



Avaya Solution & Interoperability Test Lab

Application Notes for IgeaCare apoloDS and igeacom with Avaya Aura® Communication Manager – Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the IgeaCare apoloDS and igeacom with Avaya Aura® Communication Manager. The IgeaCare apoloDS used the analog user interface from Avaya Aura® Communication Manager to transfer resident calls from igeacom to the nurse staff, and used the Avaya PUSH API to push text to nurses with Avaya 4610SW IP Telephones. The igeacom500 and the igeacom700 are covered in these Application Notes.

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 to integrate the IgeaCare apoloDS and igeacom with Avaya Aura® Communication Manager. The IgeaCare apoloDS used the analog user interface from Avaya Aura® Communication Manager to transfer resident calls from igeacom to the nurse staff, and used the Avaya PUSH API to push text to nurses with Avaya 4610SW IP Telephones. The igeacom500 and the igeacom700 are covered in these Application Notes.

In the compliance testing, apoloDS used an analog card to connect to Communication Manager. The analog ports were configured as analog stations, which were members of an apoloDS hunt group. In the testing, the two analog ports on apoloDS were pre-configured to integrate with igeacom.

igeacom is essentially an analog speaker telephone that can be activated by resident users via multiple call points to reach the nurse staff. Each igeacom is configured as an analog station on Communication Manager. When the resident activates igeacom via a call point to reach the nurse staff, igeacom originates a call to the apoloDS hunt group.

apoloDS answers the resident call from igeacom, and transfers the call to the notification points configured on apoloDS, which can be a coverage answer group consisting of nurse stations on Communication Manager. Upon connection with a nurse, apoloDS can use the text-to-speech capability to playback the information received from the DTMF outputted from igeacom, which includes resident extension and call point type. apoloDS can also push text to nurses with Avaya 4610SW and 4625SW IP Telephones.

2. General Test Approach and Test Results

All tests were performed manually.

2.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying the ability of apoloDS to transfer resident calls from igeacom500 and igeacom700 to the nurse staff. The verification included proper announcement playback (which included resident name, patient name, and call point type), connected two-way talk paths, proper call termination, and proper call escalations. The feature testing also included verifying the text push to the notification points.

The serviceability testing focused on verifying the ability of apoloDS to recover from adverse conditions, such as disconnecting and reconnecting the analog line cable to the devices.

2.2. Test Results

All test cases were executed and passed.

2.3. Support

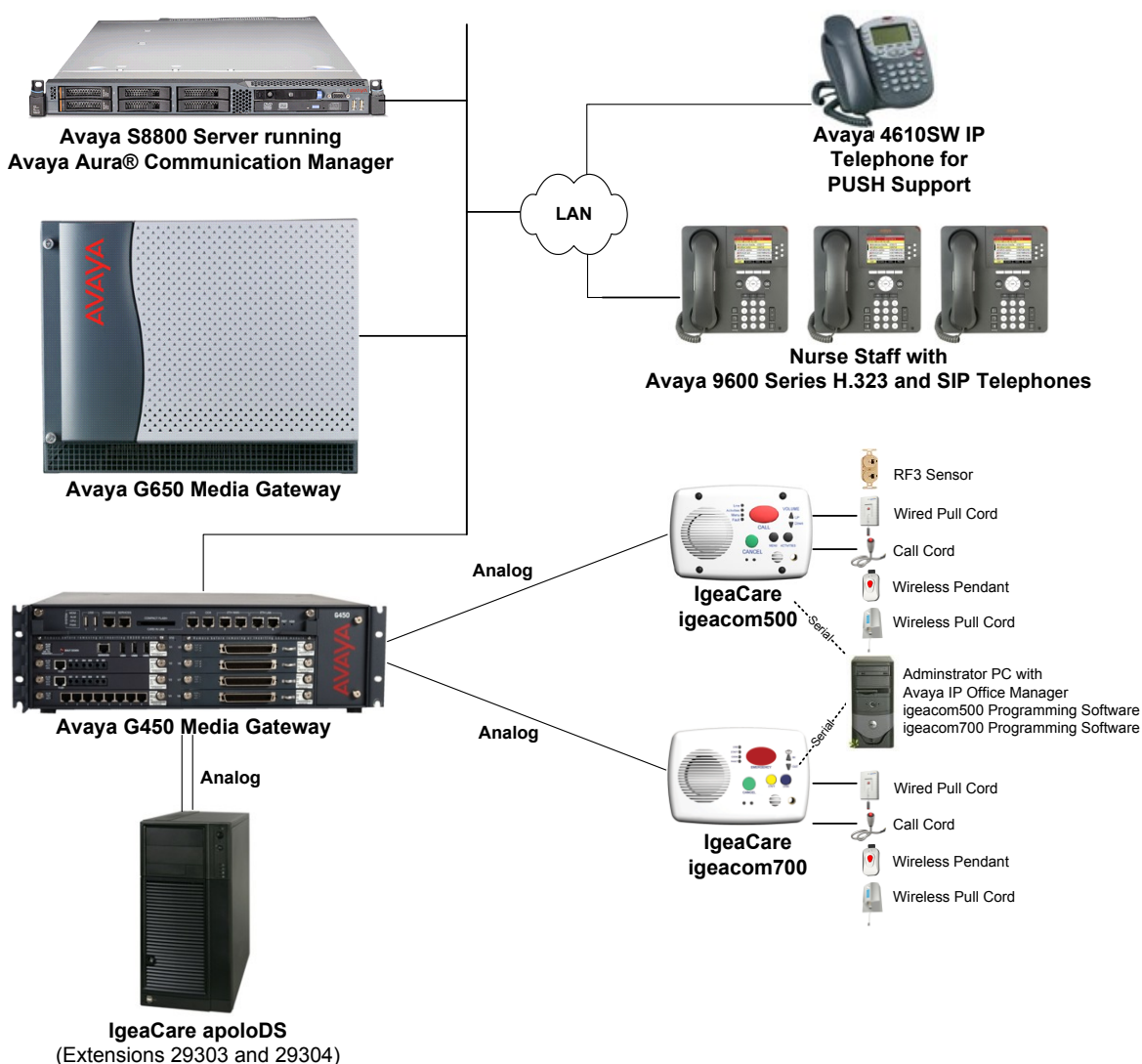
Technical support on IgeaCare apoloDS and igeacom can be obtained through the following:

- **Phone:** (866) 361-6225
- **Email:** support@igeacare.com

3. Reference Configuration

As shown in the test configuration below, the apoloDS solution with igeacom consists of the apoloDS server, which dispatches calls to the nurse staff, the igeacom emergency monitoring base unit, analog line connections to Avaya Aura® Communication Manager for the apoloDS and igeacom. A PC with the igeacom programming software was used to configure and download the configuration to the igeacom devices.

igeacom supports various call points, including emergency button, wireless pendant, wireless pull cord, and RF3 sensor. The S8800 Server running Avaya Aura® Communication Manager managed G650 and G450 Media Gateways. apoloDS and igeacom used analog ports on the G450 Media Gateway for connectivity. The nurse staff was equipped with Avaya 9600 series SIP and H.323 stations, Avaya 4600 Series H.323 stations and Avaya 3631 Wireless Phone (not shown).



4. Equipment and Software Validated

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

Hardware Component	Version
Avaya S8800 Servers and G650 and G450 Media Gateways	Avaya Aura® Communication Manager 6.0.1 SP 3
Avaya 9600 Series IP Telephones	3.101 (H.323) 2.6.4 (SIP)
Avaya 4600 Series IP Telephones	2.9 SP1 (H.323)
IgeaCare apoloDS onWindows Vista Business	3.10 – 1006744 2007
IgeaCare igeacom500	IC500-B2.6-U-1210-0155
IgeaCare igeacom700	IC700-B1.6-U-0211-0009
igeacom500 Programming Software	6.11
igeacom700 Programming Software	6.08.3

5. Configure Avaya Aura® Communication Manager

This section provides the procedures for configuring Communication Manager. The procedures fall into the following areas:

- Administer apoloDS stations
- Administer apoloDS Hunt Group
- Administer igeacom station
- Administer coverage answer groups for nurse staff
- Administer coverage paths for each coverage answer group
- Administer stations with coverage paths

Use the System Access Terminal (SAT) to configure Communication Manager and log in with the appropriate credentials.

5.1. Administer apoloDS Stations

Use the **add station** command to add stations for apoloDS. Use *2500* for the station **Type**, specify an analog port, and provide a descriptive name. Use the default values for the other fields. Two analog stations were used for apoloDS in this sample configuration. The station extensions were 23903 and 23904, which will be specified in the hunt group in the next section. The following figure shows station 23903. Repeat this configuration for station 23904.

add station 23903		Page 1 of 4
STATION		
Extension: 23903	Lock Messages? n	BCC: 0
Type: 2500	Security Code:	TN: 1
Port: 001V202	Coverage Path 1:	COR: 1
Name: apoloDS P3	Coverage Path 2:	COS: 1
	Hunt-to Station:	Tests? y
STATION OPTIONS		
XOIP Endpoint type: auto	Time of Day Lock Table:	
Loss Group: 1	Message Waiting Indicator: none	
Off Premises Station? n		
Survivable COR: internal		
Survivable Trunk Dest? y	Remote Office Phone? n	
Passive Signalling Station? n		

5.2. Administer apoloDS Hunt Group

Use the **add hunt-group** command to add a hunt group containing the apoloDS stations. igeacom uses the hunt group extension as the phone number to dial. When a resident uses a call point to contact the nurse staff, igeacom will dial the hunt group number to reach the apoloDS. In the hunt group, specify a descriptive **Group Name** and a **Group Extension**.

add hunt-group 100	Page 1 of 60
HUNT GROUP	
Group Number: 100	ACD? n
Group Name: Apolo DS	Queue? n
Group Extension: 29100	Vector? n
Group Type: ucd-mia	Coverage Path:
TN: 1	Night Service Destination:
COR: 1	MM Early Answer? n
Security Code:	Local Agent Preference? n
ISDN/SIP Caller Display:	

On Page 3 of the Hunt Group form, specify the apoloDS station extensions configured in the previous section.

add hunt-group 100	Page 3 of 60		
HUNT GROUP			
Group Number: 100	Group Extension: 29100	Group Type: ucd-mia	
Member Range Allowed: 1 - 1500	Administered Members (min/max): 1 /2		
Total Administered Members: 2			
GROUP MEMBER ASSIGNMENTS			
Ext	Name(19 characters)	Ext	Name(19 characters)
1: 23903		14:	
2: 23904		15:	

5.3. Administer igeacom Station

Use the **add station** command to add a station for igeacom. Use *2500* for the station **Type**, specify an analog port, and provide the room number in the **Name** field (e.g., *Room 4000*). The station name will be displayed on the nurse's telephone display. Use the default values for the other fields.

add station 4000	Page 1 of 4	
STATION		
Extension: 4000	Lock Messages? n	BCC: 0
Type: 2500	Security Code:	TN: 1
Port: 001V201	Coverage Path 1:	COR: 1
Name: Room 4000	Coverage Path 2:	COS: 1
	Hunt-to Station:	Tests? y
STATION OPTIONS		
XOIP Endpoint type: auto	Time of Day Lock Table:	
Loss Group: 1	Message Waiting Indicator: none	
Off Premises Station? n		
Survivable COR: internal		
Survivable Trunk Dest? y	Remote Office Phone? n	
Passive Signalling Station? n		

5.4. Administer Nurse Coverage Answer Groups

For this solution, coverage answer groups were used to allow all nurses to receive the call simultaneously. An available nurse can then respond to the call. Two coverage answer groups were configured in order to create two escalation levels. If a nurse in the first answer group does not answer the call within a configured time interval, igeacom will place the call to the second coverage answer group for the appropriate call point.

