



Avaya Solution & Interoperability Test Lab

Application Notes for Telephonetics IP Messaging Utility with Avaya IP Office Using Voicemail Pro – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Telephonetics IP Messaging Utility to interoperate with Avaya IP Office. In the compliance testing, Telephonetics IP Messaging Utility provided customized audio recording files for the Avaya IP Office 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 for Telephonetics IP Messaging Utility to interoperate with Avaya IP Office. In the compliance testing, Telephonetics IP Messaging Utility provided customized audio recording files for the Avaya IP Office Voicemail Pro (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 the Telephonetics IP Messaging Utility to send the Avaya Voicemail Pro configuration to Telephonetics. Upon notification on development completion of the 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.

1.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying the following on Telephonetics IP Messaging Utility:

- 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.

1.2. Support

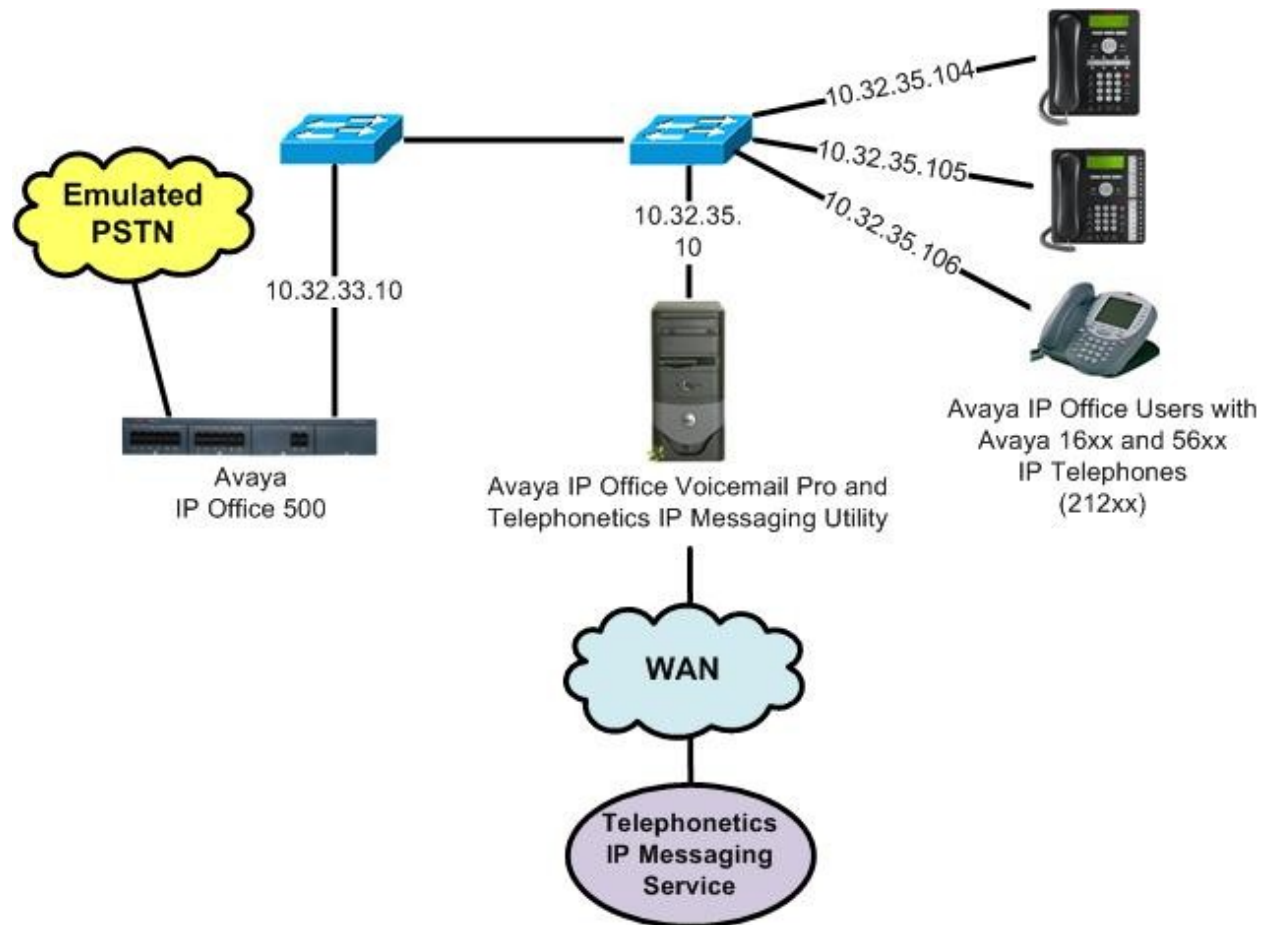
Technical support on Telephonetics IP Messaging Utility can be obtained through the following:

- **Phone:** (800) 446-5366 x5995
- **Email:** avaya@telephonetics.com

2. Reference Configuration

The configuration used for the compliance testing is shown below. Telephonetics Messaging Utility was installed on the Avaya IP Office Voicemail Pro server.

For the compliance testing, 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.



3. Equipment and Software Validated

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

Equipment	Software
Avaya IP Office 500	6.0 (8)
Avaya IP Office Voicemail Pro	6.0 (22)
Avaya 1608 and 1616 IP Telephone (H.323)	1.21
Telephonetics IP Messaging Utility	2.0.2

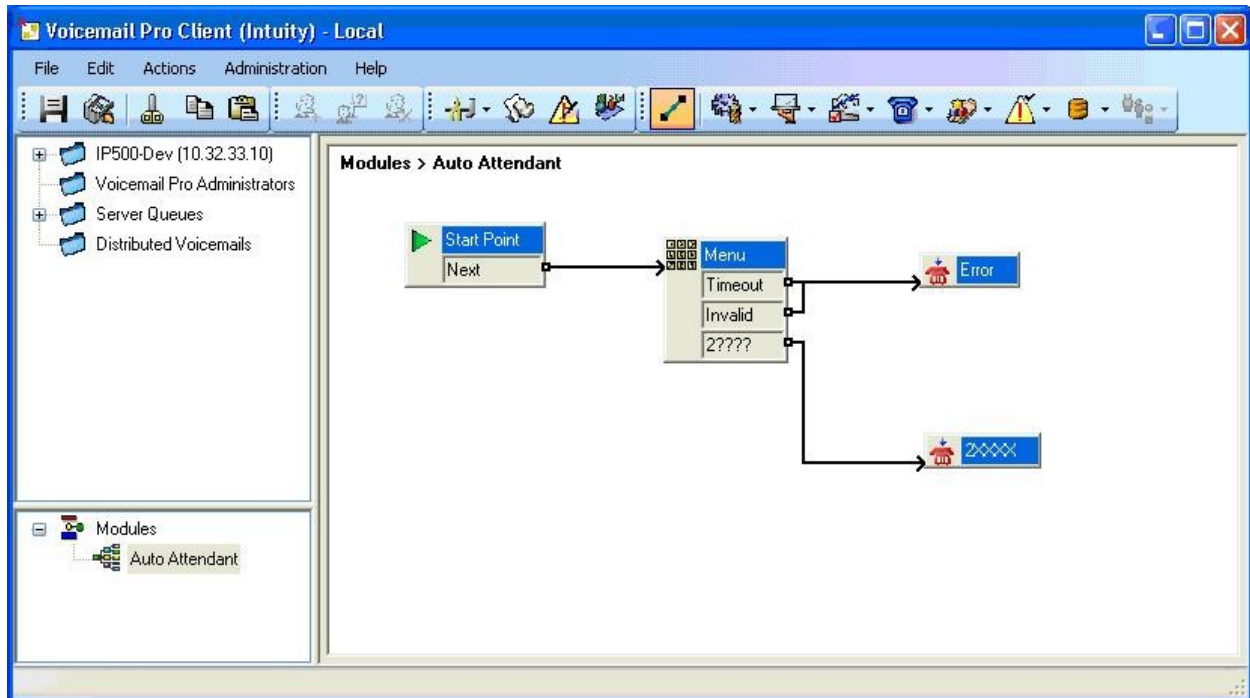
4. Configure Avaya Voicemail Pro

This section provides the procedures for configuring Avaya Voicemail Pro.

