Avaya Solution & Interoperability Test Lab

Application Notes for Imagine Soft Meteor SE with Avaya IP Office 6.1 – Issue 1.0

Abstract

These Application Notes describe the compliance testing of Imagine Soft Meteor SE with Avaya IP Office 6.1. Meteor SE is used in hospitality industries to assist with check in/check out and telephone usage authorization.

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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Table of Contents

1. Introduction 3
   1.1. Interoperability Compliance Testing 3
   1.2. Support 4
2. Reference Configuration 4
3. Validated Equipment and Software 5
4. Avaya IP Office Configuration 6
   4.1. Licensing 7
   4.2. Security Level 7
   4.3. System 8
   4.4. Extensions 11
      4.4.1. Create Administrator and Guest Extensions 11
      4.4.2. Analog Extensions for Meteor SE IVR Interface 12
   4.5. Create Users 13
      4.5.1. Create Users for Administrators 13
      4.5.2. Create Users for Guests 13
      4.5.3. Create Users for Meteor SE IVR Interface 15
      4.5.4. Create Virtual Users for DDI 16
      4.5.5. Create a Virtual User for External Calls to IVR 18
   4.6. User Rights 20
   4.7. Short Codes 26
   4.8. Create Hunt Groups 30
      4.8.1. Create Hunt Group Meteor SE IVR Ports 30
      4.8.2. Create Hunt Group for DDI Calls 31
   4.9. Create PRI Line 33
   4.10. Incoming Call Route 35
5. Configure Meteor SE Server 36
   5.1. Install Dialogic D/4PCI 36
   5.2. Configure Meteor SE 43
      5.2.1. Install License 44
      5.2.2. Configure Interfaces 48
      5.2.3. Configure Extensions 52
      5.2.4. Configure Room Status 54
      5.2.5. Configure Voice Mail 55
   5.3. Configure IP Office Web Services 56
6. General Test Approach and Test Results 56
7. Verification Steps 57
8. Conclusion 58
9. Additional References 58

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1. Introduction

The Imagine Soft Meteor SE server provides various telephony capabilities which help meet the needs of the hospitality industry. Meteor SE has the following capabilities which interact with Avaya IP Office:

- Meteor SE provides a check-in/check-out facility which changes telephone access privileges, providing telephone access to guests immediately upon check-in, and preventing unauthorized use after check-out.
- Meteor SE can assign a name to the telephone upon check-in, so that hotel or hospital staff can immediately recognize guests or patients from whom they receive telephone calls.
- Meteor SE allows hotel personnel to update room status via telephone to indicate the state of the room (i.e. it has been serviced by housekeeping, etc.).
- Meteor SE allows hotel guests to retrieve voicemail messages via external telephones attached to the Public Switched Telephone Network (PSTN).
- Meteor SE allows each hotel guest to program WAKEUP in his own language (6 languages) and hotel staff to verify wakeup status.
- Meteor SE can assign Direct Inward Dial (DID) extensions to hotel guests to enable them to have a telephone number independent of their room number which can be called from PSTN telephones, allowing guests to be reached by the same number, even though they may change hotel rooms.

1.1. Interoperability Compliance Testing

The following tests were performed as part of the compliance testing.

- Perform a guest check-in and verify that the guest's name is assigned to the telephone assigned to the guest's room, and that the guest is able to make calls via the PSTN.
- Perform a guest checkout and verify that the guest's name no longer assigned to the telephone, that the telephone can no longer make external calls, that the MWI light goes out if it was on prior to checkout, and any wakeup calls pending for that guest are removed.
- Verify that a room change causes the guest's messages, MWI status, calling privileges, station name, and wakeup calls to be assigned to the new extension.
- Verify that the system administrator can manually turn on or off a guest telephone's MWI lamp.
- Verify that local and external calls can leave messages for guests, and the guest can retrieve these messages, and that the state of the MWI lamp changes correctly.
- Verify that wakeup calls can be created or erased by either guests or administrators, and the wakeup calls are signaled correctly to guests.
- Verify that guests are billed correctly for local and external calls.
- Verify that DND can be activated or deactivated correctly by the administrator, and the incoming calls are blocked correctly.
- Verify that DIDs can be assigned to guests, and can be called correctly from external telephones.

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- Verify that guest telephones can be used to update room status (i.e., serviced by housekeeping).
- Verify the ability of the Meteor SE server to recover from interface and power interruptions.

1.2. Support

Support is available from Imagine Soft at:

- Telephone: +33 491327432
- Fax: +33 491327401
- Email: hotline1@imaginesoft.fr

2. Reference Configuration

The following diagram illustrates the configuration which was used for testing.

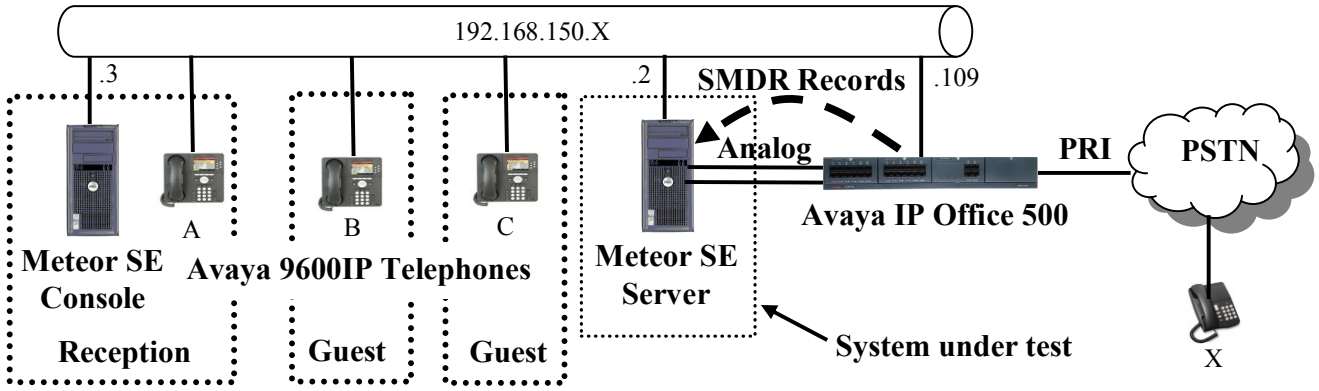

Figure 1: Imagine Soft Meteor SE Configuration

The function of the components in the above figure is as follows:

- The Avaya IP Office has a PRI trunk interface to the PSTN over which it can make and receive external calls.
- Avaya IP Office 500 sends SMDR records to the Meteor SE server as call events occur.
- The analog trunks between Meteor SE and IP Office are used to send announcements and wake-up messages to guest telephones. The number of trunks required is dependent on the number of guest extensions.

The Meteor SE Console application is browser-based, so no special software needs to be installed on Meteor SE Console PC

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The following table contains additional information about each of the telephones contained in the above diagram. Note that for this configuration, the guest room and extension are the same.

Endpoint	Ext	DDI	Description	Endpoint
A (Guest)	5113	4113	**Figure 11**	Avaya 9640
B (Guest)	5114	4114	**Figure 11**	Avaya 9640
C (Reception)	5126		**Figure 10**	Avaya 9650
Meteor SE IVR HG	5900		**Figure 31**	
Meteor SE DDI HG	5999		**Figure 32**	
Meteor SE IVR 1	5901		**Figure 9**, **Figure 13**	
Meteor SE IVR 2	5902		**Figure 9**, **Figure 13**	
Meteor DDI	5998		**Figure 16**	
X (PSTN Telephone)			**Figure 34**	ISDN

Table 1: Extensions Used for Testing

3. Validated Equipment and Software

Software Component	Version
Avaya IP Office Manager	8.1 (5)
Avaya IP Office	6.1 (5)
Avaya 9600 IP Telephones	3.1.1
MS Internet Explorer (Meteor SE client)	8.0
MySQL	4.0.18
Tomcat	6.0.14
MS C++ Runtime	2008 Redistributable
MS .net	Framework 4
Meteor SE	4.3.1
Dialogic Interface SW	SR6 SU 250
Dialogic D4PCI Analog Telephone Interface	D/4PCI
Meteor SE Platform: MS Windows 7	Professional

Table 2: Version Numbers of Equipment and Software

The Meteor SE client application is browser-based and runs with any version of Microsoft Internet Explorer from 5.0 to 8.0.

The MySQL and Tomcat packages are silently installed during the Meteor SE installation. The MS C++ Runtime and MS .net packages must be installed manually.

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There is a newer version of the Dialogic Interface card available with the designation SR6. This interface was not tested with the Avaya IP Office during DevConnect testing, but is indicated by Imagine Soft to be compatible with their application.

4. Avaya IP Office Configuration

The configuration and verification operations illustrated in this section were performed using the Avaya IP Office Manager program. When this program is started, a tree structure consisting of icons representing the configurable components of the system is displayed. When one of these icons is selected, the corresponding system component can be configured.

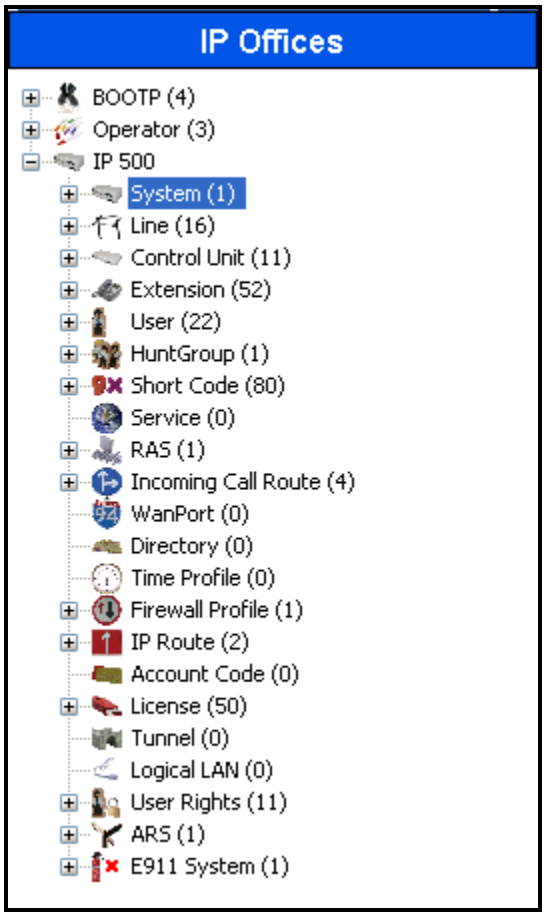

Figure 2: IPO Manager Component Tree

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4.1. Licensing

IP Telephones each consume an **Avaya IP Endpoint** license. If IP Office is being upgraded from a prior release, a **Software Upgrade** license may be required.

4.2. Security Level

Log in to the IP Office "Security" configuration of the IP Office Manager, and select "Services", "Configuration", as shown below. Set the "Service Security Level" to "Unsecure + Secure" and select "OK".

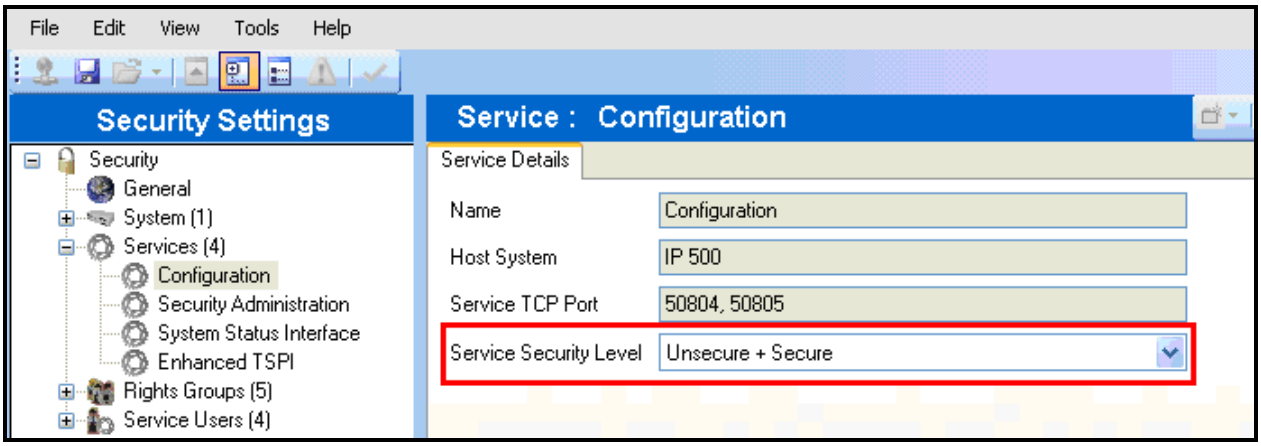

Figure 3: Security Parameters

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4.3. System

Select the "System" icon shown in **Figure 2**, and set the parameters as shown in the following table. Select the tab shown in the "Tab" column to configure the parameters for that tab.

Tab	Parameter	Usage
System	Time Offset	Enter the time offset to GMT in hours/minutes.
	Time Server IP Address	Enter the IP address of a time server.
	Locale	Enter the name of the locale for the region is which the IP Office is to be used. Testing was done using the "France" locale.
LAN1	IP Address	Specify the IP address to be assigned to IP Office. Note that this must match the value specified in **Figure 50**.
	IP Mask	Enter the IP mask to be used by the LAN.
Voicemail	Voicemail Type	Specify "none".
SMDR	Output	Select "SMDR Only" from the drop-down menu.
	IP Address	Enter the IP address of the Meteor SE server.
	TCP Port	Enter the port from Meteor SE reads SMDR records. This should match the parameter which is set in **Figure 51**.

Table 3: System Configuration Parameters

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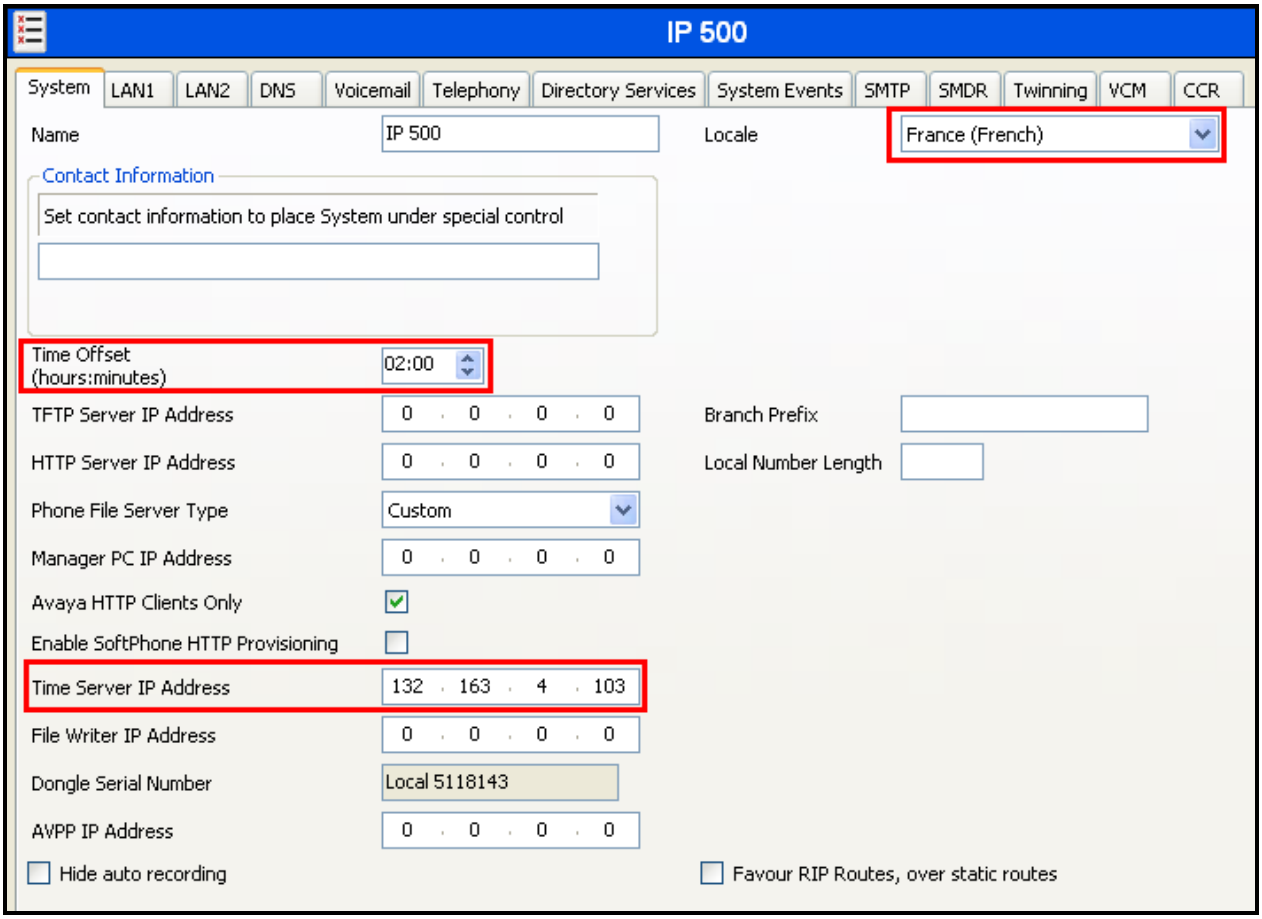

Figure 4: System Parameters

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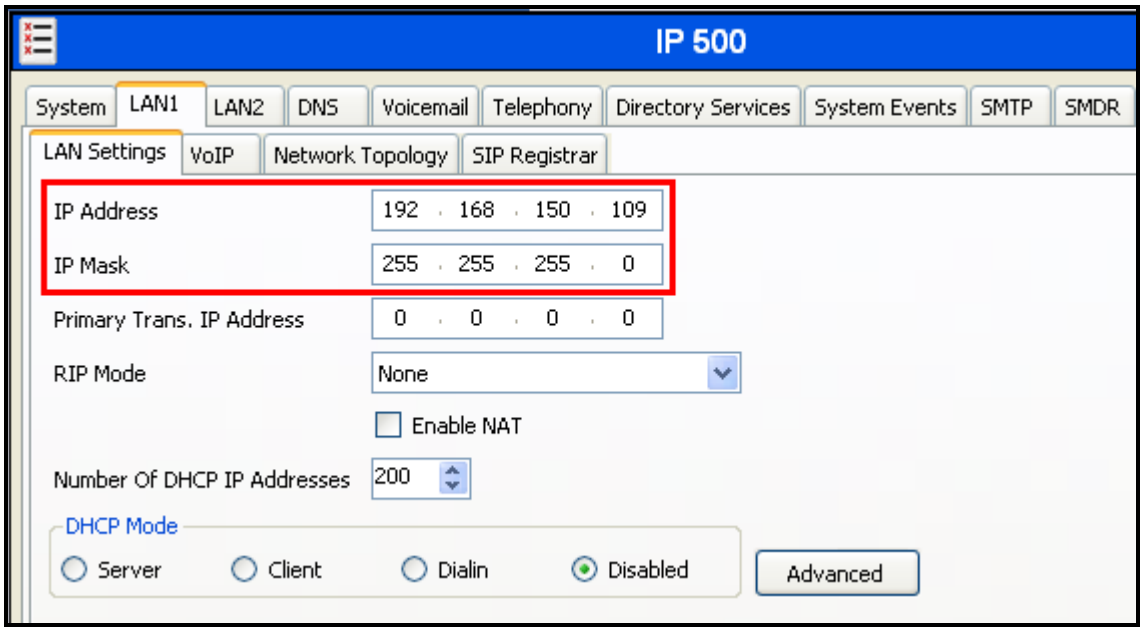