Use the **add coverage answer-group** command to create an answer group comprised of nurse extensions. The following coverage answer group includes three nurse extensions, including an H.323, SIP, and 3631 wireless phone. When each of these phones received a call, the igeacom station name (or room number) was displayed.

```
add coverage answer-group 1                                     Page 1 of 1
      COVERAGE ANSWER GROUP

      Group Number: 1
      Group Name: NURSE GROUP 1

GROUP MEMBER ASSIGNMENTS

      Extension      Name
1: 77301            Nurse 77301
2: 78005            Avaya 78005
3: 71000            Wireless 71000
4:
5:
6:
7:
8:
```

Below is the coverage answer group for the second escalation level.

```
add coverage answer-group 2                                     Page 1 of 1
      COVERAGE ANSWER GROUP

      Group Number: 2
      Group Name: NURSE GROUP 2

GROUP MEMBER ASSIGNMENTS

      Extension      Name
1: 77307            Head Nurse
2: 77308            Asst Nurse
3:
4:
5:
6:
7:
8:
```


5.5. Administer Coverage Paths

This section covers two coverage paths corresponding to each coverage answer group configured in the previous section. The coverage answer groups, c1 and c2, are specified in the **Point 1** field of each coverage path, respectively.

The following coverage path directs the call to coverage answer group 1.

add coverage path 1	Page 1 of 1		
COVERAGE PATH			
Coverage Path Number: 1			
Cvg Enabled for VDN Route-To Party? n	Hunt after Coverage? n		
Next Path Number:	Linkage		
COVERAGE CRITERIA			
Station/Group Status	Inside Call	Outside Call	
Active?	n	n	
Busy?	y	y	
Don't Answer?	y	y	Number of Rings: 2
All?	n	n	
DND/SAC/Goto Cover?	y	y	
Holiday Coverage?	n	n	
COVERAGE POINTS			
Terminate to Coverage Pts. with Bridged Appearances? n			
Point1: c1	Rng:	Point2:	
Point3:		Point4:	
Point5:		Point6:	

The following coverage path directs the call to coverage answer group 2.

add coverage path 2	Page 1 of 1		
COVERAGE PATH			
Coverage Path Number: 2			
Cvg Enabled for VDN Route-To Party? n	Hunt after Coverage? n		
Next Path Number:	Linkage		
COVERAGE CRITERIA			
Station/Group Status	Inside Call	Outside Call	
Active?	n	n	
Busy?	y	y	
Don't Answer?	y	y	Number of Rings: 2
All?	n	n	
DND/SAC/Goto Cover?	y	y	
Holiday Coverage?	n	n	
COVERAGE POINTS			
Terminate to Coverage Pts. with Bridged Appearances? n			
Point1: c2	Rng:	Point2:	
Point3:		Point4:	
Point5:		Point6:	

5.6. Administer Stations with Coverage Paths

This section covers stations that cover to a nurse answer group. There will be a primary and secondary station configured for each call point type. Having a primary and secondary station provides two escalation levels. If a nurse in the primary answer group doesn't answer, apoloDS can call a secondary nurse answer group.

The following phantom station will forward the call to coverage answer group 1, consisting of nurses in the first escalation level, as specified by **Coverage Path 1**. This station will be called by apoloDS when a resident user presses the call button.

add station 29501		Page 1 of 5
STATION		
Extension: 29501	Lock Messages? n	BCC: 0
Type: 6408D+	Security Code:	TN: 1
Port: X	Coverage Path 1: 1	COR: 1
Name: Call Button	Coverage Path 2:	COS: 1
	Hunt-to Station:	
STATION OPTIONS		
	Time of Day Lock Table:	
Loss Group: 2	Personalized Ringing Pattern: 1	
Data Module? n	Message Lamp Ext: 29501	
Speakerphone: 2-way	Mute Button Enabled? y	
Display Language: english		
Survivable COR: internal	Media Complex Ext:	
Survivable Trunk Dest? y	IP SoftPhone? n	
	Remote Office Phone? n	
	IP Video? n	

The following phantom station will forward the call to coverage answer group 2, consisting of nurses in the second escalation level, as specified by **Coverage Path 2**. apoloDS will call this station to escalate to the next level.

add station 29601		Page 1 of 5
STATION		
Extension: 29601	Lock Messages? n	BCC: 0
Type: 6408D+	Security Code:	TN: 1
Port: X	Coverage Path 1: 2	COR: 1
Name: Call Button	Coverage Path 2:	COS: 1
	Hunt-to Station:	
STATION OPTIONS		
	Time of Day Lock Table:	
Loss Group: 2	Personalized Ringing Pattern: 1	
Data Module? n	Message Lamp Ext: 29601	
Speakerphone: 2-way	Mute Button Enabled? y	
Display Language: english		
Survivable COR: internal	Media Complex Ext:	
Survivable Trunk Dest? y	IP SoftPhone? n	
	Remote Office Phone? n	
	IP Video? n	

Repeat this section to add a station for every call point type, including a primary and secondary station, if desired. The stations that were used for the compliance testing are shown below.

Station Extension	Name	Used by igeacom500	Used by igeacom700
29501	Call Button	X	X
29502	Bed Cord	X	X
29503	Wired Cord	X	X
29504	Pendant	X	X
29505	Wireless Pull	X	X
29506	Smoke Detector RF3	X	
29507	Code Blue		X
29508	Staff Assist		X

The stations for the second escalation level are listed below. This may or not be required depending on customer requirements.

Station Extension	Name	Used by igeacom500	Used by igeacom700
29601	Call Button	X	X
29602	Bed Cord	X	X
29603	Wired Cord	X	X
29604	Pendant	X	X
29605	Wireless Pull	X	X
29606	Smoke Detector RF3	X	
29607	Code Blue		X
29608	Staff Assist		X

6. Configure Avaya 46xx IP Telephones

This section provides the procedures for configuring the Avaya 46xx IP Telephones to support the push interface.

From the appropriate HTTP or TFTP server serving the Avaya 46xx IP Telephones, locate the **46xxsettings.txt** file. Set the **WMLEXCEPT**, **TPSLIST**, and **FILTERLIST** parameters to point to the apoloDS server. Set the **SUBSCRIBELIST** parameter to the specific path on the apoloDS server shown below.

Reboot the Avaya 46xx IP Telephones.

