



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

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# **Application Notes for configuring Avaya Aura® Communication Manager R6.2 and Avaya Aura® Session Manager R6.2 with TigerTMS InnLine VoIPLink v1.4 - Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps required for TigerTMS InnLine VoIPLink v1.4 to interoperate with Avaya Aura® Communication Manager R6.2 and Avaya Aura® Session Manager. TigerTMS InnLine VoIPLink provides voicemail functionality over a SIP trunk and is used on conjunction with other Tiger Group products.

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 compliance-tested configuration using a TigerTMS InnLine VoIPLink SIP Voicemail server and Avaya Aura® Communication Manager with Avaya Aura® Session Manager. TigerTMS InnLine VoIPLink SIP Voicemail is part of a hospitality system that provides voicemail functionality. The voicemail feature is delivered via SIP and connects to Avaya Aura® Session Manager as a SIP trunk.

## 2. General Test Approach and Test Results

The interoperability compliance testing included feature and serviceability testing. The feature testing evaluated the voicemail functionality of InnLine VoIPLink which is delivered via SIP over IP to the Session Manager. The serviceability testing introduced failure scenarios to see if SIP Voicemail could resume after a link failure with Session Manager.

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 general test approach was to validate correct operation of typical voicemail functions including

- Call coverage in Busy and No Answer scenarios.
- Recording messages on the voicemail system.
- Retrieving messages by dialing directly from the called extension.
- Message Waiting Indication (MWI) lamp on and off.
- Voicemail integration with hospitality features like check-in, check-out and room transfer.
- Link Failure and Recovery of the IP connection.

Feature functionality testing was performed manually. Call coverage was verified when there was no answer on a dialed extension and when dialed extension was busy. Direct access to the Voicemail system was verified with message retrieval from the extension which had the message waiting. Voicemail integration with hospitality features like check-in, room transfer and check-out was verified using Hotel Pro. As a result of check-in, voicemail box was setup for the extension. As a result of check-out, station MWI lamp was turned off and voicemail box is emptied. As a result of room transfer, the old extension's MWI lamp was turned off and voicemail was purged and new extension's MWI lamp was on and voicemail was moved to the new extension.

## 2.2. Test Results

All executed test cases were completed successfully.

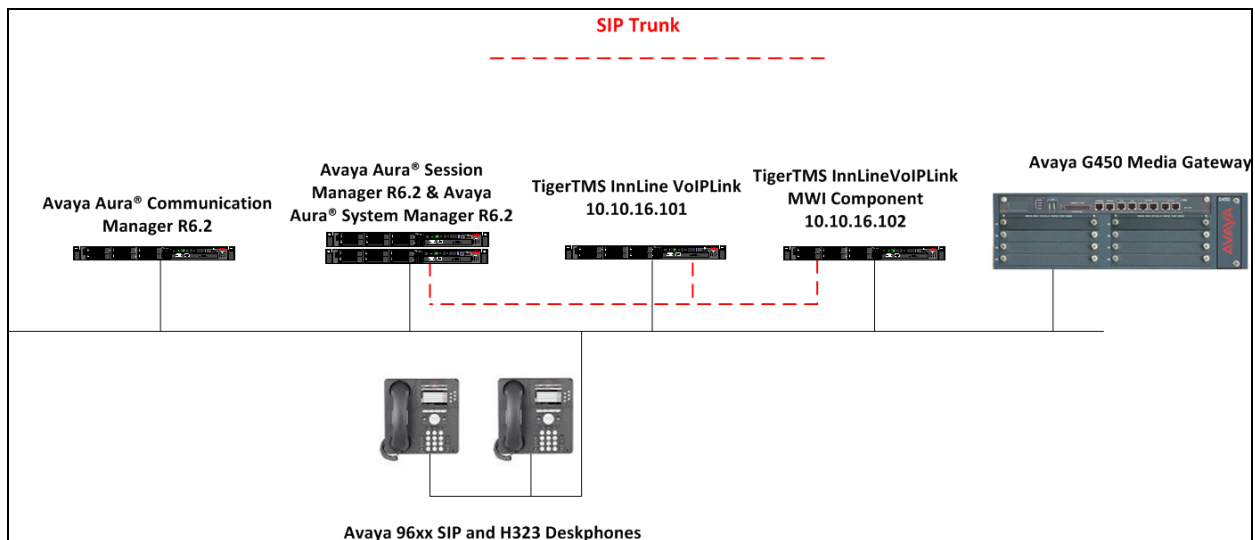
## 2.3. Support

If product support is required the following contact details can be used.

