



Avaya Solution & Interoperability Test Lab

Application Notes for DuVoice Emergency Alert System with Avaya IP Office Server Edition 9.1– Issue 1.0

Abstract

These Application Notes describe the configuration steps required for the DuVoice Emergency Alert System to interoperate with Avaya IP Office Server Edition 9.1. In the compliance testing, DuVoice generated Emergency Alerts when an Emergency Phone number is dialed.

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 for the DuVoice Emergency Alert System (EAS) to interoperate with Avaya IP Office.

DuVoice EAS utilizes Avaya IP Office CTI Pro (P/N 171988) and DevLink to monitor outbound call traffic on IP Office and identifies all calls made to Emergency Numbers in real time. Any calls to Emergency Numbers trigger a series of immediate alarms. Using IP Office 3rd Party SIP Endpoints the DuVoice EAS places a call to a specified IP Office extension. Upon answer, the system announces the fact that an emergency call has been made and identifies the calling extension.

2. General Test Approach and Test Results

The feature test cases were performed manually. Various call scenarios were tested to ensure that when a call to an Emergency Number is placed, DuVoice EAS generates an Emergency Alert.

The serviceability test cases were performed manually by disconnecting and reconnecting the network connection to DuVoice.

While this solution was demonstrated to successfully interoperate, the specific implementation method may not fully align to best practices and recommendations as outlined by Avaya in [Making use of the Emergency Services Access Enhancements in IP Office Release 9.0/9.1](#), available for download from the Avaya DevConnect Portal. Customers should review and discuss their specific needs and associated risks with the vendor relative to these guidelines.

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 feature that executed DuVoice EAS' ability to generate Emergency Alerts.

The serviceability testing focused on verifying the ability of DuVoice to recover from adverse conditions, such as disconnecting and reconnecting the Ethernet connection to DuVoice.

2.2. Test Results

All test cases were executed.

2.3. Support

Technical support on DuVoice Emergency Alert System can be obtained through the following:

- **Phone:** (425) 250-2393
- **Email:** support@duvoice.com

3. Reference Configuration

The configuration used for the compliance testing is shown below. It includes an IP Office Server Edition with a Primary Linux Server, and an IP Office 500 V2 Expansion system. There is one DuVoice server supporting all IP Office users.

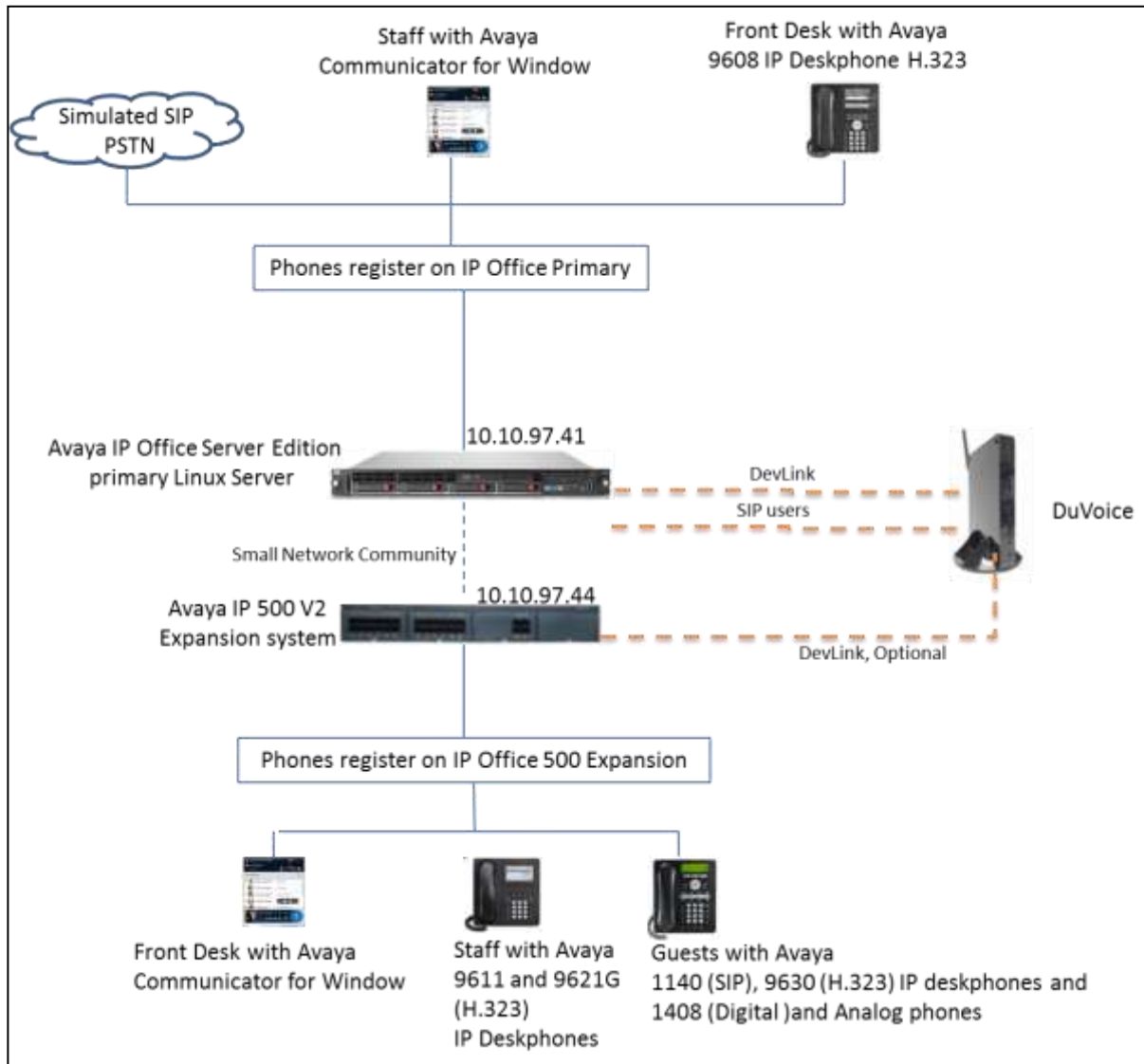


Figure 1: DuVoice Emergency Alert System with Avaya IP Office Server Edition Primary Linux Server and IP Office 500 V2 Expansion Compliance Testing Configuration

4. Equipment and Software Validated

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

Equipment	Software
Avaya IP Office Primary Server (Linux based)	9.1 SP 3
Avaya IP Office IP500 V2 Expansion	9.1 SP3
Avaya 9608, 9611 and 9621G (H.323) IP Deskphones	6.6
Avaya Communicator for Window	2.1.2.75
Avaya 9630 IP Deskphone	3.22
Avaya 1140E (SIP) IP Deskphone	4.4.23
Avaya 1408 Digital Deskphone	R45
DuVoice Emergency Alert System	5.20.67

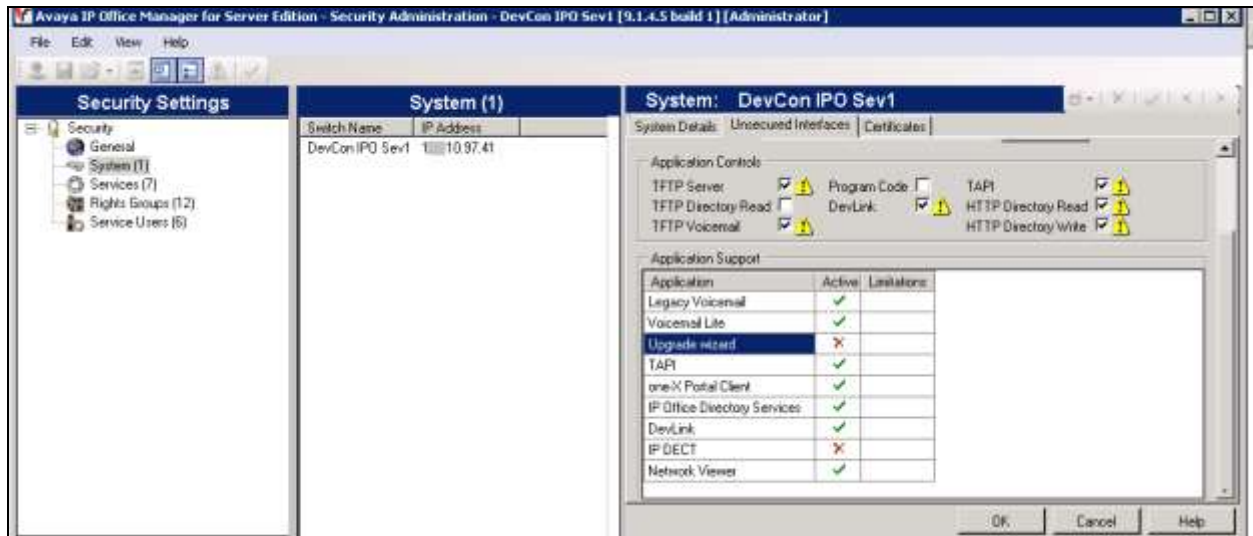
Compliance testing is applicable when the tested solution is deployed with a standalone IP Office 500 V2 and also when deployed with IP Office Server Edition in all configurations.

5. Configure Avaya IP Office

This section provides the procedures for configuring IP Office primary Linux Server.

