Avaya Solution & Interoperability Test Lab

Application Notes for New Voice Technologies Mobicall 8.0.3 with Avaya IP Office Server Edition 9.1 and 500v2 Expansion - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate New Voice Technologies Mobicall with Avaya IP Office Server Edition 9.1 and 500v2 Expansion. Mobicall is an Alarm generation and distribution solution that connects to Session Manager as a SIP entity.

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 required to successfully integrate New Voice Technologies Mobicall with Avaya IP Office Server Edition 9.1 and 500v2 Expansion. Mobicall is an Alarm generation and distribution solution that connects to IP Office as a SIP Line. System alarms are recorded on the Mobicall server and distributed to Communication Manager endpoints.

2. General Test Approach and Test Results

The general test approach was to configure the Mobicall Server to communicate with the IP Office via a SIP Trunk. Stations present on the IP Office were configured on the Mobicall server and a number was configured to dial Mobicall and create and initiate alarms.

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 test included both feature functionality and serviceability testing. The feature functionality testing focused on setting and distributing alarms in different call scenarios with good quality audio. The tests included:

- Mobicall SIP trunk is connected and in Service.
- Mobicall can route Alarms to SIP, Digital and H.323 endpoints.
- Alarms can be set and distributed from IP Office to/from Mobicall.
- Priority calling and Whisper Paging functionality can be initiated from Mobicall
- Failover/Service – Tests the behaviour of Mobicall Server during certain failed conditions.

2.2. Test Results

All test cases were passed.

2.3. Support

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Fax	+41 58 750 11 12
E-Mail	support@newvoice.ch
Internet	mobilisierung.com

3. Reference Configuration

The configuration shown in Figure 1 was used during the compliance test of New Voice Technologies Mobicall with IP Office. Mobicall utilizes a SIP trunk to communicate with IP Office handsets

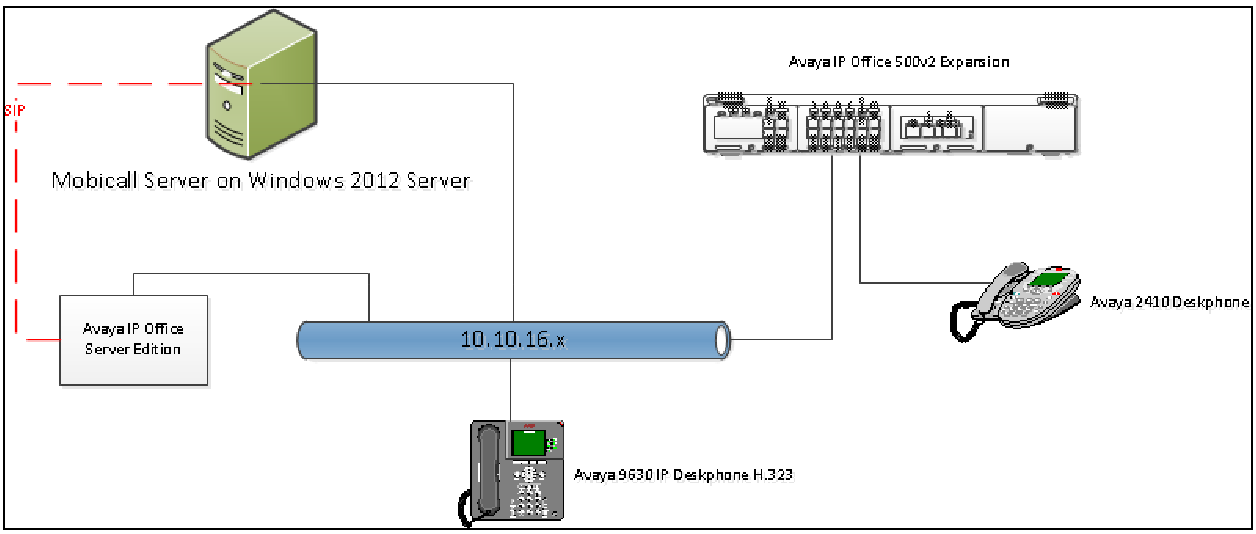


Figure 1: Connection of Mobicall with Avaya IP Office Server Edition 9.1 and 500v2 Expansion

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	9.1 R017.00.0.441.22438
Avaya IP Office 500v2	9.1
Avaya 96xx Series IP Deskphones H.323	3.2
Avaya 2420 Series Digital Deskphones	N/A
Mobicall	8.0.3

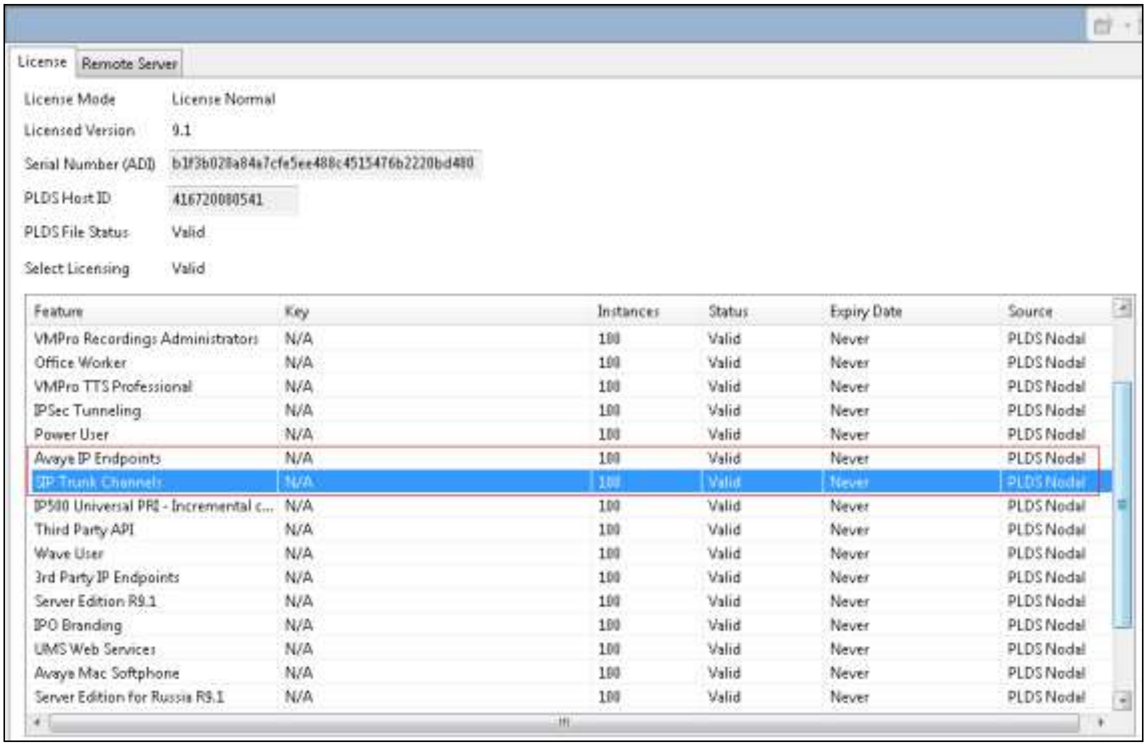
5. Configure Avaya IP Office

This section describes the steps required to allow IP Office to communicate with Mobicall. It is assumed that IP Office is installed and configured before implementing the configuration step below. For all other provisioning information such as initial installation and configuration, please refer to the product documentation in **Section 10**.

