real-time monitoring and notification of emergency events (e.g. 911 calling).

The software can be configured to deliver notification messages to a telephone set, via email, or to a desktop computer using Windows WinPopup messages. A record of each emergency notification event is stored in the emergency notification event log (notify.log). The onsite notification feature provides businesses with immediate real-time notification of emergency events. This solution provides increased security, elimination of inappropriate/invalid emergency calls, and faster response times to actual emergency events. The software will operate on any Pentium based computer operating a Microsoft Windows operating system (Windows XP or greater).

2. General Test Approach and Test

2.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing. The feature testing focused on verifying the following on RSI tools OSN:

- Handling of real-time data from Avaya IP Office, and the use of that data to provide real-time notification of an emergency.

The serviceability testing focused on verifying the ability of RSI tools OSN to recover from adverse conditions, such as disabling/re-enabling the network connection to the RSI tools OSN PC.

2.2. Test Results

All test cases were executed and passed.

2.3. Support

Technical support on the RSI tools OSN can be obtained through the following:

- **Phone:** (905) 576-4575
- **Email:** support@telecost.com
- **Web:** www.telecost.com

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3. Reference Configuration

The RSI tools OSN solution consists of the RSI tools OSN application running on a Windows PC / Server. The RSI tools OSN application utilizes the CTI Link Pro (DevLink and 3rd Party TAPI) interface to Avaya IP Office to provide real-time monitoring and notification of emergency events (i.e. 911 calling).

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4. Equipment and Software Validated

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

Equipment	Software
Avaya IP Office 500 • DIGSTA8/PRIS U • VCM32 • ANALOG POTS30V2	8.0 (13) • 8.0 (13) • 8.0 (13) • 10.0 (13)
Avaya 6200 Series Analog Telephone	–
Avaya 2400 Series Digital Telephones	Release 6
Avaya 5600 Series IP Telephones (H.323)	2.9.1
Avaya 9600 Series IP Telephones (H.323) • 96x0 • 96x1	 3.1 SP2 6.0 SP5
Avaya IP Office TAPI Driver	tapiQ3Maint2011.exe
RSI tools OSN application on a Windows XP Professional Service Pack 3 PC	Version 2011 Build 2.0.0.2

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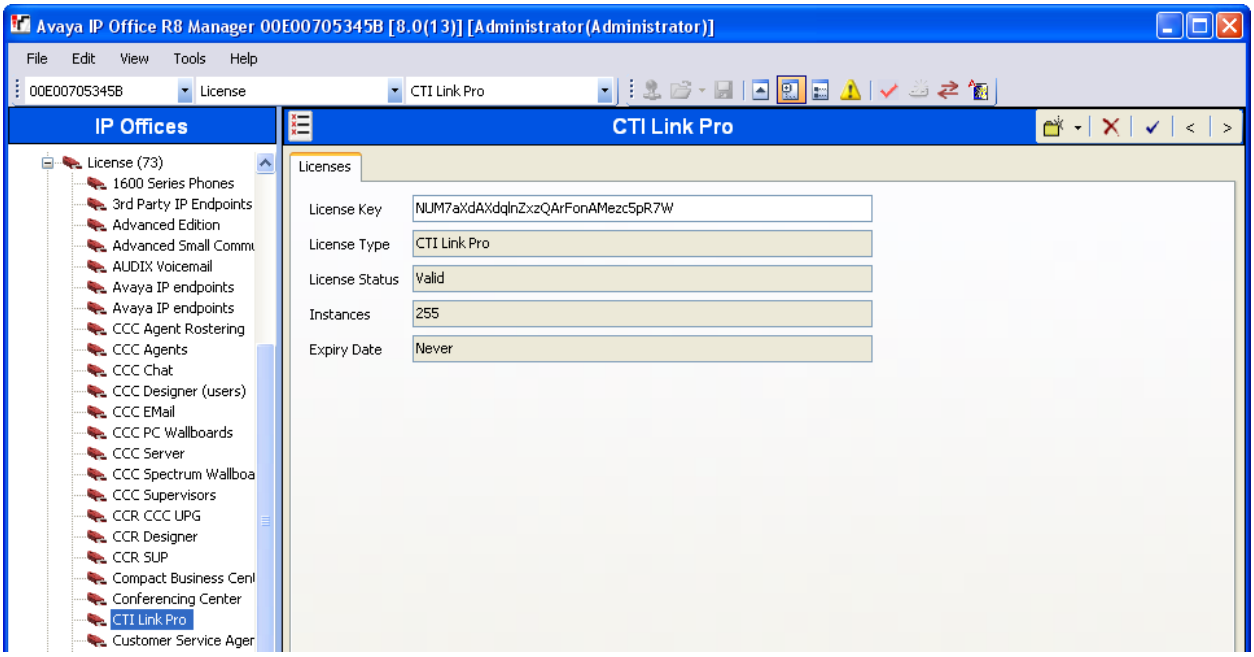
5. Configure Avaya IP Office

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 **License > CTI Link Pro** to display the **CTI Link Pro** screen in the right pane. Verify that the **License Status** is "Valid".



