Avaya Solution & Interoperability Test Lab

Application Notes for Configuring Cofely Quentris® Smile R2.5 with Avaya Communication Server 1000E R7.5 – Issue 1.0

Abstract

These Application Notes describe the configuration steps necessary for Cofely Quentris® Smile 2.5 to successfully interoperate with Avaya Communication Server 1000E R7.5.

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 of the interoperability of Cofely Quentris® Smile 2.5 to successfully interoperate with Avaya Communication Server 1000E R7.5 (CS1000E). Cofely Quentris® Smile 2.5 is a screen based console or "soft-console," that is installed on a Personal Computer (PC). It interfaces directly using a serial connection to either the M2250 console or a Console Interface Unit (CIU) on the CS1000E and provides a graphical user interface for call handling. All relevant call information is provided on a single window. Cofely Quentris® Smile 2.5 provides call handling capabilities, enabling operators to answer, transfer, announce, park, hold and place calls using their PC. The Cofely Quentris® Smile 2.5 main screen holds all information related to a call such as name, number, origin and status.

2. General Test Approach and Test Results

The Cofely Quentris® Smile 2.5 (Smile 2.5) is not configured on the CS1000E; it is simply connected via a serial cable to an existing M2250 or CIU running on the CS1000E. The Smile 2.5 console provides management of multiple lines. The Smile 2.5 console is programmed with up to 6 hold keys for queuing incoming calls. Smile 2.5 uses the Avaya implementation of Calling Line ID (CLID) and Dialled Number Identification Service (DNIS) to perform directory lookups. Testing was carried out in the Avaya Lab. Test cases were executed jointly by an Avaya and Cofely Quentris representative.

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

During interoperability compliance testing the following features of Smile 2.5 was tested:

- Call handling capabilities including Call Answering, Call Transfer, Announce, Call Park, Call Hold / Unhold.
- Placing of calls both internally or externally by the Operator.
- BLF (Busy Lamp Field) provision of the status of the various internal handset types.
- Calling Line Identification (CLID) and Dialled Number Identification Service (DNIS) support for PSTN trunks.
- Support for Call Party Name Display.
- Call Waiting indicator (DWC).
- ATDN, LDN, Private DN, ACD.
- Night number.
- Local internal call handling.
- Handling of calls to and from Avaya IP UNIStim, SIP and Digital phone sets

2.2. Test Results

All tests outlined in the Test Plan document passed successfully. The following observation was noted.

- When the CIU is "reset" using the reset button at the back, the light at the front remains lit in an orange colour and the only way to get it working again is to disable the XDLC and re-enable it.

2.3. Support

For more information on Cofely Quentris® Smile 2.5 and product support, visit http://www.smileconsole.com/. The following is the contact information for Cofely Quentris:

COFELY QUENTRIS (GDF SUEZ)
Rue de la Fusée 60 Raketstraat - B-1130 Brussels
+32 2 727 15 81
www.cofelyquentris-gdfsuez.be

3. Reference Configuration

The configuration in **Figure 1** was used to compliance test Smile 2.5 with the CS1000E using a serial cable connecting from the Smile 2.5 PC to the M2250 Console or the CIU depending on the hardware being used. Note that the connection type is the same for both consoles and both consoles are programmed in the exact same way as per **Section 5**.

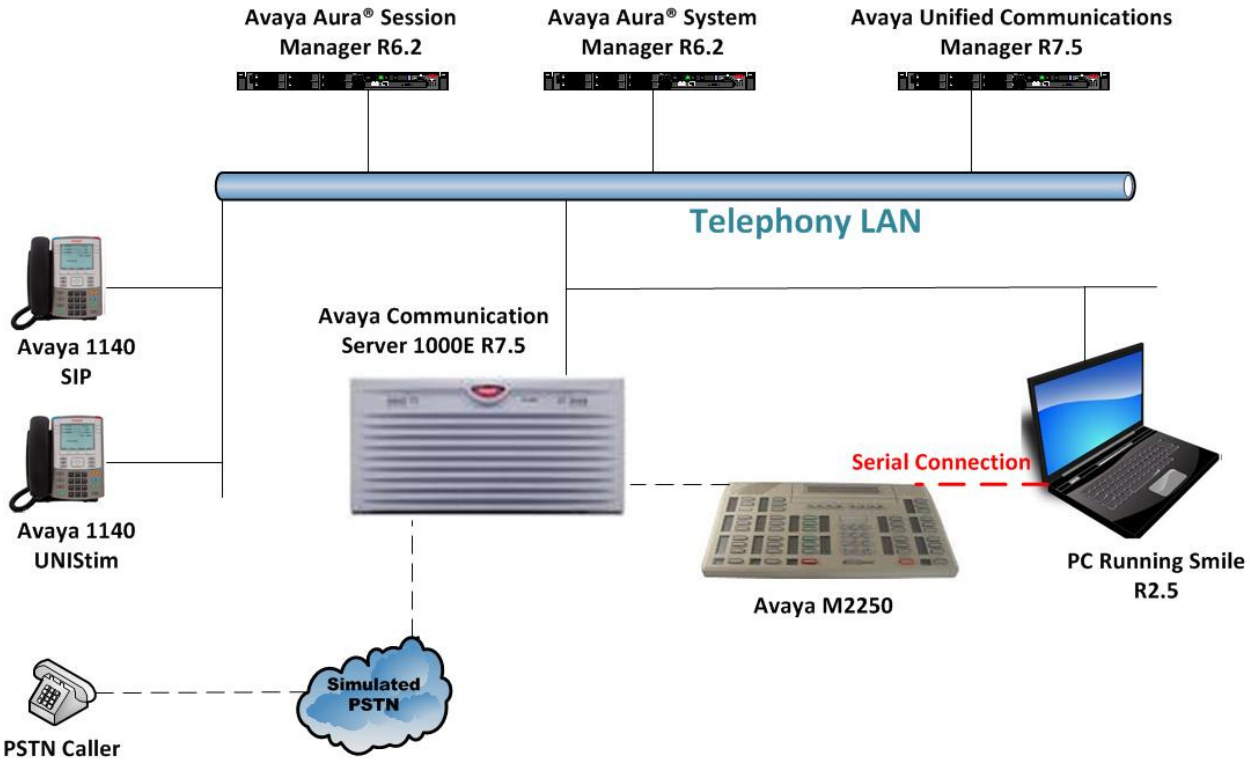


Figure 1: Reference Configuration of Cofely Quentris® Smile 2.5 and Avaya Communication Server 1000E R7.5.

