

Avaya Solution & Interoperability Test Lab

Application Notes for Valcom VE6025 Application Server Pro with Avaya IP Office Server Edition – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Valcom VE6025 Application Server Pro to interoperate with Avaya IP Office Server Edition.

Valcom VE6025 Application Server Pro is an E911 notification solution that uses the SysLog interface from Avaya IP Office to provide monitoring and notification of emergency calls.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as any observations noted in **Section 2.2**, to ensure that their own use cases are adequately covered by this scope and results.

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

1. Introduction

These Application Notes describe the configuration steps required for Valcom VE6025 Application Server Pro to interoperate with Avaya IP Office Server Edition.

Valcom VE6025 Application Server Pro (VE6025) is an E911 notification solution that uses the SysLog interface from Avaya IP Office to provide monitoring and notification of emergency calls.

The Avaya IP Office Server Edition configuration consisted of two Avaya IP Office systems, a primary Linux server at the Main site and an expansion IP500V2 at the Remote site that were connected via Small Community Network (SCN) trunks.

In the compliance testing, one VE6025 server was deployed. VE6025 used the SysLog interface with the primary IP Office system to monitor users at the Main site, and the SysLog interface with the expansion IP Office system to monitor users at the Remote site.

Upon informed of an emergency call made by an IP Office user via SysLog events, VE6025 sent notification to audio and/or visual alert points that were configured in VE6025. The supported alert points can include led display signage, IP speakers, email notifications, etc. In the compliance testing, an IP speaker was used in each IP Office site for verification of emergency call alerts.

2. General Test Approach and Test Results

The feature test cases were performed manually. Emergency calls were placed manually from various IP Office users to the emulated PSTN.

The serviceability test cases were performed manually by disconnecting and reconnecting the Ethernet connection to the VE6025 server.

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

2.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying the following on VE6025:

- Proper alerting of emergency calls including user location, name, extension, and dialed digits.
- Proper handling of emergency call scenarios involving emergency callers from both IP Office systems, alert points on both IP Office locations, button activation of emergency call, hot desking users, resiliency users, simultaneous emergency callers, and simultaneous notification to all alert points.

The feature testing call flows included emergency calls with all resources within the primary IP Office at the Main site, emergency calls with all resources within the expansion IP Office at the Remote site, as well as emergency calls with resources between the two IP Office systems.

The serviceability testing focused on verifying the ability of VE6025 to recover from adverse conditions, such as disconnecting/reconnecting the Ethernet connection to the VE6025 server.

2.2. Test Results

All test cases were executed and verified. The following were observations on VE6025 from the compliance testing.

- By design, when an emergency call involved the SCN trunk to reach the PSTN, then a SysLog emergency call event was reported by each involved IP Office system. In addition, the SysLog emergency call event reported by the IP Office system with the PSTN trunk connection included the SCN trunk information. VE6025 can be configured with a separate filter for announcement of such event if desired.
- In the compliance testing, one successful SysLog emergency call event was received and broadcasted by VE6025 for an emergency call from a user on the primary IP Office system, and two from a user on the expansion IP Office system.

2.3. Support

Technical support on VE6025 can be obtained through the following:

- **Phone:** (800) 825-2661
- Email: <u>support@valcom.com</u>

3. Reference Configuration

The IP Office Server Edition configuration used in the compliance testing consisted of a primary Linux server at the Main site, and an expansion IP500V2 at the Remote site, with SCN trunks connectivity between the two systems. Each IP Office system has connectivity to the PSTN, for testing cross systems PSTN scenarios.

The detailed administration of IP Office resources is not the focus of these Application Notes and will not be described. As shown in **Figure 1** below, one VE6025 server was deployed with SysLog connection to the primary IP Office system and to the expansion IP Office system.

In the compliance testing, an IP speaker was used in each IP Office site for broadcast alert of all emergency calls, regardless of where the emergency call originated.