5.1. Security Setting

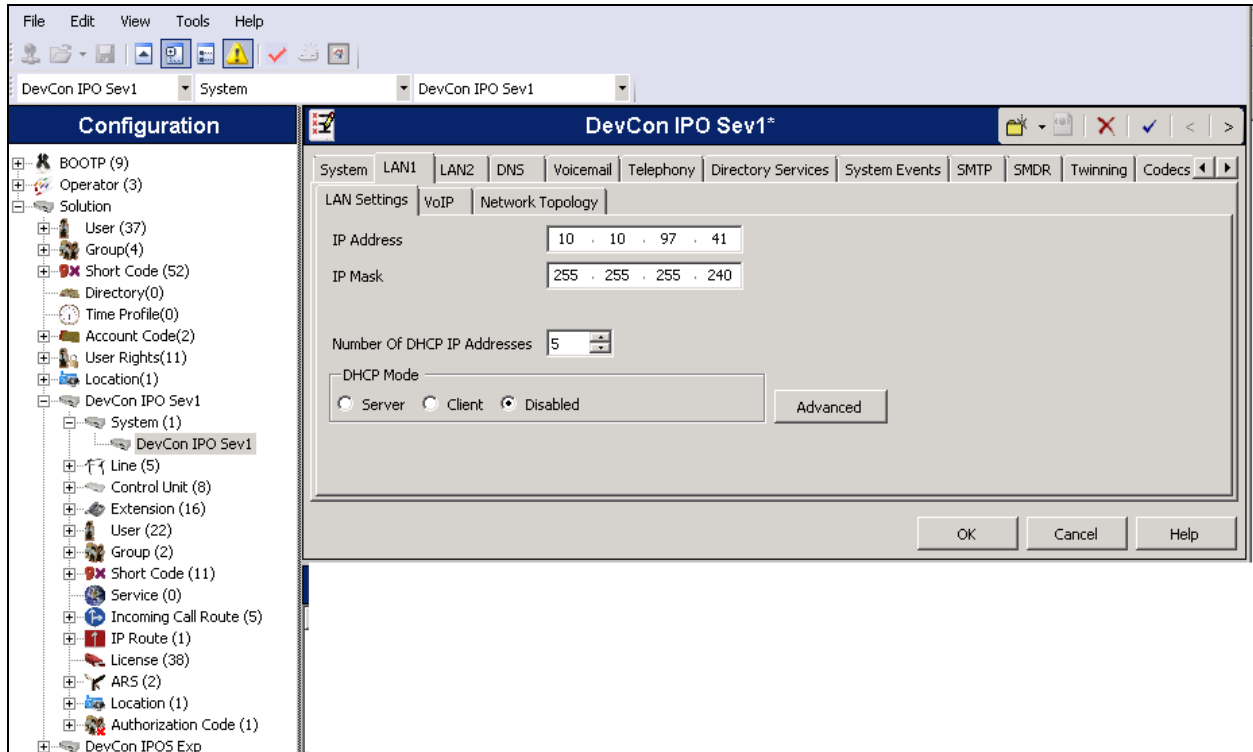
Verify that DevLink is enabled. In **Security Settings** tree, select **System**; verify that **DevLink** is enabled as shown below. Click **OK** to save changes.



5.2. Obtain LAN IP Address

From the configuration tree in the left pane, select **System** to display the screen in the right pane, where **DevConIPOSev1** is the name of the IP Office system.

Select the **LAN1** tab, followed by the **LAN Settings** sub-tab in the right pane. Make a note of the **IP Address**, which will be used later to configure DuVoice. Note that IP Office can support SIP on the LAN1 and/or LAN2 interfaces, and the compliance testing used the LAN1 interface.



5.3. Administer SIP Registrar

Select the **VoIP** sub-tab. Make certain that **SIP Registrar Enable** is checked, as shown below. Select the **SIP Registrar** sub-tab, and enter a valid **Domain Name** for SIP endpoints to use for registration with IP Office. In the compliance testing, the **Domain Name** was left blank, so the LAN IP address was used for registration. Also, ensure that depending on the setup either **UDP** or **TCP** are enabled.

The screenshot shows the configuration interface for the SIP Registrar. The 'VoIP' sub-tab is selected, and the 'SIP Registrar' sub-tab is active. The 'SIP Registrar Enable' checkbox is checked and highlighted with a red box. Below it, the 'UDP' and 'TCP' checkboxes are also checked and highlighted with a red box. The 'Domain Name' field is empty. Other settings include 'H323 Gatekeeper Enable', 'Auto-create Extn', 'Auto-create User', 'SIP Trunks Enable', 'SIP Remote Extn Enable', 'Remote UDP Port', 'Remote TCP Port', 'Remote TLS Port', and 'Challenge Expiry Time (secs)'.

Setting	Value
H323 Gatekeeper Enable	<input checked="" type="checkbox"/>
Auto-create Extn	<input checked="" type="checkbox"/>
Auto-create User	<input checked="" type="checkbox"/>
H323 Remote Extn Enable	<input type="checkbox"/>
SIP Trunks Enable	<input checked="" type="checkbox"/>
SIP Registrar Enable	<input checked="" type="checkbox"/>
Auto-create Extn/User	<input type="checkbox"/>
SIP Remote Extn Enable	<input type="checkbox"/>
Domain Name	
UDP	<input checked="" type="checkbox"/>
UDP Port	5060
Remote UDP Port	5060
TCP	<input checked="" type="checkbox"/>
TCP Port	5060
Remote TCP Port	5060
TLS	<input type="checkbox"/>
TLS Port	5061
Remote TLS Port	5061
Challenge Expiry Time (secs)	10

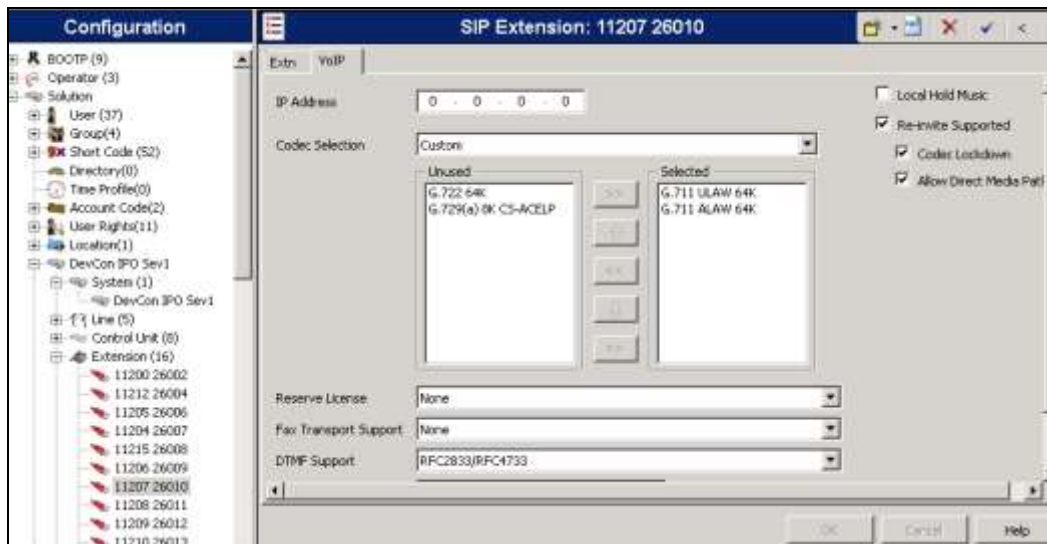
5.4. Administer SIP Extensions for DuVoice

From the configuration tree in the left pane, right-click on **Extension** and select **New → SIP Extension** from the pop-up list to add a new SIP extension. Under the **Extn** tab, enter the desired digits for **Base Extension**, and uncheck **Force Authorization**, as shown below. Retain the default values in the remaining fields.

Repeat this section to add the desired number of SIP extensions. In the compliance testing, four SIP extensions with base extensions of “26010”, “26011”, “26012” and “26013” were created.

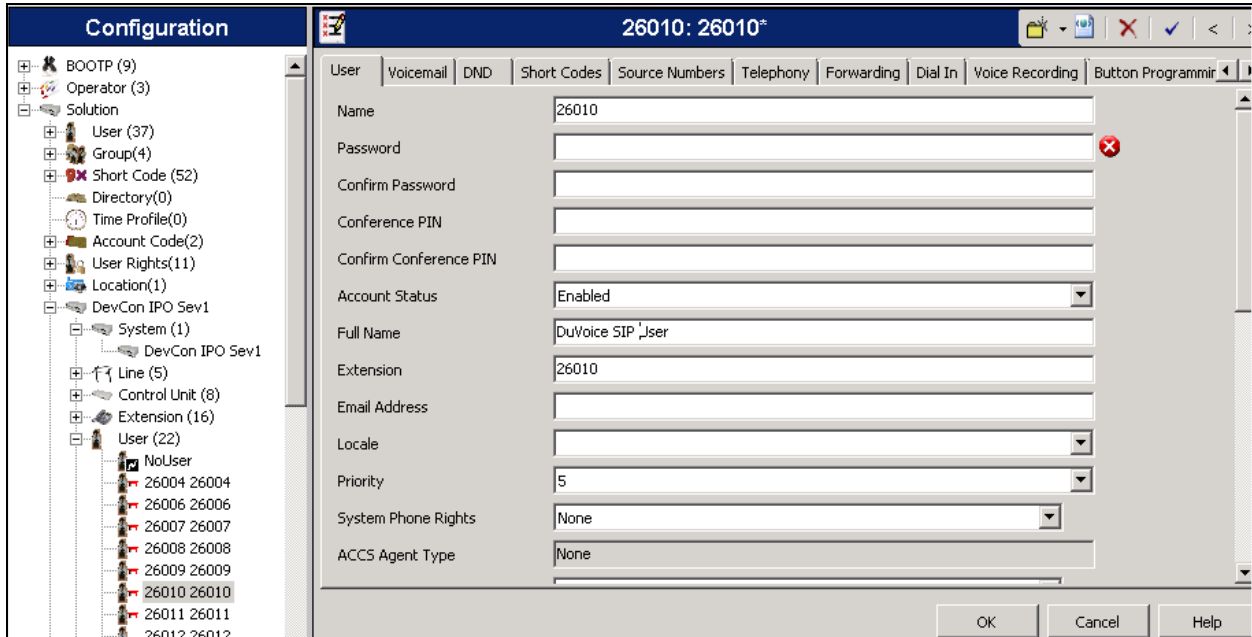


Select the **VoIP** tab. For **Codec Selection**, select **Custom** and move **G.711 ULAW 64K** and **G.711 ALAW 64K** to **Selected** box, as shown in the screen capture. Set the **DTMF Support** to **RFC2833/RFC4733**.