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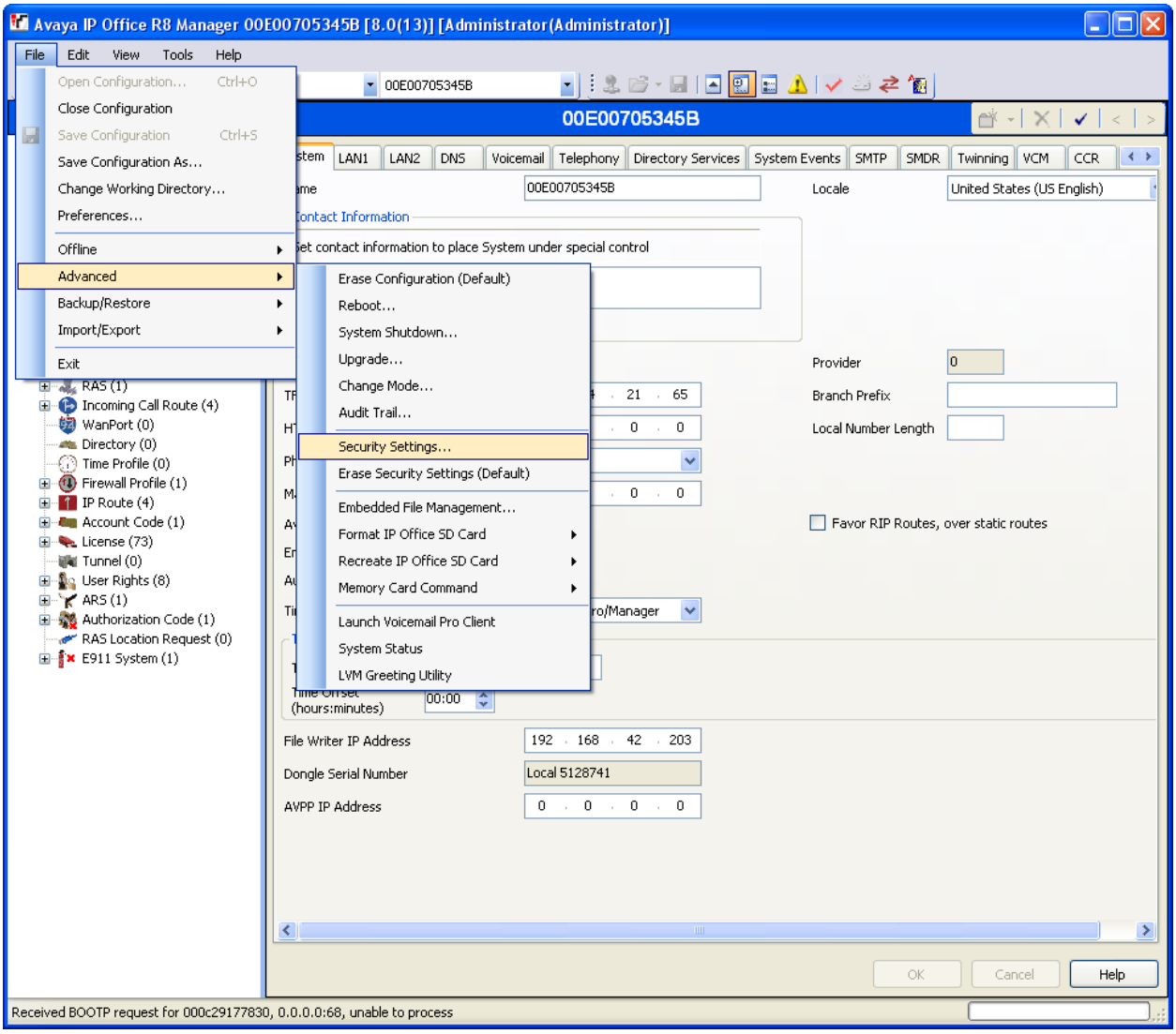
From the top menu select **File > Advanced > Security Settings..**.



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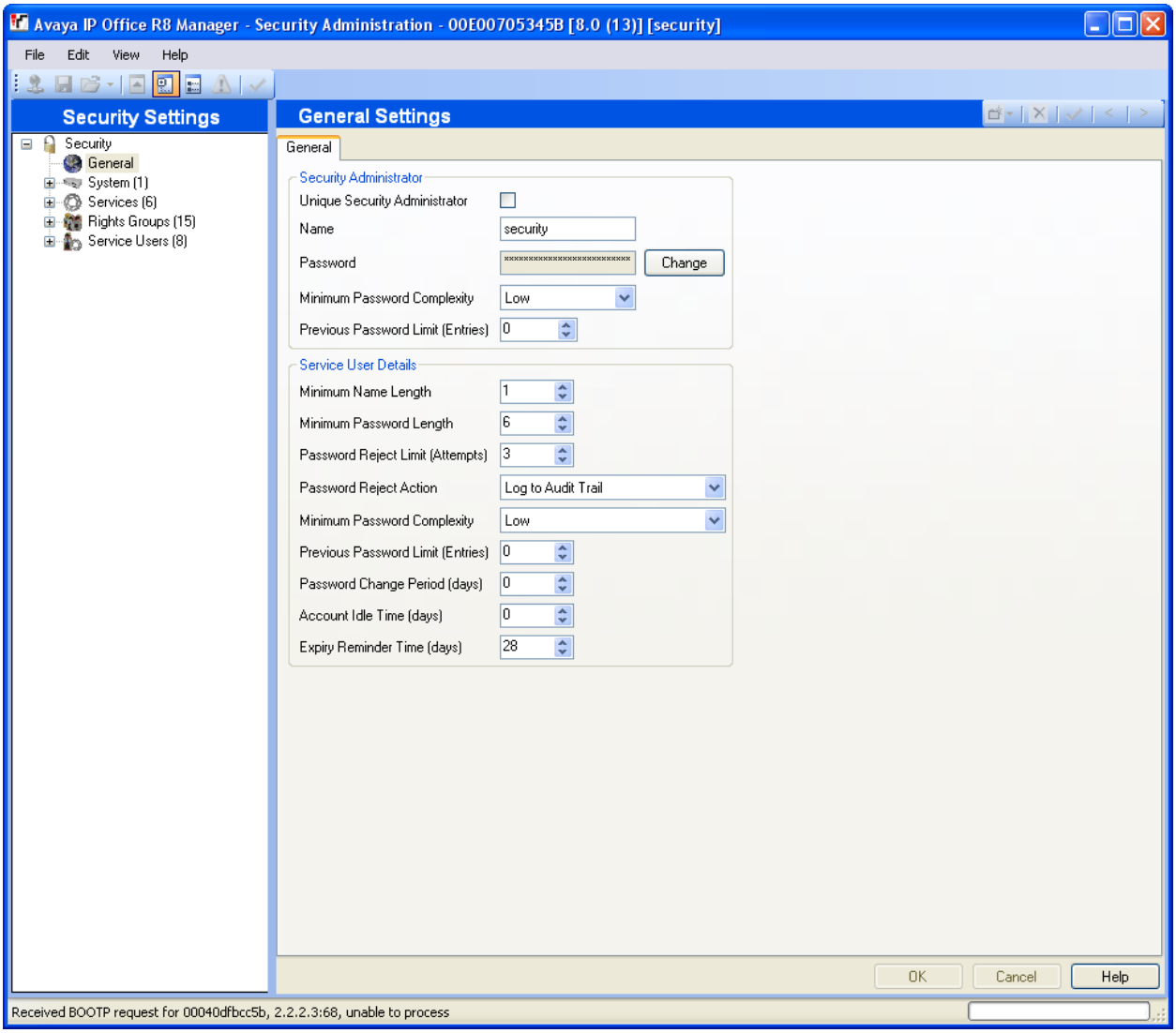
The following screen is displayed.



