



Avaya Solution & Interoperability Test Lab

Application Notes for AdvaTel InTouch 1.0 with Avaya IP Office 6.0 – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for AdvaTel InTouch 1.0 to interoperate with Avaya IP Office 6.0. InTouch is an add-in application for Microsoft Office Outlook which runs on the user's Windows-based PC and integrates IP Office call management and control with Outlook, MSN, Yahoo! and Skype. It enables the user to optimize communications by providing consolidated presence information and by presenting a variety of communication options such as voice, email, Short Message Service (SMS) and instant messaging.

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 AdvaTel InTouch 1.0 to interoperate with Avaya IP Office 6.0. InTouch is an add-in application for Microsoft Office Outlook which runs on the user's Windows-based PC and integrates IP Office call management and control with Outlook, MSN, Yahoo! and Skype. It enables the user to optimize communications by providing consolidated presence information and by presenting a variety of communication options such as voice, email, Short Message Service (SMS) and instant messaging.

AdvaTel InTouch integrates with Avaya IP Office using the IP Office TAPI2 Service Provider configured as third-party call control mode on each user's PC.

1.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying the following on AdvaTel InTouch:

- Monitoring the status of users' phone extensions to obtain presence information.
- Making outgoing calls using the InTouch Contacts List and Dial Box to internal, PSTN and overseas destinations.
- Performing various call functions such as answer, hold, retrieve and end calls.
- Activating/de-activating features such as call forwarding and Do Not Disturb.
- Proper handling of call scenarios such as transferring and conferencing calls using the phone.

The serviceability testing focused on verifying the ability of AdvaTel InTouch to recover from adverse conditions, such as disconnecting/reconnecting the Ethernet cable to Avaya IP Office and the PC running AdvaTel InTouch, and rebooting of Avaya IP Office.

1.2. Support

For technical support on InTouch, contact AdvaTel through the following:

- **Phone:** +61 3 86958695
- **Web:** <http://www.advatel.com.au/>
- **Email:** support@advatel.com.au

2. Reference Configuration

Figure 1 illustrates the test configuration used to verify the AdvaTel InTouch solution. The configuration was comprised of an Avaya IP Office 500 with connections to the following: two Avaya 9640 IP Telephones, an Avaya 2420 Digital Telephone and an ISDN-PRI trunk to the PSTN. Avaya IP Office Voicemail Pro was used as the voicemail system. AdvaTel InTouch was installed on three desktop PCs. The Avaya C363T-PWR Converged Stackable Switch provided Ethernet connectivity and layer 3 routing to Avaya IP Office, servers, desktop PCs and IP telephones.

