



Avaya Solution & Interoperability Test Lab

Application Notes for Datapulse™ Intuition 1000 V5.0.0.6 with Avaya Communication Server 1000E R7.5 - Issue 1.0

Abstract

These Application Notes describe the configuration of Datapulse™ Intuition 1000 to interoperate with the Avaya Communication Server 1000E.

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 of the interoperability of Datapulse™ Intuition 1000 to successfully interoperate with Avaya Communication Server 1000E. Intuition 1000 can be configured in a number of ways depending on the preferred hardware method of connection to the switch. In this instance, there are three Communication Server 1000E connection methods tested which are described later in this document. The Datapulse™ Intuition Gateway is a unit that internally combines a Console Interface Unit with a Linux-based mini-PC which allows any PC in any location running Intuition 1000 to connect to an Intuition Gateway and so to act as an operator Switchboard. PBX Interface types are as follows;

- **Avaya 2250 Attendant Console** - Intuition 1000 software on a desktop PC works in conjunction with the Avaya 2250 attendant console.
- **Avaya Console Interface Unit** - Intuition 1000 software on a desktop PC works in conjunction with the Avaya Console Interface Unit.
- **Datapulse™ Intuition Gateway** – Intuition 1000 software on a desktop PC replaces the requirement to have either of the previously mentioned Avaya consoles. As an alternative Datapulse supply a server that will function as a TDM to IP gateway and this replaces the requirement for either the Avaya 2250 Attendant Console or the Avaya Console Interface Unit

2. General Test Approach and Test Results

The Communication Server 1000E with Intuition 1000 was tested in the Avaya Lab. Test cases were executed jointly by an Avaya and a Datapulse representative. All tests were manual tests and all results were discussed and agreed.

2.1. Interoperability Compliance Testing

This interoperability compliance test covers feature functionality and serviceability. Feature functionality testing focuses on verifying that Intuition 1000 could successfully function as an attendant console when using Datapulse's Intuition Gateway and also when the Intuition 1000 software is configured with the Avaya 2250 and the Avaya CIU. All tests were manual tests and covered the following areas:

- Intuition console is connected to the Communication Server 1000E via 2250 Attendant Console, Console Interface Unit (CIU) or Intuition Gateway
- Ensured Console status, idle and ready to receive calls, busy, night is possible
- Ensured correct Call Handling including, Call to Queue, requeue, answer calls, transfers (Blind and Consultative), conferences and Release Destination
- Checked the correct operation of Incoming Calls Indicator (ICI) keys
- Hold and unhold scenarios
- Camp-On enabled and Camp-On disabled scenarios, Recall of unanswered transfers
- Break into calls using Break-In key
- Ensure that various tests scenarios are implemented during testing. Internal and External call, Incoming and outgoing calls
- Local internal call handling

- Handling of Network calls over PRI and SIP trunks
- Handling of calls to and from Avaya IP UNISTim, SIP, Digital phone sets and Softphones

2.2. Test Results

All tests that were executed passed.

2.3. Support

Technical support for the Avaya products can be obtained from Avaya. See the support link at <http://support.avaya.com> for contact information. Technical support can be obtained for Datapulse Intuition 1000 from Datapulse. Submit a Support Issue <http://www.datapulse.co.uk/uk/services/submitproblem.aspx> or email Datapulse at support@datapulse.com.

3. Reference Configuration

The reference configuration described throughout these Application Notes is shown in **Figure 1** and **Figure 2**.

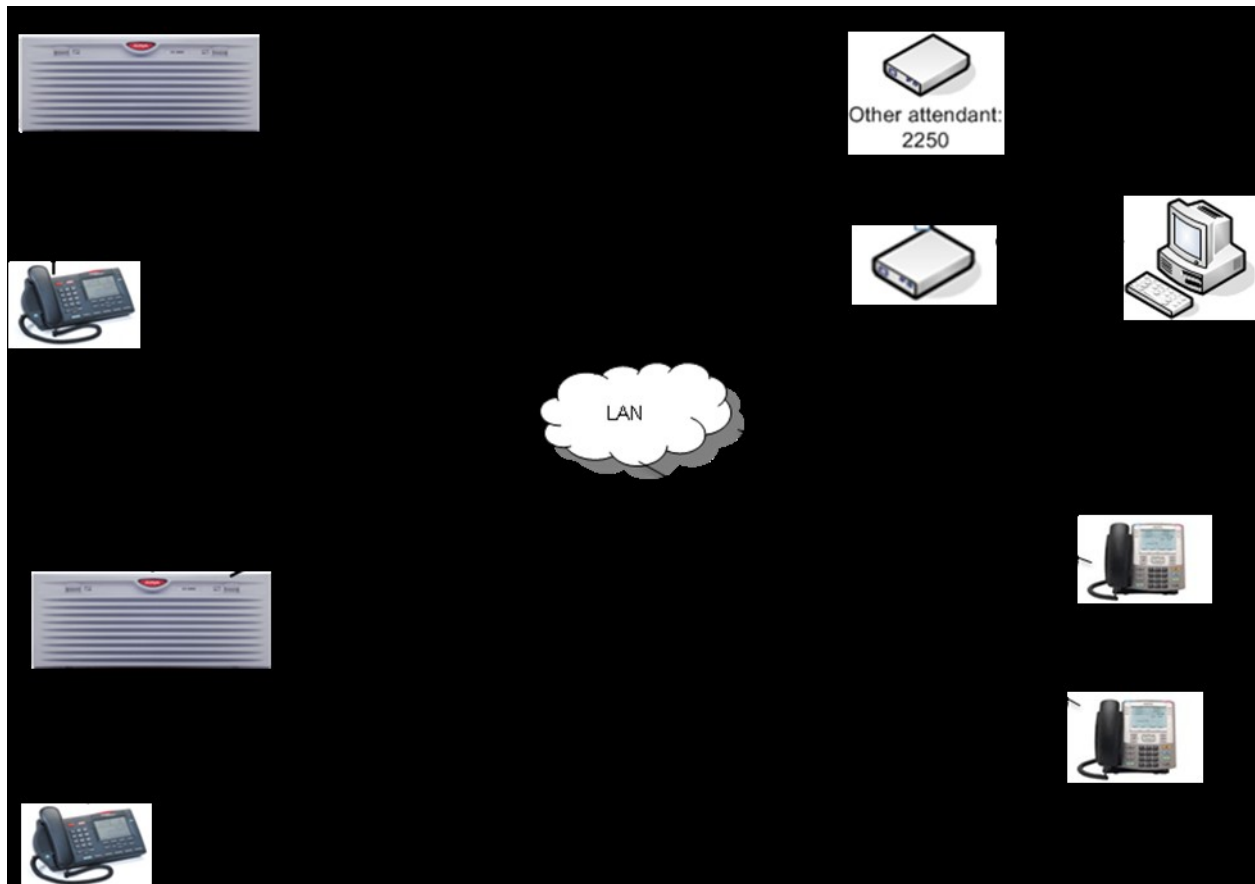


Figure 1: Avaya Communication Server 1000E and Datapulse™ Intuition 1000 with Intuition Gateway