Figure 5: System Parameters: LAN1

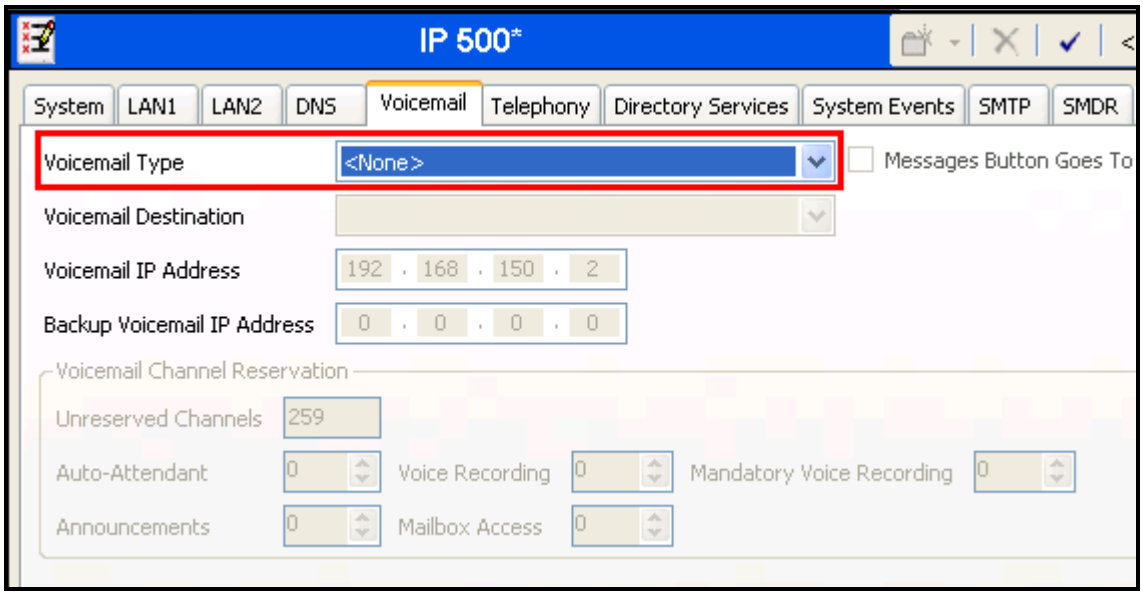

Figure 6: System Parameters: Voicemail

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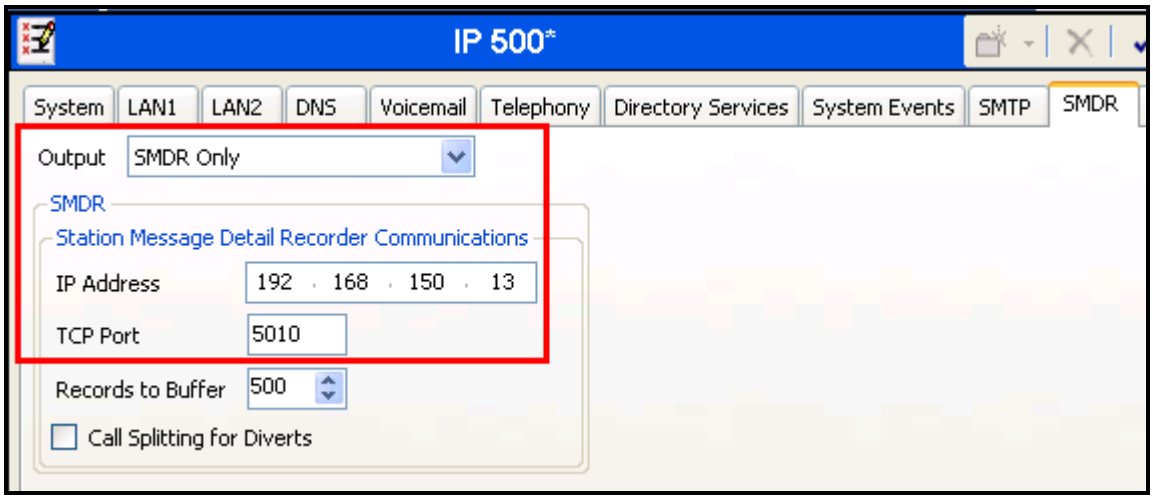

Figure 7: System Parameters: SMDR

4.4. Extensions

4.4.1. Create Administrator and Guest Extensions

Select the "Extensions" icon shown in **Figure 2** and click "new" to create an extension for each of the Administrators and Guests shown in **Table 1**. Set the "Base Extension" parameter to extension to be assigned, and accept the defaults values for the remaining parameters.

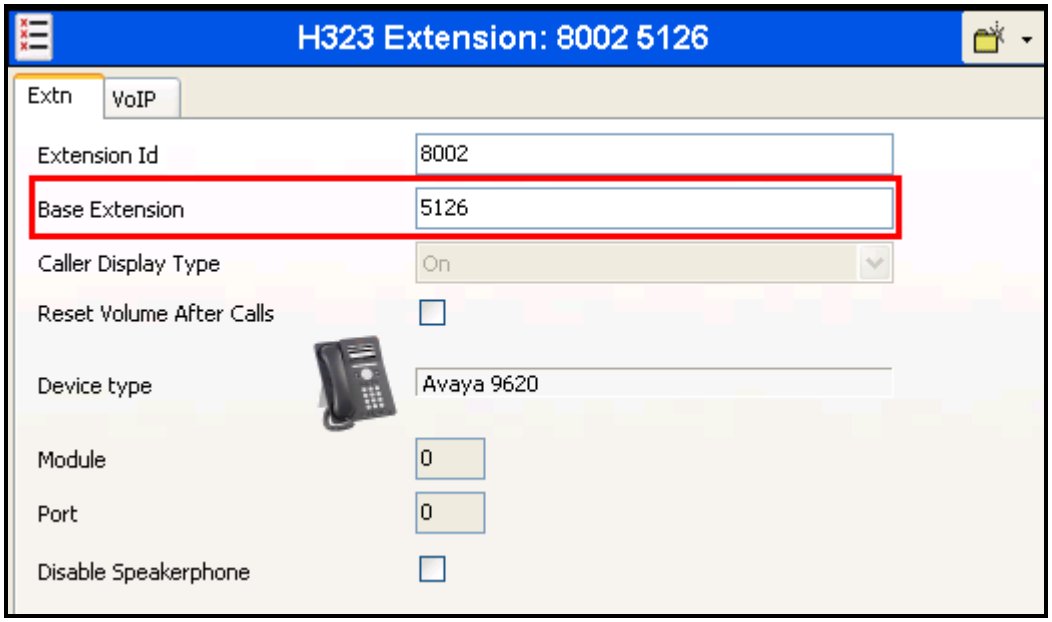

Figure 8: Administrator and Guest Extension

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4.4.2. Analog Extensions for Meteor SE IVR Interface

Create an extension for the analog interface to Meteor SE which is used for IVR. Repeat this for the other "IVR" extensions show in **Table 1**.

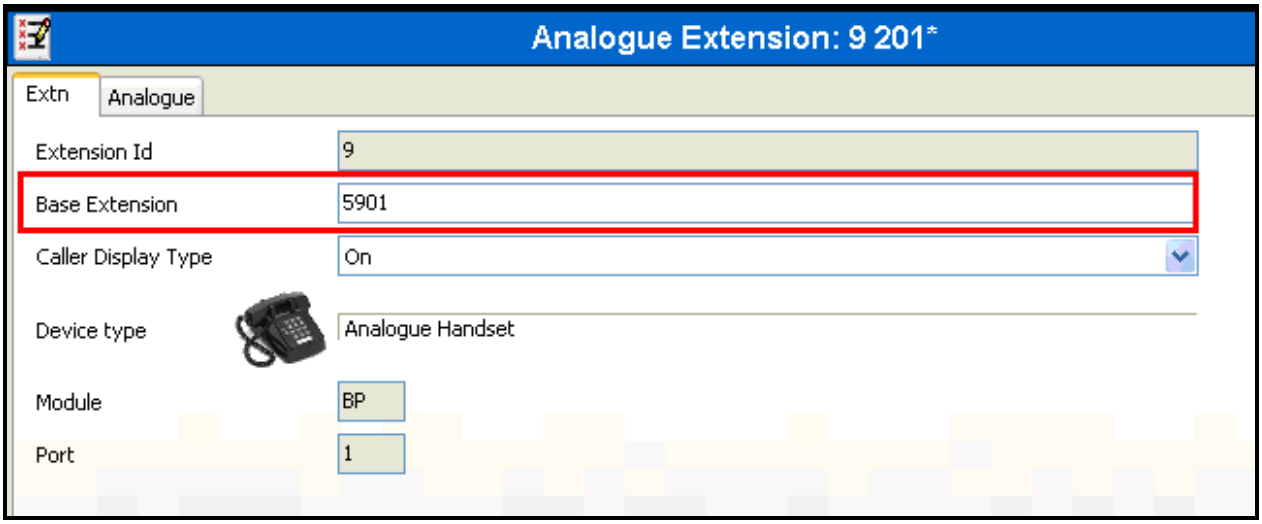

Figure 9: Analog Extension for IVR Interface

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4.5. Create Users

4.5.1. Create Users for Administrators

Select the "Users" icon shown in **Figure 2** and click "new" to create a user for each guest and administrator shown in **Table 1**. Specify a descriptive name in the "Name" field and the extension (which was allocated in **Figure 8**) in the "Extension" field.

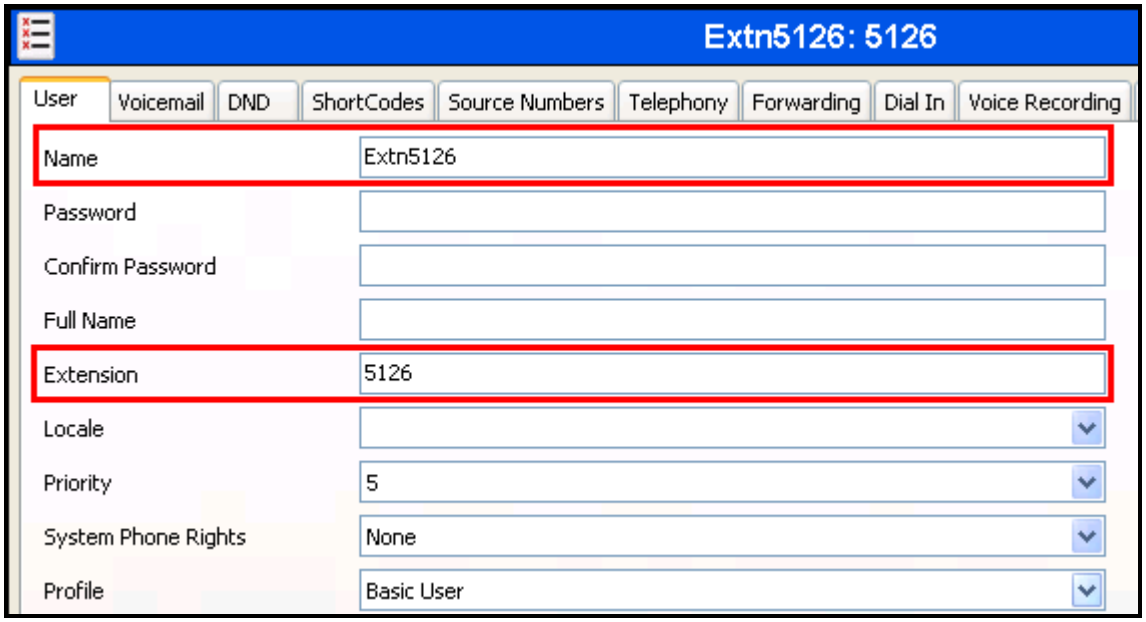

Figure 10: Administrator User

4.5.2. Create Users for Guests

Create a user for each guest extension shown in **Table 1** using the parameters shown in the following table. Select the tab shown in the "Tab" column to configure the parameters for that tab.

Tab	Parameter	Usage
User	Name	Enter a descriptive name to identify the room.
	Extension	Enter the telephone extension to be assigned to the endpoint.
Forwarding	Forward On Busy	Check this box.
	Forward On No Answer	Check this box.
	Forward Number	Specify the short code to record messages, configured in **Figure 26**, along with the guest's room extension.
	Forward Internal calls	Check this box

Table 4: Guest User Configuration Parameters

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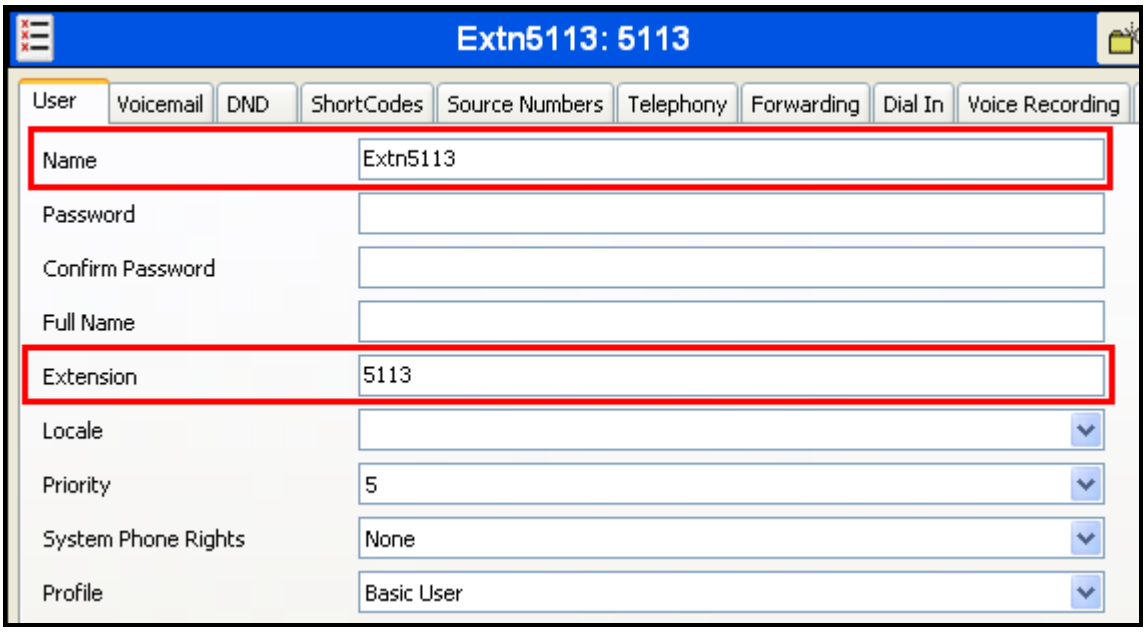

Figure 11: Guest User

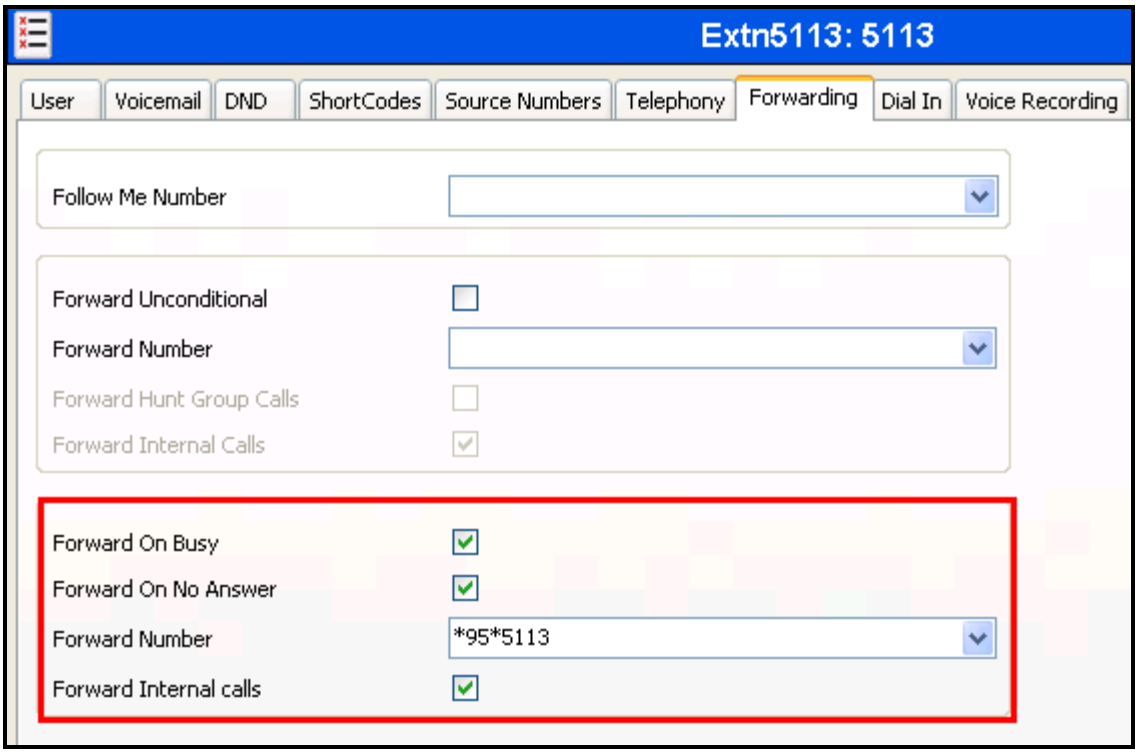

Figure 12: Guest User Forwarding

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4.5.3. Create Users for Meteor SE IVR Interface

Create a user for each analog IVR interface to Meteor SE shown in **Table 1**. Specify a descriptive name in the "Name" field and the extension (which was allocated in **Figure 9**) in the "Extension" field.

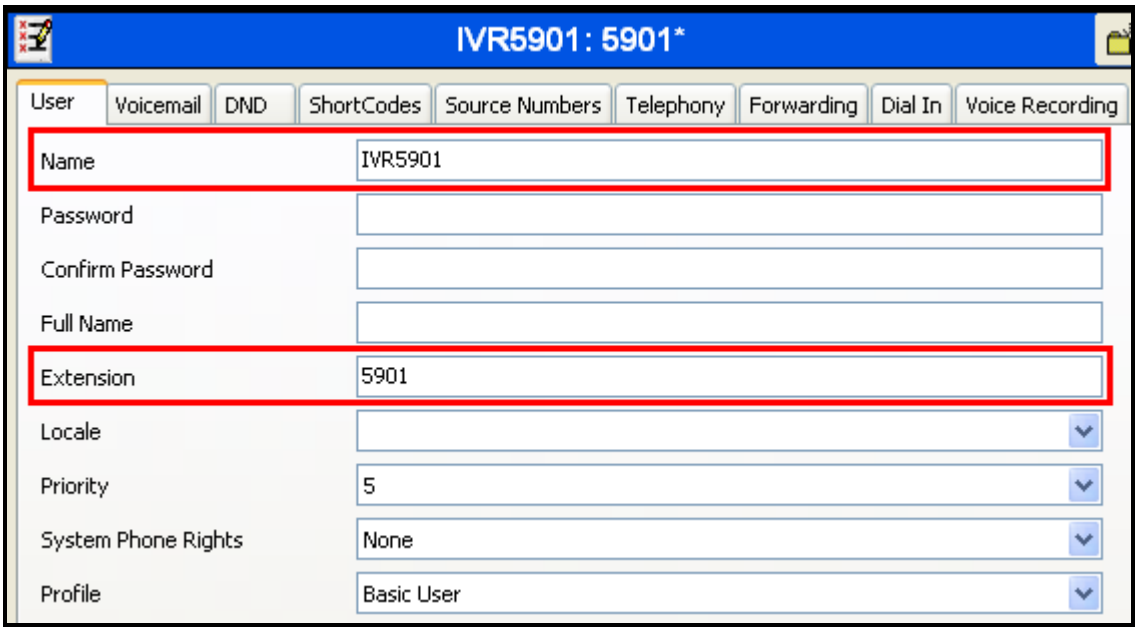

Figure 13: IVR User

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4.5.4. Create Virtual Users for DDI

Allocate DDI extensions for each of the guests listed in **Table 1,** as described in the following table. Calls to this number will forward immediately to the guest's extesion. Select the tab shown in the "Tab" column to configure the parameters for that tab.

Tab	Parameter	Usage
User	Name	Enter an appropriate name to be used for identification purposes.
	Extension	Enter the DDI extension for this guest, as shown in **Table 1**.
Forwarding	Forward Unconditional	Check this box.
	Forward Number	Specify the short code to record messages, configured in **Figure 26**, along with the extension of the physical telephone.
	Forward Hunt Group Calls	Check this box.
	Forward Internal Calls	Check this box.

