



## **Avaya Solution & Interoperability Test Lab**

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# **Application Notes for Telephonetics IP Messaging Utility with Avaya IP Office 9.0 using Avaya Voicemail Pro – Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps required to integrate Telephonetics IP Messaging Utility with Avaya IP Office 9.0 using Avaya Voicemail Pro. In the compliance test, Telephonetics IP Messaging Utility provided customized audio recording files for the Avaya Voicemail Pro application.

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 integrate Telephonetics IP Messaging Utility with Avaya IP Office 9.0 using Avaya Voicemail Pro. In the compliance test, Telephonetics IP Messaging Utility provided customized audio recording files for the Avaya Voicemail Pro application.

Telephonetics IP Messaging Utility is an application that runs on the customer premise PC, and interfaces with the Telephonetics IP Messaging Service over a WAN connection to provide customized audio recording files for use with Avaya Voicemail Pro. Prior to test, customer requirements for the audio recording files are provided to Telephonetics.

As part of the planning process, the customer is provided with a login and password to use with Telephonetics IP Messaging Utility to send the Avaya Voicemail Pro configuration to Telephonetics. Upon notification on development completion of customized audio recording files from Telephonetics, the Telephonetics IP Messaging Utility is used to download the files.

These Application Notes assume the configuration and connectivity between Avaya IP Office and Avaya Voicemail Pro is already in place and will not be described. Furthermore, the development and deployment of the sample Voicemail Pro module used for the testing is outside the scope of this document.

# 2. General Test Approach and Test Results

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.

The feature test cases were performed manually. Two customized audio recording files from Telephonetics were downloaded and used with the sample Auto Attendant script in Avaya Voicemail Pro. Incoming trunk calls were made with different actions from the calling party to verify playback of each customized audio recording file.

The serviceability test cases were performed manually by disconnecting/reconnecting the Ethernet cable to Telephonetics IP Messaging Utility.

## 2.1. Interoperability Compliance Testing

Interoperability compliance testing covered the following features and functionality:

- Upload of Avaya Voicemail Pro configuration.
- Download of multiple customized audio recording files.
- Proper playback of each customized audio recording file as part of the sample Voicemail Pro module.

The serviceability testing focused on verifying the ability of Telephonetics IP Messaging Utility to recover from adverse conditions, such as disconnecting/reconnecting the Ethernet cable during download.

## 2.2. Test Results

All test cases passed with the following observation:

- It was noted that when there is a network interruption, the Telephonetics IP Messaging Utility throws a software exception. After the network is restored, the Telephonetics IP Messaging Utility can continue to be used. Any operation, such as download, started prior to the network disruption would have to be restarted manually.