5.5. Administer SIP Users for DuVoice

From the configuration tree in the left pane, right-click on **User** and select **New** from the pop-up list to add a new user. Enter desired values for **Name** and **Full Name**. For **Extension**, enter the first SIP base extension from **Section 5.3**. Retain the default values in the remaining fields.

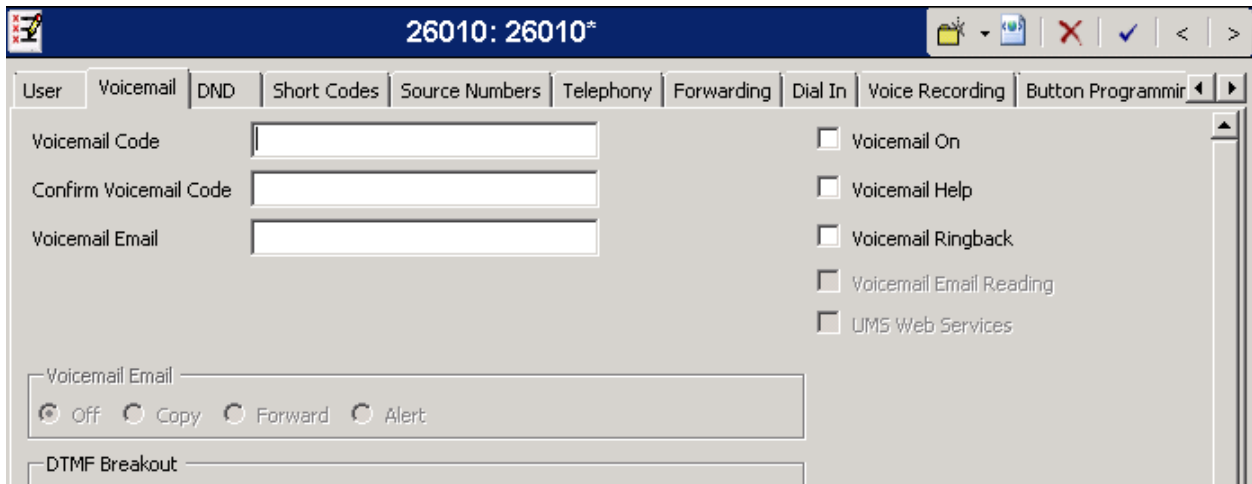


The screenshot shows the configuration window for user 26010: 26010*. The left pane shows a configuration tree with 'User (22)' selected. The main pane shows the 'User' tab with the following fields:

Name	26010
Password	
Confirm Password	
Conference PIN	
Confirm Conference PIN	
Account Status	Enabled
Full Name	DuVoice SIP User
Extension	26010
Email Address	
Locale	
Priority	5
System Phone Rights	None
ACCS Agent Type	None

Buttons: OK, Cancel, Help

Select the **Voicemail** tab, and uncheck **Voicemail On**, as shown below.



The screenshot shows the configuration window for user 26010: 26010* with the 'Voicemail' tab selected. The fields are:

Voicemail Code		<input type="checkbox"/> Voicemail On
Confirm Voicemail Code		<input type="checkbox"/> Voicemail Help
Voicemail Email		<input type="checkbox"/> Voicemail Ringback
		<input type="checkbox"/> Voicemail Email Reading
		<input type="checkbox"/> UMS Web Services

Voicemail Email: Off Copy Forward Alert

DTMF Breakout

Select the **Telephony** tab, followed by the **Call Settings** sub-tab. Check **Call Waiting On**, as shown below. Retain the default values in the remaining fields.

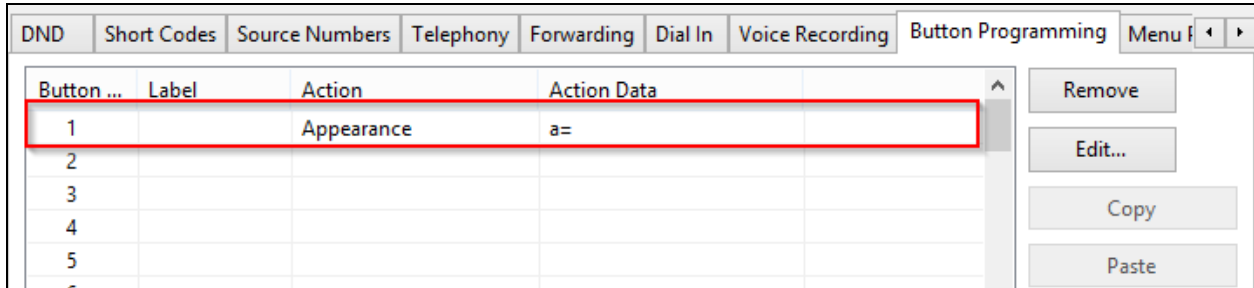
User	Voicemail	DND	Short Codes	Source Numbers	Telephony	Forwarding	Dial In	Voice Recording	Button Pr
Call Settings Supervisor Settings Multi-line Options Call Log TUI									
Outside Call Sequence	Default Ring	<input checked="" type="checkbox"/> Call Waiting On							
Inside Call Sequence	Default Ring	<input type="checkbox"/> Answer Call Waiting On Hold							
Ringback Sequence	Default Ring	<input type="checkbox"/> Busy On Held							
No Answer Time (secs)	System Default (15)	<input type="checkbox"/> Offhook Station							
Wrap-up Time (secs)	2								
Transfer Return Time (secs)	Off								
Call Cost Mark-Up	100								

Select the **Supervisor Settings** sub-tab. Check the **Cannot be Intruded** field, as shown below. Retain the default values in the remaining fields.

User	Voicemail	DND	Short Codes	Source Numbers	Telephony	Forwarding	Dial In	Voice Recording	Button Pr
Call Settings Supervisor Settings Multi-line Options Call Log TUI									
Login Code		<input type="checkbox"/> Force Login							
Login Idle Period (secs)		<input type="checkbox"/> Force Account Code							
Monitor Group	<None>	<input type="checkbox"/> Force Authorization Code							
Coverage Group	<None>	<input type="checkbox"/> Incoming Call Bar							
Status on No-Answer	Logged On (No change)	<input type="checkbox"/> Outgoing Call Bar							
Reset Longest Idle Time		<input type="checkbox"/> Inhibit Off-Switch Forward/Transfer							
<input checked="" type="radio"/> All Calls		<input type="checkbox"/> Can Intrude							
<input type="radio"/> External Incoming		<input checked="" type="checkbox"/> Cannot be Intruded							
		<input type="checkbox"/> Can Trace Calls							
		<input type="checkbox"/> Deny Auto Intercom Calls							

Select the **Button Programming** tab. Retain only the first **Appearance** button and remove all others as shown below.

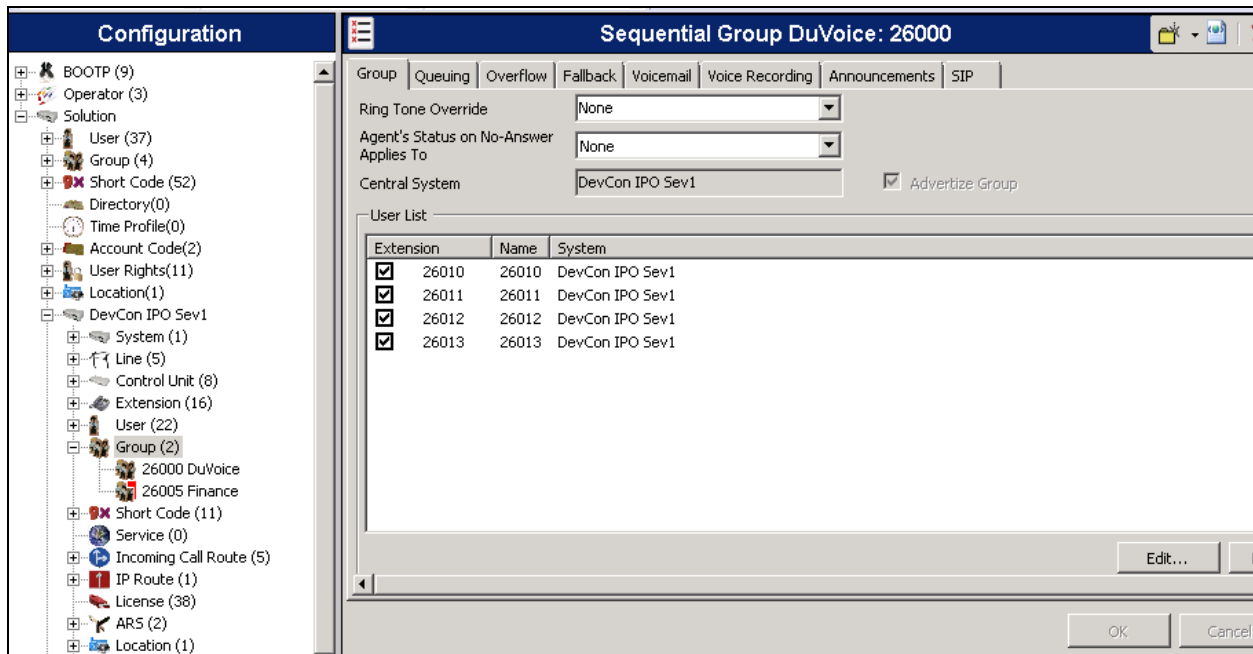
Repeat this section to add a new user for each SIP extension from **Section 5.4**. In the compliance testing, four users with names of “26010, 26011, 26012 and 26013” were created.



