Avaya Solution & Interoperability Test Lab

Application Notes for Configuring Computer Instruments e-IVR IP Phone Pager, with Avaya 9600 IP Phones – Issue 1.0

Abstract

These Application Notes describe the procedure for configuring Computer Instruments IP Pager to interoperate with specific Avaya 9600 Series IP Telephones.

Computer Instruments *e*-IVR™ IP Phone Pager allows internal paging communication by voice or text messaging via an IP Phone. A text message can be displayed (on the IP Phone display screen) alone or accompanying a voice page.

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.

©2012 Avaya Inc. All Rights Reserved.

1. Introduction

These Application Notes describe the procedure for configuring Computer Instruments e-IVR IP Phone Pager to interoperate with Avaya 9600 Series IP Phones. In this compliance test, some IP Phones were registered with Avaya Aura® Communication Manager and some with Avaya IP Office.

Computer Instruments *e*-IVR™ IP Phone Pager allows internal paging communication by voice or text messaging via an IP Phone. A text message can be displayed (on the IP Phone display screen) alone or with an accompanying voice page.

The e-IVR IP Pager is integrated with the 9600 Series IP Phone via the WML interface.

These Application Notes assume that Avaya IP Phones are already installed and basic configuration steps have been performed. Only steps relevant to this compliance test will be described in this document.

2. General Test Approach and Test Results

This section describes the general test approach used to verify the interoperability of Computer Instruments e-IVR IP Phone Pager with the Avaya 9600 Series IP Phones. This section also covers the test results.

2.1. Interoperability Compliance Testing

The general test approach included verification of basic phone registration with the e-IVR IP Phone Pager and paging features. Pages were made to individual phones and to groups of phones. The pages were initiated using both the Avaya IP Phone and the e-IVR IP Phone Pager web interface. The main objectives were to verify the following:

- Text to Speech (TTS)
- Audio Text
- Recorded Messages
- Live Pages

2.2. Test Results

Computer Instruments e-IVR IP Phone Pager successfully passed the compliance testing.

2.3. Support

Technical support for the e-IVR solution can be obtained by contacting Computer Instruments:

- URL – support@instruments.com
- Phone – (888) 451-0851 and option 2

3. Reference Configuration

Figure 1 illustrates the reference configuration used during testing. In the reference configuration, the e-IVR IP Phone Pager interoperated with Avaya 9600 series IP Phones by registering with the IP Phone Pager application running on a Windows IIS web server. Pages

©2012 Avaya Inc. All Rights Reserved.

were initiated from the IP Phone using the browser menu display options and through the IP Phone Pager web interface. Pages were made with endpoints including the Avaya 9620, 9630, 9640, and 9650 IP Telephones.

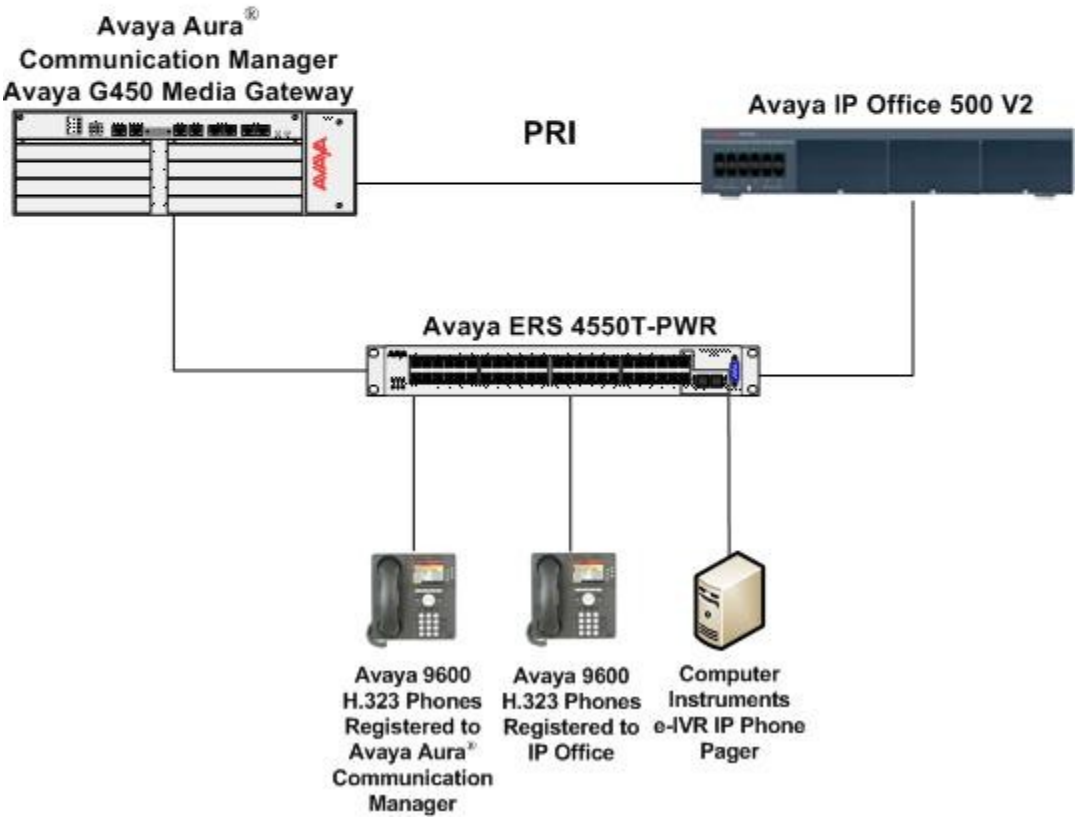


Figure 1: Test Configuration of e-IVR IP Phone Pager

4. Equipment and Software Validated

The following equipment and software were used for the test configuration.

