



Avaya Solution & Interoperability Test Lab

Application Notes for Mutare EVM Plus giSTT with Avaya IP Office 9.0 and Voicemail Pro – Issue 1.0

Abstract

These Application Notes describe a compliance-tested configuration consisting of Avaya IP Office 9.0, Voicemail Pro and Mutare EVM Plus giSTT.

Mutare's EVM Plus application is a unified messaging solution that seamlessly delivers voicemail messages to the user's email inbox. EVM Plus includes the giSTT speech to text gateway, allowing subscribers to have a text transcription of their voice message included in the EVM Plus delivery. EVM Plus works with Voicemail Pro using IMAP access.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

1. Introduction

These Application Notes describe a compliance-tested configuration consisting of Avaya IP Office with Voicemail Pro and Mutare EVM Plus giSTT.

2. General Test Approach and Test Results

The compliance test focused on the interoperability between Avaya IP Office and Mutare EVM Plus giSTT. Test calls were made from a variety of Avaya IP Office phones and from a simulated PSTN. Messages were left in Voicemail Pro mailboxes.

Mutare EVM Plus accesses the Voicemail Pro mailboxes with IMAP and sends the voice message to giSTT for speech to text conversion. When EVM receives the text back from giSTT it sends an email to the users email inbox.

Mutare EVM Plus giSTT successfully interoperated with Avaya IP Office and Voicemail Pro as described in these notes.

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

Testing consisted of typical call scenarios involving external endpoints using a simulated PSTN, and various Avaya endpoints. Messages were left for subscribers in their Voicemail Pro mailboxes. Then it was verified that the end user received an email with the attached voice message along with the text version of the message as decoded by giSTT.

The feature testing included:

- Access to EVM and configuration
- Normal internal call message
- External call message
- Urgent message
- Private message
- Reply message
- Forward message
- Forward message with introduction
- Mark read, message control link in email
- Delete message, message control link in email
- Message count

Serviceability testing was also performed to verify the ability for EVM Plus to recover from loss of network connections and reboots. When EVM Plus was back online it was able to retrieve messages that were left when it was offline and correctly deliver them to users email accounts.

2.2. Test Results

The objectives described in **Section 2.1** were verified and all tests passed.

2.3. Support

Information, documentation and technical support for Mutare EVM Plus giSTT can be obtained at:

- Phone: 1-847-496-9000
- <http://www.mutare.com>

3. Reference Configuration

The configuration used for the compliance testing is shown below.