Figure 1: Compliance Testing Configuration

4. Equipment and Software Validated

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

Equipment/Software	Release/Version							
Main Site								
Avaya IP Office Server Edition (Primary) in Virtual Environment	9.1.400.137							
Avaya 9608 IP Deskphone (H.323)	6.6029							
Avaya 1120E IP Deskphone (SIP)	4.4.18.0							
Valcom VE6025 Application Server Pro on CentOS	4.6.1-201512171727-f61977c 6.3							
Remote Site								
Avaya IP Office on IP500V2 (Expansion)	9.1.400.137							
Avaya 9620C IP Deskphones (H.323)	3.250A							
Avaya 1120E IP Deskphone (SIP)	4.4.18.0							
Avaya 9508 Digital Deskphone	NA							

Compliance Testing is applicable when the tested solution is deployed with a standalone IP Office 500 V2 and also when deployed with IP Office Server Edition in all configurations.

5. Configure Avaya IP Office

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

- Administer systems
- Administer common locations
- Administer extensions
- Administer ARS
- Administer locations with emergency ARS
- Administer short codes

Note that the emergency call configuration presented in these Application Notes represents the sample used in the compliance test, and that the actual configuration can vary based on customer needs. For more information on emergency call configuration, see reference [2].

5.1. Administer Systems

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

From the configuration tree in the left pane, select **Solution** \rightarrow **IPO2-IPOSE** \rightarrow **System**, where **IPO2-IPOSE** is the name of the primary IP Office system. The system screen for the primary IP Office system is displayed in the right pane.

Select the **System Events** tab, followed by the **Alarms** sub-tab in the right pane, and click **Add** to add a new alarms entry.

Avaya P Office Manager fo File Edit View Tools	Help	
Configuration		√ (c)
R BOOTP (11)	System LAN1 LAN2 DNS Voicemail Telephony Directory Services System Events SMTP SMDR Twinning Codecs VolP	Securit •
Solution	Configuration Alarms	
Sroup(17)	Destination Events	Add
Directory(0)	Systog IP Address: 127.0.0.1. Port: 514. Protocol: TCP. Format: IP Office Basic Audit. Extended Audit. Invalid Date. Free Capacity, Generic	Remove
Account Code(0)		Edit
User Rights(14) Evention(2) System (1) System (1)		

The screen is updated with new parameters, as shown below. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Destination:** "Syslog"
- **IP Address:** IP address of the VE6025 server.
- **Port:** An available port, in this case "515".
- **Protocol:** "TCP"
- Format: "IP Office"
- Events: Scroll down and select "Emergency Calls".

and the second	a principal and a second se		21.1.2.5	33.				- Banger -					
Configuration	12				IPO	2-IPOSE"	~ ~			C	1 - 四	X V	6
R BOOTP (11)	System LANS	LAN2	DNIS	Voicemail	Telephony	Directory Services	System Events	SMTP	SMDR	Twinning	Codeci	VolP Securit	
Solution	Configuration	Alarmi			- Ni - Ni - 1222								
Group(17)	Destination					Events						Å4d	1
 9× Short Code(53) — Directory(0) 	Syslog										1922	Remov	
- Time Profile(II)	IP Address: 12	7.0.0.1, Po	10.314,11	ratocol: TCP	, Format: IP O	mice Basic Audit, E	istended Audit, Ir	walid Dis	K, Free C	apacity, Gen	enc, Licen	Let	
User Rights(14)	ALCOMPTON!											- toritor	
PO2-POSE	Destination:											0K	
B-f3 Line (3)	🔿 Trap		e 5	lyslog	0	Email						Cancel	
Control Unit (8	IP Address:	192 -	168 2	200 150									
8 User (10)	Ports	515											
Short Code (6)	Protocol:	TCP			÷								3
B Discoming Call	format	IP Office	6										
License (19)	Weine o		~										
ARS (2)	Frank												
Authorization 0	System												
	📃 Configur	ation											
	System S	hutdown Backup					1						
	E Emergen	cy Calls											

Repeat this section to add a new alarm entry for the expansion IP Office system, in this case **IPO2-IP500V2**. The screenshot below shows the new alarm entry that was added.