- Email: [support@tigercomms.com](mailto:support@tigercomms.com)
- Phone: +44 1425 891 000

## 3. Reference Configuration

An Avaya S8800 Server running Avaya Aura® Communication Manager R6.2 serving H323 endpoints with an Avaya G450 Media Gateway was configured along with Avaya Aura® Session Manager R6.2 hosted on an Avaya S8800 Server providing SIP endpoints. TigerTMS InnLine VoIPLink was configured on the same IP network for connection to the SIP Signalling interface of Avaya Aura® Session Manager. An additional component was required for generating the SIP notify messages necessary for MWI activation and deactivation.



**Figure 1: Avaya Aura® Communication Manager and Avaya Aura® Session Manager with TigerTMS InnLine VoIPLink Solution**

## 4. Equipment and Software Validated

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

<b>Equipment/Software</b>	<b>Release/Version</b>
Avaya Aura® Communication Manager running on Avaya S8800 Server	R6.2 SP3 build R016x.02.0.823.0-20001
Avaya Aura® Session Manager running on Avaya S8800 Server	R6.2 SP3
Avaya Aura® System Manager running on Avaya S8800 Server	R6.2 SP4
Avaya 9630 IP Deskphone	<ul style="list-style-type: none"><li>• H323 S3.105S</li><li>• SIP 2.6.8.4</li></ul>
TigerTMS InnLine VoIPLink & MWI Component	v1.4.8.1

## 5. Configure Avaya Aura® Session Manager

This section describes the steps for configuring the SIP trunk from Session Manager to both the InnLine VoIPLink server and the MWI SIP Notify server.

### 5.1. Configure TigerTMS InnLine VoIPLink SIP Entity

Session Manager must be configured with a SIP entity for each SIP trunk required. In this case a SIP trunk must be created from Session Manager to both the InnLine VoIPLink server and the MWI SIP Notify server. This is administered from the System Manager web interface. Login to the web interface of the System Manager server which replicates with the Session Manager being used and click **Routing** → **SIP Entities** → **New**. Enter an identifying **Name** for the SIP Entity, specify the **IP Address** of the InnLine VoIPLink server and set **Type** as **SIP Trunk**. Click **Commit** when done

The screenshot displays the 'SIP Entity Details' configuration page in the System Manager web interface. The breadcrumb trail at the top reads 'Home / Elements / Routing / SIP Entities'. In the top right corner, there are 'Help ?', 'Commit', and 'Cancel' buttons. The 'SIP Entity Details' section is titled 'General' and contains the following fields:

- Name:** TIGER
- FQDN or IP Address:** 10.10.16.101
- Type:** SIP Trunk (selected from a dropdown menu)
- Notes:** (empty text field)
- Adaptation:** (empty dropdown menu)
- Location:** (empty dropdown menu)
- Time Zone:** America/Fortaleza (selected from a dropdown menu)
- Override Port & Transport with DNS SRV:**
- SIP Timer B/F (in seconds):** 4
- Credential name:** (empty text field)
- Call Detail Recording:** egress (selected from a dropdown menu)

A red rectangular box highlights the 'Name', 'FQDN or IP Address', and 'Type' fields.

Perform the same for the MWI SIP Notify server.

Home / Elements / Routing / SIP Entities

SIP Entity Details Help ?

**Commit** Cancel

General

\* Name:

\* FQDN or IP Address:

Type:

Notes:

Adaptation:

Location:

Time Zone:

Override Port & Transport with DNS SRV:

\* SIP Timer B/F (in seconds):

Credential name:

Call Detail Recording:

## 5.2. Configure Entity Links

An entity link is required to define the SIP trunk between 2 SIP entities, in this case Session Manager and the Tiger SIP entities. Click **Entity Links** → **New** and enter an identifying **Name**, select the Session Manager SIP entity from the **SIP Entity 1** drop down box, select **TCP** from the **Type** drop down box, define the **Port** as **5060**, select the Tiger SIP entity from the **SIP Entity 2** drop down box and set the **Port** to **5060**. Ensure that the **Connection Policy** is trusted and click **Commit** as shown below

Home / Elements / Routing / Entity Links

Entity Links Help ?

**Commit** Cancel

1 Item Refresh Filter: Enable

Name	SIP Entity 1	Protocol	Port	SIP Entity 2	Port	Connection Policy	Notes
* <input type="text" value="ToTiger"/>	* <input type="text" value="SM62"/>	<input type="text" value="TCP"/>	* <input type="text" value="5060"/>	* <input type="text" value="TIGER"/>	* <input type="text" value="5060"/>	<input type="text" value="Trusted"/>	<input type="text"/>

\* Input Required **Commit** Cancel

Repeat for the link to the MWI SIP Notify server.

Home / Elements / Routing / Entity Links

Entity Links Help ?

