



Application Notes for Conveyant TeleDirectory Network System MC5000 and PC console Version 2.624 with Avaya Communication Server 1000 Release 7.5 – Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Conveyant TeleDirectory Network System MC5000 PC console with Avaya Communication Server 1000. TeleDirectory PC console enables the attendant to access attendant features available on Avaya Communication Server 1000 such as loop key operation, call forwarding, call transfer via telephone directory on the PC console.

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

Conveyant TeleDirectory Network System MC5000 PC console is a TeleDirectory for the Meridian Console (TDMC) and an alternative to Avaya M2250. TDMC is an advanced PC-based directory applications package that interfaces to Avaya CS1000. The integrated call processing features of TDMC are driven by the CS1000 with which it is integrated. Attendants may easily access call-processing features from the TeleDirectory application on their desktop PC.

These Application Notes describe the configuration steps required to integrate the Conveyant TeleDirectory Network System MC5000 PC console (hereafter referred as PC Console) with Avaya Communication Server 1000 (hereafter referred as CS1000). The Conveyant PC console allows attendant to exercise most if not all the attendant features on the CS1000.

2 General Test Approach and Test Results

Avaya's formal testing and Declaration of Conformity is provided only on the headsets/handsets that carry the Avaya brand or logo. Avaya may conduct testing of non-Avaya headset/handset to determine interoperability with Avaya phones. However, Avaya does not conduct the testing of non-Avaya headsets/handsets for: Acoustic Pressure, Safety, Hearing Aid Compliance, EMC regulations, or any other tests to ensure conformity with safety, audio quality, long-term reliability or any regulation requirements. As a result, Avaya makes no representations whether a particular non-Avaya headset will work with Avaya's telephones or with a different generation of the same Avaya telephone.

The Conveyant TeleDirectory Network System MC5000 PC console interface to Avaya CS1000 and has been adapted to work with PC console Interface Unit (PCCIU). This adaptation allows attendant to control the operation of the console from TeleDirectory application, providing integrated directory access and call processing.

Calls will be made from and to Conveyant PC console. Exercising some attendant features on the CS1000 via PC console.

2.1 Interoperability Compliance Testing

All test cases were performed manually. The following features were verified:

- Place a call using PC console dial pad and using directory
- Answer and end a call.
- Place call on hold using PC console and perform call waiting notification.
- Answer a held call that has timed out.
- Transfer a call using dial pad and using directory.
- Perform supervised transfer.
- Night Service feature.

2.2 Test Results

All test cases passed.

2.3 Support

For support on this Conveyant TeleDirectory Attendant Console, contact Conveyant Technical Support at:

- Phone: (949) 756-7100
- Website: http://www.conveyant.com/prod/tel_att_console.htm
- Email: support@conveyant.com

3 Reference Configuration

Figure 1 illustrates the test configuration used to verify the Conveyant TeleDirectory Attendant Console and Avaya CS1000.