4. Equipment and Software Validated

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

Equipment Description	Software Release
Avaya Communication Server 1000E running on Avaya CPPM	R7.5 (See Appendix for a list of Patches)
Avaya Aura® Session Manager running on an Avaya S8800 Server	R6.2 SP4
Avaya Aura® System Manager running on an Avaya S8800 Server	R6.2 SP4
Avaya M2250 Console	N/A
Avaya Console Interface Unit (CIU)	N/A
Avaya 1140 UNIStim Deskphone	UNIStim V0625C8D
Avaya 1140 SIP Deskphone	SIP V04.00.04.00
Desktop PC (Minimum Specification Pentium IV, 3 GHz, 1 GB Ram, 1 USB Hand/Headset) • Smile 2.5 Installation Disk and License	Microsoft Windows XP • Version 2.5.1

5. Configuration of Avaya Communication Server 1000E

It is assumed that a fully functioning CS1000E is in place with the necessary licensing. For further information on the configuration of CS1000E please see **Section 9** of these Application Notes. A telnet client such as "Putty" is used to administer the CS1000E. Open an SSH session to the Node IP address of the CS1000E, login to the CS1000E Linux application using the appropriate credentials and type **cslogin** (not shown) to gain access to the PBX command line.

Note: A simulated PSTN connection was added to the configuration. This is out of scope to be documented in these Application Notes.
Note: Not all prompts need an answer. The prompts outlined below are mandatory for a basic configuration. Accept the default responses for all other prompts by pressing the return key.

5.1. Configuration of the M2250 Console

The following setup of the attendant was used for compliance testing. Please note that some of the information described in the following sections will be required during the Smile 2.5 setup in **Section 6**. Type **LD 12** at the **>** prompt to enter overlay 12 and create a **NEW 2250** console as shown below.

Note: All other values can be left as default by pressing return when prompted for a value.

```
Prompt        Response      Description
>             LD 12         Enter Overlay 12
REQ           NEW           New Attendant
TYPE          2250          TYPE 2250 Attendant Console
CUST          0             Customer number
TN            4 0 2 3       Loop Shelf Card Unit of the M2250 Console
SETN          4 0 2 4       Secondary TN of the M2250
ANUM          1             Console Number
ICDR          ICDD          Internal Call Detail Recording (Denied)
ABAN          ABDD          Abandoned call record and time to answer (Denied)
CPND          CNDA          Call Party Name Display feature Allowed
DNDI          DNDA          Dialed Name Display Allowed
DAPC          DAPA          Dial Access Prefix on Console Allowed
KEY 00        BVR           Allow Busy Verify on key 0.
KEY 01        BIN           Allow Barge-In on key 01.
KEY 02        SSC 0010      System Speed call on key 02
KEY 03        DPS           Display Source key on key 03
KEY 04        DPD           Display Destination key on key 04
KEY 05        PRK           Call Park Key on key 05
KEY 06        ADL           Autodial key on key 06
KEY 07        MTM           Maintain Change/Display Time key on key 07
KEY 08        MDT           Maintain Change/Display Date key on key 08
KEY 09        BKI           Break-in Key on key 09
KEY 10
KEY 11        MIK           Message Indication key on key 11
KEY 12        MCK           Message Cancellation key on key 12
KEY 13        AWU           Automatic Wake Up on key 13
KEY 14        RDL           Redial stored number on key 14
KEY 15        EES           End to end signaling on key 15
KEY 16        PRK           Call Park on key 16
```

5.2. Configuration of Customer Data Block

Enter overlay 15 to make changes to the Customer Data Block (CDB) specifically the Attendant Data (**ATT**) and the Night Number (**NIT**).

5.2.1. Attendant Data (ATT) Configuration

Type **LD 15** at the **>** prompt to enter overlay 15. Type **CHG** at the **REQ** prompt and **ATT** at the **TYPE** prompt to make changes to the Attendant data. The following should be set to ensure that the SMILE software works properly with the Attendant Console configured in **Section 5.1** above.

Note: All other values can be left as default by pressing return when prompted for a value.

Prompt	**Response**	**Description**
>	**LD 15**	Enter Overlay 15
REQ	**CHG**	Change
TYPE	**ATT**	Attendant Data
OPT	ABDD	Attendant Busy Display Denied
	AHA	Auto Hold Allowed
	EBIN	Extended Break-In Indication
	BIXA	Break-In to external call Allowed
	BLA	Break-In to Line Lockout Set Allowed
	BOHD	Position Busy with Calls on Hold Denied
	CHDA	Charge Display Allowed at end of call
	DRE	Queue thermometer REST Excludes Inter-Attendant calls, Recalls and Metered calls
	DNX	ACD Dialled Number Identification Service feature excluded
	FACD	Flexible Attendant Call Waiting (ACW) thresholds Allowed Call Waiting thresholds are expressed as a percentage of the active consoles
	IC1	Incoming Call Indicator key/lamp strips
	ITG	Include key/lamp expansion module
	IDP	Include Digit Display
	XLF	Exclude Lamp Field array
	XBL	Exclude Enhanced Busy Lamp Field
	FKA	Forward Key Allowed
	MCTD	Malicious Call Trace signal Denied
	NCD	When an Attendant Console Group (ACG) is in Night Service, redirection of attendant calls is denied.
	CUI	CI lamps show Attendant Console Group (ACG) information for incoming calls
	MWUD	Message Waiting Unconditional Denied
	LOA	Lockout Allowed
	PSA	Presentation Status selection Allowed on attendant consoles
	RECA	Attendant calls are redirected when all but one console is busy
	REA	Release on Exclusion Allowed
	EHS	Enhanced Secrecy Allowed
	SLD	Slow Answer Recall Enhancement Denied
	SIAD	Source Included when Attendant dials Denied
	THPD	ACD Threshold Percentage Denied
	ATDA	Attendant through Dialling Allowed
ATDN	0	Number to call the Attendant
CWUP	YES	Call Waiting queue Update
CWCL	0 2	Call Waiting Call Limit
CWTM	0 10	Lower and upper thresholds for Call Waiting Time
CWBZ	YES YES	Call Waiting Buzz

```
RTIM          30 30 30      Recall (for Slow-Answer) (for Camp-On) (for Call waiting)
ATIM          30            Attendant Alternative Answering Timer
AQTT          30            Attendant Queue Timing Threshold in seconds
RTSA          RSAX          Recall to Same Attendant allowed, with queuing on busy
                            attendant
…
ICI 00        LD0 RDI       ICI number, RDI intercept
ICI 01        CFN CFB       ICI number, Call Forward No Answer, Call Forward Busy
ICI 02        RLL           ICI number, Recall
ICI 03        DL0           ICI number, dial 0
ICI 04        INT           ICI number, Intercept
ICI 05        MTR           ICI number, Meter Recall
ICI 06        MWC           ICI number, Message Waiting Calls
…
RICI          0 1 3 4       ICI key numbers that may receive Recorded Overflow
                            Announcement
```

5.2.2. NIT Data Configuration

Stay in **LD 15**, type **CHG** at the **REQ** prompt and **NIT** at the **TYPE** prompt to make changes to the NITE data. In the example below the prompt **NIT** is changed to a DN on a specific phone set. When the M2250/CIU is placed into "NITE", callers dialling the console number (LDNs, ATDN, etc…) are routed to the NIT number defined in the customer data block which will be as per the example below the DN 3500.

```
Prompt        Response      Description
>             LD 15         Enter Overlay 15
REQ           CHG           Change existing customer data block
TYPE          NIT_DATA      Night Service options
CUST          0             Customer number
NIT1          3500          Extension number 3500
```

