



## Avaya Solution & Interoperability Test Lab

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# Application Notes for Spok Console Version 7.14, utilizing Spok CTI Layer Version 7.4, with Avaya Aura<sup>®</sup> Communication Manager Release 10.1 and Avaya Aura<sup>®</sup> Application Enablement Services Release 10.1 - Issue 1.0

## Abstract

These Application Notes describe a compliance-tested configuration comprised of Avaya Aura<sup>®</sup> Communication Manager Release 10.1, Avaya Aura<sup>®</sup> Application Enablement Services Release 10.1, Avaya IP and Digital Telephones, and Spok Console desktop applications.

Spok Console allows a user to operate a physical telephone and view call and telephone display information through a graphical user interface (GUI). Spok Console integrates with Spok CTI Layer, which is a middleware between Spok Console and Avaya Aura<sup>®</sup> Application Enablement Services, to control and monitor phone states.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as any 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 a compliance-tested configuration comprised of Avaya Aura<sup>®</sup> Communication Manager, Avaya Aura<sup>®</sup> Application Enablement Services (AES), Avaya IP (J189) Telephones, and Spok Console applications.

Spok Console is a Windows-based attendant console application. Spok Console allows a user to operate a physical telephone and view call and telephone display information through a graphical user interface (GUI). Spok Console integrates with Spok CTI Layer, which is a middleware between Spok Console and AES, to control and monitor phone states.

It is the Spok CTI Layer service that uses the AES Device and Media Call Control (DMCC) and TSAPI Application Programming Interface (API) to share control of and monitor a physical telephone and receive the same terminal and first party call information received by the physical telephone. Spok Console in turn uses the Spok CTI Layer service to control and monitor a physical telephone.

## 2. General Test Approach and Test Results

The general approach was to exercise basic telephone and call operations on Avaya IP and Digital telephones using the aforementioned Spok desktop application. The main objectives were to verify that:

- The user may successfully use Spok Console to perform off-hook, on-hook, dial, answer, hold, retrieve, transfer, conference, and release operations on the physical telephone.
- Spok Console and manual telephone operations may be used interchangeably; for example, go off-hook using Spok Console and manually dial digits.
- Display and call information on the physical telephone is accurately reflected in the Spok Console GUI.
- Call states are consistent between Spok Console and the physical telephone.
- Call Park and retrieve from Spok Console.

For serviceability testing, failures such as network disconnects, and resets were applied.

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.

Avaya recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in these DevConnect Application Notes included the enablement of supported encryption capabilities in the Avaya products. Readers should consult the appropriate Avaya product documentation for further information regarding security and encryption capabilities supported by those Avaya products.

Support for these security and encryption capabilities in any non-Avaya solution component is the responsibility of each individual vendor. Readers should consult the appropriate vendor-supplied product documentation for more information regarding those products.

For the testing associated with these Application Notes, the interface between Avaya systems and Spok made use of unsecure DMCC.

## **2.1. Interoperability Compliance Testing**

The interoperability compliance test included features and serviceability. The focus of the compliance test was primarily on verifying the interoperability between Spok Console, AES, and Communication Manager.

## **2.2. Test Results**

All test cases were executed and passed. The following issue was observed during the compliance test.

- In a scenario where swap hold is performed on a bridged appearance and the call is transferred, the bridged appearance for the line on Smart Console is not released. That is because the calling party is stilled on hold on the bridged physical phone. Additionally, the same behavior is seen when a single bridged appearance is used. This is a known behavior and an internal Avaya ticket has been opened.

## **2.3. Support**

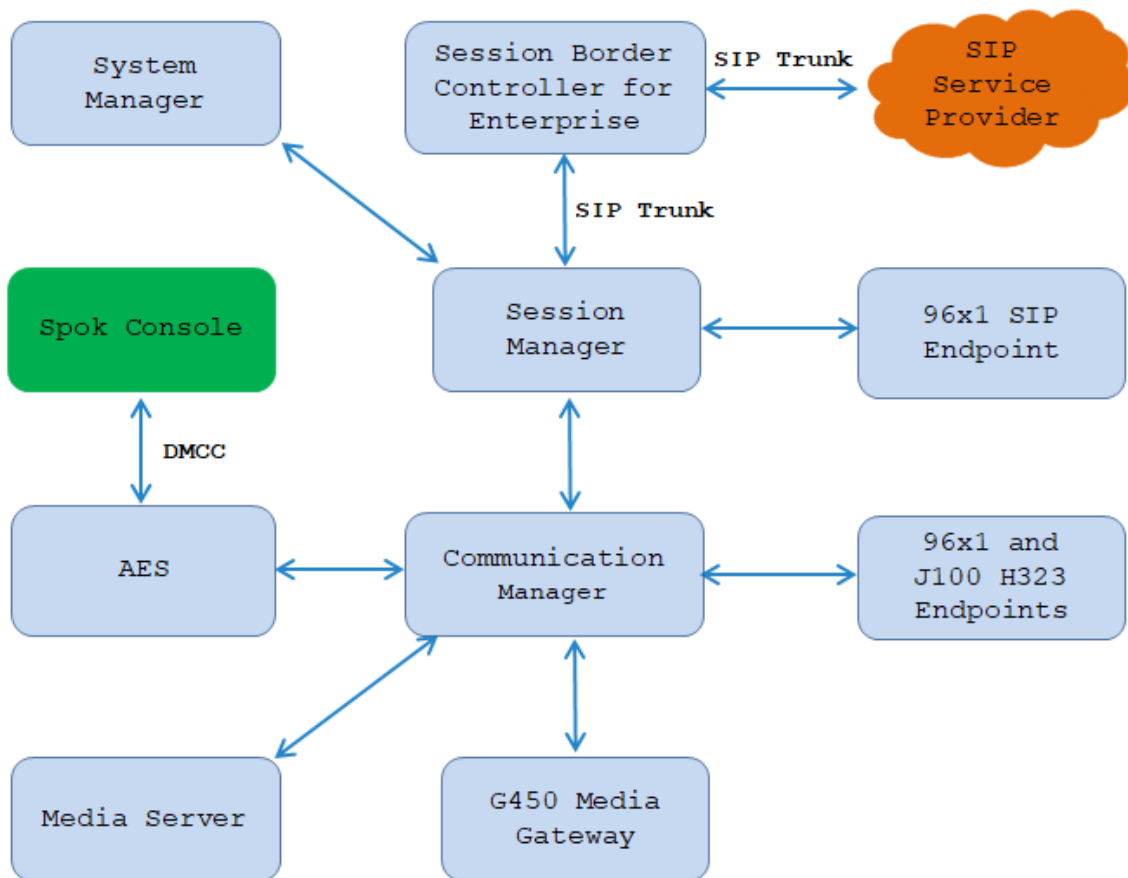
Technical support for the Spok Console solution can be obtained by contacting Spok:

- URL – <http://www.spok.com>
- Phone – (888) 797-7487

### 3. Reference Configuration

**Figure 1** illustrates the configuration used in these Application Notes. The sample configuration shows an enterprise with an AES, Communication Manager, Media Server and Avaya G430 Media Gateway. Spok Console is configured to be in the same network as the enterprise. Endpoints include Avaya J100 Series H.323 IP Telephones and Avaya Digital Endpoints.

**Note:** Basic administration of Communication Manager and AES server is assumed. For details, see [1] and [2].



**Figure 1: Spok Console Test Configuration**

## 4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® Communication Manager running on Virtual Environment	R020x.01.0.974.0 (10.1.0.2.0.974.27607)
Avaya Aura® Session Manager running on Virtual Environment	10.1.0.2.1010215
Avaya Aura® Media Server running on Virtual Environment	8.0.2.218
Avaya G450 Media Gateway	42.08
Avaya Aura® System Manager running on Virtual Environment	10.1.0.2 SP2 Software Update Revision No: 10.1.0.2.0715160 Hot Fix - 1010215160
Avaya Session Border Controller for Enterprise running on Virtual Environment	10.1.1.0-35-21872
Avaya IP Deskphones - J189 (H.323) - 9641GS (H.323) - 9611G (SIP)	6.8511 6.8511 7.1.9.0.8
Avaya Digital 9408 Deskphone	R20
Spok Console	7.14.0292
Spok CTI Service	7.4.0.93

## 5. Configure Avaya Aura® Communication Manager

This section describes the procedures for configuring Feature Access Codes, Abbreviated Dialing, and controlled telephones. Standard connectivity was in place for AES and other Avaya components, and are not covered in this document.

### 5.1. Configure Feature Access Codes (FAC)

Enter the **change feature-access-codes** command. On **Page 1** of the FEATURE ACCESS CODE (FAC) form, assign or verify the **Call Park Access Code** and **Answer Back Access Code** as shown below. This FACs are used by Spok Smart Console for invoking Call Park related features.

```
change feature-access-codes                                     Page 1 of 12
                                FEATURE ACCESS CODE (FAC)
Abbreviated Dialing List1 Access Code:
Abbreviated Dialing List2 Access Code:
Abbreviated Dialing List3 Access Code:
Abbreviated Dial - Prgm Group List Access Code:
Announcement Access Code: *01
Answer Back Access Code: #25

Auto Alternate Routing (AAR) Access Code: 8
Auto Route Selection (ARS) - Access Code 1: 9      Access Code 2:
Automatic Callback Activation: _____ Deactivation:
Call Forwarding Activation Busy/DA: _____ All: *69      Deactivation: #69
Call Forwarding Enhanced Status: _____ Act: _____ Deactivation:
Call Park Access Code: *25
Call Pickup Access Code: *70
CAS Remote Hold/Answer Hold-Unhold Access Code:
CDR Account Code Access Code:
Change COR Access Code:
Change Coverage Access Code:
Conditional Call Extend Activation: _____ Deactivation:
Contact Closure Open Code: _____ Close Code:
```

### 5.2. Configure System Parameters Features

Enter the **change system-parameters features** command. Verify **Call Park Timeout Interval (minutes)** is set to **10**. This parameter allows the call to be placed back into the Operator after the timeout interval is reached.

```
change system-parameters features                             Page 1 of 19
                                FEATURE-RELATED SYSTEM PARAMETERS
Self Station Display Enabled? n
Trunk-to-Trunk Transfer: all
Automatic Callback with Called Party Queuing? n
Automatic Callback - No Answer Timeout Interval (rings): 3
Call Park Timeout Interval (minutes): 10
Off-Premises Tone Detect Timeout Interval (seconds): 20
AAR/ARS Dial Tone Required? y

Music (or Silence) on Transferred Trunk Calls? all
DID/Tie/ISDN/SIP Intercept Treatment: attendant
Internal Auto-Answer of Attd-Extended/Transferred Calls: none
Automatic Circuit Assurance (ACA) Enabled? n
```

Additionally, the **Auto Hold** and **Transfer Upon Hang-up** features are required.