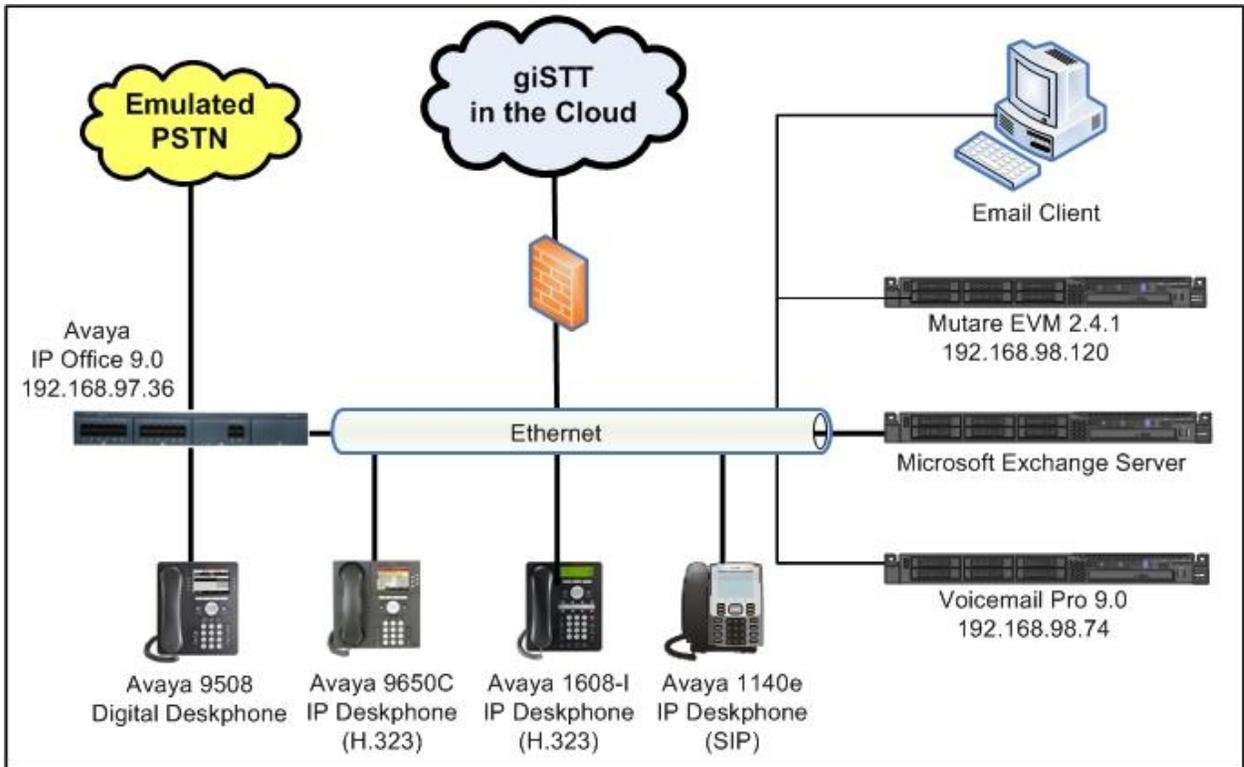


Figure 1 – DevConnect Sample Test configuration

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	9.0.0.829
Avaya Voicemail Pro	9.0.0.0 Build 311
Avaya 9650C Deskphone (H.323)	3.200
Avaya 1608-I Deskphone (H.323)	1.330D
Avaya 9508 Digital Deskphone	Rel:0.45
Avaya 1140E Deskphone (SIP)	04.03.18.00
Microsoft Office Professional Plus 2010	14.0.7015.1000
Microsoft Exchange 2010	14.3.174.4001
EVM Plus giSTT	version 2.4.1

Testing was performed with IP Office 500 V2 R9.0, but it also applies to IP Office Server Edition R9.0. Note that IP