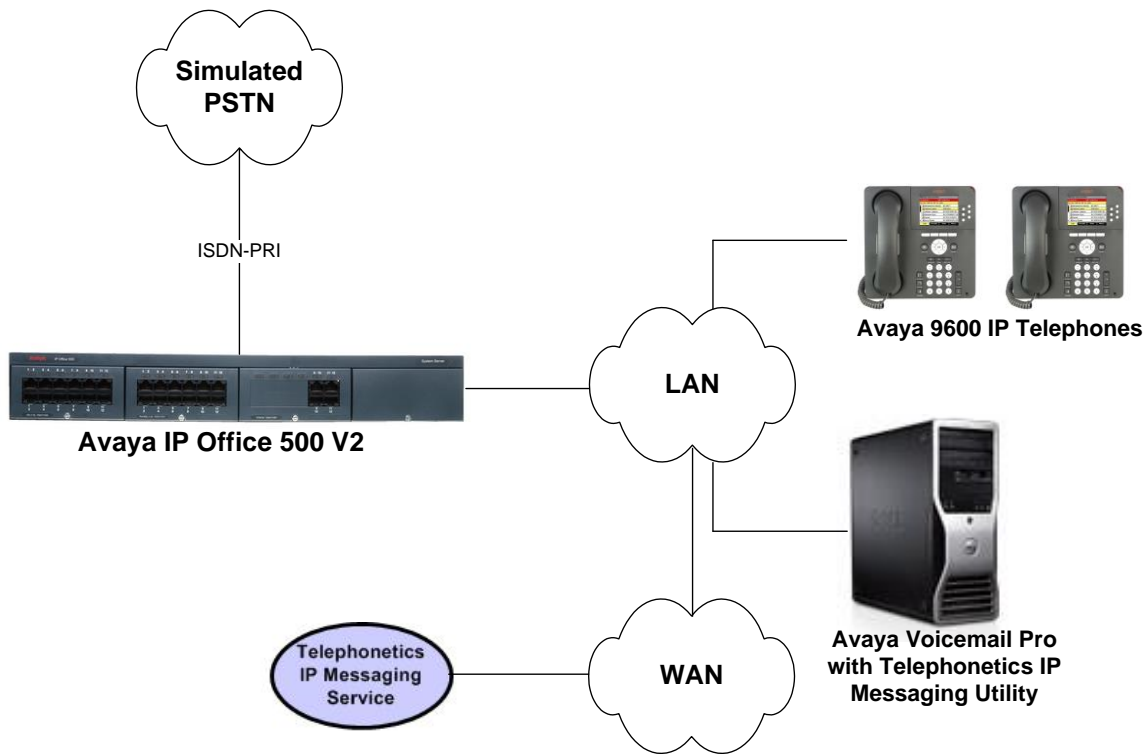
## 2.3. Support

Technical support on Telephonetics IP Messaging Utility can be obtained through the following:

- **Phone:** (800) 446-5366
- **Email:** [support@telephonetics.com](mailto:support@telephonetics.com)

### 3. Reference Configuration

The configuration used for the compliance test is shown below. Telephonetics IP Messaging Utility was installed on the Avaya IP Office Voicemail Pro server. For the compliance test, a sample Auto Attendant module was developed on Avaya Voicemail Pro for use by Avaya IP Office for incoming trunk calls. The sample module contained two audio recording files that were customized and updated by Telephonetics.



### 4. Equipment and Software Validated

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

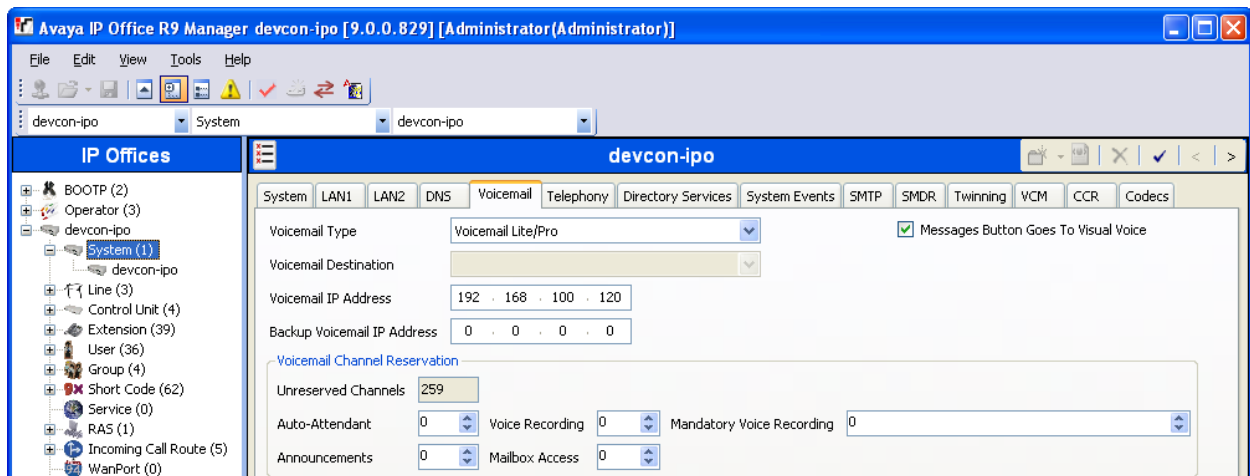
| Equipment                               | Software  |
|---|-----------|
| Avaya IP Office 500 V2                  | 9.0 (928) |
| Avaya IP Office Voicemail Pro           | 9.0 (311) |
| Avaya 9600 Series IP Deskphones (H.323) | 3.2       |
| Telephonetics IP Messaging Utility      | 2.1       |

## 5. Configure Avaya IP Office

This section provides the procedure for configuring Avaya IP Office to route incoming trunk calls from the PSTN to the Auto Attendant module on Voicemail Pro.