Provider	Component	SW Version	Description

©2012 Avaya Inc. All Rights Reserved.

Avaya	9600 Series IP Deskphone	Avaya One-X Deskphone Edition S3.103s	GA November 2011
Avaya	Avaya Aura® Communication Manager	6.0	GA October 2011
Avaya	IP Office 500V2	8.0	GA December 2011
Computer Instruments	e-IVR IP Phone Pager	2.0	GA March 2011

5. Configure Avaya 9600 IP Phones

This section describes the IP Phone configuration to support the network shown in Figure 1. The configuration of the IP Phone can be done manually or through DHCP. The compliance testing used DHCP to assign the IP Phone with the IP address of the IP Phone Pager application.

During the installation of the IP Pager application the IP Phone's home page is set by modifying the "WMLHOME" parameter in the 46xxsettings.txt file. Additionally the "SUBSCRIBELIST" and "TPSLIST" parameter are set so the phone can register with the IP Pager application.

Please refer to http://instruments.com/support/index.html for more detailed information.

Parameters added to 46xxsettings.txt file for compliance testing.

```
SET WMLHOME http://10.64.51.197/webpager/ippager.aspx?wci=page
SET SUBSCRIBELIST http://10.64.51.197/webpager/ippager.aspx?wci=page
SET TPSLIST 10.64.51.197
```

6. Configure e-IVR IP Phone Pager

- Login to IP Phone Pager
- Verify Phone Registration with IP Phone Pager application.
- Create Groups

6.1. Login to IP Phone Pager

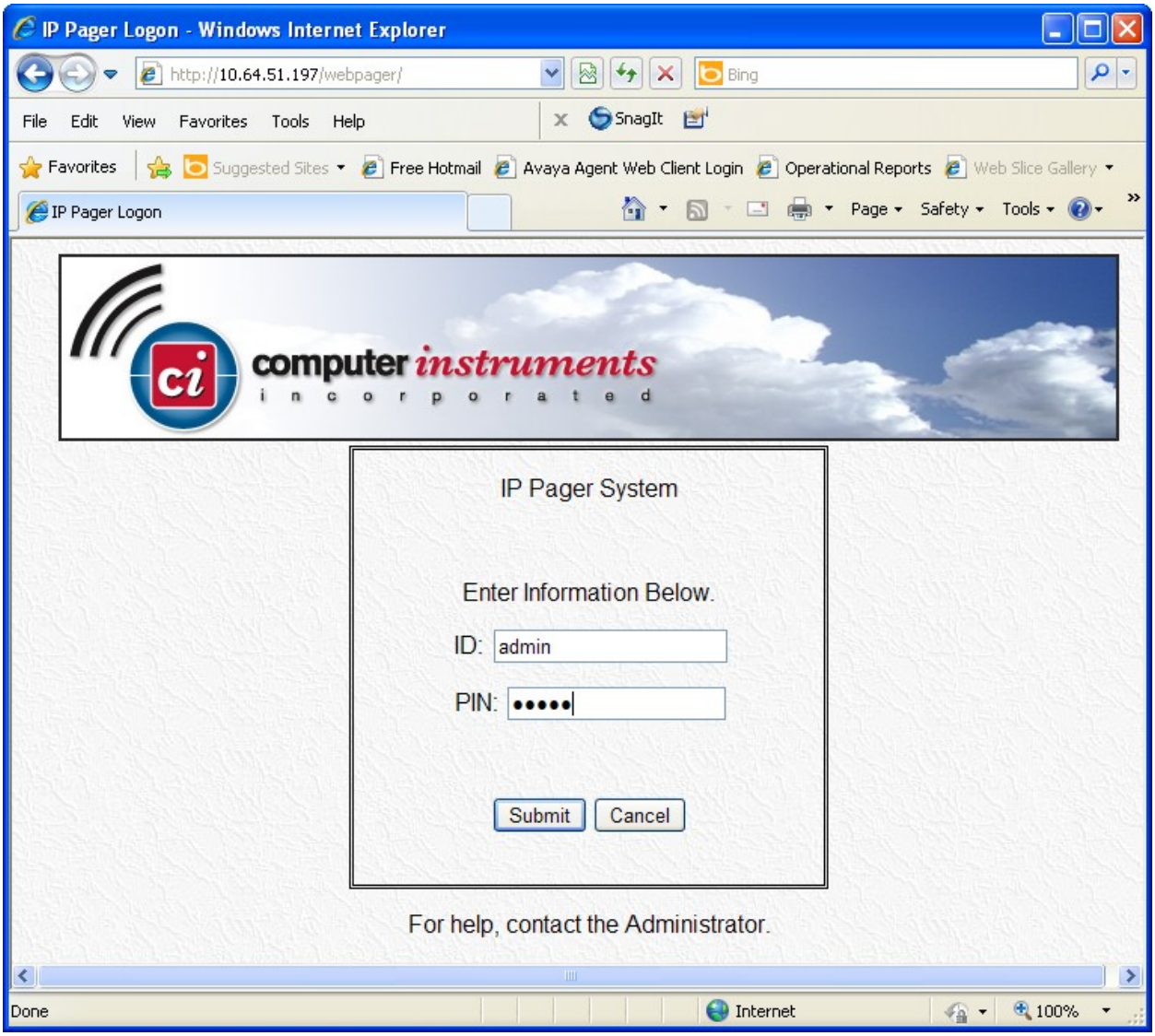
From a Windows Internet Explorer Web Browser enter the URL of the IP Phone Pager Application.