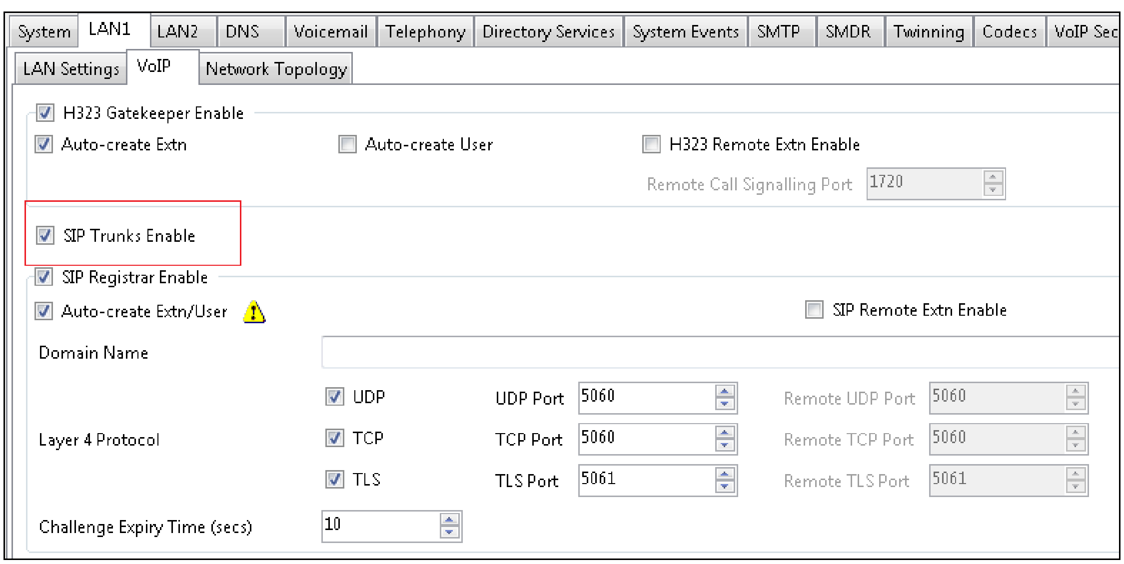
The configuration illustrated in this section was performed using IP Office Manager Configuration steps include:

- Check SIP Trunk Licensing.
- Administer System Lan settings.
- Administer Short Codes for routing and feature.
- Administer SIP Line.

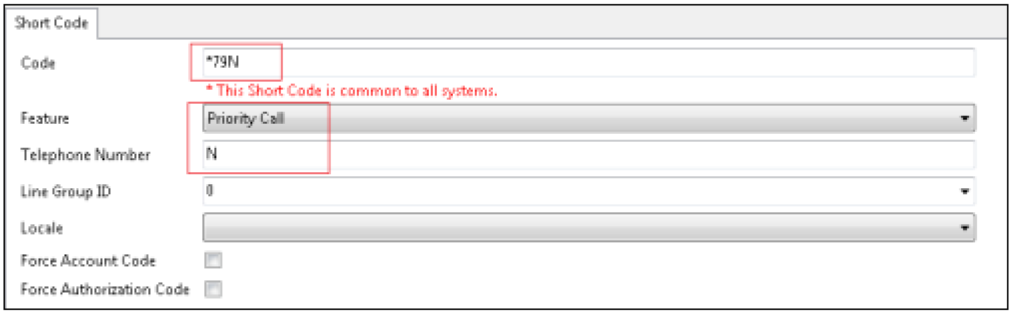
In IP Office Manger under **Configuration** select **Licenses** and check the number of SIP Trunk Channels are enough for the Mobicall SIP trunk requirements



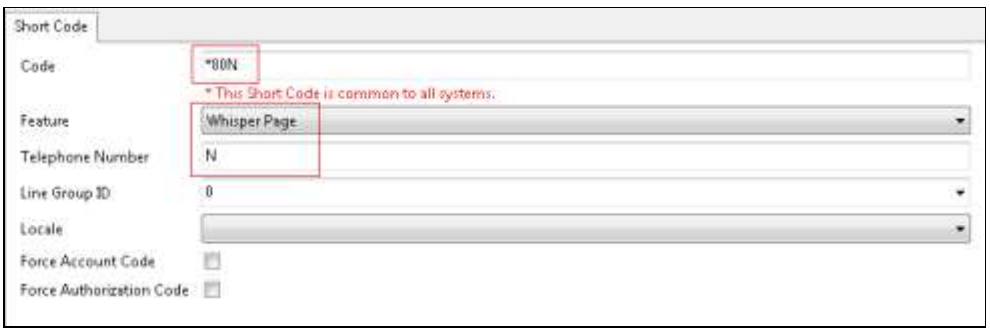
Select the **Server edition → System** (not shown) and check that **SIP Trunks Enable** is selected.



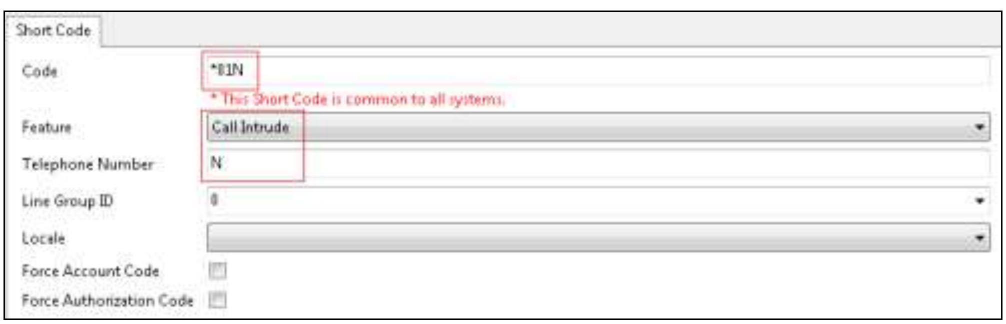
From **Solution→Short Code** (not shown) right click and select **New**(not shown). Enter the code you wish to use for Priority Call followed by **N**, Select **Priority Call** from the **Feature** drop down and enter **N** as the **Telephone Number**



From **Solution→Short Code** (not shown) right click and select **New** (not shown). Enter the code you wish to use for Whisper Page followed by **N**, Select **Whisper Page** from the **Feature** drop down and enter **N** as the **Telephone Number**.

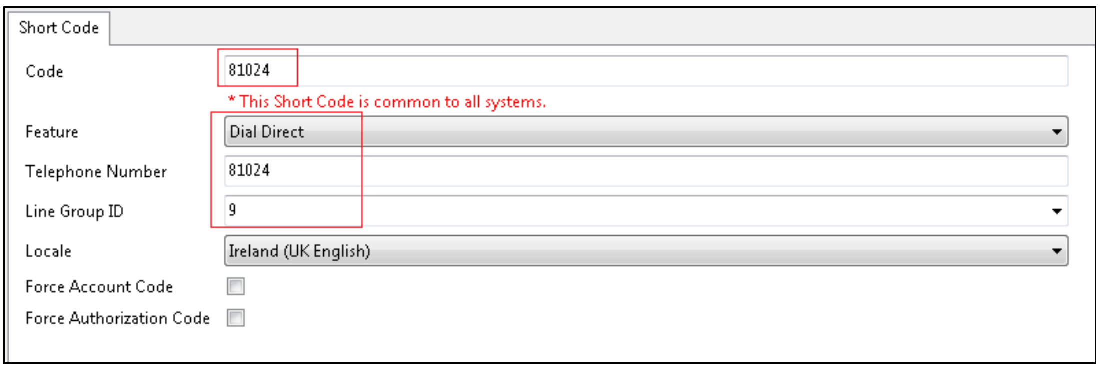


From **Solution→Short Code** (not shown) right click and select **New**(not shown). Enter the code you wish to use for Call Intrude followed by **N**, Select **Call Intrude** from the **Feature** drop down and enter **N** as the **Telephone Number**.