Note: Please consult with Spok to confirm which combination of these features will work best in the environment; some combinations may cause rare conflicts.

```
change system-parameters features                               Page 6 of 19
      FEATURE-RELATED SYSTEM PARAMETERS
Public Network Trunks on Conference Call: 5                    Auto Start? n
Conference Parties with Public Network Trunks: 6              Auto Hold? y
Conference Parties without Public Network Trunks: 6           Attendant Tone? y
Night Service Disconnect Timer (seconds): 180                 Bridging Tone? n
Short Interdigit Timer (seconds): 3                          Conference Tone? n
Unanswered DID Call Timer (seconds):                          Intrusion Tone? n
Line Intercept Tone Timer (seconds): 30                       Mode Code Interface? n
Long Hold Recall Timer (seconds): 0
Reset Shift Timer (seconds): 0
Station Call Transfer Recall Timer (seconds): 20             Recall from VDN? n
Trunk Alerting Tone Interval (seconds): 15
      DID Busy Treatment: tone
      Allow AAR/ARS Access from DID/DIOD? n
      Allow ANI Restriction on AAR/ARS? n
Use Trunk COR for Outgoing Trunk Disconnect/Alert? n
      7405ND Numeric Terminal Display? n                      7434ND? y
DISTINCTIVE AUDIBLE ALERTING
      Internal: 1 External: 2 Priority: 3
      Attendant Originated Calls: external
DTMF Tone Feedback Signal to VRU - Connection:                Disconnection:
```

```
change system-parameters features                               Page 7 of 19
      FEATURE-RELATED SYSTEM PARAMETERS

CONFERENCE/TRANSFER
      Abort Transfer? n                                         No Dial Tone Conferencing? n
      Transfer Upon Hang-Up? n                                   Select Line Appearance Conferencing? n
      Abort Conference? n                                       Unhold? n
      No Hold Conference Timeout: 60 Maximum Ports per Expanded Meet-me Conf: 7
      12-party Conferences? n
      External Ringing for Calls with Trunks? remote-only

ANALOG BUSY AUTO CALLBACK
      Without Flash? n

AUDIX ONE-STEP RECORDING
      Recording Delay Timer (msec): 500
Apply Ready Indication Tone To Which Parties In The Call? all
      Interval For Applying Periodic Alerting Tone (seconds): 15
      Audix Recording Display? n

POSTED MESSAGE
      Require Security Code? n
```

### 5.3. Configure COS

Console permissions need to be enabled for Spok Smart Console to have the ability to park calls on Common Shared Extensions. Use the **change cos-group 1** command to set **Console Permissions** and **Trk-to-Trk Transfer Override** to **y** for **COS Group 1**. All extensions used during the compliance testing belonged to **COS Group 1**.

```
change cos                                     Page 1 of 2
CLASS OF SERVICE

      0  1  2  3  4  5  6  7  8  9 10 11 12 13 14 15
Auto Callback                n  y  y  n  y  n  y  n  y  n  y  n  y  n  y  n
Call Fwd-All Calls           n  y  n  y  y  n  n  y  y  n  n  y  y  n  n  y
Data Privacy                  n  y  n  n  n  y  y  y  y  n  n  n  n  y  y  y
Priority Calling               n  n  n  n  n  n  n  n  n  y  y  y  y  y  y  y
Console Permissions       n  y n  n  n  n  n  n  n  n  n  n  n  n  n  y
Off-hook Alert                n  n  n  n  n  n  n  n  n  n  n  n  n  n  n  n
Client Room                   n  y  n  n  n  n  n  n  n  n  n  n  n  n  n  y
Restrict Call Fwd-Off Net     y  n  y  y  y  y  y  y  y  y  y  y  y  y  y  y
Call Forwarding Busy/DA      n  y  n  n  n  n  n  n  n  n  n  n  n  n  n  n
Personal Station Access (PSA) n  n  n  n  n  n  n  n  n  n  n  n  n  n  n  n
Extended Forwarding All      n  n  n  n  n  n  n  n  n  n  n  n  n  n  n  n
Extended Forwarding B/DA     n  n  n  n  n  n  n  n  n  n  n  n  n  n  n  n
Trk-to-Trk Transfer Override n  y n  n  n  n  n  n  n  n  n  n  n  n  n  n
QSIG Call Offer Originations n  n  n  n  n  n  n  n  n  n  n  n  n  n  n  n
Contact Closure Activation   n  n  n  n  n  n  n  n  n  n  n  n  n  n  n  n
```

### 5.4. Configure Console Parameters

Spok Smart Console parks calls on the **Common Share Extensions**. Use the **change console-parameters** command to configure the **Common Shared Extensions** on **Page 2**. Set the **Starting Extension** to range of the starting extension and set the **Count** to the number of extensions. During the compliance testing extensions 3361-3366 were used.

```
change console-parameters                     Page 2 of 4
CONSOLE PARAMETERS

TIMING
Time Reminder on Hold (sec): 30                Return Call Timeout (sec): 30
Time in Queue Warning (sec):                   Overflow Timer to Group Queue (sec):

INCOMING CALL REMINDERS
No Answer Timeout (sec):                       Alerting (sec):
Secondary Alert on Held Reminder Calls? y

ABBREVIATED DIALING
List1:                                         List2:                   List3:
SAC Notification? n

COMMON SHARED EXTENSIONS
Starting Extension: 3361                   Count: 6
Busy Indicator for Call Parked on Analog Station Without Hardware? n
```



## 5.5. Configure Abbreviated Dialing

Enter the **add abbreviated-dialing system** command. In the **DIAL CODE** list, enter the Feature Access Codes for ACD Login and Logout. These codes will be used by Spok Smart Console extensions.

```
add abbreviated-dialing system                               Page 1 of 1
                ABBREVIATED DIALING LIST
                SYSTEM LIST

Size (multiple of 5): 5          Privileged? n          Label Language:english
DIAL CODE                        LABELS (FOR STATIONS THAT DOWNLOAD LABELS)
01: *40                          01: Agent Log-in
02: *41                          02: Agent Log-out
03:                               03: *****
04:                               04: *****
05:                               05: *****
```

## 5.6. Configure Stations

Enter the **change station n** command, where **n** is the extension that the Spok Console will register to.