http://<location of IP phone Pager Application>/webpager/

In the compliance testing the application was running at http://10.64.51.197/webpager/

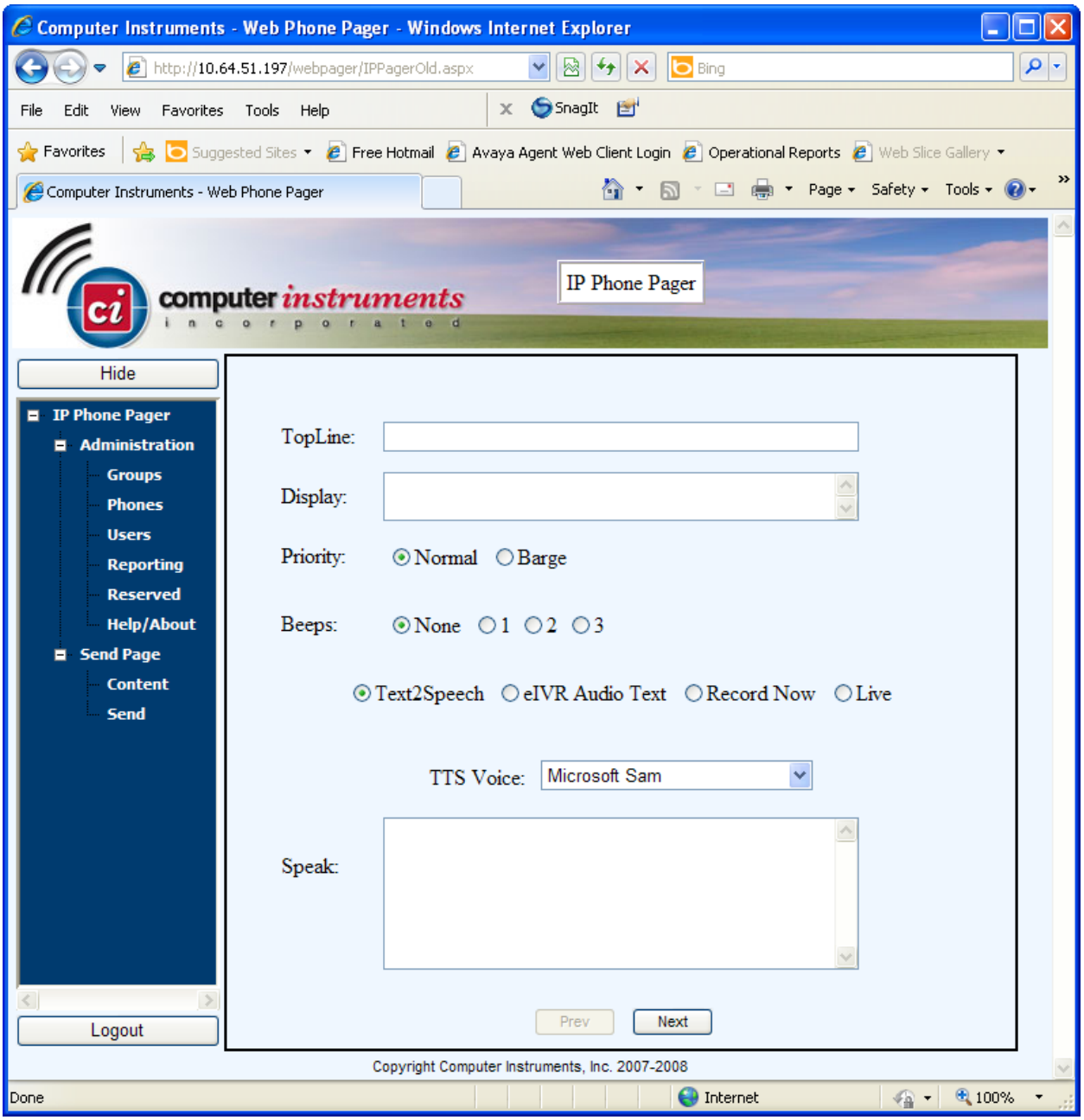
Log in using the appropriate credentials.