5.3. Busy Lamp Field Configuration

The BLF can be configured to display the status of:

- A specified 150 consecutive DNs (Standard Busy Lamp Field - SBLF)
- All DNs, 100 at a time (Enhanced Busy Lamp Field - EBLF)

5.3.1. Standard Busy Lamp Field

Stay in overlay 15 or type **LD 15** at the **>** prompt to enter overlay 15. Type **CHG** at the **REQ** prompt and **ATT** at the **TYPE** prompt to make changes to the Attendant data. Ensure that **OPT** is set to **ILF** for a Standard Busy Lamp Field.

```
Prompt        Response      Description
>             LD 15         Enter Overlay 15
REQ           CHG           Change
TYPE          ATT           Attendant Data
OPT           ILF
```

The following change must be made in overlay 12 to the M2250 console for standard BLF. Type **LD 12** at the **>** prompt to enter overlay 12. Type **CHG** at the **REQ** prompt and **2250** at the **TYPE** prompt to make changes to the Attendant console. Ensure that EBLF is set to BLFD.

```
>             LD 12         Enter Overlay 12
REQ           CHG           Change Attendant
TYPE          2250          TYPE 2250 Attendant Console
CUST          0             Customer number
TN            4 0 2 3       Loop Shelf Card Unit of the M2250 Console
…..
EBLF          BLFD          Enhanced Busy Lamp Field Denied
```

5.3.2. Enhanced Busy Lamp Field

The following change is made to the Attendant Data in overlay 15 for the enhanced BLF. Ensure that **OPT** is set to **ILB** for an Enhanced Busy Lamp Field.

```
Prompt        Response      Description
>             LD 15         Enter Overlay 15
REQ           CHG           Change
TYPE          ATT           Attendant Data
OPT           ILB
```

The following change must be made in overlay 12 to the M2250 console for enhanced BLF. Type **LD 12** at the **>** prompt to enter overlay 12. Type **CHG** at the **REQ** prompt and **2250** at the **TYPE** prompt to make changes to the Attendant console. Ensure that EBLF is set to BLFA.

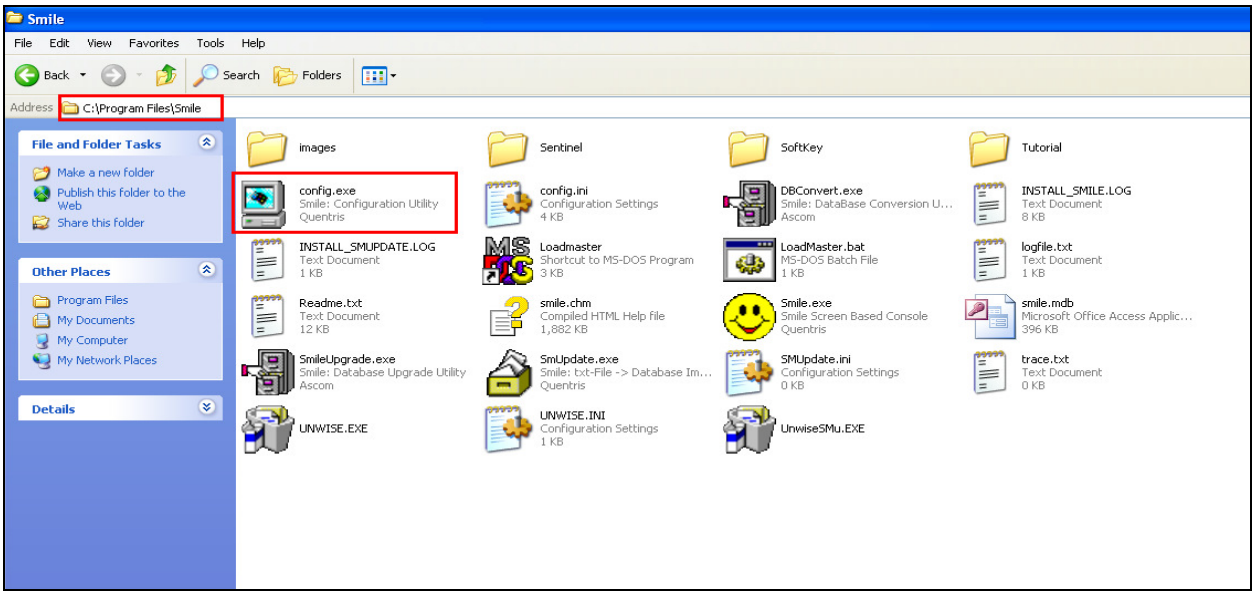
```
>             LD 12         Enter Overlay 12
REQ           CHG           Change Attendant
TYPE          2250          TYPE 2250 Attendant Console
CUST          0             Customer number
TN            4 0 2 3       Loop Shelf Card Unit of the M2250 Console
…..
EBLF          BLFA          Enhanced Busy Lamp Field Allowed
```

6. Configure Cofely Quentris® Smile 2.5 Console Application

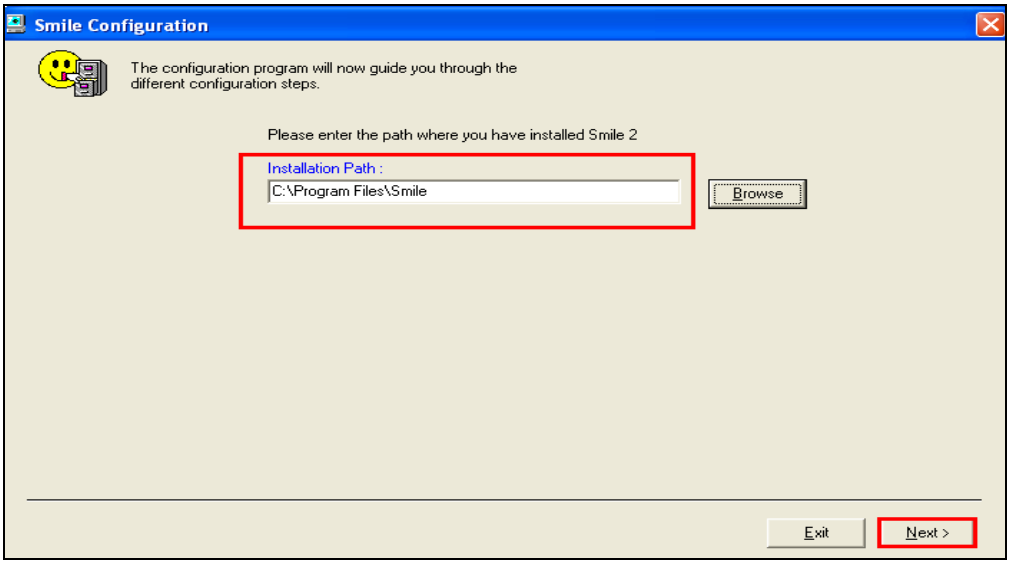
It is expected that the Smile 2.5 installation and license activation is completed before the following configuration can be executed. For details on how these procedures are carried out please refer to **Section 9** of these Application Notes.