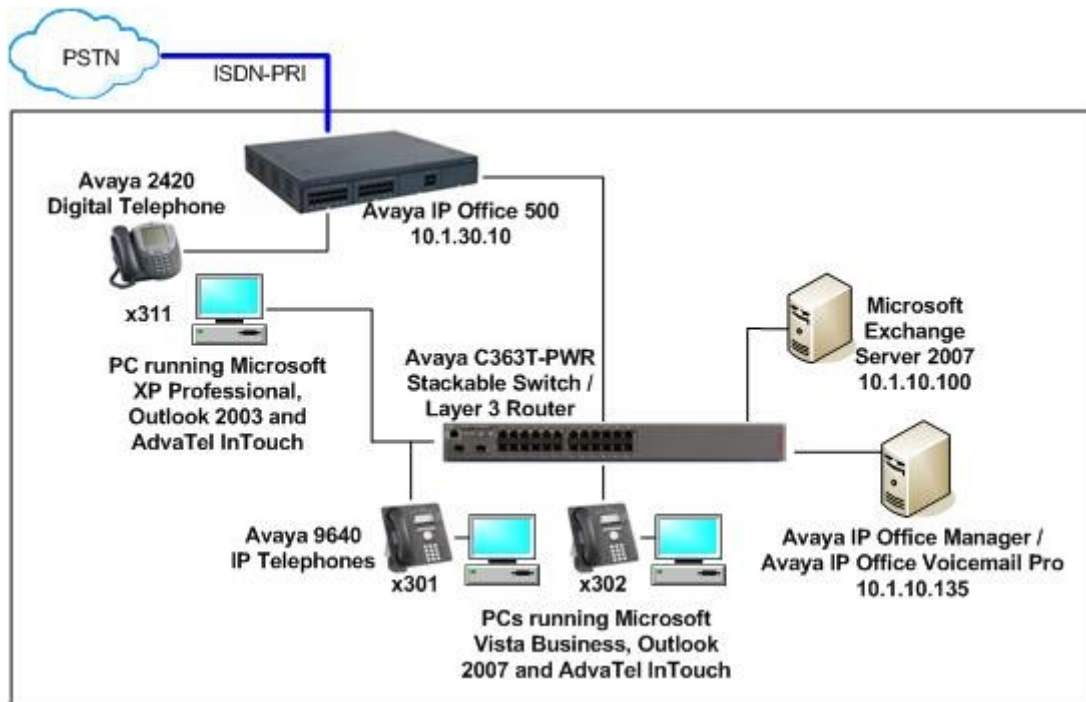


Figure 1: Test Configuration

3. Equipment and Software Validated

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

Equipment	Software
Avaya IP Office 500	6.0 (8)
Avaya IP Office Voicemail Pro	6.0 (22)
Avaya 9640 IP Telephones (H.323)	3.1.1
Avaya 2420 Digital Telephone	6.0
Avaya C363T-PWR Converged Stackable Switch	4.5.18
Avaya IP Office TAPI2 Service Provider	1.0.0.35
AdvaTel InTouch	1.0.0.2178
Microsoft Exchange Server 2007	Service Pack 2
Microsoft Office Outlook 2003	Service Pack 3
Microsoft Office Outlook 2007	Service Pack 2

4. Configure Avaya IP Office

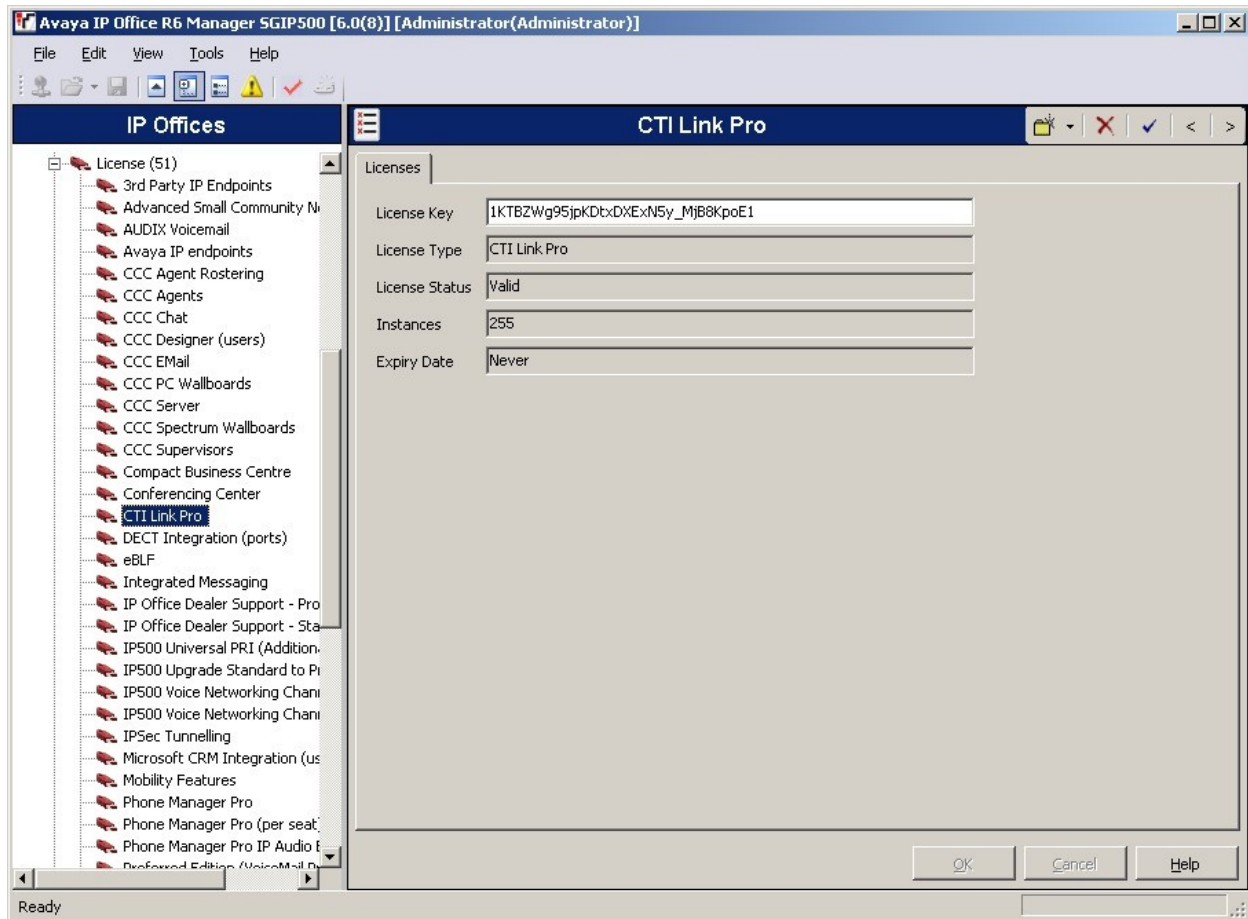
This section provides the procedures for configuring Avaya IP Office. The procedures include the following areas:

- Verify IP Office license
- Administer System Parameters
- Administer Telephony Options

