Avaya Solution & Interoperability Test Lab

Application Notes for Configuring Interalia iProMOH V4 with Avaya IP Office R8.1 - Issue 1.0

Abstract

These Application Notes describe the configuration steps for provisioning Interalia iProMOH V4 system to successfully interoperate with Avaya IP Office R8.1. Interalia iProMOH is a music-on-hold system or an audio player application that plays music and messages.

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 compliance tested configuration using Interalia's Music-on-Hold solution iProMOH V4 (iProMOH) and Avaya IP Office Release 8.1. Interalia iProMOH is an audio player system that can play music and messaging to on-hold callers and broadcast announcements to in-store patrons. Interalia iProMOH V4 operates in multiple locations, automatically downloads content over the Internet, and is centrally managed via the customers LAN/WAN.

Interalia iProMOH can be utilized as both music and messaging device for on-hold applications typically associated with a key system or PBX, but also as an information/entertainment source in overhead paging applications. It allows the customer to manage and manipulate centrally stored content as well as accepting streamed music sources from licensed providers.

2. General Test Approach and Test Result

The test approach was to facilitate the playing of music and messages by the iProMOH solution in various telephony scenarios. The tests were to verify that the music was being played correctly with good audio received.

Functionality testing included basic telephony operations such as answer, hold/retrieve, transfer, conference and call park. The tests were all functional in nature and performance testing was not included.

The serviceability tests were performed by disconnecting the iProMOH system from Avaya IP Office by severing the physical connection and ensuring successful audio on re-connection. Also tests were performed by disconnecting power to the iProMOH unit and rebooting Avaya IP Office.

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.

2.1. Interoperability Compliance Testing

The interoperability compliance test included both feature functionality and serviceability testing. The feature functionality testing focused on verifying that music is played in various scenarios. The functionality testing for iProMOH with Avaya IP Office included,

- Verification of connectivity between Avaya IP Office and the iProMOH system
- Hold/Transfer/Call Park/Conference Music on Hold functionality

The serviceability testing included,

- The ability to recover from a power failure, audio line disconnect and system restart.

2.2. Test Results

All testing passed successfully.

2.3. Support

Technical support can be obtained for Interalia iProMOH as follows:

- Email: *support@interalia.com*
- Website: www.interalia.com
- Phone: +1 800 661 9406

3. Reference Configuration

Figure 1 shows the network topology during compliance testing. Avaya IP Office and the Digital Station Expansion Module are used as the hosting PBX. iProMOH is connected to the Avaya IP Office's Audio input port.