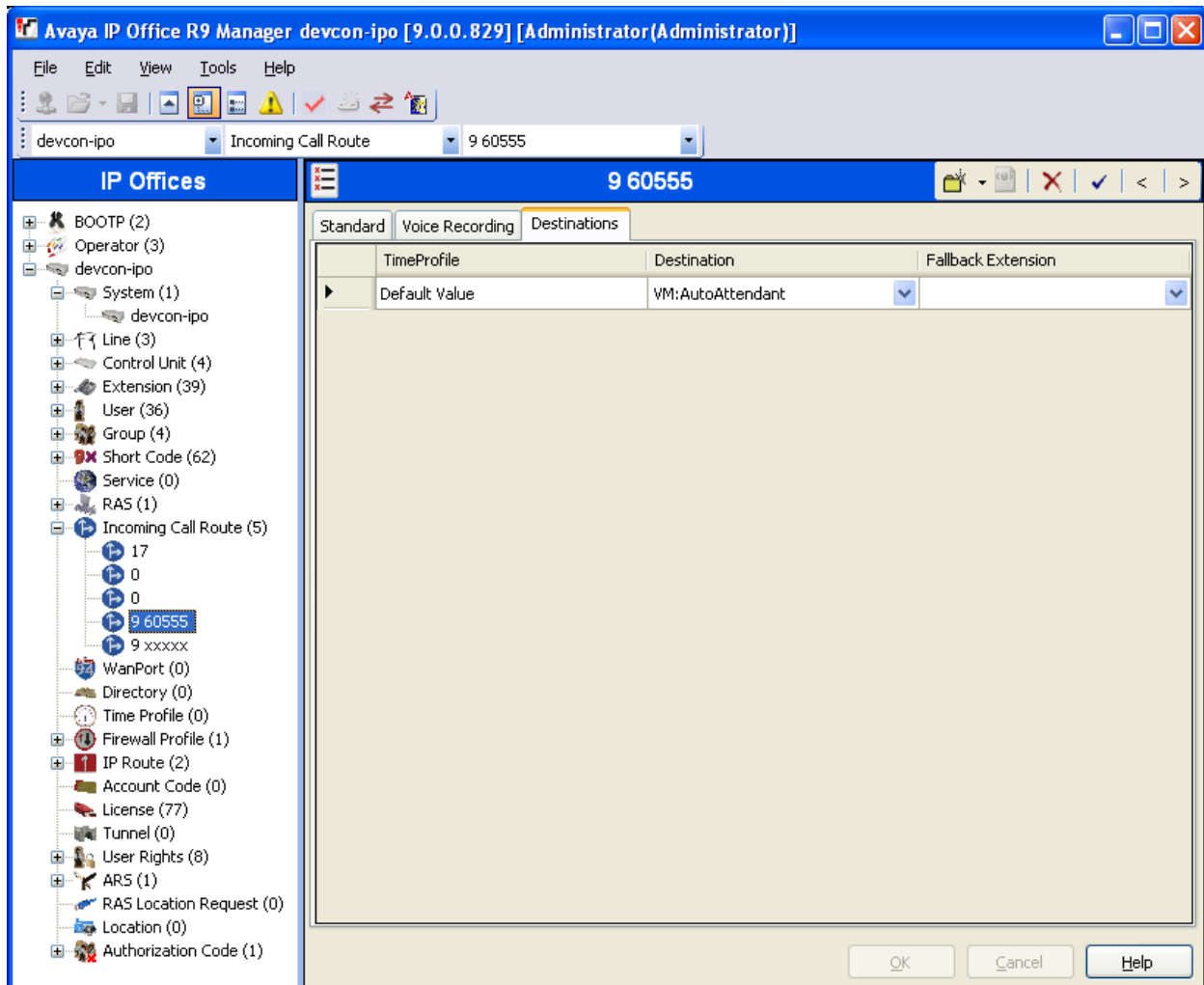
From a PC running the Avaya IP Office Manager application, select **Start → Programs → IP Office → Manager** to launch the Manager application. Select the proper IP Office system, and log in with the appropriate credentials.

The **Avaya IP Office R9 Manager** screen is displayed. From the configuration tree in the left pane, select **System**. In the right pane, select the **Voicemail** tab. Set **Voicemail Type** to “Voicemail Lite/Pro” and specify the Voicemail Pro IP address in the **Voicemail IP Address** field.