Aveya P Office Manager for	Server Edition 1P02-1P500/2 [\$1,408.137]	
IP02-IP50IV2 + Syst	m • 1P02-1P500V2 • 🙏 🖉 - 📓 🗃 🛃 🛃 🖉	
Configuration	🗹 IP02-IP600V2* 🗗 - 🗄 🗙	V C >
BOOTP (11) Gerator (3) Solution	System LAN1 LAN2 DNS Voicemail Telephony Directory Services System Events SMTP SMDR Twinning VCM Code Configuration Alarma	ecs V + +
 User(21) Group(17) Short Code(53) Directory(0) 	Destination Events Systog IP Address: 127.0.8.1, Port: 514, Protocol: UDP, Format: Enterprise Basic Audit, Extended Audit, Invalid Card, Free Capacity, Generic	Add * Remov
Grine Profile(0) Account Code(0) Grine Rights(14) Grine Location(2)	20 Adding (1, 192,124) 200,200, Paris 513, Francess TCP, Format; 8º Offica - Emergency Cally	Edit

TLT; Reviewed: SPOC 3/22/2016

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5.2. Administer Common Locations

From the configuration tree in the left pane, right-click on **Solution** \rightarrow **Location**, and select **New** from the pop-up list to add a new common location.

For **Location Name**, enter a desired name for the primary IP Office system, in this case "Thorton". Retain the default values in the remaining fields.

Solution + Lo	cation + 2: Ti	orton • 20-14 201 14 🗸 🗸	3	
Configuration	2	<location:0>*</location:0>	11 - 13	$ X \neq \varepsilon $
BOOTP (11)	Location			
Solution User(20)	Location Name * This Location is commo	Thorton to all systems.		
Short Code(53)	Location ID	4		
Time Profile(II)	Subnet Address	0 0 0 0		
Account Code(II)	Subnet Mask	0 . 0 . 0 . 0		
Location (II) 	Parent Location for CAC	(None) •		
	Total Maximum Calls	Unlimited		
	External Maximum Calls	Unlimited		
	Internal Maximum Calls	Unlimited		
	Time Settings			
	Time Zone	Same as System	-	
	Local Time Office from U Automatic DDT	nç delan 📳		
	Clock Forward/Back Sett	Gran and Add New Entrys	- Edit	Deleta:

Repeat this section to add a common location for the expansion IP Office system, in this case "Basking Ridge". The left pane of the screenshot below shows the two common locations that were added.

🕐 Aveya IP Office Manager for	Server Edition IPO2-IPOSE (9.)	408.137]	
File Edit View Tools Solution + Loc	Help stion +]: [asking Ridge 🔹 🐮 🐨 🖬 🖪 🗊 🖬 💉	29
Configuration	8	Basking Ridge	₫-11 × × < >
K BOOTP (1) Group(1) Group(1) Group(17) Group(17) Group(17) Group(17) Group(17) Group(17) Group(10) Group(10)	Location Location Name * Thir Location is commu- Location ID Subnet Address Subnet Mask Parent Location for CAC Call Admission Control Total Maximum Calls	Bissking Ridge n to all systems. 3 0 0 0 0 0 0 0 0 0 0 0 whomes	

5.3. Administer Extensions

From the configuration tree in the left pane, expand and select the first entry under **Solution** \rightarrow **IPO2-IPOSE** \rightarrow **Extension**, where **IPO2-IPOSE** is the name of the primary IP Office system.

For **Location**, select the location for the primary IP Office system from **Section 5.2**. Repeat the same location assignment for all extension entries in the primary IP Office system.

