



Avaya Solution & Interoperability Test Lab

Application Notes for SLIT NovaHotel IPO-TAPI and Avaya IP Office – Issue 1.0

Abstract

These Application Notes describe the compliance testing of SLIT NovaHotel IPO-TAPI with Avaya IP Office. SLIT NovaHotel IPO-TAPI is a PC application which enables hotel personnel to configure Avaya IP Office as required to meet the needs of hotel guests. These Application Notes contain an extensive description of the configurations for both NovaHotel IPO-TAPI and Avaya IP Office which were used for testing. The testing which was performed tested the major functions of the NovaHotel IPO-TAPI product.

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.

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1. Introduction

These Application Notes describe the configuration steps required for SLIT NovaHotel IPO-TAPI to successfully interoperate with Avaya IP Office. The NovaHotel IPO-TAPI software is a PC-based application suite that provides features for an end user to use Avaya IP Office in a hospitality environment. The suite is able to manage one or several Avaya IP Office systems, and works as a web-based application to meet the telephony needs of hotels.

NovaHotel IPO-VMPRO is a similar hotel solution for Avaya IP Office from SLIT which provides additional features, but uses Avaya Voicemail PRO as an interface to Avaya IP Office instead of TAPI. This application is not covered by these application notes.

1.1. Interoperability Compliance Testing

The compliance testing included the following test scenarios:

- Verification of guest checkin / checkout.
- Verification of correct operation of guest room transfer.
- Verification that guests can make extension calls.
- Verification that guests can make calls to the PSTN.
- Verification that Direct Inward Dial numbers can be assigned to extensions allowing guests to be dialed directly from the PSTN.
- Verification that guest calls to national, international, and mobile parties are billed correctly.
- Verification that the NovaHotel IPO-TAPI server recovers from network interruptions and unexpected power failures.

1.2. Support

Support from Avaya is available at <http://support.avaya.com/>.

Support from SLIT is available at <http://www.slit.fr/support> and +33(0)4.72.10.16.20

2. Reference Configuration

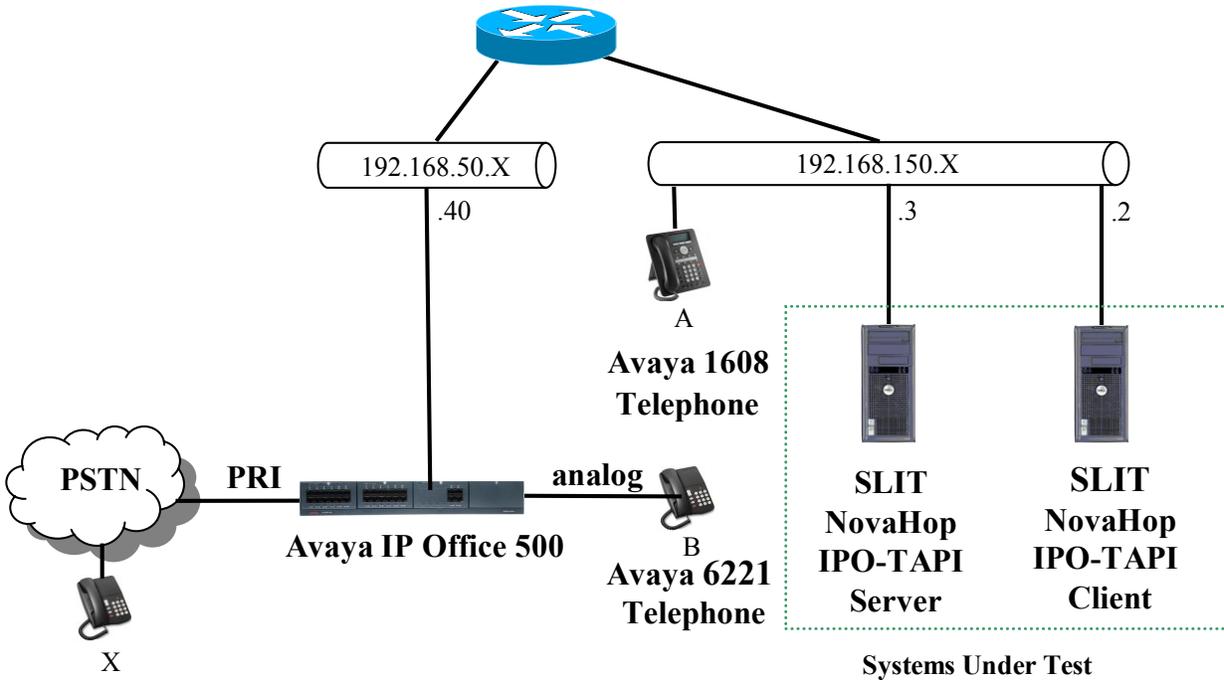


Figure 1: Test System Configuration

The SLIT NovaHotel IPO-TAPI Server in the above diagram performs telephony operations and receives events from Avaya IP Office via TAPI. The NovaHotel IPO-TAPI Client communicates with the NovaHotel IPO-TAPI Server and provides a user interface which allows hotel personnel to administer telephone usage within the hotel.

The following table contains additional information about how each of the telephones contained in the above diagram are configured in Avaya IP Office. Note that the “xxxx” and “yyyy” sequences have been substituted for actual number sequence for security reasons.

Endpoint	Ext	PSTN Number	Station Type
A	50062	069 9073 xxxx 50062	1608
B	50072	069 9073 xxxx 50072	6221
X	N.A.	069 yyyy 6174	N.A.

Table 1: Extensions Used for Testing

3. Equipment and Software Validated

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

Software Component	Component	Version
Avaya IP Office 500	IPO	4.2 (11)
Avaya IP POTS8V2 Analog Gateway	IPO	6.2
Avaya 1608 IP Telephone	Telephone	030
Avaya 6221 Analog Telephone	Telephone	N.A.
Microsoft Windows XP Professional	Client	SP 3
SLIT NovaHotel IPO-TAPI Client	Client	4.1
Avaya TAPI Driver	Server	3.2.16
FireBird Database	Server	2.1
SLIT NovaHotel IPO-TAPI Server	Server	4.1
Microsoft Windows XP Professional	Server	SP 3
Java Virtual Machine	Server	6.0
Apache HTTP Server	Server	2.2.4

Table 2: Equipment and Version Validated

4. Configuration

4.1. Avaya IP Office

All configuration steps for Avaya IP Office were performed using the IP Office Manager program.

4.1.1. Licenses

The following table contains a list of licenses which are required for Avaya IP Office. Available licenses can be confirmed by selecting the “Licenses” icon.

License
CTI Link Pro

Table 3: License Requirements

4.1.2. System

Select the “System” icon and enter the parameters shown in the following table.

Tab	Parameter	Usage
CDR/SMDR	Output	Select “SMDR Only” from the drop-down menu.
	IP Address	Enter the IP address of the NovaHotel IPO-TAPI server.
	TCP Port	Enter the port which is configured for the NovaHotel IPO-TAPI server in Figure 19 .