Table 5: Virtual DDI Configuration Parameters

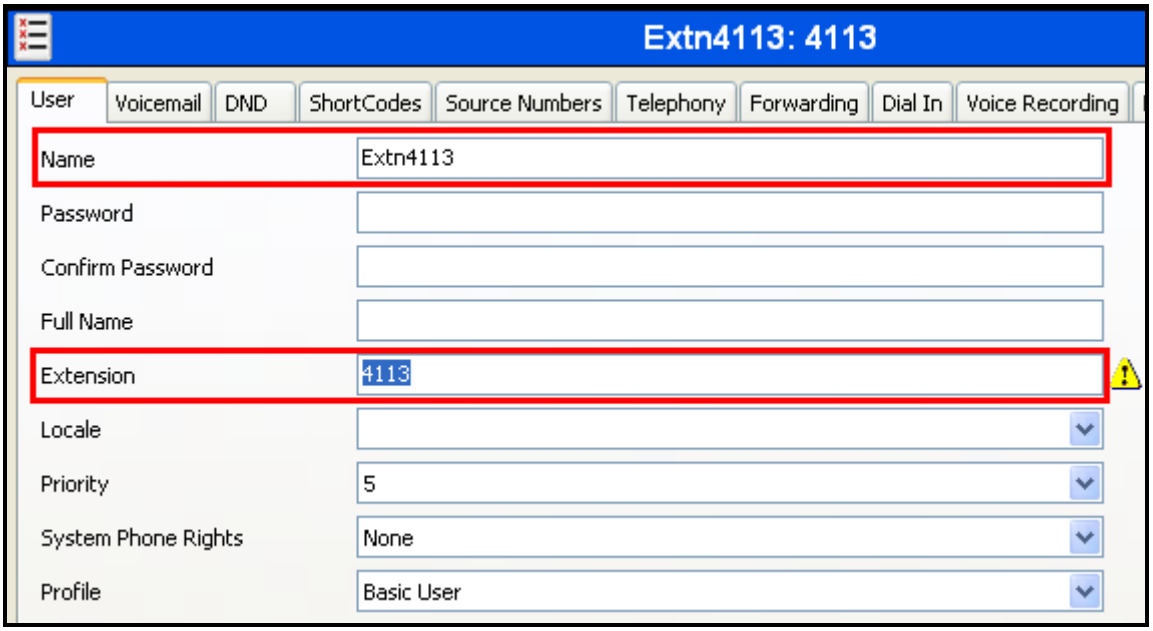

Figure 14: Virtual Extension for DDI: User

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The forward number contains the room number.

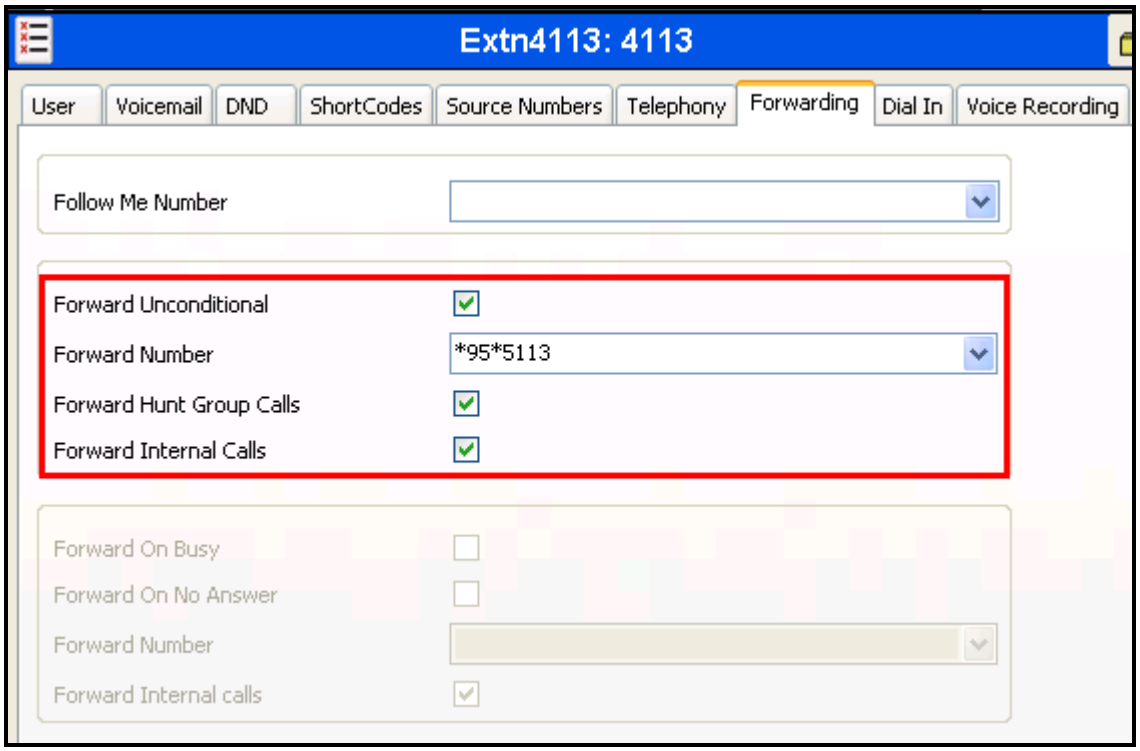

Figure 15: Virtual Extension for DDI: Forwarding

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4.5.5. Create a Virtual User for External Calls to IVR

Create a virtual extension which can be called externally via the PSTN. This extension is configured to forward unconditionally to the IVR hunt group so that external callers will be immediately connected to the voicemail system. Select the tab shown in the "Tab" column to configure the parameters for that tab.

Tab	Parameter	Usage
User	Name	Enter an appropriate name to be used for identification purposes.
	Extension	Enter the Meteor SE DDI extension, as shown in **Table 1**.
Forwarding	Forward Unconditional	Check this box.
	To Voicemail	Uncheck this box.
	Forward Number	Specify the Forward DDI Call to IVR Hunt Group shortcode shown in **Figure 30**.
	Forward Hunt Group Calls	Uncheck this box.
	Forward Internal Calls	Check this box.

Table 6: DDI Incoming Call User Parameters

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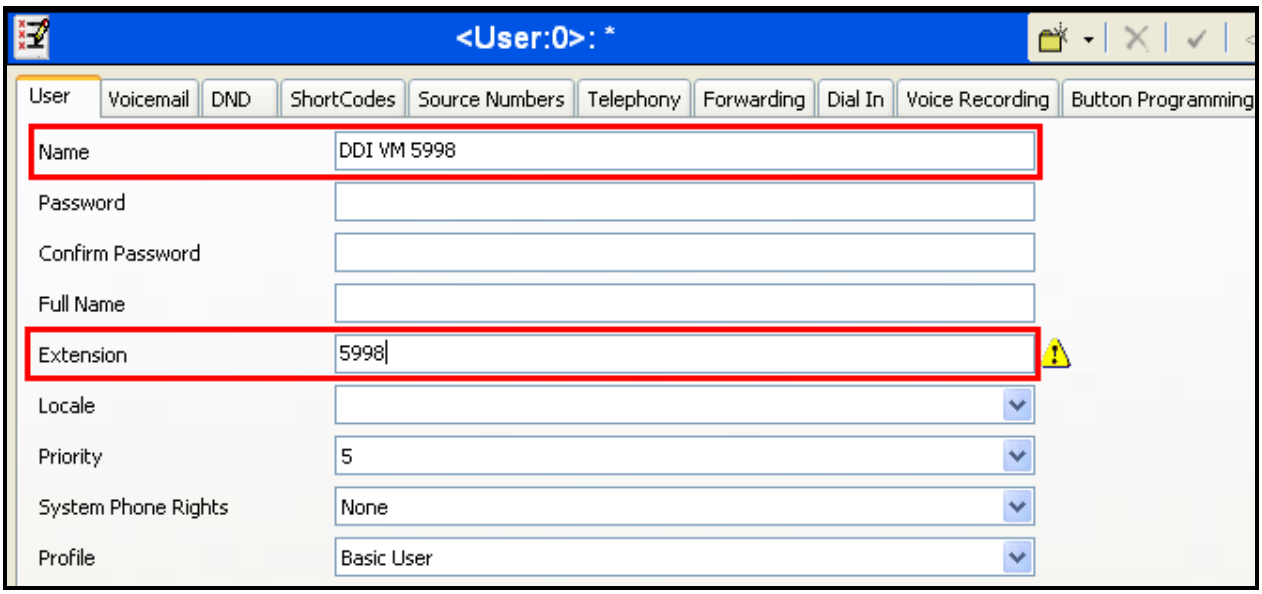

Figure 16: DDI Incoming Call User: User Tab

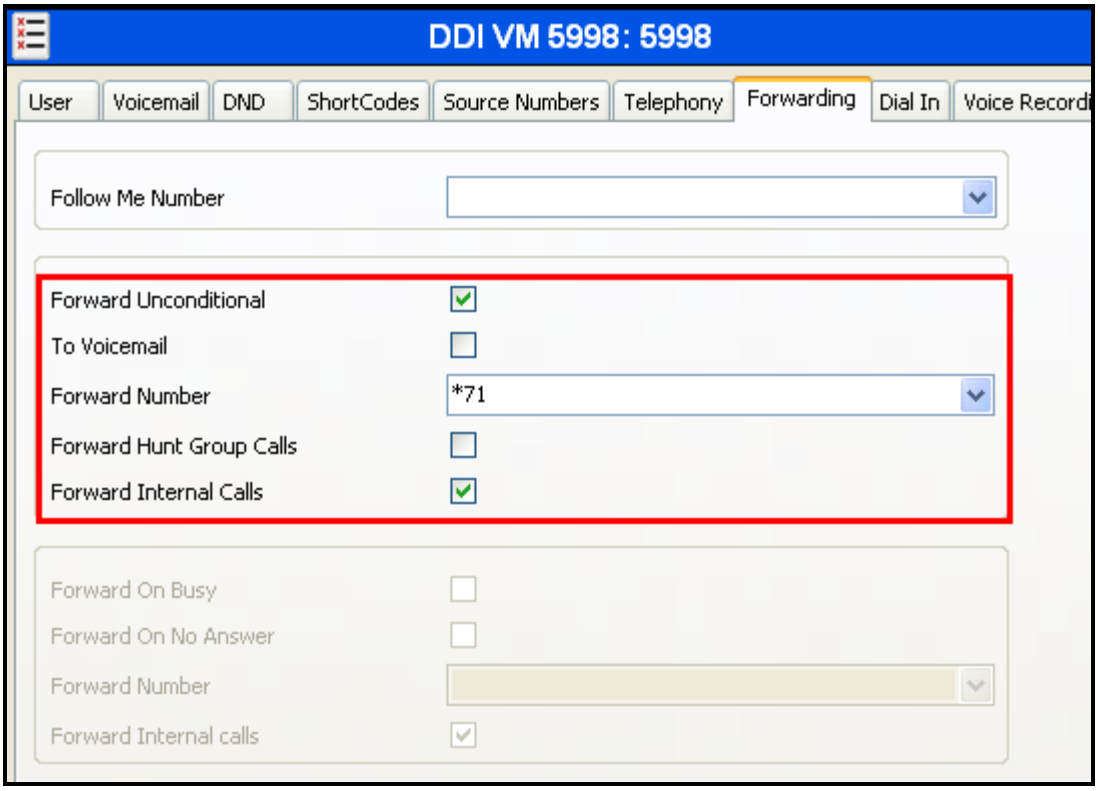

Figure 17: DDI Incoming Call User: Forwarding Tab

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4.6. User Rights

For each of the items shown in the following table, right-click the "User Rights" icon shown in **Figure 2** and select "new"**.** Specify the user rights as shown in the following table. Select the tab shown in the "Tab" column to configure the parameters for that tab.

Item	Tab	Parameter	Usage
checkin	User	Name	Enter "checkin".
	Telephony -> Supervisor Settings	Outgoing call bar	Uncheck the box "Enable outgoing call bar" and select "Apply User Rights value" from the drop-down menu.
checkout	User	Name	Enter "checkout".
	Telephony -> Supervisor Settings	Outgoing call bar	Check the box "Enable outgoing call bar" and select "Apply User Rights value" from the drop-down menu.
dnd	User	Name	Enter "dnd".
		Enable do not disturb	Check this box.
	Telephony -> Supervisor Settings	Outgoing call bar	Uncheck the box "Enable outgoing call bar" and select "Apply User Rights value" from the drop-down menu.

Table 7: User Rights Configuration Parameters

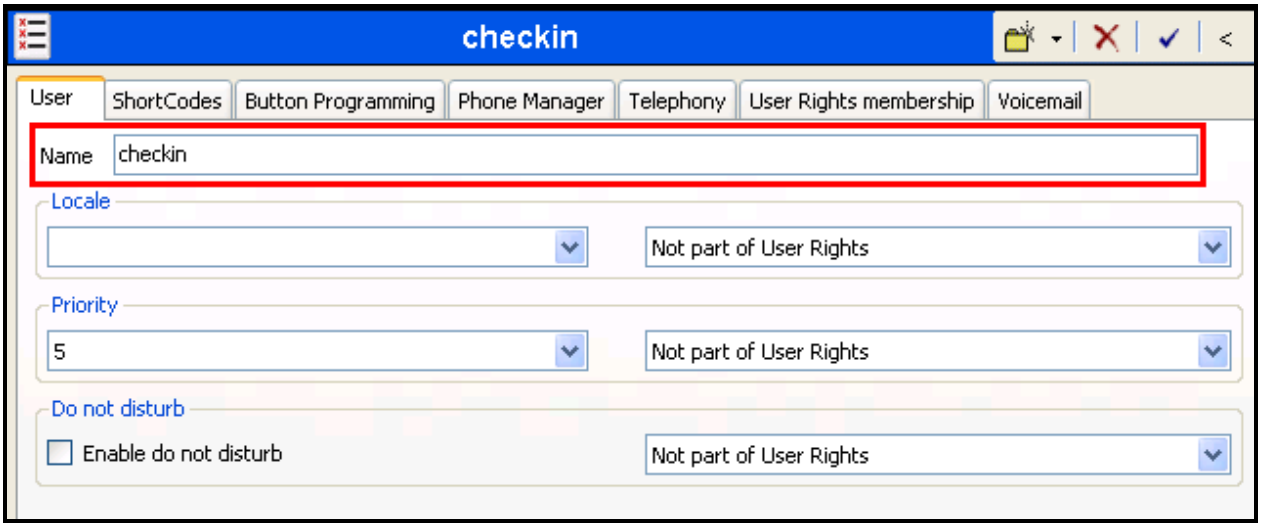

Figure 18: User Rights: checkin: User

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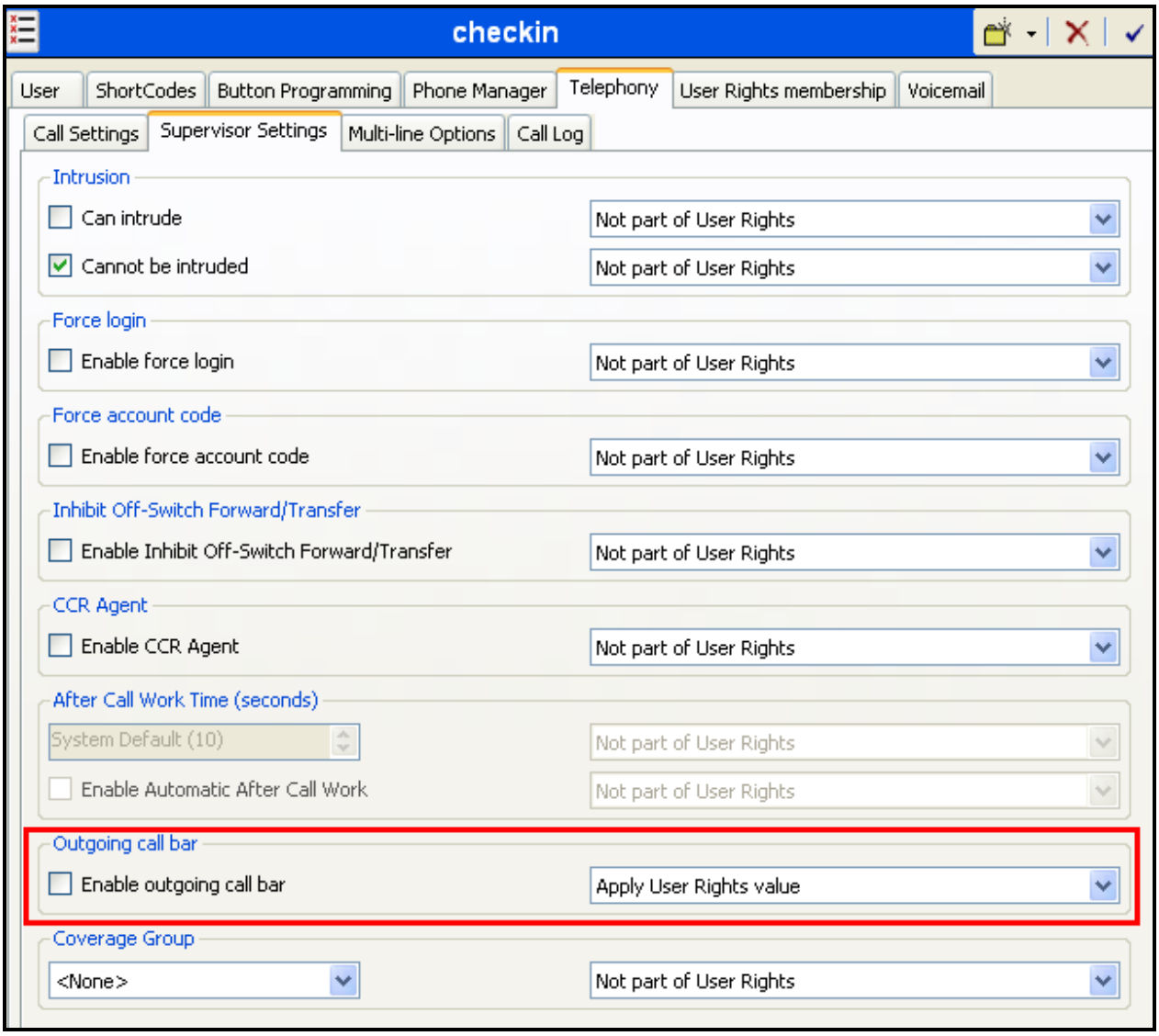

Figure 19: User Rights: checkin: Telephony: Supervisor Settings

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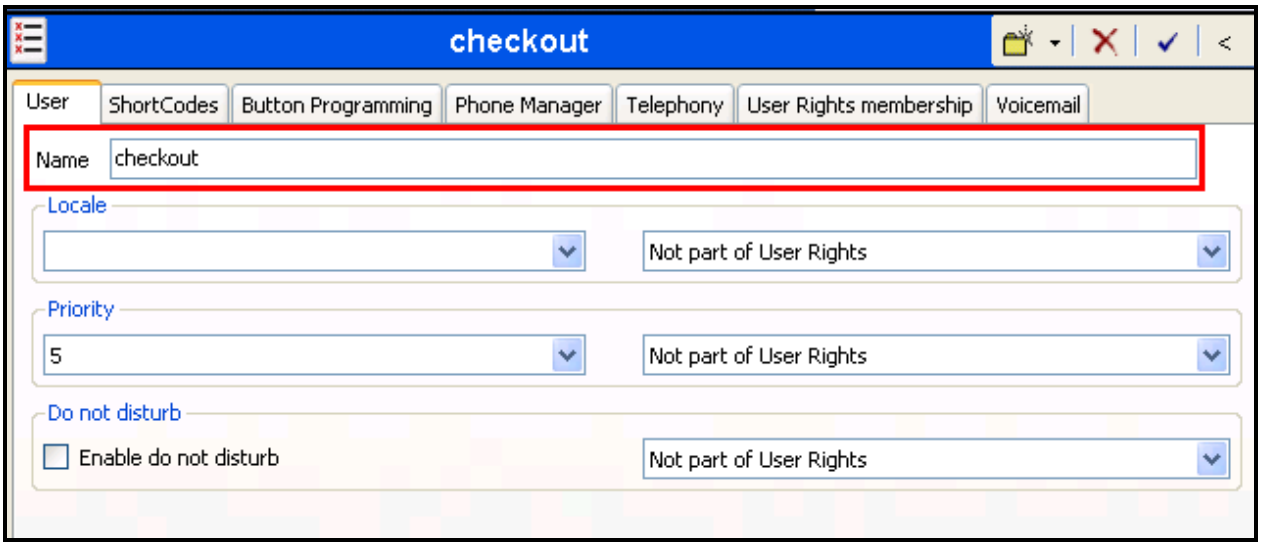