6.1. Configure Cofely Quentris® Smile 2.5 using Configuration Wizard

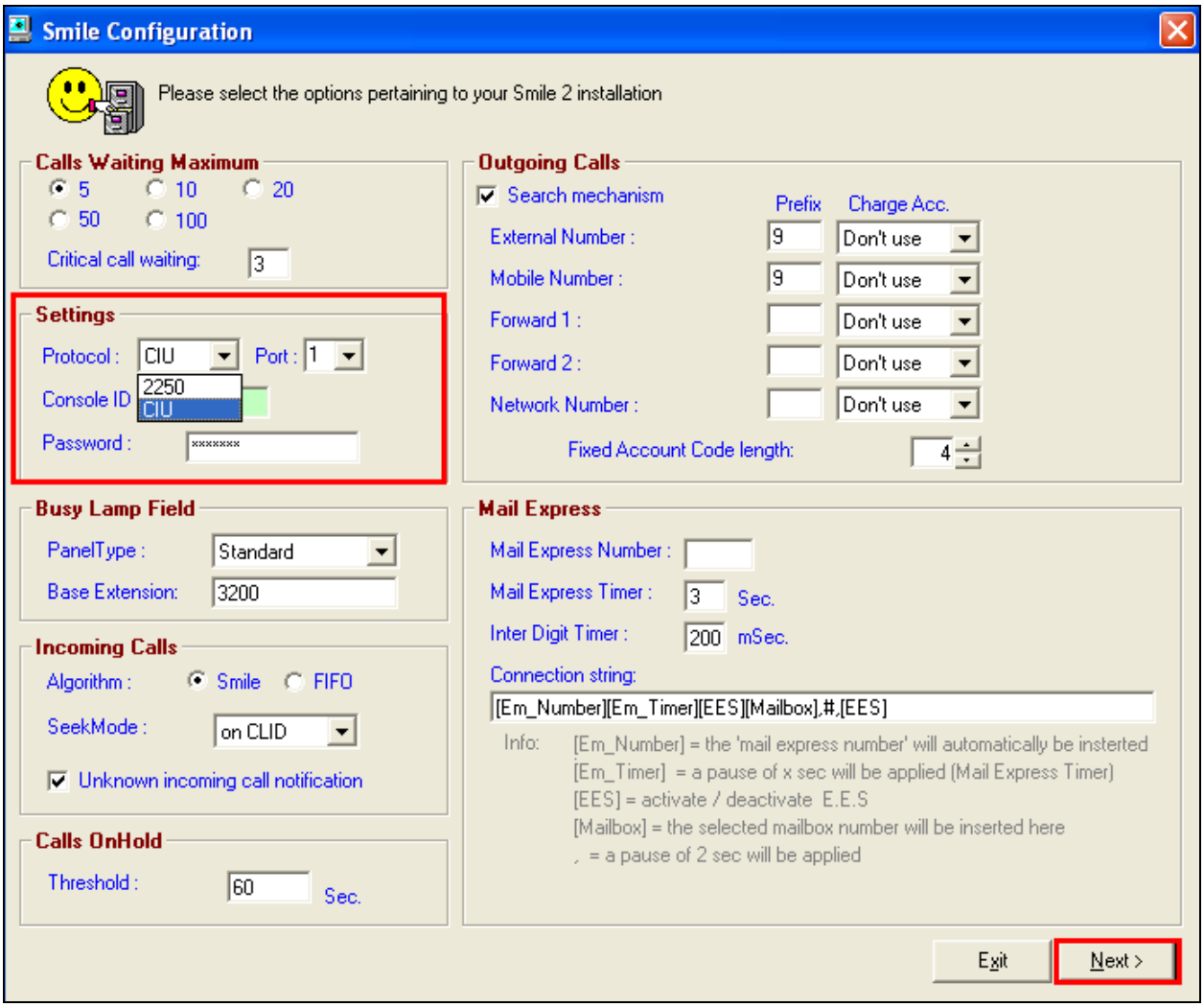
Navigate to **C:\Program Files\Smile** (or wherever the Smile was installed) and open the configuration wizard by double-clicking on **config.exe** as highlighted below.



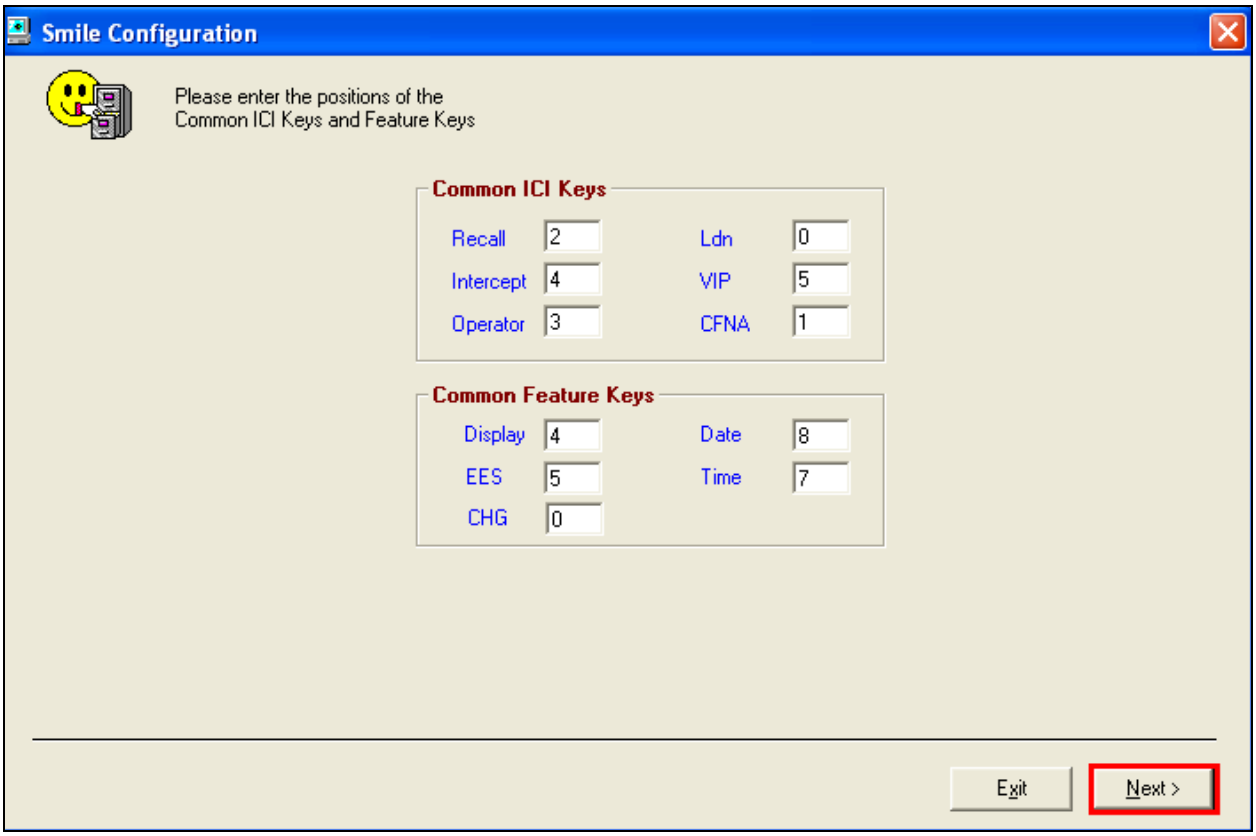
Accept the default installation path (unless otherwise required) and click **Next** to continue through the wizard.



