

Avaya Solution & Interoperability Test Lab

# Application Notes for Computer Instruments eONE with Avaya IP Office IP500V2 - Issue 1.1

### Abstract

These Application Notes describe the configuration steps required for Computer Instruments eONE to interoperate with Avaya IP Office IP500V2, firmware 9.1.4 using SIP trunks. Computer Instruments eONE is an IVR development platform that includes a number of self-service IVR and Web applications. In this compliance test, Computer Instruments eONE was installed on a PC with a Dialogic card that provided SIP connectivity to Avaya IP Office using SIP extensions/registration.

In the compliance testing, Computer Instruments eONE used SIP trunks to Avaya IP Office to support inbound and outbound IVR applications.

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 Computer Instruments eONE to interoperate with Avaya IP Office IP500V2 using SIP trunks. Computer Instruments eONE is an IVR development platform that includes a number of self-service IVR and Web applications.

In the compliance testing, Computer Instruments eONE used SIP trunks to Avaya IP Office IP500V2 to support inbound and outbound IVR applications.

The Computer Instruments eONE (heron refers to as eONE) server used in the testing included the Dialogic Host Media Processing Software for support of the SIP protocol.

# 2. General Test Approach and Test Results

The feature test cases were performed manually. The eONE inbound application was tested by manually placing calls from users on IP Office to the eONE inbound application. The associated eONE inbound application played greeting announcements and collected DTMF input from the caller to decide on the feature to provide, such as a transfer to internal or external destinations. eONE outbound application to PSTN and Communication Manager were also tested.

The serviceability test cases were performed manually by disconnecting and reconnecting the Ethernet connection to eONE.

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 feature and serviceability testing.

The feature testing included inbound/outbound calls, G.711MU, inbound DTMF, invalid number, and busy destination.

The serviceability testing focused on verifying the ability of eONE to recover from adverse conditions, such as disconnecting/reconnecting the Ethernet connection to eONE.

#### 2.2. Test Results

All test cases passed. Inbound and outbound calls to/from eONE, inbound DTMF, call Supervised Transfer from eONE, and call termination were all successful.

#### 2.3. Support

For technical support on eONE, contact Computer Instruments Technical Support via phone, email, or website.

- **Phone:** (888) 451-0851
- Email: <a href="mailto:support@instruments.com">support@instruments.com</a>
- Web: <u>http://instruments.com/support/email\_form.html</u>

# 3. Reference Configuration

**Figure 1** illustrates a sample configuration with Avaya IP Office and Computer Instruments eONE. eONE registered with IP Office via SIP using a Dialogic card. IP Office received incoming calls and then routed them to eONE ports. eONE then terminated the call to the appropriate IVR application. IP Office was also connected to a simulated PSTN, which was used to simulate customer calls.



Figure 1: Computer Instruments eONE with Avaya IP Office

# 4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya IP Office 500 V2	9.1.4 (137)
Avaya IP Office Manager	9.1.400 (137)
Avaya 96x1 Series IP Deskphone	6.6 (H.323)
Avaya 1120/1220 IP Deskphone	4.4.18(SIP)
Computer Instruments eONE on Windows Server 2008 R2	6.1.1
Service Manager	3.7 GA
Dialogic Host Media Processing Manager	3.0 Service Update 357

**Note:** Testing was performed with IP Office IP500V2 R9.1.4, but it also applies to IP Office Server Edition R9.1.4.

# 5. Configure Avaya IP Office

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

- Verify IP Office license
- Configuration System
- Configure SIP Line

#### 5.1. Verify IP Office License

From a PC running the Avaya IP Office Manager application, select Start  $\rightarrow$  Programs  $\rightarrow$  IP Office  $\rightarrow$  Manager to launch the Manager application. Select the proper IP Office system and log in with the appropriate credentials.