From the configuration tree in the left pane, expand **Incoming Call Route** and select the entry that corresponds to routing of incoming trunks calls from the PSTN, in this case “9 60555”.

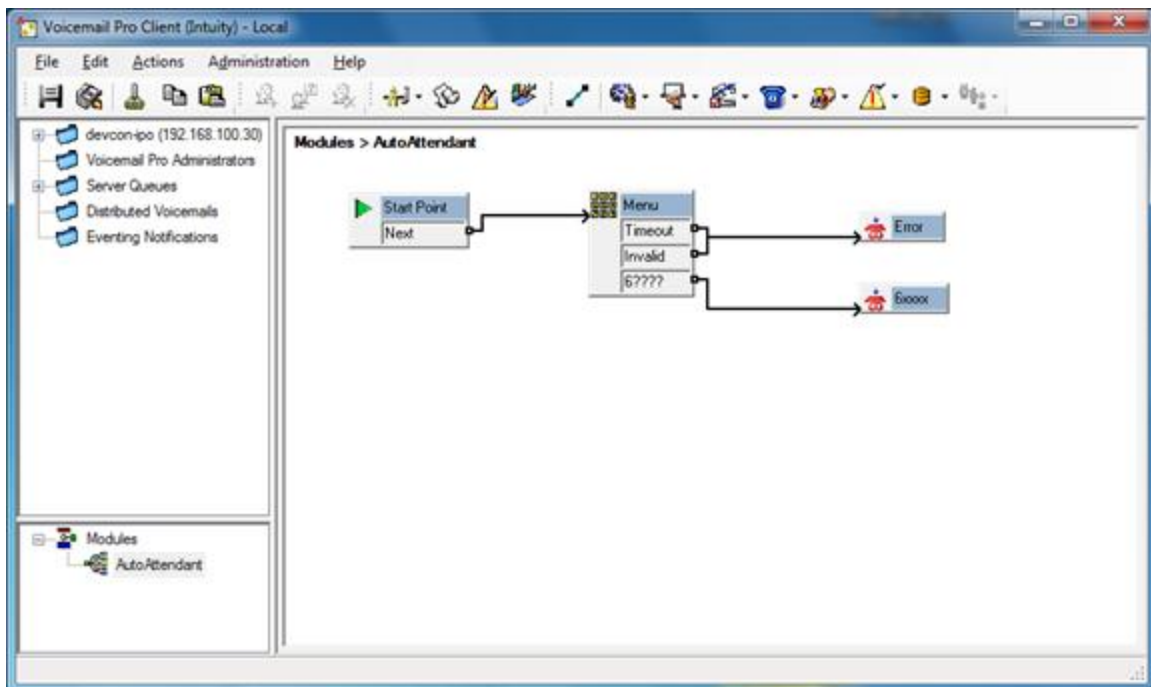
Select the **Destinations** tab in the right pane. For **Destination**, enter “VM:Auto Attendant” where “Auto Attendant” is the name of the sample Auto Attendant module developed on Avaya Voicemail Pro for use by Avaya IP Office for incoming trunk calls.