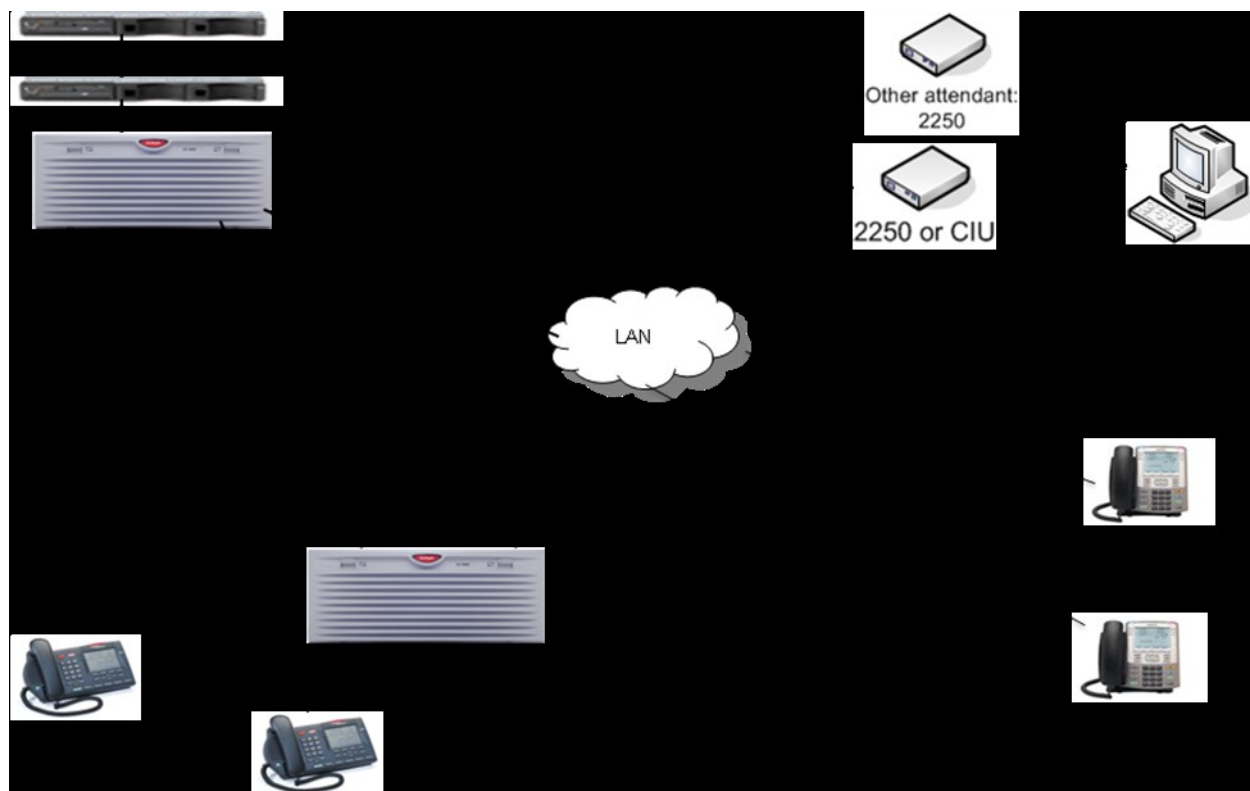


Figure 2: Avaya Communication Server 1000E and Datapulse™ Intuition 1000 with Avaya CIU/2250 Console Interface

3.1. Avaya Communication Server 1000E

The Communication Server 1000E runs on the Common Processor Pentium Mobile (CP+CM) server as a co-resident configuration. The patch level installed on Communication Server 1000E at the time of testing is listed in the **Appendix**. As the diagram shows, a number of Avaya Deskphones may be configured consisting of Avaya Digital 390x series stations, Avaya 1100 series IP (UNISTim) stations and Avaya 1100 series SIP stations. Typically, the set-up will have external communication possibly via a SIP or PRI trunks to the PSTN or another Communication Server 1000E as shown in **Figure 1** and **Figure 2**.

3.2. Datapulse™ Intuition 1000

Intuition 1000 is a suite of applications built around an operator console (called Switchboard) that runs on a desktop PC, providing operators with extended call-handling functionality to that offered by Avaya 2250/CIU. In addition, it offers directory search, absence popping, person-specific announcements. Intuition 1000 is installed on a Desktop PC running Microsoft™ Windows XP Professional. The interface to the Communication Server 1000E can be configured in a number different ways depending on customer requirements, utilizing existing Avaya equipment of 2250 and Console Interface Unit (CIU) and direct connect to Communication Server 1000E with Intuition Gateway.

4. Equipment and Software Validated

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

Equipment	Software/Firmware
<i>Avaya PBX Products</i>	
Avaya Communication Server 1000E	Product Release 7.5017.0 with latest patch level. Patch listed in Appendix
Avaya S8800	Avaya Aura® Session Manager R6.1 6.1.00.610023-1
Avaya S8800	Avaya Aura® System Manager R6.1 6.1.0.0.7345-6.1.5.9
Avaya CS1K Media Gateway	CSP VERSION: MGCC CD01 MSP VERSION: MGCM AB01 APP VERSION: MGCA BA07 FPGA VERSION: MGCF AA18 BOOT VERSION: MGCB BA07 DSP1 VERSION: DSP1 AB03 DSP2 VERSION: DSP2 AB03 DSP3 VERSION: DSP3 AB03 DSP4 VERSION: DSP4 AB01 DSP5 VERSION: DSP5 AA01
<i>Avaya Attendant Products</i>	
Avaya 2250 Attendant Console	ASIP 09 00 UIP0711
Avaya Console Interface Unit – NTAG58AA	Rel:04
<i>Avaya Internal Telephone Sets</i>	
Avaya 1100 series IP Telephones <ul style="list-style-type: none"> • 1140e • 1230e • 1165e Avaya M3900 series Telephones <ul style="list-style-type: none"> • M3904 Avaya 1100 series SIP Telephone <ul style="list-style-type: none"> • 1140 • 1230 	0625C8A (UNISim 5.0) 062AC8A (UNISim 5.0) 0626C8A (UNISim 5.0) Version: AA93 SIP 1140- 4.00.04.00 SIP 12x0 -4.00.04.00
<i>Avaya External Telephone Sets</i>	
Avaya 1100 series IP Telephones <ul style="list-style-type: none"> • 1140e Avaya M3900 series Telephones <ul style="list-style-type: none"> • M3904 	0625C8A (UNISim 4.2) Version: AA93
<i>Datapulse Products</i>	
Intuition 1000 Console-Server PC	V 5.0.0.6

Equipment	Software/Firmware
Intuition Gateway Unit	Version 3.0.7
Avaya USB Audio device – NTEX14AB	Rel:04

5. Configure Avaya Communication Server 1000E

In order to configure Intuition 1000 in a Communication Server 1000E environment it is necessary to have an Attendant Console (2250) or a Console Interface Unit (CIU) installed and fully operational on the Communication Server 1000E in advance. If the Intuition Gateway is being installed, the 2250 and the CIU are not utilized; however the Attendant console configuration is still required on the Communication Server 1000E as the console is being emulated.

5.1. Configure Terminals for Avaya CIU, Avaya 2250 Attendant Console or Datapulse™ Intuition Gateway

Configure a 2250 Attendant Console on the Communication Server 1000E in overlay 12 as follows. Accept the default responses for each prompt except for those that are highlighted in **bold**. If using **Busy Verify** or **Barge-In** features, they must be configured on keys 00 and 01 respectively.

```
>ld 12
REQ: new
TYPE: 2250
TN 0 0 9 0      Enter the Terminal Number that corresponds to the location on
the            CS1000E PBX. In this case the Digital Line Card is in slot 9

DATE
PAGE
CDEN 8D
CTYP XDLC
CUST 0
...
SETN 000 0 09 01 Secondary TN which is required for attendant console
configuration
...
CPND CNDA      Call Party Name Display Allowed
...
KEY 00 BVR     Busy Verify Key - BVR must be configured on Key 00
KEY 01 BIN     Barge In - BIN must be configured on Key 01
KEY 02 BKI     Break In
KEY 03 EES     End-to-End Signaling
KEY 04
KEY 05 DPD     Display Destination
KEY 06 DPS     Display Source
KEY 07 DCW     Display Calls Waiting
KEY 08 MTM     Display/Change Time
KEY 09 MDT     Display/Change Date
KEY 10 MIK     Message Indication
KEY 11 MCK     Message Cancellation
KEY 12 PRK     Call Park
KEY 13
KEY 14
KEY 15
KEY 16
KEY 17
KEY 18
KEY 19
```


The same Communication Server 1000E configuration as outlined above was used irrespective of whether CIU, 2250 or Intuition Gateway interface type selected. If more than one of these connection methods is used the same configuration can be used and the only essential delta from the above configuration instruction is that the Terminal Number (TN) and its corresponding secondary Terminal Number will change to a different pairing.

5.2. Configure Customer Data Block on Avaya Communication Server 1000E

The following changes need to be configured in the Customer Data Block of the Communication Server 1000E to ensure that the correct system-wide features are set for the correct operation of the Attendant Console and Intuition 1000. Accept the default responses for each prompt except for those that are highlighted in **bold**.