The **Avaya IP Office R9 Manager** screen is displayed. From the configuration tree in the left pane, select **License** to display the license screen in the right pane. Verify that the **License Status** for **SIP Trunk Channels** is "Valid" and has enough instances.

Configuration						0 · 11 / 2	XIVI
E X BOOTP (7)	License Remote Sen	er					
	License Mode Licensed Version Senal Number (ADI) PLDS Host ID PLDS File Status	Ucense Normal 9.1 1314589623 111314589623 Not Present / Divisi	d				
+ = 000C29509889	Feature		License Key	Instances	Status	Expiry Date +	Add
E - W 00E00705AC6P	Small Office Edition	VCM (channels)	eAst-ty@yMtr457RwUk8pk88lQt/bgP879	255	Obsolete	Never	
11: NO SYSTEM (1/	Small Office Edition	WFI.	9A9NzSb3vNzwsD7_YoBfkgfh IP/HoMMB	255	Obsoleté	Never	Remove
El - Control Linit / 3	IPSec Tunneling		90nD7ybr9uKSv2zv/Thcz68qtMVeSvwLu	255	Valid	Never	
El do Extension (14)	Proactive Reporting	<b>9</b>	XX@n2Fd3EdGwNwx4fe8ewshsd0rULP53	255	Obsolete	Never	
16 4 User (11)	Report Viewer		eKJXeL6oLO3AtoM34XEvk3Y00ruVUxrx	255	Obsolete	Never	
HI Group (2)	Mobility Features		zX9Hy3oaLVBfXZ5FWI8brfbjcsokp89x	255	Obsolete	Never	
H Short Code (2)	Advanced Small Co	mmunity Networking	laeimAyMD)UVyZPAQCr4th4CYWdIv9dz	255	Obsolete	Never	
Service (0)	IP500 Voice Networ	king Channels	WhBQhKdfDvXO2CkU56pgojW5t2Wd5mz	255	Obsolete	Never	
E & RAS (1)	IP500 Upgrade Sta	ndard to Professio	O4yFfW/UAIX8j06kQTj89bf29Y@jAeuc	255	Obsolete	Never	
E 😳 Incoming Call F	IP500 Voice Networ	rking Channels	ShTLh_p8Qjf_n03ALchH8dpsNcaj8DM	4	Obsolete	Never	
WAN Port (9)	VCM Channel Migra	tion	lqJg87gIvN5anbc3mmhxgb4UnMkGMFB	255	Obsolete	Never	
11 Frewal Profile	SIP Trunk Channels		Wn0OlCdRgtmFFBggnOu7o1soGgs1dBLu	255	Valid	Never	
E IP Route (9)	VPN IP Extensions		W4QL@U@HEQ@F_gbRHLNxrpepAcTUM@Q	255	Obsolete	Never	
Clicense (77)	IP500 Universal PR	I (Additional chan	InGr.JudDVGsWdNShinfuagzLW1YeMSHsx	255	Valid	Never	
en Turnel (0)	RAS LRQ Support (	Rapid Response)	6Az58,6cEAnODPgGAn73cQesPYmodH_B	255	Obsolete	Never	
ARS (4)	IP Office Dealer Su	nnort - Standard F.	ht9vzWhRvv2tt9C61te al 998r1vv2t	255	Thoulete	Never 2	

### 5.2. System Configuration

From the configuration tree in the left pane, select **System** to display the **System** screen for the IP Office 500 V2 in the right pane. Select the **LAN1** tab, followed by the **LAN Settings** sub-tab in the right pane. Make a note of the **IP Address**, which will be used later to configure the Computer Instruments eONE SIP interface.