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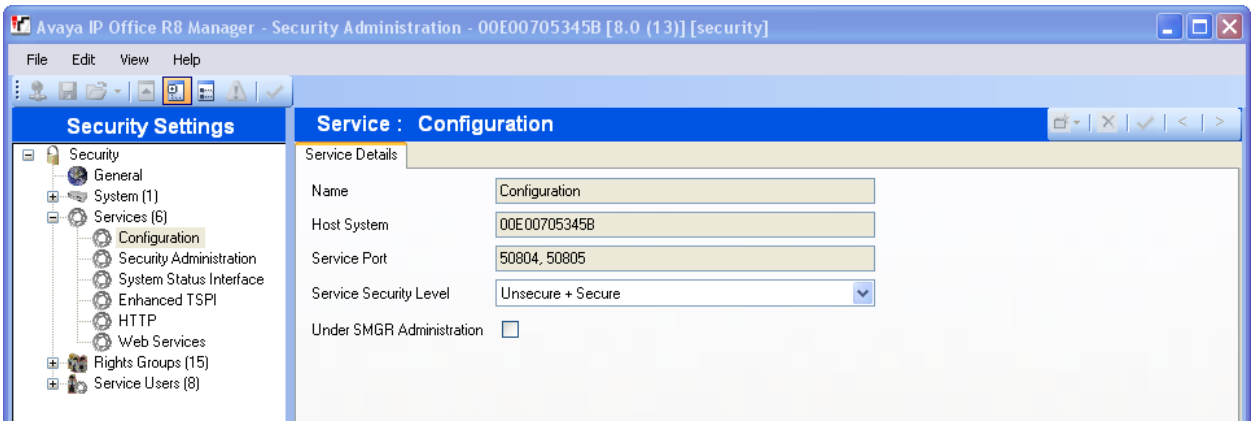
From the **Security Settings** tree in the left pane, navigate to **Services > Configuration**. Select "Unsecure + Secure" from the **Service Security Level** drop-down menu. Note the secure **Service Port** value (i.e. "50805") which will be used later to configure RSI tools OSN.



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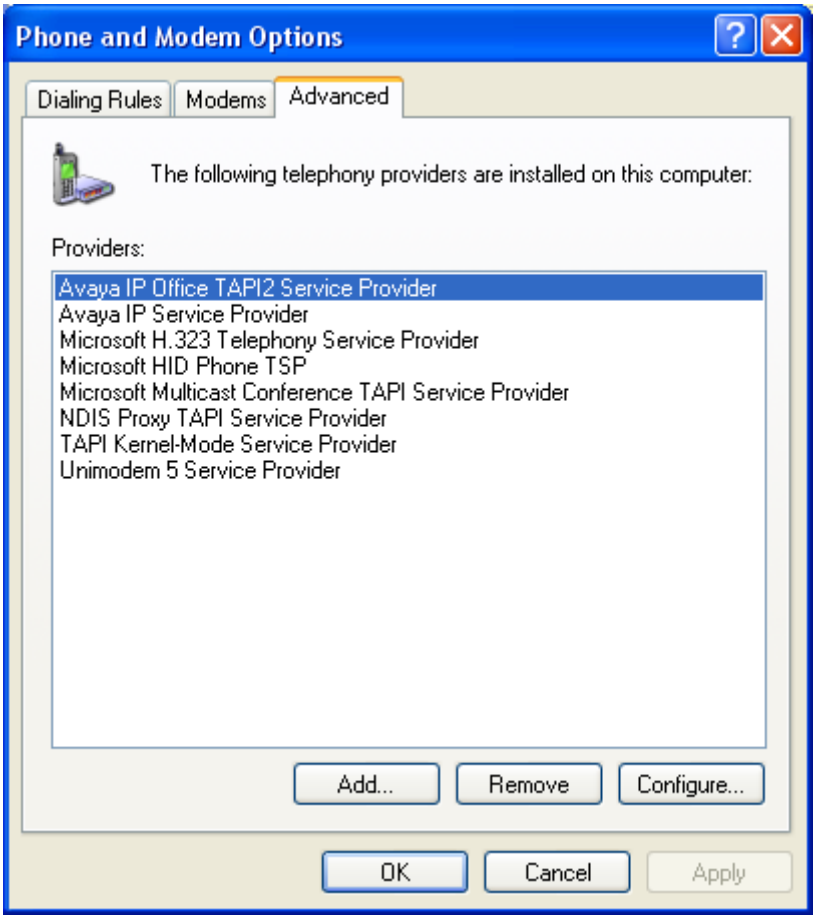
6. Configure RSI tools OSN

This section provides the procedures for configuring the RSI tools OSN Server. The procedures include the following areas:

- Administer TAPI Driver
- Launch tools OSN Configuration Wizard
- Administer Connection Information
- Administer System Defaults
- Administer Public Safety Answering Point (PSAP)
- Administer Emergency List
- Administer Extension List
- Administer Notify List
- Administer IP Office Configuration Account

6.1. Administer TAPI Driver

From the RSI tools OSN PC, select **Start > Control Panel > Phone and Modem Options**, to display the **Phone and Modem Options** screen. Select the **Avaya IP Office TAPI2 Service Provider** entry under the **Advanced** tab, and click **Configure**.



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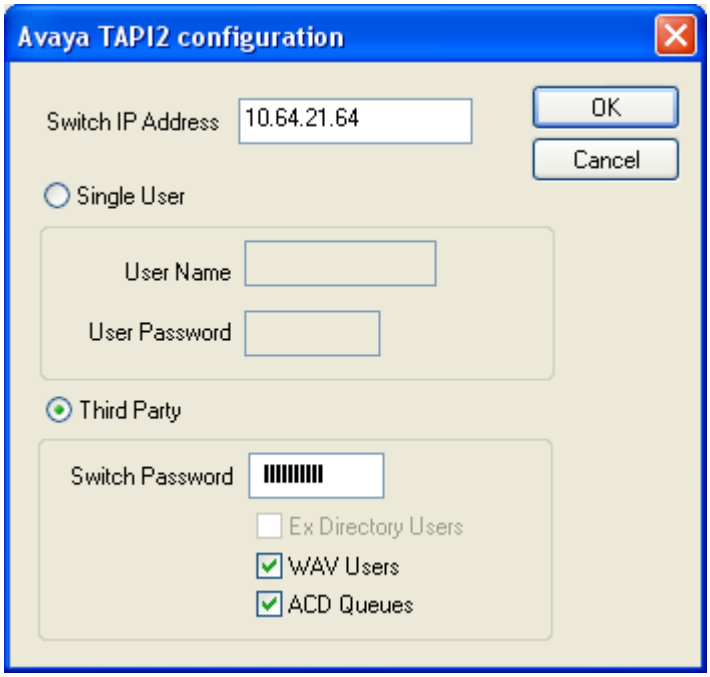
The **Avaya TAPI2 configuration** screen is displayed. For **Switch IP Address**, enter the IP address of Avaya IP Office. Select the radio button for **Third Party**. Enter the appropriate credentials for the **Switch Password**. Reboot the RSI tools OSN PC.