Extension 3307 was used by Spok Console for controlling Avaya Endpoints. On **Page 1** of the **station** form, enter a phone **Type**, descriptive **Name**, **Security Code** and set **IP SoftPhone** field to **y** to allow the physical station to be controlled by a softphone such as the Spok Smart Console application. Note that J100 series phones use the 9611 station type for H.323 firmware configurations.

```
change station 3307                                       Page 1 of 5
                STATION

Extension: 3307          Lock Messages? n          BCC: 0
Type: 9611              Security Code: *          TN: 1
Port: S000075          Coverage Path 1:          COR: 1
Name: Spok Console     Coverage Path 2:          COS: 1
Unicode Name? n        Hunt-to Station:          Tests? y
STATION OPTIONS

                Time of Day Lock Table:
                Personalized Ringing Pattern: 1
                Message Lamp Ext: 3307
                Mute Button Enabled? y
                Button Modules: 0
                Media Complex Ext:
                IP SoftPhone? y

                IP Video Softphone? n
                Short/Prefixed Registration Allowed: default

                Customizable Labels? y

                Loss Group: 19
                Speakerphone: 2-way
                Display Language: english
                Survivable GK Node Name:
                Survivable COR: internal
                Survivable Trunk Dest? y
```

On Page 2, set Auto Select Any Idle Appearance to y.

```
change station 3307                                     Page 2 of 5
                                                    STATION
FEATURE OPTIONS
    LWC Reception: spe                                Auto Select Any Idle Appearance? y
    LWC Activation? y                                Coverage Msg Retrieval? y
    LWC Log External Calls? n                        Auto Answer: none
    CDR Privacy? n                                  Data Restriction? n
    Redirect Notification? y                         Idle Appearance Preference? n
    Per Button Ring Control? n                       Bridged Idle Line Preference? n
    Bridged Call Alerting? n                         Restrict Last Appearance? y
    Active Station Ringing: single
                                                    EMU Login Allowed? n
    H.320 Conversion? n                             Per Station CPN - Send Calling Number?
    Service Link Mode: as-needed                     EC500 State: enabled
    Multimedia Mode: enhanced                       Audible Message Waiting? n
    MWI Served User Type:                           Display Client Redirection? n
    AUDIX Name:                                     Select Last Used Appearance? n
                                                    Coverage After Forwarding? s
                                                    Multimedia Early Answer? n
    Remote Softphone Emergency Calls: as-on-local   Direct IP-IP Audio Connections? y
    Emergency Location Ext: 3307                     Always Use? n IP Audio Hairpinning? n
```

On **Page 4** of the station form, for **ABBREVIATED DIALING List 1**, enter the abbreviated dialing group configured in previous section. On **Pages 4** and **5** of the station forms, configure the following **BUTTON ASSIGNMENTS** in addition to the call-appr (call appearance) buttons as shown below.

```

change station 3307                                     Page 4 of 5
                                                    STATION

SITE DATA
  Room:                               Headset? n
  Jack:                               Speaker? n
  Cable:                              Mounting: d
  Floor:                              Cord Length: 0
  Building:                            Set Color:

ABBREVIATED DIALING
  List1: system          List2:          List3:

BUTTON ASSIGNMENTS
  1:call-appr           5:brdg-appr  B:1 E:3302
  2:call-appr           6:brdg-appr  B:2 E:3302
  3:brdg-appr  B:1 E:3301  7:abrv-dial  List: 1 DC: 01
  4:brdg-appr  B:2 E:3301  8:auto-in    Grp:

  voice-mail
change station 3307                                     Page 5 of 5
                                                    STATION

BUTTON ASSIGNMENTS
  9:aux-work           RC:      Grp:
 10:abrv-dial  List: 1 DC: 02
11:
12:
13:
 14:q-calls      Grp: 1
15:
16:
17:
18:
19:
20:
21:
22:
 23:toggle-swap
 24:release

```

## 5.7. Configure Hunt Group

Enter the **add hunt-group *n*** command, where *n* is an unused hunt group number. On **Page 1** assign a descriptive **Group Name** and an available **Group Extension** as per the dial plan. Also, set **ACD, Queue** and **Vector** to **y**. The Hunt group configured here was used by Console agents to log onto ACD.

```
change hunt-group 1                                     Page 1 of 4
                                                    HUNT GROUP

Group Number: 1                                       ACD? y
Group Name: Skill-1                                   Queue? y
Group Extension: 3320                               Vector? y
Group Type: ucd-mia
TN: 1
COR: 1                                               MM Early Answer? n
Security Code:                                       Local Agent Preference? n
ISDN/SIP Caller Display:

Queue Limit: unlimited
Calls Warning Threshold: Port:
Time Warning Threshold: Port:
```

## 5.8. Configure VDNs

Use the **add vdn *n*** command to add a new VDN, where *n* is an available extension as per the dial plan.