Avaya P Office Manager for	Server Edition IP02-IP0SE [8.1.408.137]		0.0			
File Edit View Taols Help IPO2-IPOSE • Extension • 11201.21031 • 🚊 💷 - 🖬 🗃 🖬 🖬 🖉 🖬						
Configuration		H323 Extension: 11201 21031	🖆 • 🖻 🗙 🖌 🖒 >			
Configuration	Extension ID Extension ID Base Extension Phone Password Confirm Phone Password Caller Display Type Reset Volume After Calls Device Type Location Fallback As Remote Worker	H323 Extension: 11201 21031				
11205 21035 11205 21035 11200 21841 11206 21051 11208 21111	Module Part	8				
User (18)	Disable Speakerphone	10				

Repeat this section to assign the applicable location to all extension entries in the expansion IP Office system, as shown below.

Avaya IP Office Manager for S File Edit View Tools	erver Edition 1P02-1P500V2 (8.1.408.13) Help	n		
DP02-IP500V2 + Extens	ion + 113 22021	• 20-4 301 4 4 30		
Configuration	E	Digital Extension: 113 22021	d • 🗄	× • < >
⊕ ♥ ₱02-₱500/2 ⊕ ♥ \$ystem (1)	Extn			
44 PO2-P506V	Extension ID	113		
E Control Unit (4)	Base Extension	22921		
E- Detension (33)	Caller Director Trans			
- 40 113 22021	Carrier Display Type	0 H	27	
- 40 114 22022	Reset Volume After Calls	E		
116 22024 8002 22031 9003 22032	Device Type	Aurys 9508		
8084 22033	Location	3: Basking Ridge		
8006 22035	Module	1		
▶ 8007 22051	Port	13		

5.4. Administer ARS

From the configuration tree in the left pane, right-click on **Solution** \rightarrow **IPO2-IPOSE** \rightarrow **ARS**, where **IPO2-IPOSE** is the name of the primary IP Office system, and select **New** from pop-up list to add a new ARS entry for routing of emergency call, if not already defined and routable.

The screenshot below shows the ARS entry added for the primary IP Office system, where **Line Group ID 8** is an existing line for connection to the emulated PSTN.

Aveya P Office Manager	for Server Edition IP02-B	POSE[8.1.408.197]					-01	0
File Edit View Too	ils Help							
PO2-POSE +	uns .	 51: Thorton Emergency 						
Configuration	12					四-四	Xv	(C)
B- K BOOTP (11)	ARS					-		
III (i) (i) (i) (ii) (ii) (iii)	ARS Route ID	51		E Secondary Dial tone				i
Group(17) Short Code(53)	Route Name	Thorton Emergency		SystemTone	-			
Time Profile(0)	Dial Delay Time	System Default (4)	1	🛅 Check User Call Barring				
User Rights(14)	Description							
E T Line (3)	In Service	1		- Out of Service Route	«Non	ē		
Brief User (16) Group (15) Short Code (6	Time Profile	«None»	+	- Out of Hours Route	<non< td=""><td>Ð</td><td></td><td>=</td></non<>	Ð		=
Service (I)	Code	Telephone Number	Feature	Line Group ID				Add
License (19)	911	911	Dial Emergency	3				Remov

Repeat this section to add an ARS entry for the expansion IP Office system. In the compliance testing, **Line Group ID 99999** is an existing SCN line to the primary IP Office system.

File Edit View To	ols Help								
IP02-IP500V2 +	ARS	✤ 51: Basking Ridge Emerge	· 20-60	1 1 9					
Configuration	E	Baski	ng Ridge Emergend	ру	1	et - 🖻	×	¥ .	c)
BOOTP (1)	ARS								
Solution	ARS Route ID	51		E Secondary Dial tone					i
Group(17) Short Code(53)	Route Name	Basking Ridge Emerge	ncy	SystemTone	+				
Time Profile(II)	Dial Delay Time	System Default (4)	4.4	Check User Call Barring					
User Rights(14)	Description								
System (1)	In Service	1		Out of Service Route	«Not	e			
III - Control Unit III - Control Unit III - Control Unit	Time Profile	«None»	*		<nor< td=""><td>ut></td><td></td><td></td><td></td></nor<>	ut>			
🖶 🚺 User (12) 🖬 🚮 Group (2)		1							1
Store (1)	Code	Telephone Number	Feature	Line Group ID				Ad	d
RAS (1)	911	911	Dial Emergency	99999				Rem	00

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5.5. Administer Locations with Emergency ARS

From the configuration tree in the left pane, under **Solution** \rightarrow **IPO2-IPOSE** \rightarrow **Location**, expand and select the location entry associated with the primary IP Office system from **Section 5.2**, in this case **Thorton**.