Table 4: IP Office System Parameters

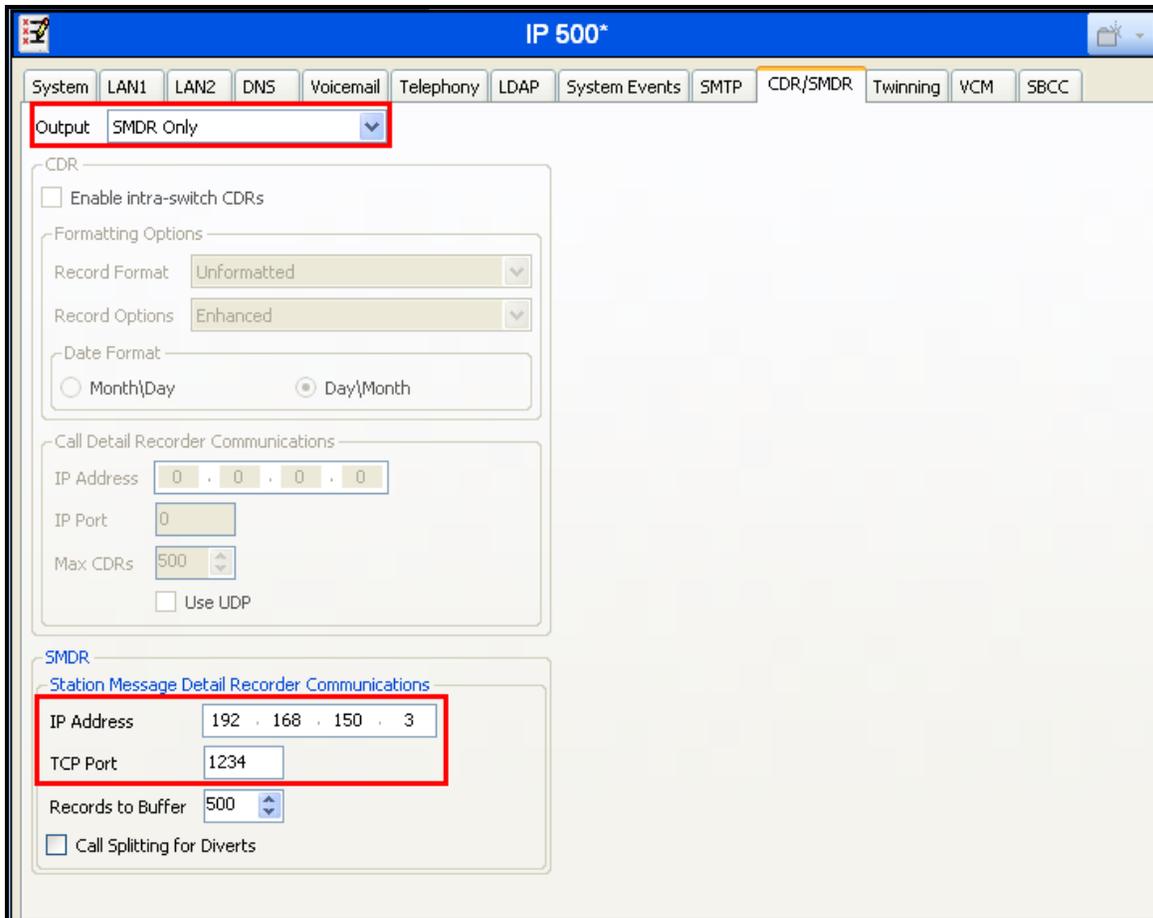


Figure 2: IP Office System: CDR/SMDR Tab

4.1.3. User Rights

Navigate to the “User Rights” configuration screen by selecting the “User Rights” icon from the top-level configuration screen. Create User Rights for “checkin” and “checkout” which are to be assigned to check-in and checkout guests respectively. The “checkin” User Rights should have the “Outgoing Call Bar” disabled to allow checked-in guests to make calls. The “checkout” User Rights should have the “Outgoing Call Bar” enabled to prevent guests who are not checked in from making calls.

The screenshot shows the 'User Rights' configuration for the 'checkin' user. On the left, a table lists users: 'checkin' with priority 5 and 'External Call Barring' set to 'No', and 'checkout' with priority 5 and 'External Call Barring' set to 'Yes'. The main configuration area for 'checkin' includes fields for Name, Locale, Priority, and several checkboxes: 'Enable voicemail', 'Enable voicemail ringback', 'Enable do not disturb', and 'Enable outgoing call bar'. The 'Enable outgoing call bar' checkbox is unchecked and highlighted with a red box. The right side of the configuration area indicates that most settings are 'Not part of User Rights', while 'Enable outgoing call bar' is set to 'Apply User Rights value'.

Name	Priority	External Call Barring
checkin	5	No
checkout	5	Yes

Figure 3: User Rights: checkin

The screenshot shows the 'User Rights' configuration for the 'checkout' user. On the left, the same table as in Figure 3 is shown, but 'checkout' is selected. The main configuration area for 'checkout' is identical to Figure 3, but the 'Enable outgoing call bar' checkbox is checked and highlighted with a red box. The right side of the configuration area indicates that most settings are 'Not part of User Rights', while 'Enable outgoing call bar' is set to 'Apply User Rights value'.

Name	Priority	External Call Barring
checkin	5	No
checkout	5	Yes

Figure 4: User Rights: checkout

In addition, the extensions for hotel rooms must initially be set to the “checked-out” state by including them as members of “checkout” User Rights.