4.1. Verify IP Office License

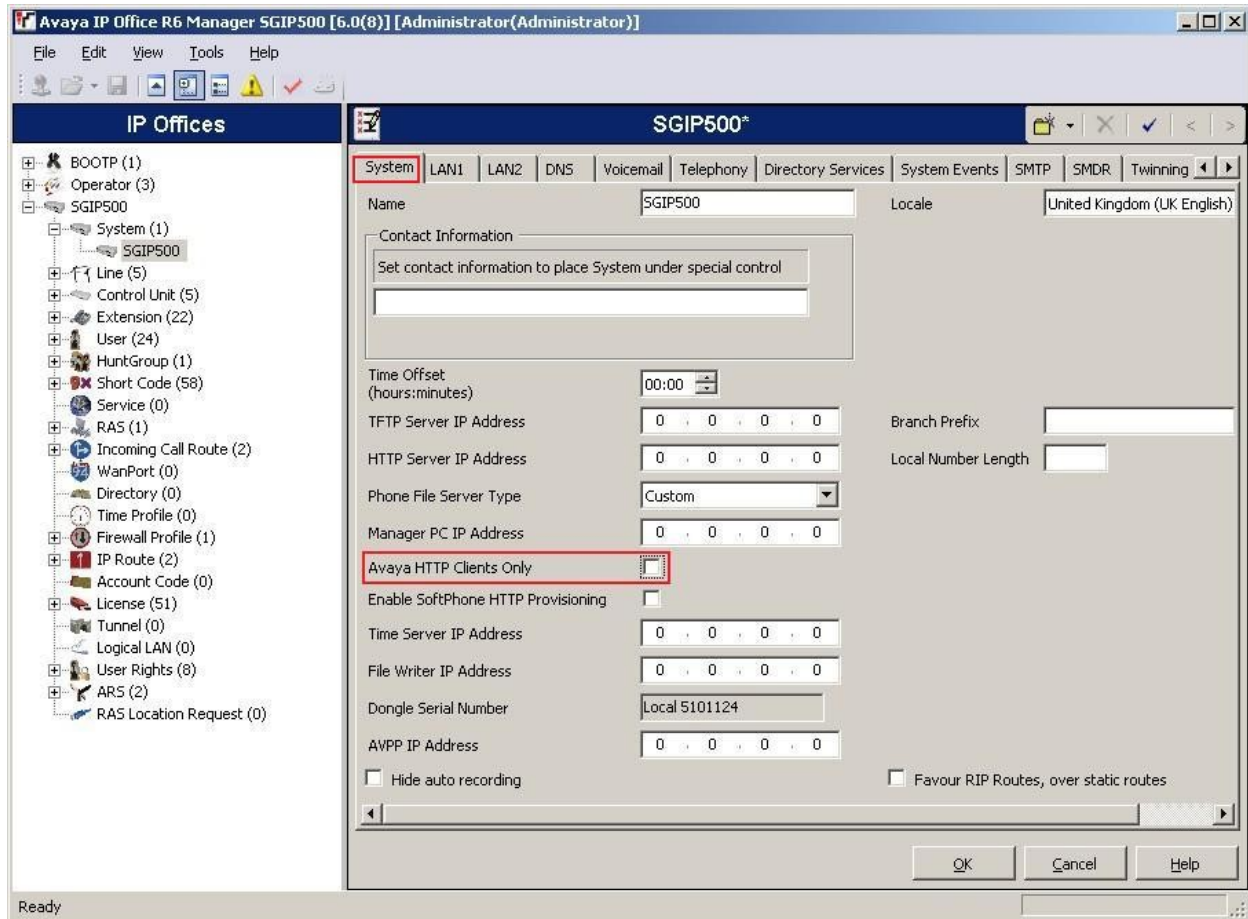
From the server running the Avaya IP Office Manager application, select **Start > Programs > IP Office > Manager** to launch the application. Select the proper IP Office system, and log in with the appropriate credentials.

The **Avaya IP Office R6 Manager** screen is displayed. From the configuration tree in the left pane, select **License > CTI Link Pro** to display the **CTI Link Pro** screen in the right pane. Verify that the **License Status** is **Valid**.