©2012 Avaya Inc. All Rights Reserved.



©2012 Avaya Inc. All Rights Reserved.

6.1.1. Initial Page after Login



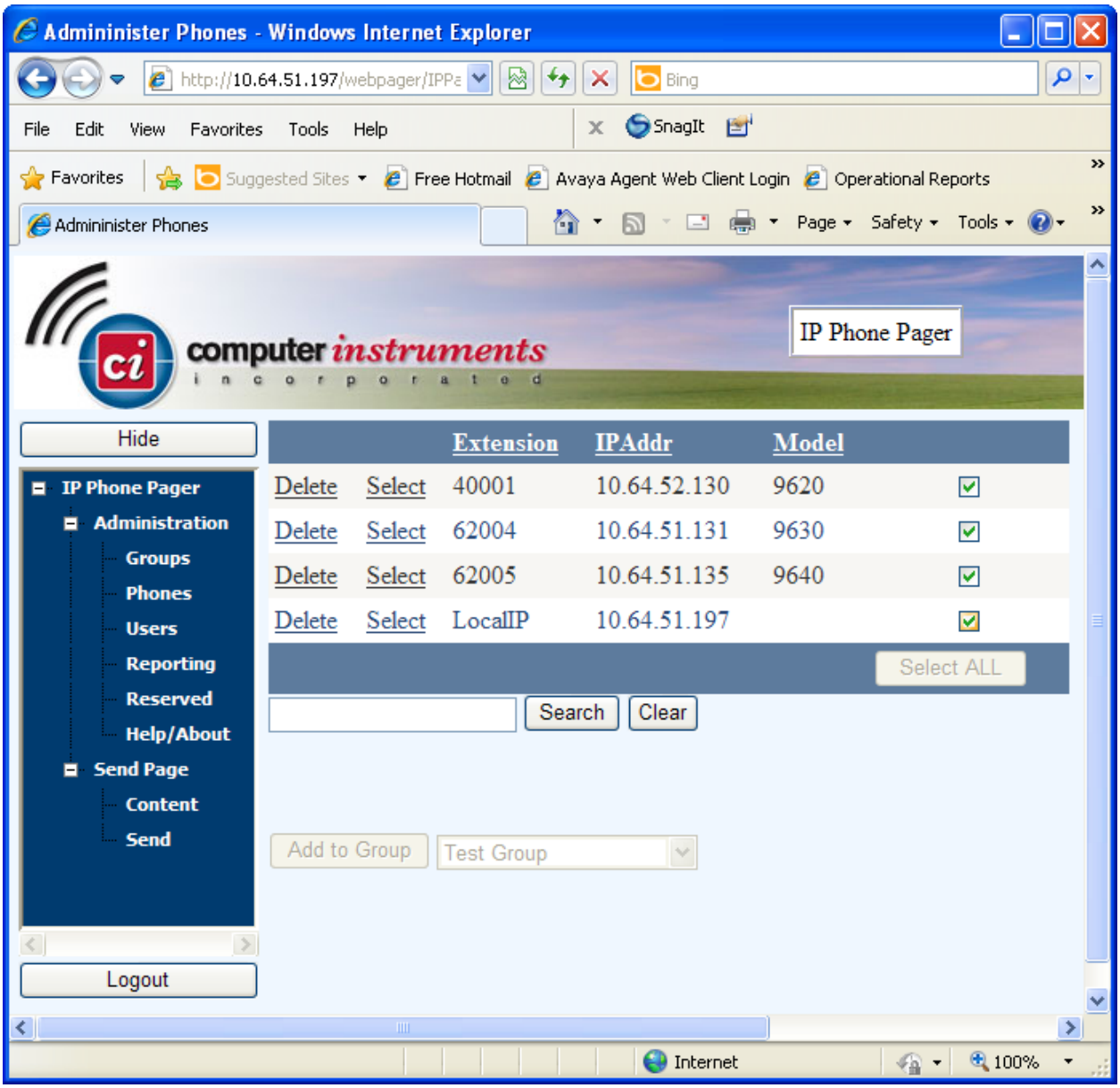
6.2. Verify Phone Registration with IP Phone Pager

As a result of the configuration performed in section 5 the IP Phones should be registered with the IP Phone Pager application.

From initial page after login, select “Phones” from the navigation tree.

©2012 Avaya Inc. All Rights Reserved.

Verify that IP Phones are registered with the IP Phone Pager application.