For **Emergency ARS**, select the ARS associated with routing of emergency calls for the primary IP Office system from **Section 5.4**, as shown below.

File Edit View Tools Help				
IP02-IP0SE + Location	+ 2: Thorton	• 20-8 2004 4-20		
Configuration	H	Thorton	🖬 • 🖻	XVE
Solution	Location			
Group(17)	Location Name	Thorton		
Short Code(53)	* This Location is commo	to all systems.		
- Time Profile(I)	Location ID	2		
🗐 🛲 Account Code (1)	School Address			
iii 🔐 User Rights (14)	Subnet Address			
E SPO2-POSE	Subnet Mask	1 - 1 - 1 - 1 - 1		
iii-₩ System (1) iii-f3 Line (3)	Emergency ARS	51: Tharton Emergency		
E Control Unit (8)	Parent Location for CAL	«None» -		
H User (10)	Call Admission Control			
B Short Code (6)	Total Maximum Calls	Unlimited 🔤		
B Concerning Call Route (2)	Estemal Maximum Calls	Unlimited 📳		
License (19)	Internal Maximum Calls	Unlimited		
B Y ARS (2)	NAT Considerations			
- In Thorton	Allow Direct Media withi	this Location III		

Repeat this section to administer the expansion IP Office system location with the appropriate ARS from **Section 5.4**, as shown below.

🖌 Avaya 🗈 Office Manager for Server E	dition IPO2-IP500V2 [9.1.408.1	37]	
File Edit View Tools Help IP02-IP500V2 + Location		idge 🔹 🔹 🖬 🖃 🖬 🚺 🖌 🛩 💷 🗐	
Configuration	E.	Basking Ridge	₫・🗄 🗙 🗸 🤟
Solution Solut	Location Location Name * This Location is common Location ID Subnet Address Subnet Mask Emergency ARS Perret Location for CAC Call Admission Control Total Maximum Calls External Maximum Calls External Maximum Calls External Maximum Calls	Basking Ridge to all tystems: 3 0 0 0 0 0 0 0 0 0 51: Basking Ridge Emergenc • <none> • Unlimited • Unlimited • Unlimited •</none>	

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5.6. Administer Short Codes

From the configuration tree in the left pane, right-click on Solution \rightarrow IPO2-IPOSE \rightarrow Short Code, where IPO2-IPOSE is the name of the primary IP Office system, and select New from pop-up list to add a new short code for routing of emergency call. In the event that such short code already exists, then select the short code to make modifications. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- Code: Digits that will be dialed for emergency call, in this case "911".
- Feature: "Dial"
- Telephone Number: Applicable number for proper routing of emergency call to PSTN.
- Line Group ID: The applicable ARS entry from Section 5.4.

Avays P Office Manager for Server File Edit View Tools Help	Edition IPO2-IPOSE (9.1.409.137 p	1				- 1-0	
PO2-IPOSE • Short Cod	e • 911	· 20-8 2014 -	1				
Configuration	E	<short code:0="">: Dial*</short>		🖬 • 🗎	×	*	< >
BOOTP (11) Coperator (3) Cope	Short Code Code Feature Telephone Number Line Group ID Locale Force Account Code Force Authorization Code	911 Dial 811 51: Thorton Emergency	•				

Repeat this section to add or modify similar short code for routing of emergency calls for the expansion IP Office system, as shown below.