Configuration	00E00705AC6F	☆ - 🕑   🗙   🗸   <   >
BOOTP (7)      Operator (3)      Solution      User (18)      Group(2)      Short Code(45)      Corectory(0)      Time Profile(0)      Account Code(0)      Solution      User Rights(9)      Coctation(0)      OOC0705AC6F      OOC0705AC6F      OOE00705AC6F      Control Unit (3)      Solution (14)      User (11)      Solution (14)      User (11)      Solution (23)      Service (0)      Service (0)      Service (0)      Solution      Solution	Twinning       VCM       Codecs       VoIP Security       Contact Center         System       LAN1       LAN2       DNS       Voicemail       Telephony       Directory Services       Si         LAN Settings       VoIP       Network Topology       IP       Address       10       64       44       21         IP Address       10       64       44       21       IP         IP Mask       255       255       255       0         Primary Trans. IP Address       0       0       0       0         RIP Mode       None       Image: Contact Center       Image: Contact Center       Image: Contact Center         DHCP Mode       O       0       0       0       0       0         OHCP Mode       O       Image: Contact Center       Image: Contact Center       Advance	rstem Events SMTP SMDR
WAN Port (0)	Of	Cancel Help

Select the VoIP sub-tab. Ensure that SIP Trunks Enable is checked.

Configuration	00E00705AC6F	ii → 🕑   🗙   🖌   <   >
BOOTP (7)     Gerator (3)     Solution	Codecs         VoIP Security         Contact Center           System         LAN1         LAN2         DNS         Voicemail         Telephony         Directory Services         System EV	ents SMTP SMDR Twinning VCM
🕀 🖞 User(18)	LAN Settings VoIP Network Topology	
E Group(2)		
	H323 Gatekeeper Enable	
Time Profile (0)	Auto-create Extn Auto-create User L H323 Re	mote Extn Enable
Account Code(0)	Remote Call	Signalling Port 1720
Location(0)	SIP Trunks Enable	
±	SIP Registrar Enable	
□ ··· ·· ·· ·· ·· ·· ·· ·· ·· ·· ·· ·· ·	Auto-create Extn/liser	SIP Remote Extr Enable
= System (1)		
	Domain Name	
🗈 🖘 Control Unit (3)	UDP UDP Port 5060	Remote UDP Port 5060
. User (11)	Layer 4 Protocol	Remote ICP Port 5060
E Short Code (23)	TLS TLS Port 5061 🛨	Remote TLS Port 5061
Service (0)	Challenge Expiry Time (secs)	
🗄 📲 RAS (1)		
🕀 😰 Incoming Call Route (19)		
	· · · · · · · · · · · · · · · · · · ·	
Firewall Profile (1)		OK Cancel Help

## 5.3. Configure SIP Line

A SIP line is needed to establish the SIP connection between Avaya IP Office and CI eONE. From the configuration tree in the left pane, right-click on Line and select New  $\rightarrow$  SIP Line from the pop-up list to add a new SIP line (not shown). The SIP Line tab is displayed.

#### 5.3.1 SIP Line – SIP Line Tab

For **ITSP Domain Name**, enter the applicable domain name for the network configuration. During the test, the IP address was used. That means the IP address is used instead of a domain name. Set both **Incoming Supervised REFER** and **Outgoing Supervised REFER** to "Always". The **Outgoing Blind REFER** field was checked.

onfiguration 🔚	SIP Line	- Line 20		₫•₫ ×	< <
Strength         Strength	SIP Credentals     SIP Advance       20     10.64.44.21       SIP     Could       0     0       00     System Default	d Engneenng	T38 Pax In Service Check ODS Sesson Timers Refresh Method Timer (seconds) Forwarding and Twinning Originator number Send Caller ID Redrect and Transfer Encoming Supervised REFER Outgoing Supervised REFER Send 302 Moved Temporarily	Auto On Demand Diversion Header Always Always	

Retain the default values in the remaining fields.

#### 5.3.2 SIP Line – Transport Tab

Select the Transport tab in the right pane. For ITSP Proxy Address, enter the IP address of the CI eONE server ip address. For Layer 4 Protocol, select "UDP", and Send Port to "5060".