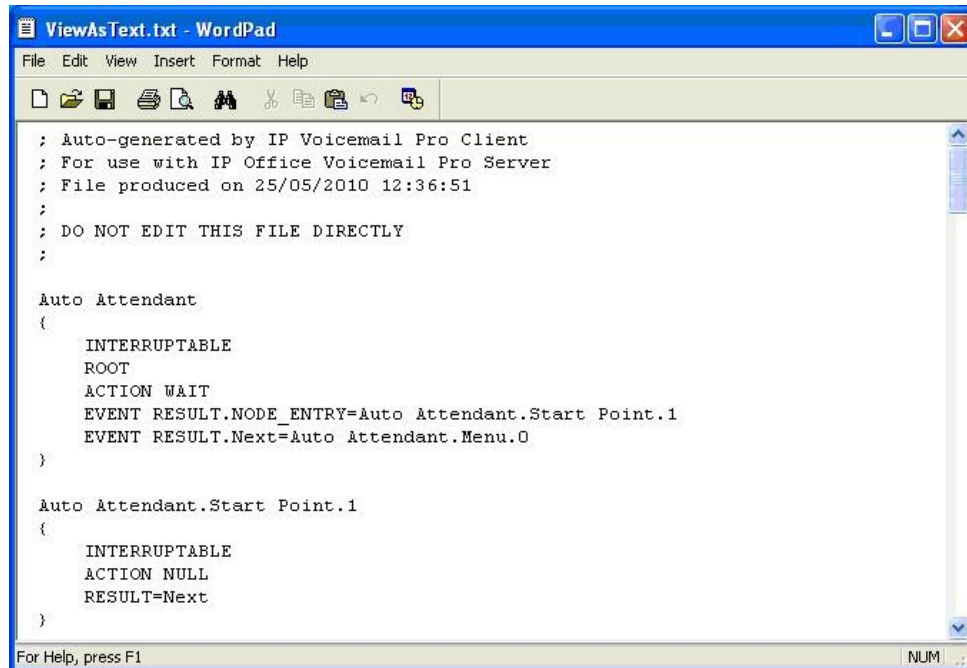
From a PC running the Avaya IP Office Voicemail Pro Client application, select **Start > Programs > IP Office > Voicemail Pro Client** to display the **Voicemail Pro Client** screen.

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.

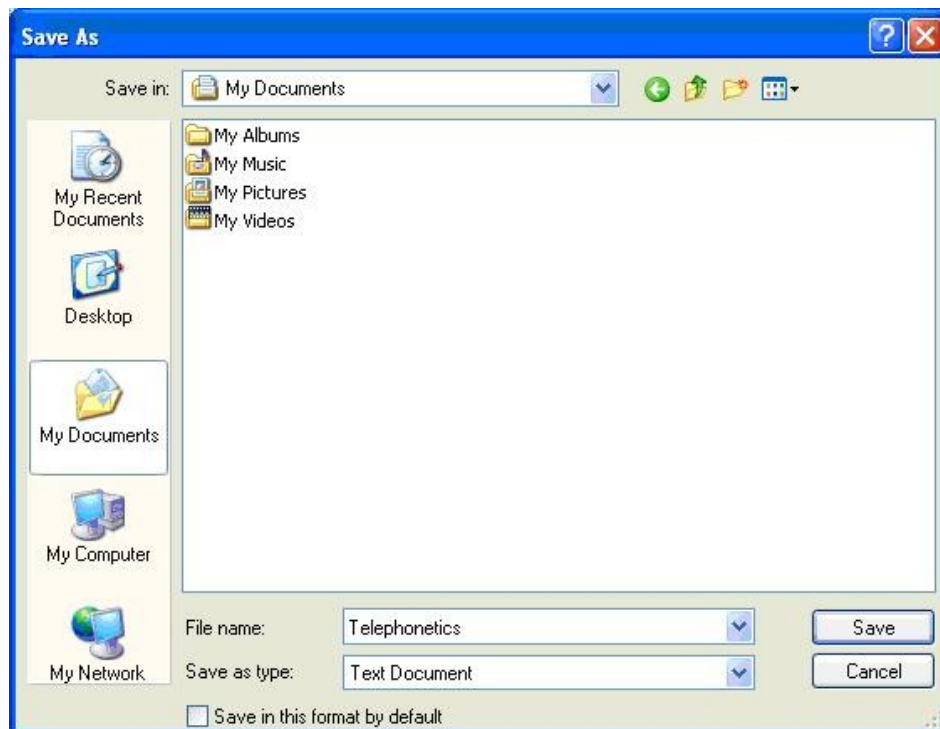
Select **File > View As Text** from the top menu, to view the Voicemail Pro configuration as a text file, which contains the Auto Attendant module and the two recording files.