Y Avaya ₽ Office Manager for Server	Edition IPO2-IP500V2 [8.1.406.1	m			
File Edit View Tools Help IP02-IP500V2 + Short Code	• • • • • • • • • • • • • • • • • • • •	· * * # 825 * *	- (7)		
Configuration	E	<short code:0="">: Dial*</short>		1 • 1	XVC>
BOOTP (11) Coerator (3) Goverator (4) Goverator	Short Code Code Feature Telephone Number Line Group ID Locale Force Account Code Force Authorization Code	911 Dial 911 51: Basking Ridge Emergency	-		1 2 2

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6. Configure Valcom VE6025 Application Server Pro

This section provides the procedures for configuring VE6025. The procedures include the following areas:

- Launch web interface
- Administer audio editor
- Administer event editor
- Administer play list
- Administer text monitors

In the compliance testing, one set of audio file, event, play list, and text monitor was created for monitoring of both IP Office systems. Whenever a user on any IP Office system dials an emergency call, the IP speakers on both IP Office sites will be alerted by VE6025.

6.1. Launch Web Interface

Access the VE6025 web-based interface by using the URL "http://ip-address" in an Internet browser window, where "ip-address" is the IP address of the VE6025 server. Log in using the appropriate credentials.

Emergency Communications	Application Server Pro	Saturday 01/02/16 13:09:12
Menu		
	Login user: password: Login Copyright 2011 Valcom, Inc. All rights reserved. Portions Copyright Voiceware Co., Ltd. 2001 and NeoSpeech, Inc., 2002-2007	
VE6025 4.6.1-201512171727-f61977c_valcor	n22-32-97.valcom.com C	opyright 2011 Valcom, Inc. All rights reserved

6.2. Administer Audio Editor

Select Editors \rightarrow Audio Editor from the left pane to display the Audio Editor tab in the right pane. Select New TTS File.

Emergency Community		Applicati	on S	Server	r Pro	Saturday 01/02/16 13:22:01
Menu	Audio Editor 🗵					
Administration	Upload File New TT	S File Delete Files Ca	tegories	Recordings	Voices	132 of 25000 seconds used
E Calendar	Files 🔺	Duration	Play			
Play List	∃ Emergency (7 Fil	es)				
Graphics Graphics Graphics	∃ Time Tones (6 Fil	es)				
CAP Editors						
E Audio Editor						
Text Message Editor						

The **New Audio TTS File** screen is displayed. For **File Description**, enter a desired description. For **Category**, select an applicable pre-configured category, in this case "Avaya". For **Text**, follow reference [3] to enter desired text to be spoken for emergency call alert. Retain the default values in the remaining fields.

Emergency Commun	ications	Application Server I	Pro	Monday 01/04/16 14:47:04
Menu «	Audio Editor			
Administration Calendar	Edit Audio TTS File		×	1 of 25000 seconds used
🕀 🦲 Quick Page	File Description:	IPO Alert Audio		
Play List	Category:	Avaya	*	
Graphics Graphics CAP Editors CAP Editors CAP Editors CAP Editor Event Editor Event Editor CAP Edi	Text:	An emergency call was placed from {location}. The number dialed was <say-as interpret-as="characters">{dialled}as>. The number called was <say-as interpret-as="characters">{called}. The caller I D is <say-as interpret-<br="">as="characters">{callerd}</say-as>. The user is <say-as interpret-as="characters"> (usr)</say-as>, fuername}. The extension is <say-as interpret-as="characters">{ext}<td>~</td><td></td></say-as></say-as </say-as 	~	
Create New Graphic	Note:	Text (above) may include embedded SSML to control speech rate, volume, etc.	0	
Text Monitors	Voice:	paul	~	
 Bosch Mappings Preferences Logout 		(Submit.) Cancel		

6.3. Administer Event Editor

Select Editors \rightarrow Event Editor from the left pane to display the Event Editor tab in the right pane. Select Create Event. Select Audio File in the subsequent pop-up box (not shown below).

Emergency Community	inications	Appli	cation	Server Pro	Saturday 01/02/16 13:41:12
Menu	Audio Editor	Event Editor 🕱			
Administration	Create Event	elete Events Exec	ute Now Stop	Stop All	
Quick Page	Events 🔺		Туре	Destination	
🔄 Play List					
🗄 🧰 Graphics					
🖻 😋 Editors					
CAP Editors					
audio Editor					
E Text Message Editor					
Event Editor					

The **Create New Audio File Event** screen is displayed. For **Event Name**, enter a desired name. For **Audio File**, select the audio file from **Section 6.2**. For **Selected Codes**, select desired codes from the **Available Codes** column. Retain the default values in the remaining fields.