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6.2. Launch RSI tools OSN Configuration Wizard

From the PC where the RSI tools OSN application is installed, select **Start > All Programs > RSI > tools OSN > Avaya > Configuration Wizard** to launch the configuration wizard. In the following sections, after entering the appropriate values on each screen, click the **Next** button to move forward through the wizard. At the end of the wizard, click the **Finish** button to complete the configuration.

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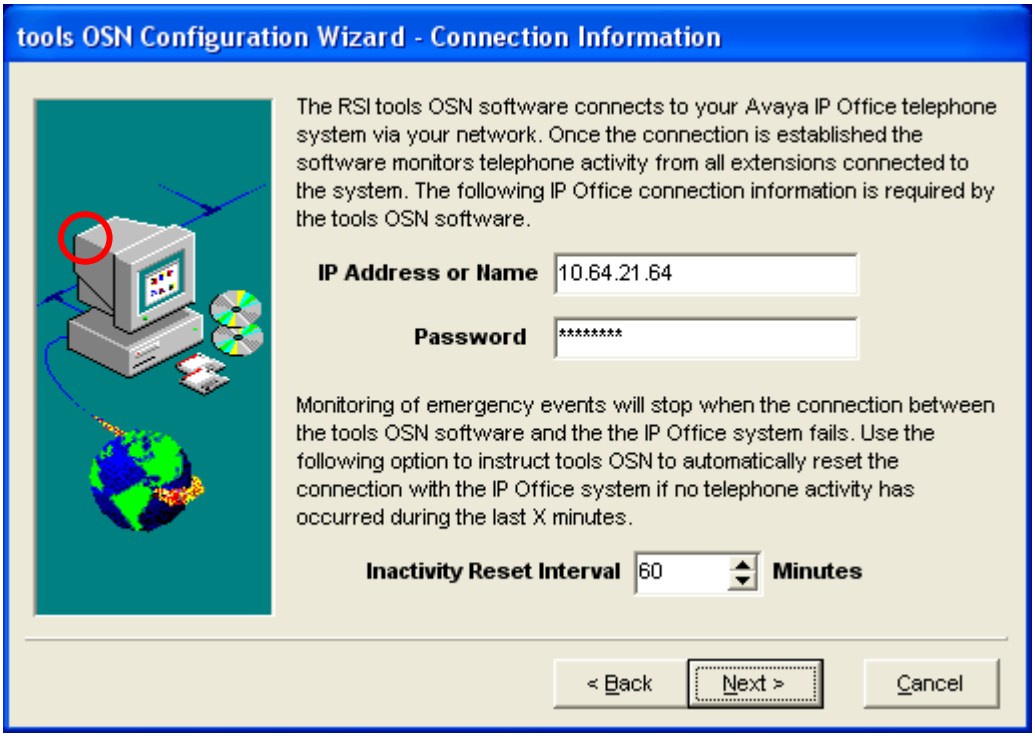
6.3. Administer Connection Information

On the **Connection Information** screen, enter the IP Office IP address (or name) in the **IP Address or Name** field. Enter the password used to access IP Office in the **Password** field.



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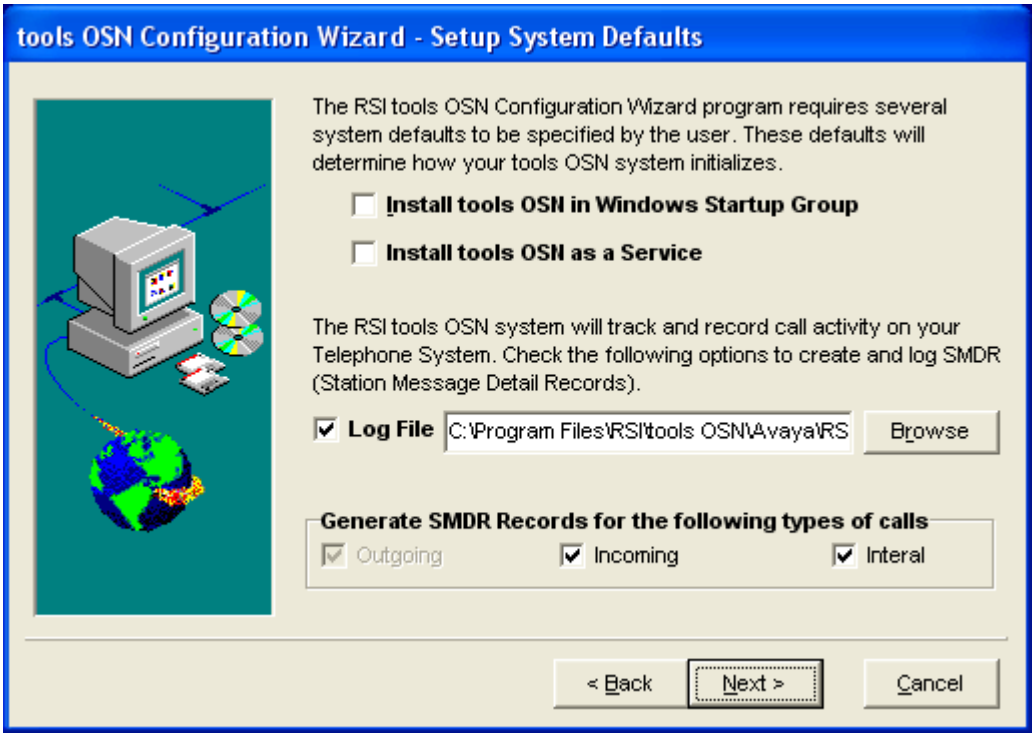
6.4. Administer System Defaults

On the **Setup System Defaults** screen, enter the desired system defaults. The screen below shows the values used during compliance testing.