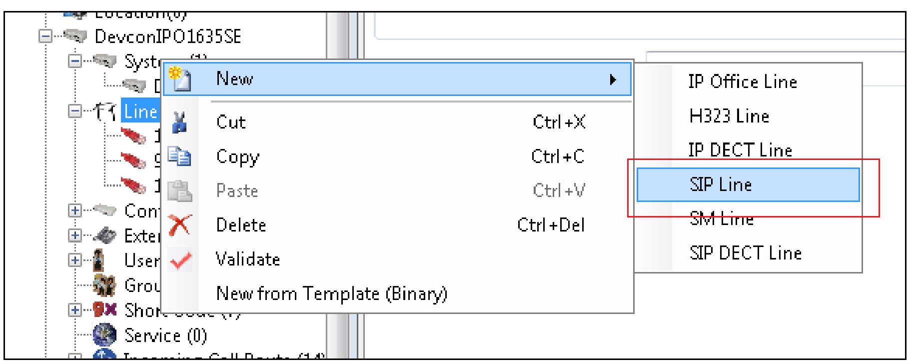


From **Solution→Short Code** (not shown) right click and select **New** (not shown). Enter the code you wish to use for Dial Paging followed by **N**, Select Dial Paging from the **Feature** drop down and enter N as the **Telephone Number**.

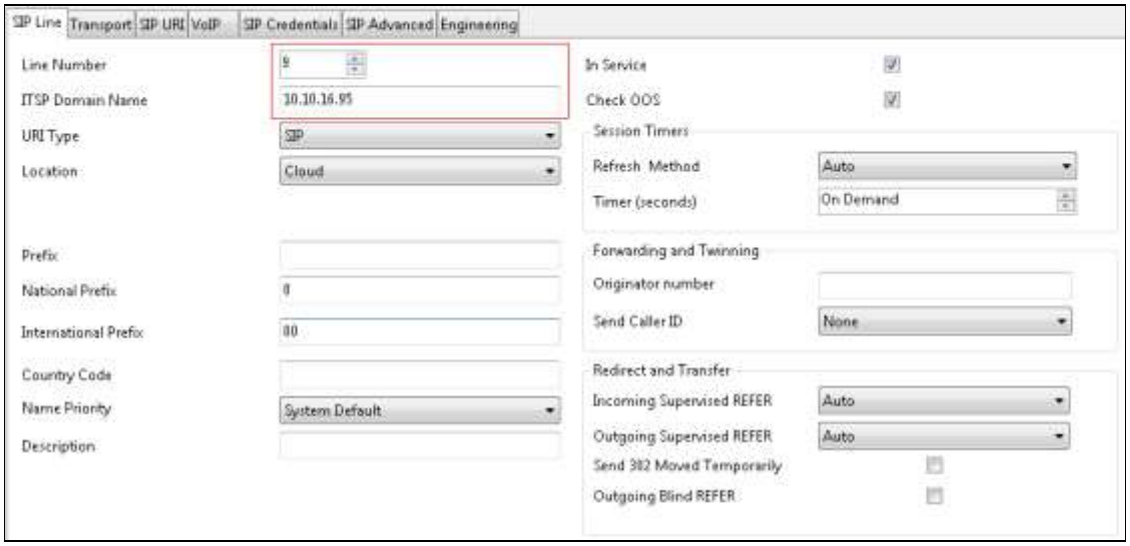
From **Solution→Short Code** (not shown) right click and select **New** (not shown). Enter the number you wish to dial to access Mobicall, Select **Dial Direct** from the **Feature** drop down, enter the number again as the **Telephone Number** and select the **SIP Line Group ID** used to dial Mobicall.



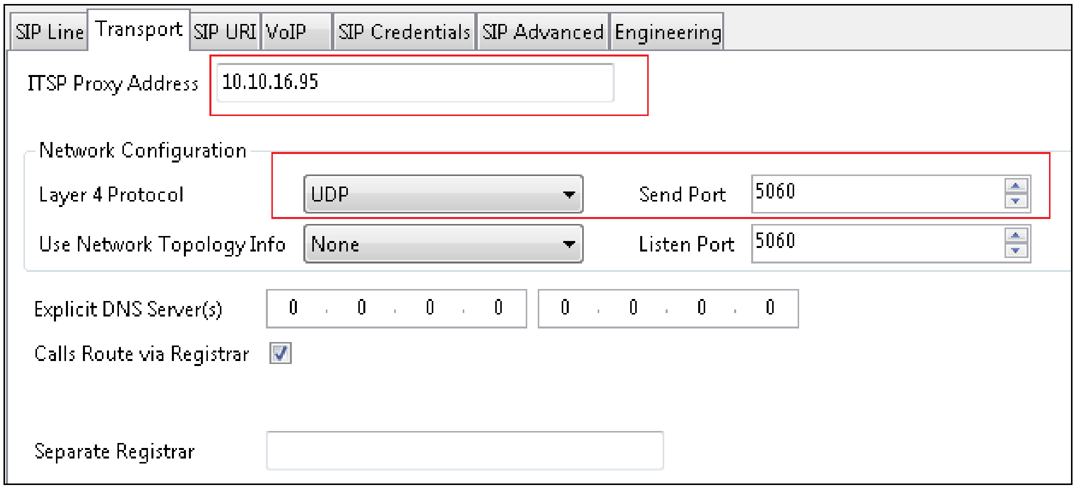
From the **Server Edition→Line** right cick and select **New→SIP Line**.



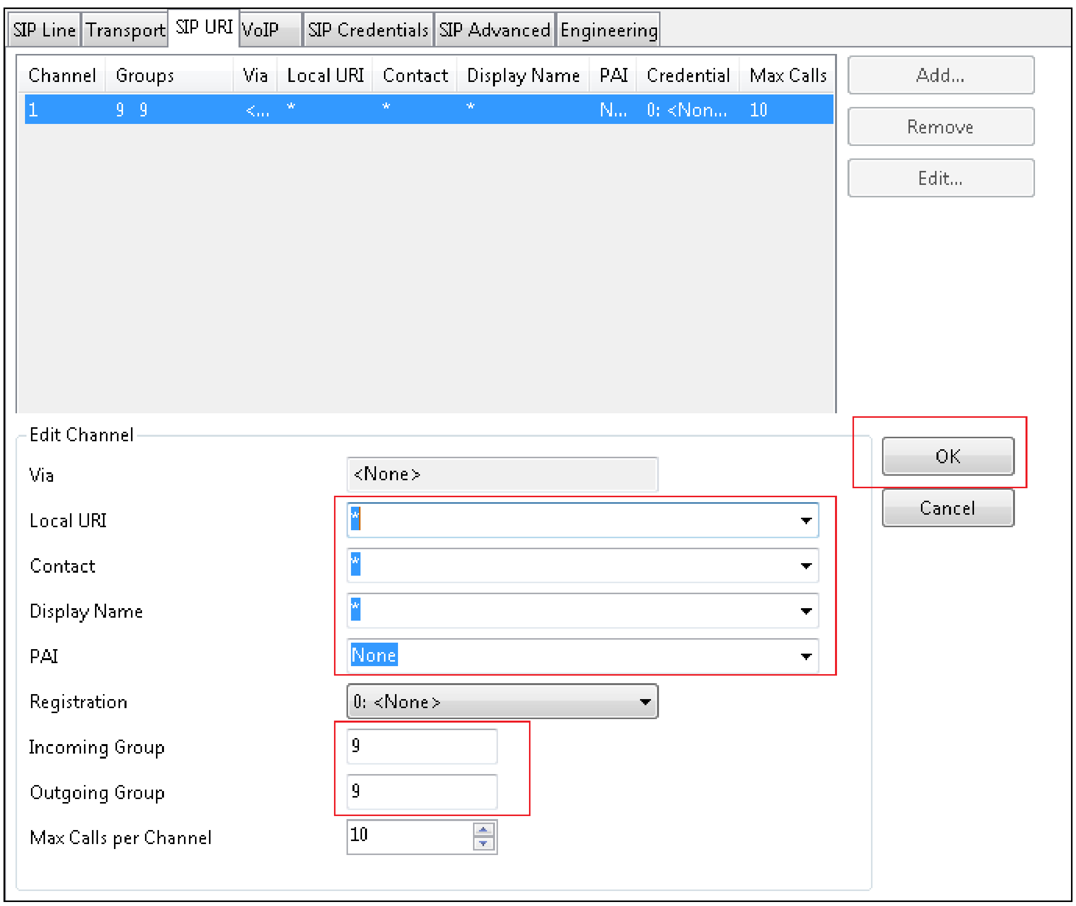
On the **SIP Line** tab enter an unused **Line Number** and an **ITSP Domain Name**. The Mobicall Server IP Address is used here