---

1 Item [Refresh](#) Filter: Enable

Name	SIP Entity 1	Protocol	Port	SIP Entity 2	Port	Connection Policy	Notes
* <input type="text" value="ToTigerMWI"/>	* <input type="text" value="SM62"/>	<input type="text" value="TCP"/>	* <input type="text" value="5060"/>	* <input type="text" value="TIGER FOR MWI"/>	* <input type="text" value="5060"/>	<input type="text" value="Trusted"/>	<input type="text"/>

\* Input Required

### 5.3. Create Routing Policy for InnLine VoIPLink Pilot Number

A routing policy must be created which defines the Entity to be used by the Dial Pattern configured in the next Section. Click **Routing Policies** → **Add**, enter an identifying **Name** and click **Select**.

Home / Elements / Routing / Routing Policies

Routing Policy Details Help ?

General

\* Name:

Disabled:

\* Retries:

Notes:

SIP Entity as Destination

Name	FQDN or IP Address	Type	Notes
------	--------------------	------	-------

A new page will load, select the entity to which this routing policy relates, in this case the radio button next to the **TIGER** Entity created in **Section 5.1** is chosen, click **Select** when done.

Home / Elements / Routing / Routing Policies

SIP Entity List Select Cancel

---

SIP Entities

13 Items Refresh Filter: Enable

	Name	FQDN or IP Address	Type	Notes
<input type="radio"/>	CM62	10.10.16.142	CM	
<input type="radio"/>	CMM62	10.10.16.142	CM	
<input type="radio"/>	ExperiencePortal	10.10.16.99	Voice Portal	
<input type="radio"/>	IBM	10.10.16.190	SIP Trunk	
<input type="radio"/>	MMS2	10.10.16.26	Modular Messaging	
<input type="radio"/>	OfaxBrookTrout	10.10.16.103	SIP Trunk	
<input type="radio"/>	OfaxDiva	10.10.16.104	SIP Trunk	
<input type="radio"/>	OpenTrade	172.29.187.244	SIP Trunk	
<input type="radio"/>	Pres61	10.10.16.153	Other	
<input type="radio"/>	SM62	10.10.16.148	Session Manager	
<input type="radio"/>	SUTLite	10.10.16.180	SIP Trunk	
<input checked="" type="radio"/>	TIGER	10.10.16.101	SIP Trunk	
<input type="radio"/>	TIGER FOR MWI	10.10.16.102	SIP Trunk	

Select : None

The initial page will now load and display the defined entity configured as the destination, click **Commit** when done.

Home / Elements / Routing / Routing Policies

Routing Policy Details Help ?  
Commit Cancel

---

General

\* Name:

Disabled:

\* Retries:

Notes:

---

SIP Entity as Destination

Select

Name	FQDN or IP Address	Type	Notes
TIGER	10.10.16.101	SIP Trunk	



## 5.4. Create Dial Pattern for InnLine VoIPLink Pilot Number

A dial pattern must be created in order to route the voicemail pilot number to the InnLine VoIPLink SIP entity. Click **Dial Patterns** → **New** and define a **Pattern**, in this case **8000** is the voicemail pilot number and define the **Min** and **Max** length, in this case **4**. From the **SIP Domain** drop down box, select **ALL** and click **Add**.

Home / Elements / Routing / Dial Patterns Help ?

Dial Pattern Details Commit Cancel

General

\* Pattern:

\* Min:

\* Max:

Emergency Call:

Emergency Priority:

Emergency Type:

SIP Domain: -ALL-

Notes:

Originating Locations and Routing Policies

Add Remove

0 Items | Refresh Filter: Enable

<input type="checkbox"/>	Originating Location Name	Originating Location Notes	Routing Policy Name	Rank	Routing Policy Disabled	Routing Policy Destination	Routing Policy Notes
--------------------------	---------------------------	----------------------------	---------------------	------	-------------------------	----------------------------	----------------------

Place a tick in the **Apply The Selected Routing Policies to All Originating Locations** tick box, and place a tick in the box next to the Routing Policy created in **Section 5.3**, click **Select** when done.

Home / Elements / Routing / Dial Patterns

Originating Location and Routing Policy List Select Cancel

**Originating Location**

Apply The Selected Routing Policies to All Originating Locations

1 Item | Refresh Filter: Enable

<input checked="" type="checkbox"/>	Name	Notes
<input type="checkbox"/>	DevConnectLab	

Select : All, None

**Routing Policies**

9 Items | Refresh Filter: Enable

<input type="checkbox"/>	Name	Disabled	Destination	Notes
<input type="checkbox"/>	ToCM6.2	<input type="checkbox"/>	CM62	
<input type="checkbox"/>	ToCMM62	<input type="checkbox"/>	CMM62	
<input type="checkbox"/>	ToIBM	<input type="checkbox"/>	IBM	
<input type="checkbox"/>	ToMM	<input type="checkbox"/>	MM52	
<input type="checkbox"/>	ToOfaxBrookTrout	<input type="checkbox"/>	OfaxBrookTrout	
<input type="checkbox"/>	ToOfaxDiva	<input type="checkbox"/>	OfaxDiva	
<input type="checkbox"/>	ToOpenTrade	<input type="checkbox"/>	OpenTrade	
<input type="checkbox"/>	ToSUTLite	<input type="checkbox"/>	SUTLite	
<input checked="" type="checkbox"/>	ToTiger	<input type="checkbox"/>	TIGER	

Select : All, None

The initial screen will now re-load with the Originating Locations and Routing Policies section populated as configured, click **Commit**.