On **Page 1**, provide a descriptive **Name** and available **Vector Number** in **Destination**. Note that the **Name** field should be entered the format like “**MSG: 3340**” for the screen pop on answering the ACD queue call to work.

```
add vdn 3340                                           Page 1 of 3
                                                    VECTOR DIRECTORY NUMBER

Extension: 3340                                       Unicode Name? n
Name*: MSG: 3340
Destination: Vector Number 1
Attendant Vectoring? n
Meet-me Conferencing? n
Allow VDN Override? n
COR: 1
TN*: 1
Measured: both Report Adjunct Calls as ACD*? n
Acceptable Service Level (sec): 20

VDN of Origin Annc. Extension*:
1st Skill*:
2nd Skill*:
3rd Skill*:

SIP URI:
```

## 5.9. Configure Vector

To configure a vector, use the **change vector *n*** command, where *n* is the vector used during the adding the VDN. A simple vector is configured to queue calls to hunt group 1.

```
change vector 1                                     Page 1 of 6
                                                    CALL VECTOR
Number: 1                                           Name: Spok Vector
Multimedia? n      Attendant Vectoring? n      Meet-me Conf? n      Lock? n
  Basic? y      EAS? y      G3V4 Enhanced? y      ANI/II-Digits? y      ASAI Routing? y
  Prompting? y      LAI? y      G3V4 Adv Route? y      CINFO? y      BSR? y      Holidays? y
  Variables? y      3.0 Enhanced? y
01 wait-time      2      secs hearing ringback
02 queue-to      skill 1      pri m
03 wait-time      30      secs hearing music
04 goto step      2              if unconditionally
05
```

## 5.10. Configure Agent Extensions

Enter the **add agent-loginID *n*** command, where *n* is an available extension according to the dial plan. This extension will be used by Spok Smart Console to log onto ACD. During the compliance test, two agent extensions were added, 1000 and 1001. On **Page 1**, specify a **name** of the agent, **password**, and set **Auto Answer** to **none**.

```
change agent-loginID 1000                                     Page 1 of 3
                    AGENT LOGINID

    Login ID: 1000          Unicode Name? n   AAS? n
      Name: Agent 1000          AUDIX? n
      TN: 1
      COR: 1
Coverage Path:          LWC Reception: spe
Security Code: 1234      LWC Log External Calls? n
Attribute:              AUDIX Name for Messaging:

                    LoginID for ISDN/SIP Display? n
                    Password:
                    Password (enter again):
                    Auto Answer: none
MWI Served User Type:
AUX Agent Remains in LOA Queue: system      MIA Across Skills: system
AUX Agent Considered Idle (MIA): system      ACW Agent Considered Idle: system
      Work Mode on Login: system      Aux Work Reason Code Type: system
                    Logout Reason Code Type: forced
                    Maximum time agent in ACW before logout (sec): system
                    Forced Agent Logout Time:      :

WARNING: Agent must log in again before changes take effect
```

On **Page 2**, configure the Skill Number that was configured earlier in this document and specify a skill level.

```
add agent-loginID 1000                                     Page 2 of 3
                    AGENT LOGINID

    Direct Agent Skill: 1          Service Objective? n
Call Handling Preference: skill-level      Local Call Preference? n

    SN  RL SL          SN  RL SL          SN  RL SL          SN  RL SL
1:  1    1            16:          31:          46:
2:          17:          32:          47:
3:          18:          33:          48:
4:          19:          34:          49:
5:          20:          35:          50:
6:          21:          36:          51:
7:          22:          37:          52:
8:          23:          38:          53:
9:          24:          39:          54:
10:         25:          40:          55:
11:         26:          41:          56:
12:         27:          42:          57:
13:         28:          43:          58:
14:         29:          44:          59:
15:         30:          45:          60:
```

## 6. Configure Application Enablement Services

The Application Enablement Services server enables Computer Telephony Interface (CTI) applications to control and monitor telephony resources on Communication Manager.

This section assumes that installation and basic administration of the AES server has been performed. The steps in this section describe the configuration of a CTI user, a DMCC port and TLS Version and Root Certificate

### 6.1. Device and Media Call Control API Station Licenses

The Spok Smart Console Service instances appear as “virtual” stations/softphones to Communication Manager. Each of these virtual stations, hereafter called Device and Media Call Control API station, requires a license. Note that this is separate and independent of Avaya IP Softphone licenses, which are required for Avaya IP Softphones but not required for Device and Media Call Control API stations.

To check and verify that there are sufficient DMCC licenses, log in to <https://<IP address of the Application Enablement Services server>/index.jsp>, and enter appropriate login credentials to access the AES Management Console page. Select the **Licensing → WebLM Server Access** link from the left pane of the window (not shown). During the compliance testing, System Manager was used as a license server.

Provide appropriate login credentials and log in.

This system is restricted solely to authorized users for legitimate business purposes only. The actual or attempted unauthorized access, use, or modification of this system is strictly prohibited.

Unauthorized users are subject to company disciplinary procedures and or criminal and civil penalties under state, federal, or other applicable domestic and foreign laws.

The use of this system may be monitored and recorded for administrative and security reasons. Anyone accessing this system expressly consents to such monitoring and recording, and is advised that if it reveals possible evidence of criminal activity, the evidence of such activity may be provided to law enforcement officials.

All users must comply with all corporate instructions regarding the protection of information assets.

User ID:

Password:

Log On Reset


**Supported Browsers:** Firefox (minimum version 93.0), Chrome (minimum version 91.0) or Edge (minimum version 93.0)

Navigate to **Services → Licenses**. On the WebLM Home page, select **License Products → Application Enablement** link from the left pane of the window.

On the Licensed Features page, verify that there are sufficient DMCC licenses.

**Note on DMCC Licenses:** The Spok Smart Console application requires a station for the Parking Extension in addition to the stations used by Console Operators. Thus, the Communication Manager license requires enough station license capacity to accommodate these. The DMCC licenses can be purchased as either Basic (just the AES DMCC requirement), or Full (which bundles a Communication Manager station RTU with the AES DMCC).

**Note:** TSAPI licenses (1 per agent station) are also required if calls routed to agent stations via ACD. Without TSAPI licenses, the agents will not see calling party information. i.e., Calling Party Number.