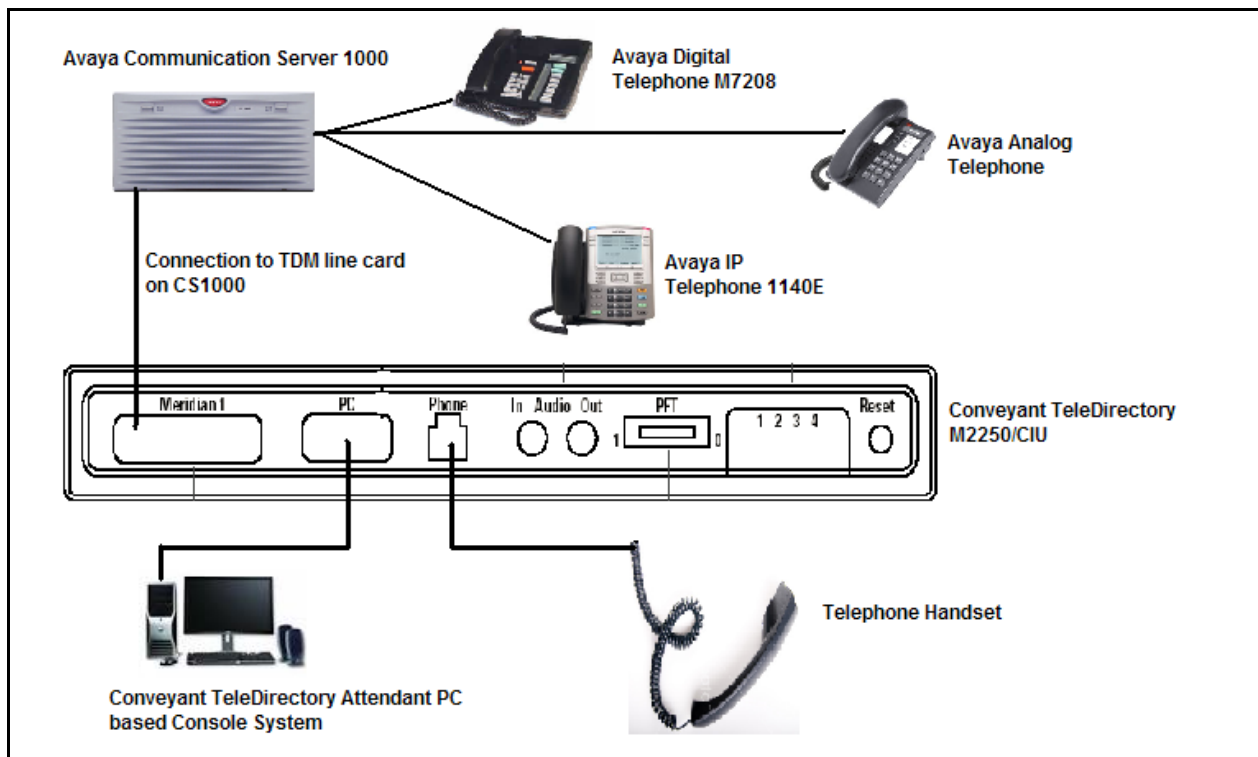


Figure 1: Avaya Communication Server 1000 System with Conveyant TeleDirectory Network System PC Console

4 Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Communication Server 1000	7.5
Avaya Telephones	<ul style="list-style-type: none">• DigitalM7208• Analog• IP Phone 1140E
Conveyant TeleDirectory PC Console System	M2250 PCCIU
Conveyant PC Console application	2.624

5 Configure Avaya Communication Server 1000

This section covers the configuration of the Avaya TDM line card and Avaya M2250 attendant console station. The procedures include:

- Configuring Avaya TDM line card using command line interface (Overlay).
- Configuring Avaya M2250 Attendant Console using command line interface.

5.1 Configure a TDM line card

To ensure the proper installation and commission of Avaya digital line card on Communication Server 1000 by using overlay 32 according to reference [1].

SSH to CS1000 system and login with appropriate credential. At the prompt, issue the following command:

```
>ld 32
.stat 4 0 2 0
.stat 4 0 2 1
```

In this example, the number 4 0 2 0 represents loop, shell, card and unit respectively (l s c u). The digital line card is being provision with 2 units 0 and 1.

If the digital line card is not provisioned then use command **enlc** to enable it.

5.2 Configure Avaya M2250 Attendant Console

Provision attendant console M2250 on CS1000 allows the M2250 PCCIU unit to communicate with Conveyant PC based Console application. For more detail configuration refer to [1].

To provision the M2250 on CS1000, issue the command using overlay 12.