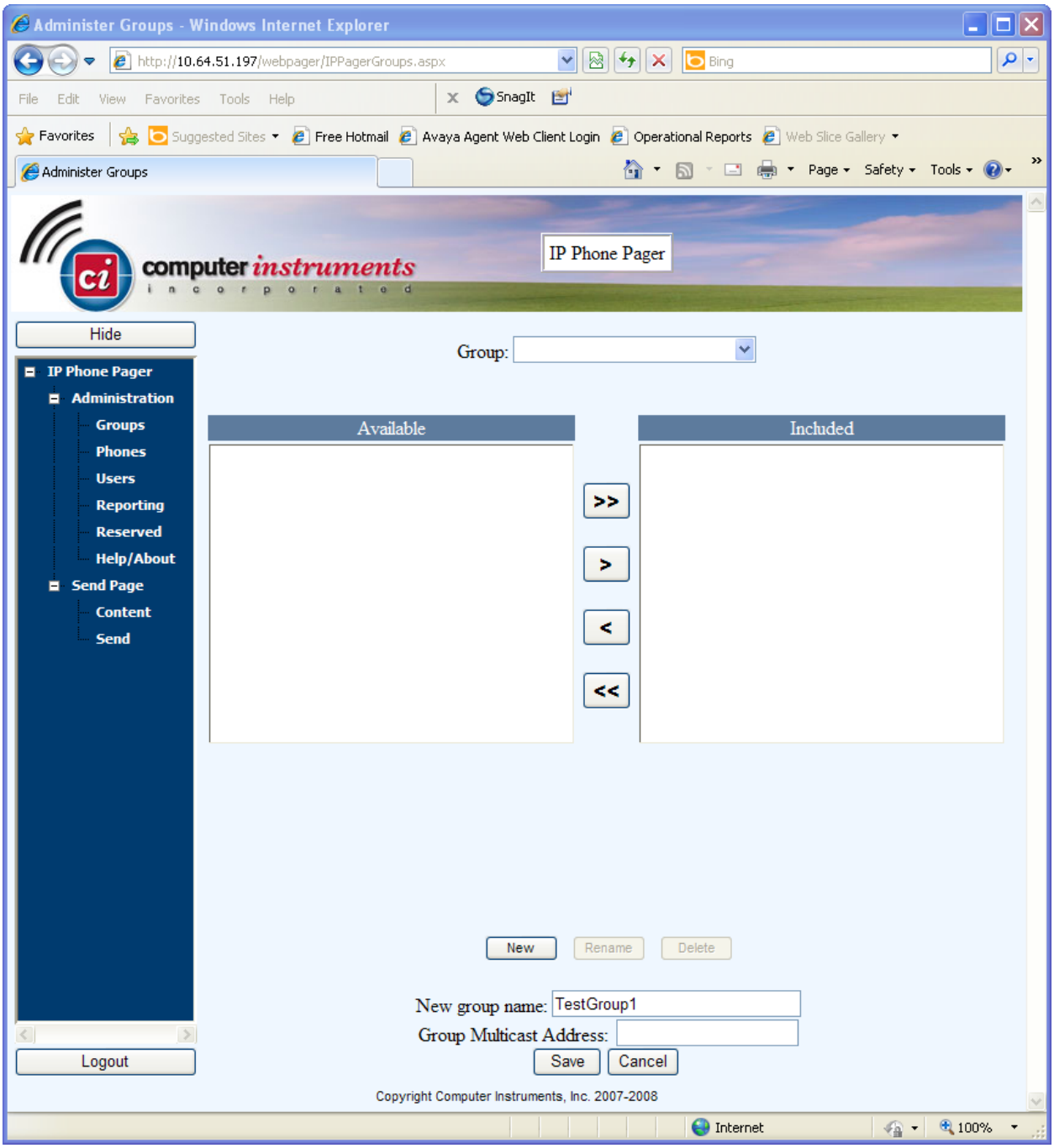


At this point pages could be initiated to individual IP Phones.

6.3. Create Groups

From the navigation tree select “Groups” to create a group. Provide a name for the group in the “New Group Name” field and select “Save”.

©2012 Avaya Inc. All Rights Reserved.