Configuration	SIP Line - Line 20	📸 • 🕑   🗙   🗸   >
00E00705AC6	SIP Line Transport SIP URI VoIP SIP Credentials SIP Advanced Engineering T38 Fax	
	ITSP Proxy Address 10.64.101.211	
-172	Network Configuration	_
	Layer 4 Protocol UDP Send Port 5060	
	Use Network Topology Info None Listen Port 5060	
	Explicit DNS Server(s) 0 · 0 · 0 · 0 0 · 0 · 0	
	Calls Route via Registrar 🔽	
> 22		
24	Separate Registrar 10.64.44.21	

### 5.3.1 SIP Line – SIP-URI Tab

Select the SIP URI tab, and click Add to display the New Channel section. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- Local URI:
- Enter the wildcard character "\*".
- Contact: Enter the wildcard character "\*".
- Enter the wildcard character "\*". • Display Name: "None"
- PAI:
- Incoming Group: Enter a trunk group that will be used.
- Outgoing Group: Enter a trunk group that will be used.
- Max Calls per Channel: The desired maximum number of simultaneous calls.
- Click OK.

Configuration	SIP Line - Line 20	<u>d</u> i-≝ X V < >
Configuration	SIP Line - Line 20       SIP Line   Transport SIP URI   volp     SIP Credentals SIP Advanced   Engineering   T38 Fax        Channel Groupe     Via   Local URI Contact Deplay Name   PAI   Cre       1     20     20       2     20     20	
<ul> <li>→ Dectension (14)</li> <li>→ User (11)</li> <li>→ Group (2)</li> <li>→ Short Code (23)</li> <li>→ Short Code (23)</li> <li>→ Short Code (23)</li> </ul>	Incoming Group 20 Outgoing Group 20 Max Calls per Channel 10	-

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#### 5.3.2 SIP Line – VoIP Tab

Select the **VoIP** tab, and check **Re-invite Supported**. During the compliance test, the selected codec was G.711Mu. Retain the default values for the remaining fields.

Configuration			SIP Line - Line 20		<b>₫ • 🗄 X</b> 🗸 < 3
	Codec Selection	EI VolP SIP Credentials S Custon Unused G. 721 ALAW 64K G. 722 64K G. 722 64K G. 723 10K 3MP 40LQ	P Advenced Engineering 738 /	res   F vor s F co F co F at F F reaco F sm	ience Suppression Ite Supported det Ladidown Ser Direct Media Path Proce Direct Media Path Proce Direct meritik eth phones (NODrel Supported 7/0412244
28	Fax Transport Support	hone		3	
H Canad Unit (3) 응	Hede Security	Disabled	1	2	

#### 5.3.3 SIP Line – SIP Advance

Select the Use PAI for Privacy field was checked. Select "All" for the P-Early-Media Support field, and check Emulate Notify for REFER.

Retain the default values for the remaining fields.

Configuration		SIP Line - Line 20		₫- <u>∃</u> × < <
- 역0 00E00705AC6F 금 년국 Line (18) - 년국 1	SIP Une Transport SIP URU vo Addressing	IP SIP Credentals SIP Advanced Engineering T38 Pa	x  Nedia	
-172	Association Method	By Source IP address	<ul> <li>Allow Eng</li> </ul>	HY DWITE
- f ( 3		Contraction of the second seco	Send Emp	ity ne-INVITE
-194	Call Routing Method	To Header	Alow To 1	Tap Change
17	Suppress (NIS, SEV Look, ps.	E	T Parks 10	internet Internet
10			PEDRYPE	eda support   48 _
- 19	Identity		Send Siler	naisupp=0ff T
. 20	Use Phone Context	E.	Force Earl	to Direct Pilitika 🛛 🗖
- 21	And user wohone	-	Media Co	mectan Disabled
- 22	Line + for International	-	Preservat	tors and a
- 23	Una Ditt for Determine			
24	Use PALITIK PITVIDLY	<u> </u>	Call Cont	tral
	Use Domain for PAL		Cut house	the transition of a
- 27	Swap Prom and PAI		Carpena	ans constant (a)
- 28	Caller 10 from From header		Cal Queu	ing Timeout (m) 5 式
29	Send From In Clear	<b>F</b>	Carlors D.	All - Dura Hara
E Control Unit (3)	Cache Auth Credentials	<b>V</b>	Der wee ou	nav wesponde 1400 - Dool Here
Extension (14)	User-Agent and Server		on No Use Send	er Responding 408-Request Timeout
El 👹 Group (2)			Action on Limit	CAC Location Reject Call
9× "29	4		Suppress Header	Q.850 Raesson
-94 ***0			Emulate N	KOTIFY for 📁
-9X *41 -9X *42 -9X *43			No REFER Diversion	Lifusing F
- 9X *44	187			
- 9X "65"1#				