Home / Elements / Routing / Dial Patterns

Dial Pattern Details Help ?  
**Commit** Cancel

General

\* Pattern:

\* Min:

\* Max:

Emergency Call:

Emergency Priority:

Emergency Type:

SIP Domain:

Notes:

Originating Locations and Routing Policies

**Add** **Remove**

1 Item Refresh Filter: Enable

<input type="checkbox"/>	Originating Location Name 1 ▲	Originating Location Notes	Routing Policy Name	Rank 2 ▲	Routing Policy Disabled	Routing Policy Destination	Routing Policy Notes
<input type="checkbox"/>	-ALL-	Any Locations	ToTiger	0	<input type="checkbox"/>	TIGER	

Select : All, None

## 5.5. Configure Routing Policy for MWI Notification

A routing policy must be created in order that the NOTIFY messages from the MWI SIP Notify server are routed to Communication Manager in order that stations MWI are illuminated or extinguished.

Click **Routing Policies** → **Add**, enter an identifying **Name** and click **Select**.

Home / Elements / Routing / Routing Policies

Routing Policy Details Help ?  
**Commit** Cancel

General

\* Name:

Disabled:

\* Retries:

Notes:

SIP Entity as Destination

**Select**

Name	FQDN or IP Address	Type	Notes
------	--------------------	------	-------

A new page will load; it is assumed that a Communication Manager SIP Entity has already been created through the commissioning of Session Manager. Select the Communication Manager SIP Entity by clicking the radio button next to it and click **Select**.

Home / Elements / Routing / Routing Policies

SIP Entity List

---

SIP Entities

13 Items | Refresh Filter: Enable

	Name	FQDN or IP Address	Type	Notes
<input checked="" type="radio"/>	CM62	10.10.16.142	CM	
<input type="radio"/>	CMM62	10.10.16.142	CM	
<input type="radio"/>	ExperiencePortal	10.10.16.99	Voice Portal	

The initial page will now load and display the defined entity configured as the destination, click **Commit** when done.

Home / Elements / Routing / Routing Policies

Routing Policy Details Help ?

General

\* Name:

Disabled:

\* Retries:

Notes:

SIP Entity as Destination

Name	FQDN or IP Address	Type	Notes
CM62	10.10.16.142	CM	

## 5.6. Create Dial Pattern for MWI SIP Notify Messages

A dial pattern must be created in order to route the MWI SIP Notify messages to the Communication Manager SIP Entity. Click **Dial Patterns** → **New** and define a **Pattern**, in this case the stations administered on Communication Manager begin with **6** and are 4 digits in length. Define the **Min** and **Max** length, in this case **4**. From the **SIP Domain** drop down box, select **ALL** and click **Add**.

Home / Elements / Routing / Dial Patterns [Help ?](#)

Dial Pattern Details

General

\* Pattern:

\* Min:

\* Max:

Emergency Call:

Emergency Priority:

Emergency Type:

SIP Domain:

Notes:

Originating Locations and Routing Policies

0 Items |  Filter:

<input type="checkbox"/>	Originating Location Name	Originating Location Notes	Routing Policy Name	Rank	Routing Policy Disabled	Routing Policy Destination	Routing Policy Notes
--------------------------	---------------------------	----------------------------	---------------------	------	-------------------------	----------------------------	----------------------

Place a tick in the **Apply The Selected Routing Policies to All Originating Locations** tick box, and place a tick in the box next to the Routing Policy created in **Section 5.5**, click **Select** when done.