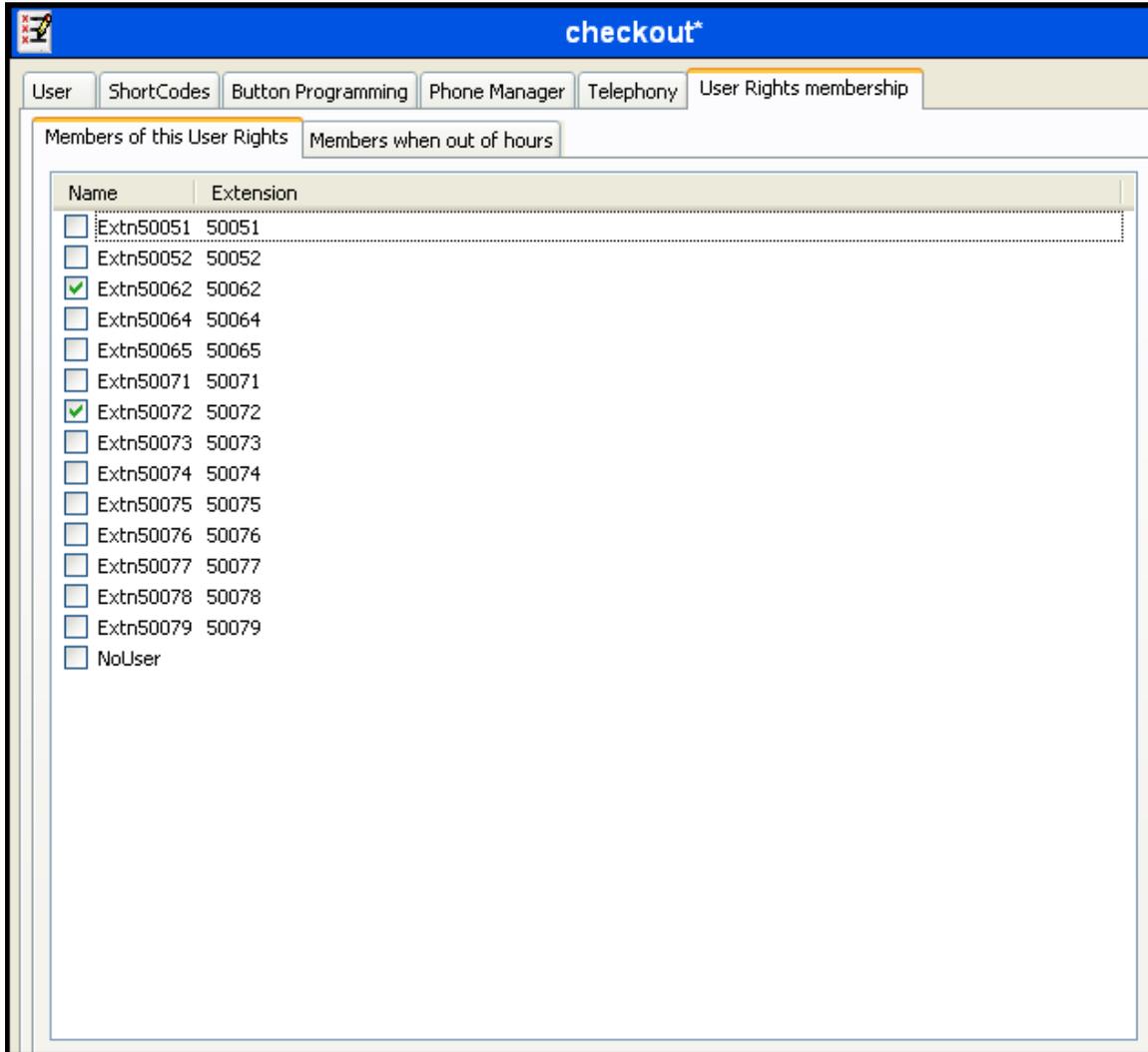


Figure 5: “checkout” User Rights Membership

4.1.4. PRI Line

Select the “IP-Route” icon and create a route with the parameters shown in the following table.

Tab	Parameter	Value
PRI Line	Line Subtype	Select “ETSI” from the drop-down menu.
	Incoming Group ID	Assign an unused group ID.
	Outgoing Group ID	Assign the same value as for the “Incoming Group ID”.
	Channels	Assign all channel count values to the maximum value of 30.
	Cost Per Charging Unit	Enter the communication unit cost multiplied by 10000: €0.0618 x 10000 = 618.

Table 5: PRI Line Parameters

The screenshot shows the configuration window for 'PRI 30 - Line 13'. The 'Channels' tab is selected. The following parameters are visible and highlighted with red boxes:

- Line SubType:** ETSI (dropdown menu)
- Incoming Group ID:** 5
- Outgoing Group ID:** 5
- Number of Channels:** 30
- Outgoing Channels:** 30
- Voice Channels:** 30
- Data Channels:** 30
- Cost Per Charging Unit:** 618

Other visible parameters include: Line Number (13), Card (4), Port (P1), TEI (0), Prefix (0), National Prefix (00), International Prefix (000), CRC Checking (checked), Clock Quality (Network), Line Signalling (CPE), Add 'Not end-to-end ISDN' Information Element (Never), and several unchecked options like Supports Partial Rerouting, Force Number Plan to ISDN, Support Call Tracing, Active CCBS Support, and Passive CCBS Support.

Figure 6: PRI Line: Standard Tab

4.1.5. Shortcodes

Create a shortcode to route outgoing calls to the PRI line. Suppress the calling party number to prevent the called party from attempting to call back to the calling extension. Calls to the hotel should be made to the main hotel number, and not guest extensions.

Parameter	Usage
Code	Enter "0N".
Feature	Select "Dial" from the drop-down menu.
Telephone Number	Enter "NW", which suppress the calling party number.
Line Group Id	Enter the line group number assigned to the PRI line, which is defined in Figure 6 .

Table 6: Outgoing Call Shortcode Parameters

The screenshot shows a web-based configuration interface for a shortcode. The title bar is blue and contains the text "ON: Dial". Below the title bar is a tab labeled "Short Code". The main content area contains several form fields: "Code" with the value "0N", "Feature" with a dropdown menu showing "Dial", "Telephone Number" with the value "NW", "Line Group Id" with a dropdown menu showing "5", "Locale" with a dropdown menu, and "Force Account Code" with an unchecked checkbox. A red rectangular box highlights the "Code", "Feature", "Telephone Number", and "Line Group Id" fields.

Figure 7: Outgoing Call Shortcode Screen

4.2. Configure TAPI Client Driver

Install the Avaya IP Office TAPI client on the PC where the NovaHotel IPO-TAPI server is installed.

The server has to be rebooted after the settings have been modified.

Parameter	Usage
Switch IP Address	Enter the IP address of the Avaya IP Office main unit.
Third Party	Select this radio button.
Switch Password	Enter the password assigned to Avaya IP Office.

Table 7: TAPI Client Configuration Parameters

The screenshot shows the 'Avaya TAPI2 configuration' dialog box. The 'Switch IP Address' field is set to '192.168.50.40'. The 'Third Party' radio button is selected. The 'Switch Password' field is masked with asterisks. There are three checkboxes below: 'Ex Directory Users', 'WAV Users', and 'ACD Queues', all of which are currently unchecked. The 'OK' and 'Cancel' buttons are visible in the top right corner.

Figure 8: TAPI Client Configuration Screen

4.3. Install and Configure NovaHotel IPO-TAPI Server

The screen shots and much of the corresponding installation instructions in this section are in French. The following is a (very) brief refresher course for those who may have forgotten their French:

Function Keys		Fields	
French	English	French	English
Annuler	Cancel	Chambre	Room
Aide	Help	Clef	Key
Créer	Create	Lancement	Launch
Installer	Install	Liaison	Connection
Modifier	Modify	Lits	Beds
Suivant	Next	Nom	Name
Parcourir	Browse	Place	Location
Précédent	Previous	Poste	Extension
Valider	Validate	Tarif	Price
Quitter	Quit		
Terminer	Finish		

Table 8: French / English Translation

Insert the NovaCom install media and let it auto-start the install tool. Click “NovaCom Client/Serveur”.



Figure 9: NovaCom Autostart Greeting Screen

Click “Suivant”.