# 6. Configure Computer Instruments eONE

This section provides the procedures for configuring eONE. The procedures include the following areas:

- Administer system config
- Administer EIVR.ini
- Restart service

### 6.1. Administer System Config

Note: Prior to the actual test, a Computer Instruments engineer came in remotely to the server and installed/licensed/configured. This section shows what was configured by the Computer Instruments engineer. For more information, please contact the Computer Instruments support, mentioned in **Section 2.3**.

To access the System Config page, <u>http://localhost/eCI/VoiceAdmin/Default.aspx</u> or click the

shortcut icon created,

Provide appropriate credentials in the Login page.

Login	
User ID (email):	
Password:	
	Login
	Login

In the CII-Voice Administrator page, select Voice Administrator  $\rightarrow$  System Config in the left pane to display the Base System Configuration screen.



Select the Defaults tab from the top of the **Base System Configuration** pop-up screen. Select "Avaya Definity" for **PBX Integration**. For **Dial Plan Digits**, enter the maximum length of internal extensions on Communication Manager. For **Outside Line Access Prefix**, enter the applicable prefix for calls to the PSTN via by Communication Manager. For outbound calls to the PSTN, based on INI setting eONE will prepend the **Outside Line Access Prefix** value defined below, plus the digit "1" (as per setup).

	Base System Configuration				
Vulce Administrator	Defaults Apple	cation Channel	Dialing	Installed Services	
System Config	- Street and Detrochs			the second s	
Base Web Mathemat		1947 - TANKAR - 47	6	Contraction (evolution)	
Prompt Manager	PBX Integration	Aveya Definity		BUTCALL BROUP	START T
Menu Managar	100000000000000000000000000000000000000	TOM		Bennage Lang	1
Audia Manager 2	Default Application	100 OREDATION DEFAULT		Notification Outcall	1
Estension Manager :	Default Operator	Event .		Carr ne mer now	
Form Manager	Default Canguage	Company of Company			
Locator Manager	Ligraum Gernoet	T Male Female			
VM Purge Cuslig	Detault TTS Voice	Microsoft Arrow			
UM Administration	Dial Plan Digits	5 . Mex Mode Digits:	10		
CollectAndStore Config	Transfer Profix	Transfer Suffer			
Web Administration	Outside Line Access Prefix	9.			
SPP Administrator	Toll Call Suffix/Code	Local Cell Suffix/Code:		See .	
Log-Out	Expect DNIS Digits				
	Advanced	TTS Save Settings			And a second

Select the **Channel** tab from the top of the **Base System Configuration** pop-up screen.

In the **Channel Setting** sub-section, select the first channel entry. For **Extension**, enter the applicable extension used for the inbound application, in this case "72061". By default, all third party channel resources are used for inbound applications unless otherwise specified. Note that the compliance testing used five channel resources, which is governed by the Dialogic license.

In the compliance testing, only one inbound application was used, and therefore only the first channel resource needs the extension mapping.