In the compliance testing, the Avaya 4610SW IP Telephone was used.

```
SET WMLEXCEPT 192.168.100.188
SET TPSLIST     192.168.100.188
SET FILTERLIST  192.168.100.188

SET SUBSCRIBELIST http://192.168.100.188/ASPpushsamples/subscribe.asp
```

7. Configure IgeaCare igeacom500

This section provides the procedures for configuring the IgeaCare igeacom500 nurse call device. The procedures fall into the following areas:

- Launch igeacom500 programming software
- Administer call point destinations

7.1. Launch igeacom500 Programming Software

From a PC running the igeacom500 programming software, physically connect the PC serial COM port to the igeacom500 circuit board. Launch the administration application by selecting **Start → All Programs → IgeaCare System Inc → IgeaCare System Inc.** from the PC. The screen below is displayed.

The screenshot displays the IgeaCare igeacom500 programming software interface. At the top, a status bar indicates 'Maintenance Included'. Below this, a dropdown menu shows 'COM1'. The interface is divided into two main sections: 'Device Soft Version' and 'PC Soft Version' (Version 24.1). The central area is a table for configuring call points, with columns for 'Phone #', 'Delay', 'Redial', 'Silent', 'Light', and 'Priority'. The call points listed are CALL Button, Call Cord, Wired Pull Cord, Pendant, Wireless Pull Cord, RF3_Sensor, Maintenance, Menu, Activities, and Cancel. Each call point has a corresponding 'STORE into Device' or 'READ from Device' button. A 'Verify' button is also present. The bottom right section contains 'Remote Actions' and 'Various Delays [ms]' settings. The bottom left shows a date and time selection area.

7.2. Administer Call Point Destinations

Configure igacom500 using the apoloDS hunt group extensions. The Phone # field is configured as follows. First, the apoloDS hunt group (29100) is specified followed by eight commas to insert a pause before outputting the room number (4000) followed by the 2-digit call point code. In the compliance testing, the same hunt group extension was used for both primary and rollover destinations. Update the remaining fields associated with each call point type as desired.

For **Menu button** and **Activities button**, enter the desired destinations, which are typically messaging extensions on Communication Manager. In the compliance testing, the head nurse extension “77304” was used. Enter desired values in the associated **Delay** field.

For **Cancel Button**, enter the cancel hunt group extension from **Section 5.2**.

Follow [3] to configure the other fields as desired and store the resultant configuration to igecom500.

The screenshot displays the 'Maintenance Included' configuration window for igecom500. The interface is divided into two main sections: 'Device Soft Version' (Version 24.1) and 'PC Soft Version' (Version 24.1). Both sections feature a table for configuring call point destinations. The table columns are: Phone #, Delay, Redial, Silent, Light, Priority, and a set of action buttons (STORE, READ, Verify, Cancel, EXIT). The 'Phone #' column contains hunt group extensions (e.g., 29100, 400001) and call point codes (e.g., 400001, 400002). The 'Delay' column contains values like 2, 5, and .1. The 'Redial' column contains 'Y' or 'N'. The 'Silent' column contains 'Y' or 'N'. The 'Light' column contains 'Y' or 'N'. The 'Priority' column contains '6'. The action buttons are color-coded: green for STORE, yellow for READ, orange for Verify, and red for EXIT. Below the table, there are sections for 'Remote Actions' (e.g., *3 (Ack.), *4 (On hook), *9 (Cancel)), 'Various Delays [ms]' (e.g., 600, 200, 500), and 'Name', 'Room #', 'Serial #', 'Inst. Date' fields. The interface also includes a 'Palette Nr' dropdown and a 'COPY-- PASTE Yellow_Area to Green_Area' button.

Phone #	Delay	Redial	Silent	Light	Priority	Action
29100,400001	2	Y	N		6	STORE into Device
29100,400001		Y				
29100,400002	2	Y	N		6	READ from Device
29100,400002		Y				
29100,400005	2	Y	N		6	Verify
29100,400005		Y				
29100,400004	2	Y	N		6	Cancel
29100,400004		Y				
29100,400003	2	Y	N		6	Cancel
29100,400003		Y				
29100,400008	2	Y	N		6	EXIT
29100,400008		Y				
29100,400009	.1	Y				

Remote Actions:

- *3 (Ack.)
- *4 (On hook)
- *9 (Cancel)

Various Delays [ms]:

- 600 F (Flash)
- 200 pF (PreFlash)
- 500 (Pause)

Name: _____ Room #: _____ Serial #: _____ Inst. Date: 2011 JULY 18

8. Configure IgeaCare igeacom700

This section provides the procedures for configuring the IgeaCare igeacom700 nurse call device. The procedures fall into the following areas:

- Launch igeacom700 programming software
- Administer call point destinations

8.1. Launch igeacom700 Programming Software

From a PC running the igeacom700 programming software, physically connect the PC serial COM port to the igeacom700 circuit board. Launch the administration application by selecting **Start → All Programs → IgeaCare System Inc → IgeaCare System Inc. – ACS** from the PC.

8.2. Administer Call Point Destinations

Follow the steps in **Section 7.2** to similarly configure the igeacom700. The screenshot below shows the settings used in the compliance testing.