The **ViewAsText.txt** screen is displayed, as shown below. Select **File > Save As** from the top menu.



The **Save As** screen is displayed next. Navigate to the desired directory and enter "Telephonetics" for **File name**. Note the directory and file name, which will be used later to configure Telephonetics.



5. Configure Telephonetics IP Messaging Utility

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

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

5.1. 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. 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

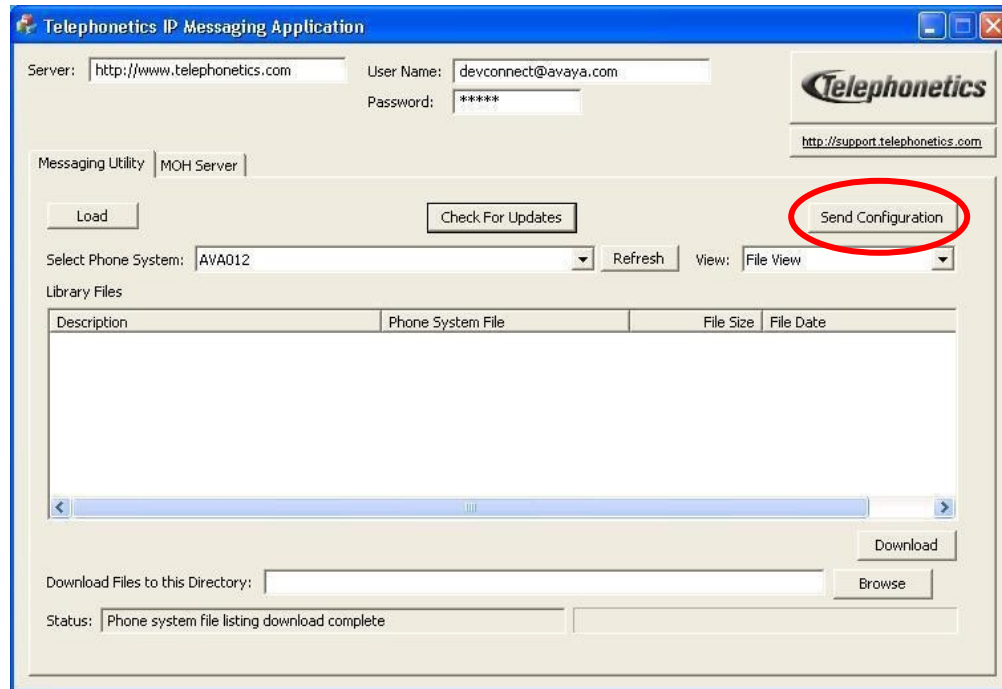
Description	Phone System File	File Size	File Date
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Download Files to this Directory: Browse

Status:

5.2. Send Configuration

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

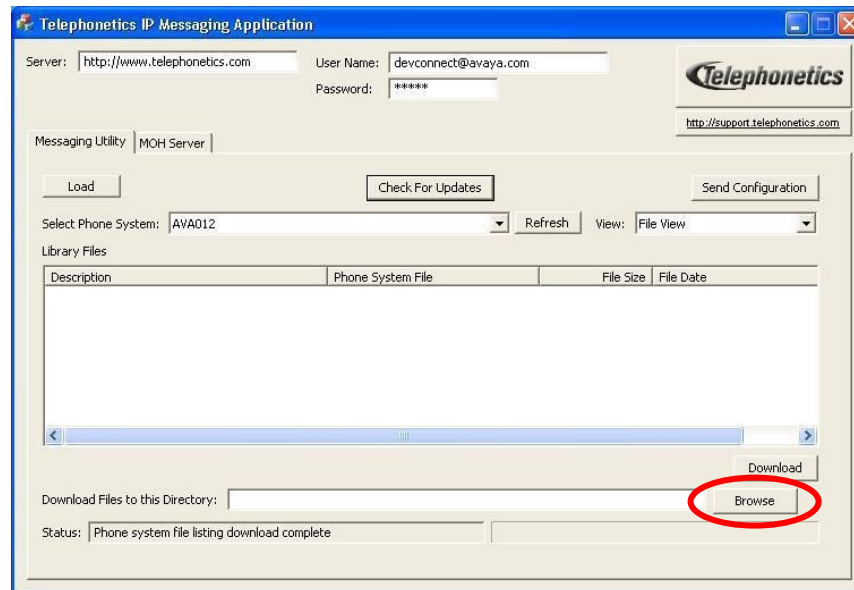


The **Open** screen is displayed. Navigate to the directory where the **Telephonetics.txt** file is saved from **Section 4**. This will send the Voicemail Pro configuration text file to Telephonetics.