13 Items  Show <input type="text" value="All"/>		
Feature (License Keyword)	Expiration date	Licensed capacity
Device Media and Call Control VALUE_AES_DMCC_DMC	permanent	100
AES ADVANCED LARGE SWITCH VALUE_AES_AEC_LARGE_ADVANCED	permanent	100
AES HA LARGE VALUE_AES_HA_LARGE	permanent	10
AES ADVANCED MEDIUM SWITCH VALUE_AES_AEC_MEDIUM_ADVANCED	permanent	100
Unified CC API Desktop Edition VALUE_AES_AEC_UNIFIED_CC_DESKTOP	permanent	100
CVLAN ASAI VALUE_AES_CVLAN_ASAI	permanent	100
AES HA MEDIUM VALUE_AES_HA_MEDIUM	permanent	10
AES ADVANCED SMALL SWITCH VALUE_AES_AEC_SMALL_ADVANCED	permanent	100
DLG VALUE_AES_DLG	permanent	100
TSAPI Simultaneous Users VALUE_AES_TSAPI_USERS	permanent	100
CVLAN Proprietary Links VALUE_AES_PROPRIETARY_LINKS	permanent	100
		SmallServerTypes: s8300c;s8300d;icc;premio;tn8400;laptop;CtiS MediumServerTypes: ibmx306;ibmx306m;dell1950;xen;hs20;hs20_



## 6.2. Configure the CTI Users

Navigate to **User Management** → **User Admin** → **Add User** link from the left pane of the window. On the Add User page, provide the following information:

- User Id
- Common Name
- Surname
- User Password
- Confirm Password

Select **Yes** using the drop-down menu on the CT User field. This enables the user as a CTI user. Default values may be used in the remaining fields. Click the **Apply** button (not shown) at the bottom of the screen to complete the process.

The screenshot displays the Avaya Application Enablement Services Management Console. The top header includes the Avaya logo, the title 'Application Enablement Services Management Console', and a welcome message for user 'cust' with login details. A red navigation bar contains 'User Management | User Admin | List All Users' and 'Home | Help | Logout'. The left sidebar shows a tree view with 'User Management' expanded to 'User Admin', where 'Add User' is selected. The main content area is the 'Edit User' form. A red box highlights the 'User Id' (spok), 'Common Name' (spok), 'Surname' (console), 'User Password', and 'Confirm Password' fields. Another red box highlights the 'CT User' dropdown menu, which is set to 'Yes'. Other fields like 'Admin Note', 'Avaya Role' (None), 'Business Category', 'Car License', 'CM Home', 'Cms Home', 'Department Number', 'Display Name', 'Employee Number', 'Employee Type', and 'Enterprise Handle' are also visible.

The above information (User ID and User Password) must match with the information configured in the Spok Smart Console Configuration page in **Section 7**.

Once the user is created, navigate to the **Security** → **Security Database** → **CTI Users** → **List All Users** link from the left pane of the window. Select the User ID created previously and click the **Edit** button to set the permission of the user (not shown).

Provide the user with unrestricted access privileges by checking the **Unrestricted Access** checkbox. Click on the **Apply Changes** button.

The screenshot displays the 'Edit CTI User' configuration interface. The breadcrumb navigation at the top reads 'Security | Security Database | CTI Users | List All Users'. The left sidebar contains a navigation tree with 'Security Database' expanded to show 'CTI Users' and 'List All Users' selected. The main content area is titled 'Edit CTI User' and contains the following configuration sections:

- User Profile:** Fields for User ID, Common Name, and Worktop Name. A dropdown menu for 'Worktop Name' is set to 'NONE'. The 'Unrestricted Access' checkbox is checked and highlighted with a red box.
- Call and Device Control:** A dropdown menu for 'Call Origination/Termination and Device Status' is set to 'None'.
- Call and Device Monitoring:** Three dropdown menus for 'Device Monitoring', 'Calls On A Device Monitoring', and 'Call Monitoring' are all set to 'None'. There is also an unchecked checkbox for 'Call Monitoring'.
- Routing Control:** A dropdown menu for 'Allow Routing on Listed Devices' is set to 'None'.

At the bottom of the configuration area, there are two buttons: 'Apply Changes' and 'Cancel Changes'.

### 6.3. Configure the DMCC Port

Navigate to the **Networking** → **Ports** link from the left pane of the window to set the DMCC server port. During the compliance test, the default port values were utilized. The following screen displays the default port values. Both **Unencrypted** and **Encrypted Port** were used during the compliance test. Click the **Apply Changes** button (not shown) at the bottom of the screen to complete the process.

The screenshot shows the Avaya Application Enablement Services Management Console. The top right corner displays user information: "Welcome: User cust", "Last login: Wed Sep 28 09:29:15 2022 from 10.33.1.200", "Number of prior failed login attempts: 0", "HostName/IP: aes10/10.33.1.47", "Server Offer Type: VIRTUAL\_APPLIANCE\_ON\_VMWARE", "SW Version: 10.1.0.1.0.7-0", "Server Date and Time: Sat Nov 12 08:15:49 MST 2022", and "HA Status: Not Configured".

The main navigation bar includes "Networking | Ports" and "Home | Help | Logout". The left sidebar lists various configuration categories, with "Networking" expanded to show "Ports".

The "Ports" configuration page is divided into several sections:

- CVLAN Ports:** Unencrypted TCP Port (9999) and Encrypted TCP Port (9998), both with "Enabled" radio buttons selected.
- DLG Port:** TCP Port (5678).
- TSAPI Ports:** TSAPI Service Port (450) with "Enabled" selected. Local TLINK Ports: TCP Port Min (1024), TCP Port Max (1039). Unencrypted TLINK Ports: TCP Port Min (1050), TCP Port Max (1065). Encrypted TLINK Ports: TCP Port Min (1066), TCP Port Max (1081).
- DMCC Server Ports:** Unencrypted Port (4721) and Encrypted Port (4722) are highlighted with a red box. Both have "Enabled" radio buttons selected. TR/87 Port (4723) has "Disabled" selected.

