## SETTING FOR AVAYA IPO AND DATATAL FLEXI

Datatal AB

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## 1. License



CTI Link Pro license is required

SIP Trunk Channels, 1 per channel for flexi

Flexi is tested and verified for Avaya IP Office 9.x and higher, lower version of Avaya IP Office is not supported by Datatal.

## 2. Security settings

In Manager for Avaya IP Office, go to Security settings and activate TAPI and TFTP





## 3. SIP trunk

Add a new SIP Line SIP Line ITSP domain Name: <PBX IP> Send Caller ID: P-Asserted ID REFER Support: Always (both incoming and outgoing)

			SIP Line - Line 9
SIP Line Transport SIP URI VoIP SI	P Credentials SIP Advanced Engineering		
Line Number	9	In Service	
ITSP Domain Name	192.168.255.70	Check OOS	
URI Type	SIP 🗸	Session Timers	
Location	Cloud ~	Refresh Method	Reinvite ~
		Timer (seconds)	On Demand
Prefix National Prefix	0	Forwarding and Twinning Originator number	
International Prefix	00	Send Caller ID	P Asserted ID
Country Code Name Priority	System Default	Redirect and Transfer Incoming Supervised REFER	Always ~
Description		Outgoing Supervised REFER Send 302 Moved Temporarily Outgoing Blind REFER	Always ~

#### Transport

<b>FSP Proxy Address:</b> <flex< th=""><th>i Server IP&gt;</th><th></th><th></th><th></th></flex<>	i Server IP>			
32				
SIP Line Transport SIP URI VolP	SIP Credentials SIP Advar	nced Engineering		
ITSP Proxy Address 192.168.2	55.37			
Network Configuration				
Layer 4 Protocol	UDP	<ul> <li>Send Port</li> </ul>	5060	×
Use Network Topology Info	None	<ul> <li>Listen Port</li> </ul>	5060	•
Explicit DNS Server(s) 0	· 0 · 0 · 0	0.0.0.	0	
Calls Route via Registrar 🔽				
Separate Registrar				



#### SIP URI Add a SIP URI

P Line In	ansport SIP URI	VoIP	SIP Cred	entials SI	P Advanced Eng	ineeri	ng		
Channel	Groups	Via	Local URI	Contact	Display Name	PAI	Credential	Max Calls	Add
1	11	<	*	*	*	N	0: <non< td=""><td>11</td><td>Remove</td></non<>	11	Remove
									Edit
Edit Char	and a								
	INPL								
Via	inei		<	lone>					ОК
Via Local URI			<n< td=""><td>lone&gt;</td><td></td><td></td><td></td><td>~</td><td>OK Cancel</td></n<>	lone>				~	OK Cancel
Via Local URI Contact			۸> ۱۹	lone>				~	OK Cancel
Via Local URI Contact Display N	lame			lone>				~	OK Cancel
Via Local URI Contact Display N PAI	lame			lone>				>	OK Cancel
Via Local URI Contact Display N PAI Registrati	lame		< N	lone> ne <none></none>			×	> > >	OK Cancel
Via Local URI Contact Display N PAI Registrati	lame ion g Group			lone>			~	> >	OK Cancel
Via Local URI Contact Display N PAI Registrati Incoming Outgoing	lame ion g Group g Group			lone>			×	> > >	OK Cancel

Outgoing Group: <Set a number; make a note of it, it will be needed later>

#### VolP

## Compression Mode: G.711 ALAW 64K

7		SIP Line - I
SIP Line Transport SIP U	RI VolP SIP Credentials SIP Advanced Engineering	
Codec Selection	System Default Unused G.711 ULAW 64K G.729(a) 8K CS-A G.711 ALAW 64K C<<	CELP
Fax Transport Support	None	~
DTMF Support	RFC2833/RFC4733	~
Media Security	Disabled $\vee$	

#### SIP Advanced, no changes needed

		SIP Line - Line 9*				
Line Transport SIP URI VoIP SIP Credentials SIP Advanced Engineering						
Addressing	Media					
Association Method By Source IP address	<ul> <li>Allow Empty INVITE</li> </ul>					
	Send Empty re-INVITE					
Call Kouting Method Request UKI	Allow To Tag Change					
Suppress DNS SRV Lookups	P-Early-Media Support	None ~				
	Send SilenceSupp=Off					
Identity	Force Early Direct Media					
Use Phone Context	Media Connection	Disabled V				
Add user=phone	Preservation	District				
Use + for International						
Use PAI for Privacy	Call Control					
Use Domain for PAI	Call Initiation Timeout (s)	4				
Swap From and PAI		· ·				
Caller ID from From header	Call Queuing Timeout (m)	5 호				
Send From In Clear	Service Busy Response	486 - Busy Here				
Cache Auth Credentials User-Agent and Server Headers	on No User Responding Send	408-Request Timeout				
-	Action on CAC Location Limit	Reject Call				
	Suppress Q.850 Reason Header					
	Emulate NOTIFY for REFER					
	No REFER if using Diversion					