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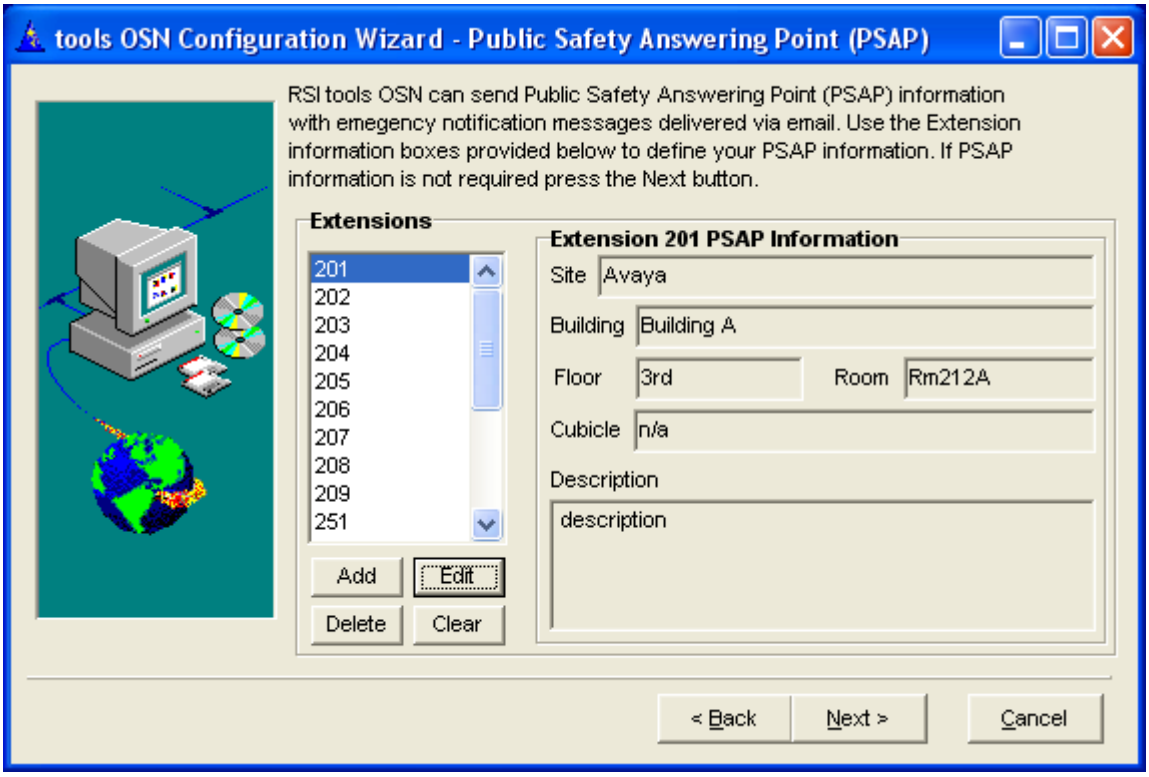
6.5. Administer Public Safety Answering Point

On the **Public Safety Answering Point** screen, add/edit the PSAP Information fields as desired for each of the IP Office extensions.



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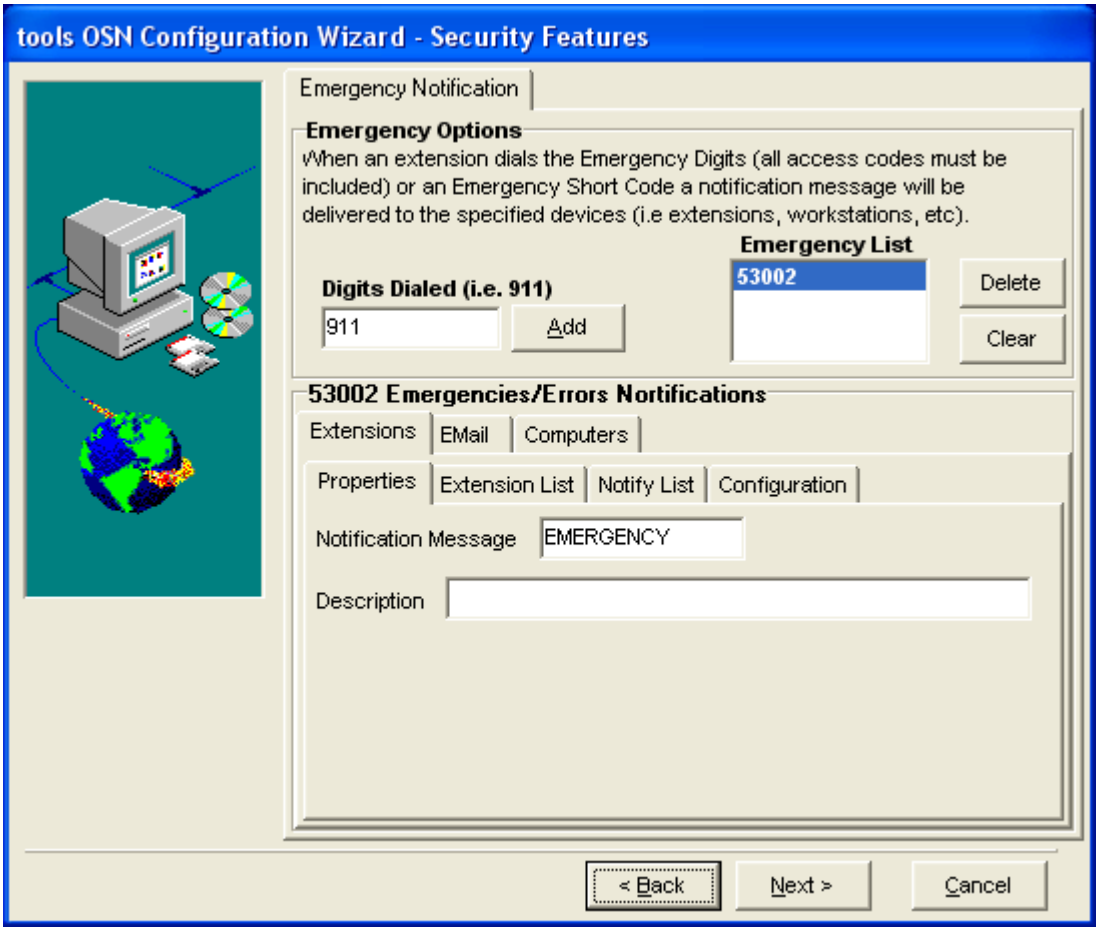
6.6. Administer Emergency List

On the top half of the **Security Features** Screen, enter a value in the **Digits Dialed** field and click the **Add** button to add the value to the **Emergency List**. The screen below shows that "53002" has already been added as an emergency number. Repeat this procedure to add all the desired emergency numbers.