Button ...	Label	Action	Action Data
1		Appearance	a=
2			
3			
4			
5			
6			

5.6. Administer Hunt Group

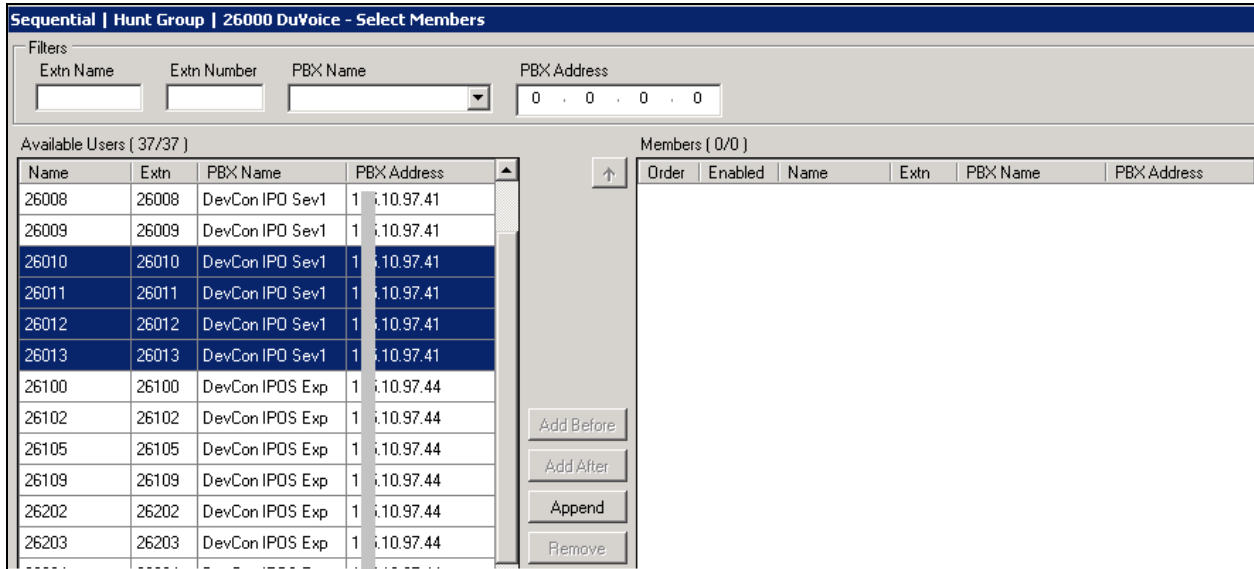
From the configuration tree in the left pane, right-click on **Group** and select **New** from the pop-up list to add a new hunt group. This hunt group will be used to deliver calls to DuVoice for hospitality features. Under the **Group** tab, enter desired values for the **Name** and **Extension** fields, and retain the default values in the remaining fields. Click on **Edit** in the **User List** section to add members.



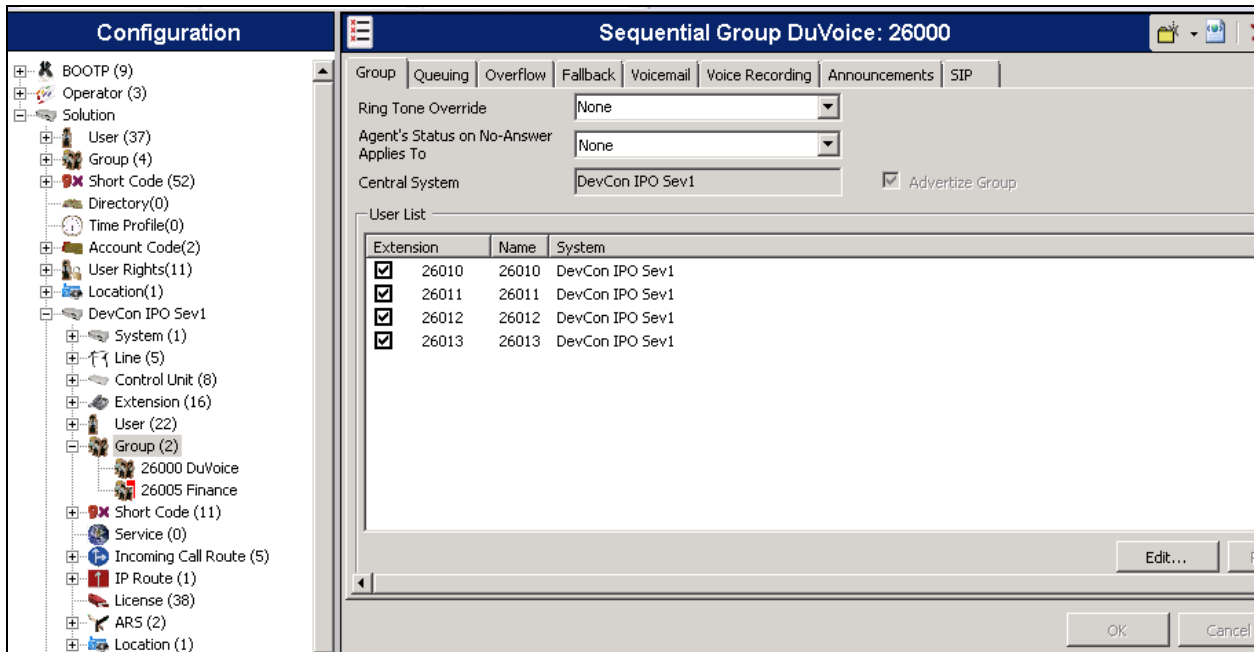
The screenshot displays the Avaya configuration interface for a 'Sequential Group DuVoice: 26000'. The left pane shows a configuration tree with 'Group (2)' expanded to show '26000 DuVoice' and '26005 Finance'. The main pane shows configuration options for the group, including 'Ring Tone Override', 'Agent's Status on No-Answer Applies To', and 'Central System'. Below these is a 'User List' table with columns for Extension, Name, and System, containing four entries with checkboxes.

Extension	Name	System
<input checked="" type="checkbox"/>	26010	26010 DevCon IPO Sev1
<input checked="" type="checkbox"/>	26011	26011 DevCon IPO Sev1
<input checked="" type="checkbox"/>	26012	26012 DevCon IPO Sev1
<input checked="" type="checkbox"/>	26013	26013 DevCon IPO Sev1

The **Sequential | Hunt Group** screen is displayed. Select all SIP users created earlier in this document, and click the **Append** button to move the selected entries to the right.



The **Sequential Group** screen is displayed again and updated with the selected members.



Under the **Queuing** tab, uncheck box for **Queuing On**.

Group	Queuing	Overflow	Fallback	Voicemail	Voice Recording	Announcements	SIP
<input type="checkbox"/> Queuing On							
Queue Length		No Limit	<input checked="" type="checkbox"/> Normalize Queue Length				
Queue Type		Assign Call On Agent Answer					
Calls In Queue Alarm							
Calls In Queue Threshold		1					
Analog Extension to Notify		<None>					

Under the **Voicemail** tab, uncheck box for **Voicemail On**.

Group	Queuing	Overflow	Fallback	Voicemail	Voice Recording	Announcements	SIP
Voicemail Code					<input type="checkbox"/> Voicemail On		
Confirm Voicemail Code					Voicemail Answer Time		
Voicemail Email					<input type="checkbox"/> Voicemail Help		
Voicemail Email					<input type="checkbox"/> Broadcast		
● Off ● Copy ● Forward ● Alert					<input type="checkbox"/> UMS Web Services		

5.7. Administer Short Codes

From the configuration tree in the left pane, navigate to **Solutions** → **Short Codes**. Right-click **Short Codes** and select **New** from the pop-up menu. Two short codes will need to be added, one for MWI On and another for MWI Off. Configure the short codes as follows.

- Type in ***81*N*** in **Code** field.
- Select **Display Msg** for **Feature**.
- Type in **N";MWL Msgs=1 OLD=0 Sav=0"** for **Telephone Number** field.

Click **OK** to save changes.

Note: Create another short code, ***80*N*** for MWI Off, where **Telephone Number** field will be set to **N";MWL Msgs=0 OLD=0 Sav=0"**.

Configuration	*81*N*: Display Msg
<ul style="list-style-type: none">*70*N#*71*N#*80*N**81*N**99;26300;FNE00Directory(0)Time Profile(0)Account Code(2)User Rights(11)Location(1)DevCon IPO Sev1System (1)	<p>Short Code</p> <p>Code: *81*N*</p> <p>* This Short Code is common to all systems.</p> <p>Feature: Display Msg</p> <p>Telephone Number: N";Mailbox Msgs=1 OLD=0 Sav=0"</p> <p>Line Group ID: 0</p> <p>Locale: (empty)</p> <p>Force Account Code: <input type="checkbox"/></p> <p>Force Authorization Code: <input type="checkbox"/></p>

Create short code to dial DuVoice hunt group number.