Figure 20: User Rights: checkout: User

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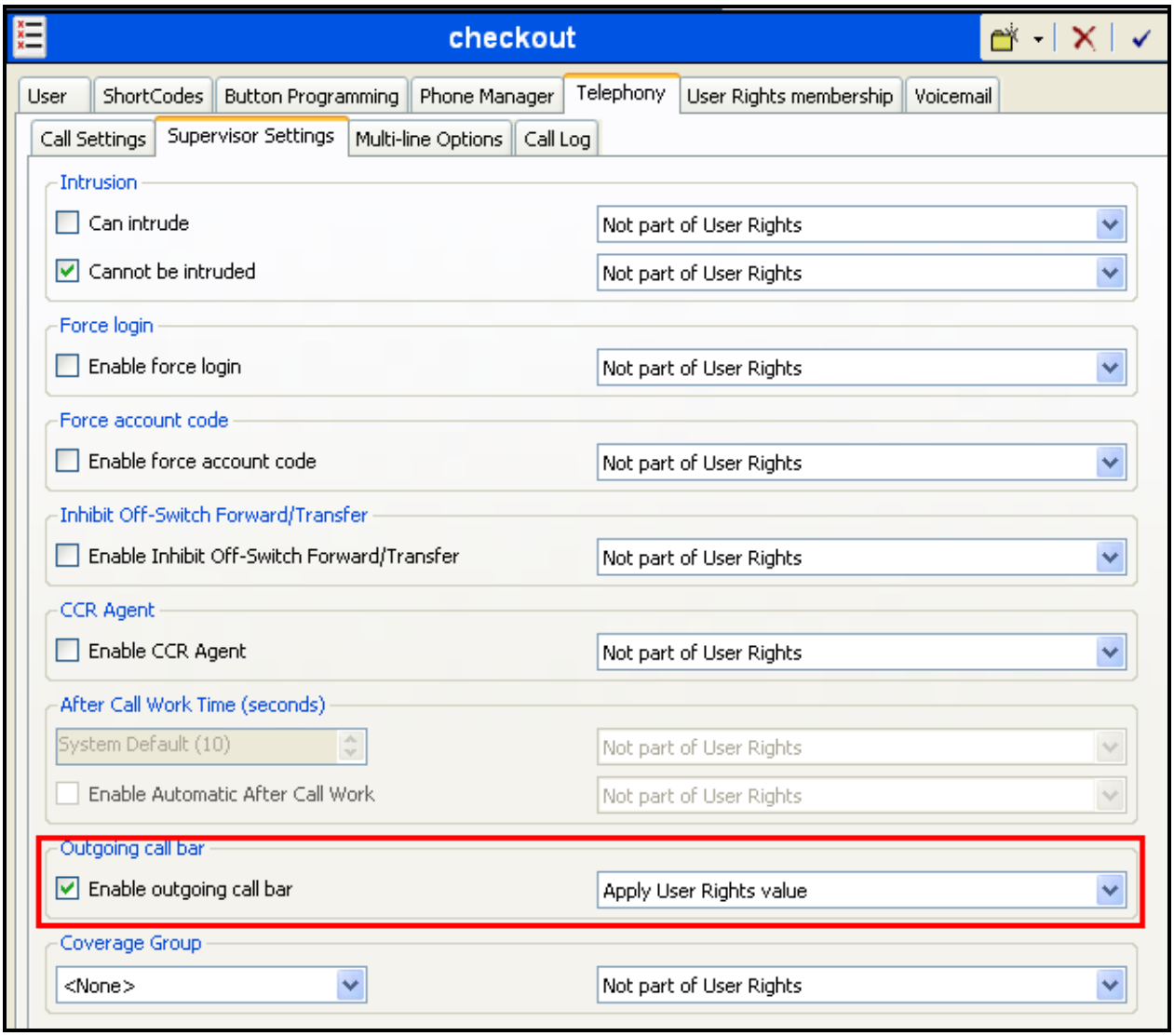

Figure 21: User Rights: checkout: Telephony: Supervisor Settings

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Figure 22: User Rights: dnd: User

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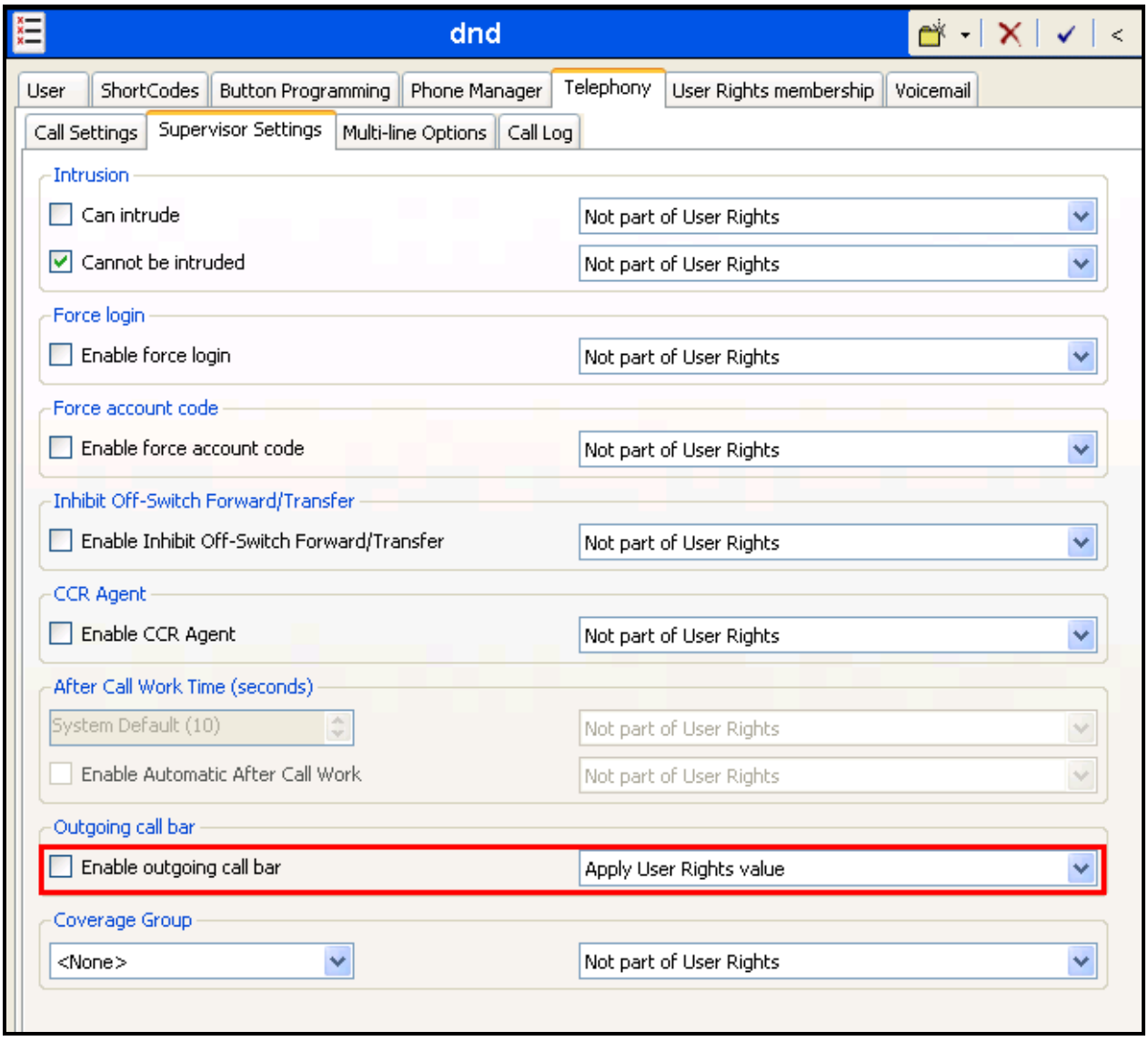

Figure 23: User Rights: dnd: Telephony: Supervisor Settings

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4.7. Short Codes

Select the "Short Code" icon shown in **Figure 2** and click "new" to allocate the short codes shown in the following table.

Short code	Parameter	Usage
Guest IVR	Code	Enter ***93**
	Feature	Select **Dial Extn** from the drop-down menu.
	Telephone Number	Enter **5900D,,3*E#**. 5900 is the extension assigned to the IVR Hunt Group in **Figure 31**.
Set room status	Code	Enter ***94**
	Feature	Select **Dial Extn** from the drop-down menu.
	Telephone Number	Enter **5900D,,5*E#**. 5900 is the extension assigned to the IVR Hunt Group in **Figure 31**.
Recode message	Code	Enter ***95**
	Feature	Select **Dial Extn** from the drop-down menu.
	Telephone Number	Enter **5900D,,2*N#**. 5900 is the extension assigned to the IVR Hunt Group in **Figure 31**.
Turn ON MWI	Code	Enter ***97*N#**
	Feature	Select **Display Msg** from the drop-down menu.
	Telephone Number	Enter **N";MWL Msgs=1 Old=0 Sav=0"**.
Turn OFF MWI	Code	Enter ***98*N#**
	Feature	Select **Display Msg** from the drop-down menu.
	Telephone Number	Enter **N";MWL Msgs=0 Old=0 Sav=0"**.
PSTN Incoming Call	Code	Enter **0N**
	Feature	Select **Dial** from the drop-down menu.
	Telephone Number	Enter **NSi** followed by the telephone number of the PSTN connection (this is the same number which is assigned to the Incoming Call Route in **Figure 35**).
	Line Group ID	Enter the group number which was assigned to the PSTN interface in **Figure 34**.
Forward DDI Call to IVR Hunt Group	Code	Enter ***71**
	Feature	Select **Dial Extn** from the drop-down menu.
	Telephone Number	Enter **5900D,,6*E#**. 5900 is the extension assigned to the IVR Hunt Group in **Figure 31**.

Table 8: Short code Configuration Parameters

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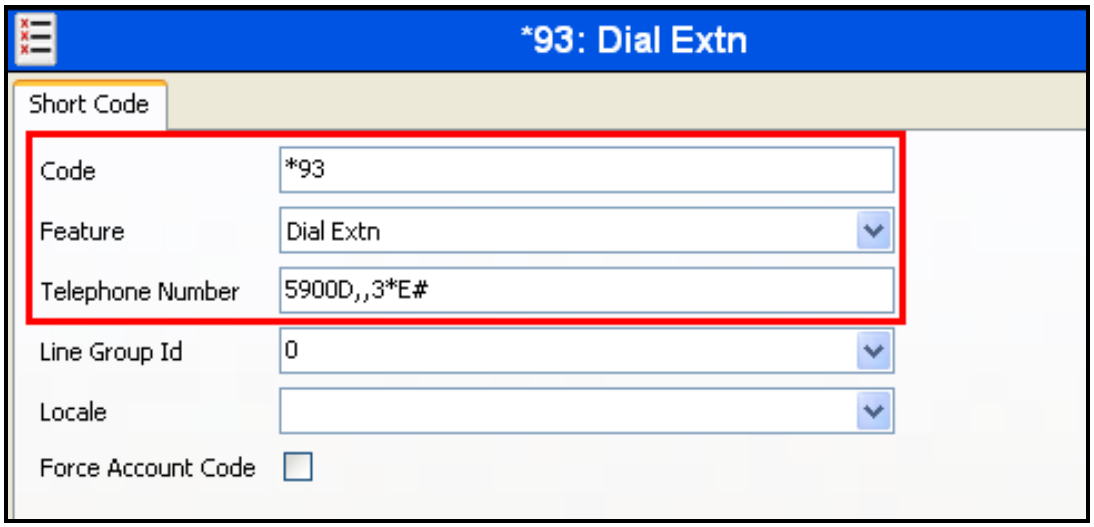

Figure 24: Guest IVR Short code

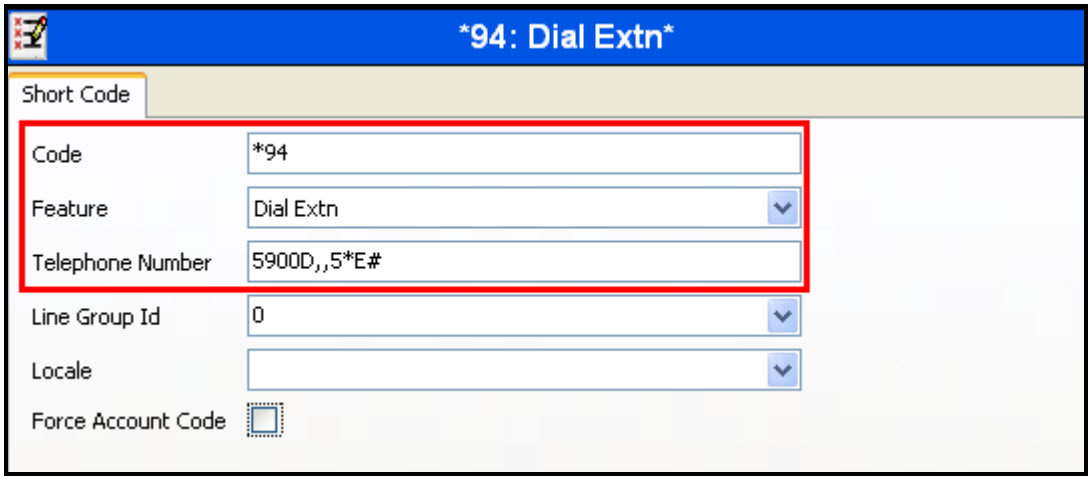

Figure 25: Room Status Short code

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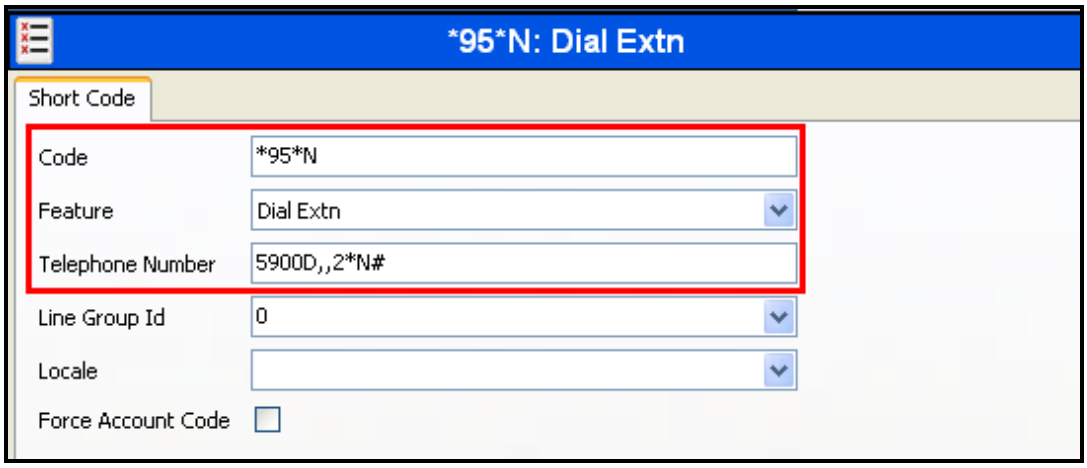

Figure 26: Record Message Short code

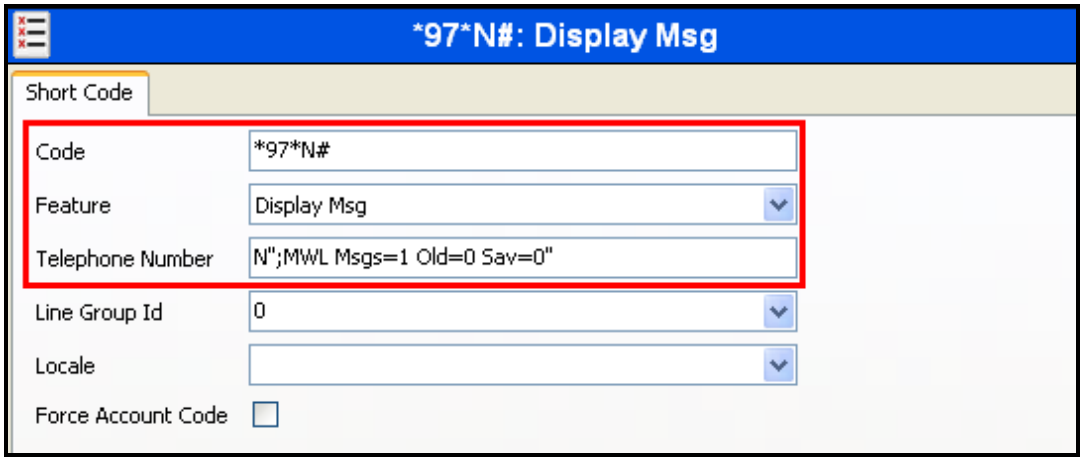

Figure 27: MWI ON Short code

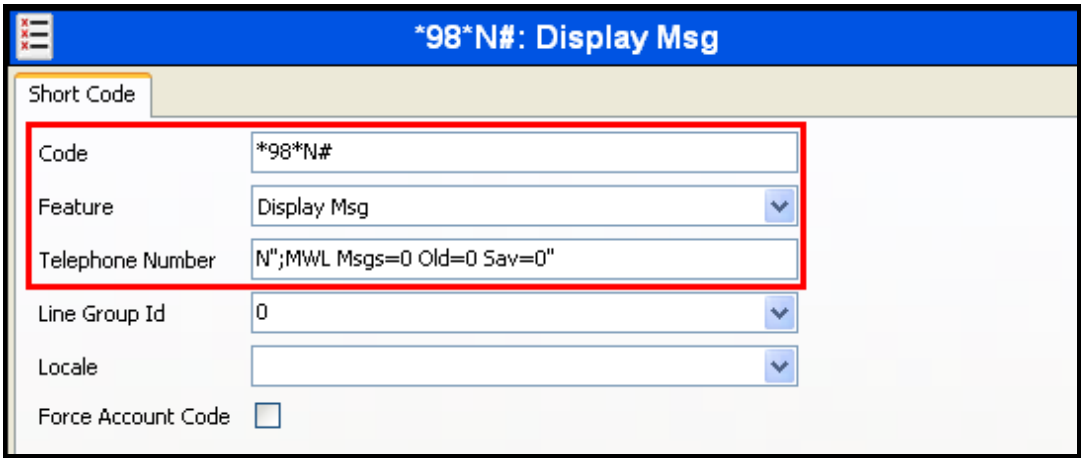

Figure 28: MWI OFF Short code

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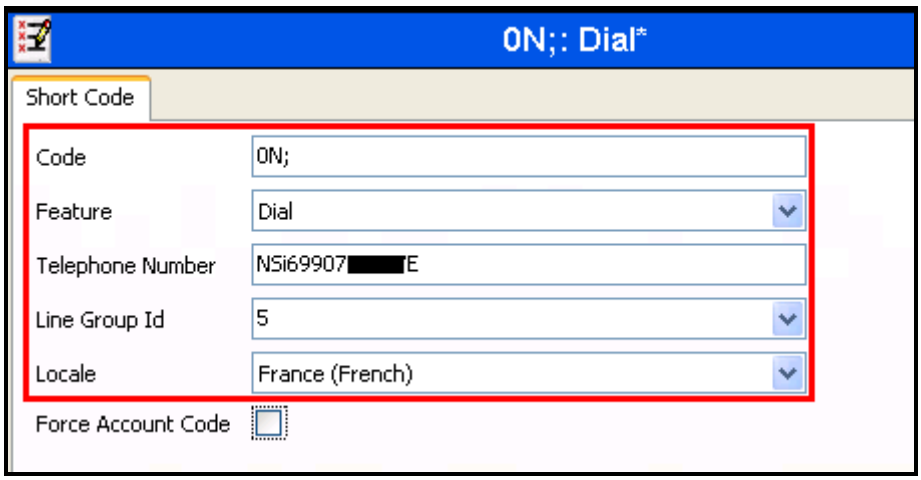

Figure 29: PSTN Access Short Code

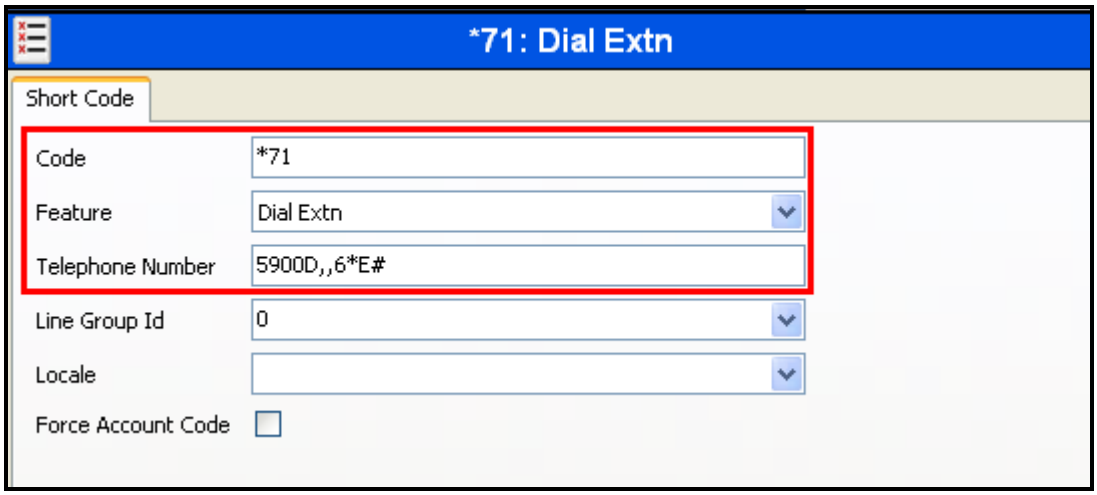

Figure 30: Forward DDI Call to IVR Hunt Group

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4.8. Create Hunt Groups

4.8.1. Create Hunt Group Meteor SE IVR Ports

Select the "Hunt Group" icon shown in **Figure 2** and click "new" to allocate a hunt group which contains the analog extensions which are allocated to the Meteor SE IVR ports. Select the "Hunt Group" tab and configure the parameters as described in the following table.