#### Shortcode

#### Add a new shortcode

Code: 95xxxx (x:s = extension length) Feature: Dial Telephone Number: Nss Line Group ID: <Enter same number that was chosen in SIP URI>

7	95xxxx: Dial*	<b>- *</b>
Short Code		
Code	95xxxx	
Feature	Dial V	
Telephone Number	Nss	
Line Group ID	1 ~	
Locale	Sweden (Swedish) 🗸	
Force Account Code		

#### **Incomming Call route**

Add a new Incomming Call route for Flexi trunk Destination is a dot

IP Office	Line Group ID	Incoming Number	Destination	
🕞 < Shared>	1			
🙆 . et 👘 te	10	0400050000	100 D 11	

Presentity installations, later in Flexi setup you will be asked to enter divert destination, enter "95[EXT]" except quotation marks

#### User – No answer and busy

#### Tab -> Forwarding

Forward Number: <Shortcode+extension>

Forward On Busy	$\checkmark$	
Forward On No Answer	✓	
Forward Number	953017	~
Forward Internal calls	<b>v</b>	

#### Twinned user and TAPI

Add this value under user NoUser

NoUser:									
Announ	cements	SIP	Personal Direct	ory	-				
User	Voicemail	DND	ShortCodes	Source Numbers	Telephony	Forwarding	Dial In	Voice Recording	Button Programming
Source	e Number REPORTS_T	WIN_CA	LLS						

#### Setup FNE service

For dialing via Flexi Presentity App it's require a FNE service setup in PBX. FNE feature will be call from mobile phone and Flexi will send DTMF tones PBX some call will be redirected to destination.

This feature can be turned off for specific users in Flexi AdmiTal web, users->premissions->users accessgroup->user-> [setting] Call through company

Create a shortcode with FNE 31

×==	*75: FNE Service
Short Code	
Code	*75
	* This Short Code is common to all systems.
Feature	FNE Service V
Telephone Number	31
Line Group ID	0 ~
Locale	~
Force Account Code	

Add an incoming call route to this FNE service. Remember the Incoming Number, will be require for setup guide.

Line Group	ID is from	network	carrier	trunk
------------	------------	---------	---------	-------

×××		20 049	98253033
Standard	Voice Recording	Destinations	
* This Inc	oming Call Route i	s common to all systems.	
Bearer Ca	pability	Any Voice	~
Line Grou	p ID	20	~
Incoming	Number	0498253033	
Incoming	Sub Address		
Incoming	CLI		
Locale			~
Priority		1 - Low	~
Tag			
Hold Mus	ic Source	System Source	~
Ring Tone	e Override	None	~

=		20 0498253033	
Standa	rd Voice Recording Destinations		
	TimeProfile	Destination	Fallback Extensio
•	Default Value	*75	×

# 10

## Diversion using shortcode

Create a shortcode as below. \*23\*<diversionCode># will be the command on phone to initiate a diversion.

In admital web, login as sysop goto system->admin->settings and tab HVD and FunctionInterceptCode (Hänvisningskommandokod) should be set to 23.

12	*23*N#: Dial	📥 - 🔤 [ 🗙 [
Short Code		
Code	*23*N#	
Feature	Dial V	
Telephone Number		
Line Group ID	0 ~	
Locale	~	
Force Account Code		
		OK Cancel

#### Disable Inhibit Off-Switch Forward/Transfer

This is require, otherwise forwarded calls to Flexi SIP trunk won't work.

When enabled, this setting stops any user from transferring or forwarding calls externally. See Off-Switch Transfer Restrictions.

#### Maximum SIP sessions

This field is shown for Server Edition systems. On Server Edition systems, the Maximum SIP Sessions value must match the total number of SIP set and trunk calls that can occur at the same time.

The Maximum SIP Sessions setting determines the number of SIP Trunk Channel licenses reserved for concurrent sessions on any SIP trunks provided by the server. Those licenses are reserved from the pool of SIP Trunk Channel licenses in the configuration of the Primary Server.