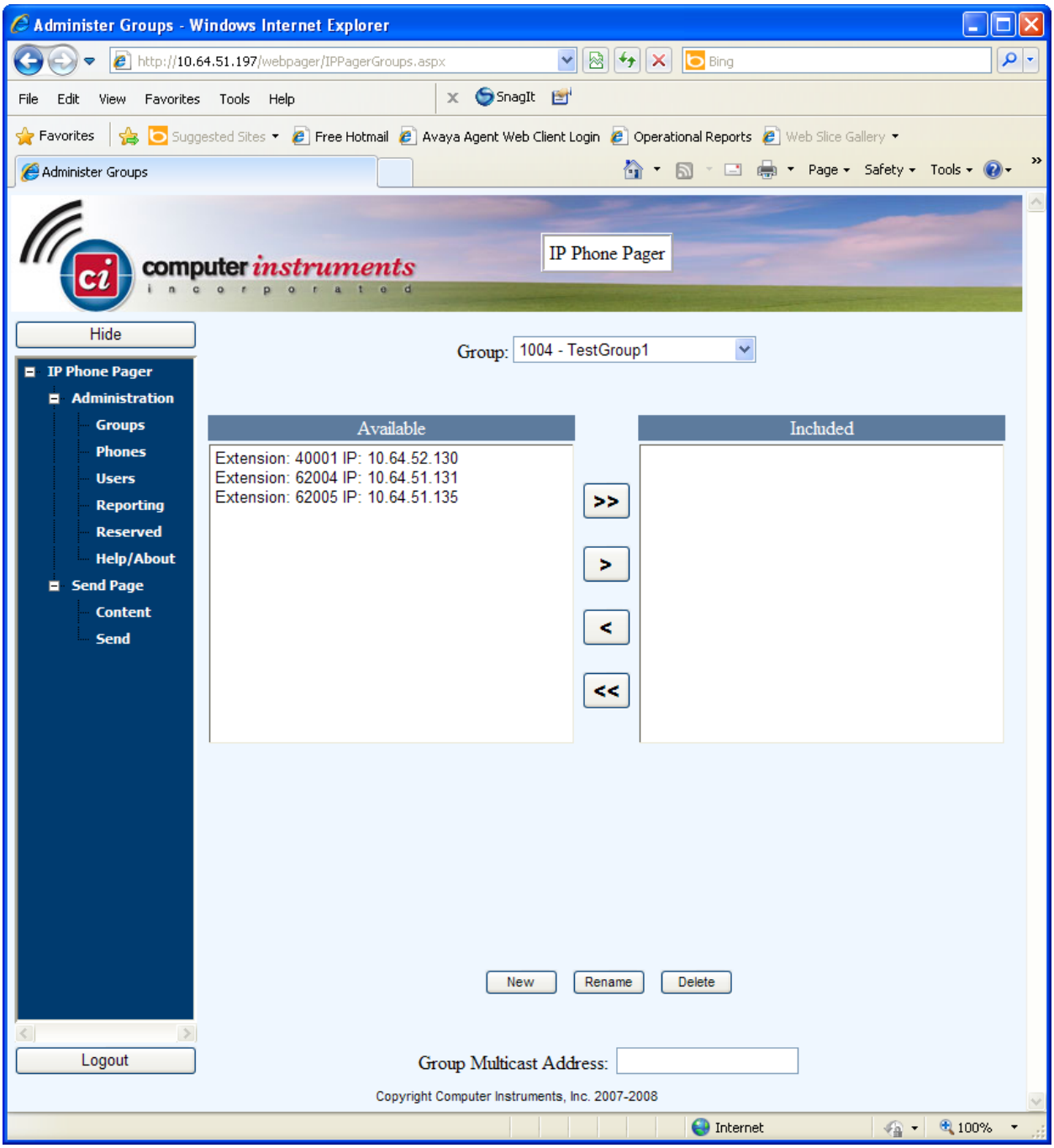


Once the new group has been created IP Phones can be added by moving the phones from the "Available" window to the "Included" window.

6.3.1. Select Group

From the "Group" pull-down box select a group. If this is a new group then all registered phones should be listed in the "Available" window.

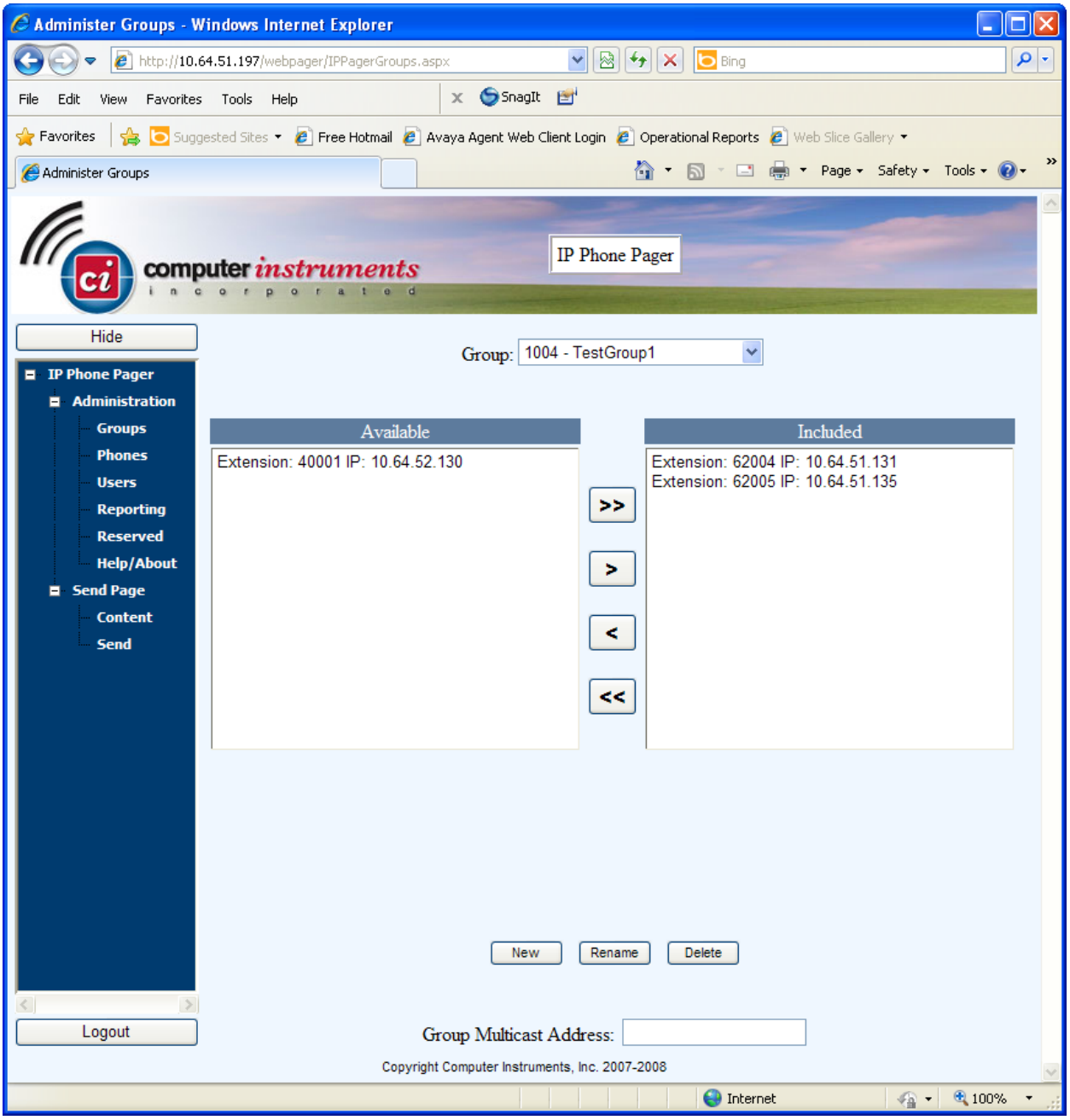
©2012 Avaya Inc. All Rights Reserved.