Office Server Edition requires an Expansion IP Office 500 V2 R9.0 to support analog or digital endpoints or trunks.

5. Configure Avaya IP Office

This section describes the steps to configure IP Office with Voicemail Pro to interoperate with EVM Plus giSTT. It is assumed that IP Office and Voicemail Pro have already been installed and are functioning. For additional information on IP Office installation and configuration refer to documentation listed in **Section 9**.

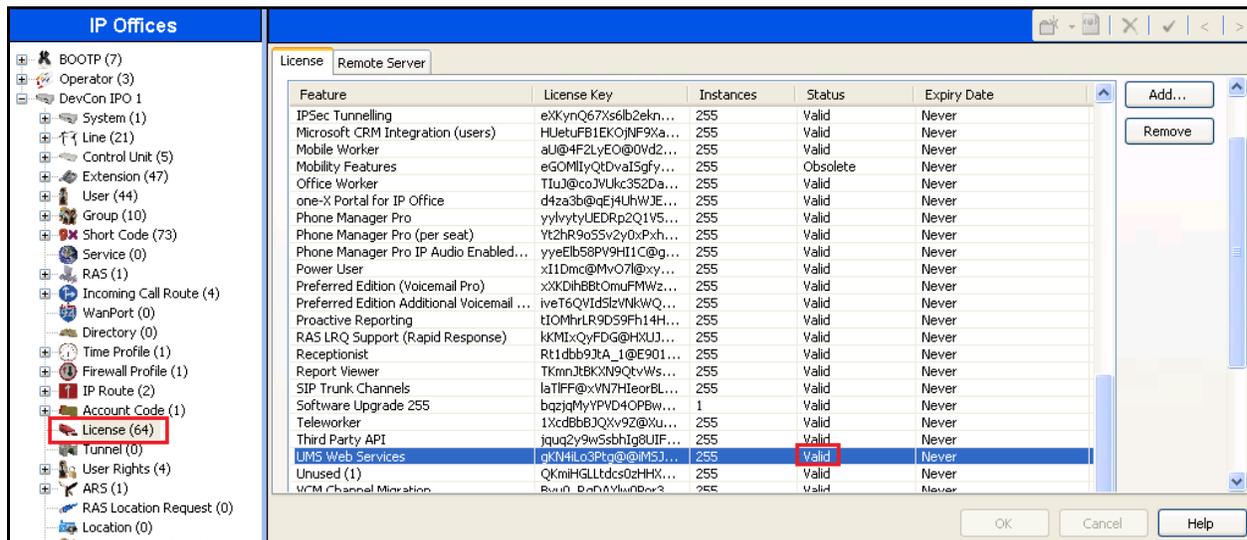
Summary of IP Office Configuration to interoperate with EVM Plus giSTT:

- Verify licence for **UMS Web Services**
- Verify that IP Office is configured to use Voicemail Pro
- Configuring IP Office Users for UMS Web Services

5.1. Verify UMS Web Services license

This section explains the steps to verify if the license for UMS Web Services is valid. Open the **IP OFFICE Manager** by navigating to **Start → Programs → IP Office → Manager** on the server that IP OFFICE Manager is installed on (not shown).

In the left navigation pane, navigate to **License**. Under the **License** tab in the right pane verify that the **Status** is **Valid** and that the number of **Instances** will cover the number of required EVM Plus giSTT users.

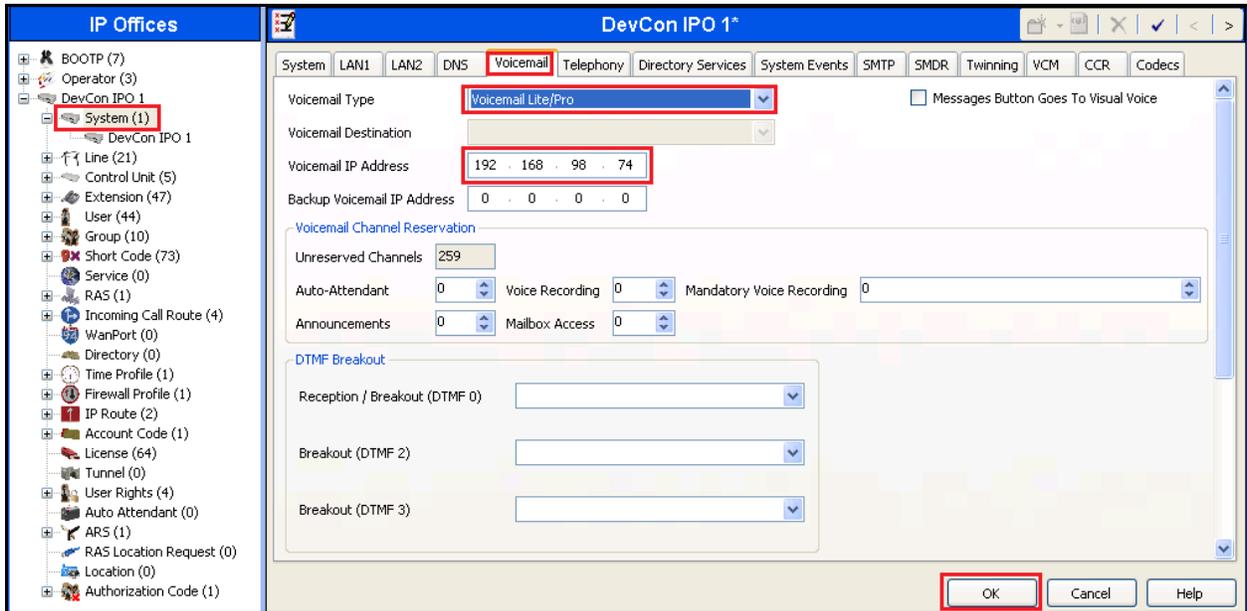


Feature	License Key	Instances	Status	Expiry Date
IPSec Tunneling	eXKynQ67Xs6lb2ekn...	255	Valid	Never
Microsoft CRM Integration (users)	HUetuFB1EK0jNF9xa...	255	Valid	Never
Mobile Worker	aU@4F2LyEO@0Vd2...	255	Valid	Never
Mobility Features	eGOMllyQtDvalSgfy...	255	Obsolete	Never
Office Worker	TlUJ@coJvUkc352Da...	255	Valid	Never
one-X Portal for IP Office	d4za3b@qEjHhWJE...	255	Valid	Never
Phone Manager Pro	yylyvtyUEDRp2Q1V5...	255	Valid	Never
Phone Manager Pro (per seat)	Yt2hR9o55v2y0xPxs...	255	Valid	Never
Phone Manager Pro IP Audio Enabled...	yyeERb58PV9H11C@g...	255	Valid	Never
Power User	x11Dmc@MvO7l@xy...	255	Valid	Never
Preferred Edition (Voicemail Pro)	xxKDih8BtOmuFMWz...	255	Valid	Never
Preferred Edition Additional Voicemail ...	iveT6QVIdSlzVnkWQ...	255	Valid	Never
Proactive Reporting	tIOMhrLR9DS9Fh14H...	255	Valid	Never
RAS LRQ Support (Rapid Response)	kkMlxQyFDG@HXUJ...	255	Valid	Never
Receptionist	RT1dbb9JKA_1@E901...	255	Valid	Never
Report Viewer	TKmnJtBKIN9QtvWvs...	255	Valid	Never
SIP Trunk Channels	laTIFF@xWN7HteorBL...	255	Valid	Never
Software Upgrade 255	bqzjqMyYPVD4OPBw...	1	Valid	Never
Teleworker	1XcdBbBJQXy9Z@Xx...	255	Valid	Never
Third Party API	jquq2y9w5sbhg8UIF...	255	Valid	Never
UMS Web Services	gKjH4Lo3Ptg@iM53...	255	Valid	Never
Unused (1)	QKmhGLLtdcs0zHHK...	255	Valid	Never
WCM Channel Migration	Bu0_Bp0VWu0Pw3...	255	Valid	Never

5.2. Verify Voicemail Settings

This section explains the steps to verify that IP Office is configured to use Voicemail Pro and verify the IP address of the Voicemail Pro server.