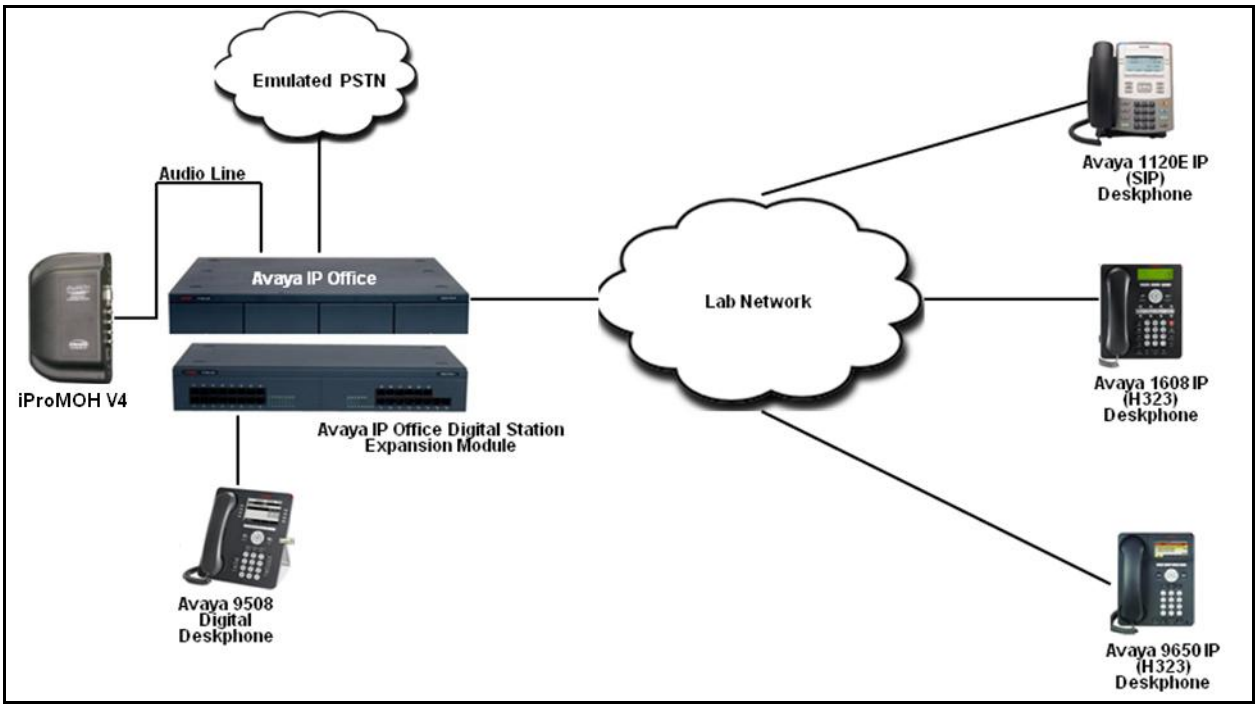


Figure 1: Network Topology and connectivity between Interalia iProMOH V4 and Avaya IP Office Release 8.1

4. Equipment and Software Validated

All the hardware and associated software used in the compliance testing is listed below.

Equipment/Software	Release/Version
Avaya IP Office	8.1.52
Avaya IP Telephones • 9650 (H323) • 1608 (H323) • 1120 (SIP) Avaya Digital Telephones • 9508	 3.104S 1.302S 4.0.3.12.00 N/A
Interalia iProMOH(Multi site – P/N 41420)	Firmware version: V4.1.0.8502 Software: iMCM V4.0.22