6.3.2. Add Phones to Group

From the "Available" window select phone(s) and move them to the "Included" window by selecting the appropriate Arrow buttons.

©2012 Avaya Inc. All Rights Reserved.



At this point pages can now be sent to a group of phones.

7. Verification Steps

The following steps may be used to verify proper configuration of the Avaya 9600 Series Deskphone and the e-IVR IP Phone Pager Application.

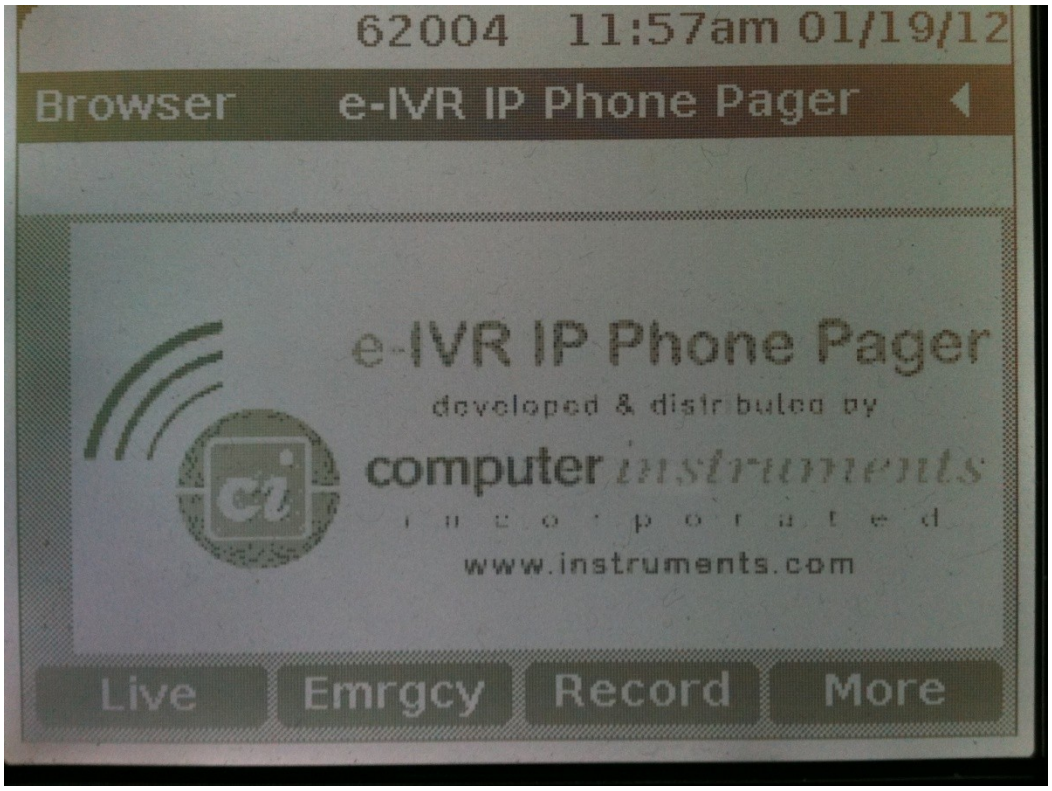
7.1. Verify Avaya IP Phone

From the Avaya IP Phone perform the following steps:

©2012 Avaya Inc. All Rights Reserved.

1. Press the Menu key
2. Scroll to select Browser
3. Press OK

e-IVR Web Page should now be displayed on the phone.