Home / Elements / Routing / Dial Patterns

Originating Location and Routing Policy List Select Cancel

---

**Originating Location**

Apply The Selected Routing Policies to All Originating Locations

1 Item | Refresh Filter: Enable

<input checked="" type="checkbox"/>	Name	Notes
<input type="checkbox"/>	DevConnectLab	

Select : All, None

---

**Routing Policies**

9 Items | Refresh Filter: Enable

<input type="checkbox"/>	Name	Disabled	Destination	Notes
<input checked="" type="checkbox"/>	ToCM6.2	<input type="checkbox"/>	CM62	
<input type="checkbox"/>	ToCMM62	<input type="checkbox"/>	CMM62	
<input type="checkbox"/>	ToIBM	<input type="checkbox"/>	IBM	
<input type="checkbox"/>	ToMM	<input type="checkbox"/>	MM52	
<input type="checkbox"/>	ToOfaxBrookTrout	<input type="checkbox"/>	OfaxBrookTrout	
<input type="checkbox"/>	ToOfaxDiva	<input type="checkbox"/>	OfaxDiva	
<input type="checkbox"/>	ToOpenTrade	<input type="checkbox"/>	OpenTrade	
<input type="checkbox"/>	ToSUTLite	<input type="checkbox"/>	SUTLite	
<input type="checkbox"/>	ToTiger	<input type="checkbox"/>	TIGER	

Select : All, None

The initial screen will now re-load with the Originating Locations and Routing Policies section populated as configured, click **Commit**.

Home / Elements / Routing / Dial Patterns

Help ?

Dial Pattern Details **Commit** Cancel

General

\* Pattern:

\* Min:

\* Max:

Emergency Call:

Emergency Priority:

Emergency Type:

SIP Domain:

Notes:

Originating Locations and Routing Policies

Add Remove

1 Item Refresh Filter: Enable

<input type="checkbox"/>	Originating Location Name 1 ▲	Originating Location Notes	Routing Policy Name	Rank 2 ▲	Routing Policy Disabled	Routing Policy Destination	Routing Policy Notes
<input type="checkbox"/>	-ALL-	Any Locations	ToCM6.2	0	<input type="checkbox"/>	CM62	

Select : All, None

## 6. Configure Avaya Aura® Communication Manager

This section describes the steps for the necessary configuration required to interoperate with InnLine VoIPLink. The steps are performed through the System Access Terminal (SAT) interface. It is assumed a dial plan and extensions are already commissioned on Communication Manager as is the required administration for connection to Session Manager. For the purposes of the compliance test station extension numbers 6000 – 6003 were used.

## 6.1. Configure Dialplan

The dialplan on Communication Manager must be configured as required. Enter the command **change dialplan analysis**, the screen below shows that a **Dialed String** beginning with **8** which has a **Total Length** of **4** is configured to go to the **UDP** table.

```
change dialplan analysis                                     Page 1 of 12
DIAL PLAN ANALYSIS TABLE
Location: all                                           Percent Full: 1
```

Dialed String	Total Length	Call Type	Dialed String	Total Length	Call Type	Dialed String	Total Length	Call Type
1	3	fac						
2	10	udp						
3	11	udp						
4	4	udp						
5	4	ext						
6	4	ext						
7	3	dac						
<b>8</b>	<b>4</b>	<b>udp</b>						
9	1	fac						
*	3	fac						

## 6.2. Configure UDP Table

Enter the command **change uniform-dialplan 0**, the screen below shows that a **Matching Pattern** beginning with **8** with a **Length** of **4** digits will have **0** digits **Deleted** and will be passed to the **aar** table configured in the **Net** column.

```
change uniform-dialplan 0                                 Page 1 of 2
UNIFORM DIAL PLAN TABLE
Percent Full: 0
```

Matching Pattern	Len	Del	Insert Digits	Net	Conv	Node Num
2	10	0		ars	n	
3	11	0		aar	n	
4	4	0		aar	n	
<b>8</b>	<b>4</b>	<b>0</b>		<b>aar</b>	n	
					n	



### 6.3. Configure AAR Table

Enter the command **change aar analysis 8**, the screen below shows that a **Dialed String** of **8000** with a **Min** and **Max** length of **4** will use **Route Pattern 1** with a **Call Type** of **unku**. In this instance route pattern 1 references trunk 1 which is the SIP trunk between Communication Manager and Session Manager.

```
change aar analysis 8                                     Page 1 of 2
                                     AAR DIGIT ANALYSIS TABLE
                                     Location: all
                                     Percent Full: 0
Dialed      Total      Route      Call      Node      ANI
String      Min      Max      Pattern   Type      Num      Reqd
8000        4        4        1         unku      n
8897        4        4        1         aar       n
                                     n
                                     n
```

### 6.4. Configure Remote Cover Path

A remote coverage path is configured with the pilot number of the InnLine VoIPLink voicemail server. Enter the command **change coverage remote 1** and enter the pilot number in an available field, in this case **01** is chosen, which is denoted as r1 when referenced in a coverage path.

```
change coverage remote 1                               Page 1 of 23
                                     REMOTE CALL COVERAGE TABLE
                                     ENTRIES FROM 1 TO 1000
01: 8000      16:      31:
02:           17:      32:
03:           18:      33:
04:           19:      34:
```