Parameter	Usage
Name	Enter "Meteor VM".
Extension	Enter the extension assigned to "Meteor SE IVR HG" in table **Table 1**.
Ring Mode	Select "Sequential" from the drop-down menu.
Voicemail Answer Time	Select "Off" from the drop-down menu.
User List	Add the Meteor SE IVR extensions shown in **Table 1** to the hunt group.

Table 9: IVR Hunt Group Parameters

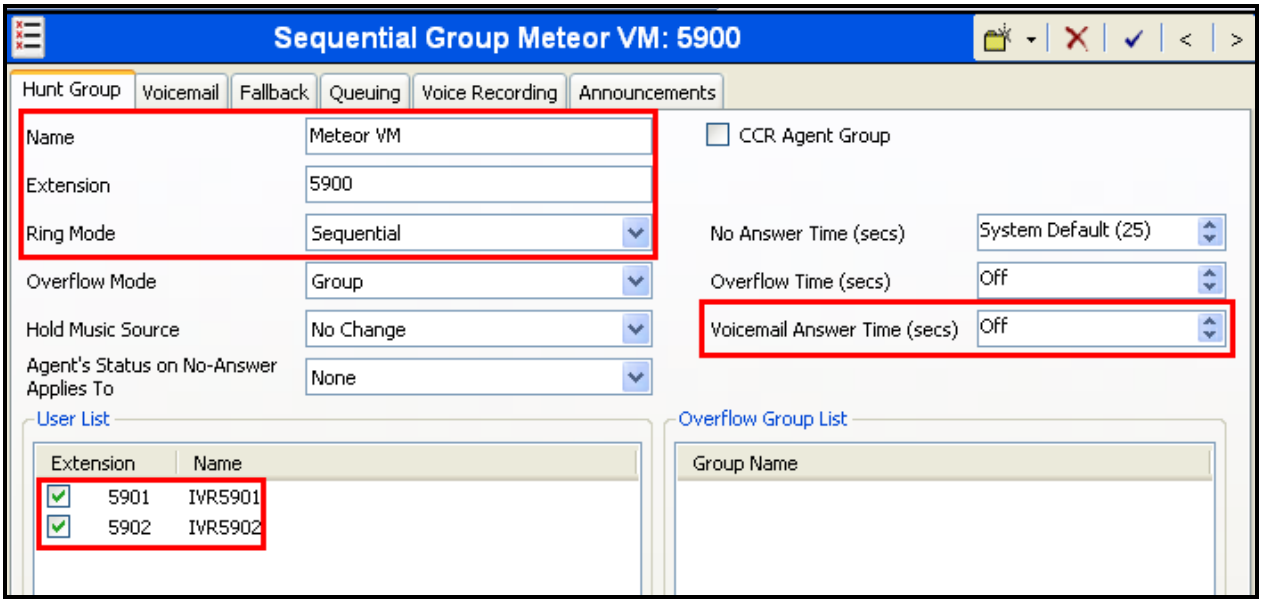

Figure 31: IVR Hunt Group

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4.8.2. Create Hunt Group for DDI Calls

Select the "Hunt Group" icon shown in **Figure 2** and click "new" to allocate a hunt group for each DDI number which has been allocated by the PSTN service provider. This may be less than the total number of guest extensions. A DDI hunt group may be assigned to a guest on an optional basis, and usually involves extra charges for the guest. No extensions need be assigned to this hunt group when it is allocated, as this will be done dynamically by Meteor SE when required. Although the tested configuration described in these application notes has only one DDI hunt group, a typical customer installation would have more than one.

When a DDI number is allocated to a guest, that guest's room extension and DDI extension are added to this hunt group (in that order), by Meteor SE via the IP Office Web Services interface. Thus, the contents of this hunt group need not be administered manually. Since this hunt group is sequential, an incoming call will first attempt to call the room's extension. If there is no answer, the virtual extension will be called subsequently. The virtual extension is configured to forward all calls immediately to a hunt group which contains the Meteor SE IVR ports. Thus, unanswered calls to DDI destinations will be forwarded correctly to voicemail coverage.

For each hunt group allocated, enter the parameters shown in the following table. Select the tab shown in the "Tab" column to configure the parameters for that tab.

Tab	Parameter	Usage
Hunt Group	Name	Enter an appropriate name to identify the hunt group.
	Extension	Enter the extension for the Meteor SE DDI HG in **Table 1.**
	Ring Mode	Select "Sequential" from the drop-down menu.
	No Answer Time	Enter "10".
	Overflow Time	Select "Off" from the drop-down menu.
Queuing	Queuing On	Uncheck this box.

Table 10: DDI Hunt Group Configuration Parameters

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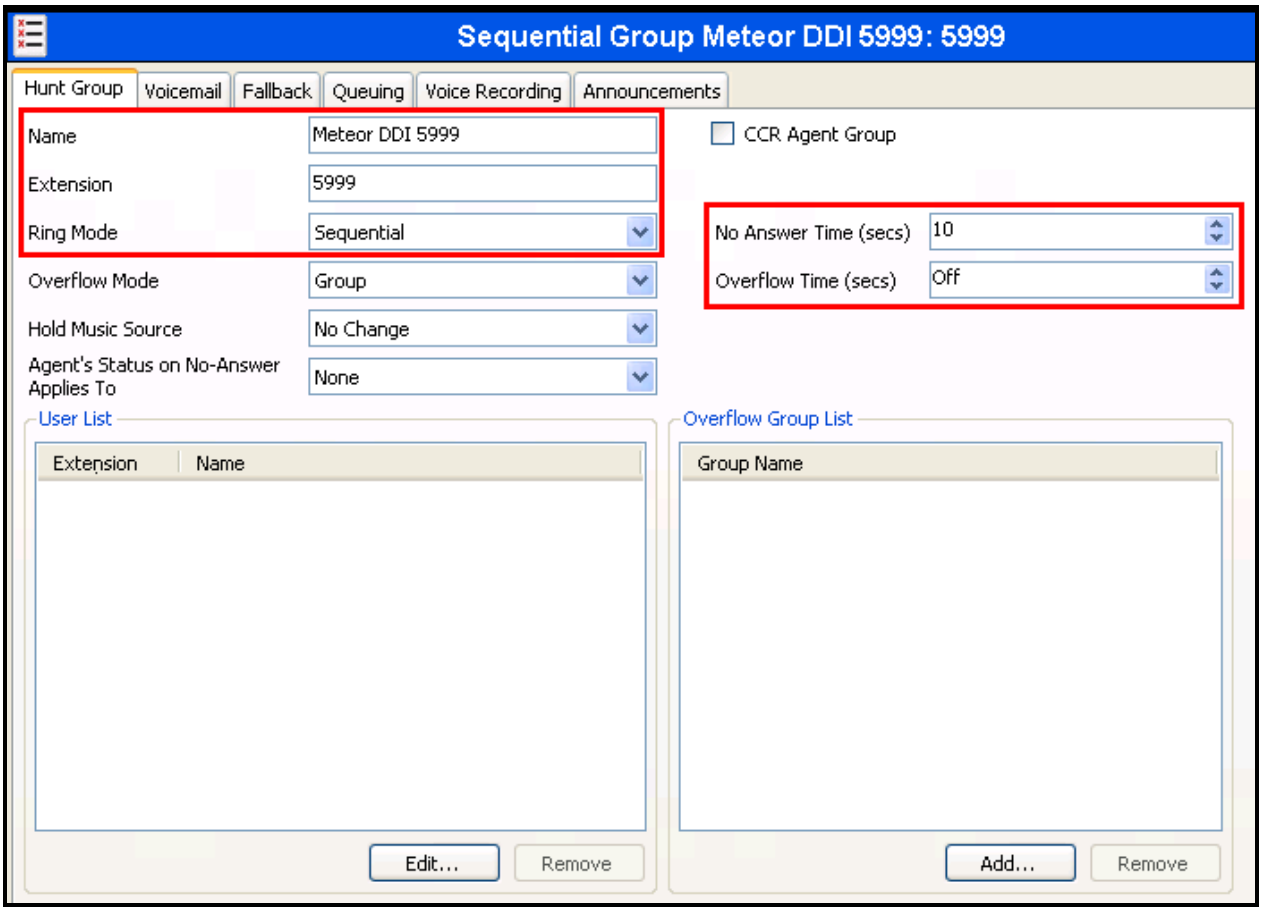

Figure 32: DDI Hunt Group

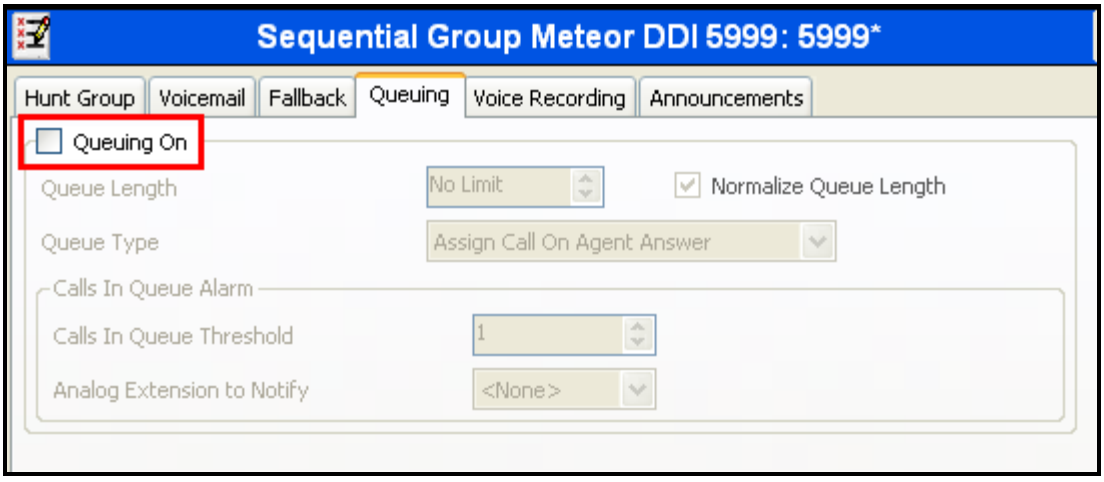

Figure 33: DDI Hunt Group Queuing

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4.9. Create PRI Line

This section contains a description of the IP Office configuration for use with a PRI interface to the PSTN, which was used for interoperability testing. Other types of PSTN trunks can be used as well. Select the "Line" icon shown in **Figure 2,** click "new", and enter the parameters shown in the following table.

Parameter	Usage
Incoming Group ID	Assign the number of an otherwise unused Incoming Group ID.
Prefix	Enter the prefix which is used to initiate a local external call via the PSTN.
National Prefix	Enter the prefix which is used to initiate a national external call via the PSTN.
International Prefix	Enter the prefix which is used to initiate an international external call via the PSTN.
Line SubType	Select "ETSI" from the drop-down list, as required for access to the PSTN in Europe.
Outgoing Group ID	Assign the number as was assigned to the Incoming Group ID.

Table 11: Primary Rate Line Configuration Parameters

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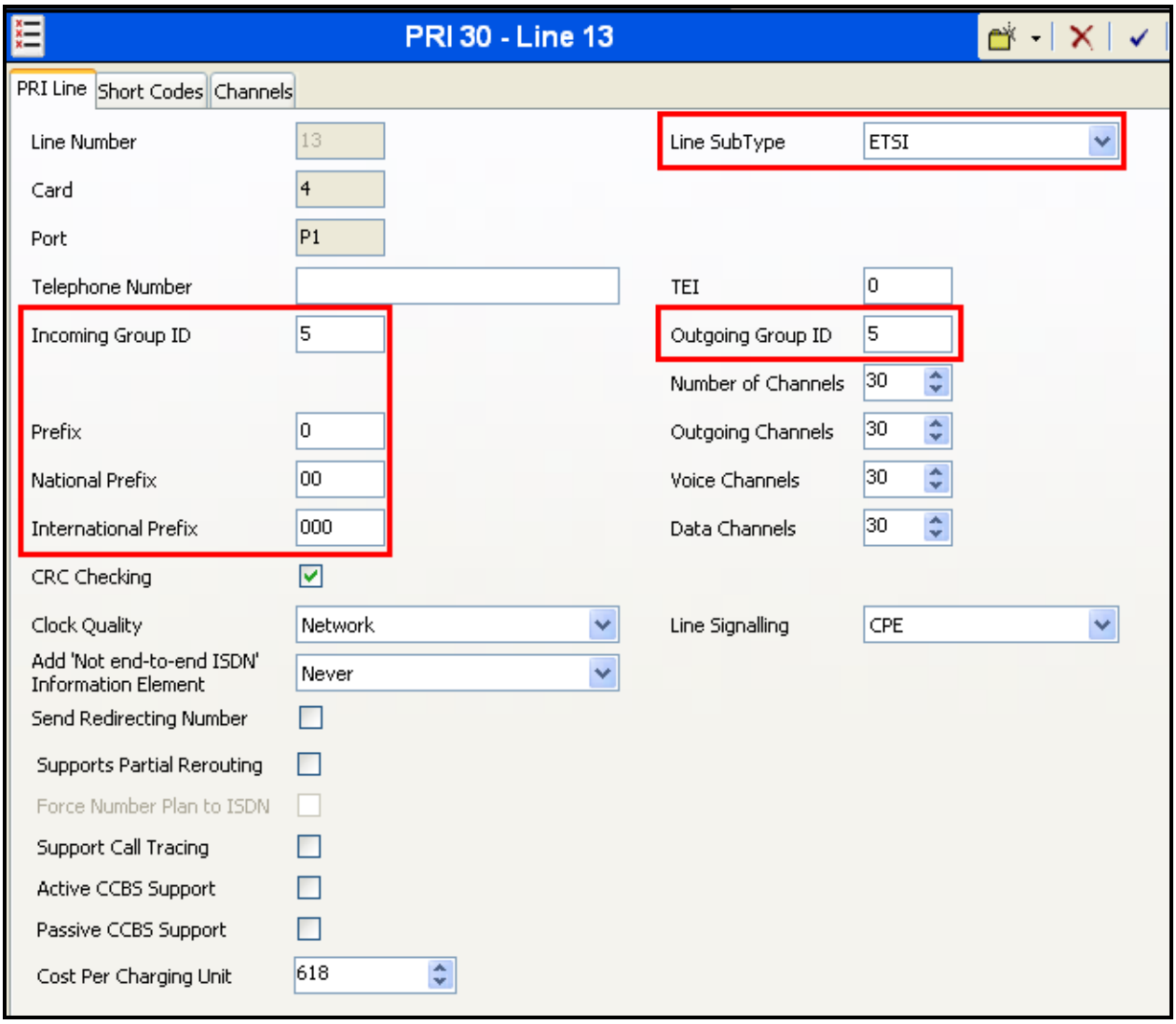

Figure 34: Primary Rate Line Configuration Screen

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4.10. Incoming Call Route

Select the "Incoming Call Route" icon shown in **Figure 2** and click "new" to create an Incoming Call Route for routing calls from the PSTN to local extensions. Assign parameters to this call route as shown in the following table. Select the tab shown in the "Tab" column to configure the parameters for that tab.

Tab	Parameter	Usage
Standard	Line Group Id	Enter the Group Id of the PRI line, as shown in **Figure 34.**
	Incoming Number	Enter "0" followed by the PSTN number assigned to the PRI interface (the same number that is assigned to the PSTN Access Short Code in **Figure 29**), followed by the string "xxxx".
Destinations	Destination	Configure the destination to use the last four digits of the called party number by entering a value of "#".

Table 12: Parameters for Incoming Call Routes

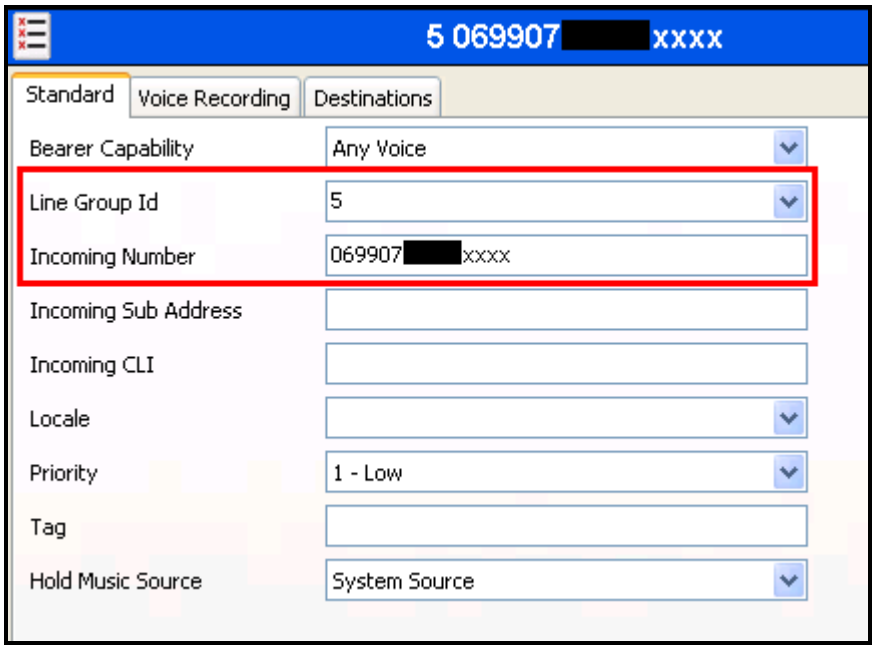

Figure 35: Incoming Call Route - Standard Parameters

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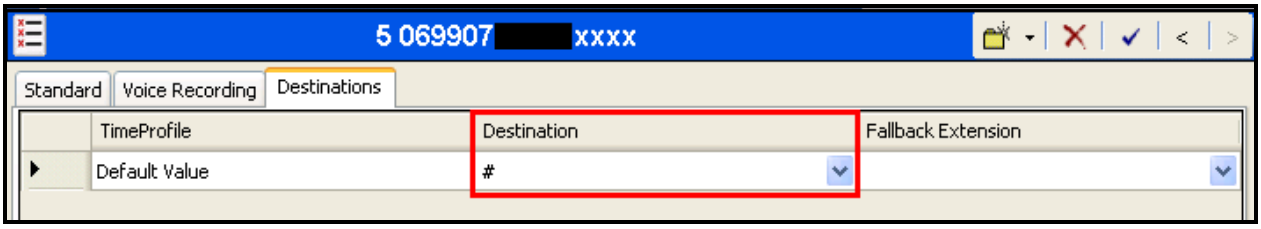

Figure 36: Incoming Call Route - Destinations Screen

5. Configure Meteor SE Server

5.1. Install Dialogic D/4PCI

Insert the Dialogic D/4PCI interface in the Meteor SE server PC. Set the SW1 rotary switch on the D/4PCI interface card to 0, as described in **[2]**.

Before proceeding uninstall any Dialogic driver which may have been present on the system. After the system is initially powered-up after installation of the interface, the screen below will appear. Click "Cancel".

Figure 37: New Hardware Screen

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Execute setup.exe on Dialogic installation CD. Click "Next" on the welcome screen (not shown). Click "Yes" if the license terms are acceptable.

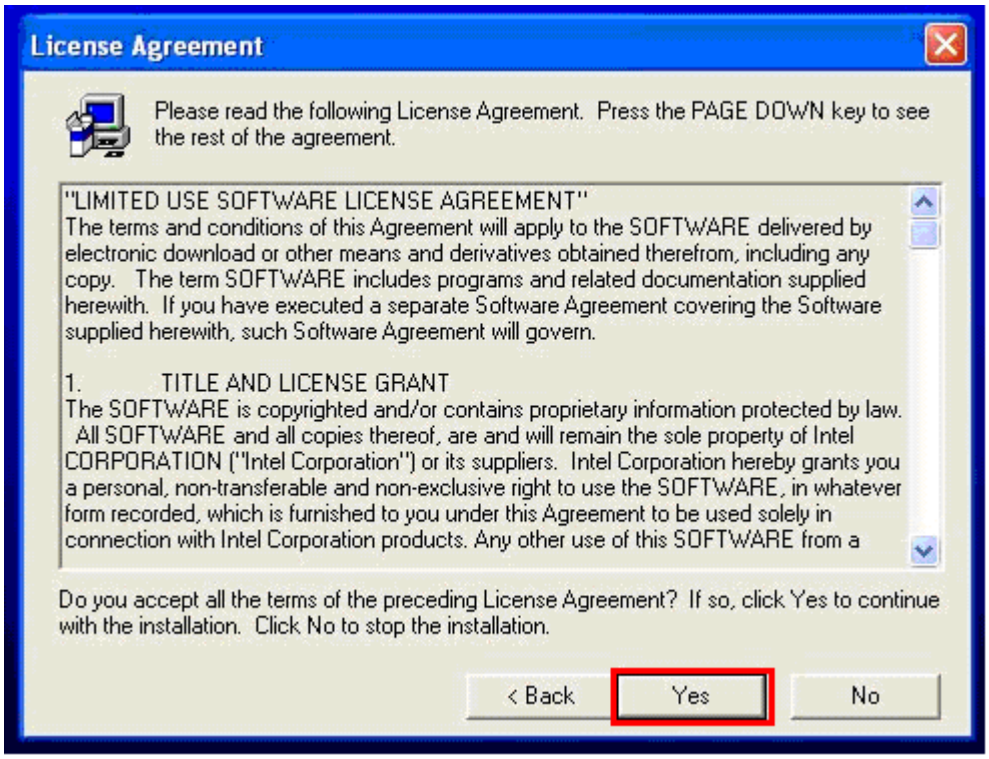

Figure 38: D/4PCI License Screen

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Enter your name and company name and click “Next”.