LD 15	
REQ CHG	
TYPE ATT_DATA	
CUST 00	
OPT	Type the following abbreviations followed by a space and press return on completion of all entries
ABDA	Attendant Busy Display (denied) allowed
AHA	Autohold on Loop Key Allowed
EBIN	Extended Break-In Indication. This is Only allowed with Attendant Break-In (BKI) package 127 installed.
BIXA	Break-In to external call Allowed. Requires package 127
BLA	Break-In to Line Lockout Set Allowed. Requires package 127
BOHA	Position Busy with Calls on Hold Allowed. Requires package 131
IC2	Two key/lamp strips = 20 ICIs
XTG	Exclude key/lamp expansion module
IDP	Include Digit Display
ILF	Include Lamp Field array
XBL	Exclude Enhanced Busy Lamp Field
NCD	When an Attendant Console Group (ACG) is in Night Service, redirection of attendant calls is denied
LOD	Lockout Denied
PSA	Presentation Status selection allowed on attendant consoles.
Package 169	
RECA	Attendant calls is redirected when all but one console is busy.
REA	Release on Exclusion Allowed
SYA	Secrecy Allowed
SIAA	Source Included when Attendant dials Allowed
ATDA	Attendant Through Dialing Allowed
ATDN 9	Attendant DN. On dialing this number any of the configured Consoles can be presented with the call
...	
ICI 00 DL0	Corresponds to ATDN 9
ICI 01 LD0	Corresponds to LDN0 which is configured in the LDN_data - 5050,
see next paragraph	
ICI 02 LD1	Corresponds to LDN1 which is configured in the LDN_data - 5051,
see next paragraph	
...	
TYPE LDN_DATA	Configure LDN_DATA
OPT	
DLDN YES	Departmental Listed Directory Numbers
LDN0 5050	Listed Directory Number 0
LDA0 all	Attendant consoles associated with LDN0
LDN1 5051	Listed DN 1
LDA1 all	Attendant consoles associated with LDN1

6. Configure Datapulse™ Intuition 1000

Following the installation of the Intuition 1000 software the **Configuration Wizard** should be presented automatically at **Item 1 of 9**. Alternatively, double click **ConfigWizard**. Choose the default radio button '**Use existing data source**' in the **Database connection method** pane. Click **Next** to go to screen two.

Intuition 1000 - Configuration - Wizard - Database - Item 1 of 9

Press F1 to enter Help

Database connection method

☐ Configure data source: Intuition

Server name: AVAYA-11K\DATAPULSE

Database name: Intuition

☐ Use Windows authentication?

☒ Use existing data source

Intuition

Cancel < Back Next > Help

Database Connection Configuration

The **Intuition Configuration Wizard** runs once when you finish installing **Intuition**. The configuration wizard guides you through the setup process in a simple and structured way to make getting started with **Intuition** as easy as possible.

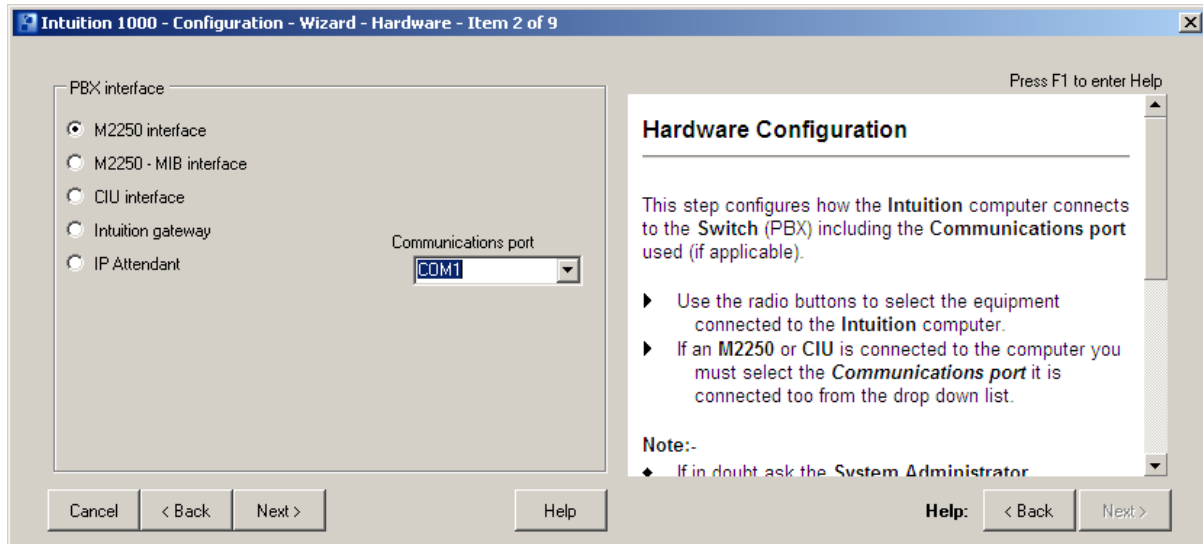
Note:-

- ♦ You may need to confirm some of the configuration information with the **Switch Administrator**.

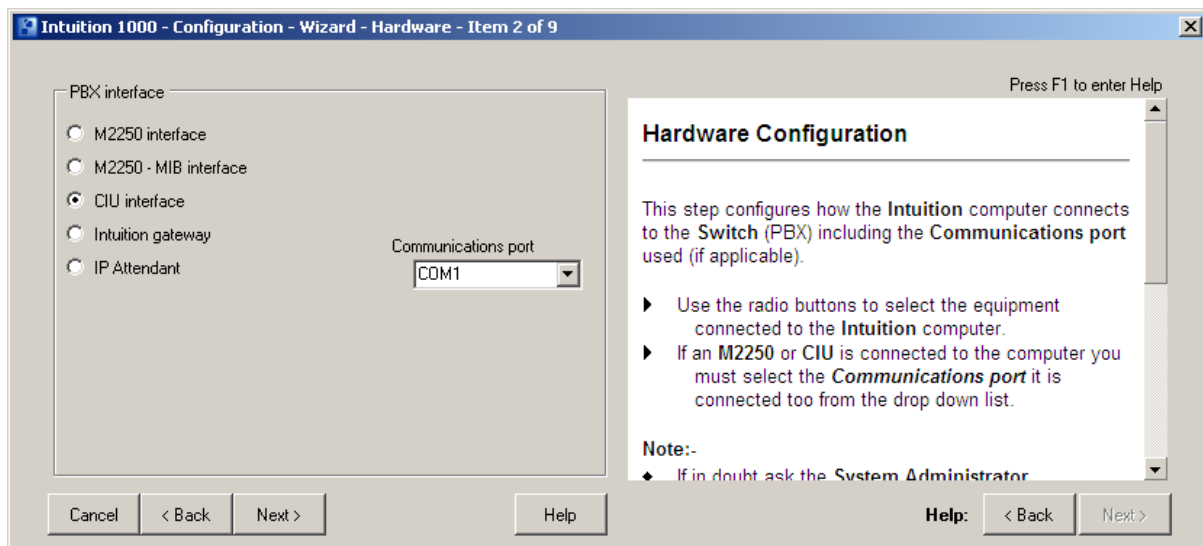
The first step of the **Configuration Wizard** is used to set up the computer's connection to the **Intuition Directory**.

Help: < Back Next >

In this step the method of connection to the Communication Server 1000E switch must be selected. If an Avaya **2250** is connected to the computer select **2250** interface button. The **Communications port** drop down becomes active and the appropriate port is selected from the list. In this case **COM1** is selected.



If an Avaya **CIU** is connected to the computer select **CIU** interface button. The **Communications port** drop down becomes active and the appropriate port is selected from the drop-down list. In this case also the **COM1** is selected.



Alternatively, if a Intuition Gateway is connected to the computer, select the **Intuition Gateway** option. In this case the **Communications port** is not required.

Intuition 1000 - Configuration - Wizard - Hardware - Item 2 of 9

Press F1 to enter Help

PBX interface

- ☐ M2250 interface
- ☐ M2250 - MIB interface
- ☐ CIU interface
- ☒ Intuition gateway
- ☐ IP Attendant

Communications port: COM1

Hardware Configuration

This step configures how the **Intuition** computer connects to the **Switch (PBX)** including the **Communications port** used (if applicable).

- ▶ Use the radio buttons to select the equipment connected to the **Intuition** computer.
- ▶ If an **M2250** or **CIU** is connected to the computer you must select the **Communications port** it is connected too from the drop down list.

Note:-

- ◆ If in doubt ask the **System Administrator**

Cancel < Back Next > Help

After selecting the appropriate interface for the desired installation click **Next** to go to the screen in the wizard for that selection. If **Intuition Gateway** was selected the following screen appears. Click **Add** to enter the IP address assigned to the Intuition Gateway. The **Control Port** and the **H323 Port** can be left at their default entries. Click **Next** to continue.