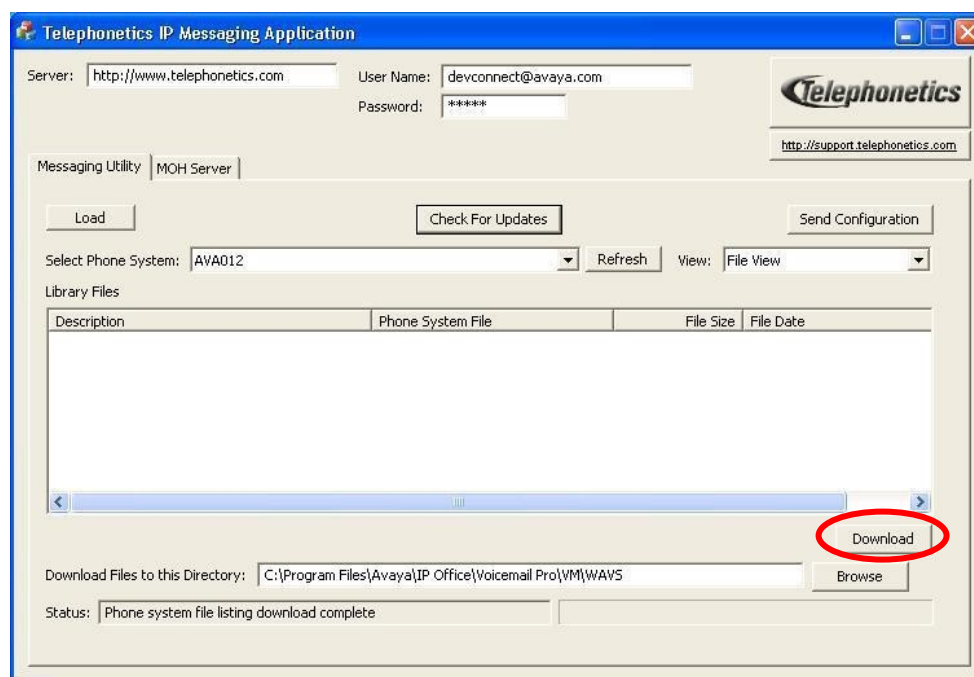


5.3. Download Recording Files

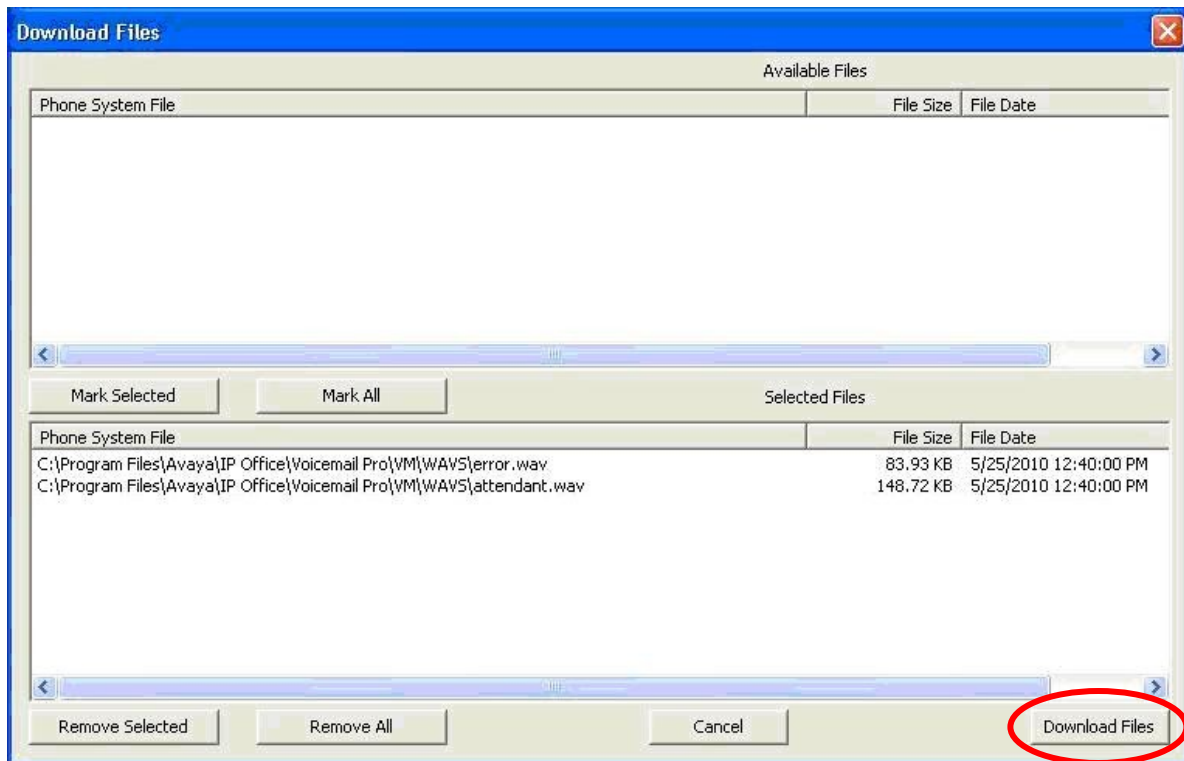
Upon notification from Telephonetics on completion of the customized audio recording files, follow the procedures in **Section 5.1** to launch the Telephonetics IP Messaging Application and to load the phone system. Click **Browse**.



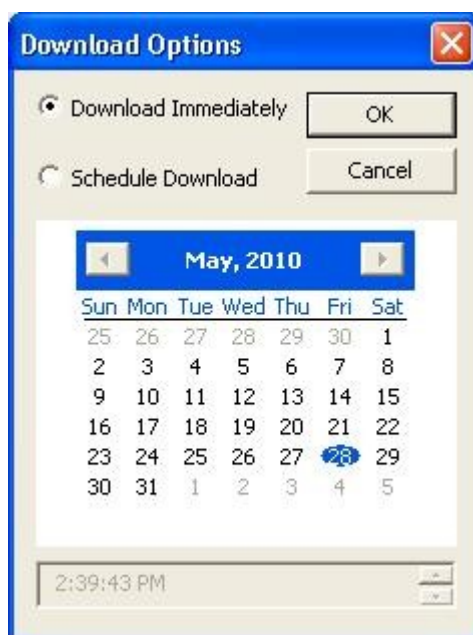
In the **Browse For Folder** pop-up screen (not shown below), navigate to the directory where the Avaya Voicemail Pro audio recording files are located, in this case “C:\Program Files\Avaya\IP Office\Voicemail Pro\VM\WAVS”, as shown in the **Download Files to this Directory** field below. Click **Download**.