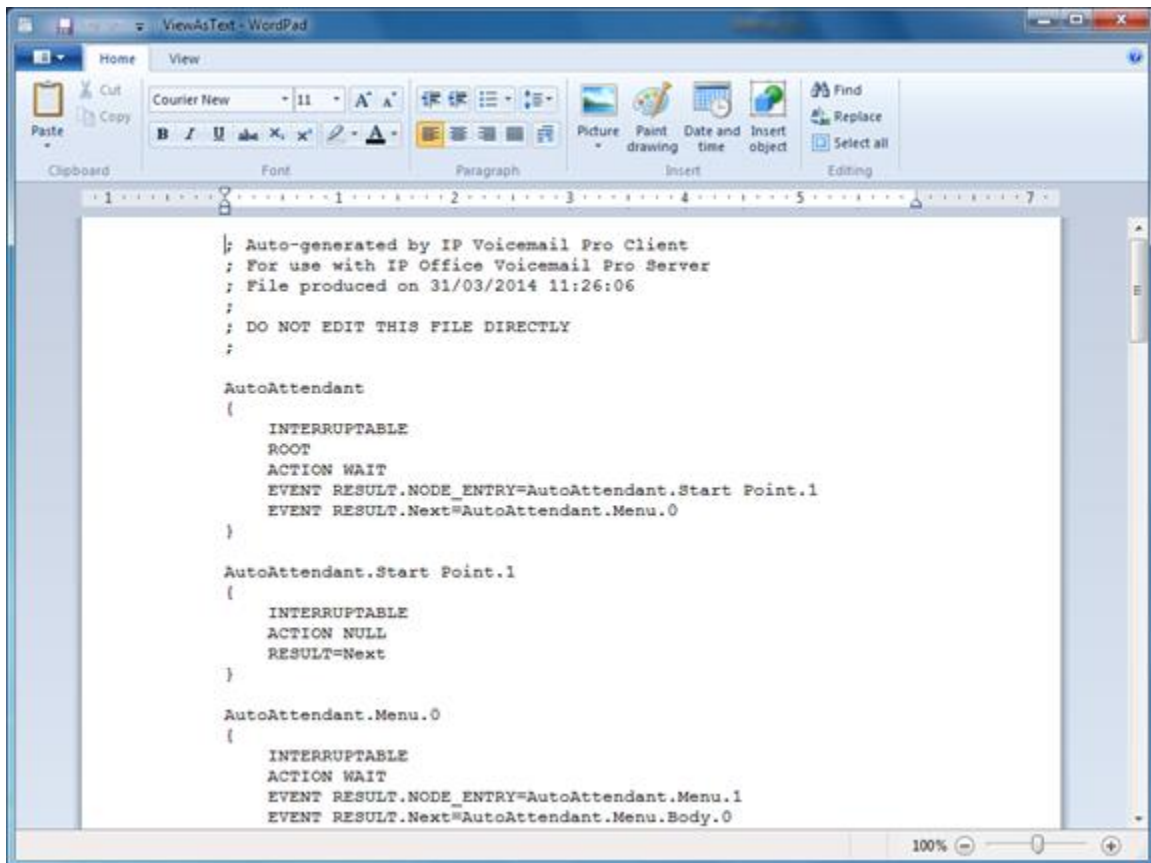
## 6. Configure Avaya Voicemail Pro

This section provides the procedure for configuring Avaya Voicemail Pro. From a PC running the Avaya Voicemail Pro Client application, select **Start → Programs → IP Office → Voicemail Pro Client** to display the **Voicemail Pro Client** screen.

Select **Modules → Auto Attendant** in the lower left pane to display the sample Auto Attendant module shown below. The sample module contained two audio recording files with names of “attendant.wav” and “error.wav”. The “attendant.wav” file is used as a general greeting upon entering the Auto Attendant module and the “error.wav” file is played for the error conditions shown below.