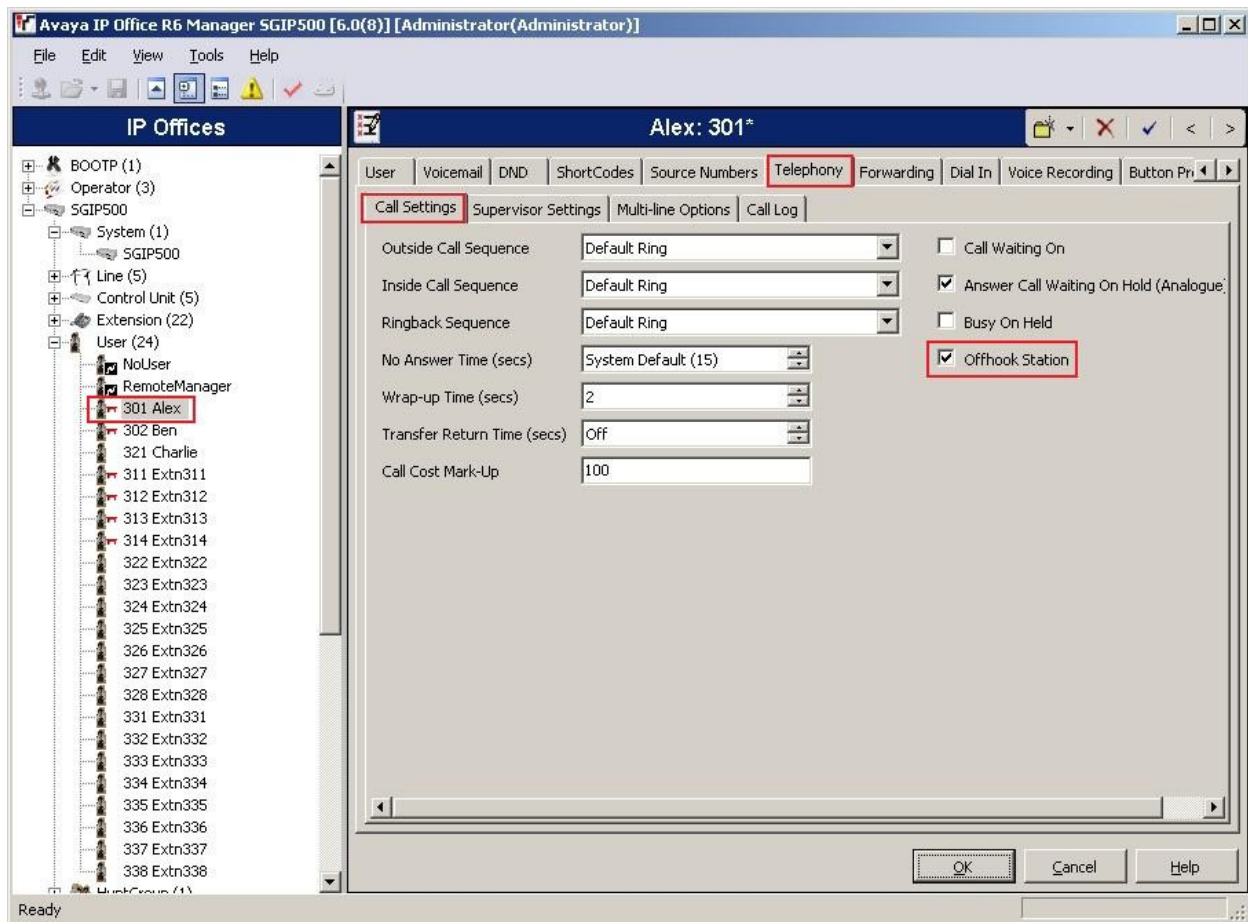
4.2. Administer System Parameters

From the configuration tree in the left pane, select **System > SGIP500**, where SGIP500 is the name of the IP Office system in this test configuration. Select the **System** tab and uncheck **Avaya HTTP Clients Only**. This will allow AdvaTel InTouch to query the IP Office phone directory.



4.3. Administer Telephony Options

From the configuration tree in the left pane, expand **Users** and select a user that will be using AdvaTel InTouch, in this case “301”. Select the **Telephony** tab followed by **Call Settings** tab. Check **Offhook Station** to allow InTouch control of the user’s extension. Repeat this step for all users of AdvaTel InTouch.