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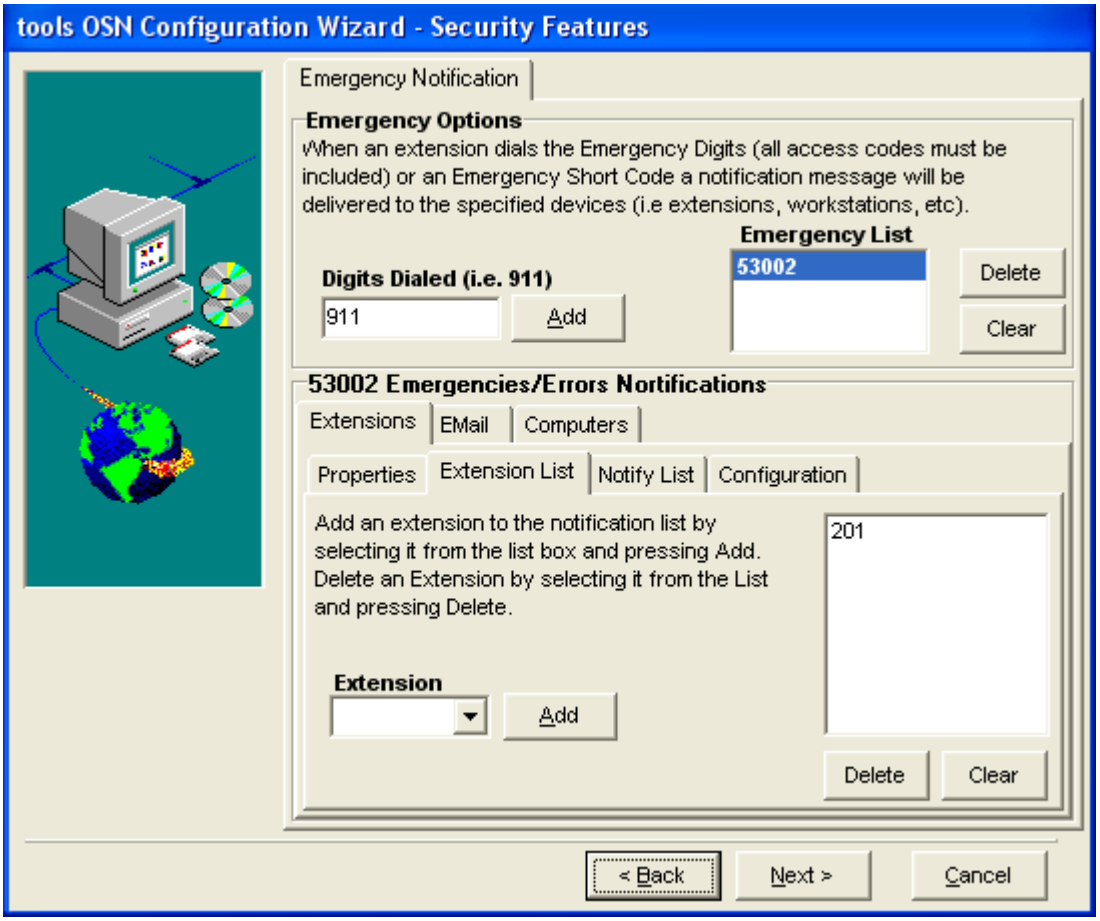
6.7. Administer Extension List

On the bottom half of the **Security Features** Screen, click the **Extension List** tab. Use the **Extension** drop-down menu to select an extension to be added to the notification list. Click the **Add** button. Repeat this procedure to add all the desired numbers to the notification list. The screen below shows that extension "201" has already been added to the notification list.



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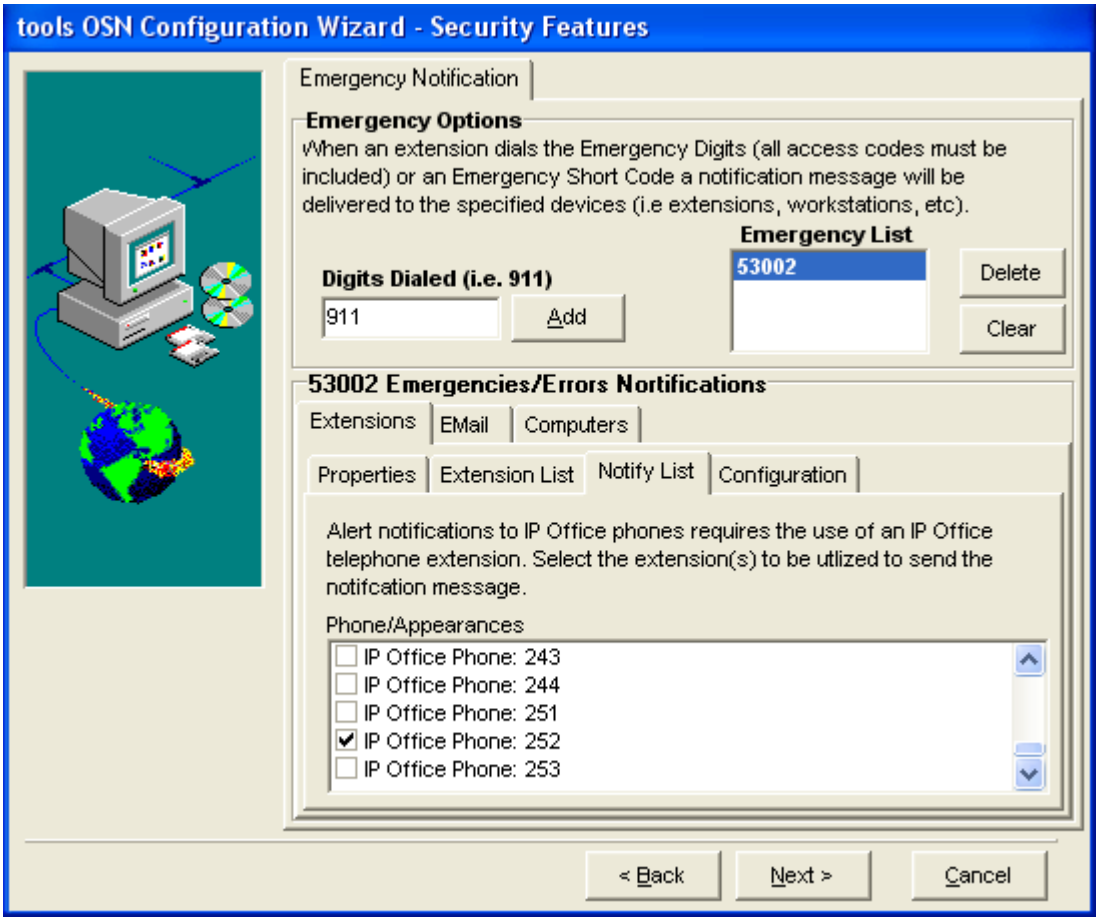
6.8. Administer Notify List

On the bottom half of the **Security Features** Screen, click the **Notify List** tab. Select the extension(s) to be utilized to send the notification message.