Intuition 1000 - Configuration - Wizard - Intuition Gateway - Item 3 of 9

Press F1 to enter Help

Intuition gateways

Gateway	IP Address	Control Port	H323 Port	Default
1	172.22.253....	3500	10000	<input checked="" type="checkbox"/>
2	172.22.253....	3500	10000	<input type="checkbox"/>

Add Delete

Intuition Gateway Configuration

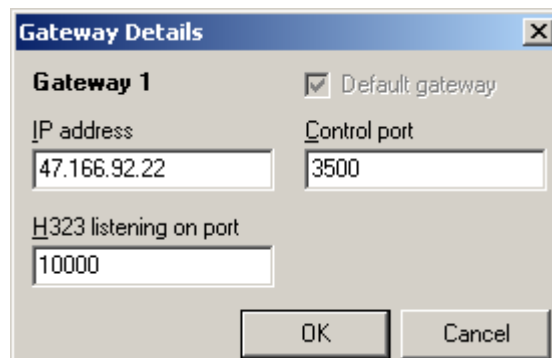
Note:-

- ◆ If **M2250** or **CIU** is selected in **Step 2** then you will not see **Steps 3** or **4** and will jump directly to **Step 5**.

The **Intuition Gateway** step allows you to configure the **Switchboard** to talk to the **Intuition Gateway(s)** on your system and also select which **Intuition Gateway** should be used by default. You can configure the **IP Address**, **Control Port** and **H323 Port** for each of the **Intuition Gateways** on your system and add new ones by using the **Add** button.

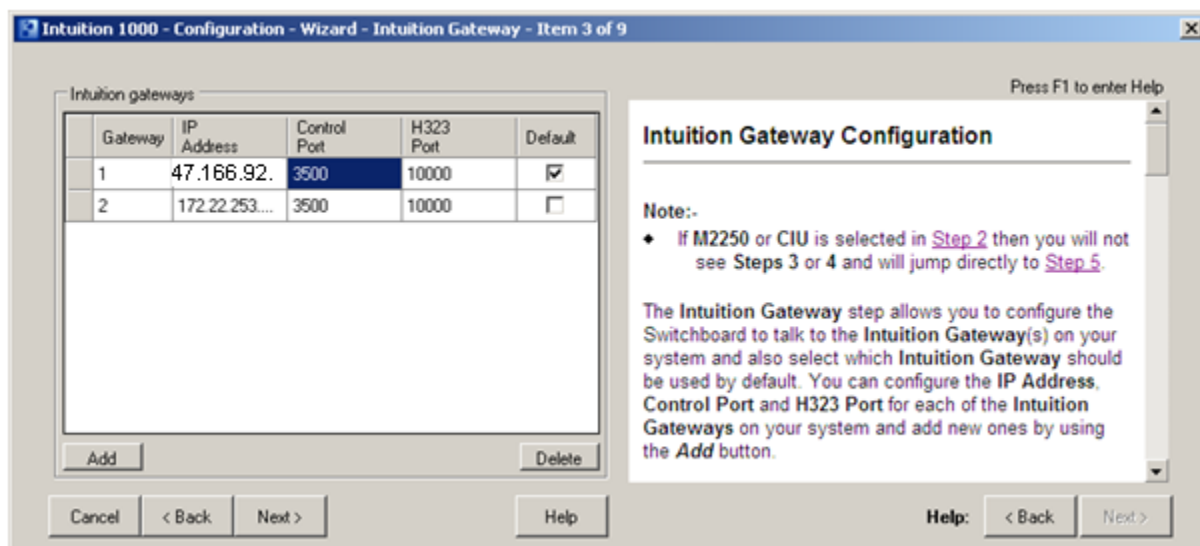
Cancel < Back Next > Help

The **Gateway Details** window appears. Enter the **IP address** of the **Intuition Gateway**. The **Control Port** and the **H323 Port** can be left at their default entries. Click **OK** to go back to the previous screen.



The **Gateway Details** dialog box is shown. It has a title bar with a close button. Inside, there's a section for **Gateway 1** with a checked **Default gateway** checkbox. Below this are three input fields: **IP address** (containing 47.166.92.22), **Control port** (containing 3500), and **H323 listening on port** (containing 10000). At the bottom are **OK** and **Cancel** buttons.

The **Intuition gateways** window appears with the new gateway **IP address** listed. Click **Next**.



The **Intuition Gateway Configuration** window is shown. It has a title bar that says "Intuition 1000 - Configuration - Wizard - Intuition Gateway - Item 3 of 9". On the left, there's a table titled "Intuition gateways" with columns: Gateway, IP Address, Control Port, H323 Port, and Default. Gateway 1 is selected, showing IP 47.166.92.22, Control Port 3500, H323 Port 10000, and Default checked. Gateway 2 is also listed with IP 172.22.253... and Control Port 3500. Below the table are **Add** and **Delete** buttons. On the right, there's a text area with a **Note:-** and instructions. At the bottom are **Cancel**, **< Back**, **Next >**, and **Help** buttons. A **Help:** label is also present.

Gateway	IP Address	Control Port	H323 Port	Default
1	47.166.92.22	3500	10000	<input checked="" type="checkbox"/>
2	172.22.253...	3500	10000	<input type="checkbox"/>

Note:-

- If M2250 or CIU is selected in [Step 2](#) then you will not see Steps 3 or 4 and will jump directly to [Step 5](#).

The **Intuition Gateway** step allows you to configure the Switchboard to talk to the **Intuition Gateway(s)** on your system and also select which **Intuition Gateway** should be used by default. You can configure the **IP Address**, **Control Port** and **H323 Port** for each of the **Intuition Gateways** on your system and add new ones by using the **Add** button.

For Intuition Gateway installations the next screen will also be presented. In this section the headset to be used by the console is selected. In this case **Realtek HD Audio output** is selected from the **Voice audio device** drop-down list. Check the **Supported Integrated Audio device**. This is not a required step when configuring **2250** or **CIU** as the handset is already available on these devices. Click **Next** to continue.

Intuition 1000 - Configuration - Wizard - IG Client - Item 4 of 9

IG client voice settings

Voice audio device:
Realtek HD Audio output

☒ Supported Integrated Audio Device

IG Client Voice Settings

Note:-

- If M2250 or CIU is selected in [Step 2](#) then you will not see [Steps 3](#) or [4](#) and will jump directly to [Step 5](#).

The IG Client step allows you to set up the audio device to be used by the Operator for voice communication to and from the Switchboard.

- Select the Voice audio device to be used for voice communication to and from the Switchboard from the drop down list.
- Tick the [Integrate with Nortel audio device](#) to make

Cancel < Back Next > Help

Press F1 to enter Help

Help: < Back Next >

In this screen the **Incoming Call Identifier** keys are configured and their priority is set. The text that is entered here is displayed on screen when a call is received on that ICI key. When the priority is set the call with the highest priority is presented to the Operator first. Click **Next** to continue.

Intuition 1000 - Configuration - Wizard - ICI - Item 5 of 7

Incoming Call Identifier

ICI Key	Text	Priority
0	Good morning / afternoon	1
1		1
2		1
3		1
4	Switchboard	1
5	Recall	1
6	Lock Out	1
7	Call Forward No Answer	1
8	Call Forward Busy	1
9	Intercept	1
10		1
11		1
12		1
13		1
14		1
15		1
16		1
17		1
18		1
19		1

ICI Key Configuration

This step is used to configure the [ICI Keys](#) and allows you to set-up the [Text](#) that is displayed on screen when a call is received on that ICI Key.

You can also set-up [Priorities](#) for the ICI Keys. The [Priority](#) of an ICI key determines the order in which the incoming calls are presented to the [Switchboard](#). The lower the number (1 minimum) the higher the priority for the ICI Key. The call on the highest priority ICI Key is presented to the Operator first. It is possible to have several ICI Keys with the same priority if required.

Adding an ICI Key

- To add new ICI Key Text and/or Priority double click on the field and type in the details.
- Repeat until the ICI Keys are correctly labelled and prioritised.
- Once all of the ICI Keys have been set click on the [Next>](#) button to move on to the [Next Step](#) or click on the [Cancel](#) button to exit from the Configuration Wizard without saving any settings.

Editing an ICI Key

- To Edit ICI Key Text and/or Priority double click on the field to be edited and type in the details.
- Repeat until the ICI Keys are correctly labelled and prioritised.

Cancel < Back Next > Help

Press F1 to enter Help

Help: < Back Next >

The **Flexible features** window appears. The **Keys** in this window should be set to match whatever sequence of key that have been set up in the CS1000E earlier in **Section 4.1**. When completed, click **Next** to continue the configuration.

Flex Key	Feature	Name
0	BVR	Busy Verify
1	BIN	Barge In
2	BKI	Break In
3	EES	End-to-end Signaling
4		(not installed)
5	DPD	Display Destination
6	DPS	Display Source
7	DCW	Display Calls Waiting
8	MTM	Modify Time
9	MDT	Modify Date

Flex Feature Configuration

This screen is used to set [Flex Keys](#) up for the Switchboard.