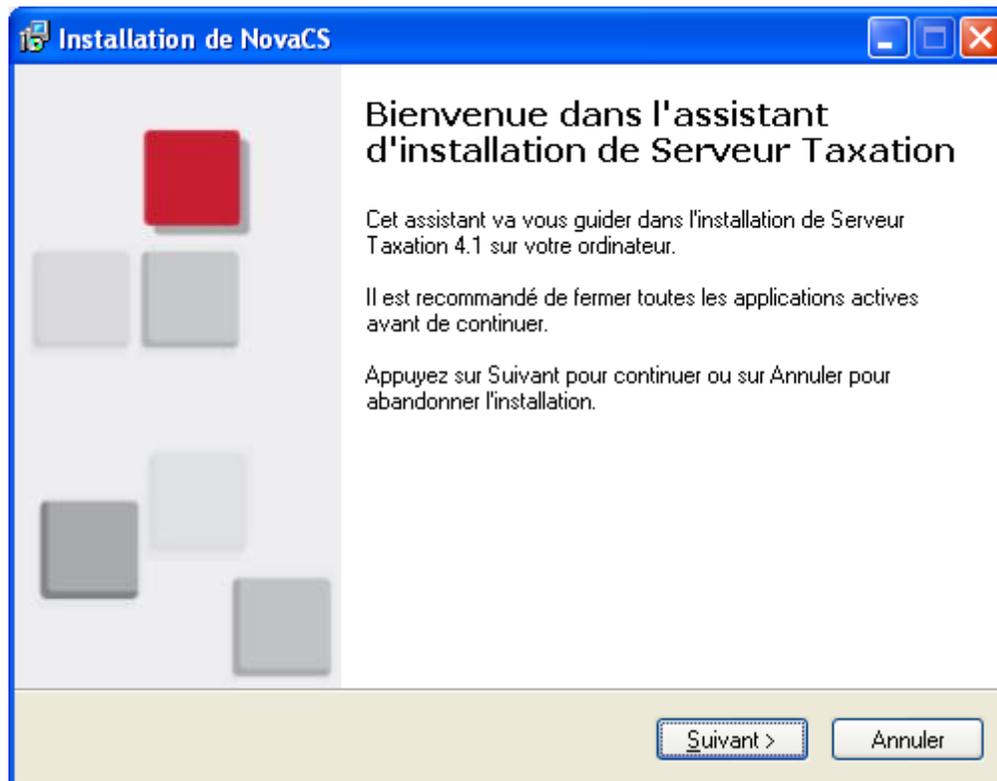


Figure 10: NovaCom Server Installation Wizard Greeting Screen

Select the first radio button if you accept the license conditions and click “Suivant”.

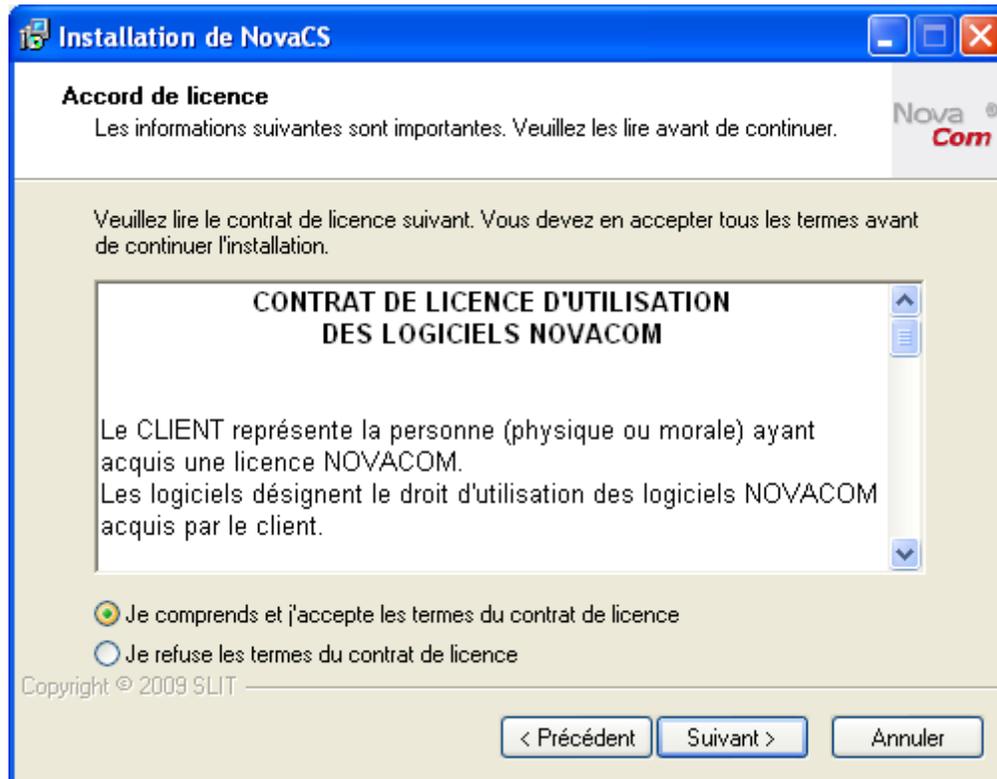
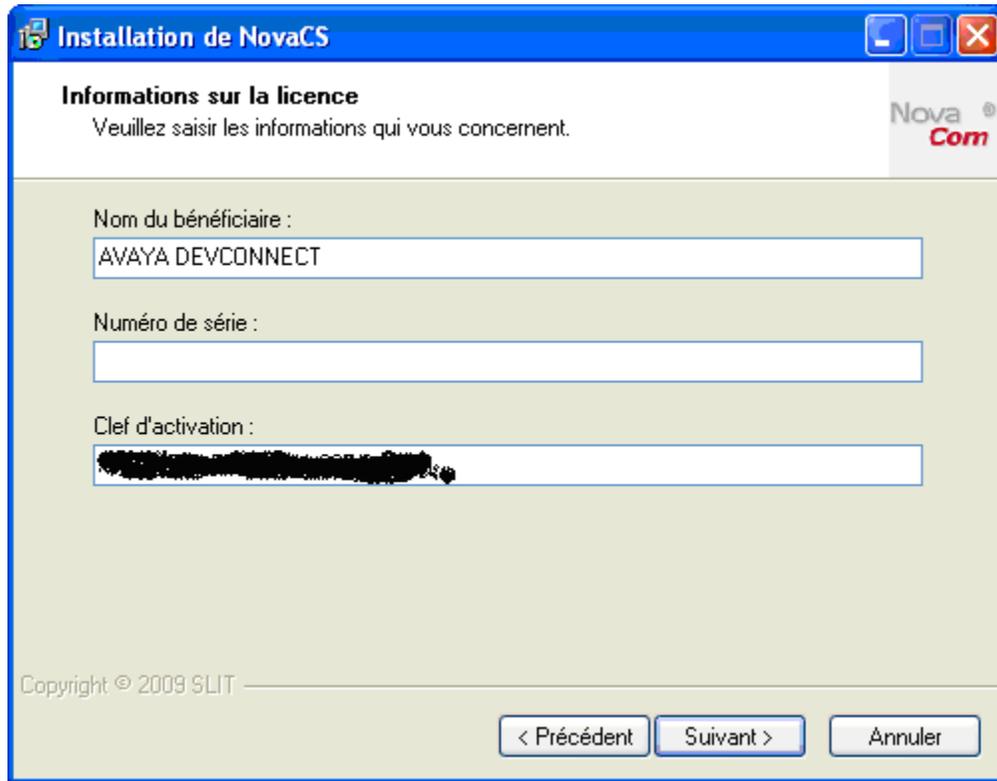


Figure 11: NovaCom License Acceptance Screen

Enter a user name in the first field and an activation code in the “Clef d’activation” field and click “Suivant”.