Select **File → View As Text** from the top menu to view the Voicemail Pro configuration as a text file, which contains the Auto Attendant module and the two recording files. The **ViewAsText.txt** screen is displayed as shown below. Select **File → Save As** from the top menu.



```
; Auto-generated by IP Voicemail Pro Client
; For use with IP Office Voicemail Pro Server
; File produced on 31/03/2014 11:26:06
;
; DO NOT EDIT THIS FILE DIRECTLY
;

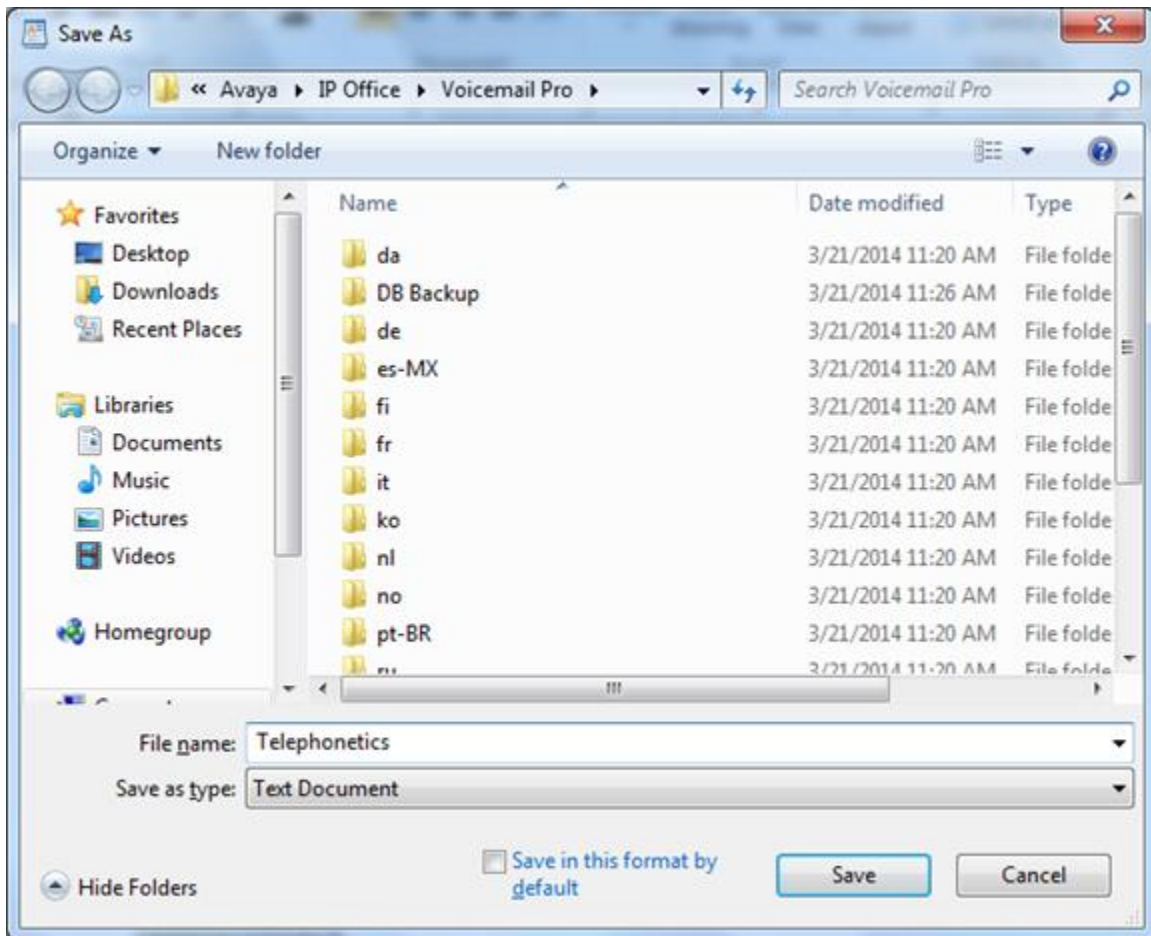
AutoAttendant
{
    INTERRUPTABLE
    ROOT
    ACTION WAIT
    EVENT RESULT.NODE_ENTRY=AutoAttendant.Start Point.1
    EVENT RESULT.Next=AutoAttendant.Menu.0
}

AutoAttendant.Start Point.1
{
    INTERRUPTABLE
    ACTION NULL
    RESULT=Next
}

AutoAttendant.Menu.0
{
    INTERRUPTABLE
    ACTION WAIT
    EVENT RESULT.NODE_ENTRY=AutoAttendant.Menu.1
    EVENT RESULT.Next=AutoAttendant.Menu.Body.0
}
```



The **Save As** screen is displayed next. Navigate to the desired directory and enter a desired **File name**, in this case “Telephonetics”. Note the directory and file name, which will be used later to configure Telephonetics.



## 7. Configure Telephonetics IP Messaging Utility

This section provides the procedure for configuring Telephonetics IP Messaging Utility. The procedures include the following areas:

- Launch Telephonetics IP Messaging Application
- Send configuration
- Download recording files

### 7.1. Launch Telephonetics IP Messaging Application

From the PC running Telephonetics IP Messaging Utility, select **Start→ Programs → Telephonetics → Avaya IP Messaging → Telephonetics Avaya IP Messaging Utility** to display the **Telephonetics IP Messaging Application** screen.

For **User Name** and **Password**, enter the credentials provided by Telephonetics. Select the **Messaging Utility** tab, and click **Load**.