Note:-

- The **Flex Keys** must be set on the Switch and you must set each **Flex Feature** to the same **Flex Key Number** as it is set to on the Switch. See the **Switch Administrator** for details of how your Switch is set-up.

Adding a Flex Key

You can either select the Flex Feature from the

Buttons: Cancel, < Back, Next >, Help

In the following screen the **Number plan** can be entered to aid with call handling. The number plan tells the Call Handling System what the extension numbers look like so that it can recognize that no more digits will be entered in this extension number and dialing begins. The default was selected. After four digits being dialed, the System will recognize that it is a dialable number and will execute the dialing of those digits. Click **Finish** to complete the configuration wizard.

Number plan
1XXX
2XXX
3XXX
4XXX
5XXX
6XXX
7XXX
8XXX
9#

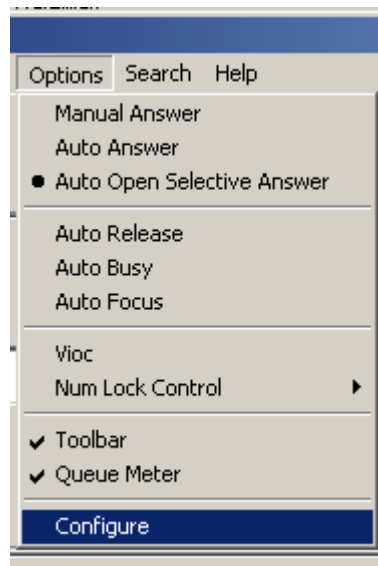
Buttons: Add, Delete

Number Plan Configuration

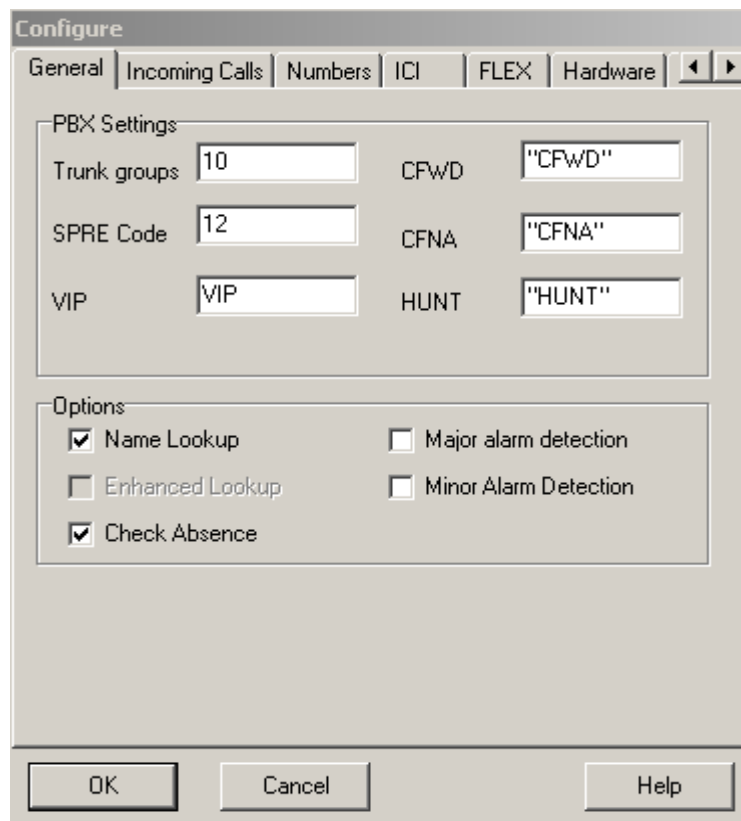
- The **Number Plan** tells the **Call Handling System** what the extension numbers look like so that it can recognize that you have finished entering the extension number and dial it for you.
- A **Number** represents itself and an X represents any single digit.
- The example given is set up to recognize 4 digit **Extension** numbers starting with any number between 1 and 8.
- An entry of 9# is for **External** numbers and says that numbers starting with 9 can be any length and will be completed and dialled when the **Operator**

Buttons: Cancel, < Back, Finish, Help

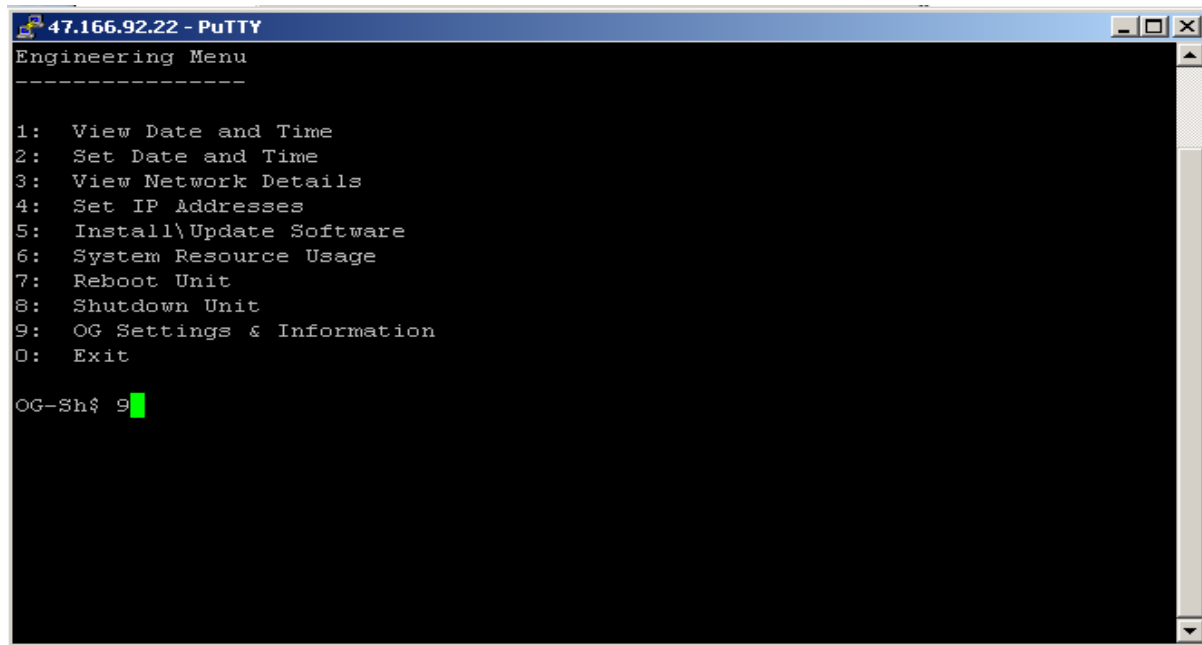
If there is a requirement to adjust the any of the configuration at a later stage go to **Switchboard**
→ **Options** → **Configure**.



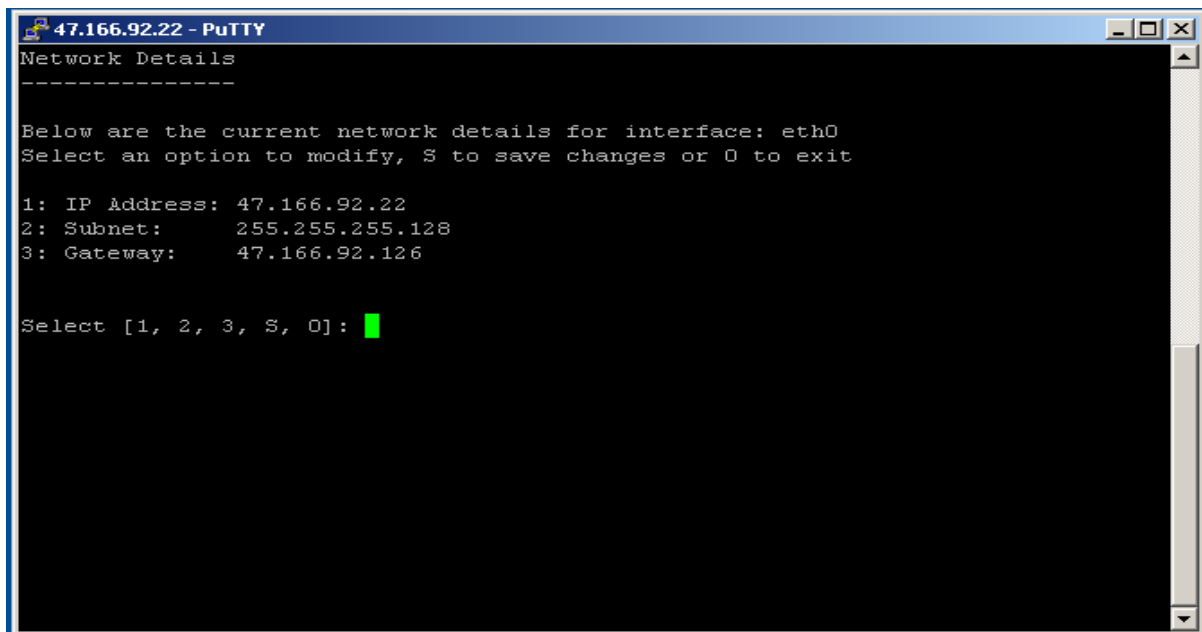
The following screen appears. Select the tab that corresponds to the configuration change required.