The screenshot shows a Windows-style window titled "Installation de NovaCS". The main content area is titled "Informations sur la licence" and contains the instruction "Veuillez saisir les informations qui vous concernent." in the top right corner, next to the "Nova Com" logo. Below this, there are three input fields: "Nom du bénéficiaire :" with the text "AVAYA DEVCONNECT" entered; "Numéro de série :" which is empty; and "Clef d'activation :" which contains a heavily obscured, blacked-out activation key. At the bottom left, it says "Copyright © 2009 SLIT". At the bottom right, there are three buttons: "< Précédent", "Suivant >", and "Annuler".

Figure 12: NovaCom License Key Entry Screen

Click “Suivant” for subsequent screens until reaching the “Utilisateurs et profils” screen. Click “Suivant”.

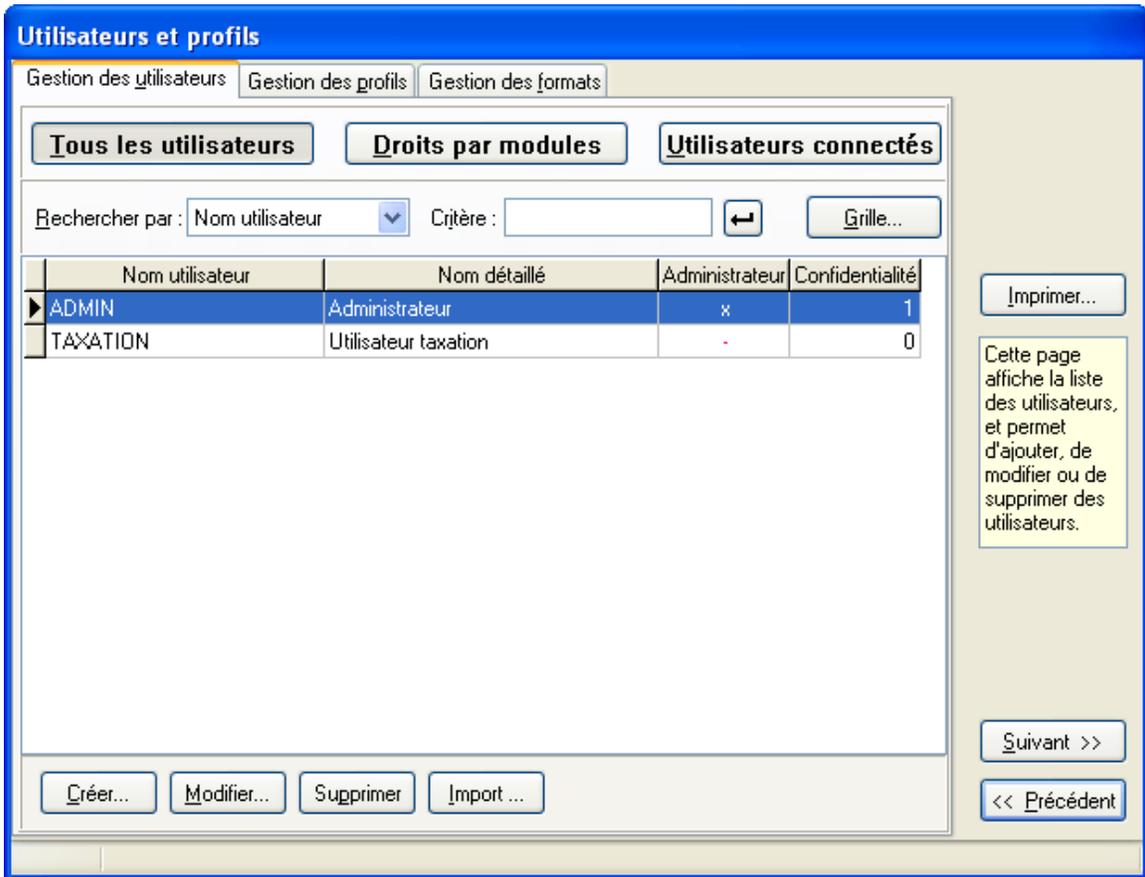


Figure 13: User Profile Screen

For the “Numérotation” tab, enter the parameters shown in the following table and click “Suivant”.

Parameter	Usage
La numérotation externe	Enter the prefix used to dial external calls.
La numérotation abrégée	Enter the length of local extensions.
Nombre de chiffres...	Enter the number of digits used to dial an external number.

Table 9: Annuaire Numérotation Configuration Parameters

Annuaire

Hiérarchies et champs | **Numérotation**

Poste obligatoire pour les abonnés :

Préfixe pour :

- La numérotation externe : 0
- La numérotation abrégée : 5

Nombre de chiffres validant l'ajout du préfixe pour la numérotation externe : 10

Cette page permet le paramétrage de tous les champs de l'annuaire ainsi que les niveaux hiérarchiques de la suite.

Suivant >>

<< Précédent

Figure 14: Annuaire Numérotation Screen

For the “Chambres” tab, set the parameters as shown in the following table.

Parameter	Usage
Compte téléphonique	Check this box.
DHM	Select the “DHM sans attente” radio button.
Gestion des sorties permissionnaires	Check this box.

Table 10: Hôtel: Chambres Configuration Parameters

Hôtel

Comptes gérés

Compte téléphonique :

Compte télévision :

Compte divers :

DHM

Pas de DHM

DHM avec attente

DHM sans attente

Mode de fonctionnement

Chambres Comptes Factures Forfait SDA Télévision Dates

Si chambre occupée, le nouveau patient chasse l'occupant actuel :

Si chambre occupée, le nouveau patient sort l'occupant actuel :

Si chambre occupée, le nouveau patient est mis dans le couloir :

Si chambre inconnue, alors arrivée ou mouvement impossible (erreur) :

Possibilité de saisir directement le nom du lit lors de l'arrivée d'un patient :

Gestion des sorties permissionnaires :

Type de champs

Champs clients Champs lits

Fixes Libres Libres

Libellé	Obligatoire	Visibilité	Nb de caractères
Genre	Non	Géré	0
I.E.P.	Oui	Géré / Visible	0
I.P.P.	Oui	Géré / Visible	0
Prénom	Oui	Géré	0

Modifier

Suivant >>

<< Précédent

Modifié

Cette page permet de configurer le fonctionnement ainsi que les champs du module Hôpital.

Figure 15: Hôtel: Chambres Configuration Screen

For the “Comptes” tab, check the “Lors de l’arrivée d’un guest, le compte téléphonique s’ouvre automatiquement” box and click “Suivant”.

Hôtel

Comptes gérés

Compte téléphonique :

Compte télévision :

Compte divers :

DHM

Pas de DHM

DHM avec attente

DHM sans attente

Mode de fonctionnement

Chambres Comptes Factures Forfait SDA Télévision Dates

Lors du départ d'un patient, le solde de son compte téléphonique est supprimé :

Lors de l'arrivée d'un patient, le solde de son compte général est supprimé :

même si le solde de son compte est négatif :

Mouvement autorisé même si le tarif du nouveau lit est différent de l'ancien :

Lors de l'arrivée d'un patient, le compte téléphonique s'ouvre automatiquement :

Le coût de la dernière communication avant coupure est celui du seuil de coupure

Cette page permet de configurer le fonctionnement ainsi que les champs du module Hôpital.