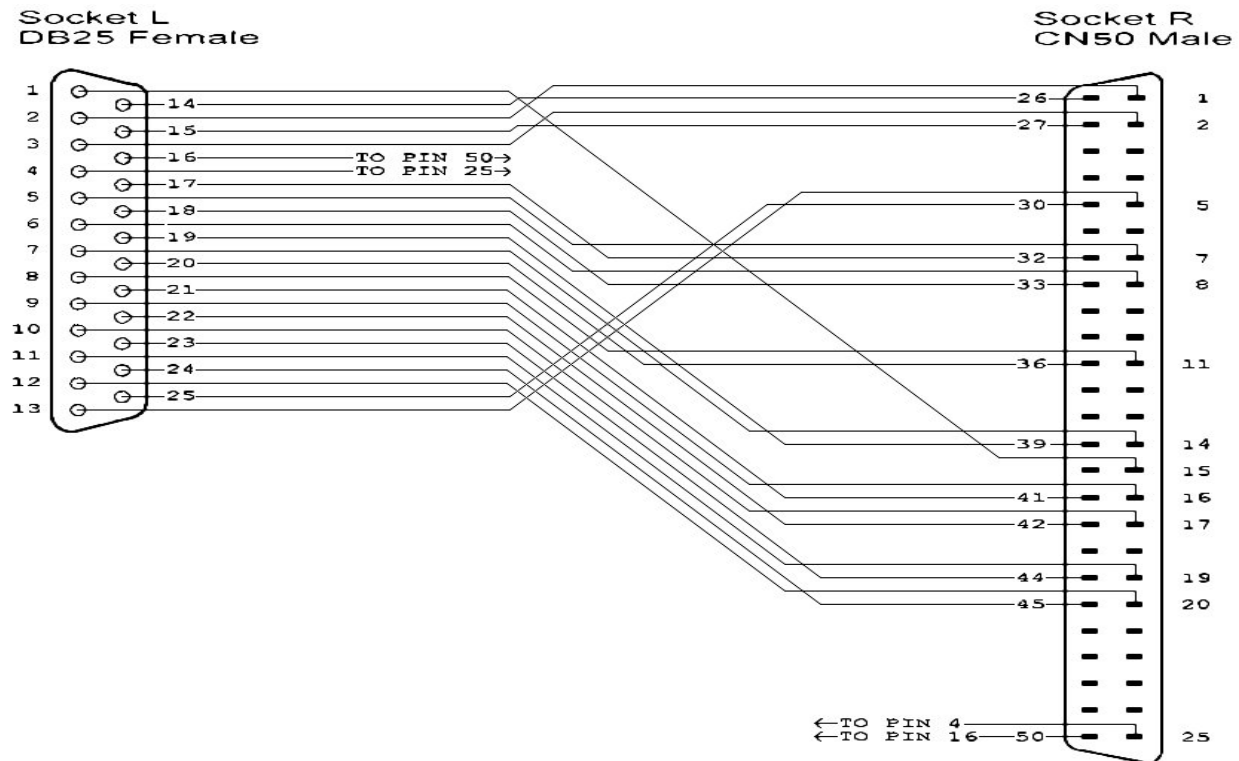
```
>ld 12
REQ: new
TYPE: 2250
TN 4 0 2 0      Terminal Number (l s c u ranges are defined on l s c u)
CTYP XDLC      Card type
CDEN SD        Card density (aa = SD or DD)
SETN 4 0 2 1   Second Terminal Number (l s c u ranges are defined on l s c u)
CDEN SD        Card Density of Second Terminal Number (aa = SD or DD)
TOTN l s c u   To Terminal Number (l s c u ranges are defined on l s c u)
CUST 0         Customer number
NUMZONE 0-1023 Numbering zone Package 420 (Zone Based Dialing) must be equipped.
ANUM 1-63      Attendant Number
IADN xxxxx     Individual Attendant DN for this console
ERL (0)-65535  Current ERL
ALPD (NO) YES  Alphanumeric Display
DLEN xx       Display Length (aa = (8) or 16)
.....
```

6 Configure Conveyant TeleDirectory PC Console System

The Conveyant TeleDirectory PC Console System consists of two part; the PC based console application and the PCCIU hardware device.

6.1 The PCCIU Connectivity to CS1000

The PC based console application has been installed and pre-configured on Window OS PC by Conveyant engineer. Where the PCCIU is connect to CS1000 digital line card via DB50 cable. The wiring of cable configuration detail is in shown below. Where the DB25 Female connector is connecting to PCCIU and DB50 connector is connecting the digital line card slot at the back of the CS1000.



The additional pin out table is provided here as well.

6.1.1 The M2250 Console uses pairs:

50 pin Amphenol	25 pin D-type	Use
1 & 26 (White/Blue)	2 & 14	TN-1
2 & 27 (White/Orange)	3 & 15	TN-2
7 & 32 (Red/Orange)	5 & 17	PWR +
8 & 33 (Red/Green)	6 & 18	PWR -

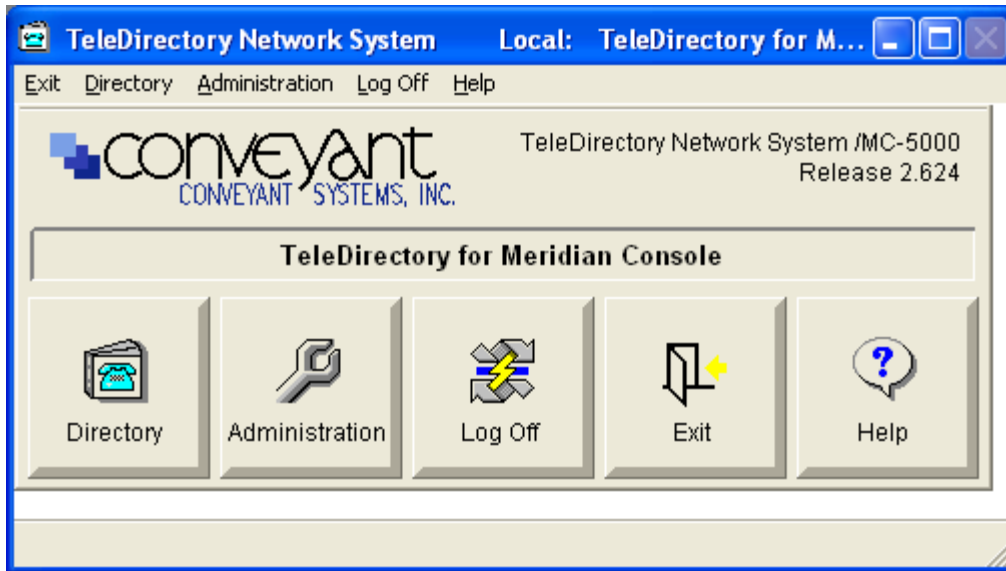
* the PWR TN's may not be needed.