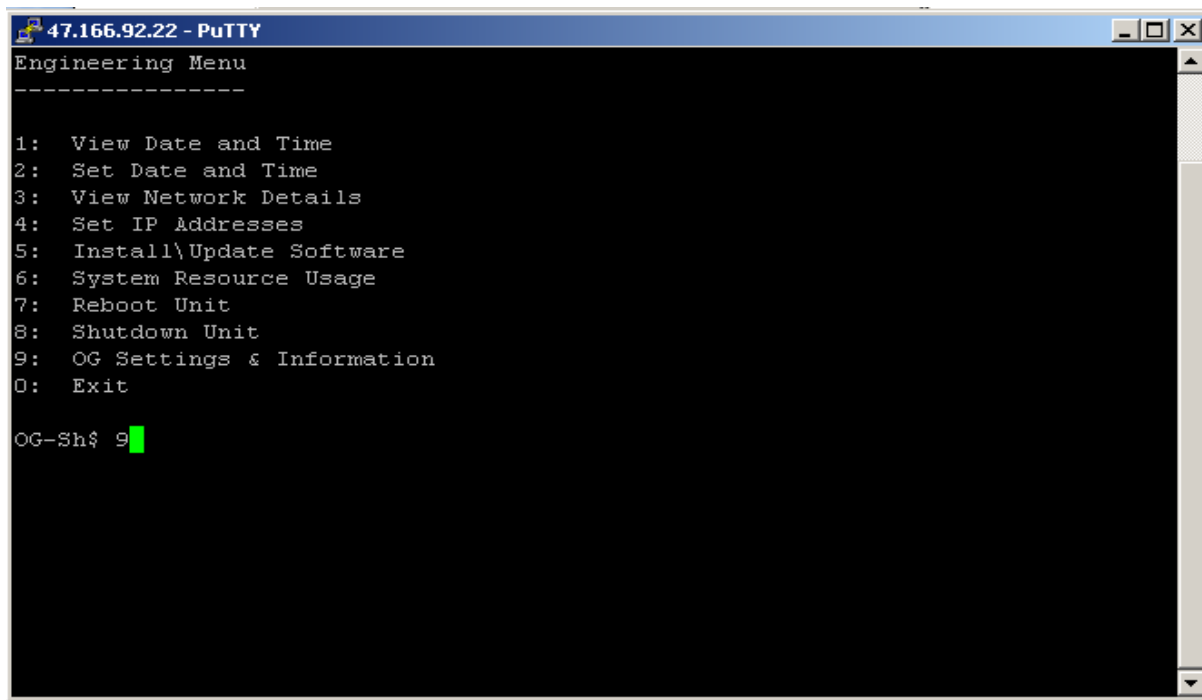
If Intuition Gateway is being installed, an IP address needs to be assigned. For this option the initial configuration needs to complete by attaching a serial cable. The following screen appears following login. If log in details are required these will be supplied by your Datapulse representative. Select **4 Set IP Address** from the **Engineering Menu**.

A screenshot of a PuTTY terminal window titled '47.166.92.22 - PuTTY'. The terminal displays the 'Engineering Menu' with a list of options: 1: View Date and Time, 2: Set Date and Time, 3: View Network Details, 4: Set IP Addresses, 5: Install\Update Software, 6: System Resource Usage, 7: Reboot Unit, 8: Shutdown Unit, 9: OG Settings & Information, and 0: Exit. Below the menu, the prompt 'OG-Sh\$' is followed by a green cursor.

The following screen is displayed. Enter the **IP address**, **Subnet** and **Gateway** by selecting each number in turn and **S** to save.

A screenshot of a PuTTY terminal window titled '47.166.92.22 - PuTTY'. The terminal displays the 'Network Details' screen. It shows the current network details for interface 'eth0': IP Address: 47.166.92.22, Subnet: 255.255.255.128, and Gateway: 47.166.92.126. Below this, it prompts the user to 'Select an option to modify, S to save changes or 0 to exit'. At the bottom, it shows 'Select [1, 2, 3, S, 0]:' followed by a green cursor.

The main **Engineering Menu** screen will be displayed again. Select **9** and **return**.

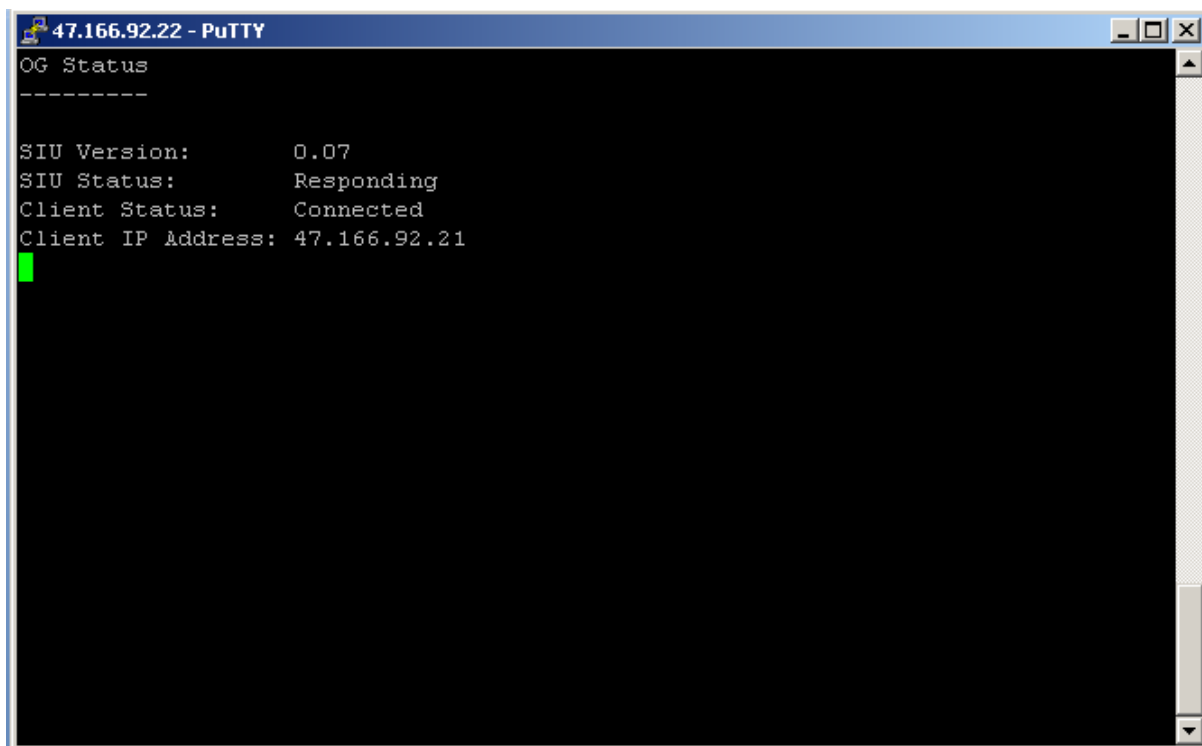


```
47.166.92.22 - PuTTY
Engineering Menu
-----

1:  View Date and Time
2:  Set Date and Time
3:  View Network Details
4:  Set IP Addresses
5:  Install\Update Software
6:  System Resource Usage
7:  Reboot Unit
8:  Shutdown Unit
9:  OG Settings & Information
0:  Exit

OG-Sh$ 9
```