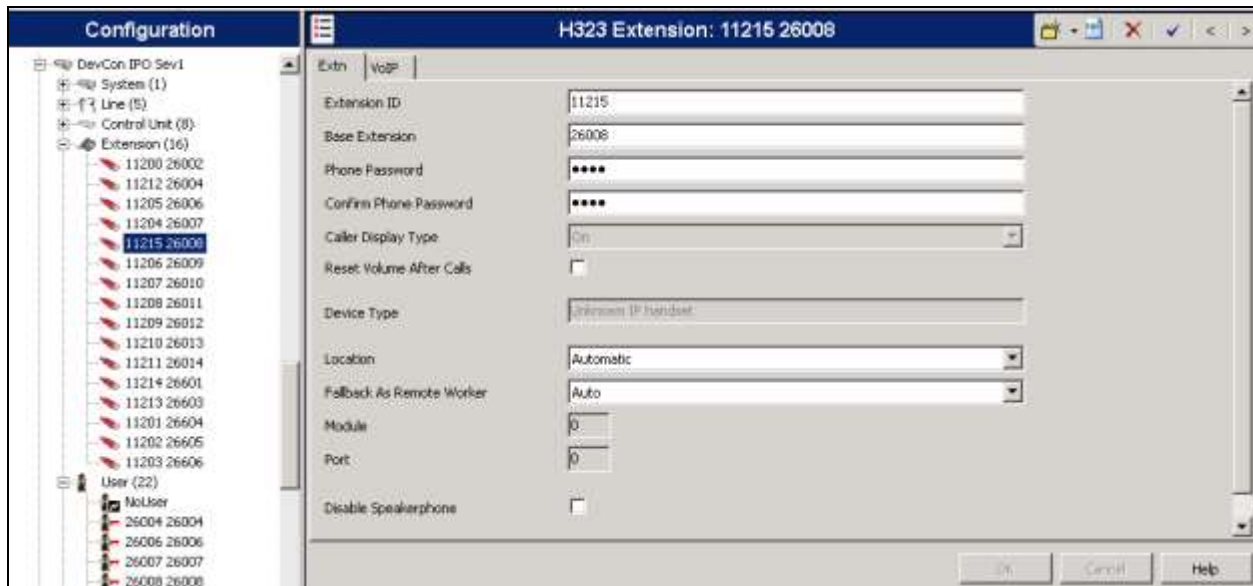
- Type in ***67;** in **Code** field.
- Select **Dial Extn** for **Feature**.
- Type in **26000S##E** for **Telephone Number** field.

Click **OK** to save changes.

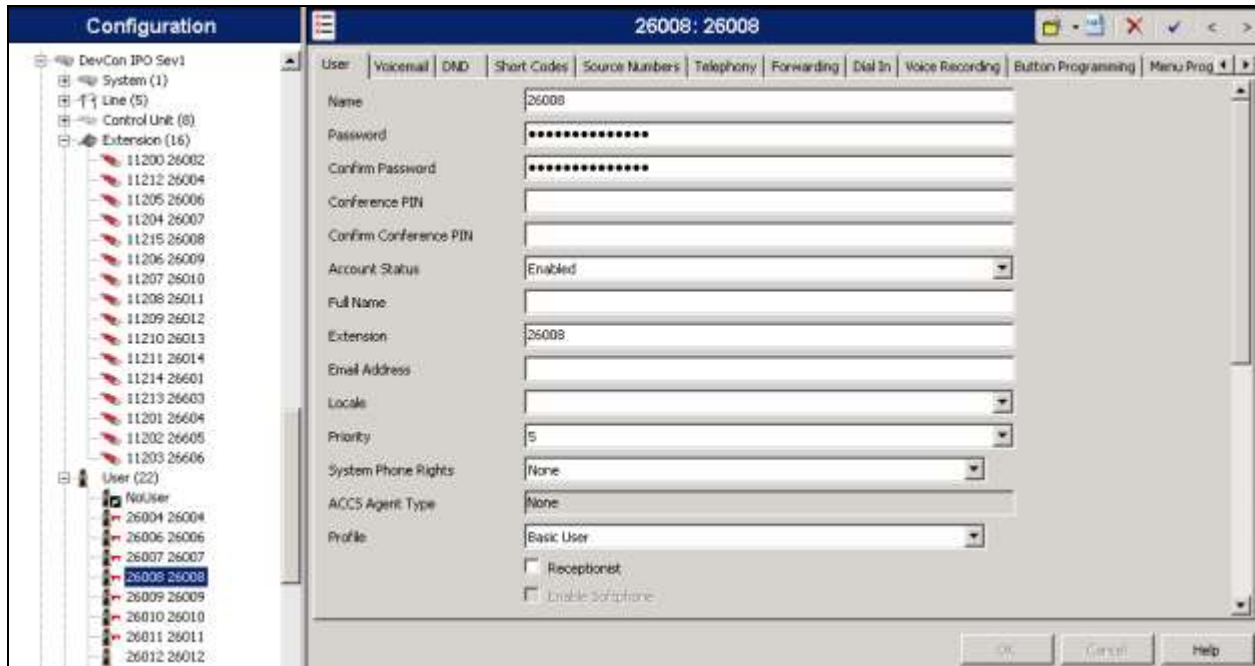
Configuration	*67;: Dial Extn
<ul style="list-style-type: none">*52*53*N#*55*57*N#*67;*68;*70*N#*71*N#*80*N**81*N**99;26300;FNE00Directory(0)	<p>Short Code</p> <p>Code: *67;</p> <p>* This Short Code is common to all systems.</p> <p>Feature: Dial Extn</p> <p>Telephone Number: 26000S##E</p> <p>Line Group ID: 0</p> <p>Locale: (empty)</p> <p>Force Account Code: <input type="checkbox"/></p> <p>Force Authorization Code: <input type="checkbox"/></p>

5.8. Administer Guest Phones

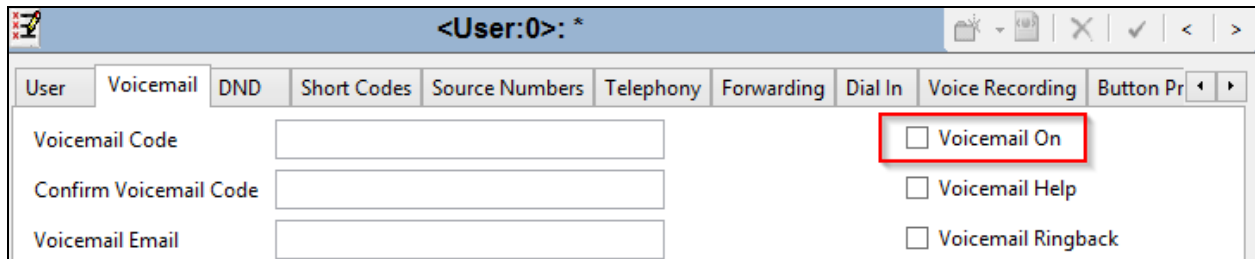
From the configuration tree in the left pane, right-click on **Extension**, and select **New** → **SIP Extension** from the pop-up list to add a new SIP or H.323 extension; H.323 in this case. Under the **Extn** tab type in an available extension number for **Base Extension**. Enter **Phone Password** such as 1234 and retype password again in **Confirm Phone Password**. Click **Ok** to save changes.



From the configuration tree in the left pane, right-click on **User**, and select **New** from the pop-up list to add a new user. Enter desired values for **Name** and **Full Name**. For **Extension**, enter the extension number that was added earlier in this section. Enter **User Password** such as 123456 and retype password again in **Confirm Password**. Retain the default values in the remaining fields.

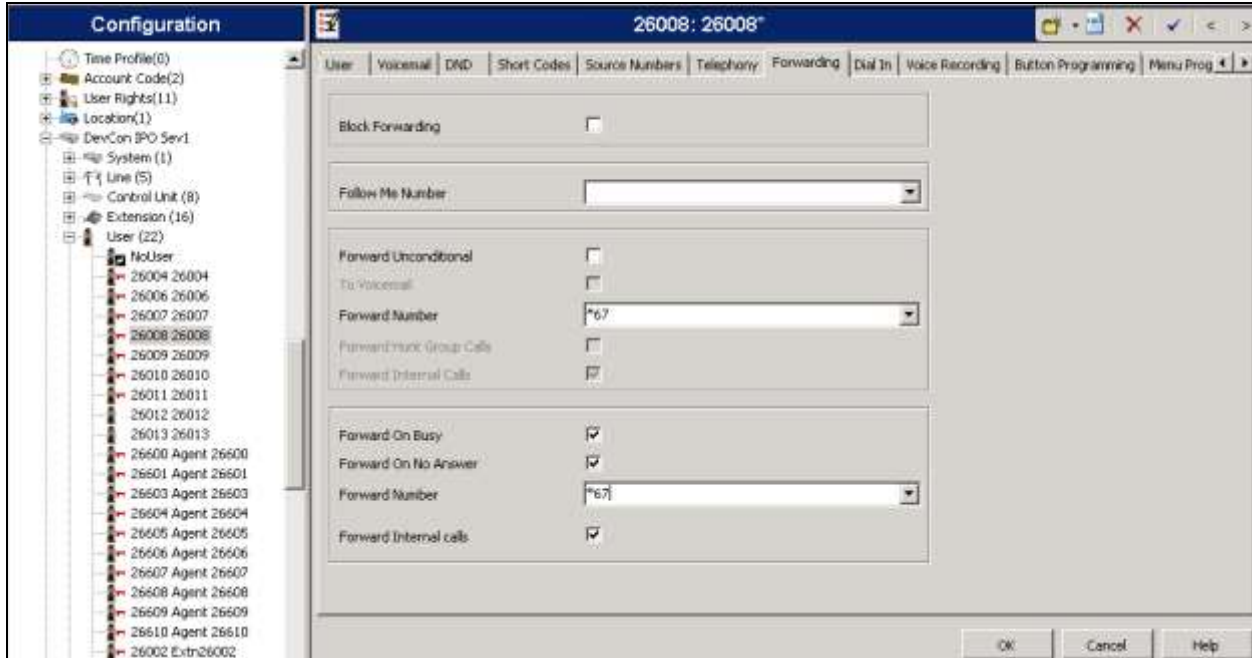


Select the **Voicemail** tab, and uncheck **Voicemail On**, as shown below.