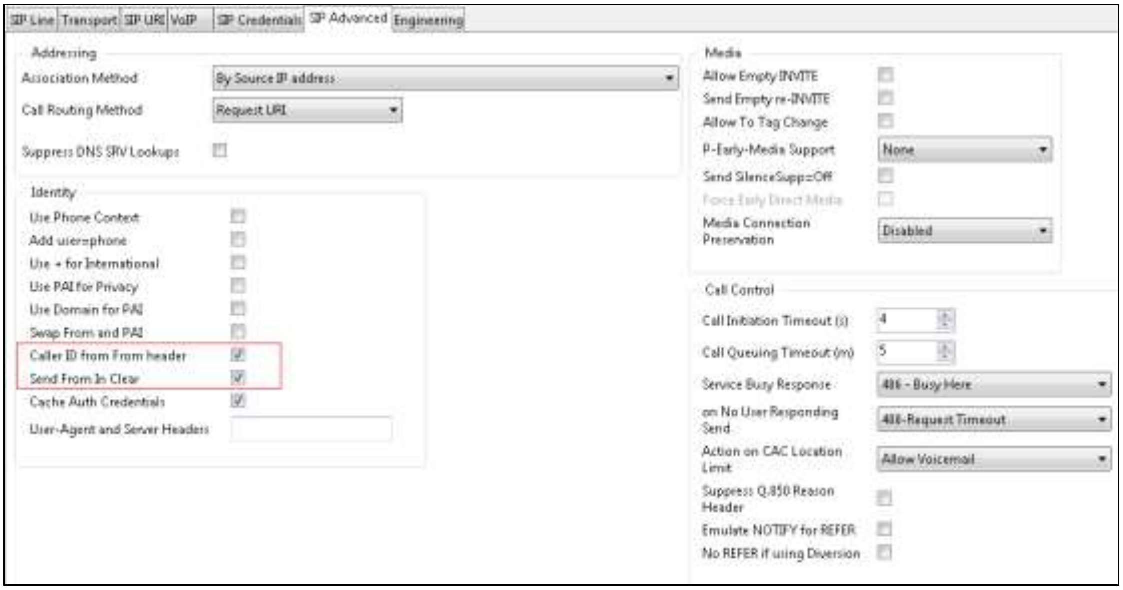
On the **Transport** tab enter the Mobicall Server IP Address as the **ITSP Proxy Address** and set the **Layer 4 Protocol** and **Send Port**.



On the **SIP URI** tab click on **Add** and enter * for **Local URI, Contact** and **Display Name**. Set the **Incoming** and **Outgoing Group** to the SIP Line number. Click on **OK** to save changes.



On the **SIP Advanced** tab select **Caller ID from From header** and **Send From In Clear**.



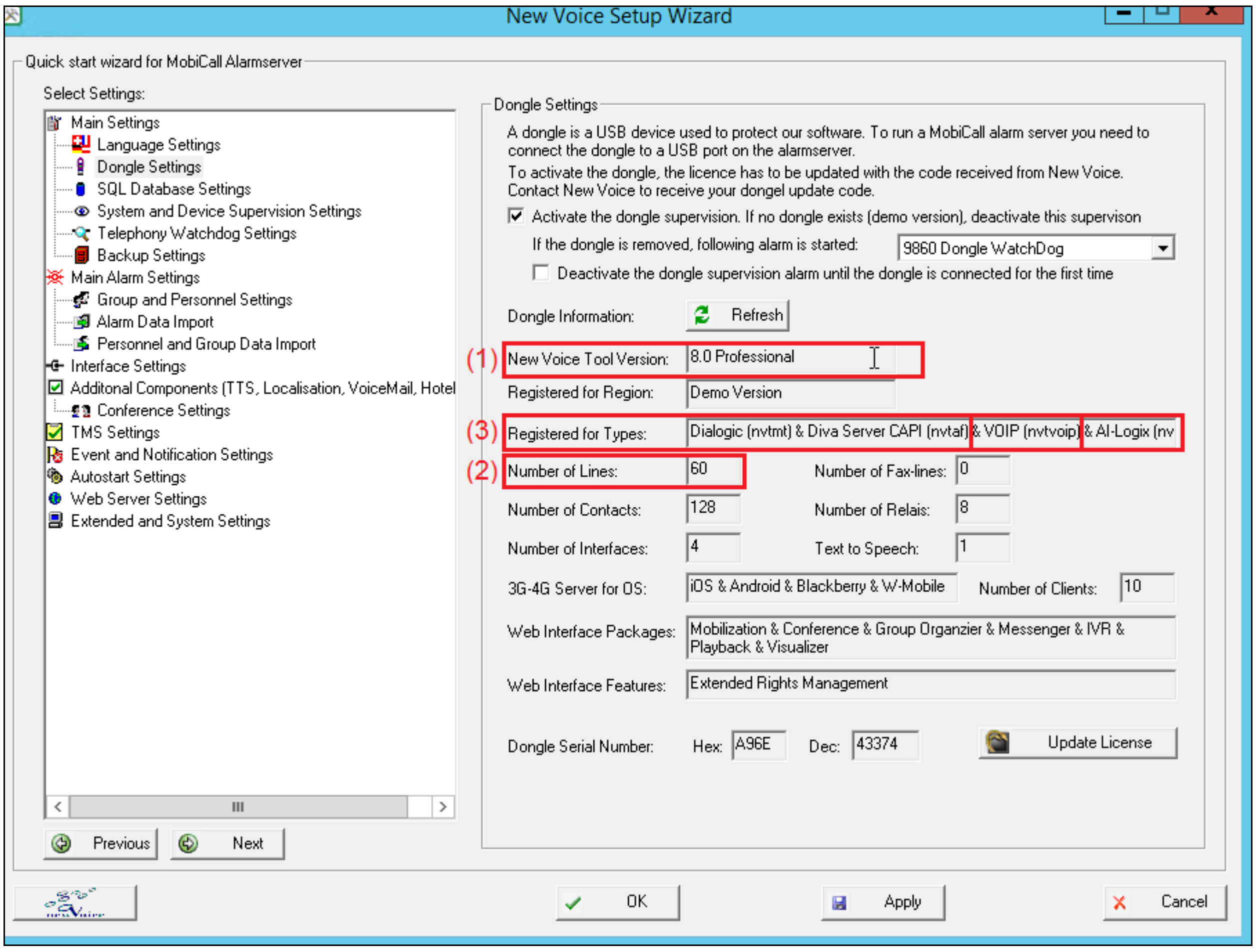
After all IP Office configuration has been completed the Configuration needs to be saved and the IP Office must be rebooted.