Type de champs

Champs clients Champs lits

Fixes Libres Libres

Libellé	Obligatoire	Visibilité	Nb de caractères
Genre	Non	Géré	0
I.E.P.	Non	Non géré	0
I.P.P.	Non	Non géré	0
Prénom	Oui	Géré	0

Modifier

Suivant >>

<< Précédent

Modifié

Figure 16: Hôtel: Comptes Configuration Screen

Double click on the first entry.

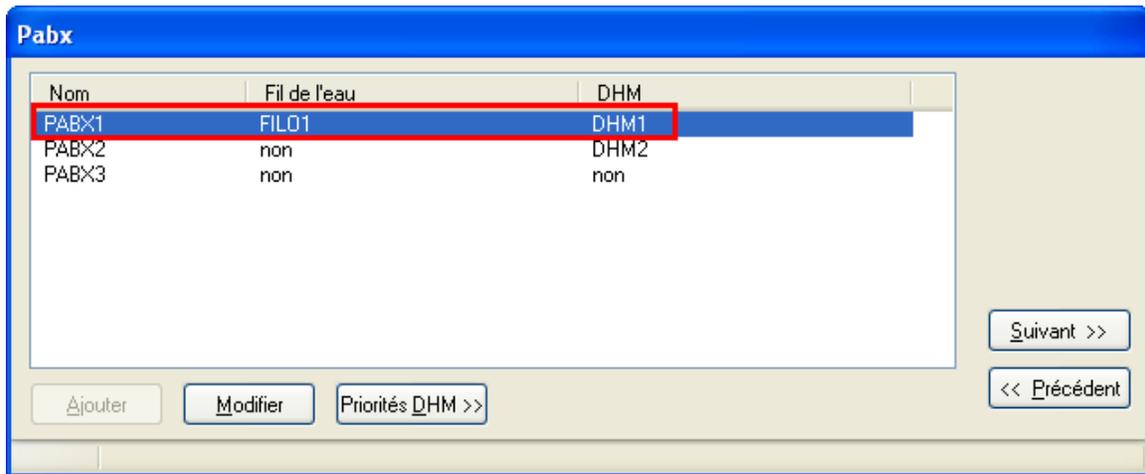


Figure 17: PBX Selection Screen

Click "Liaison" under "Fil de l'eau".

Modification d'un Pabx

Nom : Rattaché au niveau hiérarchique : ... Eff.

Code pays où se situe le pabx : (France = 0033)

Fil de l'eau

(Liaison "BT direct")

Opérateurs Fonctionnement Coût minimal

Taxation à la durée :

Répertoire :

Reconnaissance des opérateurs :

Opérateur	Identifiant	Valeur
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DHM

(Liaison "Série directe")

Mise à jour des noms : administratifs dans le pabx.
hospitaliers

Topologie

Pabx gérés par le fil de l'eau courant :

Nom

Pabx du site :

Nom
PABX2
PABX3

Cette page permet le paramétrage du Fil de l'Eau, des opérateurs, de la topologie de Fil de l'Eau, du DHM.

Modifié

Figure 18: PBX Configuration Screen

Set the fields as shown in the following table and click “Modifier”.

Parameter	Usage
Type de liaison	Select “TCP/IP” from the drop-down menu.
Lancement	Select “Automatique” from the drop-down menu.
Modèle de Pabx	Select “IP_OFFICE” from the drop-down menu.
Address IP	Leave the value at the default of “0.0.0.0”. When running as a server, SLIT NovaHotel IPO-TAPI does not need to know the address of Avaya IP Office.
Protocole réseau	Select “tcp” from the drop-down menu.
N° du port	Enter an otherwise unused port number. This must match the value used in Figure 2 .
Mode serveur	Click this box.

Table 11: CDR Connection Configuration Parameters

Figure 19: Connection Configuration Screen

Verify that the “Fil de l’eau” Liaison is “TCP/IP”. Enter the international dial code for country in which the server is located and click “Modifier”. Click “Liaison” under the “DHM” heading.

Modification d'un Pabx

Nom : PABX1 Rattaché au niveau hiérarchique : Site Eff.

Code pays où se situe le pabx : 0049 (France = 0033)

Fil de l'eau

Liaison ... (Liaison "TCP/IP")

Opérateurs Fonctionnement Coût minimal

Taxation à la durée :

Répertoire : Répertoire ... Opérateurs ...

Reconnaissance des opérateurs :

Opérateur	Identifiant	Valeur
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Ajouter Modifier Supprimer

Topologie

Pabx gérés par le fil de l'eau courant :

Nom

Pabx du site :

Nom
PABX2
PABX3

DHM

Liaison ... (Liaison "Série directe")

Mise à jour des noms : administratifs dans le pabx.
hospitaliers

Modifier

Modifier Annuler Aide

Cette page permet le paramétrage du Fil de l'Eau, des opérateurs, de la topologie de Fil de l'Eau, du DHM.

Figure 20: PBX Configuration after Connection Selection Screen

Select the fields as shown and click “Paramétrer le DHM”:

The screenshot shows a window titled "Modification d'une liaison". It contains several configuration options:

- Type de liaison:** TAPI (highlighted with a red box)
- Lancement:** Automatique (highlighted with a red box)
- Modèle de Pabx:** IP OFFICE (highlighted with a red box)
- Paramétrer le DHM:** A button highlighted with a red box.
- Transparence DHM:** Archivage: conservation de 30 jours.
- Gestion des films vocaux:** Poste: Clef localisée: Clef généralisée:
- À partir d'un serveur distant:** [Empty text box]
- Paramètres supplémentaires:** [Empty text box]
- Parameters:**
 - Marque: AVAYA
 - Modèle: IP OFFICE
 - Version: 1
 - Commentaire: Fonctionnement par TAPI
 - Liaison: 9600 bauds, bits de données = 8, parité = N, bits de stop = 1

Buttons on the right: Modifier, Annuler, Aide.

Figure 21: Protocol Configuration Screen

Click “Valider” without entering a password.

The screenshot shows a window titled "Mot de passe PABX". It contains a "Sécurité" section with a padlock icon and a "Mot de passe" text box. The "Valider" button is highlighted.

Figure 22: TAPI Client Configuration Screen

Click “Modifier” to confirm the changes.

Modification d'une liaison

Type de liaison : TAPI

Transparence DHM

Archivage : conservation de 30 jours.

Gestion des films vocaux : Poste : Clef localisée : Clef généralisée :

Lancement : Automatique

A partir d'un serveur distant : []

Paramètres supplémentaires : []

Modèle de Pabx : IP OFFICE

Paramétrer le DHM

Marque : AVAYA

Modèle : IP OFFICE

Version : 1

Commentaire : Fonctionnement par TAPI

Liaison : 9600 bauds, bits de données = 8, parité = N, bits de stop = 1

Modifié

Modifier

Annuler

Aide

Figure 24: Connection Modification Confirmation Screen

Verify that the “DHM” “Liaison” is “TAPI”. Click “Modifier”.