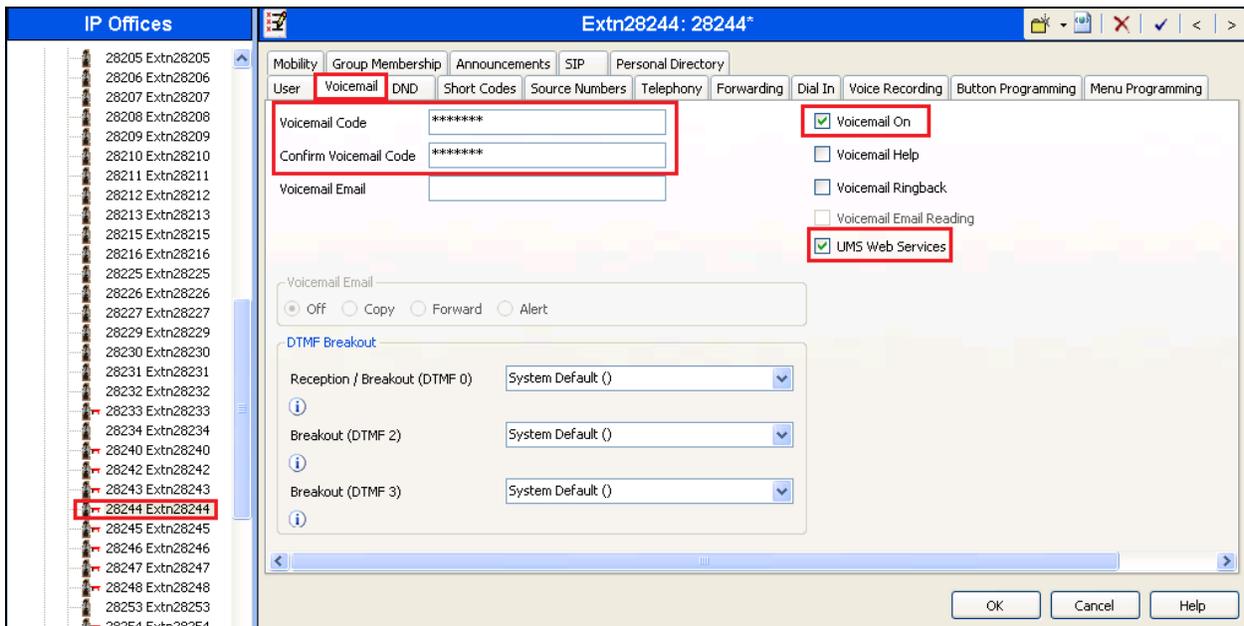
Navigate to **System** in the left pane as shown below. Select the **Voicemail** tab in the right pane. In the **Voicemail Type** drop-down box, verify that **Voicemail Lite/Pro** is selected. Make note of the **Voicemail IP Address**. This IP address will be required in the EVM Plus configuration in **Section 6**. In this example it is *192.168.98.74*.



5.3. Configure User for UMS Web Services

This section describes how to enable UMS Web Services for each user on the system that will be using EVM Plus giSTT.

In the left pane navigate to **User** (not shown) and then select a User to edit. In the right pane navigate to the Voicemail tab. Verify that the **Voicemail On** checkbox is selected. Select the **UMS Web Services** checkbox. For **Voicemail Code** and **Confirm Voicemail Code** enter the password that this user will enter to access Voicemail Pro. The **Voicemail Code** will be used as the **Voicemail Password** for EVM Plus user configuration in **Section 6.2**



6. Configure EVM Plus

These Application Notes assume that EVM Plus has already been installed on a server that meets the minimum requirements of EVM Plus. For additional information on EVM Plus installation and configuration refer to documentation listed in **Section 9** or contact Mutare support.

6.1. Connect to EVM Plus

From a web browser, navigate to the EVM Administration web page at <http://127.0.0.1/admin.asp>. Replace 127.0.0.1 with the appropriate IP address or host name if connecting from a different server or PC. The following login screen will be displayed. Log in to EVM Plus with the appropriate credentials.



The screenshot shows the EVM Plus Administration web page. At the top left is the Mutare logo. At the top right is a **HELP** link. Below the header is the text "EVM Plus Enhanced Voice Messaging". The main content area is titled "EVMAdmin Login" and contains two input fields: "Admin ID:" and "Password:". Below these fields is a red **LOGIN** button. At the bottom right of the page, it says "Powered By: Mutare".

6.2. Configure New Users

After a successful login the **Users** page will be displayed. From this page users can be added, viewed and deleted.

To add a new user, enter the following:

- **Mailbox** Enter a valid mailbox number (i.e., IP Office extension)
- **Full Name** Enter the name of the mailbox user
- **Device Group** Select the required group

When finished click on **ADD**.

The screenshot shows the Mutare EVM Plus Enhanced Voice Messaging user management interface. At the top, the Mutare logo is on the left, and the user is logged in as 'System Admin'. A navigation menu includes 'USERS', 'ADMINS', 'DEVICES', 'DEVICE GROUPS', 'TOOLS', 'STATUS', 'SETTINGS', 'HELP', and 'LOGOUT'. The main heading is 'EVM Plus Enhanced Voice Messaging' with a 'System: EVM Rename' indicator. Below this, the 'EVM Users' section features a 'View where' filter with dropdowns for 'Name' and 'Begins With', and a 'SAVE' button. A table lists existing users with columns for 'Mailbox', 'Full Name', 'Device Group', and a 'DELETE' button for each row. At the bottom, an 'ADD' button is highlighted with a red box, indicating where to click to add a new user. License and subscription information is shown at the very bottom, along with another 'SAVE' button.