5. Configure AdvaTel InTouch

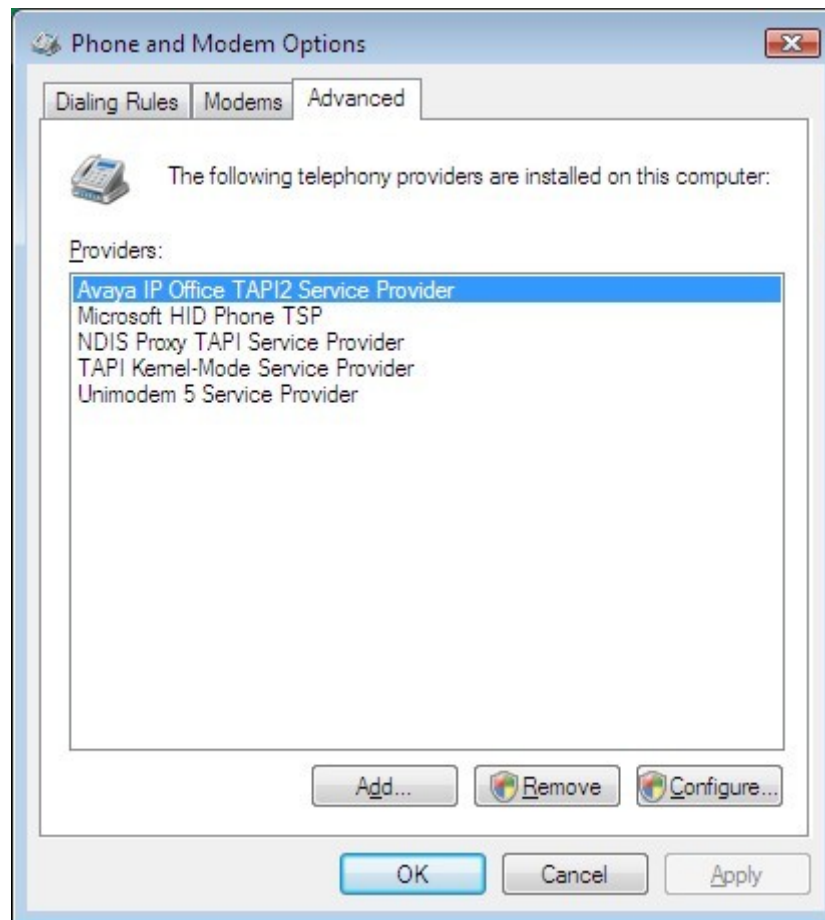
This section provides the procedures for configuring AdvaTel InTouch on the users’ PCs. The procedures include the following areas:

- Administer IP Office TAPI2 Service Provider
- Administer Dialing Rules
- Install AdvaTel InTouch
- First Run

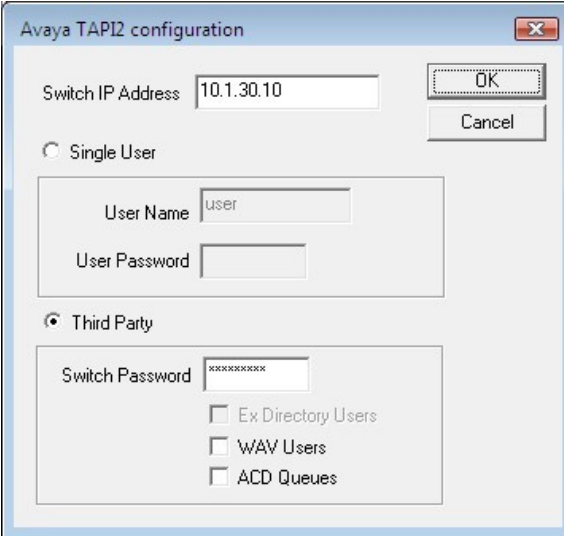
For instructions on the licensing of AdvaTel InTouch, refer to [2].

5.1. Administer Avaya IP Office TAPI2 Service Provider

The Avaya IP Office TAPI2 Service Provider can be installed from the IP Office User CD that came with the system, or downloaded from the Avaya Support website. From the user PC, select **Start > Control Panel > Phone and Modem Options**, to display the **Phone and Modem Options** screen. Select the **Avaya IP Office TAPI2 Service Provider** entry under the **Advanced** tab, and click **Configure**.



The **Avaya TAPI2 configuration** screen is displayed. For **Switch IP Address**, enter the IP address of Avaya IP Office. Select the radio button for **Third Party**, and enter the IP Office System Password into the **Switch Password** field. Click **OK**. Reboot the user PC to effect the change.



The image shows a Windows-style dialog box titled "Avaya TAPI2 configuration". It contains the following elements:

- A text field labeled "Switch IP Address" with the value "10.1.30.10".
- Two buttons in the top right: "OK" and "Cancel".
- A radio button labeled "Single User" which is currently unselected.
- A group box containing:
 - A "User Name" text field with the value "user".
 - A "User Password" text field.
- A radio button labeled "Third Party" which is currently selected.
- A group box containing:
 - A "Switch Password" text field with masked characters "xxxxxxxx".
 - Three unchecked checkboxes:
 - "Ex Directory Users"
 - "WAV Users"
 - "ACD Queues"

5.2. Administer Dialing Rules

From the user PC, select **Start > Control Panel > Phone and Modem Options**, to display the **Phone and Modem Options** screen (not shown). Under the **Dialing Rules** tab, configure a location as per the user's requirements. AdvaTel InTouch uses the **Dialing Rules** settings to translate the telephone number to be called when making an outgoing call. The following shows the location settings used during the compliance testing.

Edit Location

General | Area Code Rules | Calling Card

Location name: Singapore Office

Specify the location from which you will be dialing.