The Serial 9-9 cable is connecting the PCCIU to the PC for signaling and communication between the PC console application and PCCIU.

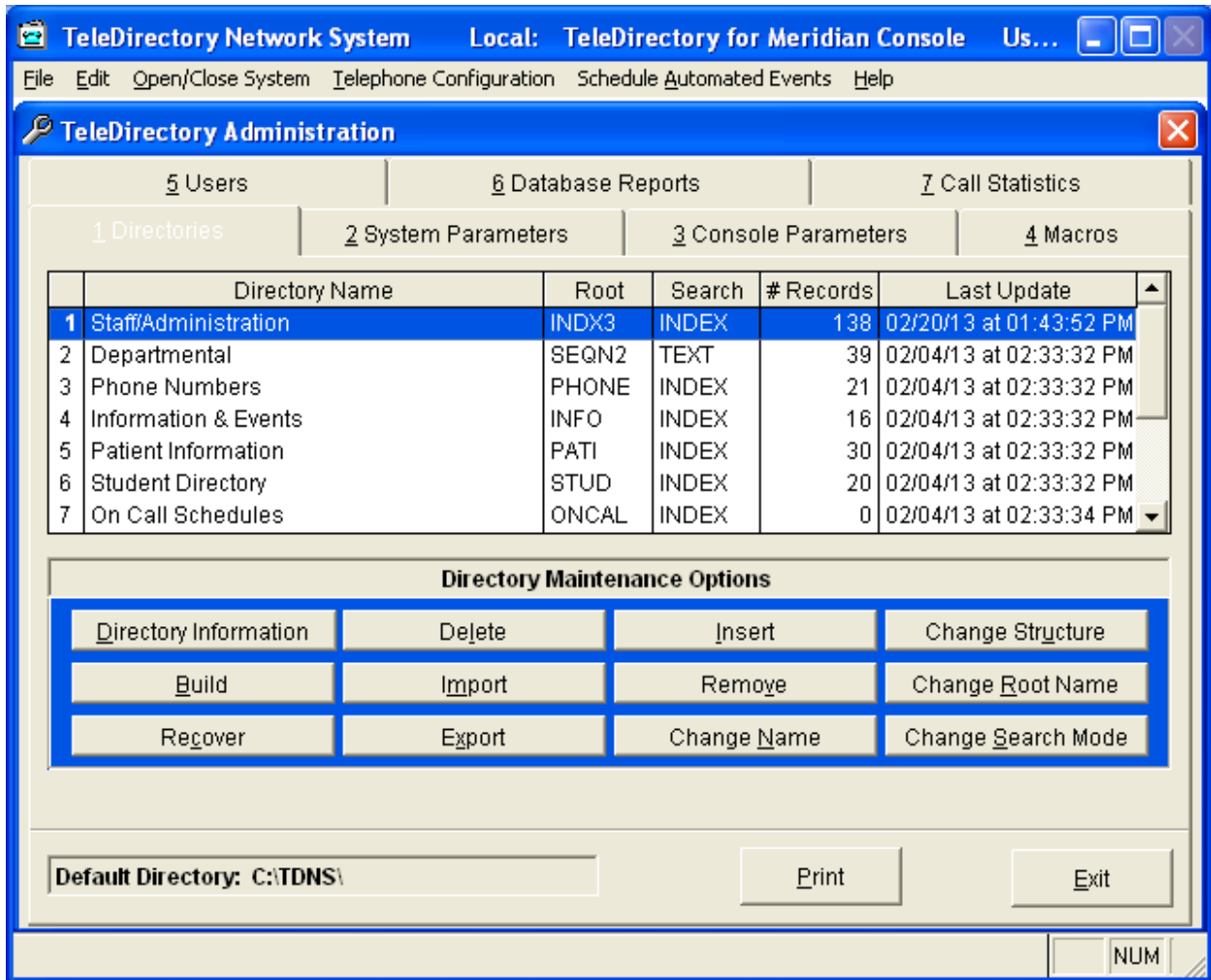
6.2 The PC based Console application

The application is running on the Window OS base PC. The application has been configured and directory has been populated with user whom who have their phone number (directory number) configured on the CS1K.