	Mailbox	Full Name	Device Group	
View	28240	1140E SIP Phone	Main	DELETE
View	28233	Atest Mailbox	Main	DELETE
View	28234	Test Mailbox 3	Main	DELETE
View	28201	Test Mailbox2	Main	DELETE

ADD

EVM Plus Licenses: 4 of 100
giSTT Subscriptions: 4 of 100 (Exp: 6/1/2014)

The newly added user will now be displayed in the user list. Click on the **View** link for the new user (not shown). Now the **Settings** page for the user will be displayed.

- **Active** Select the check box
 - **Voicemail Password** Enter the password that EVM Plus will use to access the Voicemail Pro mailbox as configured in **Section 5.3**
 - In the **Device Type** drop-down box select **Desktop EVM**
- Click **Save**

Mutare Name: Test 4 Mailbox: 28244 SETTINGS | HELP | CLOSE

EVM Plus Enhanced Voice Messaging

EVMSettings

Device Type: Desktop EVM

Active

Voicemail Password:

Re-send me all messages in my mailbox

Updated: 2/14/14 11:39 AM

ADD DEVICE DELETE TEST SAVE

Powered By: Mutare

The page is then updated as in the following figure. Enter the following configuration:

- **Email Address** Enter the email address where the emails will be sent.
- **Send when I receive** Select the voice check box and ALL in the drop-down box.
- **Speech to Text** Select this check box to activate giSTT.
- **Audio Format** The file format can be selected. Testing was performed with WAV and MP3 formats.

When finished, click **Save**.

Mutare Name: Test 4 Mailbox: 28244 SETTINGS | HELP | CLOSE

EVM Plus Enhanced Voice Messaging

EVMSettings

Device Type: Desktop EVM

Active

Email Address: ttest@avaya.com

Send when I receive: Voice ALL

Speech to Text

WAV Audio Format

None Fax Format

Voicemail Password:

Re-send me all messages in my mailbox

Updated: 2/14/14 11:44 AM

ADD DEVICE DELETE TEST SAVE

Powered By: Mutare

6.3. Configure EVM Plus Settings

Settings can be added and configured by selecting the **SETTINGS** tab at the top of the page as shown below. The following settings were used during compliance testing.

- **EmailFrom** Enter the from **email address**
- **EVMURL** Enter the **URL** of EVM
- **ServerIP** Enter the **IP** address or **FQDN** of the Voicemail Pro server
- **ServerPort** Enter the port number **143**
- **ShowPassword** Enter **Yes**

When finished, click **Save**.

The screenshot shows the Mutare administration interface for EVM Plus settings. The page title is "EVM Plus Enhanced Voice Messaging" and the system is identified as "EVM". The "EVMSettings" section contains a table with the following data:

	Setting	Value	Scope	
Select	< Select >		EVM	ADD
Help	EmailFrom	evmadmin@avaya.com	EVM	DELETE
Help	EVMURL	http://192.168.98.120	EVM	DELETE
Help	ServerIP	192.168.98.74	EVM	DELETE
Help	ServerPort	143	EVM	DELETE
Help	ShowPassword	Yes	EVM	DELETE

A "SAVE" button is located at the bottom right of the settings table.

7. Verification Steps

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

7.1. IP Office Verification

From a PC running the IP Office Monitor application, select **Start → Programs → IP Office → System Status** to launch the application. The **Avaya IP Office System Status Logon** screen is displayed (not shown). Enter the appropriate credentials. From the left pane select **Voicemail** and then **Mailboxes**. The status of mailboxes can now be viewed in the right pane.