Select the **Forwarding** tab:

- Check boxes for **Forward On Busy**, **Forward On No Answer** and **Forward Internal Calls**.
- Type in the short cut to DuVoice hunt group number that was configured in **Section 5.7** in **Forward Number**.



Click on **Save** icon to save all the changes to server.

6. Configure DuVoice Emergency Alert System

This section provides the procedures for configuring DuVoice Emergency Alert System.

6.1. Administer Setup Wizard

From the DuVoice server, select **Start → All Programs → DuVoice → System Configuration**. The **Wizard Start** screen is displayed upon initial access. Click **Next**.



The **Site Information** screen is displayed next. Enter desired values for the required fields, and click **Next**.

Site Information

Enter the required site information. The optional information should be filled in if you are using any type of FAX application.

Site Information

Name: Avaya Inc *

Site telephone number: (800) - 55512121 *

Fax telephone number: () -

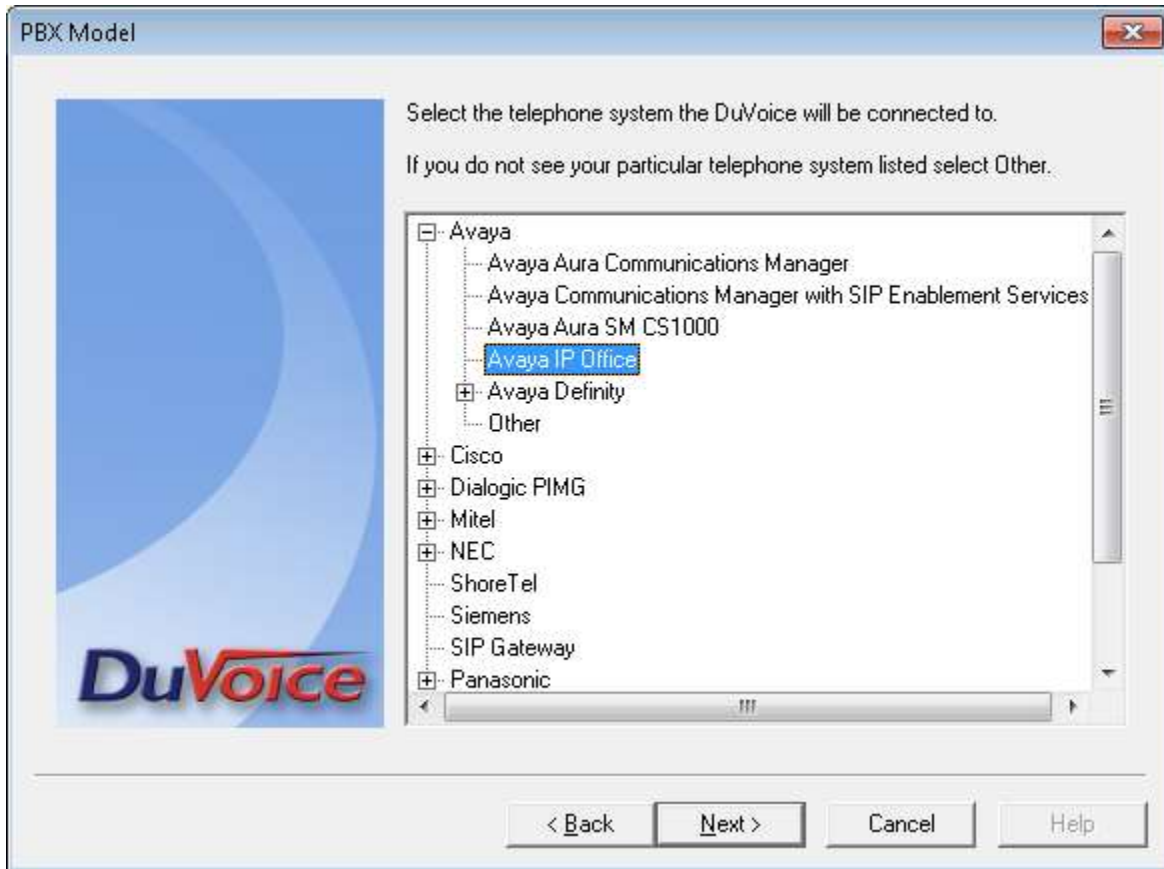
Address: 123 ABC Drive * City: Lettersville *

State or Province: XY * Zip or Postal Code: 09090 *

* Items required.

< Back Next > Cancel Help

The **PBX Model** screen is displayed next. Select **Avaya** → **Avaya IP Office** from the listing, and click **Next**.



The **MWI Method** screen is displayed. Select **Inband using a feature or shortcode** and retain rest of the default values.

MWI Method

Choose the method by which message waiting lights will be set and cleared.

- SIP Notify
- TAPI
- SMDI
- Inband using a feature or shortcode
- HTTP

Inband codes

Enter the code used to set and clear the message waiting lights. Enter an E for the extension number. If an E is not specified it will be automatically added to the end of the code.

For example: *81*E* or *4E

Set code	Clear code
<input type="text" value="*81*E*"/>	<input type="text" value="*80*E*"/>

< Back Next > Cancel Help

The **SIP Information** screen is displayed next. For **Server IP Address or DNS name**, enter the IP address or DNS name of IP Office, and click **Next**.

SIP Information

Enter the server name or IP address of the SIP registrar with which the SIP ports will be registered; this is optional but recommended. Typically, this will be the server name or IP address of the IP PBX.

Server IP Address or DNS name: 10.10.97.41

< Back Next > Cancel Help

The **Voice Ports** screen is displayed. For **Voicemail Huntgroup**, enter the hospitality hunt group extension from **Section 5.5**. Assign each SIP base extension from **Section 3** to an available **Port**, as shown below.

In the compliance testing, four DuVoice ports were configured to correspond to the four SIP extensions created on IP Office.

Click **Next**, followed by **Finish** in the subsequent screen to complete the wizard.

Voicemail Huntgroup: 26000

Auto increment extension numbers based on line 1.

Number	Extension
Port 1	26010
Port 2	26011
Port 3	26012
Port 4	26013

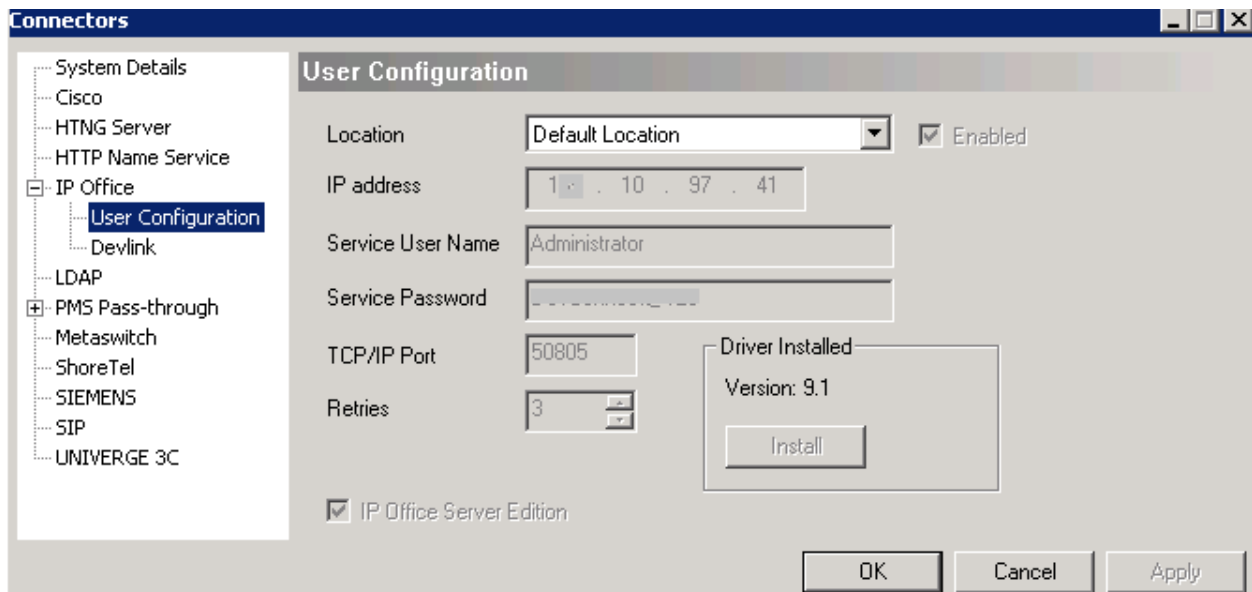
< Back Next > Cancel Help

6.2. Administer Connectors

From the DuVoice server, select **Start → All Programs → DuVoice → System Configuration**. The **System Configuration** screen is displayed. Select **Features → Connectors...** from the top menu. Select **IP Office → User Configuration**, enter the following information:

- **Location:** select Default Location.
- Check **Enabled** checkbox.
- **IP address:** enter IP Office Primary Linux Server, in this case it is 10.10.97.41.
- **Service User Name:** enter user name to login primary server, it is Administrator.
- **Service Password:** enter password for above user name.
- **IP Office Server Edition** checkbox is checked.
- **Driver Installed:** verify Version installed is **9.1**.

Click **OK** to save changes.