IgeaCare Systems Inc. - ACS

COM1

Device Soft Version: Version 24.2

PC Soft Version: Version 24.2

	Phone #	Delay	Redial	Silent	Light	Priority	
CALL Button	29100.....400101	2	Y	N		6	STORE into Device
	29100.....400101		Y				
BED Button	29100.....400102	2	Y	N		6	READ from Device
	29100.....400102		Y				
Wired Pull Cord	29100.....400105	2	Y	N		6	Verify
	29100.....400105		Y				
Pendant	29100.....400104	2	Y	N		6	Cancel Cancel
	29100.....400104		Y				
Wireless Pull Cord	29100.....400103	2	Y	N		6	Yellow Area Green Area
	29100.....400103		Y				
Code Blue	29100.....400107	2	Y	N		6	EXIT
	29100.....400107		Y				
Staff Asist.	29100.....400111	2	Y	N		6	COPY-- PASTE Yellow_Area to Green_Area
	29100.....400111		Y				
Presence IN		.1					
Presence OUT				N			
Maintenance		.1					
Cancel	29100.....400109	.1					

Various Delays [ms]: F (Flash) 600, pF (PreFlash) 200, (Pause) 500

Cancel by Phone

Name, Room #, Serial #, Inst. Date: 2011 JULY 15

	Phone #	Delay	Redial	Silent	Light	Priority	
CALL Button	29100.....400101	2	Y	N		6	STORE in Palette
	29100.....400101		Y				
BED Button	29100.....400102	2	Y	N		6	READ from Palette
	29100.....400102		Y				
Wired Pull Cord	29100.....400105	2	Y	N		6	Verify
	29100.....400105		Y				
Pendant	29100.....400104	2	Y	N		6	Cancel Cancel
	29100.....400104		Y				
Wireless Pull Cord	29100.....400103	2	Y	N		6	Yellow Area Green Area
	29100.....400103		Y				
Code Blue	29100.....400107	2	Y	N		6	EXIT
	29100.....400107		Y				
Staff Asist.	29100.....400111	2	Y	N		6	COPY-- PASTE Yellow_Area to Green_Area
	29100.....400111		Y				
Presence IN		.1					
Presence OUT				N			
Maintenance		.1					
Cancel Button	29100.....400109	.1					

Various Delays [ms]: 600 F (Flash, ON hook), 200 pF (preFlash, OFF hook), 500 (Pause)

Cancel by Phone


Palette Nr

9. Configure IgeaCare apoloDS

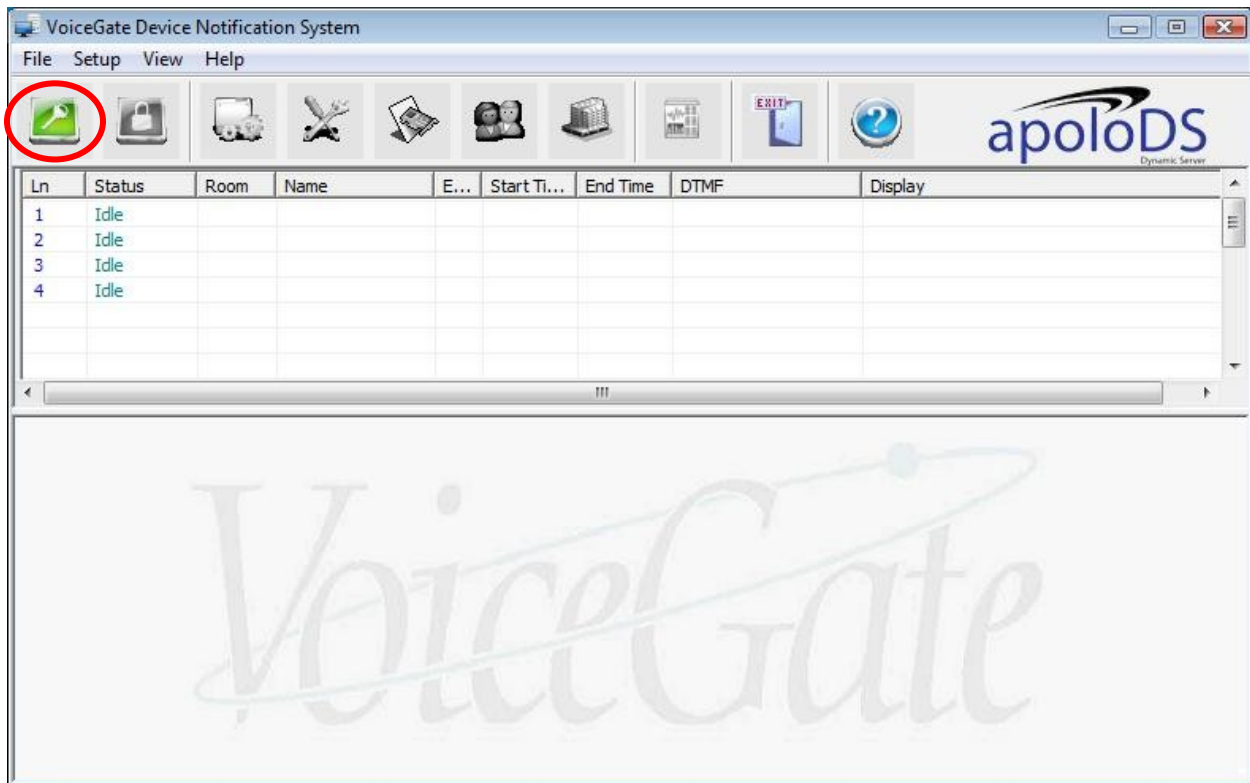
This section provides the procedures for configuring the IgeaCare apoloDS. The procedures fall into the following areas:

- Launch apoloDS
- Administer program setup
- Administer channel setup
- Administer room setup

9.1. Launch apoloDS

From the apoloDS server, double-click on the apoloDS icon  from the system tray.

The **VoiceGate Device Notification System** screen is displayed. Click the **Logon** icon, and enter the appropriate credentials in the pop-up box (not shown).



9.2. Administer Program Setup

The **VoiceGate Device Notification System** screen is displayed again. Click the **Program Setup** icon from the top menu.



The **Program Setup** screen is displayed. For **Room Number String**, select “DTMF”. For **TPS IP Address**, enter the IP address of the apoloDS server, as shown below. Retain the default values in the remaining fields. Save the settings.