### 6.2. Administer EIVR.ini

From the eONE server, navigate to the C:\Windows directory to locate the EIVR.ini file shown below.

🕌 Windows								
G O ✓ J + Computer + Local Disk (C:) + Windows +								
Organize 🔻 🧊 Open 🔻 Print Compatibility files New folder								
	▲ Name ^	Date modified	Туре	Size				
Computer	Vss	7/13/2009 9:20 PM	File folder					
E 🔂 Local Disk (C:)	\mu Web	7/13/2009 11:37 PM	File folder					
	\mu winsxs	10/16/2015 1:31 PM	File folder					
Exports	■ bfsvc.exe	11/20/2010 8:24 PM	Application	70 KB				
🕀 🛺 inetpub	🔜 BGInfo.bmp	9/10/2012 2:37 PM	Bitmap image	3,841 KB				
🗄 膧 OD	bootstat.dat	11/12/2015 2:21 AM	DAT File	66 KB				
PerfLogs	dd_vcredistMSI2CE2.txt	8/7/2013 1:50 PM	Text Document	406 KB				
🕀 🦺 Program Files	dd_vcredistMSI2D10.txt	8/7/2013 1:50 PM	Text Document	412 KB				
11 🗾 Program Files (X86)	dd_vcredistUI2CE2.txt	8/7/2013 1:50 PM	Text Document	12 KB				
Trace Files	dd_vcredistUI2D10.txt	8/7/2013 1:50 PM	Text Document	12 KB				
🗉 🍒 Users	🔳 DtcInstall.log	8/22/2011 5:52 PM	LOG File	3 KB				
🗆 🕌 Windows	EIVR.ini	11/3/2015 11:10 AM	Configuration settings	2 KB				
🗄 🎽 AppCompat	EIVR-orig.ini	10/20/2015 11:11 AM	Configuration settings	2 KB				

Open the **EIVR.ini** file with the Notepad application. Configure the parameters as shown below, where "10.64.44.21" is the IP address of IP Office, "10.64.101.211" is the IP address of the eONE server, and "avaya.com" is the domain name. During the compliance test, the domain name is converted to IP address in the hosts file.



#### 6.3. Restart Service

 $Run \ the \ c:\ Program \ Files \ (x86)\ FireDaemon \ OEM\ FireDaemon \ UI.exe \ or \ select \ the \ Service$ 

Manager icon, from Desktop to display the screen below. Restart the eONE Voice Server Dialogic service and verify that the Status is *Running* as shown below.

🔞 FireDaemon OEM Service Manager v3.7 GA												_	I X			
Eile	<u>S</u> ervice	<u>H</u> e	elp													
30	1		南	1	۲'n	祏	南	×Ĉ.	×Ô	₹	0	0	. ←⇒	Ð		
New	Đ	8C.	Uninstall	Uninst All	Start	Stop	Restart	Start All	Stop All	Restart	All Refresh	Filter	Session0	Exc		
Servi	ice 🔺		Descript	tion		Status	F	Process	Startup	Гуре	User		Memory	PID	CPU	
🗿 FI	DS: eON	ΙE	The Adj	unct Servi	ces Ser	Runnir	ng F	Running	Automat	ic	LocalSyst	em	16780K	5104	00	
😈 FI	DS: eON	ΙE	The Tra	ce Service	e runs c	Runnir	ng F	Running	Automat	ic	LocalSyst	em	6288K	580	00	
🖸 FI	DS: eON	IE	eONE V	loice Servi	er Dialogic	Runnir	ng F	Running	Automat	ic	LocalSyst	em	84208K	5336	00	
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																//

# 7. Verification Steps

This section provides tests that can be performed to verify proper configuration of Avaya IP Office and eONE.

### 7.1. Verify from Avaya IP Office

This section provides the tests that can be performed to verify proper configuration of Avaya IP Office and CI eONE. Establish a call between Avaya IP Office and CI eONE.