Telephonetics IP Messaging Application

Server:  User Name:  Password:

<http://support.telephonetics.com>

Messaging Utility | MOH Server

**Load** Check For Updates Send Configuration

Select Phone System:  Refresh View:

Library Files

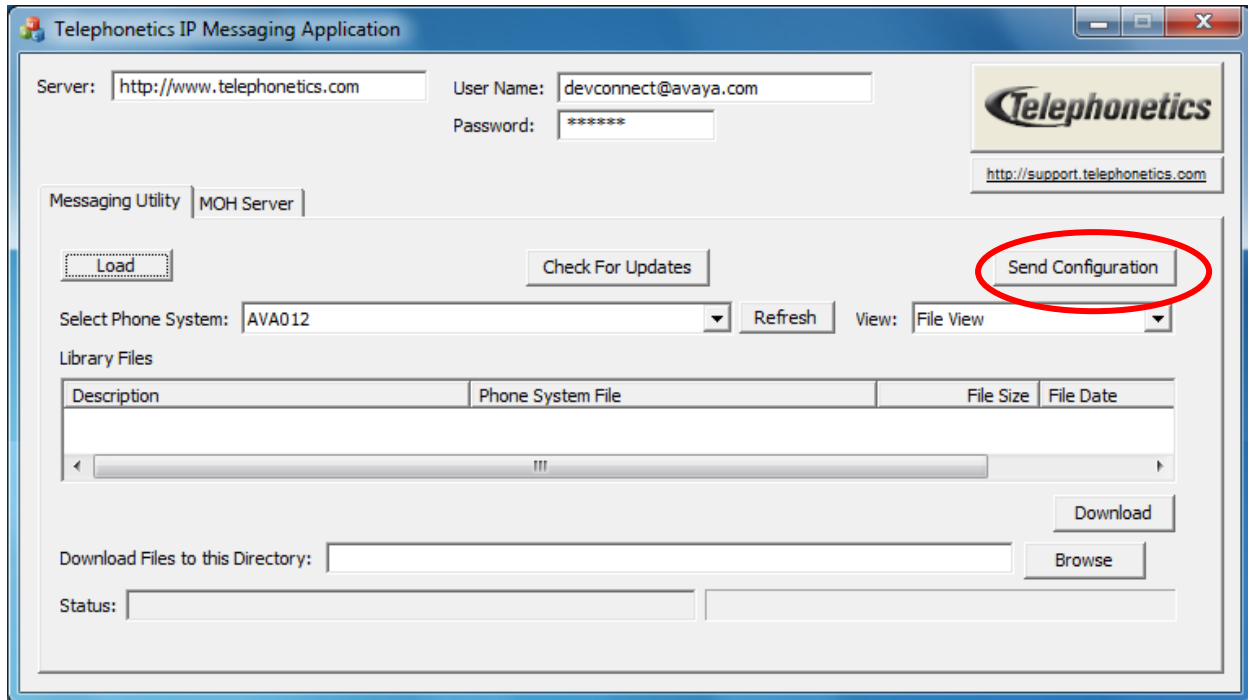
| Description | Phone System File | File Size | File Date |
|-------------|-------------------|-----------|-----------|
|             |                   |           |           |

Download Files to this Directory:  **Download** **Browse**

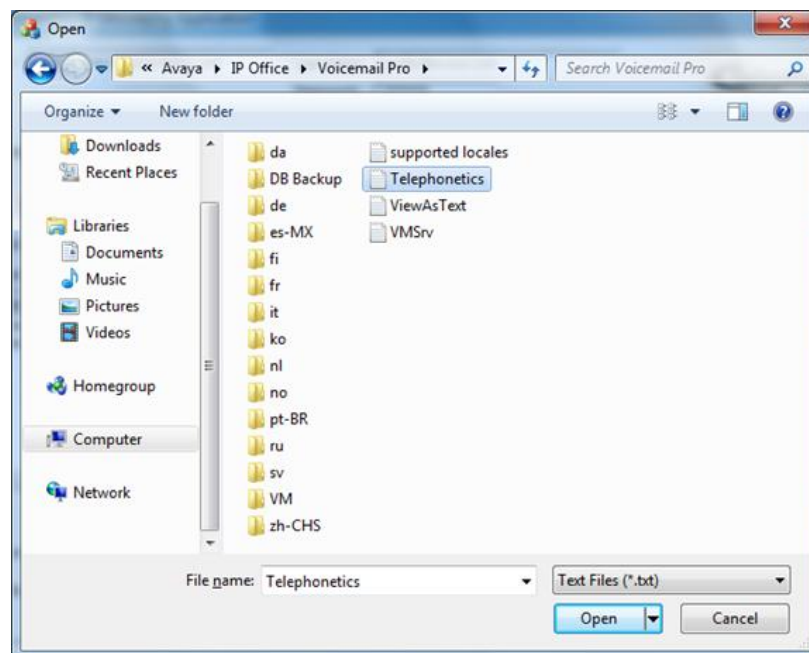
Status:

## 7.2. Send Configuration

The **Telephonetics IP Messaging Application** screen is displayed again, and updated with the discovered phone system shown below. Click **Send Configuration**.