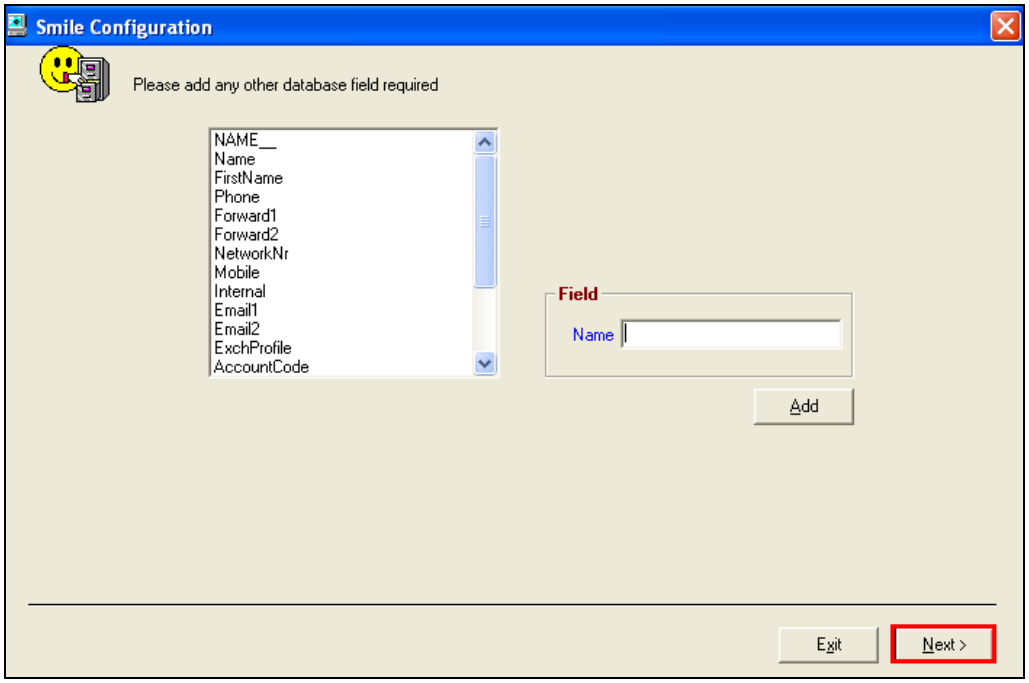
Please note that under **Settings,** the choice is made between **M2250** and **CIU** depending on the Avaya Hardware Console that is being connected to. Please choose either M2250 or CIU. For all other settings consult with the *The Cofely Quentris Smile 2 Technical Guide, Version 1.6* (page 51), as these settings will depend on the unique setup of the individual user. Click **Next** to continue through the wizard.



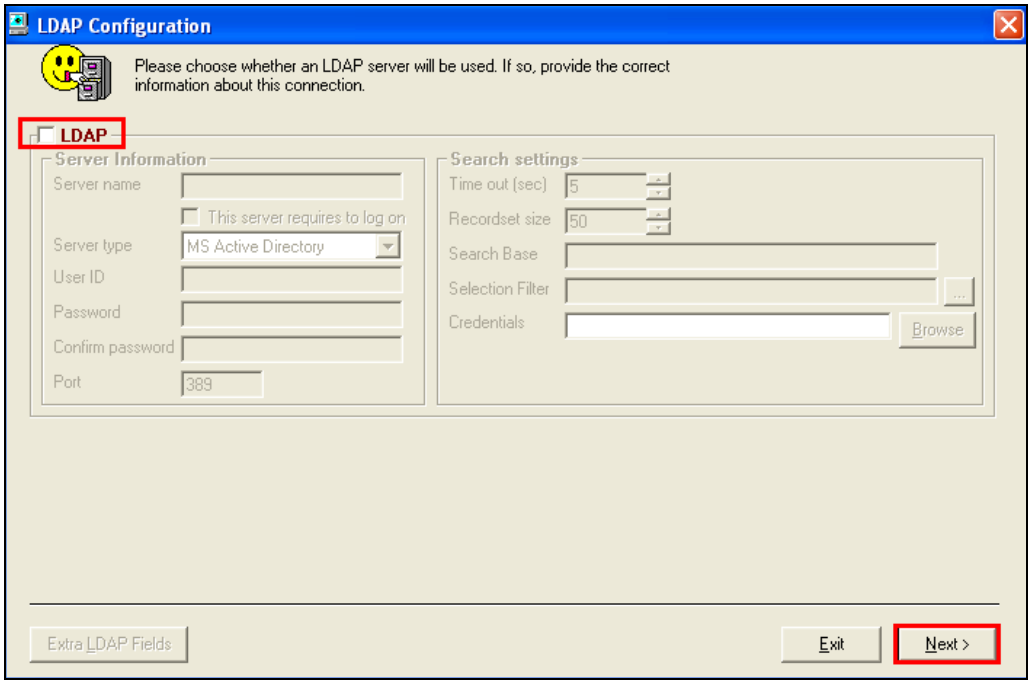
Fill in the ICI and feature key numbers according to the setup in **Section 5.1** and **Section 5.2.1** above. Click **Next** to continue.



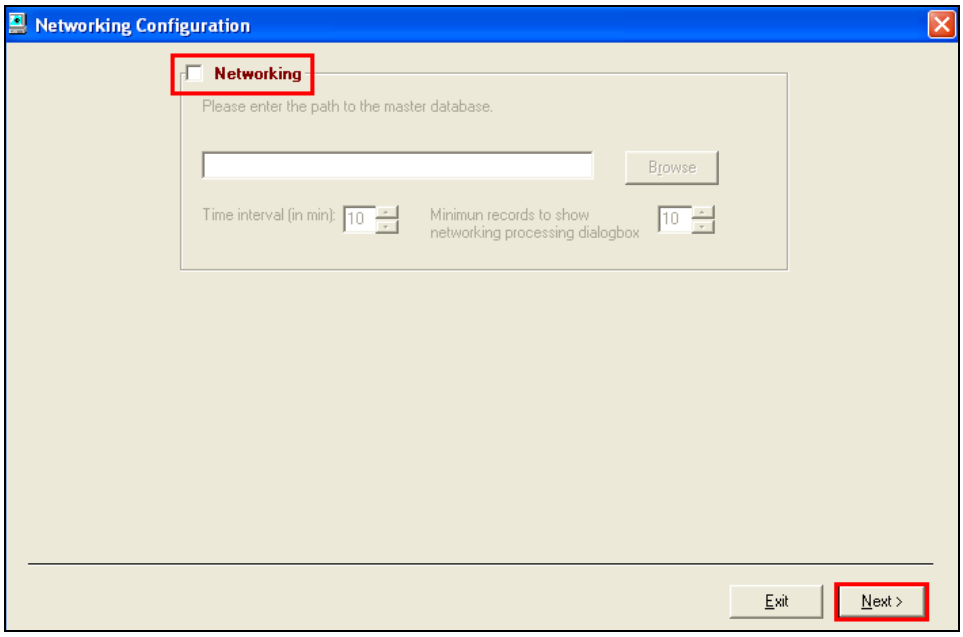
The default settings were accepted, click on **Next** to continue.