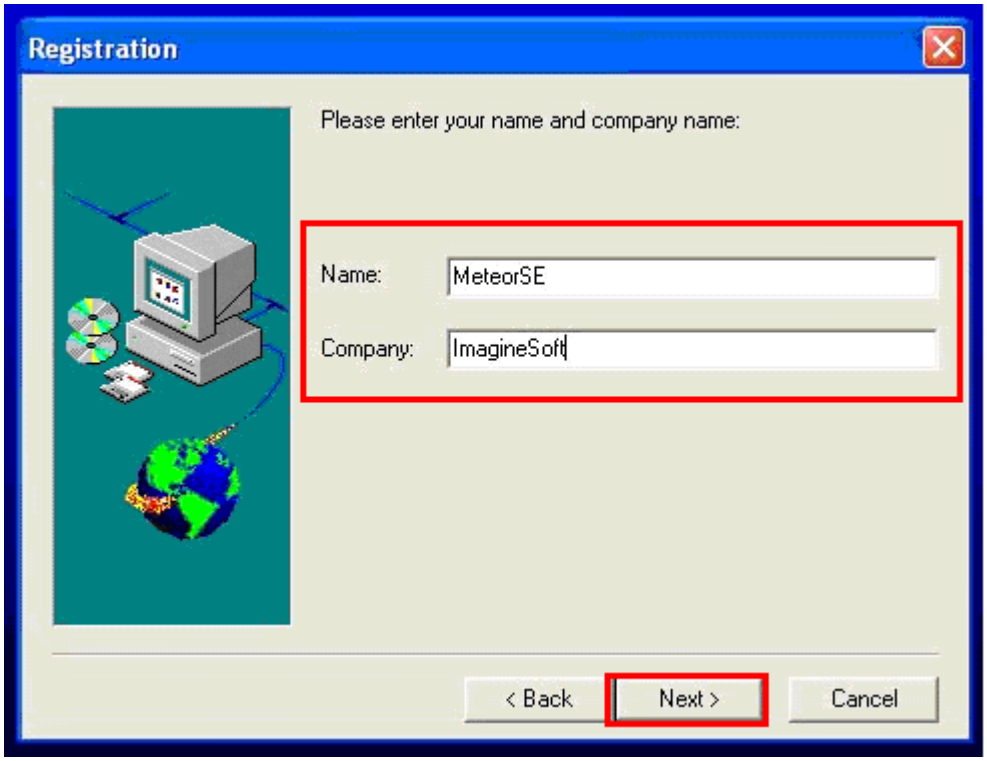

Figure 39: D/4PCI Registration Screen

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Select “Typical” and click “Next”.

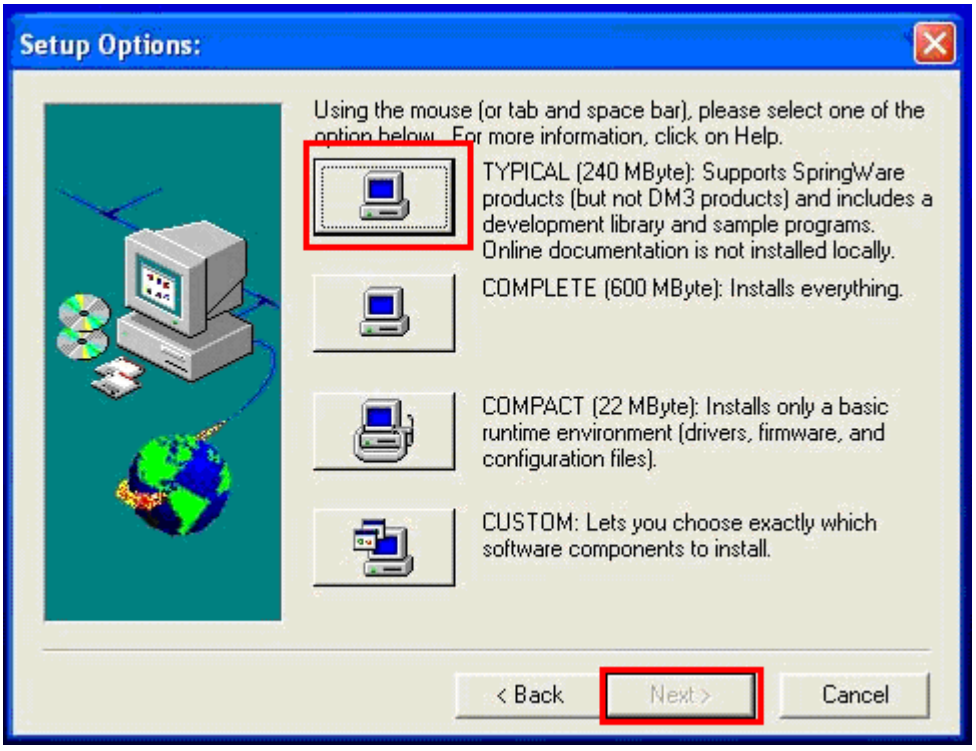

Figure 40: D/4PCI Options Screen

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Accept the default destination directory by clicking “Next”. Reboot the system after the installation has completed.

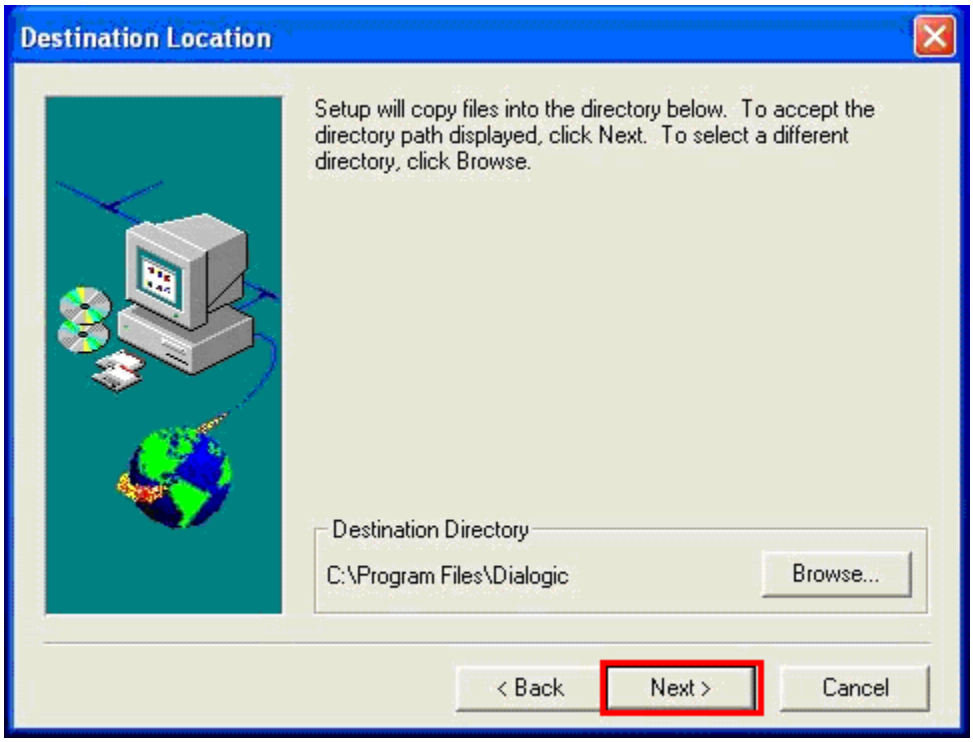

Figure 41: D/4PCI Destination Screen

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Click the “Connect” popup which appears spontaneously, this starts the Intel Dialogic Configuration Manager. Click the “Start Service” button as shown, highlighted below.

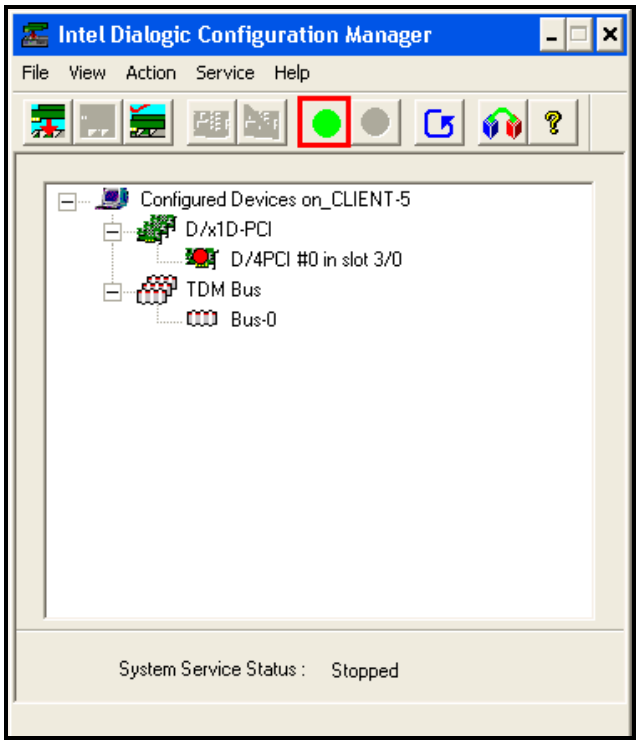

Figure 42: D/4PCI Configuration Manager Prior to Starting Service

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Click “Service” -> “Start Mode” -> “Automatic” (Not Shown).

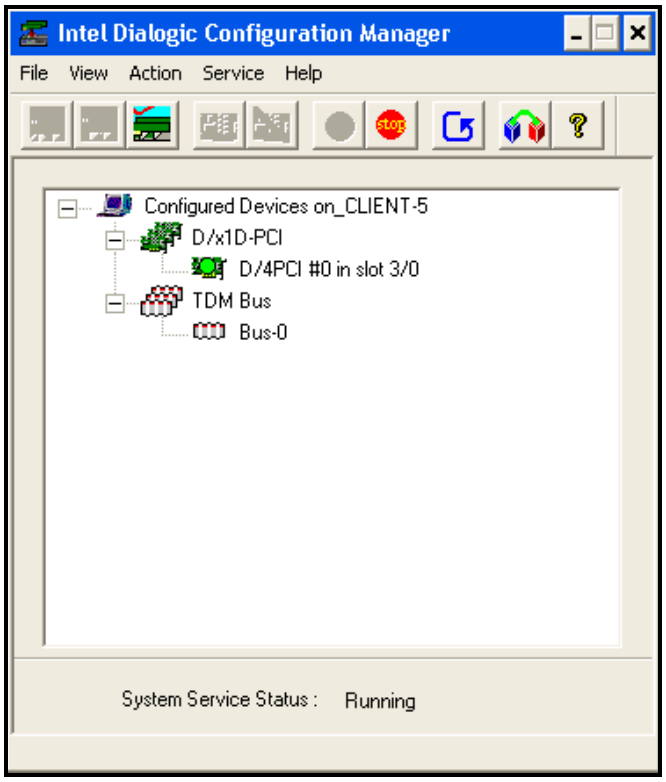

Figure 43: D/4PCI Configuration Manager After Starting Service

Restart the system and install the Meteor SE application from the installation media. No configuration parameter input is required during installation and restart of the system.

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5.2. Configure Meteor SE

Enter the IP address of the Meteor SE server in a web browser, enter the appropriate user credentials and click “OK”.

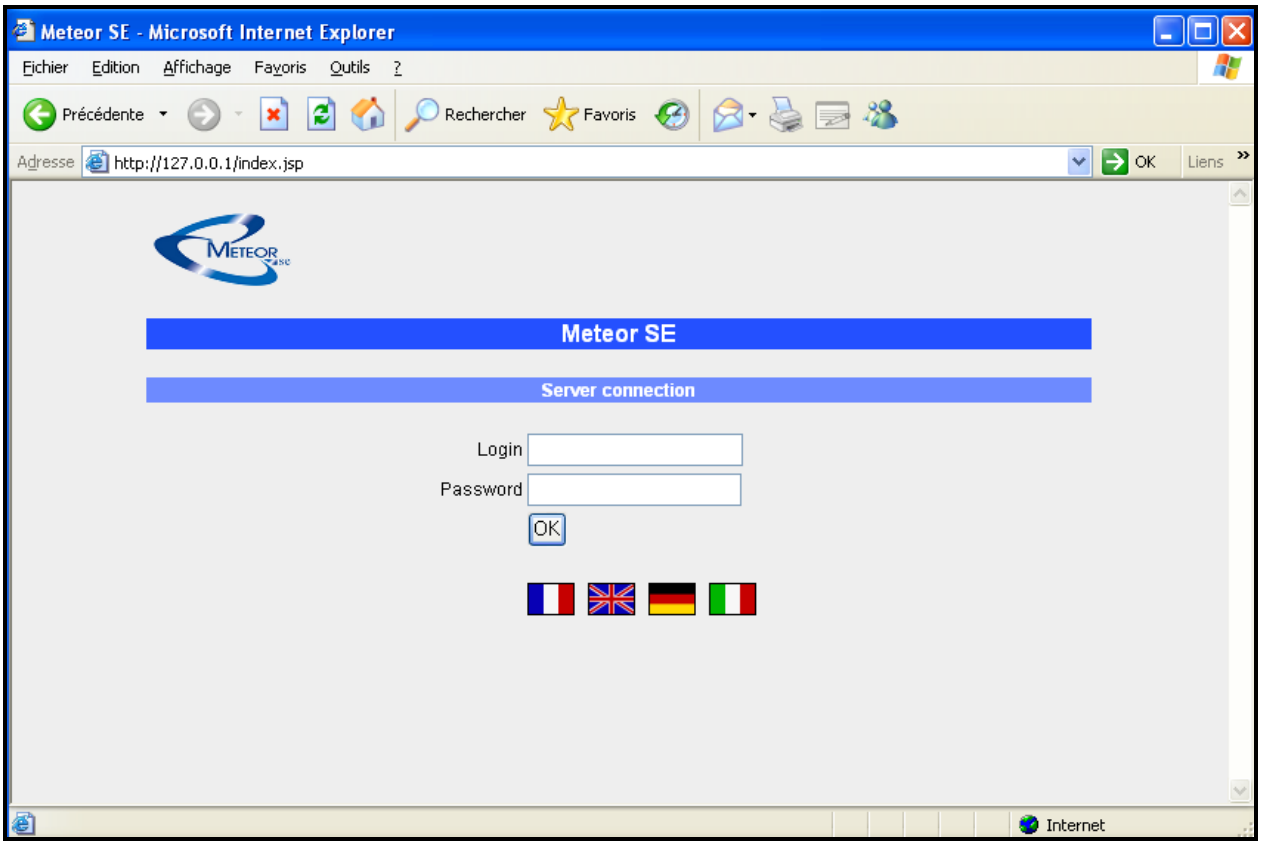

Figure 44: Meteor SE Login Screen

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5.2.1. Install License

Click “License Installation”.

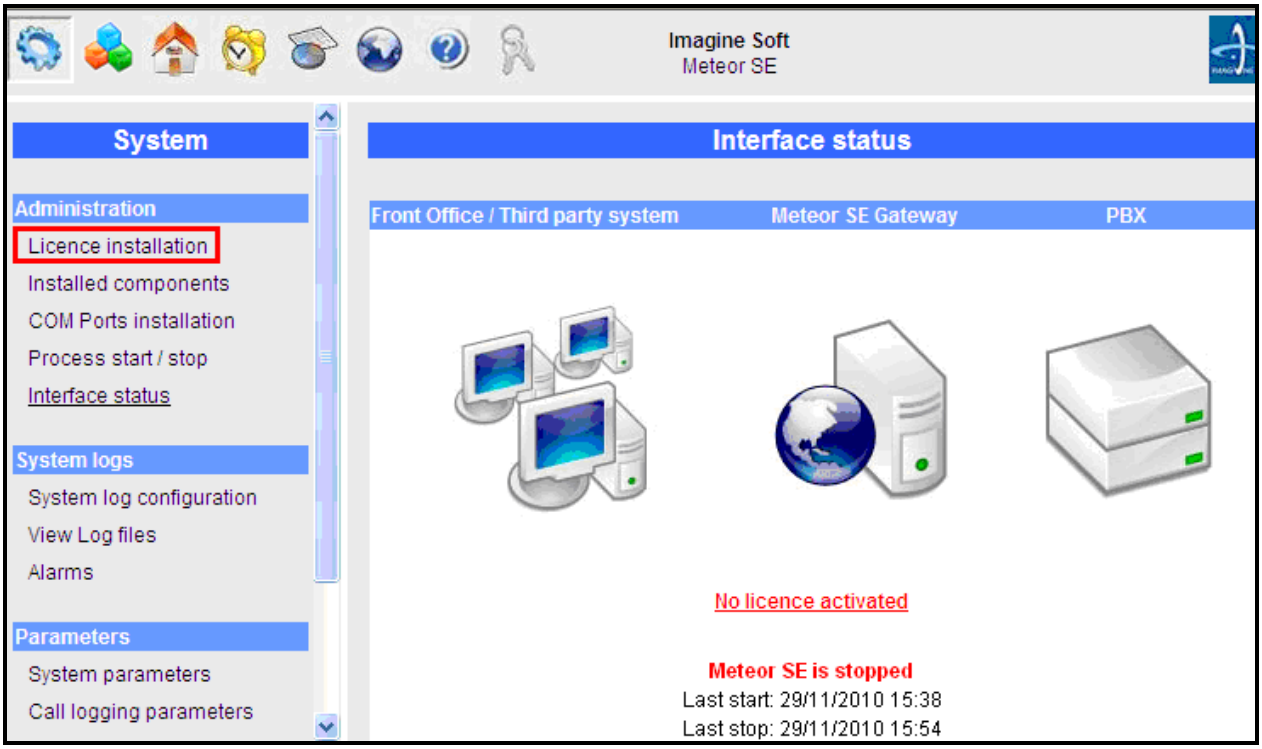

Figure 45: Meteor SE Interface Installation Initiation

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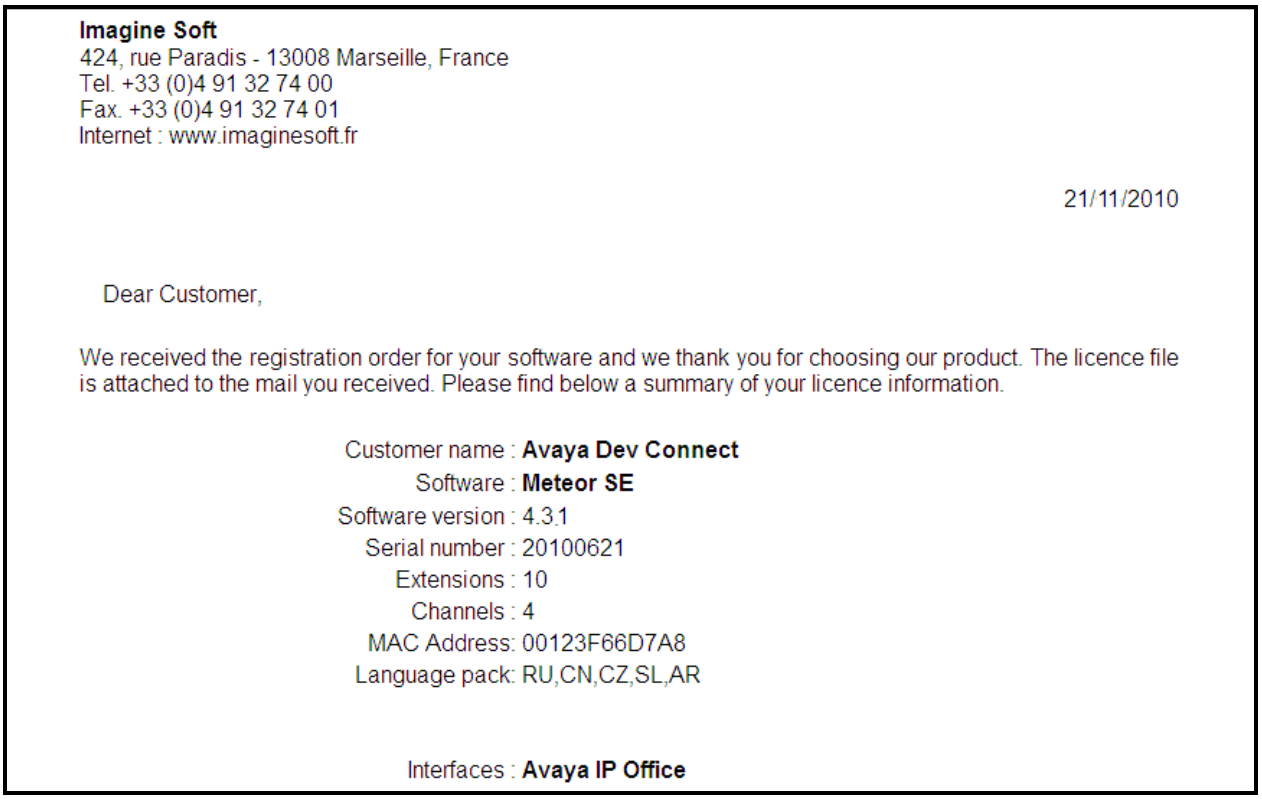
The license directory contains an HTML file which has the customer name as part of the file name. Selection of this file displays the features which are licensed, as show below. Double click this to open it with the Web browser and verify that the "Interfaces" list includes "Avaya IP Office".