6. Configure New Voice Technology Mobicall

Setting up the MobiCall installation is not described here. Please take a look into the documents provided by NewVoice. (see **Section 10**)

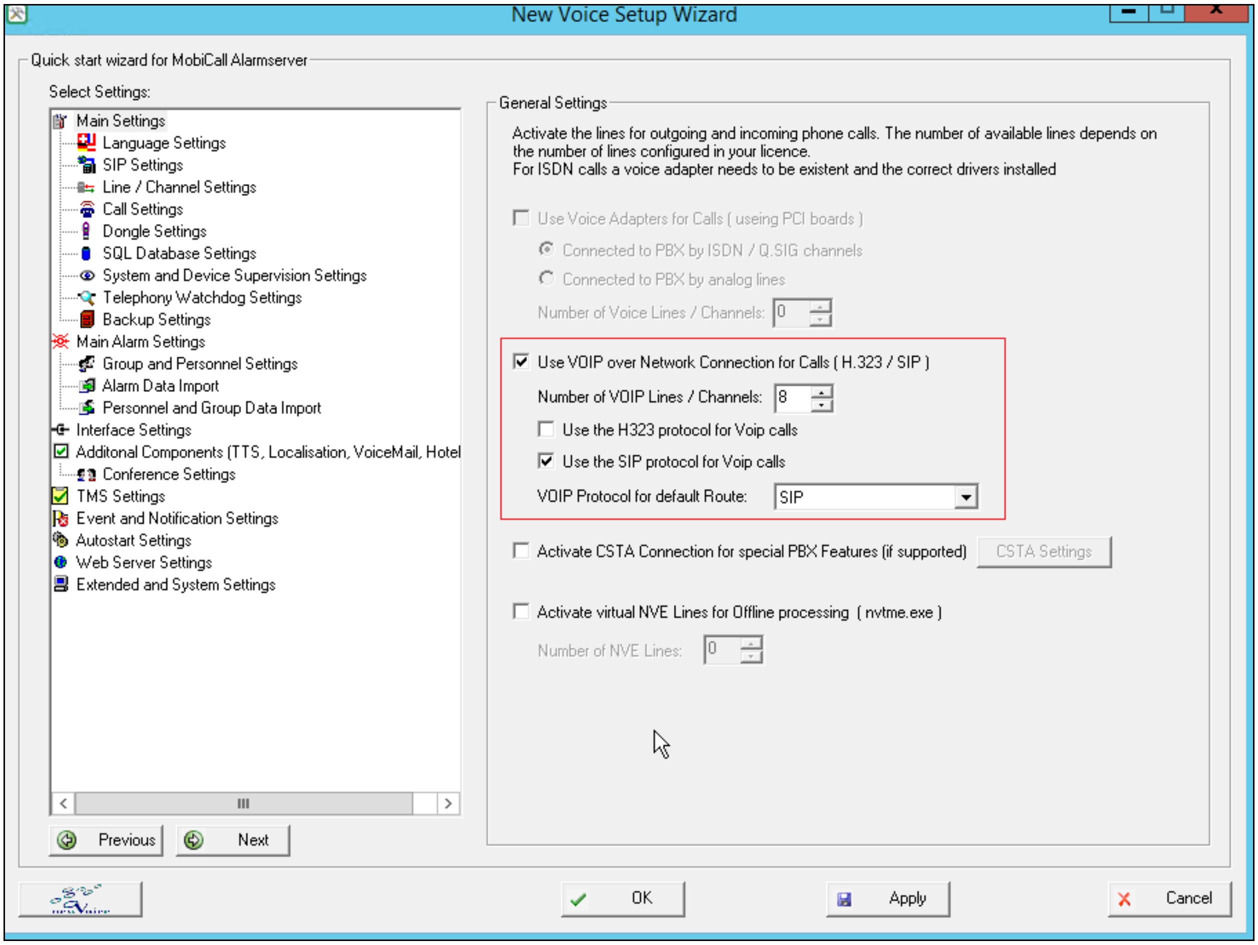
6.1. License Settings

Open New Voice Setup Wizard – Select **Main Settings → Dongle Settings** from the left hand menu



Check the licenses on your USB Dongle:
Required is at least (1) **NewVoice Tool Version - 8.x** with (2) **2 lines** and (3) **invtvoip** as registered type

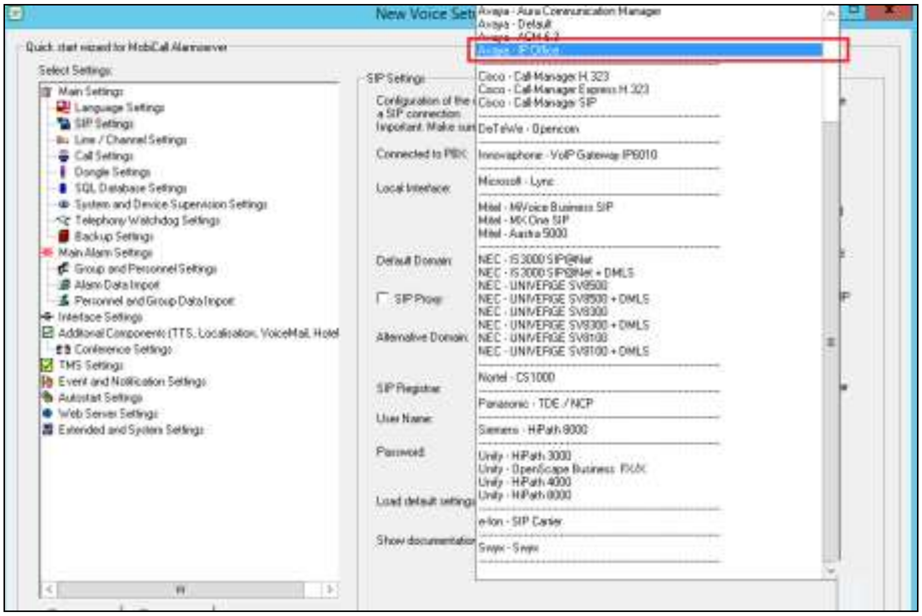
New Voice Setup Wizard – Main Settings



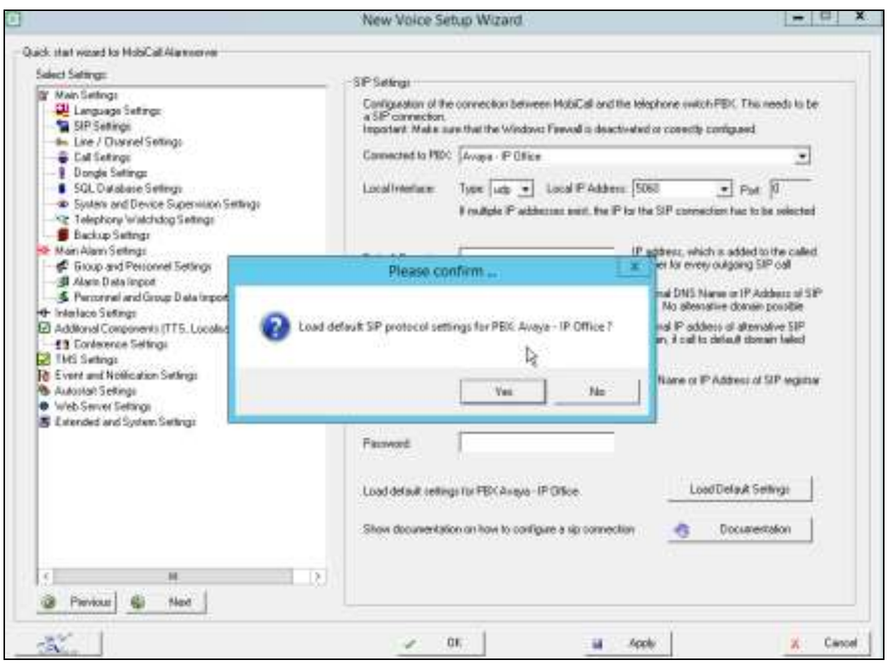
Activate the SIP Lines licensed by setting Number of VOIP Lines / Channels to no more than the licensed number.