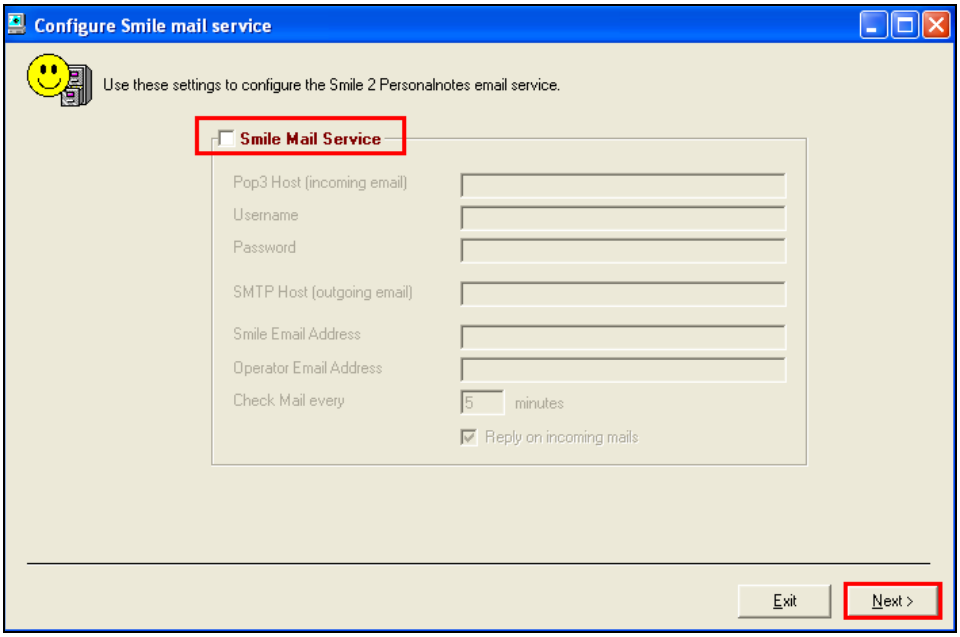
LDAP was not tested so the tick-box was left unchecked. If LDAP is required then this tick-box should be selected and the LDAP Server information entered on this screen. Click on **Next** to continue.



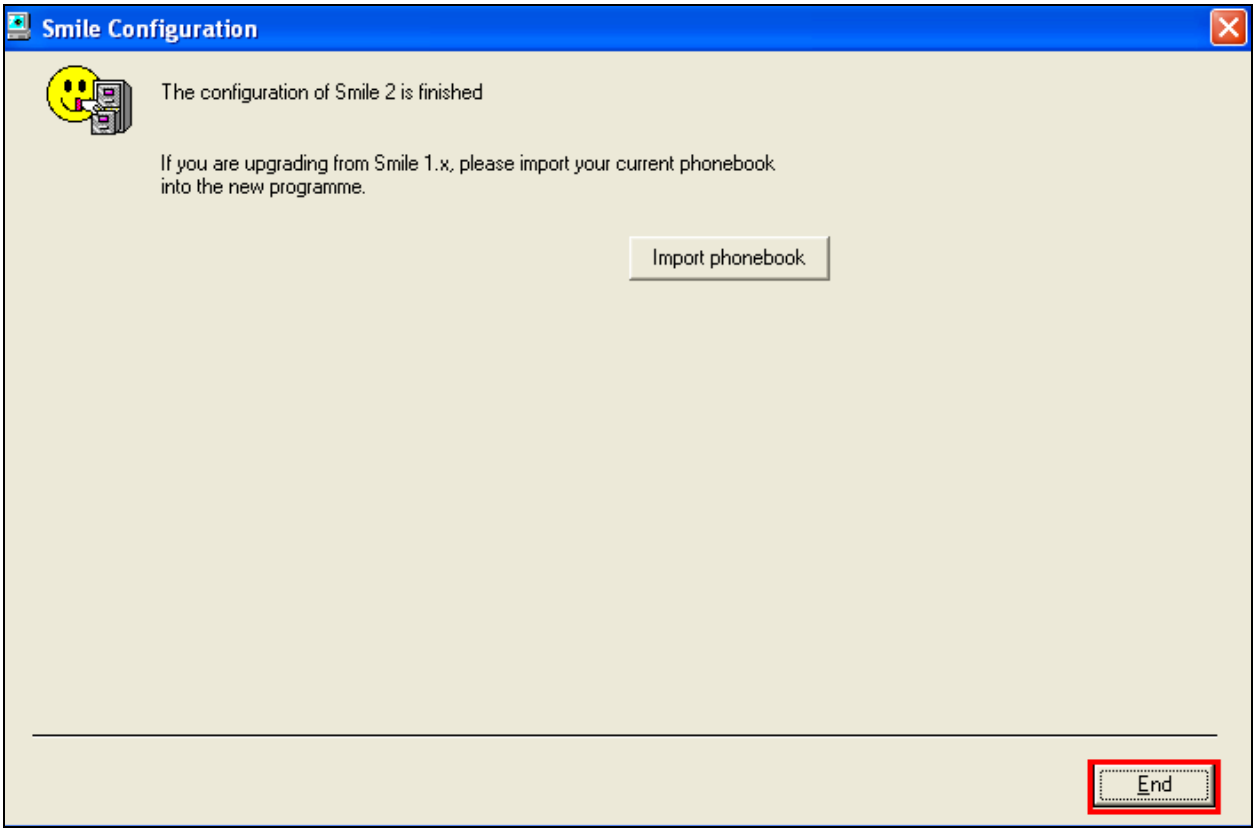
Networking was not tested so the tick-box was left unchecked. If **networking** is required then this tick-box should be selected. Click on **Next** to continue.



Smile Mail Service was not tested so the tick-box was left unchecked. If Smile Mail Service is required then this tick-box should be selected. Click on **Next** to continue.