## 6.5. Add Coverage Path

Stations administered with voicemail should be configured with a coverage path which covers the inbound call to the voicemail pilot number. Enter the command **add coverage path next**, in **Point1** enter the remove coverage path administered in **Section 6.4**, in this case **r1**. Take a note of the **Coverage Path Number**, in this case **7**, this is configured in the station form for stations administered with voicemail.

```
add coverage path next                                     Page 1 of 1
                                                         COVERAGE PATH

                Coverage Path Number: 7
Cvg Enabled for VDN Route-To Party? n                   Hunt after Coverage? n
                Next Path Number:                   Linkage

COVERAGE CRITERIA
  Station/Group Status   Inside Call   Outside Call
    Active?                n                n
    Busy?                  Y                Y
    Don't Answer?         Y                Y          Number of Rings: 2
    All?                   n                n
  DND/SAC/Goto Cover?    Y                Y
  Holiday Coverage?      n                n

COVERAGE POINTS
  Terminate to Coverage Pts. with Bridged Appearances? n
Point1: r1                Point2:
Point3:                    Point4:
Point5:                    Point6:
```

## 6.6. Configure Stations with Voicemail Coverage Path

Enter the command **change station xxxx** where xxxx is an extension configured with voicemail. Configure the **Coverage Path 1** field with the coverage path number configured in **Section 6.5**.

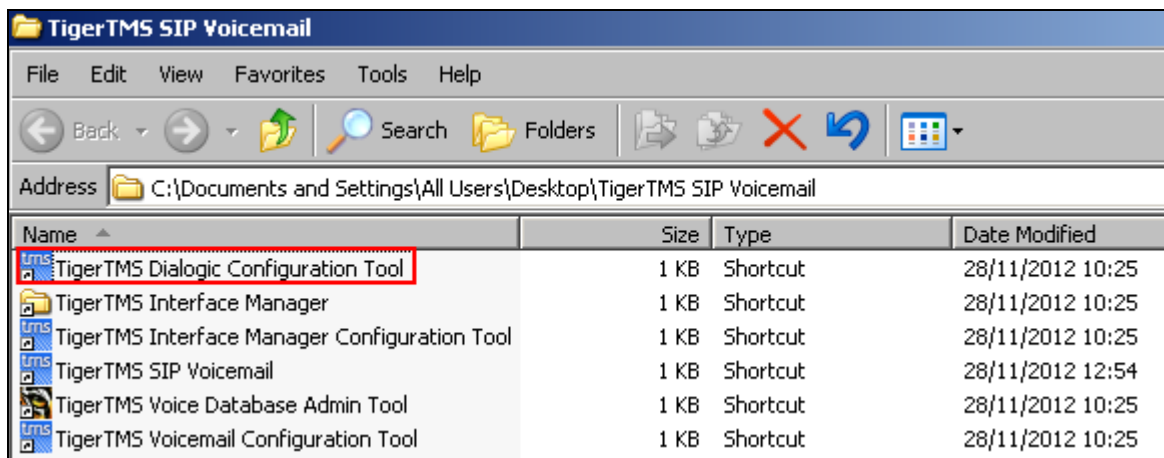
```
change station 6000                                     Page 1 of 5
STATION
Extension: 6000                                         Lock Messages? n      BCC: 0
Type: 9630                                              Security Code: 1234   TN: 1
Port: S00006                                           Coverage Path 1: 7    COR: 1
Name: Extn,6000                                         Coverage Path 2:      COS: 2
                                                         Hunt-to Station:
STATION OPTIONS
Loss Group: 19                                          Time of Day Lock Table:
Speakerphone: 2-way                                     Personalized Ringing Pattern: 1
Display Language: english                               Message Lamp Ext: 6000
Survivable GK Node Name:                               Mute Button Enabled? y
Survivable COR: internal                               Button Modules: 0
Survivable Trunk Dest? y                               Media Complex Ext:
                                                         IP SoftPhone? n
                                                         IP Video? n
Short/Prefixed Registration Allowed: default
                                                         Customizable Labels? y
```

## 7. Configure TigerTMS InnLine VoIPLink

The configuration information provided in this section describes the steps required to configure InnLine VoIPLink to interoperate with Session Manager and Communication Manager. For all other provisioning information, such as software installation, installations of optional components, and configuration of InnLine VoIPLink, please refer to the TigerTMS product documentation in **Section 10**.

### 7.1. Configure SIP Trunk Settings for Voicemail Server

Open the InnLine VoIPLink folder on the desktop of the server and double-click on the **TigerTMS Dialogic Configuration Tool** icon.