Country/region: Singapore Area code:

Dialing rules

When dialing from this location, use the following rules:

To access an outside line for local calls, dial: 9

To access an outside line for long-distance calls, dial: 9

Use this carrier code to make long-distance calls:

Use this carrier code to make international calls:

☐ To disable call waiting, dial:

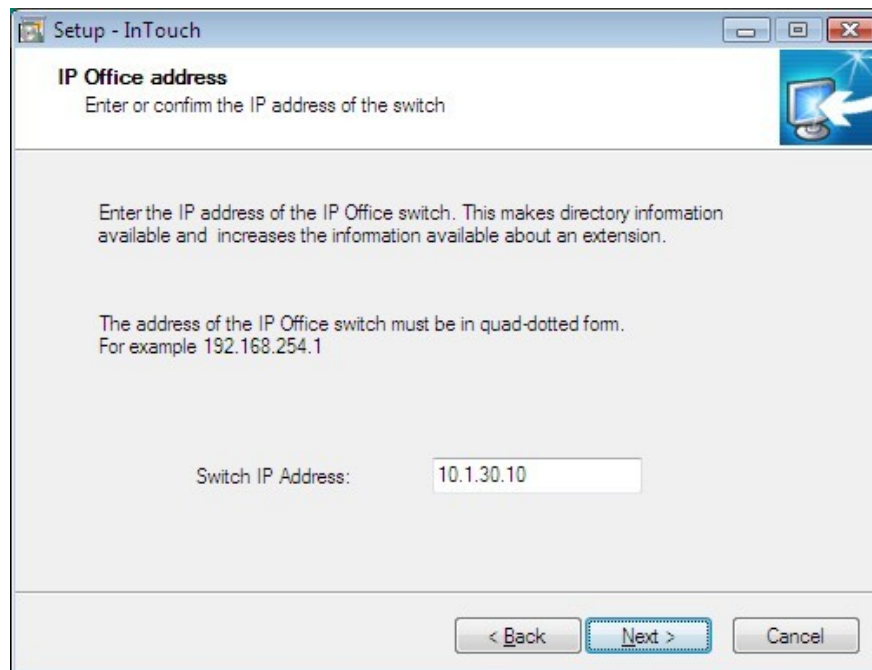
Dial using: ☒ Tone ☐ Pulse

OK Cancel Apply

5.3. Install AdvaTel InTouch

Launch the InTouch setup executable file on the user's PC to start the installation. The following steps will be presented:

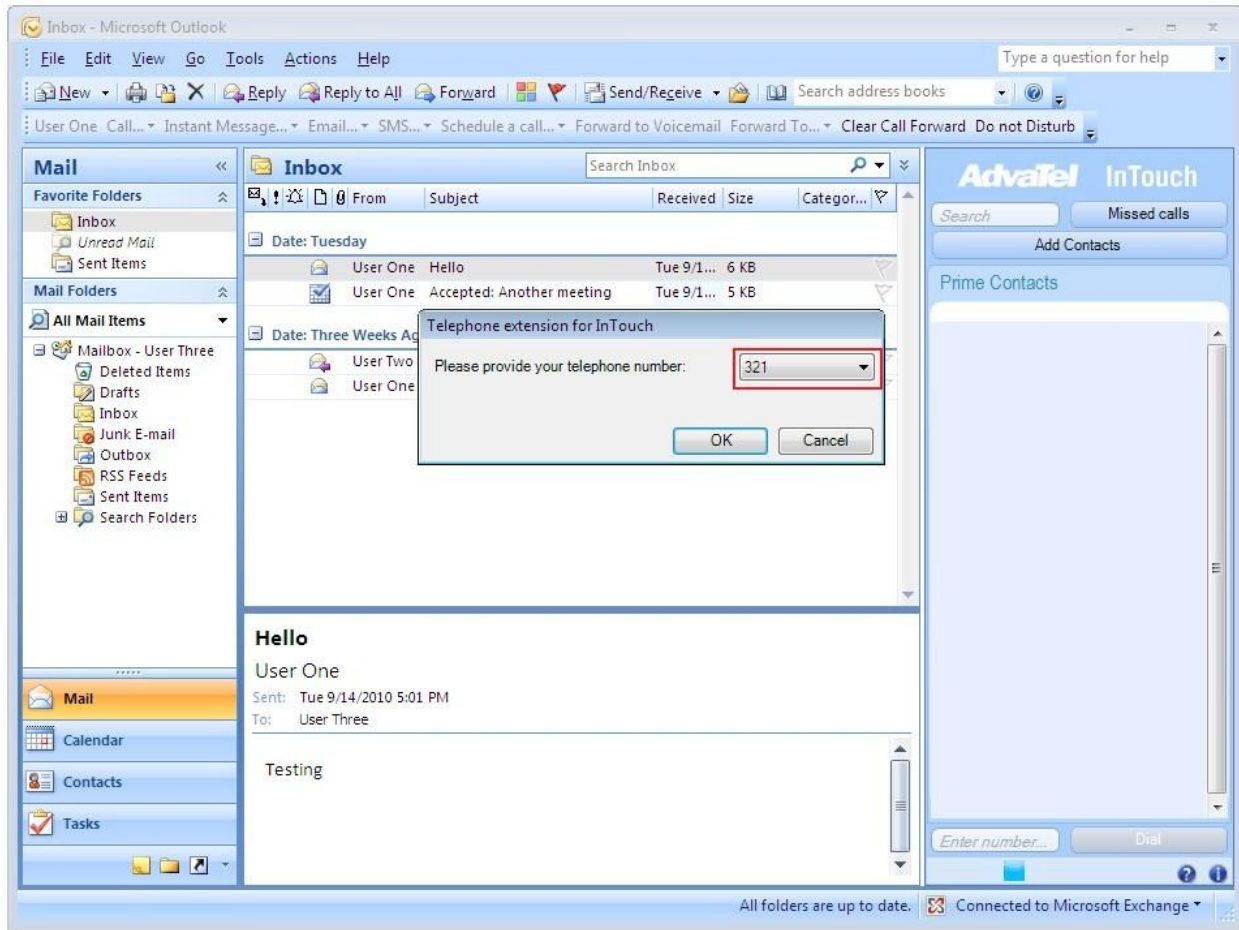
- On the Welcome Screen, click **Next**.
- Accept the license agreement and click **Next**.
- Choose whether or not to enable Yahoo! Messenger integration and click **Next**.
- Enter the IP address of the IP Office in the **Switch IP Address** field and click **Next**.