Program Setup

File

Room Number Length: 4

Room Number String: DTMF

Call Parameters

System Outdialing Number:	,	Call Hold Dial Code:	&
Call Transfer Dial Code:	,&,	Call Retrieve Dial Code:	&
Call Busy/NoAns Dial Code:	&	Call Pickup Dial Code:	*32*X#
Call Connect Dial Code:	&	Default Transfer Ext.:	

Alarm Options

System Escalation:	Disable	Alarm Cancel Time (sec):	0
Remote Alarm Port No:	701	Door Alarm Delay (sec):	0
TPS IP Address:	192 . 168 . 100 . 188		

Resident Check-in

Activate Check-in Module	<input type="checkbox"/>	No. of Retry:	3
Last Check-in Time:	09:00	Retry Interval (min):	5
Incoming Port No.:	Port 1 Port 2 Port 3 Port 4	Outdialing Port No.:	Port 1 Port 2 Port 3 Port 4
Email Address:	<input type="text"/> <input type="text"/> <input type="text"/>		

9.3. Administer Channel Setup

The **VoiceGate Device Notification System** screen is displayed again. Click the **Channel Setup** icon from the top menu.



The **Channel Setup** screen is displayed. For **Number of Rings to Answer**, select “1” from the drop-down list. Retain the default values in the remaining fields. Save the settings.

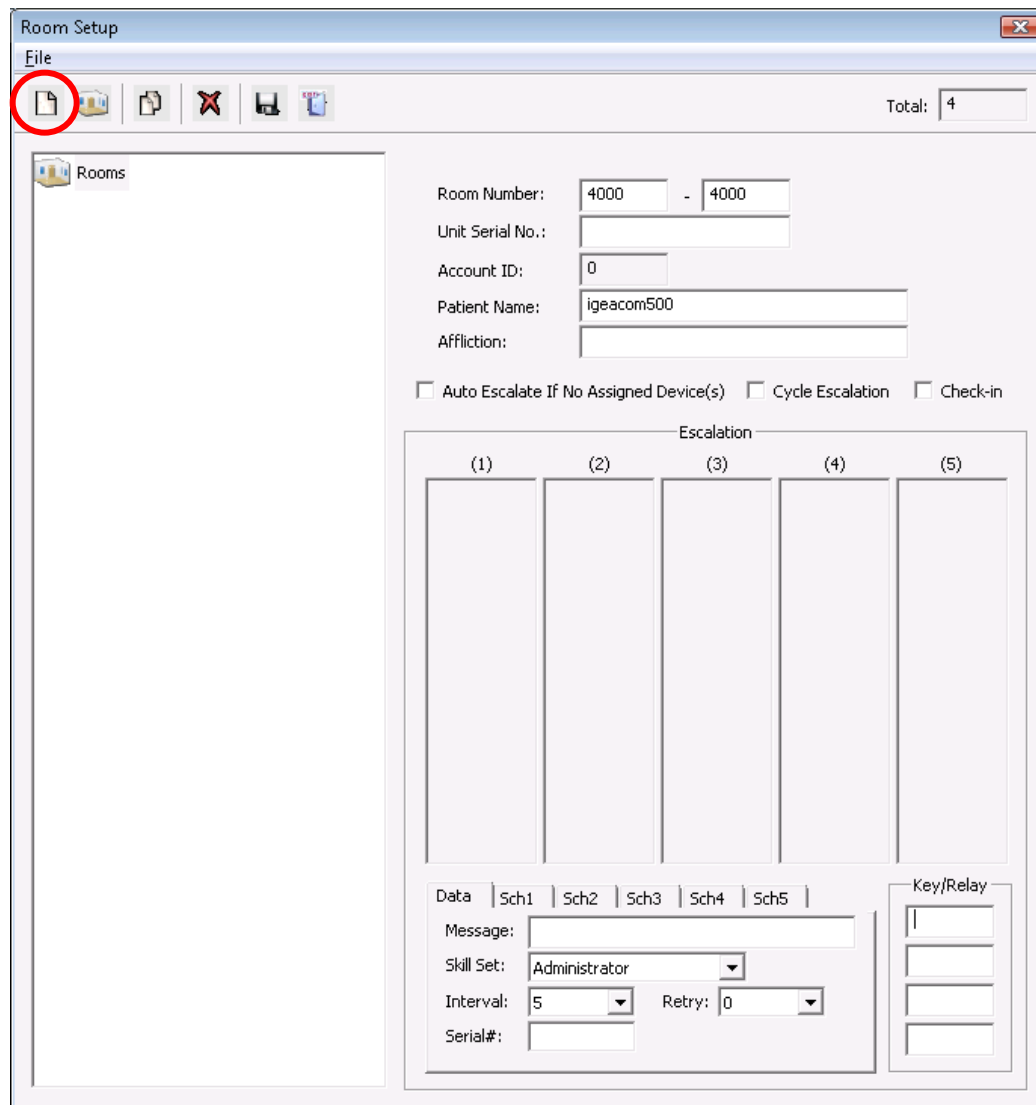
A screenshot of the 'Channel Setup' dialog box. It has a title bar with the text 'Channel Setup' and a close button. Below the title bar is a menu bar with 'File'. Under the 'File' menu, there are two icons: a floppy disk and an 'EXIT' button. The main area of the dialog contains two columns of settings. The left column includes: 'Number of Rings to Answer' (a dropdown menu showing '1'), 'DTMF Interruption Time' (a text box with '3'), 'DTMF Event Edge' (a dropdown menu showing 'Level'), 'Connect Edge' (a dropdown menu showing 'Trail'), 'Intercept Mode Flag' (a dropdown menu showing '5'), and 'Call Analysis Delay' (a text box with '25'). The right column includes: 'Ring No Answer Time' (a text box with '4000'), 'Max. Inter-Ring Delay' (a text box with '800'), 'No Ringback Timeout Delay' (a text box with '4000'), 'Dial Tone Waiting Time' (a text box with '300'), and 'Dial Tone Duration' (a text box with '100').

9.4. Administer Room Setup

The **VoiceGate Device Notification System** screen is displayed again. Click the **Room Setup** icon from the top menu.