The **OG status** window is displayed. The status should show **Responding** and **Connected**.



```
47.166.92.22 - PuTTY
OG Status
-----

SIU Version:      0.07
SIU Status:       Responding
Client Status:    Connected
Client IP Address: 47.166.92.21

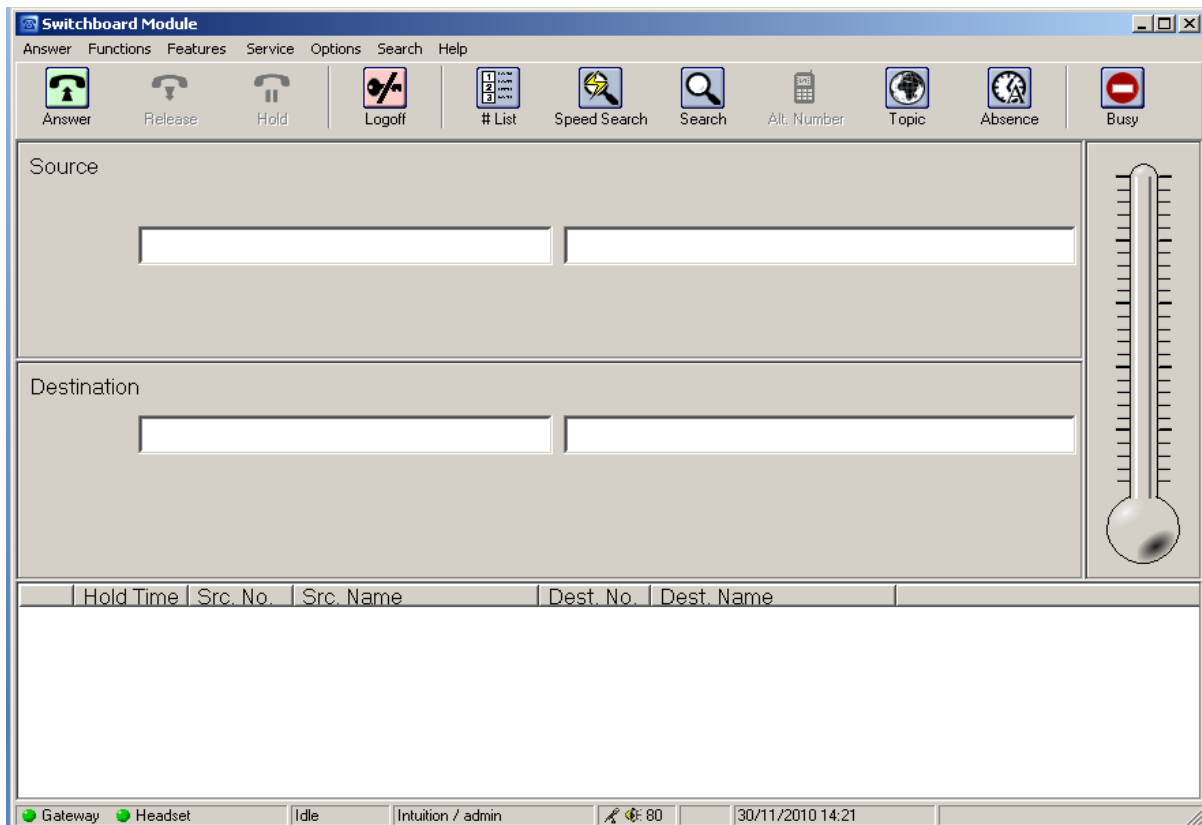
```

7. Verification Steps

For each of the installation methods please refer to the **Switchboard Module** main screen.

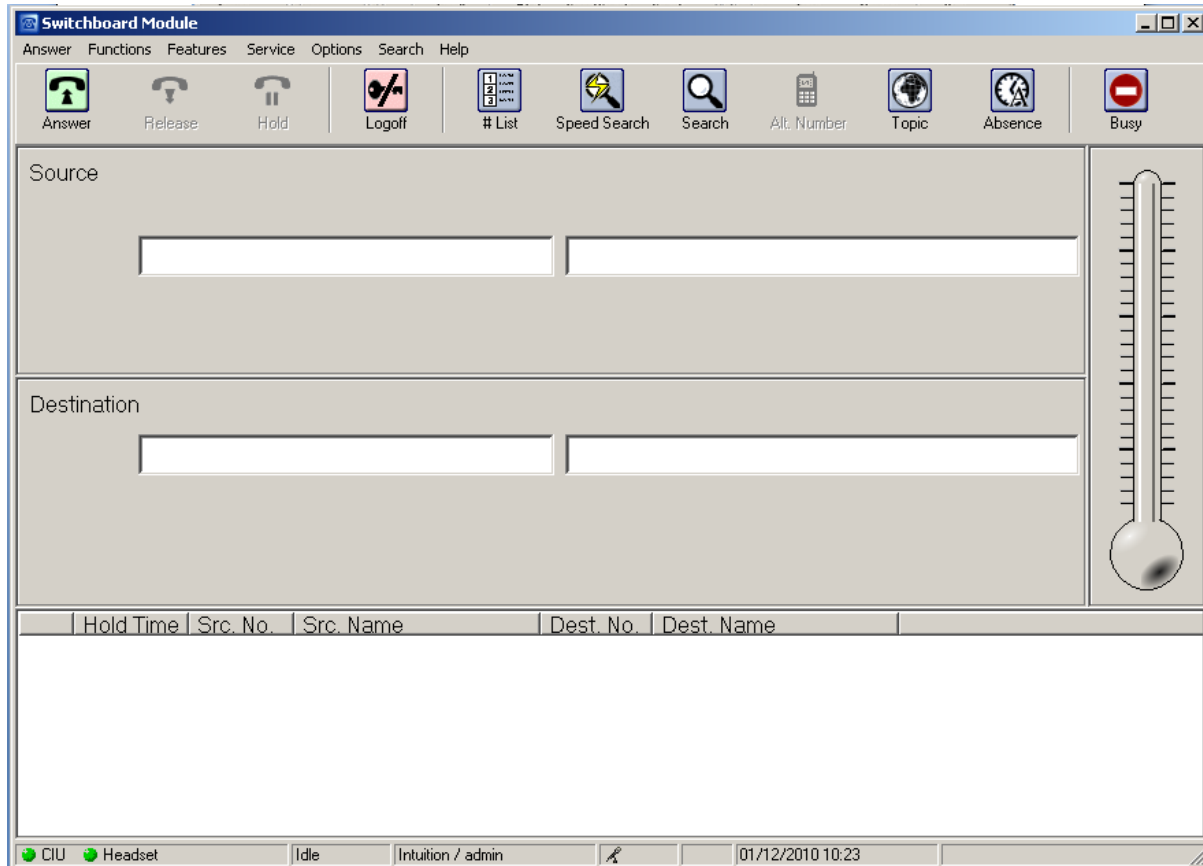
7.1. Intuition Gateway status

To verify correct configuration of the installation of Datapulse's Intuition Gateway note the status indicators on the bottom left of the screen. If the indicator corresponding to the **Gateway** and to the **Headset** is **Green** this indicates a successful install.



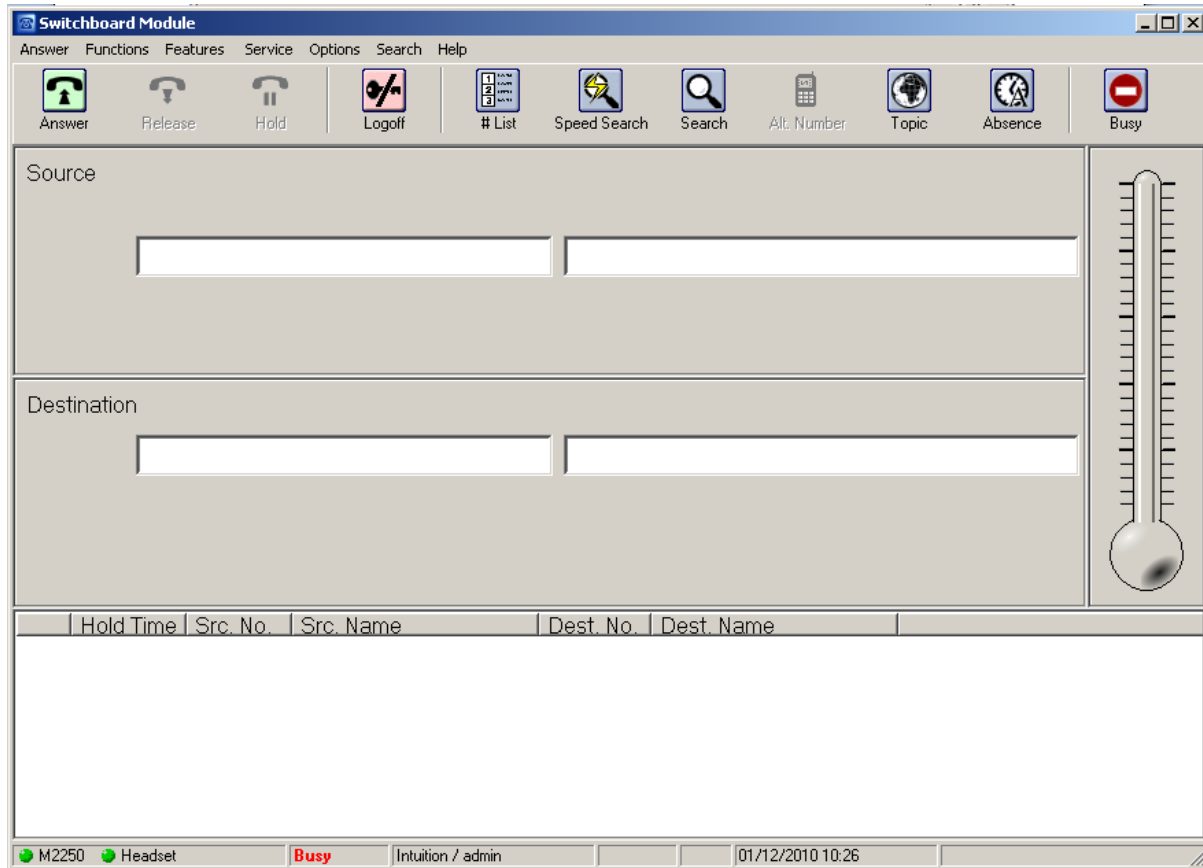
7.2. Avaya Console Interface Unit Status