6.2. SIP Settings

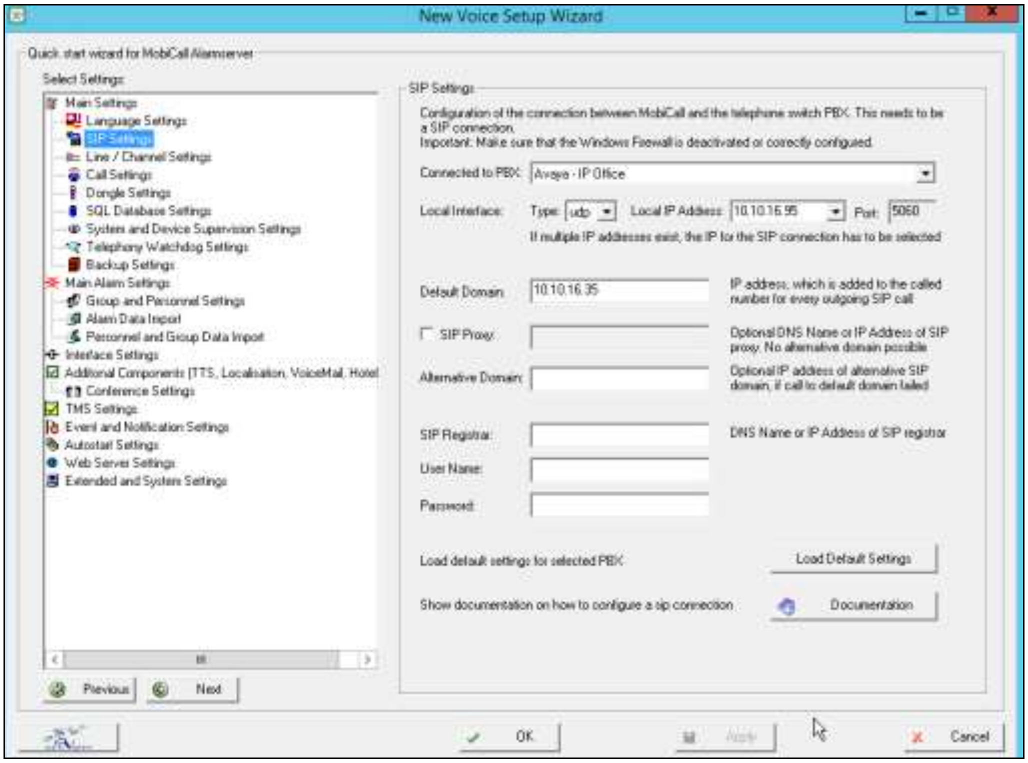
Select Main Setting → SIP Settings from the left hand menu