To launch the TeleDirectory PC Console application by double-click on the **TeleDirectory** icon on Window desktop, the screen bellow will pop-up.



Click on the **Administration** button to launch the **TeleDirectory Administration** screen. This is where the attendant can create a directory of company employee phone numbers and their related information. Attendant features are configured here in this application window.



From the main window, **TeleDirectory for Meridian Console**, click on the **Directory** button to launch the directory application which has been created in the **TeleDirectory Administration** application window.

The screenshot shows the 'TeleDirectory Network System' application window. The title bar indicates 'Local: TeleDirectory for Meridian Console' and 'User: Console: AVAYA'. The menu bar includes 'File', 'Edit', 'View', 'Database', 'Telephone', 'Settings', and 'Help'. A toolbar with various icons is located below the menu bar.

The 'Telephone Window' section contains several controls:

- Buttons for 'Hold', 'Next', and 'Release'.
- Buttons for 'Loop 0' through 'Loop 5'.
- Buttons for 'RlsDest', 'Rls Src', 'ExclDst', and 'ExclSrc'.
- Buttons for 'BsyNite', 'SigSrc', and 'SigDest'.
- Buttons for 'ICI 0' through 'ICI 9'.
- Buttons for 'Prog 0' through 'Prog 9'.

The 'Staff/Administration by Name' window displays a table with the following data:

Name	Title	Department	Location	Phone Num
Aaron, Steve	Assistant Director	Engineering	Building 8	273-4458
Aaron, Steve	Assistant Director	Engineering	Building 1	273-4456
Abrams, Jesse	Supervisor	Education Services	McGaw	273-4101
Adams, Gloria	Assistant	Administration	Irvine	273-4108
Adams, Henry	DR	Radiology	McGaw	273-4102
Allen, Becky	Marketing Manager	Marketing	Irvine	949-533-3648
Anderson, Karyn	Supervisor	Patient Liason	Langley	273-4105
Appleby, Brian	Physician	Radiology	Langley	949-756-4439
AUTOMATIC NOTES				
Brown, Benjamin	Director	Administration	McGaw	273-4114
Burgard, Don	Resident	Social Science	West	949-756-9296
CALL PROCESSING PROCEDURES:				
Cammack, Carla	Staff	Housekeeping	Irvine	714-389-2231
Cardiology		Cardiology		454-3928
Charleston, Richard	Physician	Cardiology	McGaw	949-756-3402
Chen, Sam	Manager	Marketing	Langley	273-4117
Christensen, George	Director	Finance	B3-8	756-1638
CODE BLUE PROCEDURES				
CODE BLUE TEAM				
Collins, Perry	Resident	Radiology	Barrett Bldg	714-589-3786
CREW 5				
Cunningham, Sandi	RN	Pediatrics	Langley	5567

7 Verification Steps

After connections are made to the PCCIU and the device is configured on the CS1000, plug the DB25 connector from the CS1000 into the PCCIU. The Green LED at the left front of the PCCIU device should flash green. Then plug the handset into one of the side ports, the green led should go solid. That indicates that the PCCIU is communication to the CS1000 properly. From **Telephone Window** of the above figure, click on the **Loop 0** and using dial pad to dial a phone number, which has already been configured on the CS1000. Answer the call and verify there are 2-way voice path.

8 Conclusion

These Application Notes describe the configuration steps required to integrate the Conveyant TeleDirectory Network System PC Console and Avaya Communication Server 1000. All test cases were completed successfully.

9 Additional References

Product documentation for the Avaya Aura® Communication Manager products may be found at:

<https://support.avaya.com/css/Products/>

Product documentation for Conveyant TeleDirect PC Attendant Console products may be found at: <http://www.conveyant.com>

[1] Avaya Aura® Communication Manager Documents:

Software Input Output Reference — Administration Nortel Communication Server 1000 7.0 NN43001-611, Issue 04.08, March 2012.

Communication Server 1000E Installation and Commissioning 7.5, NN43041-310, Issue 05.08, April 2012.

[2] Conveyant TeleDirectory PC Attendant Console Documents:

http://www.conveyant.com/prod/tel_att_console.htm

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