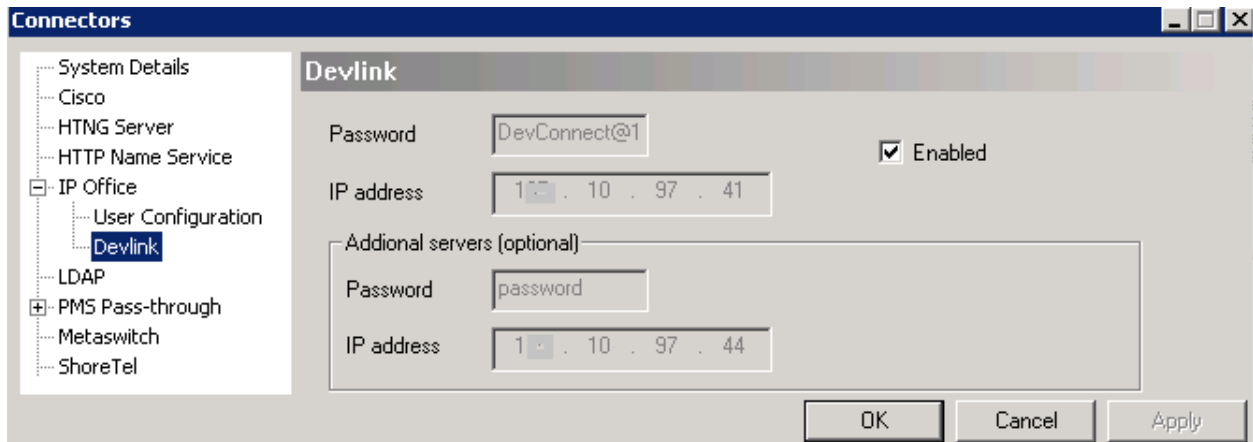
Select **Devlink** to update its configuration with following information:

- **Password:** enter IO Office administration credential password of devlink.
- **IP address:** enter IP address of IP Office Primary Linux Server, in this case it is 10.10.9.41

Additional servers (optional)

- **Password:** enter password of DevLink.
- **IP address:** enter IP address of IP Office 500 V2 Expansion, in this case it is 10.10.97.44.

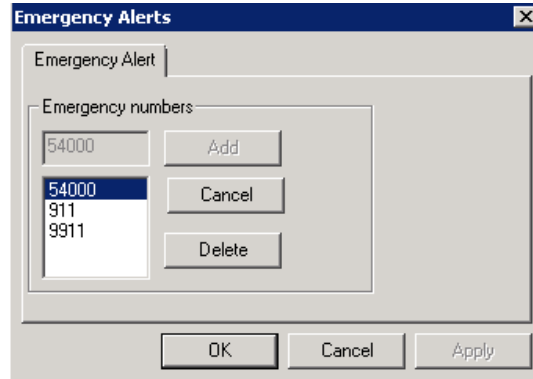
Click **OK** to save changes.



From the **System Configuration** windows, select **Connectors** → **Emergency Alerts**.

System Configuration							
Password		Define Ports	Integrations	Locations	Features	Tools	Help
Device	Extension					Site	Default Mailbox
SIP Line 1	26010				ANI/DID Routing...	ICE	991
SIP Line 2	26011				Connectors...	ICE	991
SIP Line 3	26012				Emergency Alert...	ICE	991
SIP Line 4	26013				Hookstate Monitor...	ICE	991
					Hospitality...	ICE	991

Type in a number that is considered as an Emergency Number in **Emergency Numbers** box, e.g., **54000** used during compliance test, and click **Add**.

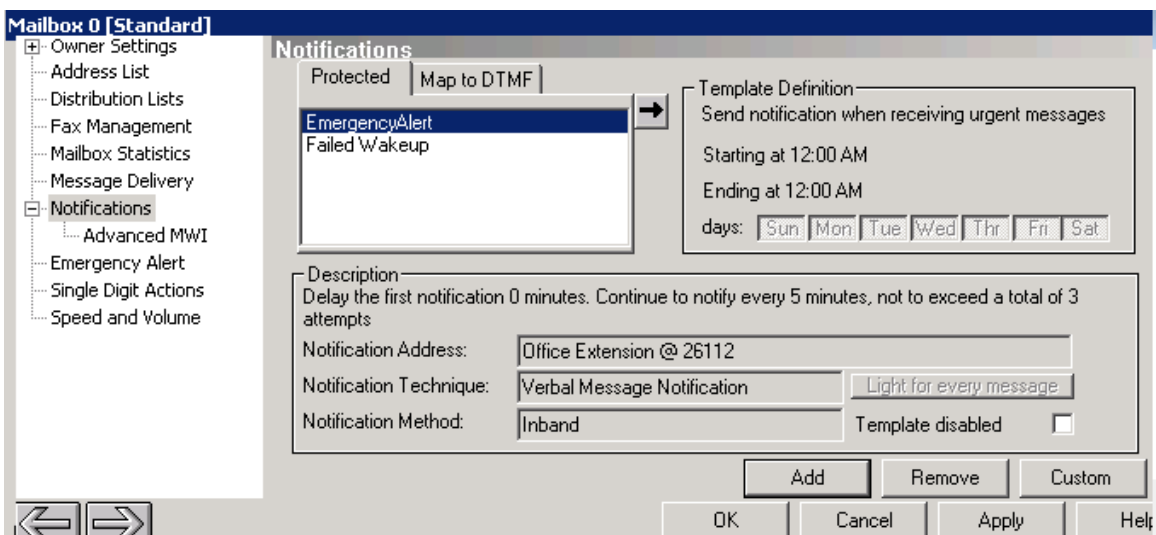


6.3. Administer Emergency Alerts

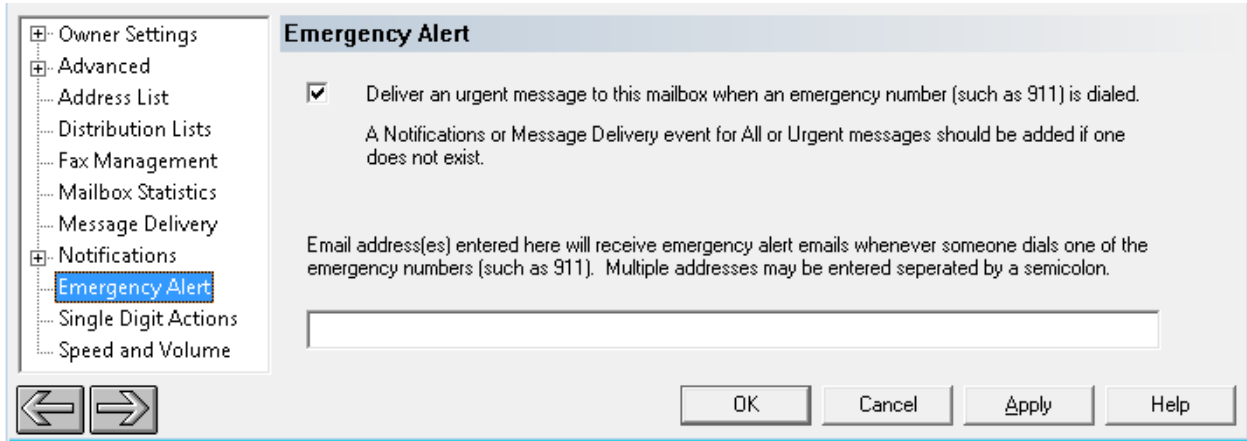
This section will show the setup on how to configure the operator phone will ring when guest makes an emergency call. From the DuVoice server, select **Start → All Programs → DuVoice → Mailbox Administration**.

Mailbox Administration - Demonstration System - NOT FOR RESALE										
File Configuration Mailbox Templates Help										
	Mailbox	Extension	First name	Last n...	Type	Description	Location	COS	SDA	New messages
Group	0	26112	Operator		Standard	Operator	Default Location	Standard	Standard	5
Guest	9000	9000	System Reserved		Standard	Fax Storage	Default Location	FaxMailbox	Fax Action Menu	0
QA	26004	26004	Standard 26004	front	Standard		Default Location	Standard	Standard	0
Standard (6)	26014	26014	Standard 26014	staf	Standard		Default Location	Standard	Standard	0
System	26108	26108	Standard 26108		Standard		Ip 500 V2	Standard	Standard	5
All (12)	26112	26112	Standard 26112	frontdesk	Standard		Ip 500 V2	Standard	Standard	4

Double click on **Operator**, click **Add** to add **EmergencyAlert** Notification Template as shown in below.

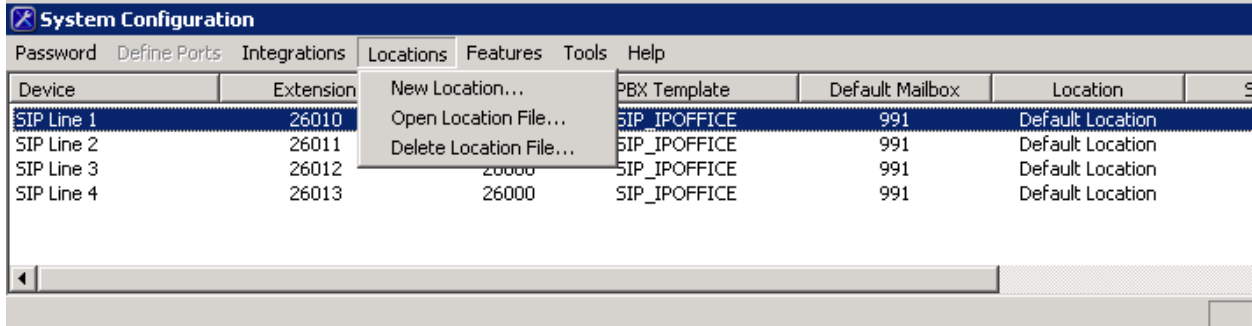


Select **Emergency Alert** in the left pane, and enabled Emergency alerts by checking the box as shown in the screen capture below, click **OK** to save changes:

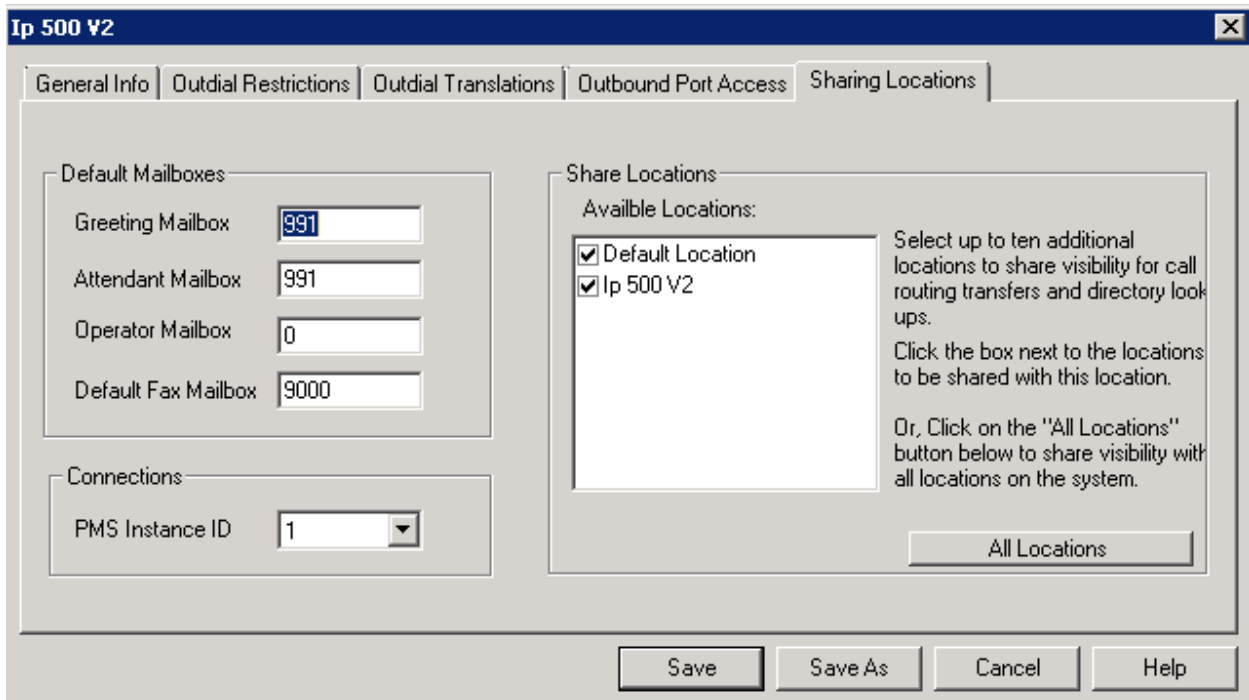


6.4. Administer Location

From the DuVoice server, select **Start → All Programs → DuVoice → System Configuration**. The **System Configuration** screen is displayed. Select **Locations → New Location...** from the top menu.

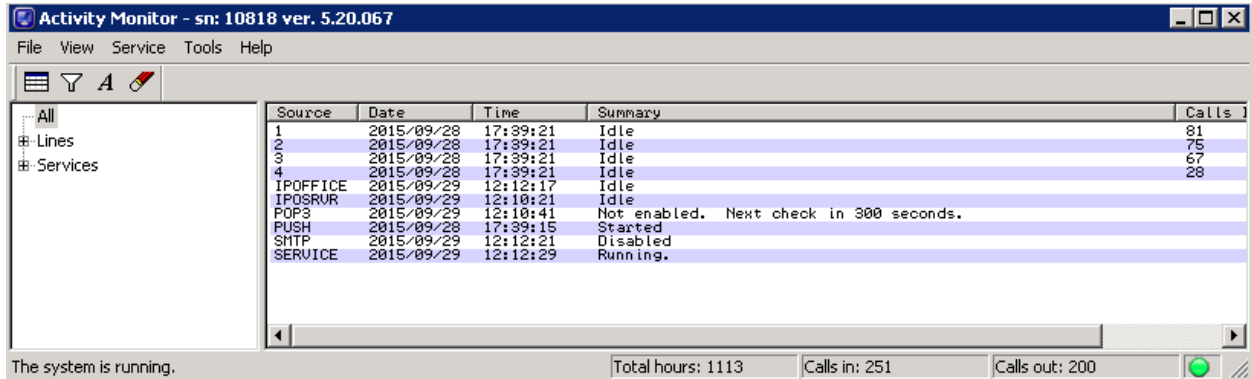


Follow the screen to create a new location for IP Office 500 V2. Below screenshot is an example of locations created for primary Linux Server (**Default Location**) and one for IP Office 500 V2 (**Ip 500 V2**) during compliance test.



6.5. Startup Server

From the DuVoice server, select **Start** → **All Programs** → **DuVoice** → **Activity Monitor**. The **Activity Monitor** screen is displayed. Select **Service** → **Start** from the top menu to start all services.



The screenshot shows the 'Activity Monitor' application window. The title bar reads 'Activity Monitor - sn: 10818 ver. 5.20.067'. The menu bar includes 'File', 'View', 'Service', 'Tools', and 'Help'. Below the menu bar is a toolbar with icons for a list, a filter, a search, and a pencil. The main area is divided into a left sidebar and a central table. The sidebar has a tree view with 'All' selected, and sub-items for 'Lines' and 'Services'. The table has columns for 'Source', 'Date', 'Time', 'Summary', and 'Calls'. The data rows are as follows:

Source	Date	Time	Summary	Calls
1	2015/09/28	17:39:21	Idle	81
2	2015/09/28	17:39:21	Idle	75
3	2015/09/28	17:39:21	Idle	67
4	2015/09/28	17:39:21	Idle	28
IPOFFICE	2015/09/29	12:12:17	Idle	
IPOSRVR	2015/09/29	12:10:21	Idle	
POP3	2015/09/29	12:10:41	Not enabled. Next check in 300 seconds.	
PUSH	2015/09/28	17:39:15	Started	
SMTP	2015/09/29	12:12:21	Disabled	
SERVICE	2015/09/29	12:12:29	Running.	

At the bottom of the window, there is a status bar with the text 'The system is running.' and three data fields: 'Total hours: 1113', 'Calls in: 251', and 'Calls out: 200'. A green status indicator is visible on the right side of the status bar.

7. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Avaya IP Office and DuVoice Emergency Alert System.

7.1. Verify DuVoice Activity Monitor

Follow the procedures in **Section 6.5** to display the **Activity Monitor** screen. Verify that ports **1-2, IPOffice**, and **IPOSRVR** are all in the “Idle” state, as shown below. Verify that **PUSH** is in the “Started” state.

The screenshot shows the 'Activity Monitor' window with the following data:

Source	Date	Time	Summary	Calls In
1	2015/09/28	14:47:15	Idle	81
2	2015/09/28	14:47:15	Idle	75
3	2015/09/28	14:47:15	Idle	67
4	2015/09/28	14:47:15	Idle	28
IPOFFICE	2015/09/28	16:26:21	Idle	
IPOSRVR	2015/09/28	16:26:39	Idle	
POPS	2015/09/28	16:18:45	Not enabled. Next check in 300 seconds.	
PUSH	2015/09/28	14:47:07	Started	
SMTP	2015/09/28	16:26:37	Disabled	
SERVICE	2015/09/28	16:26:01	Running.	

Summary statistics at the bottom: Total hours: 1118, Calls in: 251, Calls out: 200.

7.2. Verify SIP User Integration

From a PC running the Avaya IP Office Monitor application, select **Start → Programs → IP Office → Monitor** to launch the application. The **Avaya IP Office R9 SysMonitor** screen is displayed. Select **Status > SIP Phone Status** from the top menu.

The **SIPPhoneStatus** screen is displayed. Verify that there is an entry for each SIP extension from **Section 5.4**, that the **User Agent** is “DuVoice”, and that the **Status** is “SIP: Registered”, as shown below.

The screenshot shows the 'SIPPhoneStatus' window with the following data:

Extn Num	User Num	Sec...	IP Address	Transport	User Agent	Licensed	SI...	SIP...	Status
26009	26009	disable	0.0.0.0		UA?	No Licence			SIP: Unregistered
26010	26010	disable	10.98.25	UDP	DuVoice	3rd Party IP			SIP: Registered
26011	26011	disable	10.98.25	UDP	DuVoice	3rd Party IP			SIP: Registered
26012	26012	disable	10.98.25	UDP	DuVoice	3rd Party IP			SIP: Registered
26013	26013	disable	10.98.25	UDP	DuVoice	3rd Party IP			SIP: Registered
26014	26014	disable	10.33.5.67	TCP	Avaya Vide...	3rd Party IP	RU		SIP: Registered

Summary statistics: Total Configured: 12, Total Registered: 7. Registered Status: 7/12 (represented by 7 filled bars).

Display Options: Show All, Registered, UnRegistered. Page 1, Print Page, Reset Phones, Cancel.

Place an incoming call from the PSTN to the hospitality hunt group. Verify that the calling party hears the greeting announcement from DuVoice EAS. Enter the extension of a guest user, and verify that the call is transferred to the guest user.

7.3. Verify DevLink Integration

Dial “911” from any guest user on IP Office. Verify that operator phone is ringing and alerting voice message is sent to the configured staff user mailbox.

8. Conclusion

These Application Notes describe the configuration steps required for DuVoice to successfully interoperate with Avaya IP Office 9.1. All feature and serviceability test cases were completed with an observation noted in **Section 2.2**.

9. Additional References

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

1. *Avaya IP Office Manager 9*, Document 15-601011 Issue 9.14 0, September 2015, available at <http://support.avaya.com>.

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