6.9. Administer IP Office Configuration Account

On the bottom half of the **Security Features** Screen, click the **Configuration** tab. Enter the appropriate IP Office credentials for the **Account Name** and **Password** fields. In the **Port** field, enter the secure **Service Port** value shown at the end of **Section 5**.

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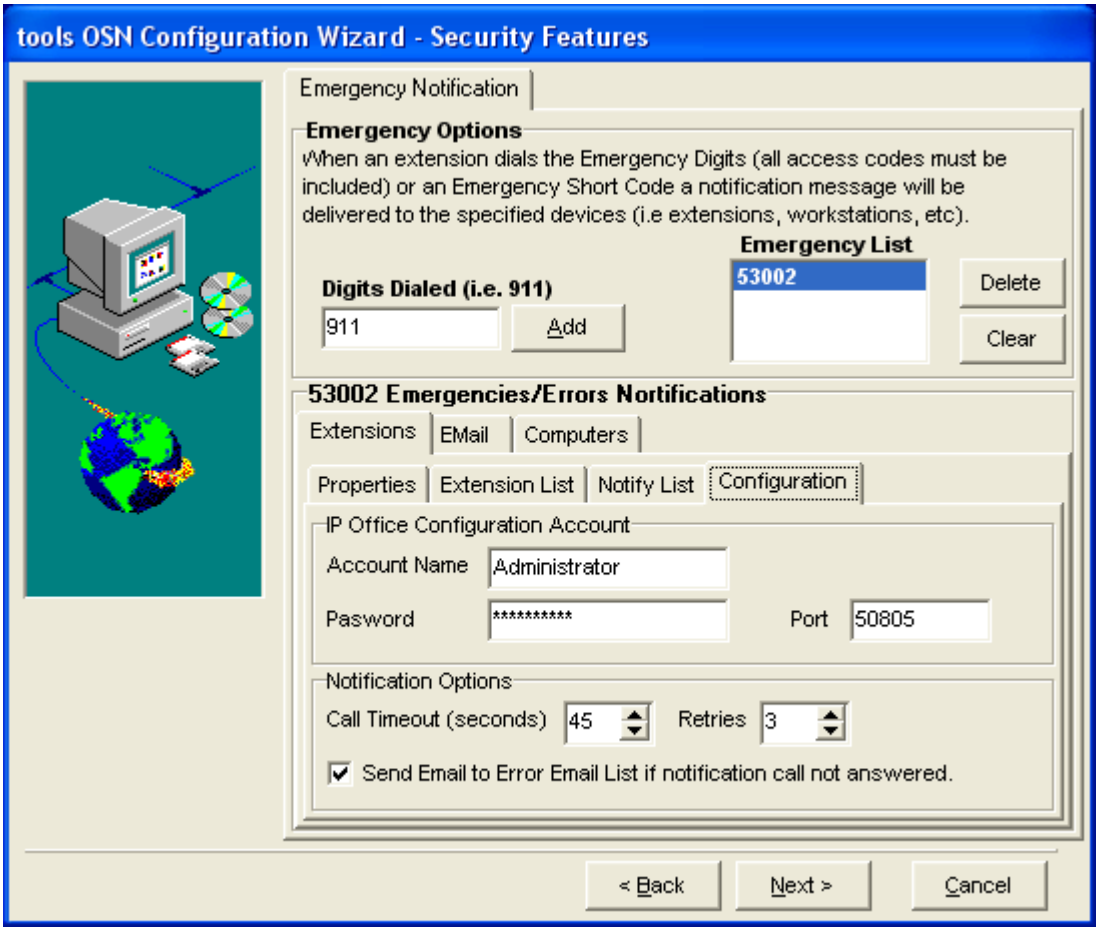

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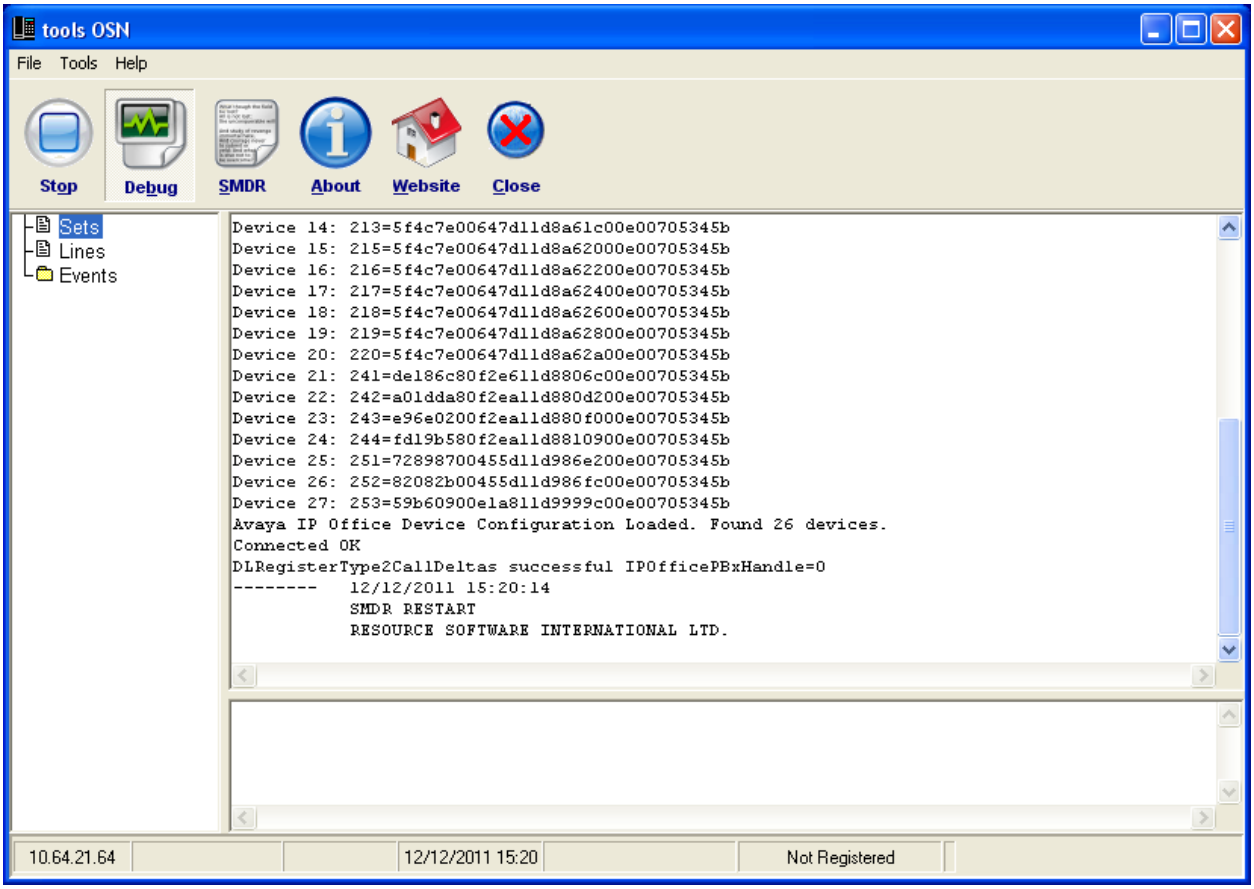
7. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Avaya IP Office and RSI tools OSN.