The screen below will appear; configure the local IP address of the server on which InnLine VoIPLink resides in the **Network Interface** field, in this case **10.10.16.101**, configure the **SignalingPort**, **SignalingTransportProtocol** and **Proxy Port** as shown below, this will match the configuration in **Section 5.1** and **Section 5.2**. Configure the **ProxyIPAddress** with the Session Manager SIP Signaling Interface IP Address, in this case **10.10.16.148**. Configure the number of **Channels** as required, in this case **4**. Click **Save Settings** when done

Misc	
NetworkInterface	10.10.16.101
Channels	4
SignalingProtocol	SIP
SignalingPort	5060
SignalingTransportProtocol	TCP
ProxyIPAddress	10.10.16.148
ProxyHostname	
ProxyPort	5060
ProxyUser	
ProxyPassword	

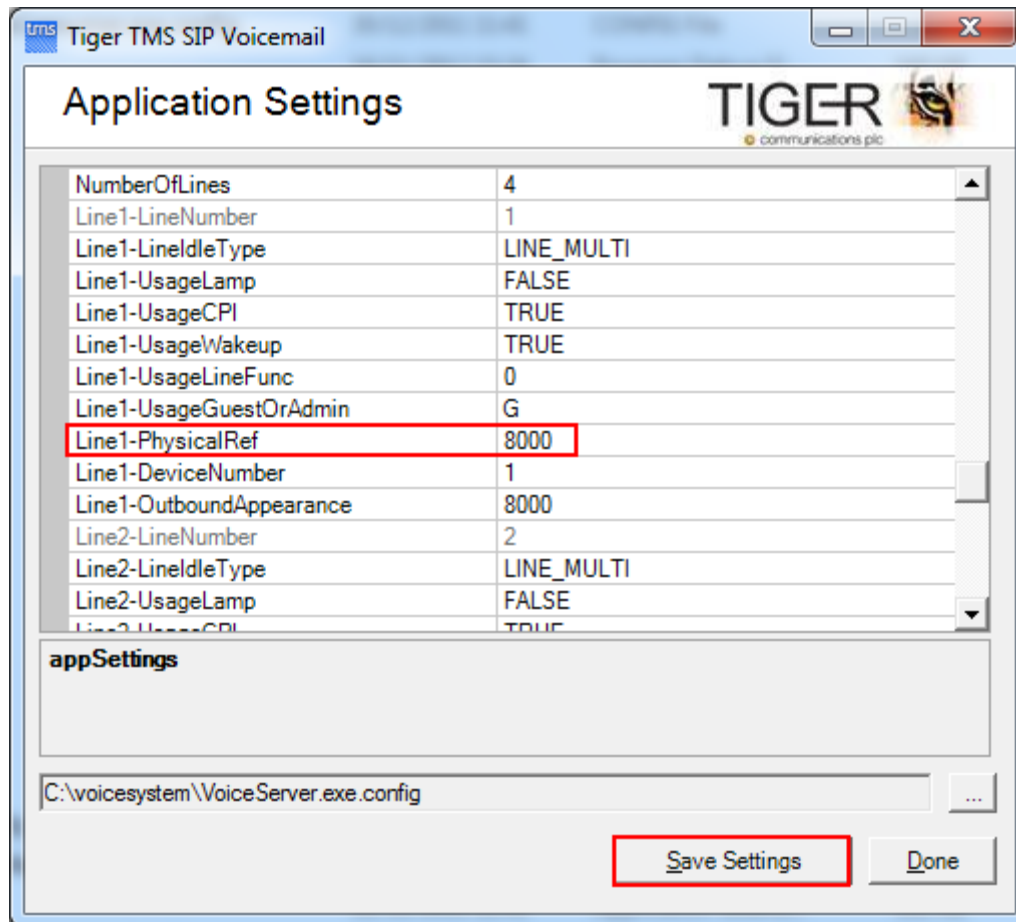
NetworkInterface

C:\Windows\System32\dssdk.xml

Save Settings Done

## 7.2. Configure Voicemail Pilot Number

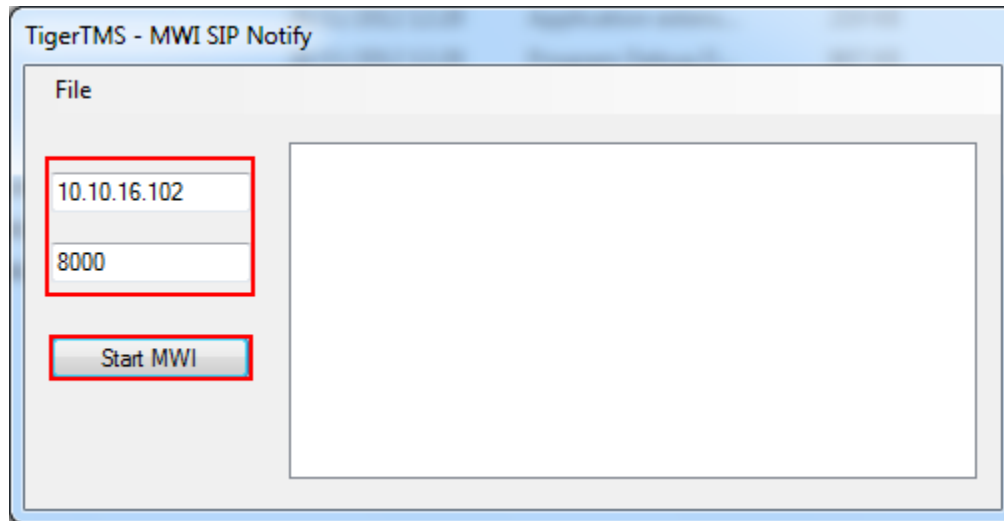
Double click on the **TigerTMS Voicemail Configuration Tool** icon, configure the **Line1-PhysicalRef** field with the voicemail pilot number, in this case **8000**. Scroll down and repeat this task for all Line numbers. Click **Save Settings** when done.



### 7.3. Configure SIP Trunk Settings for MWI SIP Notify Server

The MWI SIP Notify application runs on a server separate to the InnLine VoIPLink server, the configuration relevant to the interface with Session Manager is shown below where the local IP address and the voicemail pilot number are specified. This service is usually automatically started, but for the purpose of the compliance test was started manually by clicking **Start MWI**.

A database connection string to the voicemail database is configured by the TigerTMS Implementation engineer which controls when the SIP Notify message is sent accordingly.