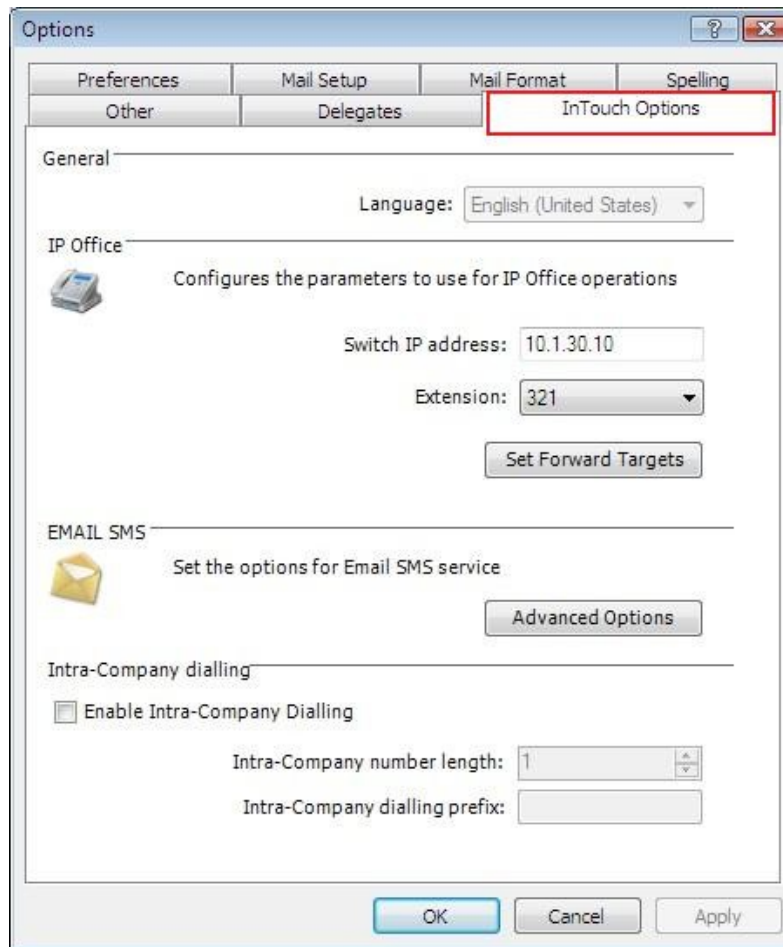
- On the Select Destination Location screen, click **Next**.
- Click **Install** to begin installation and click **Finish** when completed.

5.4. First Run

From the user PC, launch Microsoft Office Outlook. When running AdvaTel InTouch for the first time, the user will be prompted to select their telephone extension from the list of IP Office extensions.



To configure additional options for InTouch, select **Tools > Options** and select the **InTouch Options** tab as shown below.



6. General Test Approach and Test Results

The feature test cases were performed manually.