The screenshot shows a software window titled "Modification d'un Pabx". At the top, there are fields for "Nom" (PABX1), "Rattaché au niveau hiérarchique" (Site), and "Code pays où se situe le pabx" (0049). Below these are tabs for "Opérateurs", "Fonctionnement", and "Coût minimal". The "Opérateurs" tab is active, showing a table with columns "Opérateur", "Identifiant", and "Valeur". Below the table are buttons for "Ajouter", "Modifier", and "Supprimer". To the right, there are sections for "Topologie" and "Pabx du site". At the bottom, there is a section for "DHM" with a checked checkbox and a "Liaison ..." button. Below this are checkboxes for "administratifs" and "hospitaliers". On the right side of the window, there are buttons for "Modifier", "Annuler", and "Aide", along with a help text box.

Modification d'un Pabx

Nom : PABX1 Rattaché au niveau hiérarchique : Site Eff. Code pays où se situe le pabx : 0049 (France = 0033)

Fil de l'eau

Liaison ... (Liaison "TCP/IP")

Opérateurs Fonctionnement Coût minimal

Taxation à la durée :

Répertoire : Répertoire ... Opérateurs ...

Reconnaissance des opérateurs :

Opérateur	Identifiant	Valeur
-----------	-------------	--------

Ajouter Modifier Supprimer

DHM

Liaison ... (Liaison "TAPI")

Mise à jour des noms : administratifs dans le pabx. hospitaliers

Topologie

Pabx gérés par le fil de l'eau courant :

Nom

Pabx du site :

Nom
PABX2
PABX3

Modifier Annuler Aide

Cette page permet le paramétrage du Fil de l'Eau, des opérateurs, de la topologie de Fil de l'Eau, du DHM.

Modifié

Figure 25: PBX Modification Confirmation Screen

Click “Suivant” on subsequent screens until reaching the Completion Confirmation Screen. Click “Terminer”.

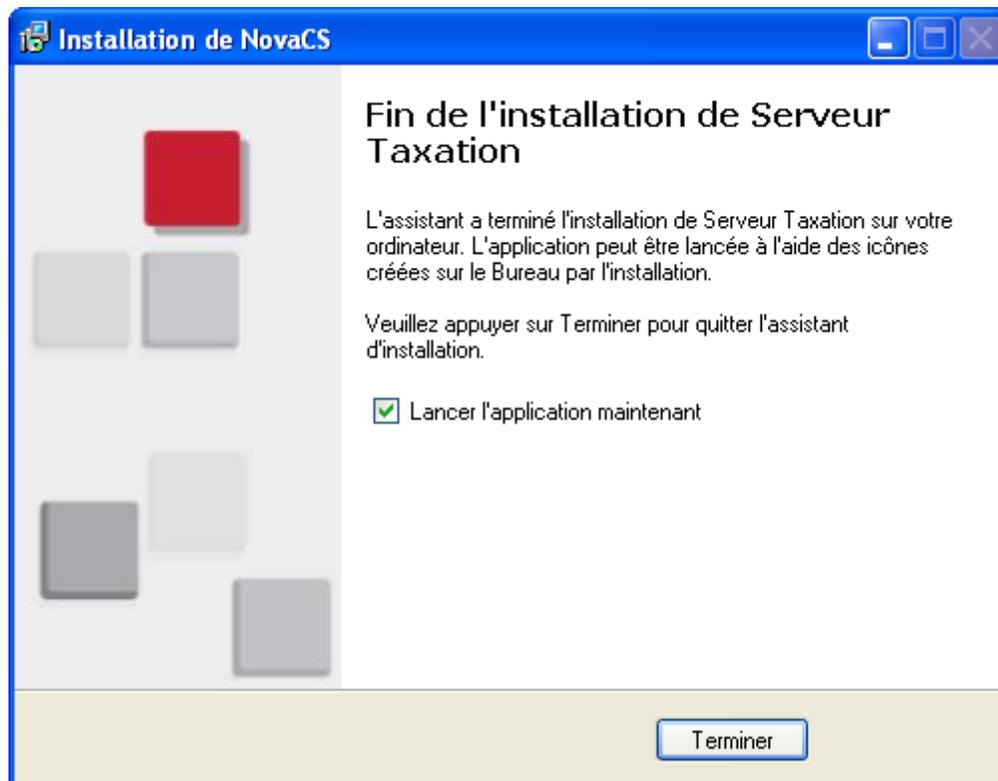


Figure 26: Completion Confirmation Screen

4.4. Configure the NovaHotel IPO-TAPI Client

The NovaHotel client is a web-based application which can be run from any web browser with connectivity to the NovaHotel server. The NovaHotel client does not need to be configured.

5. General Test Approach and Test Results

The compliance testing done between SLIT NovaHotel IPO-TAPI and Avaya IP Office was performed manually. The tests were all functional in nature, and no performance testing was done. All tests which were performed produced the expected result. **Section 1.1** contains a list of tests which were performed.

6. Verification Steps

The correct installation and configuration of NovaHotel IPO-TAPI server can be verified by performing the steps shown below.

1. Double click on the “man with a red cap” icon in Systray (highlighted by oval) in order to view the “Gardien NovaCS” window.

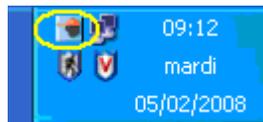


Figure 27: Systray Screen

2. Double click on the DHMx entry in the screen (the number after DHM may vary depending on the number of PBX) in order to view the "NovaDHM" window