To verify correct configuration of the installation of Intuition 1000 software note the status indicators on the bottom left of the screen. If the indicator corresponding to the **CIU** and to the **Headset** is **Green** this indicates a successful install. On startup of Intuition 1000, if connections are good, the Avaya **CIU** will reset. This is noticeable on the CIU indicator and on the LED in front of the CIU. It changes to red and back to green. The **Headset** indicator changes from red to green if the headset on the CIU is disconnected.



7.3. Avaya 2250 Attendant Console status

To verify correct configuration of the installation of Intuition 1000 software note the status indicators on the bottom left of the screen. If the indicator corresponding to the **2250** and to the **Headset** is **Green** this indicates a successful install. On startup of Intuition 1000, if connections are good, the Avaya 2250 will reset. This is noticeable on the **2250** indicator and on the LED in front of the 2250. It changes to red and back to green. The **Headset** indicator changes from red to green if the headset on the 2250 is disconnected.



8. Conclusion

These Application Notes describe the configuration steps required to successfully integrate the two products Datapulse™ Intuition 1000 V5.0.0.6 with Avaya Communication Server 1000E R7.5. All feature tests that were carried out indicate successful interoperability between the two products.

9. Additional References

These suggested documents form part of the Avaya official technical reference documentation suite. Further information may be had from <http://support.avaya.com> or from your Avaya representative.

- [1] *Software Input Output Reference —Administration (see ATT_DATA and LDN_DATA)*
Avaya Communication Server 1000, NN43001-611, 05.02 December 2010
- [2] *Telephones and Consoles Fundamentals*
Avaya Communication Server 1000 - NN43001-567, 05.01, November 2010

Documentation for Datapulse™ Intuition 1000 may be requested from Datapulse at <http://www.datapulse.com>

Appendix 1 – Call Server Patches

The following is the list of Call Server patches that were installed on the Communication Server 1000E during testing.

```
ld 143
CCBR000
.mdp issp

VERSION 4121
RELEASE 7
ISSUE 50 Q +
DepList 1: core Issue: 01 (created: 2011-03-15 10:26:33 (est))

IN-SERVICE PEPs
PAT# CR #          PATCH REF #    NAME      DATE      FILENAME      SPECIN
S
000  wi00688505     ISS1:10F1    p30595_1    31/03/2011  p30595_1.cpl  NO
001  wi00835294     ISS1:10F1    p30565_1    31/03/2011  p30565_1.cpl  NO
002  wi00832106     ISS1:10F1    p30550_1    31/03/2011  p30550_1.cpl  NO
003  wi00837618     ISS1:10F1    p30594_1    31/03/2011  p30594_1.cpl  NO
004  wi00852365     ISS1:10F1    p30707_1    31/03/2011  p30707_1.cpl  NO
005  wi00843623     ISS1:10F1    p30731_1    31/03/2011  p30731_1.cpl  YES
006  wi00839255     ISS1:10F1    p30591_1    31/03/2011  p30591_1.cpl  NO
007  wi00832626     ISS2:10F1    p30560_2    31/03/2011  p30560_2.cpl  NO
008  wi00857566     ISS1:10F1    p30766_1    31/03/2011  p30766_1.cpl  NO
009  wi00841980     ISS1:10F1    p30618_1    31/03/2011  p30618_1.cpl  NO
010  wi00837461     ISS1:10F1    p30597_1    31/03/2011  p30597_1.cpl  NO
011  wi00839821     ISS1:10F1    p30619_1    31/03/2011  p30619_1.cpl  NO
012  wi00842409     ISS1:10F1    p30621_1    31/03/2011  p30621_1.cpl  NO
013  wi00838073     ISS1:10F1    p30588_1    31/03/2011  p30588_1.cpl  NO
014  wi00850521     ISS1:10F1    p30709_1    31/03/2011  p30709_1.cpl  YES
015  wi00860722     ISS1:10F1    p30784_1    31/03/2011  p30784_1.cpl  YES
016  wi00839134     ISS1:10F1    p30698_1    31/03/2011  p30698_1.cpl  YES
017  wi00836981     ISS1:10F1    p30613_1    31/03/2011  p30613_1.cpl  NO
```

Appendix 2 – Linux Patches

The following is the list of Linux patches that were installed on the base system during testing.

```
[admin@cores3 ~]$ pstat
Product Release: 7.50.17.00
In system patches: 0

In System service updates: 10
PATCH#  IN_SERVICE  DATE       SPECINS  REMOVABLE  NAME
0        Yes        30/03/11   NO       YES        cs1000-linuxbase-7.50.17.04-00.i386.000
1        Yes        30/03/11   NO       YES        cs1000-baseWeb-7.50.17.01-1.i386.000
2        Yes        31/03/11   NO       YES        cs1000-sps-7.50.17-01.i386.000
3        Yes        31/03/11   NO       YES        cs1000-shared-pbx-7.50.17-01.i386.000
4        Yes        31/03/11   NO       YES        cs1000-dbcm-7.50.17-02.i386.000
5        Yes        31/03/11   NO       YES        cs1000-bcc-7.50.17.03-00.i386.000
6        Yes        31/03/11   NO       YES        cs1000-Jboss-Quantum-7.50.17.01-1.i386.000
7        Yes        31/03/11   NO       YES        cs1000-dmWeb-7.50.17.04-00.i386.001
8        Yes        31/03/11   NO       YES        cs1000-emWeb_6-0-7.50.17.01-1.i386.000
9        Yes        31/03/11   NO       YES        cs1000-vtrk-7.50.17.16-01.i386.000
[admin@cores3 ~]$
```


Appendix 3 – Software Version

The following are the software versions for component applications on the Communication Server 1000E.

```
[admin@cores3 ~]$ swVersionShow
Product Release: 7.50.17.00
Base Applications
  base                7.50.17      [patched]
  NTAFS                7.50.17
  sm                   7.50.17
  cs1000-Auth          7.50.17
  Jboss-Quantum        7.50.17      [patched]
  lhmonitor            7.50.17
  baseAppUtils         7.50.17
  dfoTools             7.50.17
  nnnm                 7.50.17
  cppmUtil             7.50.17
  oam-logging          7.50.17
  dmWeb                n/a          [patched]
  baseWeb              n/a          [patched]
  ipsec                7.50.17
  Snmp-Daemon-TrapLib  7.50.17
  ISECSH               7.50.17
  patchWeb             7.50.17
  EmCentralLogic       7.50.17
Application configuration: CS+SS+EM
Packages:
CS+SS+EM
Configuration version: 7.50.17-00
  cs                   7.50.17
  dbcom                7.50.17      [patched]
  cslogin              7.50.17
  sigServerShare       7.50.17      [patched]
  csv                  7.50.17
  tps                  7.50.17
  vtrk                 7.50.17.16  [patched]
  pd                   7.50.17
  sps                  7.50.17      [patched]
  ncs                  7.50.17
  gk                   7.50.17
  EmConfig             7.50.17
  emWeb_6-0            7.50.17      [patched]
  emWebLocal_6-0       7.50.17
  csmWeb               7.50.17
  bcc                  7.50.17      [patched]
  ftrpkg              7.50.17
  cs1000WebService_6-0 7.50.17
  managedElementWebService 7.50.17
  mscAnnnc             7.50.17
  mscAttn              7.50.17
  mscConf              7.50.17
  mscMusc              7.50.17
  mscTone              7.50.17
[admin@cores3 ~]$
```

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