In the compliance testing, the "999 Alert All" code entry corresponded to the two IP speakers shown in **Section 3**.

C Emergency C 6000		Α	pplicati	on Server	Pro	Saturday 01/02/16 13:43:41
Menu	Create New Audio	File Event	416 *			×
Administration Calendar Calendar Quick Page Play List Graphics Graphics Addio Editor Editors Addio Editor Event Editor Schedule Editor Create New Gr Crea	Event Name: Text to Speech: Audio File: Voice: CAP field: Send text also: Duration (sec): Number of plays: Gap (sec): Page Delay (sec): Volume Adj.: Override from CAP: Priority: Selected Codes Clear 999 Alert All	IPO Alert Eve IPO Alert Aur paul 1 1 0 dB 25 ★	ant dio 0 -> 1 0 -> 1			

6.4. Administer Play List

Select **Play List** from the left pane to display the **Play List** tab in the right pane. Select **Create Play List**.

Emergency Commu	Applica	tion S	erver	Pro	Sat	urday 01/02/16 13:58:12
Menu	Audio Editor 🕱 Event Editor 🕱 Play	List 🗵				
 Administration Calendar Quick Page 	Event Play Lists Engress Create Play List Delete Items	Execute Now	Stop Executi	ion Stop All Ex	ecution Live P	age
 Play List Graphics Graphics CAP Editors Audio Editor Text Message Editor 	Name 🛦	Repeat Int	Total Time	Event Inter	Event	Chained Events

The **Create New Play List** screen is displayed. For **Name**, enter a desired name. For **Event**, select the event name from **Section 6.3**. Retain the default values in the remaining fields.

Emergency Commu	nications	Appl	ication Server	r Pro	Sat	urday 01/02/16 14:02:42
Menu	Audio Editor 🙁 Eve	nt Editor 🙁	Play List 🗵			
Administration	Event Play Lists					*
🕀 🦲 Quick Page	Create Play	List Delete It	ems Execute Now Stop Exe	cution Stop /	All Execution Live P	age
📃 Play List	Create New Play Lis	t		×	ter Event	Chained Events
Graphics	Name:	IPO Alert Play	y			
CAP Editors	Event:	IPO Alert Eve	ent 💌			
E Audio Editor	Repeat Interval:	00 \$:00 \$: 00 🗘	=		
Event Editor	Total Time:	00 00 00	:00 0	-		
Schedule Editor	Event Interval:	00 🛟 : 00 🔇	:00 🗘			
Group Code Editor	Chained Events		Available Events			
Create New Graphic	Clear	Ŷ	Create Event			
 Text Monitors Bosch Mappings Preferences Logout 		+ + *	IPO Alert Event			
		Submit	Cancel			>

6.5. Administer Text Monitors

Select Editors \rightarrow Text Monitors from the left pane to display the Text Monitors tab in the right pane. Select Create Text Monitor.

Emergency Commu		pplication	Server	Pro	Saturday 01/02/16 14:11:17
Menu	Audio Editor 🕱 Event Ed	itor 🕱 Play List 🕱 Te	ext Monitors 🕱		
🗄 🦳 Administration	Create Text Monitor Delete	: Items			
E Calendar		D-4	Destroyed	A MARCON C	
🕀 🧰 Quick Page	Name 🔺	Ροπ	Protocol	Address	Error Msg
Play List					
🕀 🧰 Graphics					
🖃 😁 Editors					
CAP Editors					
audio Editor					
\Xi Text Message Editor					
Event Editor					
E Schedule Editor					
Input Editor					
E Group Code Editor					
\Xi Create New Graphic					
Editor					
E Text Monitors					

The **Create New Text Monitor** screen is displayed. For **Name**, enter a desired name. For **Protocol** and **Port**, select and enter the protocol and port values for the primary IP Office system from **Section 5.1** respectively. Select **Add Filter**, as shown below.