Imagine Soft
424, rue Paradis - 13008 Marseille, France
Tel. +33 (0)4 91 32 74 00
Fax. +33 (0)4 91 32 74 01
Internet : www.imaginesoft.fr

21/11/2010

Dear Customer,

We received the registration order for your software and we thank you for choosing our product. The licence file is attached to the mail you received. Please find below a summary of your licence information.

Customer name : **Avaya Dev Connect**
Software : **Meteor SE**
Software version : 4.3.1
Serial number : 20100621
Extensions : 10
Channels : 4
MAC Address: 00123F66D7A8
Language pack: RU,CN,CZ,SL,AR

Interfaces : **Avaya IP Office**

Figure 46: Meteor SE License Display

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Click “Browse” and select to the path of the license file which was received from Imagine Soft.

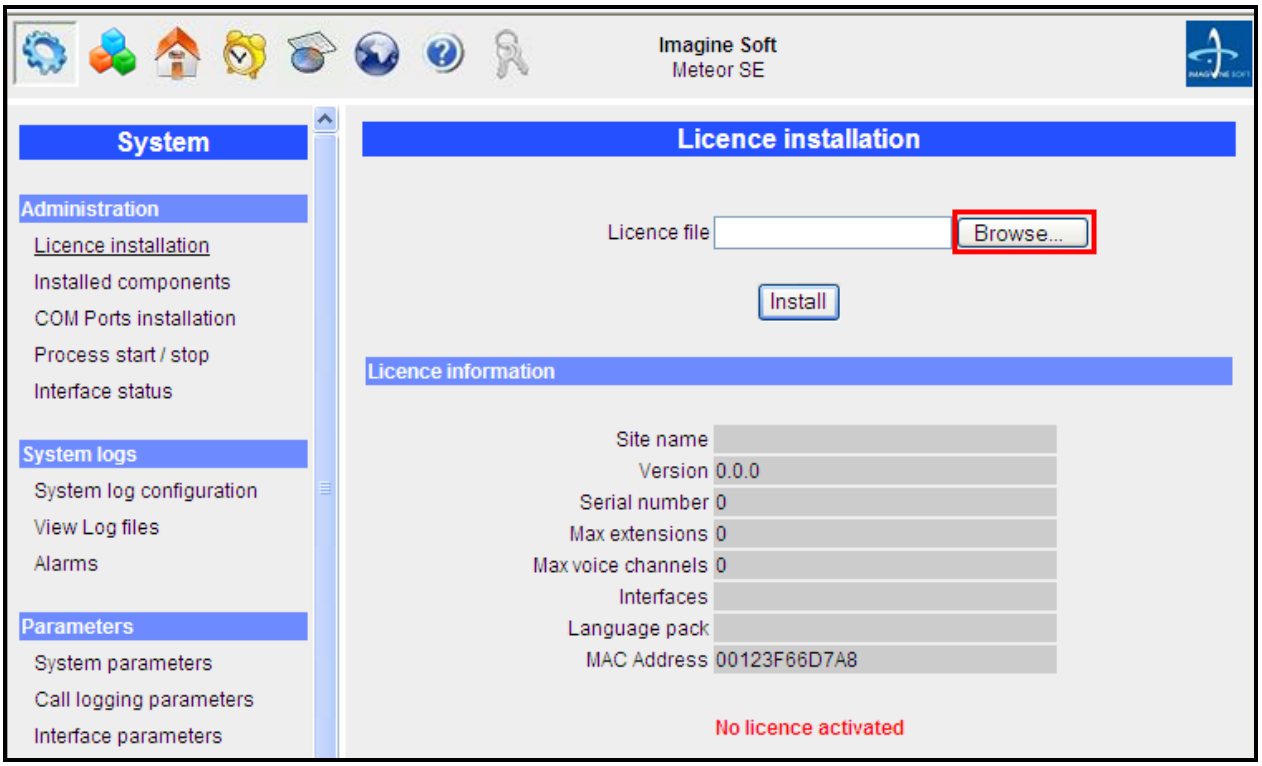

Figure 47: Meteor SE License Status Prior to License Installation

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After installation “Avaya IP Office” is included in the list of licensed interfaces.

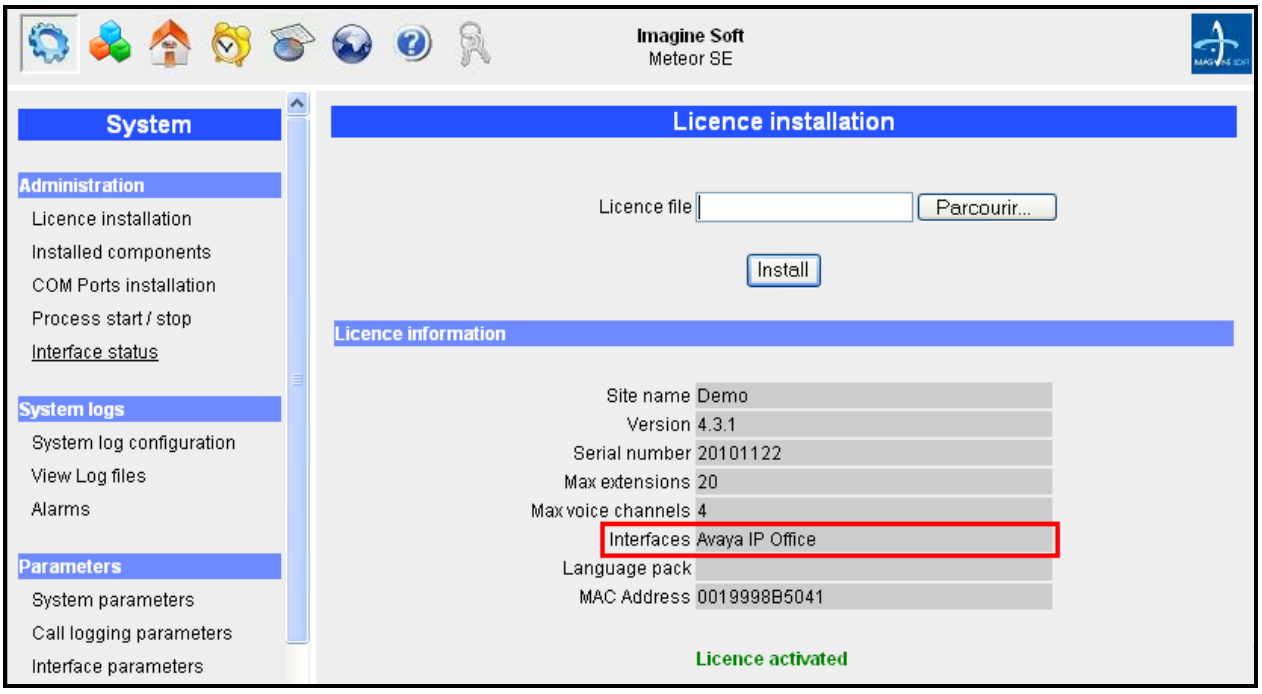

Figure 48: Meteor SE License Status after License Installation

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5.2.2. Configure Interfaces

Select “Interface Parameters” from the left frame, and then “IP Office Manager PMS” from the list of interfaces.

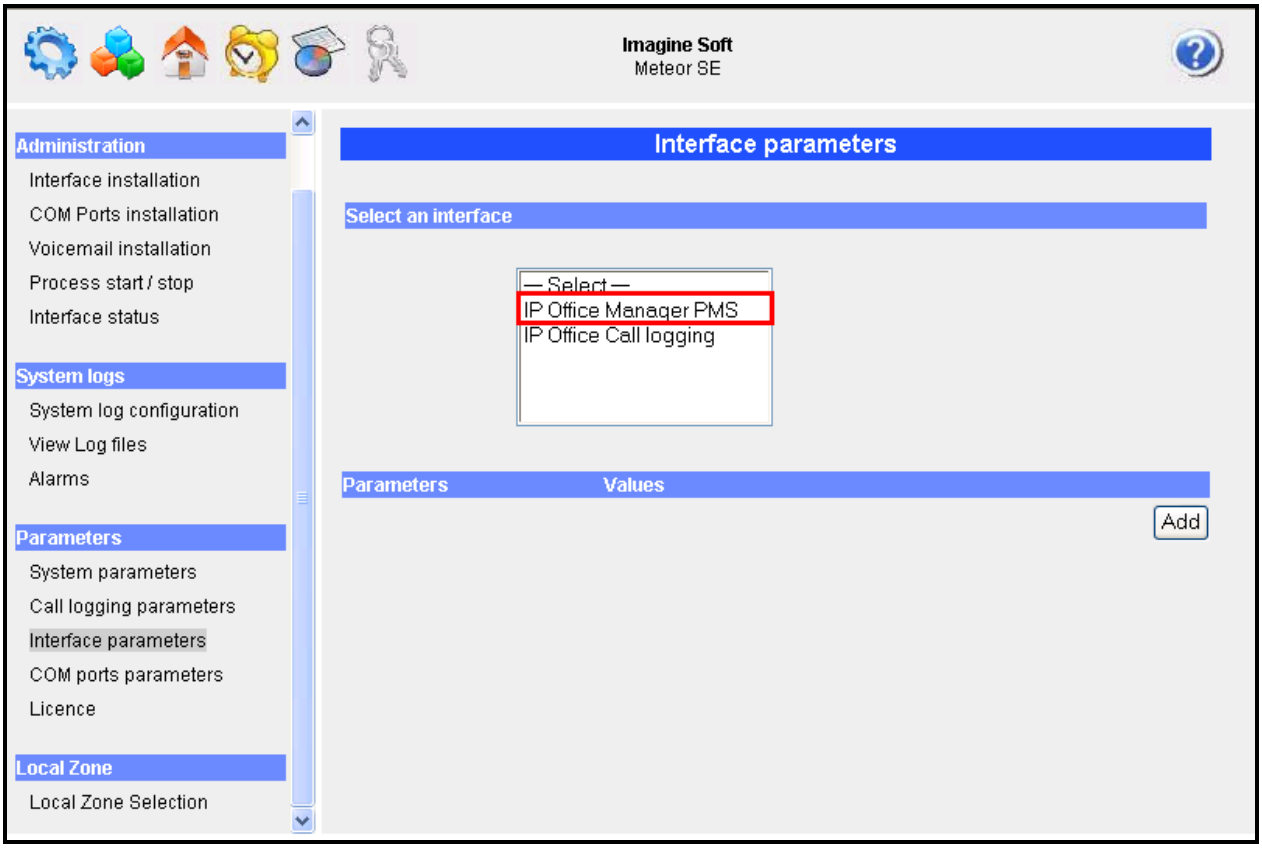

Figure 49: Meteor SE Interface Parameters

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Set the parameters shown in the following table by selecting "Update" for each of the highlighted entries, one at a time, entering the values indicated in the table. When these parameters have been configured, click the "Add" button.

Parameter	Usage
Configuration Web Services port	Enter the port to be used by Web Services. This must match the value which will be configured in **Figure 58**.
DDI Prefix	Set the value to the leading digit which is used for DDI extensions, as shown in **Table 1**.
IP Office PBX IP	Enter the IP address of Avaya IP Office LAN interface, as shown in **Figure 5**.
Login	Enter the Avaya IP Office administrator user ID.
Password	Enter the Avaya IP Office administrator user password.

Table 13: Interface Parameters

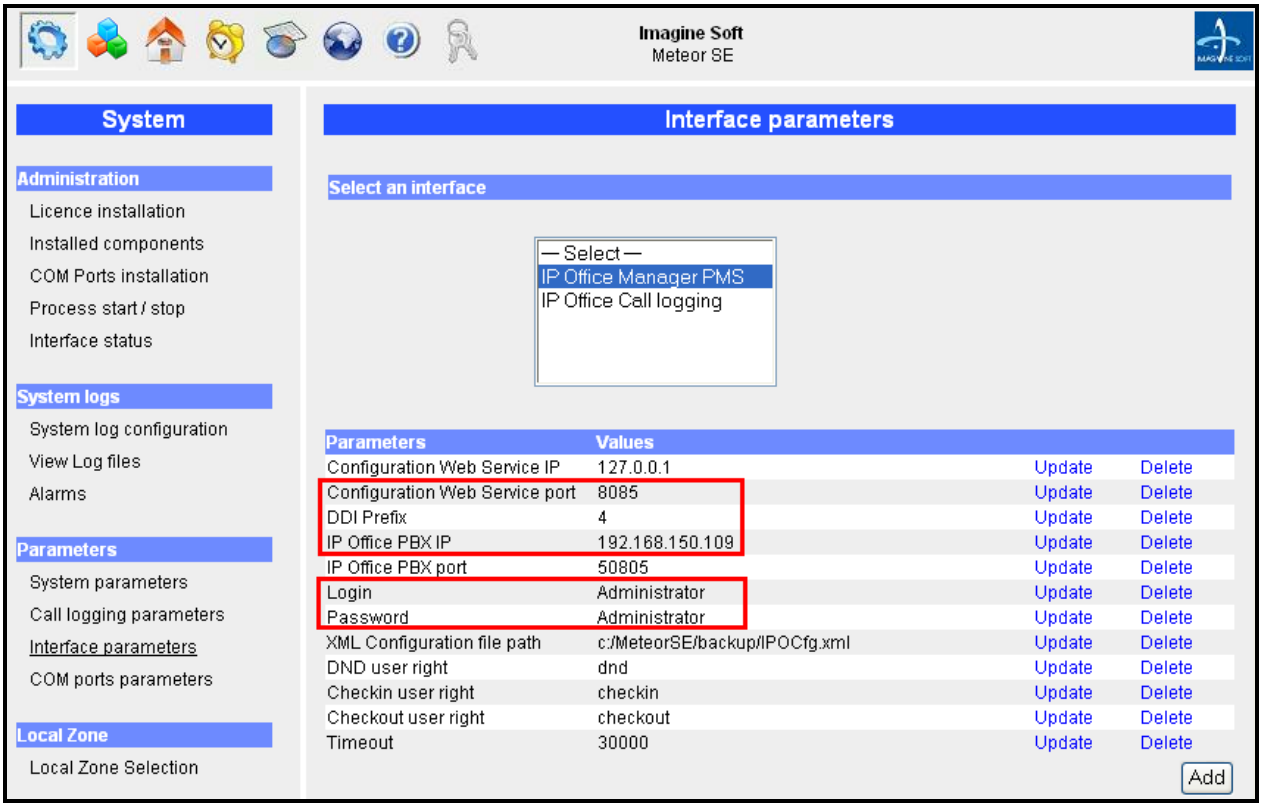

Figure 50: Interface Parameter Screen

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Select the “IP Office Call logging” interface and set the “Port” parameter to the same value as for the IP Office SMDR interface in **Figure 7**, and set the “Traffic analysis” parameter to “1”. Upon completion, click “Call logging parameters”.

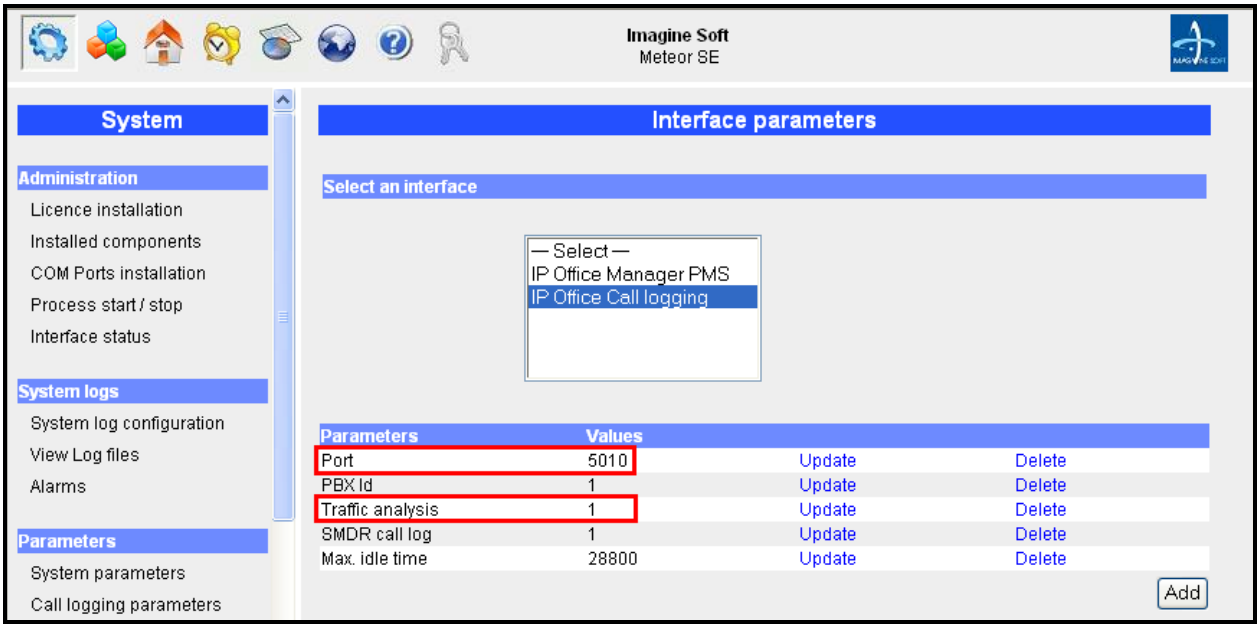

Figure 51: IP Office Call Logging Interface Parameters

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Set the “Call logging on duration” parameter to “1” to use the charging pulse from the PSTN.

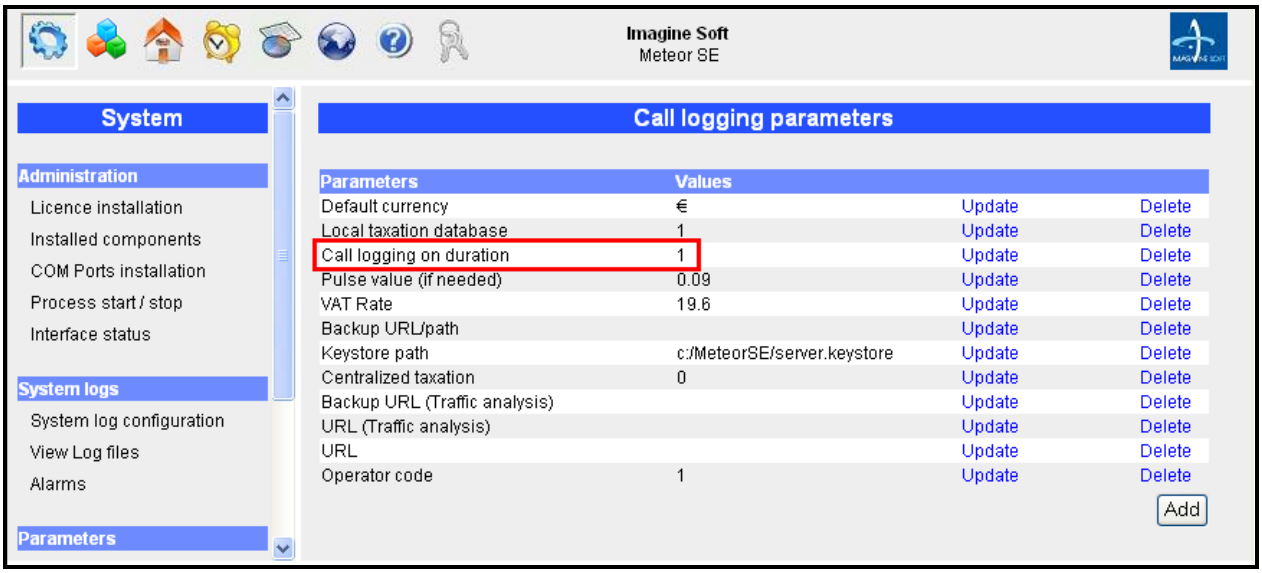

Figure 52: Call Logging Parameters

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5.2.3. Configure Extensions

Select the "Hotel Configuration" icon from the top menu bar, and allocate guest room extensions for each of the Guest rooms shown in **Table 1,** as shown in the following table and click "OK".