The **Download Files** screen is displayed, showing the two audio recording files. Click **Download Files**.



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.



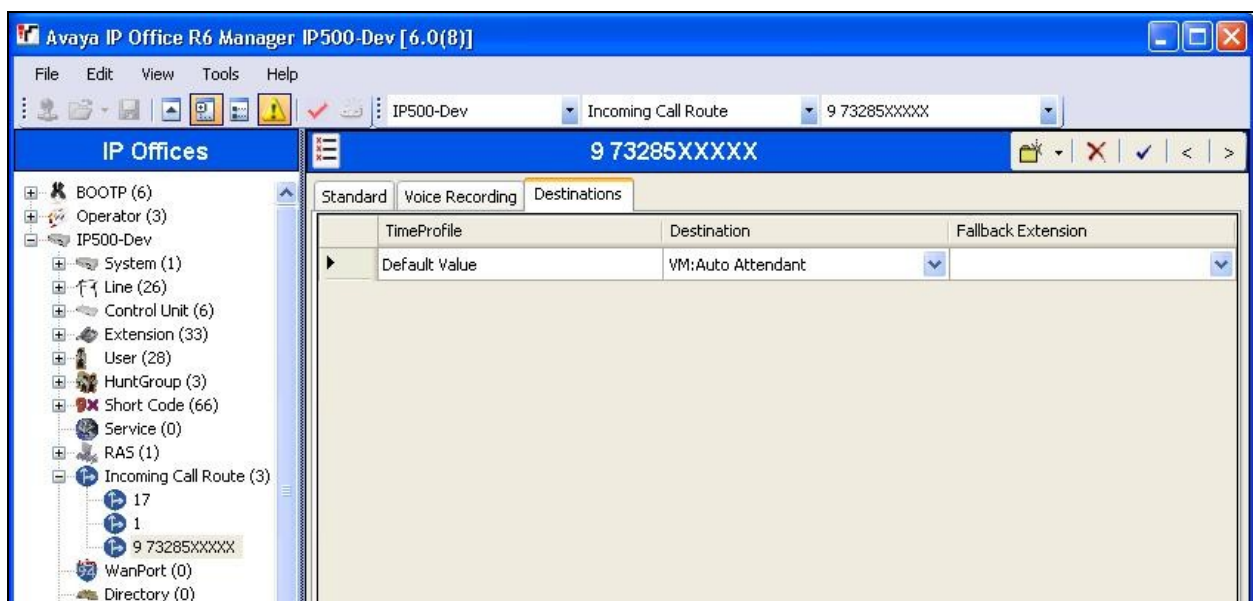
6. Configure Avaya IP Office

This section provides the procedures for configuring Avaya IP Office to use the Auto Attendant module on Voicemail Pro for routing of incoming trunk calls from the PSTN.

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.

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 73285XXXXX”.

Select the **Destinations** tab in the right pane. For **Destination**, enter “VM:Auto Attendant” where “Auto Attendant” is the name of the sample Voicemail Pro module.



7. General Test Approach and Test Results

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.

All test cases were executed. The one observation noted from the compliance test is that when there is an interruption to the Ethernet connection for more than 60 seconds during a download, then the download cannot resume automatically, and the workaround is to manually restart the download on Telephonetics IP Messaging Utility.

8. Verification Steps

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

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.

9. Conclusion

These Application Notes describe the configuration steps required for Telephonetics IP Messaging Utility to successfully interoperate with Avaya IP Office. All feature and serviceability test cases were completed with an observation noted in **Section 7**.

10. Additional References

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

1. *IP Office 6.0 Documentation CD*, February 2010, available at <http://support.avaya.com>.
2. *Avaya IP Messaging Customer Program*, available from Telephonetics Support.
3. *Telephonetics IP Messaging Utility Help*, available from Telephonetics Support.

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