Navigate to All Programs  $\rightarrow$  IP Office  $\rightarrow$  System Status (not shown) to launch the System Status application, and log in using the appropriate credentials. The IP Office System Status screen is displayed. Expand Trunks in the left pane and select the SIP line in use, in this case "20".

Verify that the **SIP Trunk Summary** screen shows an active channel with **Current State** of "Connected". Also verify that the **Remote Media Address** contains the IP address of CI eONE, and that **the Other Party on Call** contains the local IPO user.

Avaya IP Office System	Status - 00E007	05AC6	F (10.64.44	.21) - IPS	00 VZ 9.1.4	@ build	1.17									
AVAYA						IP	Offic	ce Sy	stem Sta	itus						
ttelp Snapshot LogOff Ex	ft About															
System	Status un	ator Si	annary 🔿	Alerni	-											
Extensions (13)			SIP Trunk Summary												1	
Lines:1-4	Line Service St	tate:		In S	ervice											
Lines	Peer Domain N	inte:		10.	64.44.21											
Line:17	Resolved Addr	100		10.	64.101.211											
Line(19	Line Number:			20												
Line:21	Number of Adr	ninistere	ed Channels	20												
Line:22	Number of Cha	ennels in	r User	1												
Line:23	Administered 0	Compres	sion:	G71	1 Mu											
Line:24	Enable Paststa	#t:		Off												
Line:26	Silence Suppre	esion:		Off												
Line:27	Media Stream:			RTP												
Line:28	Layer 4 Protoc	ast:		LIDF	S											
Line:29	SIP Trunk Char	nnel Lica	orises:	Unit	befim	6	0%									
ACTIVE LINES	SEP Trunk Char	nnel Lics	enses in Lise			-										
Voicemail	SIP Device Fea	aturest		REF	ER (Decening	and Out	tgoing)									
Locations	Channel URI	Cal	Current	Time in	Remote	Codes	Connect	Caler ID	Other Party on	Direction	Round	Receive	Receive	Transmit	Interpret	CH.
	I O	54	Connected	00-00-18	10.64.101	G71	BTP Belay	0.19861	Fain 22023 Fain/	Outnoing	24ms	- Artist	*IRACLE	17.2mm	0%	141
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	3		Ide	08:50:37												
	4	1	Ide	08:50:37		_							1			* *
	100 C			14							171					-
	Dur 10	Trace A	l Bau	se	Ping C	200	G	raceful Shu	Adown Porce	e Out of Ser	vice	Erint	Save	ASin /		
													100	Course and		-
														and a second		

### 7.2. Verify from Computer Instruments eONE

Select the Voice Monitor icon, from Desktop to display the eONE Voice Monitor screen. Verify that the Status for all ports is "Line is Idle", as shown below.

	e-IVR Voice Monitor				_ 🗆 🗵
Γ					<b></b>
	System Name	Port	Datestamp	Status	
	🖀 DEFAULT	01	11/16/2015 10:20:20	Line is Idle	
	🖀 DEFAULT	02	11/16/2015 10:20:20	Line is Idle	
	P DEFAULT	03	11/16/2015 10:20:20	Line is Idle	
	P DEFAULT	04	11/16/2015 10:20:20	Line is Idle	

# 8. Conclusion

These Application Notes describe the configuration steps required for Computer Instruments eONE to successfully interoperate with IP Office 9.1.4 using SIP trunks. All feature and serviceability test cases were completed.

# 9. Additional References

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

- 1. *Deploying Avaya IP Office Platform IP500 V2*, Document Number 15-601042, Issue 30s, October, 2015.
- **2.** Administering Avaya IP Office Platform with Manager, Release 9.1, Issue 10.28, October 2015.
- 3. Installing eONE, available from <a href="http://www.instruments.com">http://www.instruments.com</a>.
- 4. *eONE Application Server*, available from <u>http://www.instruments.com</u>.

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