## 7. Configure Spok Console

Spok installs, configures, and customizes the Spok Console applications for their end customers. Spok Console integrates with Spok CTI Layer, which is a middleware between Spok Console and AES, to control and monitor the phone states.

The following shows the **Spok AES CTI Services Setup** page. Provide the following information:

### Under DMCC Settings

- **AES Server** – Enter the IP address of AES.
- **Switch IP Address** – Enter the procr IP address of Communication Manager.
- **Port** – Enter the unsecure DMCC port 4721 as shown in **Section 6.3**.
- **User** – Enter the user name created for Spok Smart Console from **Section 6.2**.
- **Password** – Enter the password created for Spok Smart Console from **Section 6.2**.

### Under Phone Device Settings

- **Extension:** Enter the extension that will be controlled by Spok Smart Console from **Section 5**.
- **Security Code** – Enter the security code for the controlled station from **Section 5.6**.
- **Release Button** – Enter the Release button assigned for the controlled station from **Section 5.6**.
- **Park Access Code** – Enter the FAC code for Call Park in **Section 5.1**.
- **Unpark Access Code** – Enter the FAC code for Call Park in **Section 5.2**.
- **Line Appearances** – Configure line appearances as per **Section 5**.

**Spok AES CTI Service Setup**

**DMCC Settings**

AES Server: 10.33.1.47

Switch Name:

Switch IP Interface: 10.33.1.43

Port: Unsecure (4721) Application Id: spok

Device Instance: 1

Local Certificate File:

SSL Protocol: TLSv1 (Transport Layer Security version 1)

User (default = cmapi): spok Password: \*\*\*\*\*

Media Mode: No Media Shared Control: False

Dependency Mode: Dependent AES Version: 7.0

Telecomuter Extension:

Monitor Call Information  
 Monitor Media Device  
 Monitor Device Service

**Phone Device Settings**

Extension: 3307 RLT Transfer Button Id:

Security Code: \*\*\*\*\* Release Button Id: 24

Max SCA Timer (ms): 250 Toggle-Swap Button Id: 23

Press Release Button Upon Cancel

Park Access Code: \*25

Unpark Access Code: #25

**Line Appearances:**

Line 1	Button Id = 1	Display Id = a
Line 2	Button Id = 2	Display Id = b
Line 3	Button Id = 3	Display Id = c
Line 4	Button Id = 4	Display Id = d
Line 5	Button Id = 5	Display Id = e
Line 6	Button Id = 6	Display Id = f

Add... Delete Edit...

**Service Settings**

Listener Port: 973

Home Directory: C:\Program Files (x86)\Amcom

Configuration File Name: cmapi.cfg

DLL File Name: C:\Program Files (x86)\Amcom\bin\amcom\_cmapi.dll

LUA Agent Function File:

LUA Agent State File:

LUA App Specific File:

Send SCA = 0 at the beginning of call state messages

**Debug Settings**

File Name: AvayaAESCTI

Number of Files: 1 File Size: 100000

Directory: C:\Program Files (x86)\Amcom\Trace

Level 1  Level 16  Level 256  
 Level 2  Level 32  Level 512  
 Level 4  Level 64  Level 1024  
 Level 8  Level 128  Level 2048

OK Cancel Restart Service Phone Server

Activate Win  
Go to Settings to

## 8. Verification Steps

The following steps may be used to verify the configuration:

### 8.1. Verify Application Enablement Services

Verify Spok Console is successfully connected to AES via AES Management console. Navigate to **Status** → **Status and Control** → **DMCC Service Summary**. Verify the State of Spok Console user is **REGISTERED**.

**DMCC Service Summary - Session Summary**

Please do not use back button

Enable page refresh every  seconds

Session Summary [Device Summary](#)  
Generated on Mon Nov 28 09:48:40 MST 2022

Service Uptime: 13 days, 0 hours 56 minutes

Number of Active Sessions: 1  
Number of Sessions Created Since Service Boot: 2  
Number of Existing Devices: 1  
Number of Devices Created Since Service Boot: 1

	Session ID	User	Application	Far-end Identifier	Connection Type	# of Associated Devices
<input type="checkbox"/>	F798BB501CC033BED A75E111177AA770-1	spok	spok	10.33.1.118	XML Unencrypted	1

[Terminate Sessions](#) [Show Terminated Sessions](#)

Item 1-1 of 1  
 Go

**DMCC Service Summary - Session Detail**

Enable page refresh every  seconds

**Detailed Session View**  
Generated on Mon Nov 28 09:50:38 MST 2022

Session ID: F798BB501CC033BEDA75E111177AA770-1  
State: Active  
Time Established: Tue, Nov 15, 2022 09:00:12 AM GMT-07:00  
Uptime: 13 days, 0 hours, 50 minutes, and 26 seconds  
Cleanup Delay Timer: 60 seconds  
Session Duration Timer: 180 seconds  
Time of Most Recent Timer Reset: Mon, Nov 28, 2022 09:50:20 AM MST  
Reconnect Counter: 0

[Terminate Sessions](#)