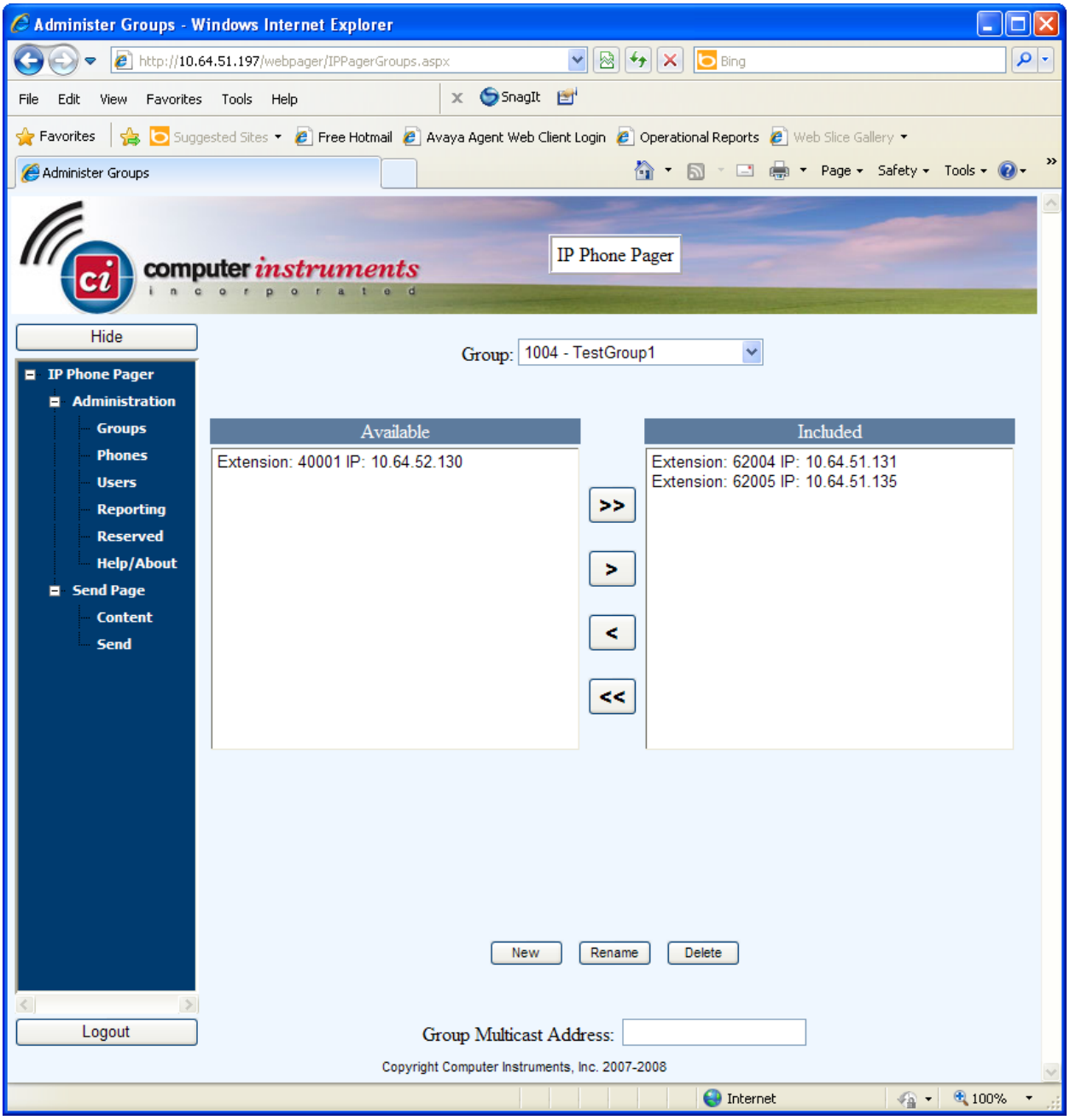


Audio paging can be verified by selecting an option from the phone display.

7.2. Verify e-IVR IP Phone Pager

1. Login to IP Pager Application via Windows Internet Explorer web Browser. (See **Section 6.1**)
2. Verify Registered Phones (see **section 6.2**)
3. Verify Groups
    a. From Navigation tree select “Groups”
    b. Select group from “Group” pull-down box

©2012 Avaya Inc. All Rights Reserved.



©2012 Avaya Inc. All Rights Reserved.

8. Conclusion

Computer Instruments e-IVR IP Phone Pager passed compliance testing. These Application Notes describe the procedures required to configure Computer Instruments e-IVR IP Phone Pager to interoperate with Avaya 9600 Series IP Deskphones to support the reference configuration shown in figure 1.

9. Additional References

The following Avaya product documentation can be found at http://support.avaya.com

[1] Avaya one-X Deskphone H.323 Administrator Guide Release 6.1, May 2011, Document Number 16-300698

©2012 Avaya Inc. All Rights Reserved.

©2012 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.

©2012 Avaya Inc. All Rights Reserved.