



Avaya Solution & Interoperability Test Lab

Application Notes for IgeaCare miALERT with Avaya Aura® Communication Manager – Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the IgeaCare miALERT with Avaya Aura® Communication Manager. IgeaCare miALERT is an emergency notification solution that provides two-way voice communication between monitoring stations (e.g., nursing staff) and residents. In the compliance testing, IgeaCare miALERT interfaces to Avaya Aura® Communication Manager via an analog interface.

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 miALERT with Avaya Aura® Communication Manager. IgeaCare miALERT is an emergency notification solution that provides two-way voice communication between monitoring stations (e.g., nursing staff) and residents. In the compliance testing, IgeaCare miALERT interfaces to Avaya Aura® Communication Manager via an analog interface.

miALERT is essentially an analog speaker telephone that can be activated by the resident user via multiple call points to reach the personnel at the monitoring stations (e.g., nurse staff). Each miALERT is configured as an analog user on Avaya Aura® Communication Manager and each nurse's telephone is configured as members of a coverage answer group. By using a coverage answer group, all nurses within the group will receive the call at the same time so that any available nurse may respond.

When the resident user activates miALERT via a call point to reach the nurse staff, miALERT originates a call to the nurse coverage answer group. After the call is connected to an available nurse, miALERT plays an announcement that identifies the resident room number and the call point type. The nurse can then accept the emergency notification and be connected to the miALERT resident user with two-way voice communication.

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 miALERT to place calls to the nurse coverage answer group from various call points. For each call, the proper announcement with identification of resident and call point type, connected two-way talk paths, proper call termination, and proper call escalation were verified.

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

2.2. Test Results

All test cases were executed and passed. The one observation on miALERT is that the room number/extension must be four digits or less.

2.3. Support

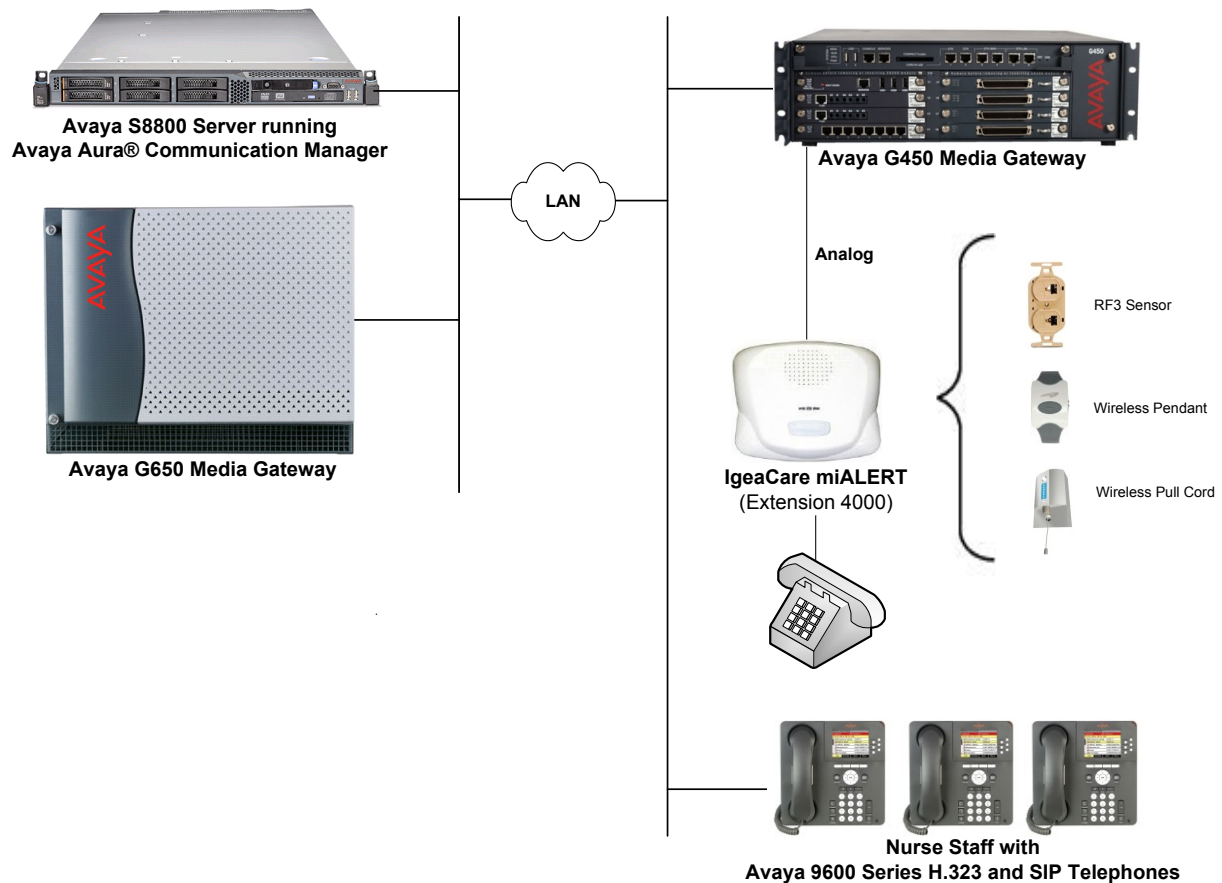
Technical support on IgeaCare miALERT can be obtained through the following:

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

3. Reference Configuration

As shown in the test configuration below, the miALERT solution consists of the emergency monitoring base unit, an analog line connection to Avaya Aura® Communication Manager, and a physical analog telephone connected to miALERT which was used for administration purposes during the compliance test.

miALERT supports four different types of call points, including emergency button, wireless pendant, wireless pull cord, and RF3 sensor. The S8800 Server running Avaya Aura® Communication Manager managed a G650 and G450 Media Gateway. miALERT used an analog port on the G450 Media Gateway for connectivity. The nurse staff was equipped with Avaya 9600 series SIP and 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)
IgeaCare miALERT	3.0

5. Configure Avaya Aura® Communication Manager

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

- Administer miALERT 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 miALERT Station

Use the **add station** command to add a station for miALERT. 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		

5.2. 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, miALERT will place the call to the second coverage answer group.

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 miALERT 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:
```

5.3. 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:	

5.4. Administer Stations with Coverage Paths

This section covers two phantom stations with coverage paths. miALERT will call the first station (29301), and if the call is not answered within a configured time interval, miALERT will call the second station (29302). 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**.

add station 29301		Page 1 of 5
STATION		
Extension: 29301	Lock Messages? n	BCC: 0
Type: 6408D+	Security Code:	TN: 1
Port: X	Coverage Path 1: 1	COR: 1
Name: NURSE GROUP 1	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: 29301	
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**.

add station 29302		Page 1 of 5
STATION		
Extension: 29302	Lock Messages? n	BCC: 0
Type: 6408D+	Security Code:	TN: 1
Port: X	Coverage Path 1: 2	COR: 1
Name: NURSE GROUP 2	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: 29302	
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	

6. Configure IgeaCare miALERT

This section provides the procedures for configuring IgeaCare miALERT. Follow the steps in [2] to use the physically connected analog telephone to program miALERT. Below are the settings used in the compliance test.

- **Telephone Number 1:** The station extension (29301) corresponding to Nurse Group 1 from **Section 5.4**.
- **Telephone Number 2:** The station extension corresponding (29302) to Nurse Group 2 from **Section 5.4**.
- **Room Number:** The miALERT base extension (4000) from **Section 5.1**.
- **Mode:** Set the **Mode** to “Voice”.

7. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Avaya Aura® Communication Manager and IgeaCare miALERT.

From a call point, activate a call to the nurse answer group (such as pulling the cord or pressing the emergency button). Verify that the call is ringing the nurses in the first escalation group.

Answer the call at the nurse and verify that an announcement is played, which includes the miALERT room number and the type of call point.

From the nurse’s telephone, press the appropriate key to accept the emergency request. Verify that that the nurse is connected to the miALERT user with two-way talk paths.

8. Conclusion

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

9. 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] *miALERT Installation Manual*, Version 1.0, available at <http://www.igeacare.com>.

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