	Applicat	ion Server Pro	s	aturday 01/02	2/16 14:13:56
Menu	Audio Editor 💌 Event Editor 💌 Play Lis	t x Text Monitors x			
Administration	Create Text Monitor Delete Items				
E Calendar	Create New Text Monitor			×	
Play List Graphics G	Name: Avaya IP Lab Test Port: 515 Add Filter Delete Filters View Stream	Protocol: Multicast Address:	tcp		
Text Message Editor	Filter 🔺	Play List Item	Command	Regex	
E Input Editor Group Code Editor Create New Graphic I Icon Editor					

The **Create New Filter** screen is displayed. For **Filter**, follow reference [3] to enter a desired filter to match SysLog emergency call events from IP Office. For **Play List Item**, select the play list from **Section 6.4**. For **Command**, select "start", as shown below.

Create additional filters as desired, to match all desired SysLog emergency call events from IP Office, such as the extra event associated with cross-systems emergency calls containing SCN trunk information, and the event associated with failed emergency calls with cause of "No channel", etc. In the compliance testing, only one filter was created for alerting of successful emergency calls.

Repeat this section to create a text monitor for the expansion IP Office system if needed. In the compliance testing, the same protocol and port values were used for both IP Office systems, and therefore only one text monitor was needed.

	nications	Appl	ication	Server Pro		Saturday 01/0	2/16 14:16:33
Menu			Play List *	Text Monitors			
Administration	Create New	Text Monitor				×	
Quick Page	Name:			Protocol:	udp	Y	
Play List	Port:			Multicast Address:			
Editors	Add Filter	Delete Filters View	Stream				
CAP Editors	Filter 🔺		F	Play List Item	Command	Regex	
Audio Editor Text Message Editor Event Editor Create New Graphic Create New Graphic Text Monitors Bosch Mappings Preferences Logout		Create New Filter Regex: Filter: Test String: Test Result: Play List Item: Command:	Emergency ca IPO Alert Play start Save	Il! Location:"(? <location>[</location>	×		

7. Verification Steps

This section provides the tests that can be performed to verify proper configuration of IP Office and VE6025.

Establish an emergency 911 call from an IP Office user on the Main site with the PSTN.

Verify that the relevant IP speakers from **Section 6.3** received and played a call alert, with alert broadcast containing proper values for parameters such as the user location, name, and extension, as defined in **Section 6.2**.

In the compliance testing, the broadcast associated with an emergency call from an IP Office user 21031 with name "H323 Primary" on the Main site was spoken as "An emergency call was placed from Thorton. The number dialed was 911. The number called was 911. The caller ID is 21031. The user is 21031 H323 Primary. The extension is 21031".

Repeat with an emergency call from an IP Office user on the Remote site, and verify similar results. In the compliance testing, the broadcast associated with an emergency call from an IP Office user 22031 with name of "H323 Expansion" on the Remote site was spoken as "An emergency call was placed from Basking Ridge. The number dialed was 911. The number called was 911. The caller ID is 22031. The user is 22031 H323 Expansion. The extension is 22031".

8. Conclusion

These Application Notes describe the configuration steps required for Valcom VE6025 Application Server Pro to successfully interoperate with Avaya IP Office Server Edition. All feature and serviceability test cases were completed with observations noted in **Section 2.2**.

9. Additional References

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

- **1.** Administering Avaya IP OfficeTM Platform with Manager, Release 9.1.0, Issue 10.03, February 2015, available at <u>http://support.avaya.com</u>.
- **2.** Making Use of the Emergency Services Access Enhancements in IP Office Release 9.0/9.1, available at http://support.avaya.com.
- **3.** *IP6000 Emergency Notification System Overview*, rev. 1.10, 2015, available at <u>http://www.valcom.com/documents/VE6024-VE6025SetupManual.pdf</u>.

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