**Devices Associated with Session**

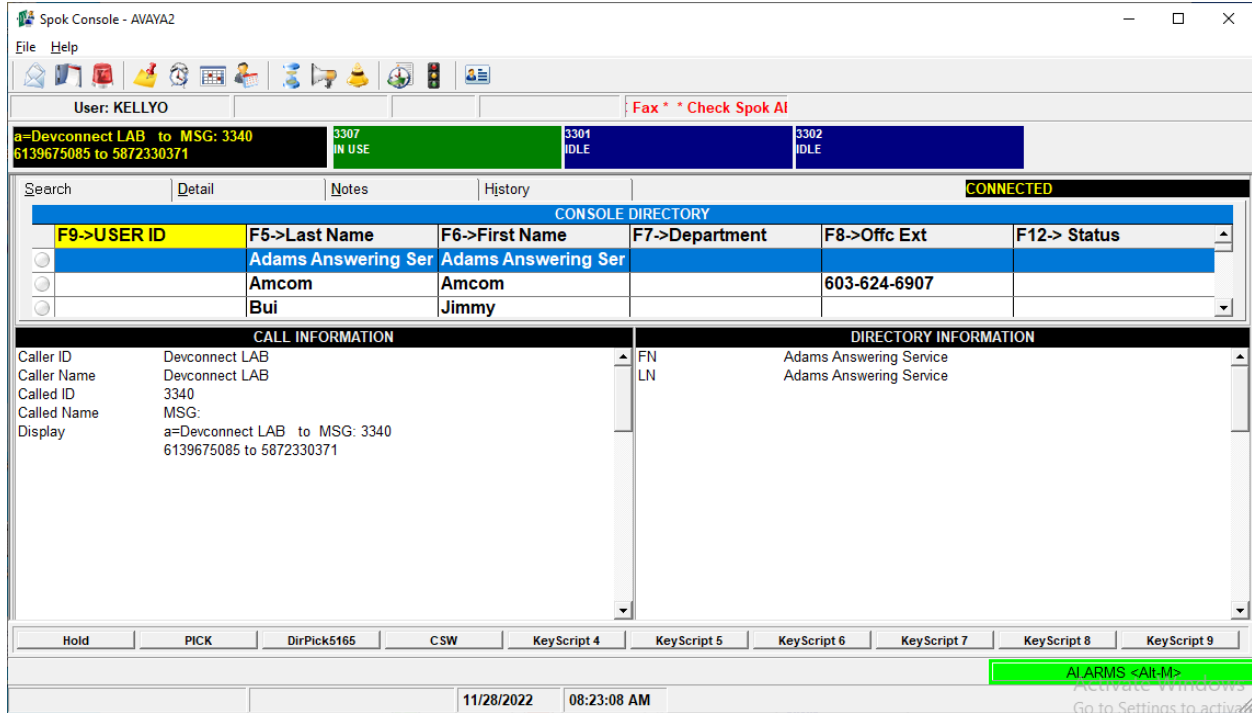
	Device ID	State
<input type="checkbox"/>	3307:cm10:10.33.1.43:1	REGISTERED

[Terminate Selected Devices](#) [Back](#)

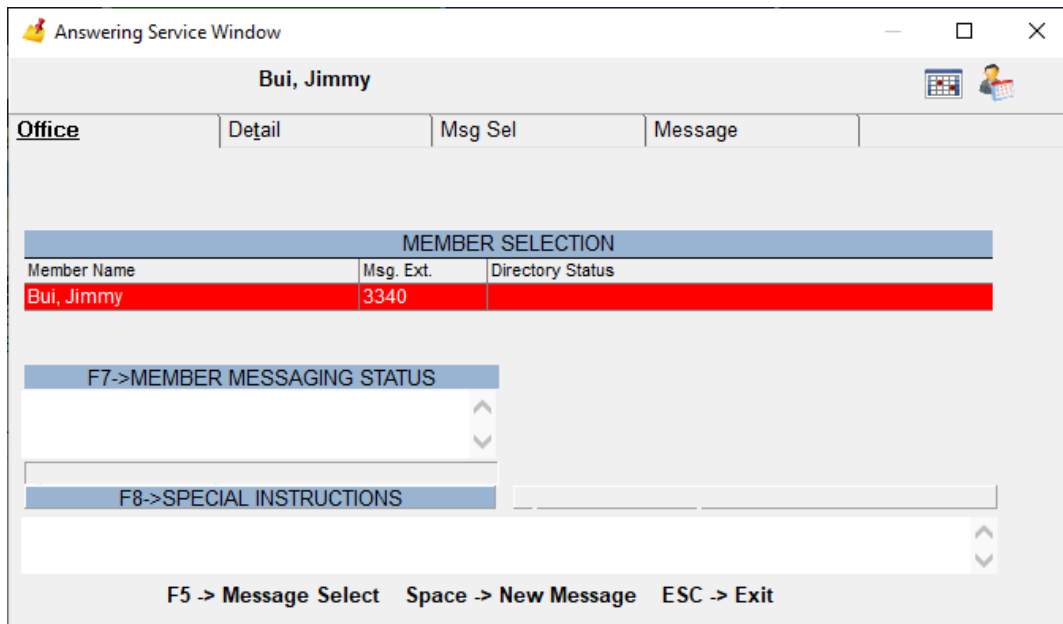
Item 1-1 of 1

## 8.2. Verify Spok Console

Place and answer calls from the controlled telephones manually and use Spok Console and verify consistency.



The **Answering Service Window** screen is auto activated as the ACD call answered.



## 9. Conclusion

These Application Notes described a compliance-tested configuration comprised of Communication Manager, AES, Avaya J189 IP Telephones, and the Spok Console application. Spok Console allows a user to operate a physical telephone and view call and telephone display information through a graphical user interface (GUI). During compliance testing, calls were successfully placed to and from Avaya IP Telephones that were controlled and monitored by the Spok Console application with observations in **Section 2.2**.

## 10. Additional References

Product documentation for Avaya products may be found at <http://support.avaya.com>.

[1] *Administering Avaya Aura® Communication Manager*, Release 10.1, September 2022

[2] *Administering Avaya Aura® Application Enablement Services*, Release 10.1, September 2022

Product information for Spok products may be found at <http://www.spok.com>.



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