Launch the RSI tools OSN application by selecting **Start > All Programs > RSI > tools OSN > Onsite Notification**. Click the **Debug** icon followed by the **Start** Icon (note the **Start** icon will change to a **Stop** icon as shown below).



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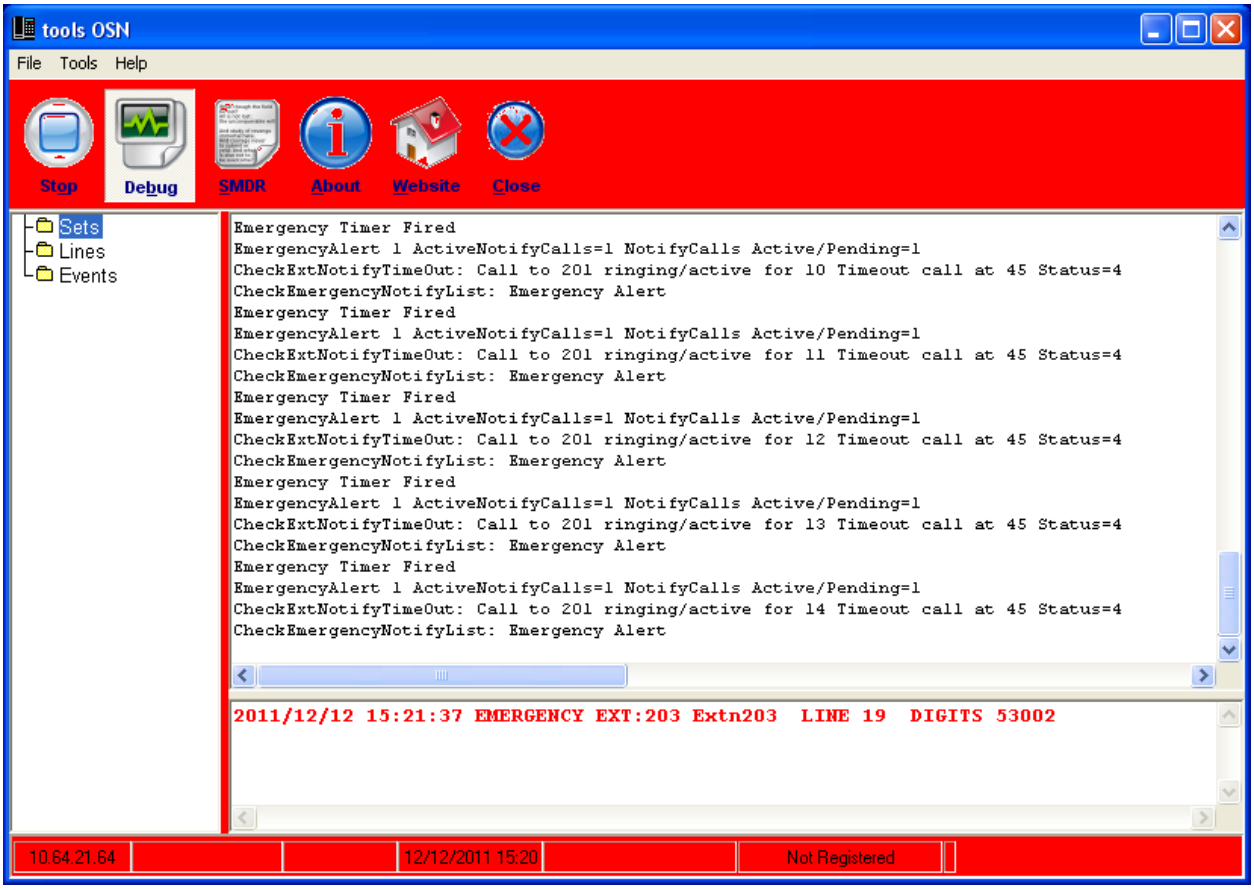
Place a call to an emergency number (in this case, “53002”). Verify the tools OSN application begins flashing and displays an event on the bottom portion of the screen indicating which extension dialed the emergency number (e.g. “203”) and the emergency number dialed (e.g. “53002”). Verify a call is placed from an extension selected in the **Notify List** in **Section 6.8** (e.g. “252”) to the extension in the **Extension List**, configured in **Section. 6.7** (e.g “201”). Verify the display on extension 201 shows extension 203 made an emergency call.



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8. Conclusion

These Application Notes describe the configuration steps required for RSI tools OSN to successfully interoperate with Avaya IP Office. All feature and serviceability test cases were completed.

9. Additional References

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

1. *IP Office 8.0, IP Office Installation*, November 2011, available at http://support.avaya.com.

2. *IP Office Manager 10.0*, November 2011, available at http://support.avaya.com.

3. *Resource Software International Ltd. tools OSN (IP Office) User Guide*, available as part of RSI tools OSN installation.

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