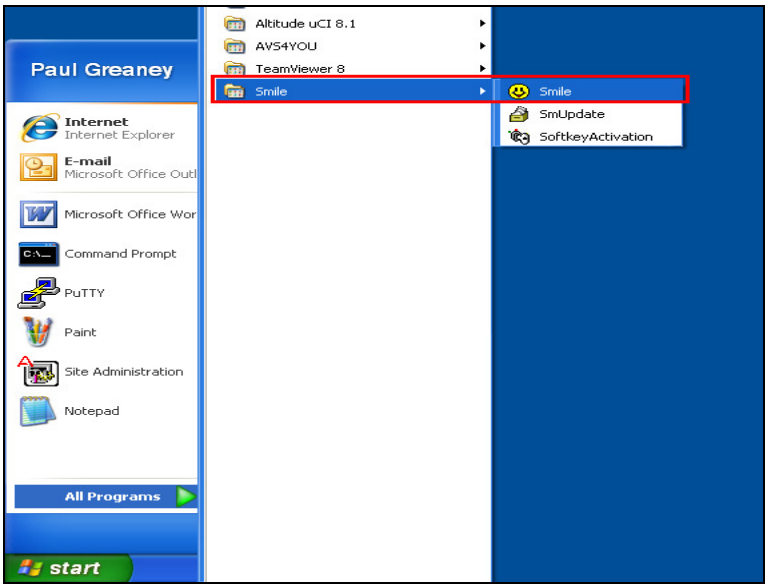


Once the necessary information has been filled in correctly click on **End** as highlighted below.

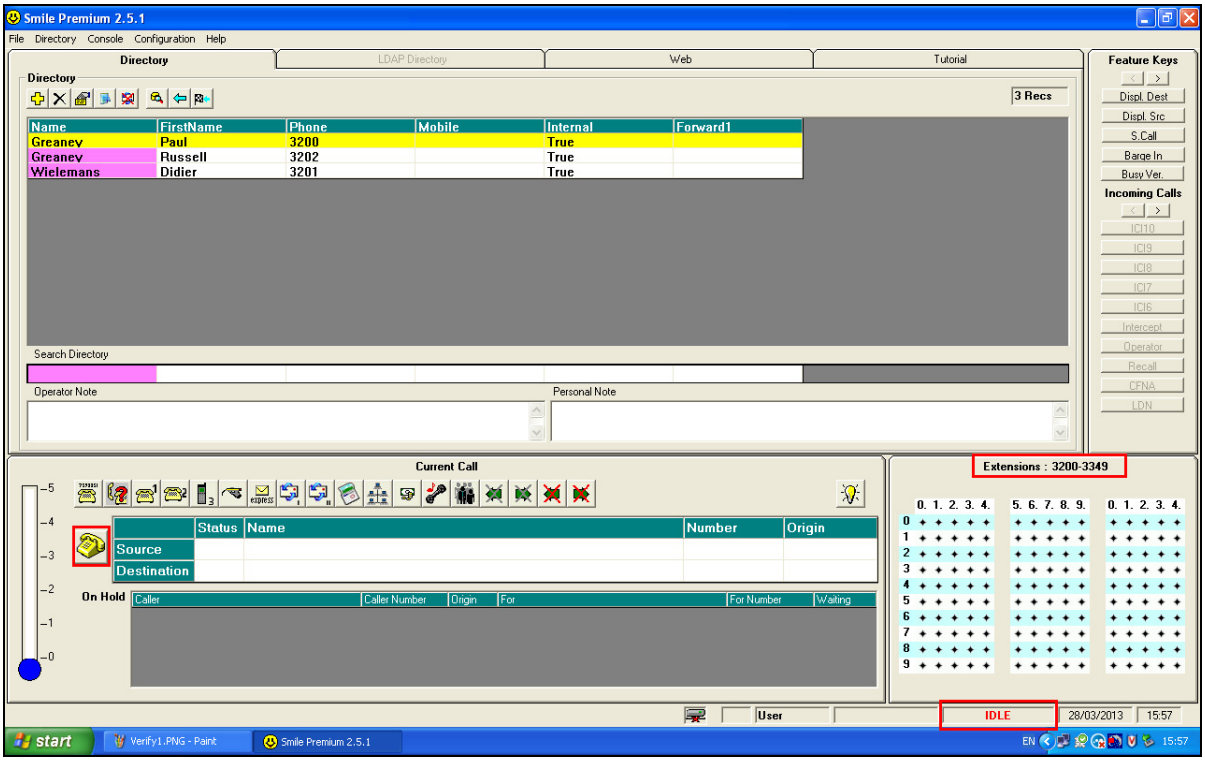


7. Verification Steps

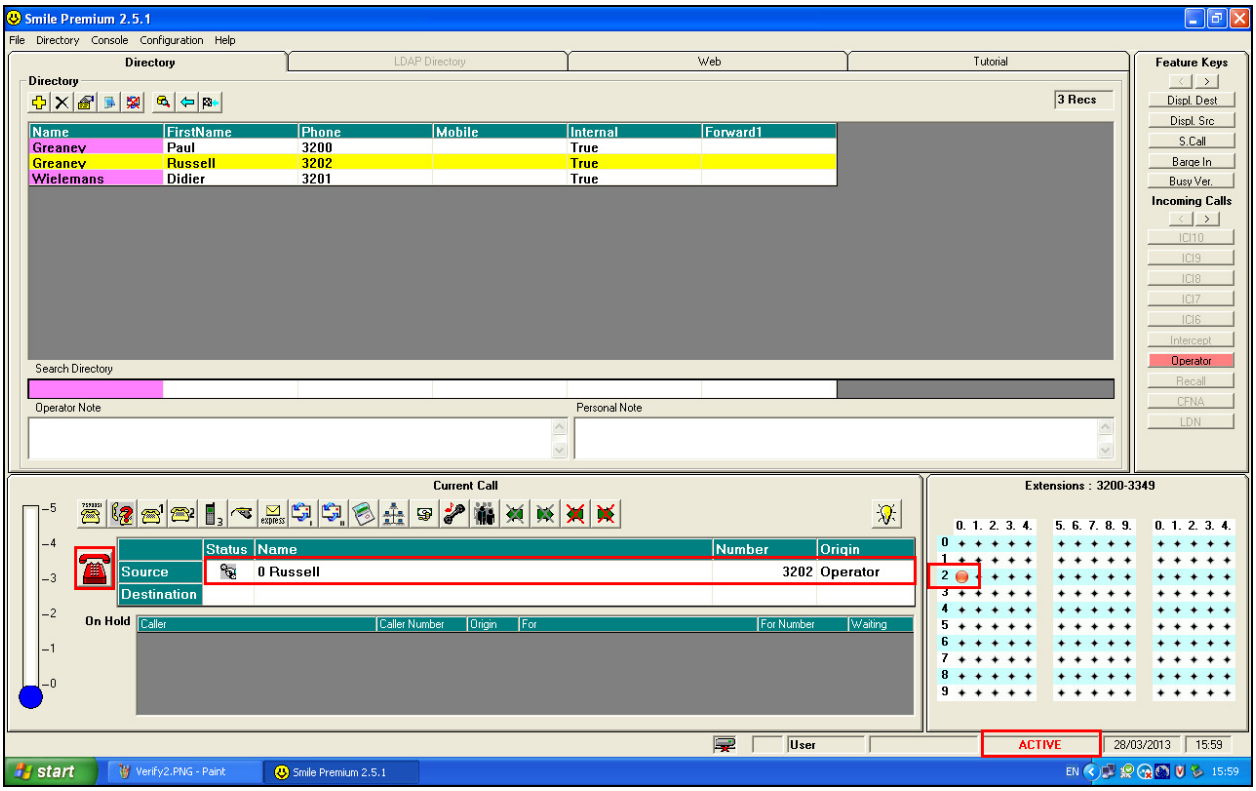
To ensure that Smile 2.5 with CS1000E have been integrated successfully launch the Smile 2.5 console as shown below.