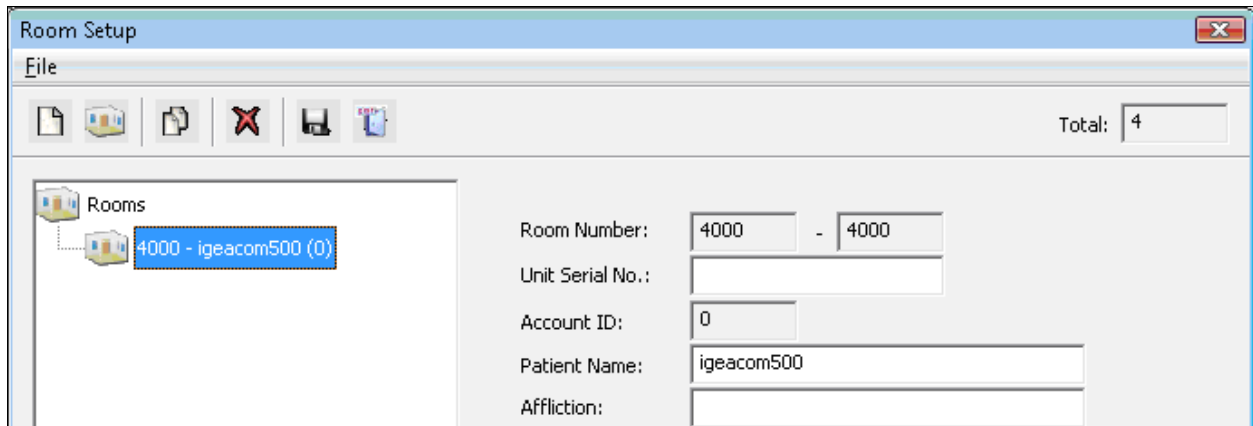
The **Room Setup** screen is displayed. Click the **New** icon to add a new room. For **Room Number**, enter the igeacom user extension from **Section 5.3**. Enter a desired **Patient Name**. Select **File** → **Add** to add the new room.

The 'Room Setup' window has a 'File' menu bar. The 'New' icon (a document with a plus sign) is circled in red. The main area is divided into a left pane labeled 'Rooms' and a right pane. The right pane contains the following fields:

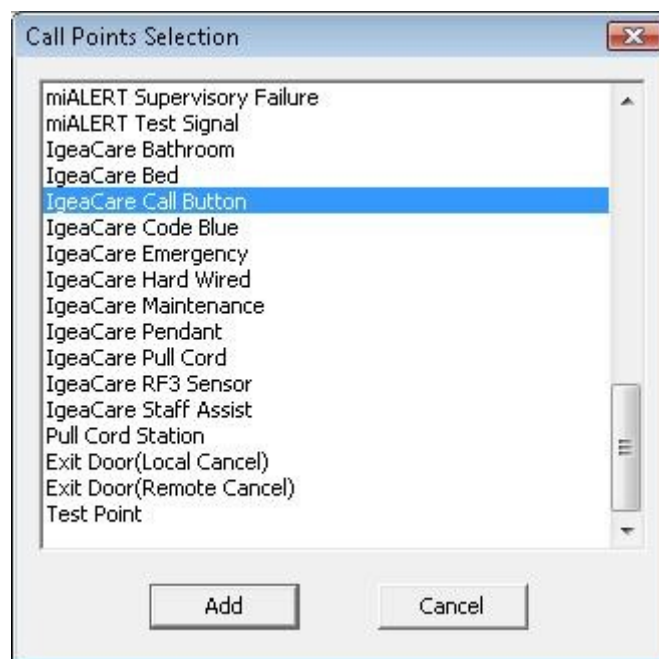
- Room Number: 4000 - 4000
- Unit Serial No.: [empty]
- Account ID: 0
- Patient Name: igeacom500
- Affliction: [empty]

Below these fields are three checkboxes: ☐ Auto Escalate If No Assigned Device(s), ☐ Cycle Escalation, and ☐ Check-in. Below the checkboxes is an 'Escalation' table with 5 columns labeled (1) through (5). At the bottom of the window, there are tabs for 'Data', 'Sch1', 'Sch2', 'Sch3', 'Sch4', and 'Sch5'. The 'Data' tab is selected. Below the tabs are fields for 'Message:', 'Skill Set: Administrator', 'Interval: 5', 'Retry: 0', and 'Serial#'. To the right of these fields is a 'Key/Relay' section with three empty input boxes.

Right click on the newly created room entry in the left pane, and select **Add Call Point** from the pop-up box (not shown).



The **Call Points Selection** screen is displayed. Scroll the screen as necessary to select the entry corresponding to the first call point for this igeacom device, in this case “IgeaCare Call Button”.



The **Room Setup** screen is displayed again, and updated with the new call point shown in the left pane. Select the new call point in the left pane. In the right pane, check the desired escalation parameters. In the compliance testing, **Auto Escalate If No Assigned Device(s)** and **Cycle Escalation** were checked.

In the **Escalation** sub-section, right-click on an empty column and select **Add** from the pop-up list (not shown).

Room Setup

File

Total: 4

Rooms

4000 - igeacom500 (0)

IgeaCare Call Button

Room Number: 4000 - 4000

Unit Serial No.:

Account ID: 0

Patient Name: igeacom500

Affliction:

☒ Auto Escalate If No Assigned Device(s) ☒ Cycle Escalation ☐ Check-in

Escalation

(1) (2) (3) (4) (5)

Data | Sch1 | Sch2 | Sch3 | Sch4 | Sch5

Message:

Skill Set: Administrator

Interval: 5 Retry: 0

Serial#:

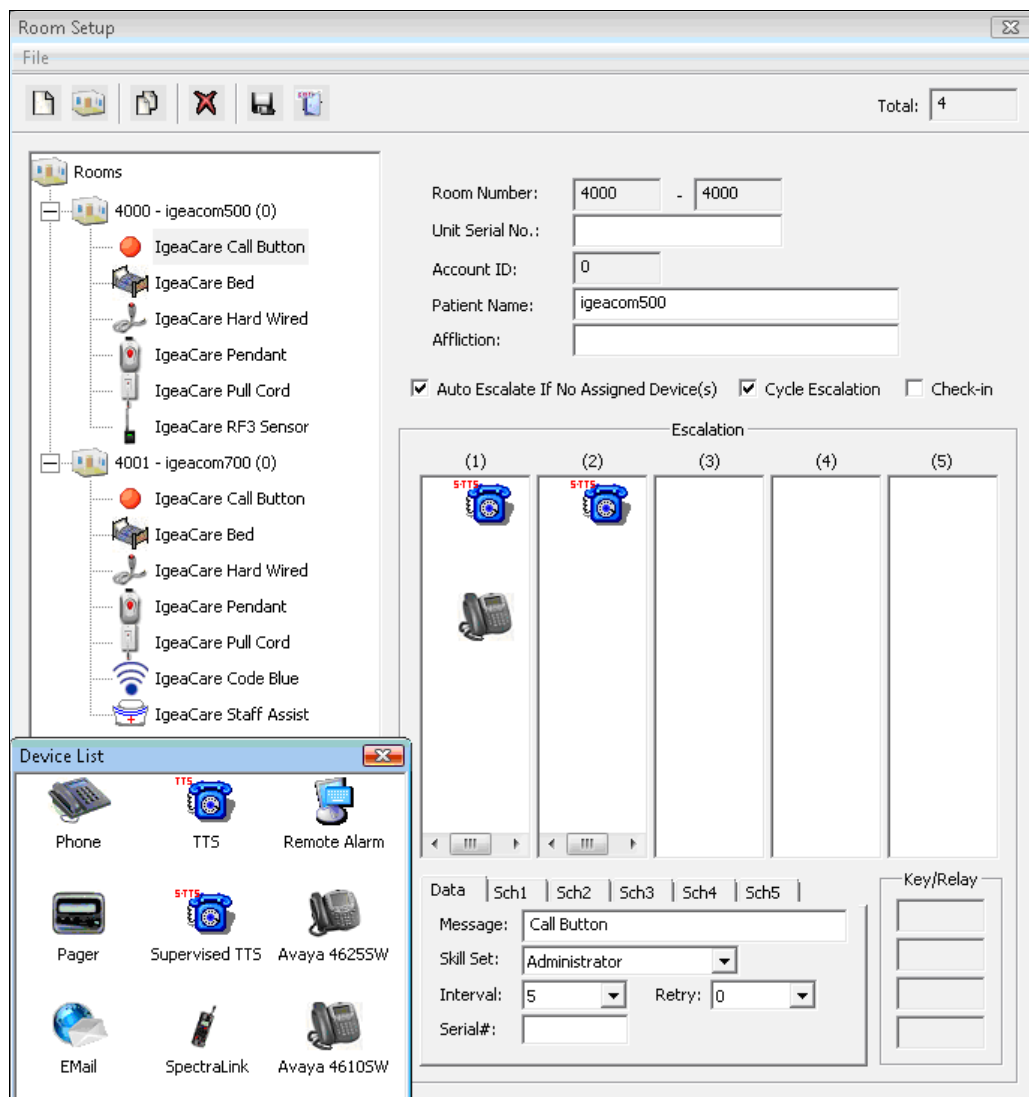
Key/Relay

The **Device List** pop-up box is displayed. Drag and drop the desired devices to the **Escalation** sub-section. In the compliance testing, each call point type is configured with a “Phone” in the first and second escalation levels, and an “Avaya 4610SW” in the first escalation level.

For each “Phone” and “Avaya 4610SW” escalation point, configure **Data → Message** with a string to denote the call point type. Note that the text in the **Message** field will be used by apoloDS to playback to the connected nurse. For each Phone escalation point, specify the station extension that covers to a nurse answer group in **Sch1 → Number**.

For each Avaya 4610SW escalation point, configure **Sch1 → Number** (not shown) with the IP address of the 4610SW telephone, which will be used to push the escalation information.

Repeat this section to add all desired escalation notification points for all call points associated with all igeacom devices, as shown below.



10. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Avaya Aura® Communication Manager, Avaya 46xx IP Telephones, IgeaCare igeacom, and IgeaCare apoloDS.

From an igeacom call point, activate a call to apoloDS (such as pulling the cord or pressing the button, depending on the type of call point). Verify that the call is ringing at the nurse specified in the first escalation level.

Answer the call at the nurse, and verify that an announcement is played that includes the igeacom room number from **Section 5.3**, and the patient name and call point type message from **Section 9.4**. From the nurse's telephone, press the appropriate key to accept the call, and verify that the nurse is connected to the igeacom user with two-way talk paths. Press the appropriate keys from the nurse telephone to end the call and cancel the notification. Press and hold down the Emergency button on the igeacom to cancel the call on the unit. Also verify that the nurse telephone associated with the PUSH notification receives the appropriate text that includes the same igeacom room number, patient name, and call point type information.

From the **VoiceGate Device Notification System** screen on the apoloDS server, verify that there are entries showing the successful supervised transfer of the igeacom call to the nurse and sending of call information to the configured Avaya 4610SW telephone from **Section 9.4**, as shown below.

Ln	Status	Room	Name	E...	Start Ti...	End Time	DTMF	Display
1	Idle				18:10:54	18:11:23		
2	Idle				18:10:01	18:10:31		
3	Idle	4001	igeacom700		18:16:20	18:16:22		400109
4	Idle	4001	igeacom700	1	18:15:42	18:16:08		400104

07/18/2011 18:15:46 Send room 4001 information to Avaya 4610SW phone 192.168.100.60
07/18/2011 18:15:46 Supervised transfer room 4001 to phone 29301

11. Conclusion

These Application Notes describe the configuration steps required for IgeaCare apoloDS and igeacom to interoperate with Avaya Aura® Communication Manager. All feature and serviceability test cases were completed successfully.

12. Additional References

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

- [1] *Administering Avaya Aura® Communication Manager*, June 2010, Release 6.0, Issue 6.0, Document Number 03-300509.
- [2] *IgeaCare Resident Unit Installation Guide*, Release 2, available at <http://www.igeacare.com>.
- [3] *IgeaCare 600-700 igeacom Installation Guide*, available at <http://www.igeacare.com>.
- [4] *Resident Unit Specification Sheet*, Release 4, available at <http://www.igeacare.com>.
- [5] *Patient Unit Specification Sheet*, Release 3, available at <http://www.igeacare.com>.
- [6] *ApoloDS User Guide*, 2008, available at <http://www.igeacare.com>.

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