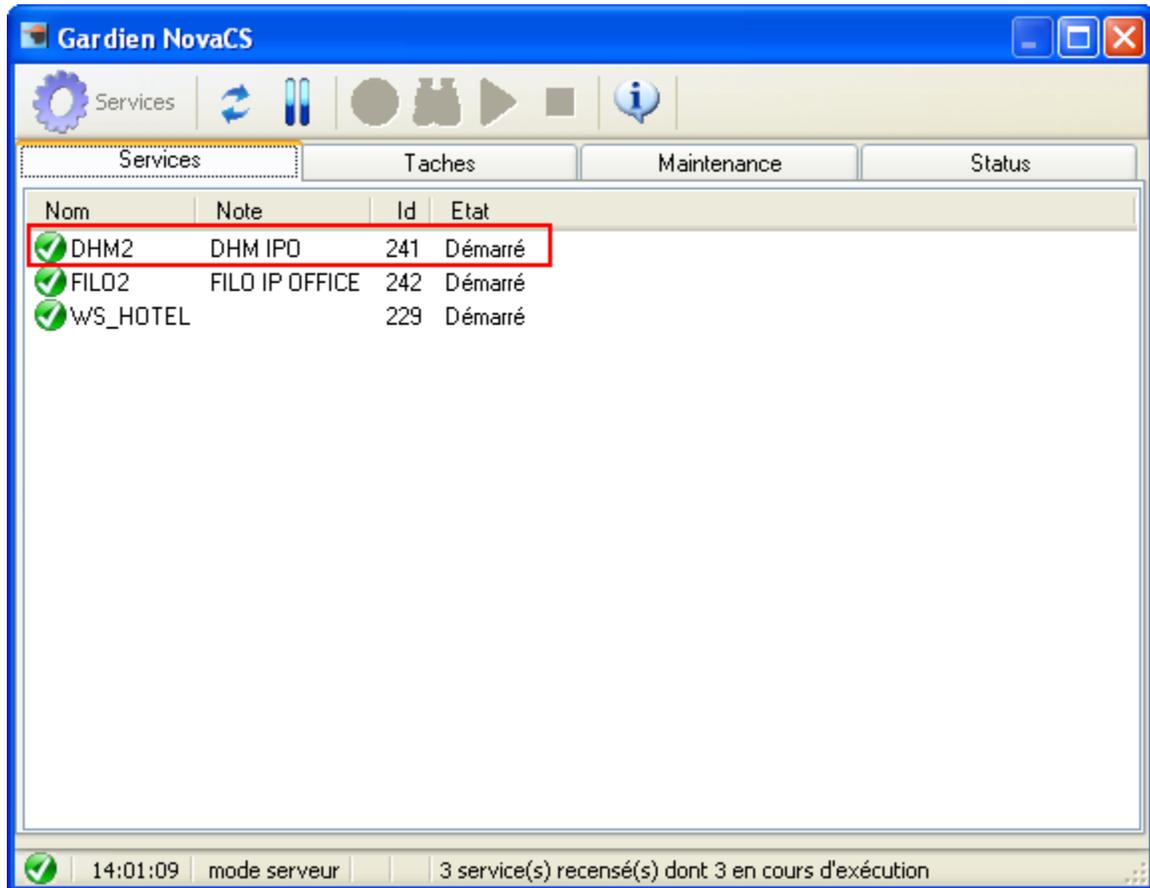


Figure 28: Gardien NovaCS Screen

3. Create a guest arrival from the NovaHotel module. When all parameters are correctly set, the magenta text should display the list of extensions and the green text should display the command for opening the extension.

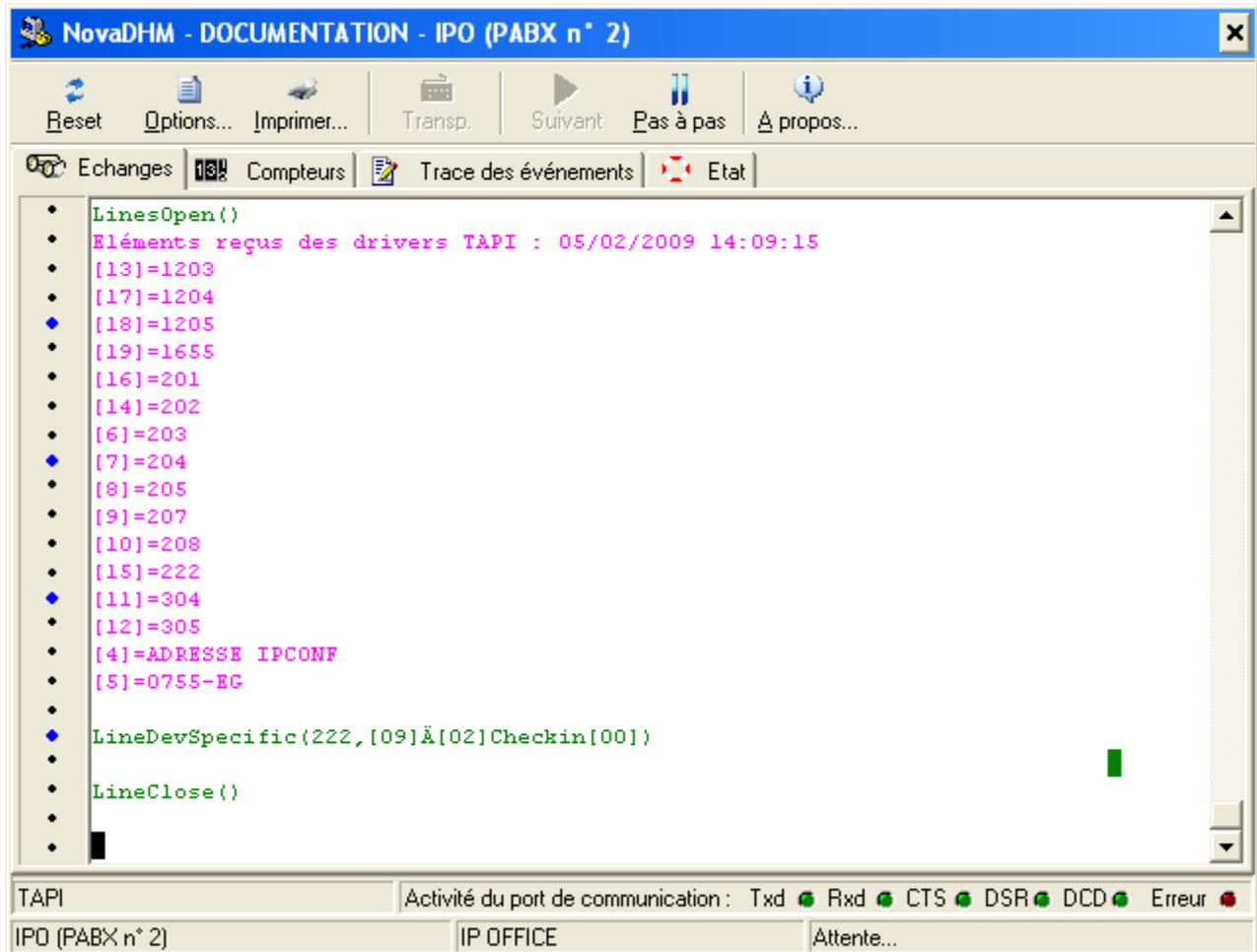


Figure 29: NovaDHM Trace Screen

- Using IP Office Manager, verify that the user rights of the extension have been changed to reflect the checkin operation.

The screenshot shows the 'User Rights' configuration page for extension 222. The page title is 'Extn222: 222'. The 'User Rights' section is expanded, showing several dropdown menus. The 'Working hours User Rights' dropdown is highlighted with a red box and contains the value 'checkin'. Other dropdowns include 'User Rights view' (Working hours User Rights), 'Working hours time profile' (<None>), and 'Out of hours User Rights'.

Field	Value
Name	Extn222
Password	
Confirm Password	
Full Name	
Extension	222
Locale	
Priority	5
Ex Directory	<input type="checkbox"/>
Device Type	Analogue Handset
User Rights view	Working hours User Rights
Working hours time profile	<None>
Working hours User Rights	checkin
Out of hours User Rights	

Figure 30: IPO User Rights after Checkin Screen

7. Conclusion

These Application Notes contain instructions for configuring Avaya IP Office to connect to the NovaHotel IPO-TAPI. A list of instructions is provided to enable the user to verify that the various components have been correctly configured.

8. Additional References

This section references documentation relevant to these Application Notes. The Avaya product documentation is available at <http://support.avaya.com>.

- [1] *Administrator Guide for Avaya IP Office*, January 2008, Issue 4.0, Document Number 03-300509.
- [2] *Feature Description and Implementation for Avaya IP Office*, January 2008, Issue 6, Document Number 555-245-205.
- [3] NovaHotel IPO-TAPI Product Description: NovaHotel.pdf v4.1 (delivered with the NOVA CD)

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