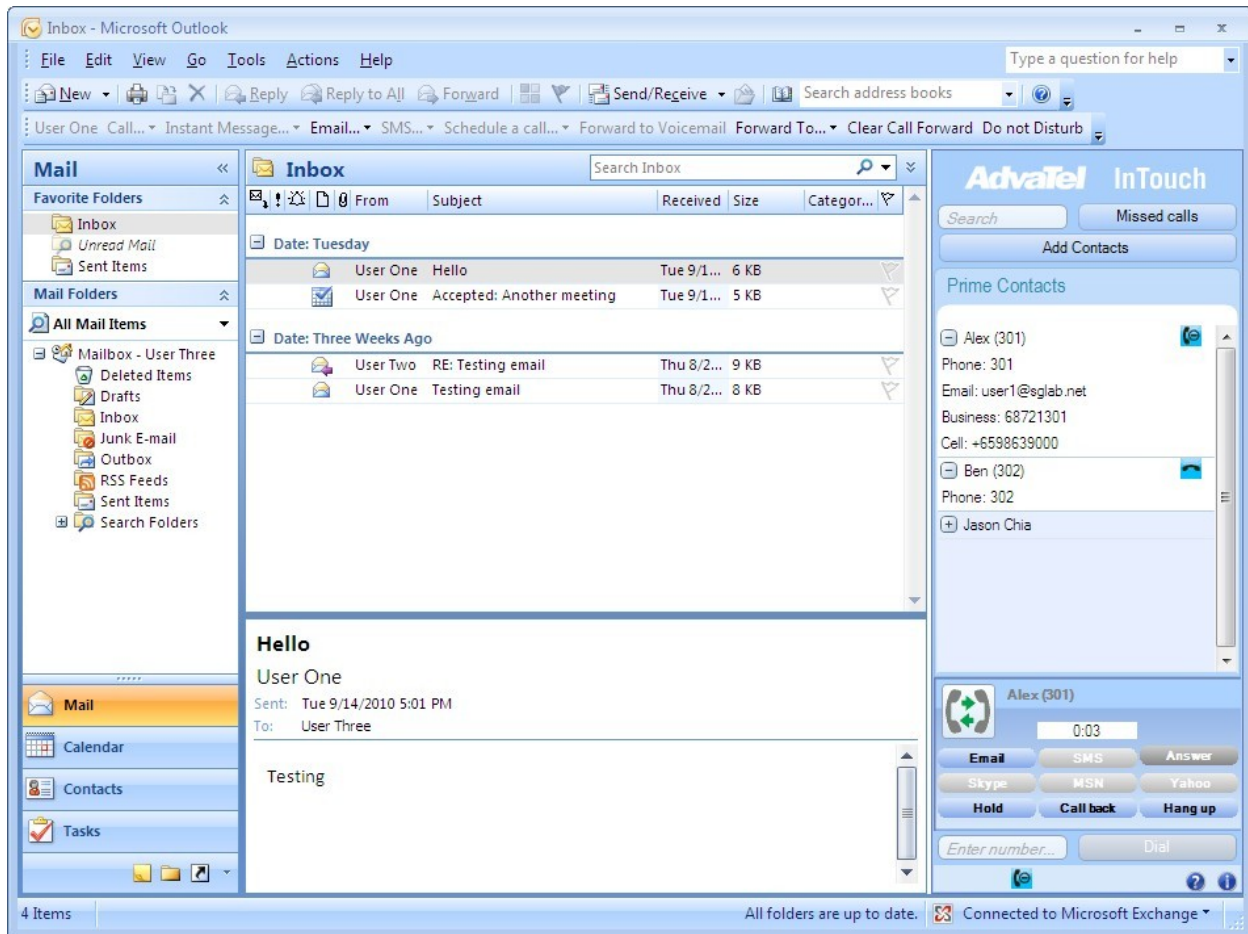
Incoming and outgoing calls were made using AdvaTel InTouch to various destinations such as internal extension, PSTN and overseas. Call control functions such as answer, hold and end calls were exercised using InTouch. Other call functions such as call transfer and conference were performed using the telephone and the proper states of the calls at the telephones and desktop screens were verified.

The serviceability test cases were performed manually by disconnecting and reconnecting the Ethernet cables to Avaya IP Office and the user's PC, and by rebooting the IP Office.

All test cases were executed and passed. An issue was found where the numbers to be dialed were translated wrongly for locations or telephone numbers without area code (e.g. Singapore, Hong Kong). AdvaTel fixed the problem in build 1.0.0.2191.

7. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Avaya IP Office and AdvaTel InTouch. From the user's PC, make a call to another user and verify the accuracy of presence states of the users' extensions, as denoted by the phone icon. Perform call control functions such as hold and hang up using the appropriate buttons on the InTouch panel.



8. Conclusion

These Application Notes describe the configuration steps required for AdvaTel InTouch 1.0 to successfully interoperate with Avaya IP Office 6.0. All feature and serviceability test cases were completed successfully. An issue was found where the numbers to be dialed were translated wrongly for locations or telephone numbers without area code (e.g. Singapore, Hong Kong). AdvaTel fixed the problem in build 1.0.0.2191.

9. 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] *AdvaTel InTouch Administration Guide*, 2010.
- [3] *AdvaTel InTouch User Guide*, 2010.

©2010 Avaya Inc. All Rights Reserved.

Avaya and the Avaya Logo are trademarks of Avaya Inc. All trademarks identified by ® and ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners. The information provided in these Application Notes is subject to change without notice. The configurations, technical data, and recommendations provided in these Application Notes are believed to be accurate and dependable, but are presented without express or implied warranty. Users are responsible for their application of any products specified in these Application Notes.

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at devconnect@avaya.com.