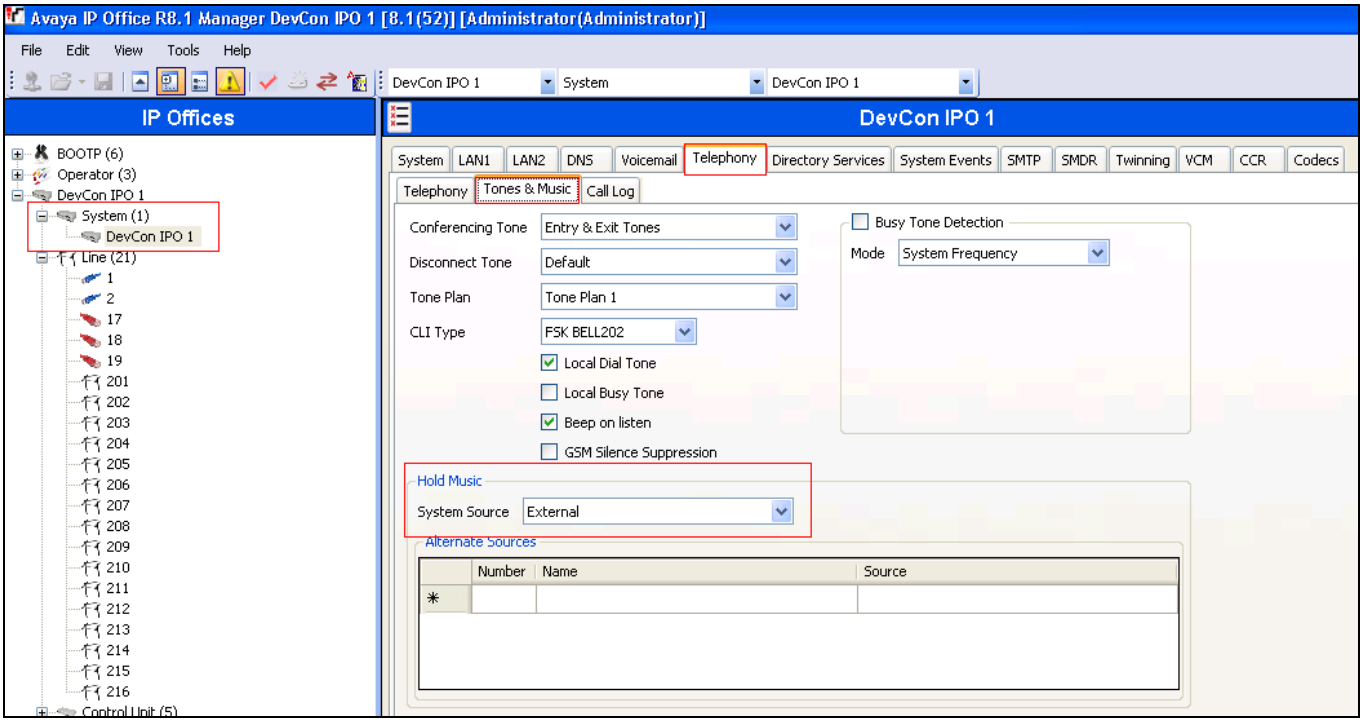
5. Configure Avaya IP Office

This section provides the procedure for configuring Avaya IP Office. Assumption is made here that Avaya IP Office Users and Extensions are already configured and therefore will not be discussed.

5.1. Configure Music On Hold Source on Avaya IP Office

From a PC running the Avaya IP Office Manager application, select **Start → Programs → IP Office → Manager** to launch the Manager application. Select the proper IP Office system, and log in with the appropriate credentials (not shown).

The **Avaya IP Office R8.1 Manager** screen is displayed as shown in the screen below. From the configuration tree in the left pane, select **System → Telephony → Tones & Music**. From the **Hold Music** section select "External" from the drop down menu. Rest of the values remain at default.



6. Configure Interalia iProMOH

Since the focus was on testing proper audio for Music On Hold (MOH); only the physical connectivity from iProMOH to Avaya IP Office is discussed here. iProMOH V4 is being configured to download the audio media contents from the internet via the local LAN.

6.1. Physical Connectivity of iProMOH to Avaya IP Office.

Position the iProMOH system near Avaya IP Office. Using the RCA cable with mini-jack adaptor, connect the iProMOH's 600Ω output of Channel 1 to the MOH input on the Avaya IP Office jack labeled "Audio".

7. Verification Steps

This section provides the tests that can be performed to verify correct configuration of Avaya IP Office and iProMOH.

The following steps can be performed to verify the basic operation of the system components,

- Place external and internal calls to Avaya IP Office and perform hold, transfer, call park and conferencing operations to verify that music is played as expected.
- Disconnect power to the iProMOH unit while a call is put on hold and music is being played. Verify that the call is not dropped. Connect the power back and verify that music on hold starts playing when the unit is back into complete operation.
- Reboot Avaya IP Office when a call is on hold and music is being played. Calls are dropped. Verify that Avaya IP Office is operational after the reboot is completed and music on hold operation is working after the reboot.

8. Conclusion

These Application Notes describe the configuration steps required for Interalia iProMOH V4 to successfully interoperate with Avaya IP Office R8.1. Test cases based on functionality and serviceability were completed successfully.

9. Additional References

This section references the product documentation relevant to these Application Notes.

1. *IP Office 8.1GA Knowledge Base Documentation,* December 17, 2012, available at *http://support.avaya.com*

2. Product documentation for Interalia iProMOH can be found at *http://www.interalia.com/Support/iProMOH/iProMOH.php*

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*