Load the necessary PBX profile



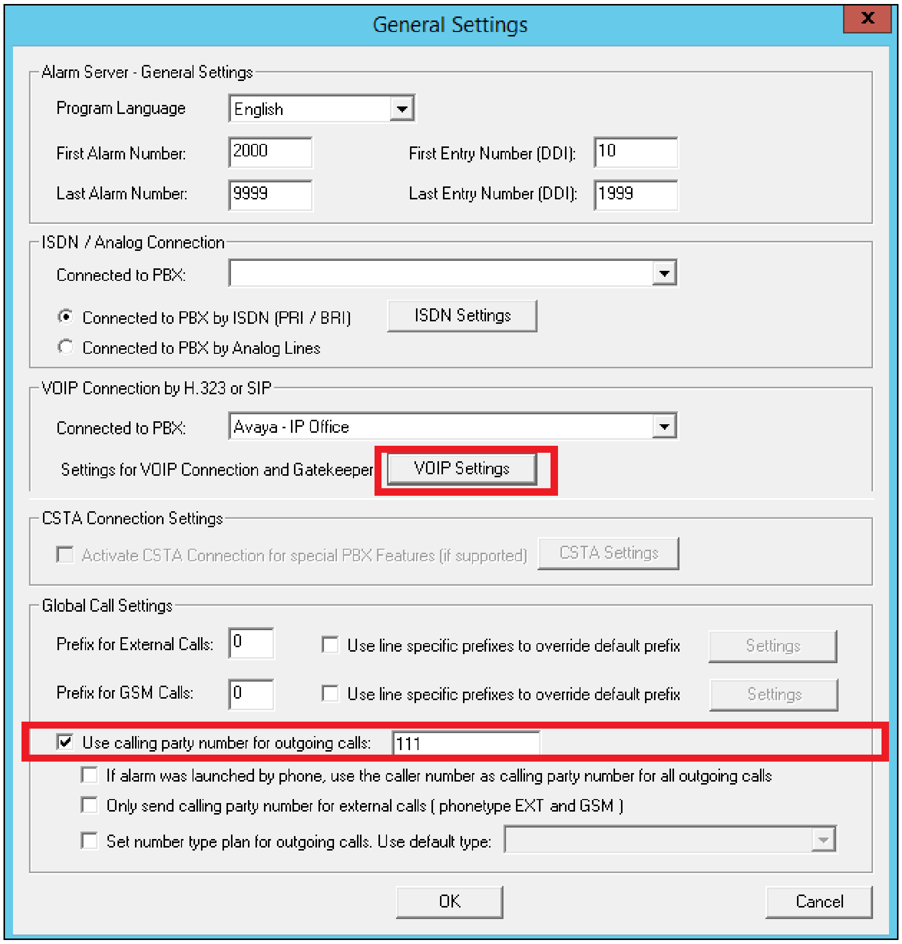
NewVoice Setup Wizard – SIP Settings



Fill in the required settings

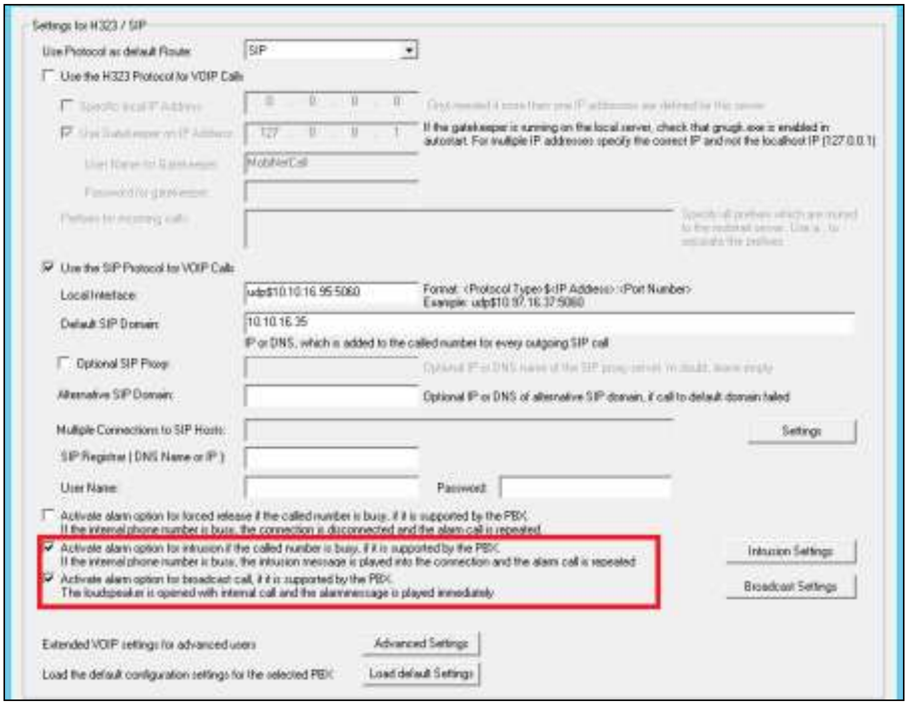
Local Interface Type:	UDP (!)
Local Interface IP Address:	IP Address of MobiCall
Local Interface Port:	5060
Default Domain:	IP Address of your Avaya IP Office

NewVoice Alarm Central – Settings – General Settings



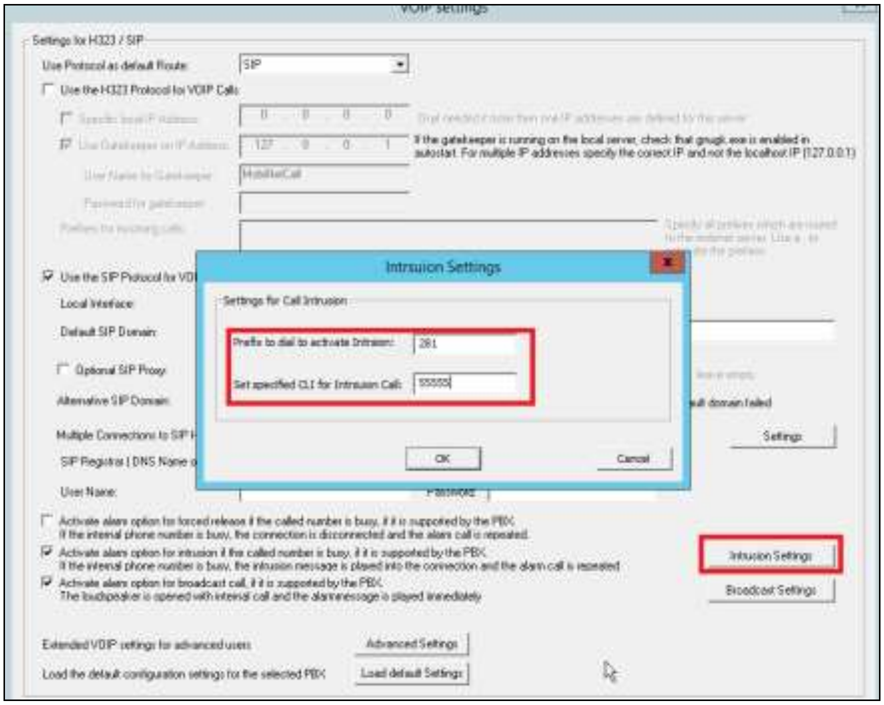
Set the **Calling party number** for outgoing calls

NewVoice Alarm Central – Settings – General Settings – VOIP Settings



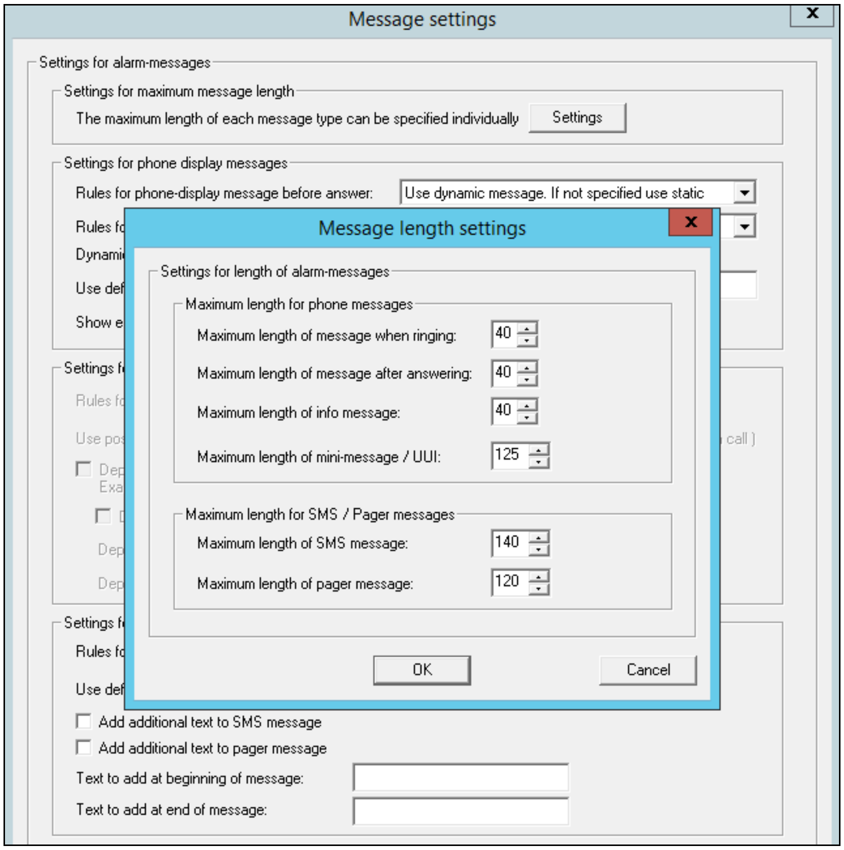
Activate the **necessary features** (only if supported by your PBX)

NewVoice Alarm Central – Settings – General Settings – VOIP Settings – Intrusion Settings



Prefix for Intrusion: see PBX installation section
CLI for Intrusion Call: see PBX installation section