Once logged in the Smile 2.5 screen displays the following. Note the Extension numbers in the Busy Lamp Field and the console is in an **Idle** state, ready to take a call.



The following screen shows a call that is being made from extension **3202** to the **Operator**. Note the busy lamp field shows busy for ext 3202 and the display gives the extension number and the Name. Note also that the "Telephone Icon" has changed from a yellow colour, as seen in the screen shot above to a red colour, seen below. The console state has now gone to **Active**.



8. Conclusion

The interoperation of Cofely Quentris® Smile 2.5 with Avaya Communication Server 1000E was successful and did not impact on the operation of the Avaya Communication Server 1000E. No major issues were found for all compliance tests as per **Section 2.2**.

9. Additional References

Additional Avaya product documentation is available at http://support.avaya.com.

[1] *Software Input Output Reference – Administration – Avaya Communication Sever 1000, R7.5 NN43001-611, 05.09 Sept 2011*

Information on the installation and configuration of Cofely Quentris ® Smile 2.5 can be found at *http://www.smileconsole.com*.

[1] *The Cofely Quentris Smile 2 Technical Guide, Version 1.6*

Appendix A

List of Linux Patches on Avaya Communication Server 1000E R7.5

```
[paul@cs1kpg ~]$ pstat
Product Release: 7.50.17.00
In system patches: 1
PATCH#  NAME      IN_SERVICE   DATE     SPECINS  TYPE   RPM
31      p31484_1   Yes         17/01/13  NO      FRU    cs1000-shared-general-7.50.17-00.i386

In System service updates: 31
PATCH#  IN_SERVICE   DATE      SPECINS   REMOVABLE   NAME
0       Yes          16/01/13   NO       YES         cs1000-linuxbase-7.50.17.16-13.i386.000
1       Yes          16/01/13   YES      YES         cs1000-baseWeb-7.50.17.16-2.i386.000
2       Yes          16/01/13   NO       YES         cs1000-patchWeb-7.50.17.16-8.i386.000
3       Yes          17/01/13   NO       YES         cs1000-shared-pbx-7.50.17.16-1.i386.000
4       Yes          17/01/13   NO       YES         cs1000-kcv-7.50.17.16-1.i386.000
5       Yes          17/01/13   NO       yes         avaya-cs1000-cnd-4.0.20-00.i386.000
6       Yes          17/01/13   NO       YES         cs1000-ipsec-7.50.17.16-1.i386.000
7       Yes          17/01/13   NO       YES         ipsec-tools-0.6.5-14.el5.3_avaya_1.i386.000
8       Yes          17/01/13   NO       YES         spiritAgent-6.1-1.0.0.108.208.i386.000
9       Yes          17/01/13   NO       YES         cs1000-mscTone-7.50.17.16-1.i386.000
10      Yes          17/01/13   NO       yes         tzdata-2011h-2.el5.i386.000
11      Yes          17/01/13   NO       YES         cs1000-pd-7.50.17.16-1.i386.000
12      Yes          17/01/13   NO       YES         cs1000-ncs-7.50.17.16-1.i386.000
13      Yes          17/01/13   NO       YES         cs1000-EmCentralLogic-7.50.17.16-2.i386.000
14      Yes          17/01/13   NO       YES         cs1000-cs1000WebService_6-0-7.50.17.16-1.i386.000
15      Yes          17/01/13   NO       YES         cs1000-mscMusc-7.50.17.16-11.i386.000
16      Yes          17/01/13   NO       YES         cs1000-mscAnnc-7.50.17.16-10.i386.000
17      Yes          17/01/13   NO       YES         cs1000-csoneksvrmgr-7.50.17.16-1.i386.000
18      Yes          17/01/13   NO       YES         cs1000-bcc-7.50.17.16-69.i386.000
19      Yes          17/01/13   NO       YES         cs1000-csmWeb-7.50.17.16-6.i386.000
20      Yes          17/01/13   NO       YES         cs1000-mscConf-7.50.17.16-1.i386.000
21      Yes          17/01/13   NO       YES         cs1000-emWeb_6-0-7.50.17.16-34.i386.000
22      Yes          17/01/13   NO       YES         cs1000-Jboss-Quantum-7.50.17.16-30.i386.000
23      Yes          17/01/13   NO       YES         cs1000-tps-7.50.17.16-24.i386.000
24      Yes          17/01/13   NO       YES         cs1000-sps-7.50.17.16-10.i386.000
25      Yes          17/01/13   NO       YES         cs1000-ftrpkg-7.50.17.16-11.i386.000
26      Yes          17/01/13   NO       YES         cs1000-emWebLocal_6-0-7.50.17.16-3.i386.000
27      Yes          17/01/13   NO       YES         cs1000-dmWeb-7.50.17.16-6.i386.000
28      Yes          17/01/13   NO       YES         cs1000-dbcom-7.50.17.16-1.i386.000
29      Yes          17/01/13   NO       YES         cs1000-vtrk-7.50.17.16-131.i386.001
30      Yes          17/01/13   NO       YES         cs1000-mscAttn-7.50.17.16-3.i386.000
[paul@cs1kpg ~]$
```

List of Call Server Patches on Avaya Communication Server 1000E R7.5

```
.mdp issp

VERSION 4121
RELEASE 7
ISSUE 50 Q +
DepList 1: core Issue: 01 (created: 2013-01-11 11:29:20 (est)) ALTERED

IN-SERVICE PEPS
PAT# CR #            PATCH REF #     NAME      DATE        FILENAME       SPECINS
000  wi00965603      ISS1:1OF1       p31618_1  17/01/2013  p31618_1.cpl   NO
001  wi01044868      ISS1:1OF1       p32261_1  17/01/2013  p32261_1.cpl   NO
002  wi01031887      ISS1:1OF1       p31814_1  17/01/2013  p31814_1.cpl   NO
003  wi01001588      ISS1:1OF1       p31976_1  17/01/2013  p31976_1.cpl   NO
004  wi00977002      ISS2:1OF1       p30786_2  17/01/2013  p30786_2.cpl   NO
005  wi01043458      ISS1:1OF1       p31712_1  17/01/2013  p31712_1.cpl   NO
006  wi01016398      ISS1:1OF1       p32019_1  17/01/2013  p32019_1.cpl   NO
007  wi01042797      ISS1:1OF1       p32089_1  17/01/2013  p32089_1.cpl   NO
008  wi01022466      ISS1:1OF1       p32205_1  17/01/2013  p32205_1.cpl   NO
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106  wi01008316      ISS1:1OF1       p32026_1  17/01/2013  p32026_1.cpl   YES
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120  wi01038128      ISS1:1OF1       p32208_1  17/01/2013  p32208_1.cpl   NO
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