The **Open** screen is displayed. Navigate to the directory where the **Telephonetics.txt** file is saved from **Section 6**. This will send the Voicemail Pro configuration text file to Telephonetics.



### 7.3. Download Recording Files

Upon notification from Telephonetics on completion of customized audio recording files, follow the procedures in **Section 7.1** to launch the Telephonetics IP Messaging Application and to load the phone system.

The **Telephonetics IP Messaging Application** screen is updated showing the two audio recording files, as shown below. Click **Browse**.

Server:  User Name:  Password:

Telephonetics  
<http://support.telephonetics.com>

Messaging Utility | MOH Server

Load Check For Updates Send Configuration

Select Phone System:  Refresh View:

Library Files

| Description | Phone System File | File Size | File Date      |
|-------------|-------------------|-----------|----------------|
| Error       | error             | 83.93 KB  | 5/25/2010 12:4 |
| Menu.Body   | attendant         | 160.57 KB | 3/24/2014 7:44 |

Download

Download Files to this Directory:  **Browse**

Status:

In the **Browse For Folder** pop-up screen (not shown), navigate to the directory where the Avaya Voicemail Pro audio recording files are located, in this case “C:\Program Files\Avaya\IP Office\Voicemail Pro\VM\WAVS”, as shown in the **Download Files to this Directory** field below. Select the two entries in the **Library Files** sub-section and click **Download**.

Telephonetics IP Messaging Application

Server:  User Name:  Password:

Messaging Utility | MOH Server

Load Check For Updates Send Configuration

Select Phone System:  Refresh View:

Library Files

| Description | Phone System File | File Size | File Date      |
|-------------|-------------------|-----------|----------------|
| Error       | error             | 83.93 KB  | 5/25/2010 12:4 |
| Menu.Body   | attendant         | 160.57 KB | 3/24/2014 7:44 |

Download

Download Files to this Directory:  Browse

Status:

The **Download Options** pop-up screen is displayed next. Click **OK** to download the files immediately or to schedule the download for a later time.

Download Options

☒ Download Immediately

☐ Schedule Download

March, 2014

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|-----|-----|-----|-----|-----|-----|-----|
| 23  | 24  | 25  | 26  | 27  | 28  | 1   |
| 2   | 3   | 4   | 5   | 6   | 7   | 8   |
| 9   | 10  | 11  | 12  | 13  | 14  | 15  |
| 16  | 17  | 18  | 19  | 20  | 21  | 22  |
| 23  | 24  | 25  | 26  | 27  | 28  | 29  |
| 30  | 31  | 1   | 2   | 3   | 4   | 5   |

11:30:48 AM

## 8. Verification Steps

This section provides the test that can be performed to verify proper configuration of Avaya IP Office, Avaya Voicemail Pro and Telephonetics IP Messaging Utility.

Make an incoming trunk call from the PSTN to Avaya IP Office. Verify that the calling party hears the customized greeting from the Auto Attendant script. Do not enter any input from the calling party and verify that the calling party hears the customized error message from the sample Auto Attendant script. This would be the behavior of the sample Auto Attendant script used for the compliance test. If a different script is used, verify that the appropriate prompts and audio recordings are played to the user.

## 9. Conclusion

These Application Notes describe the configuration steps required to integrate Telephonetics IP Messaging Utility with Avaya IP Office 9.0 using Avaya Voicemail Pro. All feature and serviceability test cases were completed with an observation noted in **Section 2.2**.

## 10. Additional References

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

- [1] *Avaya IP Office Manager*, Release 9.0, Issue 9.01, September 2013, Document Number 15-601011, available at <http://support.avaya.com>.
- [2] *Telephonetics IP Messaging Utility Help*, available from Telephonetics Support.

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