Parameter	Usage
Extension Number	Select the first room extension in sequence, as shown in **Table 1**.
Up to Extension	Select the last room extension in sequence, as shown in **Table 1.**
Code (or room)	Select the first room number in sequence, as shown in **Table 1.**
Extension Type	Select "Room" from the drop-down list.

Table 14: Hotel Room Extensions

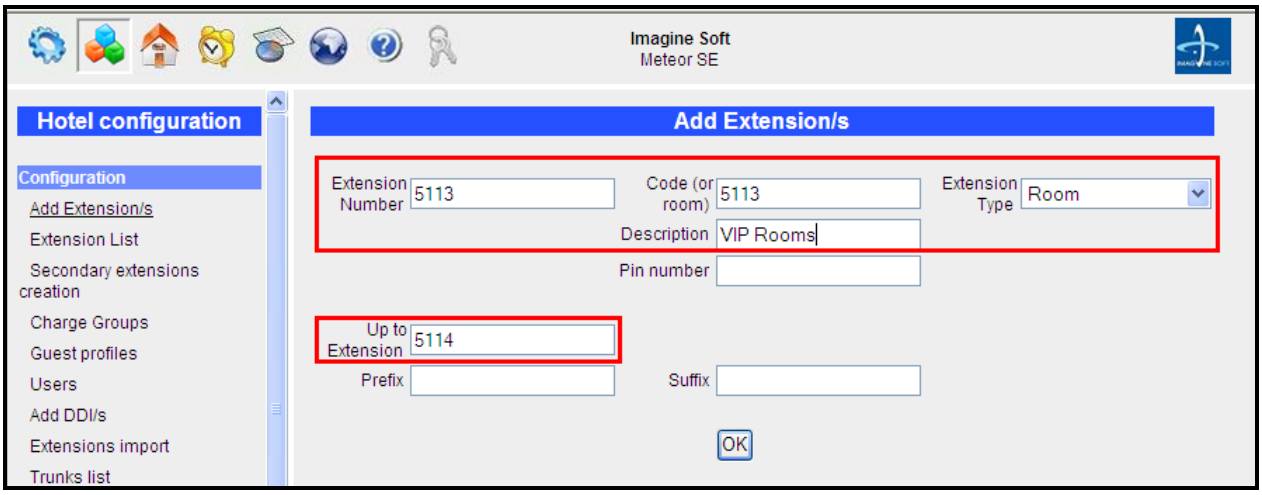

Figure 53: Hotel Room Extensions Screen

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Create the hotel administrator extensions as shown in the following table and click “OK”.

Parameter	Usage
Extension Number	Select the Reception extension, as shown in **Table 1**.
Code (or room)	Select the Reception extension, as shown in **Table 1**
Extension Type	Select “Administration” from the drop-down list.

Table 15: Hotel Administrator Extensions

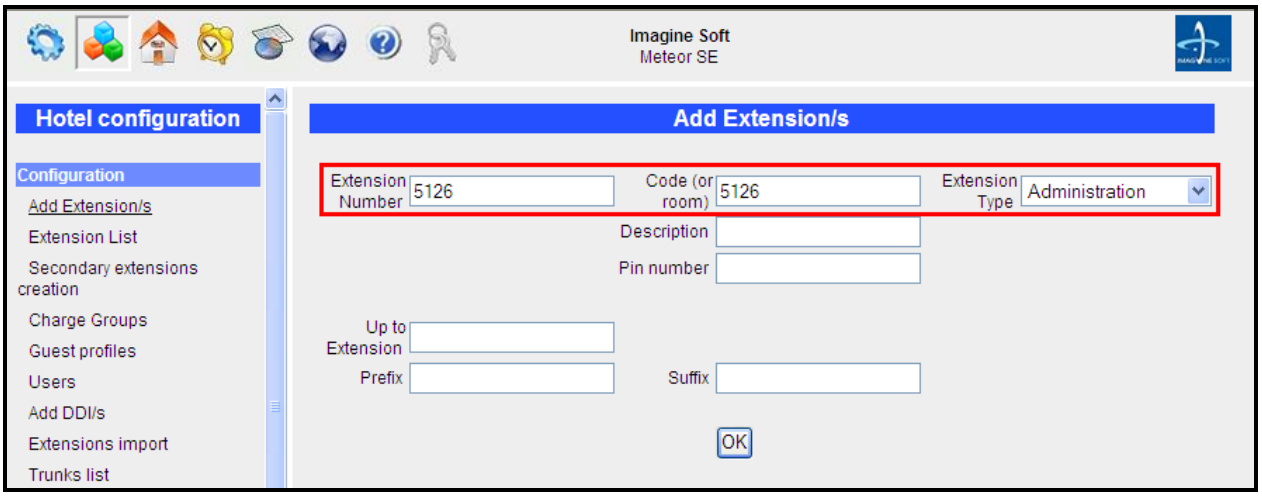

Figure 54: Hotel Administrator Extensions Screen

After the extensions have been allocated, click “Extension List” to verify the list of extensions is correct.

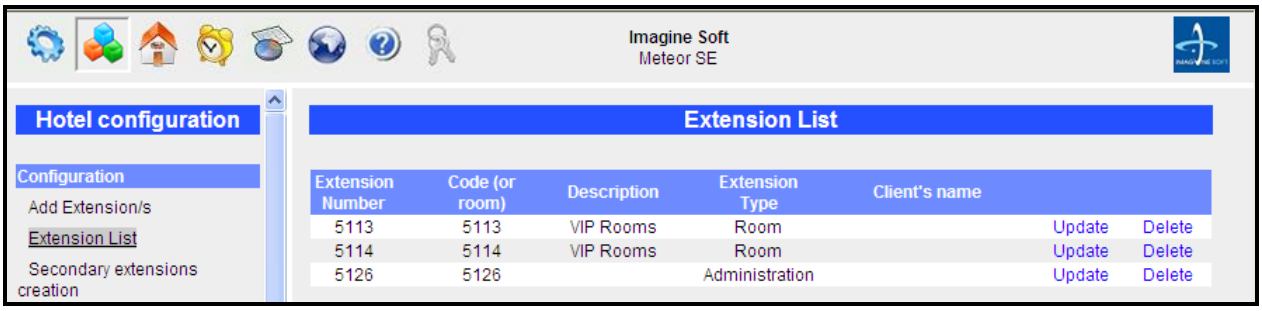

Figure 55: Extension List Screen

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5.2.4. Configure Room Status

Click “Room Status Codes”, enter the PBX code of “1” for the PMS code of “Needs Cleaning”, and click “Add”.

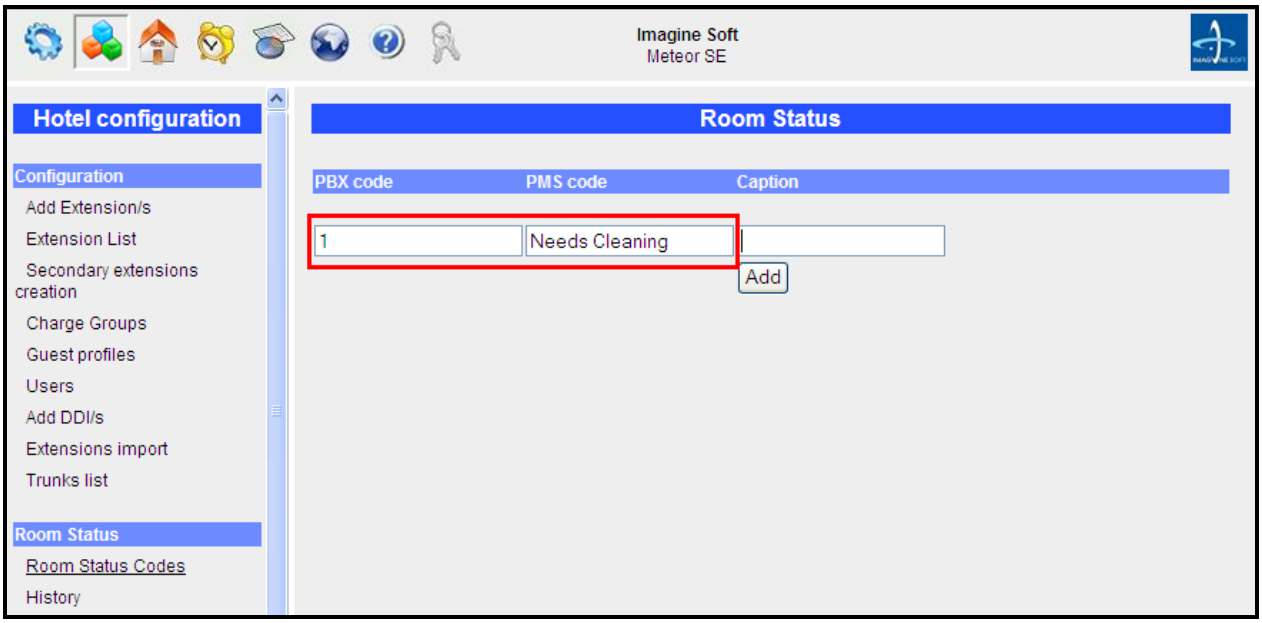

Figure 56: Room Status Screen

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5.2.5. Configure Voice Mail

Edit the vocal.ini file on the Meteor SE server found at the location C:\MeteorSE\vm\vocal.ini. Set the "FLASHING" and "ACK_WAKEUP" parameters in this file to the administrator extension, as shown, highlighted in the figure below.

```
# Voice Messenger Initialization file
# Last modified 2008/01/03
# All durations must be set in milliseconds

[DTMF]

[DEFAULTS]
CALL_TIMEOUT=16000
MAX_DIGITS=20
READ_BUFFER_TIMEOUT=100
READ_DIGITS_TIMEOUT=3000
RECORD_TIMEOUT=60000
FLASHING=&,5126,
LAMP_ON=*97*@@#
LAMP_OFF=*98*@@#
DIAL_PREFIX=,,
ACK_WAKEUP=5126

[ANALYSIS]
TIMEOUT=4000
MAX_DIGITS=30
STOP_DIGIT=#

[DEPOSIT]
RE=2\*([0-9]+)#
PS=1

[MESSENGER]
RE=3\*([0-9]+)#
PS=1

[EXT_MESSENGER]
RE=6\*([0-9]+)#
PS=1

[WAKEUP]
RE=4\*([0-9]+)#
PS=1

[ROOM STATUS]
RE=5\*([0-9]+)#
PS=1
```

Figure 57: vocal.ini Configuration File

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5.3. Configure IP Office Web Services

Edit the file C:\MeteorSE\tools\ipo\bin\Release\ConfigServiceHost.exe.config such that the ports shown highlighted below match the "Configuration Web Services port" in **Figure 50**.

```
<?xml version="1.0" encoding="utf-8"?>
<configuration>
    <system.serviceModel>
        <bindings>
            <basicHttpBinding>
                <binding name="NewBinding0" />
            </basicHttpBinding>
        </bindings>
        <client>
            <remove contract="IMetadataExchange" name="net.relay" />
            <endpoint address="" binding="relayBinding"
bindingConfiguration="metadataExchangeRelayBinding"
                contract="IMetadataExchange" name="net.relay" />
        </client>
        <services>
            <service behaviorConfiguration="mex" name="IPOConfigService.Service.IPOfficeService">
                <endpoint address="http://localhost:8085/IPOConfigurationService"
                    binding="basicHttpBinding" bindingConfiguration="NewBinding0"
                    bindingNamespace="http://avaya.com/IPOffice/ConfigService/2007/01"
                    contract="IPOConfigService.Service.Interface.IConfigurationService" />
                <host>
                    <baseAddresses>
                        <add baseAddress="http://localhost:8085/IPOConfigurationService" />
                    </baseAddresses>
                </host>
            </service>
        </services>

      <behaviors>
        <serviceBehaviors>
          <behavior name="mex">
            <serviceMetadata httpGetEnabled="true" httpsGetEnabled="false" />
          </behavior>
        </serviceBehaviors>
      </behaviors>

    </system.serviceModel>
</configuration>
```

Figure 58: Avaya IP Office Web Services Configuration

6. General Test Approach and Test Results

All tests were performed manually. Only functional testing was performed: no performance testing was done. For each of the calling scenarios tested, the result of the test was verified manually. All tests cases produced the expected result.

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7. Verification Steps

Use the following steps to verify that Meteor SE and Avaya IP Office are each configured correctly.

- After making at least one outgoing call, verify that the "PMS" and "Call Logging" controls are both green:

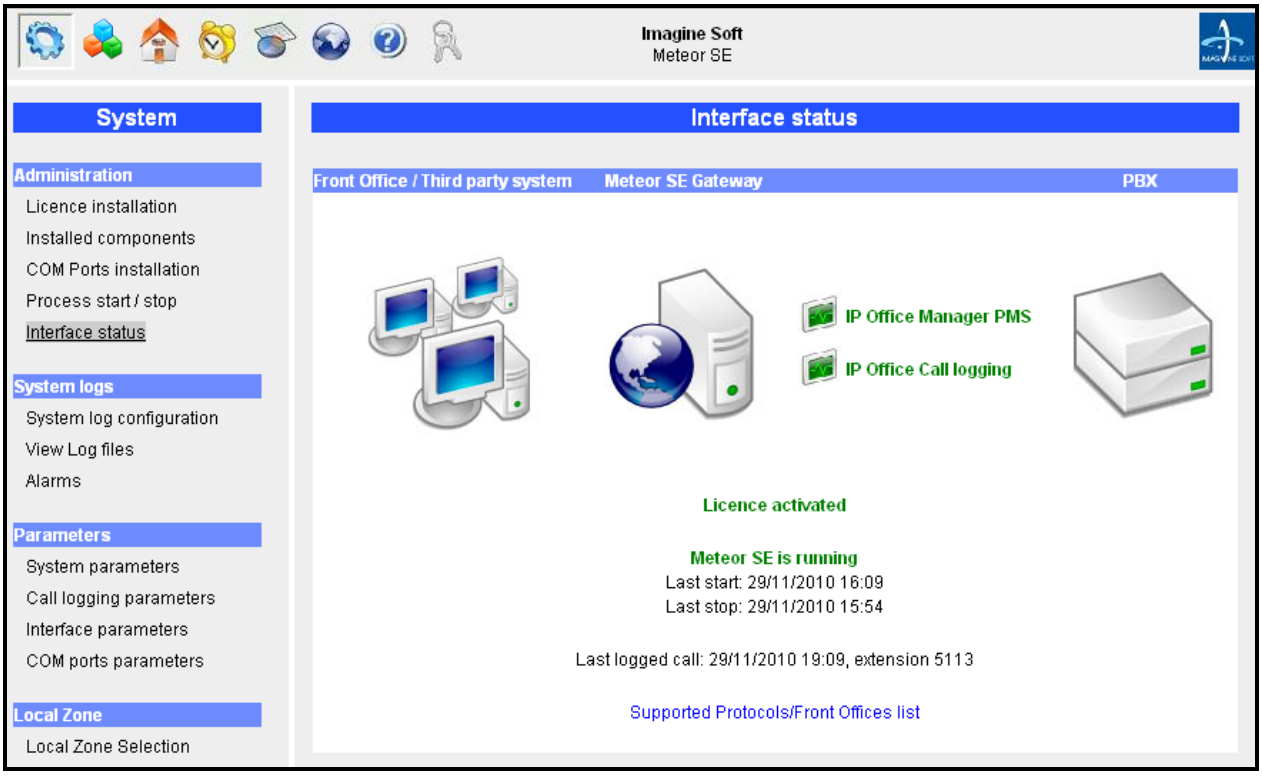

Figure 59: Meteor SE Interface Status

- Click on the "IP Office Manager PMS" icon shown in **Figure 59** and verify that the message "Configuration file parsed successfully" is displayed, as shown in the following screen.

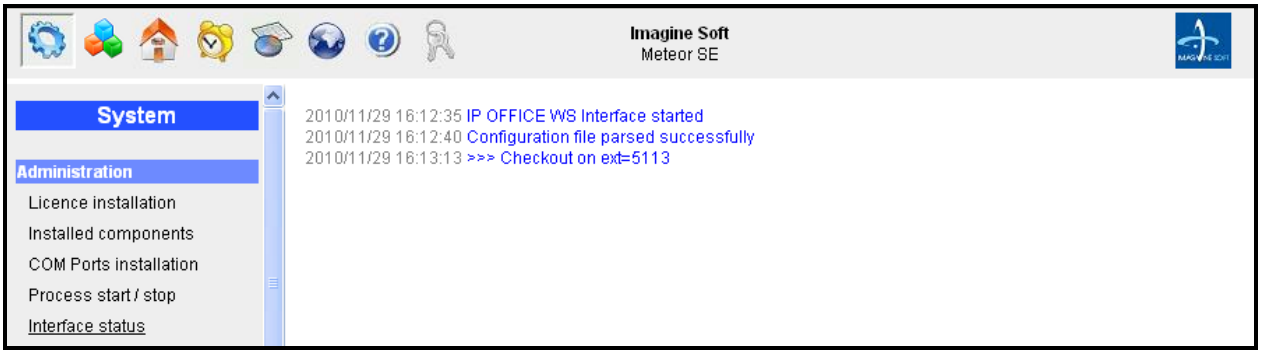

Figure 60: Meteor SE Configuration Messages

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- Click on the "IP Office Call Logging" icon shown in **Figure 59** and verify that the Avaya IP Office has logged on:

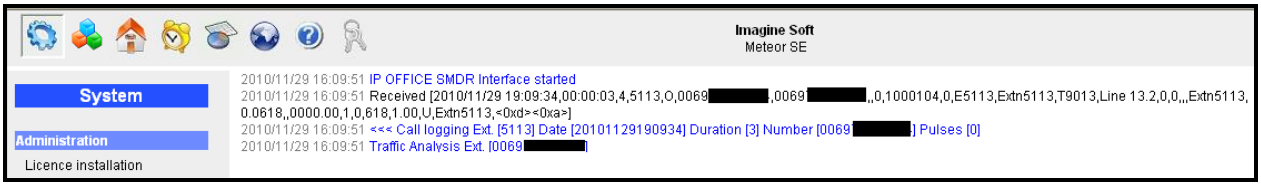

Figure 61: Meteor SE Confirmation of IP Office Logon

- Verify the ability of PSTN telephones and local stations to call each other.
- Verify the ability to perform a guest check-in/check-out.
- Verify the ability to leave voicemail messages for unanswered guest calls.
- Verify the ability for guests to playback and erase voicemail messages.
- Verify that external calls billed to guests upon checkout.
- Verify the ability to change a room status from the room's telephone.

8. Conclusion

These Application Notes describe the compliance testing of Imagine Soft Meteor SE with Avaya IP Office. The various features of Meteor SE which involve interaction with telephony were tested. A detailed description of the configuration required for both the Avaya and the Imagine Soft equipment is documented within these Application Notes.

9. Additional References

The Avaya documentation is available at http://support.avaya.com. The Meteor SE documentation is contained in the following directory after the product has been installed: C:\Meteor SE\tomcat\webapps\ROOT\help. This documentation is also available on the installation medium prior to installation or via the following icon from the Meteor SE console:

[1] *Avaya Office 6.0 Manager 8.0*, May 2010, Document Number 15-601011
[2] *Avaya IP Office Release 6 H323 IP Telephone Installation*, March 2010, 15-601046
[3] *D/4PCI Installation Guide,* 05-1341-002, 1999
[4] *Manuel de Pre-Installation Meteor SE,* Man 0038-5 (French)
[5] *Manuel de Configuration et d'Utilisation de Meteor SE,* Man 0036-10 (French)
[6] *Manuel de configuration IP Office,* Man 0081-6 (French)

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