## 8. Verification Steps

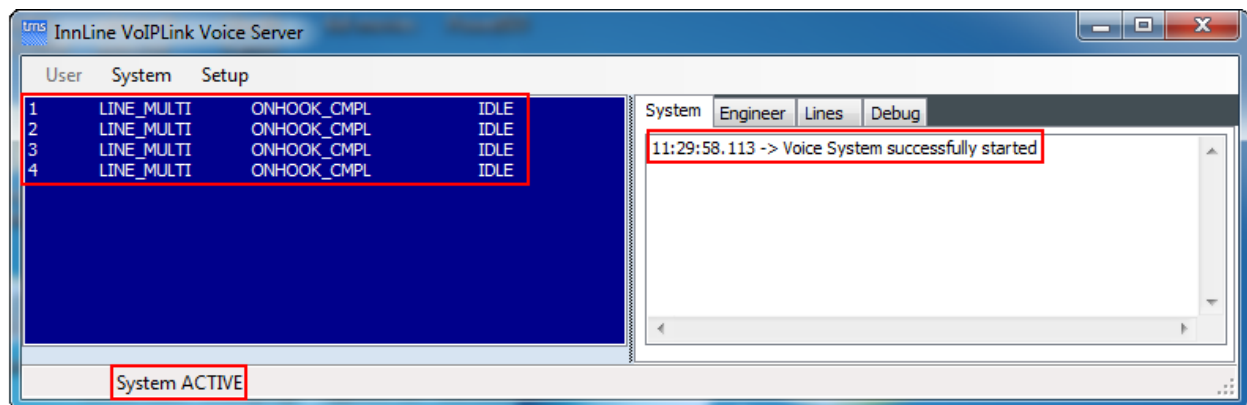
### 8.1. Verify Correct Operation TigerTMS InnLine VoIPLink and MWI SIP Notify Server

Place a call to an administered extension and allow it to go to coverage.

- Verify the InnLine VoIPLink greeting answers and leave a message
- Verify that the MWI lamp of the dialed station is turned ON
- Dial the InnLine VoIPLink voicemail pilot number from an extension administered with voicemail, verify successful login, listen to voicemails and delete voicemails, verify MWI is extinguished accordingly.

### 8.2. Verify InnLine VoIPLink SIP Channel Status

From the InnLine VoIPLink server run the **VoiceServer.exe** and verify that the administered number of channels display an accurate status according to actual current usage. Confirm the status bar displays **System ACTIVE** and the **System** tab displays **Voice System successfully started**.



## 9. Conclusion

These Application Notes describe the required configuration steps necessary for TigerTMS InnLine VoIPLink to interoperate with Avaya Aura® Communication Manager and Avaya Aura® Session Manager. All test cases passed successfully with observations noted in **Section 2.2**.



## 10. Additional References

This section references the product documentations that are relevant to these Application Notes.

Avaya product documentation can be found at <http://support.avaya.com>.

- *Administering Avaya Aura® Communication Manager, Release 6.2, 03-300509, Issue 7.0*  
December 2012
- *Administering Avaya Aura® Session Manager, Release 6.2, 03-603324, July 2012*

TigerTMS Hotel Pro Product information available from <http://www.tigertms.com>

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