NewVoice Alarm Central – Settings – Message Settings – Settings



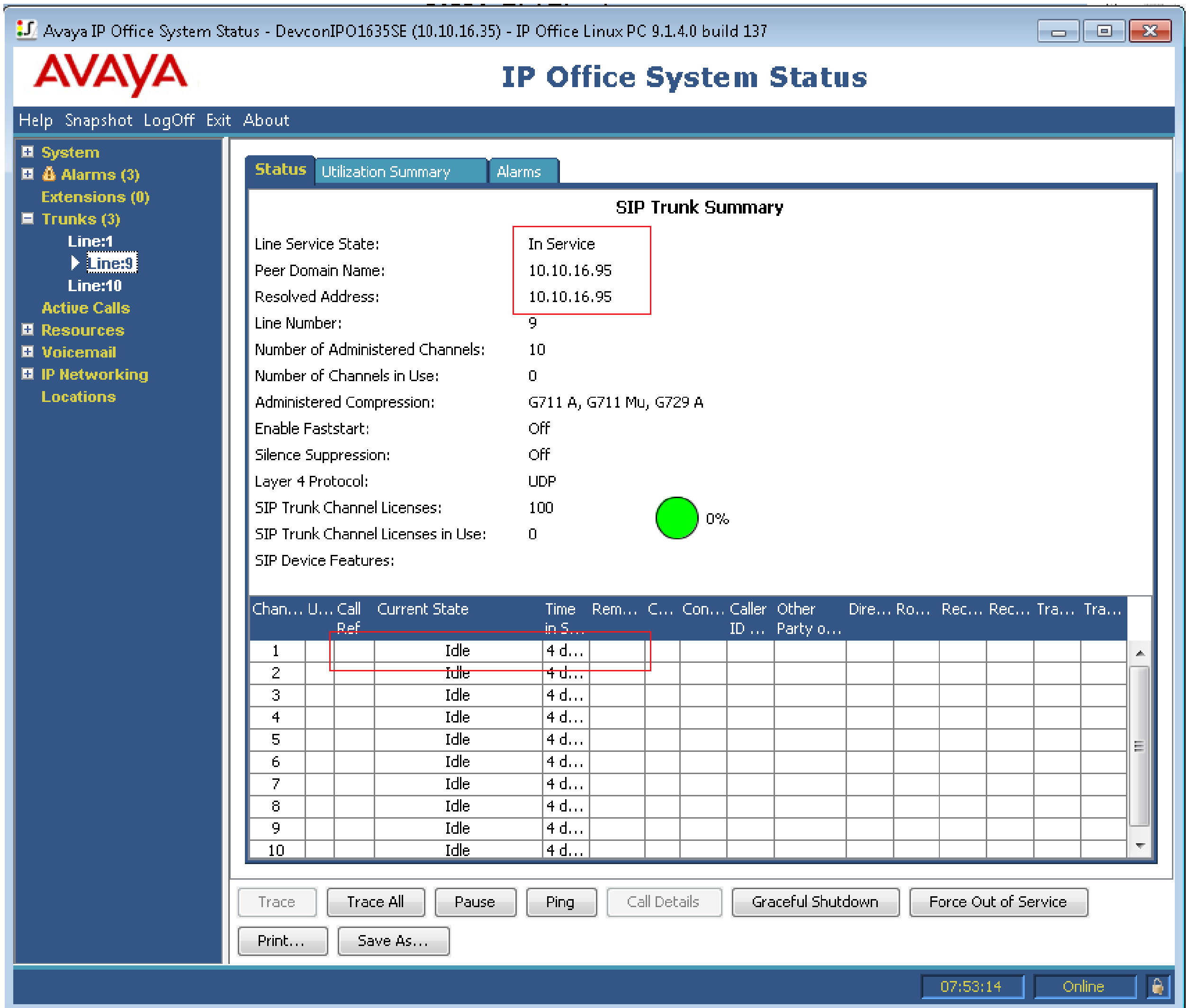
Change the standard settings to have the maximum length supported by your phone display. Some phone types do not support that much signs, so they will cut the text at the end.

7. Verification Steps

This section describes the checks that can be carried out to verify the connection between Mobicall and IP Office

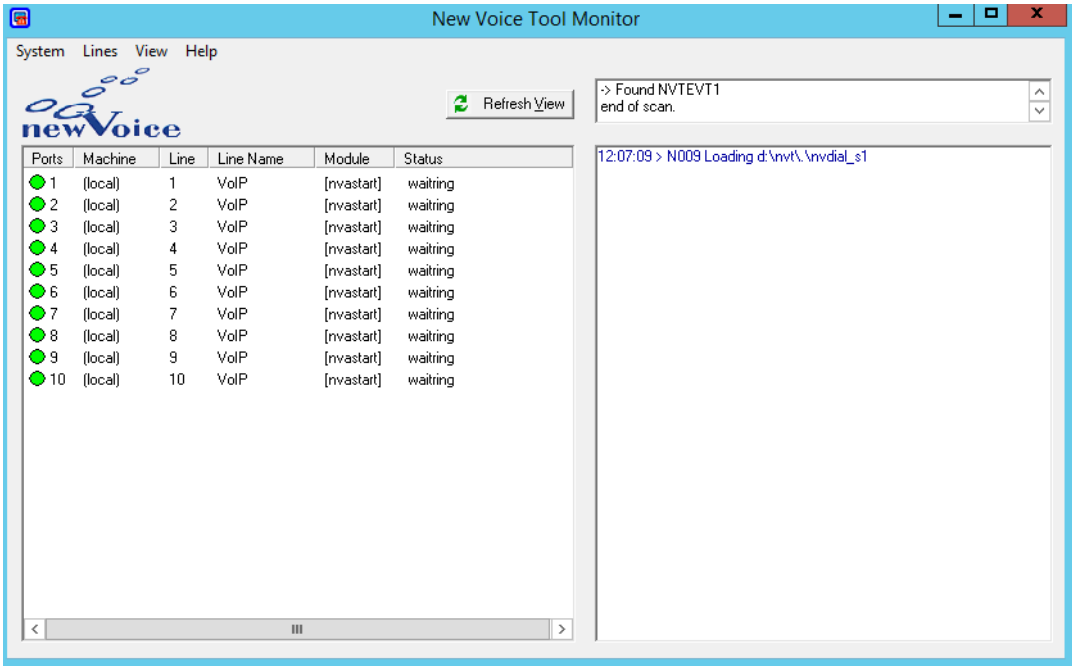
7.1. IP Office Verification

Using **IP Office System Status** select **Trunks→Line:x** where x is the line added above. Check that the Trunk shows **In Service** and that the trunks are Idle or Active



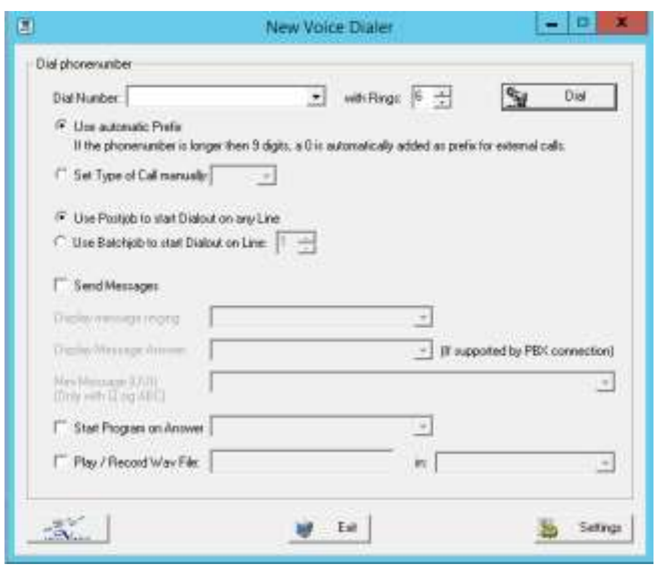
7.2. MobiCall Line Monitor and Dial utility

New Voice Tool Monitor can be found as shortcut on the desktop.



A successful communication between MobiCall and the Session Manager can be verified via the tools "New Voice Tool Monitor" and the "New Voice Dial Utility"

Alarmcentral – Extras – Dial Utility



Enter an internal number and press “dial” to start an outgoing call

8. Conclusion

These Application Notes describe the configuration steps required for New Voice Technologies Mobicall to interoperate with Avaya IP Office Server Edition with 500v2 Expansion. All feature functionality and serviceability test cases were completed successfully as outlined in **Section 2.2**.

9. Additional References

This section references the Avaya and New Voice Technology product documentation that are relevant to these Application Notes.
Product documentation for Avaya products may be found at *http://support.avaya.com*.

[1] *Administering Avaya IP OfficePlatform with Manager, Id: 101005673*
[2] *Using IP Office Platform System Status Id: 101005061*

Product documentation for New Voice Technologies Mobicall can be obtained by visiting the following website www.mobilisierung.com

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at devconnect@avaya.com.