The screenshot shows the AVAYA IP Office System Status application. The title bar reads "AVAYA IP Office System Status". Below the title bar is a menu bar with "Help", "Snapshot", "LogOff", "Exit", and "About". On the left is a navigation pane with "System", "Alarms (41)", "Extensions (27)", "Trunks (5)", "Active Calls", "Resources", "Voicemail" (expanded to show "Mailboxes"), "IP Networking", and "Locations". The main area is titled "Mailbox Status" and shows "Number of Mailboxes: 54". Below this is a table with the following data:

Name	Voicemail Status	Hunt Group Broadcast	Email Options	Email Address	Text to Speech	Number of New Messages	Number of Read Messages	Number of Saved Messages
Extn28225	On	Not Applicable	Off		Off	0	0	0
Extn28226	Off	Not Applicable	Off		Off	0	0	0
Extn28233	On	Not Applicable	Off		Off	1	0	0
Extn28204	On	Not Applicable	Off		Off	1	0	0

At the bottom of the table area is a "Pause" button.

7.2. EVM Plus Verification

From the EVM Plus Admin web page, select the **STATUS** tab at the top of the page. The following page is then displayed. From this page it can be determined if EVM is running ok and a message log is displayed with result details.

The screenshot shows the Mutare EVM Plus Enhanced Voice Messaging Status page. The top left has the Mutare logo and "Admin Name: System Admin". The top right has a navigation menu: "USERS | ADMINS | DEVICES | DEVICE GROUPS | TOOLS | STATUS | SETTINGS | HELP | LOGOUT". Below the navigation is the page title "EVM Plus Enhanced Voice Messaging" and "System: EVM Rename". The main content area is titled "EVMStatus" and features a green box with the text "EVM Running OK". Below this are the following details:

- Current Cycle Start (Duration): 2/14/2014 11:54:54 AM (0 Sec)
- Current Cycle Progress: Done - 3 of 3 Active Users
- Previous Cycle Start (Duration): 2/14/2014 11:54:22 AM (1 Sec)
- Last EVM Sent: 2/7/2014 2:35:15 PM (165 Hours, 19 Mins, 45 Sec)
- Last giSTT Cycle: 2/14/2014 11:54:45 AM (15 Sec)
- EVM Messages Today: 0

Below the details is a "Message Log (Last 5) - More" section with a table:

Mailbox	Log Date	Msg Date	Msg ID	Type	Size	From	To	Dev	XSubscribe	Result
28234	2/7/2014 2:35:15 PM	2/7/2014 2:33:59 PM	24	VOICE	7	giSTTAuto@mutare.co		1	Yes	SUCCESS
28240	2/7/2014 2:34:43 PM	2/7/2014 2:33:10 PM	5	VOICE	8	giSTTAuto@mutare.co		1	Yes	SUCCESS
28234	2/7/2014 11:53:47 AM	2/7/2014 11:52:46 AM	23	VOICE	5	giSTTAuto@mutare.co		1	Yes	SUCCESS
28234	2/7/2014 11:48:26 AM	2/7/2014 11:40:01 AM	22	VOICE	10	giSTTAuto@mutare.co		1	Yes	SUCCESS
28234	2/7/2014 11:30:46 AM	2/7/2014 11:29:29 AM	21	VOICE	7	giSTTAuto@mutare.co		1	Yes	SUCCESS

8. Conclusion

Mutare EVM Plus giSTT successfully interoperated with Avaya IP Office and Voicemail Pro as described in these notes.

9. Additional References

Product documentation for Avaya IP Office may be found at <http://support.avaya.com> and <http://marketingtools.avaya.com/knowledgebase>.

- 1) *Avaya IP Office 9.0 Using Voicemail Pro in IP Office Mode* –Issue 9a, Document 15-601131, September 10, 2013
- 2) *IP Office 9.0 Product Description*, –Issue 27.02.0, Document 15-601041, January 6, 2014

Product documentation for Mutare products may be found at <http://www.mutare.com>.

- 3) *EVM Plus Admin Guide* -Rev. 3/2013

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