						IPO	ServerEd	
ystem LAN1 LAN2 DNS V	/oicemail Telephony Di	irectory Services Sys	tem Events S	MTP SM	DR Twinning	Codecs	VoIP Security	Contact Center
Felephony Park & Page Tones & I Dial Delay Time (secs) Dial Delay Count Default No Answer Time (secs) Hold Timeout (secs) Park Timeout (secs) Ring Delay (secs)	Music Ring Tones SM 1 30 29 300 300 5 4 5 8 8 8 8 8 8 8 8 8	Call Log TUI		ompanding witch ) U-Law ) A-Law	Law	Line U-Law O A-Law	Line	
Call Priority Promotion Time (secs) Default Currency Maximum SIP Sessions	Disabled SEK			Auto Hold Dial By Nan Show Acco	ne unt Code			
Default Name Priority Media Connection Preservation Phone Failback	Favour Trunk Enabled Manual	· ·		nhibit Off- Restrict Net	Switch Forward, work Interconn e location speci	/Transfer ect fic informa	ition	
Login Code Complexity Enforcement Minimum length Complexity				Drop Extern /isually Diff High Qualit Directory Q	al Only Improm erentiate Extern y Conferencing	nptu Confe nal Call	rence	

#### NOTE! Next step TAPI installation

## 4. TAPI install

#### From Avaya IPO UserCD, install TAPI-service provider (TSP) copy it to desktop



Start installation and proceed to this message box popup. Just press next,

۷	ilj användarnamn 🗙
	Välj eller ange ett användarnamn. Det är detta namn som arbetsstationsmjukvaran på denna PC kommer att använda. Användarnamnet kanske redan är konfigurerat på ert telefonsystem.
	Kontrollenhetsnamn: 00E0070612F6 Användarnamn Extr201
	IP-adress : 192.168.50.220 Användarlösenord
	Version : 7.0 (12)
	< Âter Nästa> Avbryt

#### Press install

🙀 InstallShield Wizard för TAPI	×
Klar att installera programmet Programmet kan nu installeras.	
Klicka på Installera för att börja installati	onen.
Klicka på Bakåt om du vill granska eller är avsluta installationen.	dra någon inställning. Klicka på Avbryt för att
InstallShield	
	< Bakåt Installera Ångra

Press YES at next popup



## After reboot...

Finish Avaya TAPI setup



Go to control panel and change view to small icons, and start "Phone and Modem"

Adjust your computer's settings			View by: Small icons 🔻
			Category
🏲 Action Center	C Administrative Tools	📑 AutoPlay	Large icons Color Management Small icons
Credential Manager	Datatal FleXi SMS Server (32-bit)	👚 Date and Time	🧒 Default Programs
🚔 Device Manager	nevices and Printers	🕎 Display	🕲 Ease of Access Center
Folder Options	🙀 Fonts	🔁 Internet Options	🔩 iSCSI Initiator
📖 Keyboard	I Mouse	🚆 Network and Sharing Center	🛄 Notification Area Icons
Phone and Modem	Power Options	🛐 Programs and Features	🔊 Region and Language
🐻 RemoteApp and Desktop Connections	💐 Sound	🛃 System	🛄 Taskbar and Start Menu
🗟 Text to Speech	Troubleshooting	all User Accounts	📑 Windows CardSpace
🔗 Windows Firewall	🖉 Windows Update	VMware Tools	

Enter area code, and OK

Location Information
Before you can make any phone or modem connections, Windows needs the following information about your current location.
What country/region are you in now?
Sweden
What area code (or city code) are you in now? 0498
If you need to specify a carrier code, what is it?
If you dial a number to access an outside line, what is it?
The phone system at this location uses:
Tone dialing C Pulse dialing
OK Cancel

Select tab Advanced, make sure that "Avaya IP office TAPI2 Service Provider" is selected and press Configure..

Phone and Modem 🛛 🗙
Dialing Rules Modems Advanced
The following telephony providers are installed on this computer:
Providers:
Avaya IP Office TAPI2 Service Provider Microsoft HID Phone TSP NDIS Proxy TAPI Service Provider TAPI Kernel-Mode Service Provider Unimodem 5 Service Provider
Add 🚱 Remove 🔂 Configure
OK Cancel Apply

Switch IP Address: Enter PBX IP

Select "Third Party"



Switch Password: This is set in PBX, default is 'password'

#### Select "ACD QUEUES"

Avaya TAPI2 configuration	×
Switch IP Address 192.168.255.70	OK Cancel
C Single User	
User Name	
User Password	
<ul> <li>Third Party</li> </ul>	
Switch Password	
🗖 Ex Directory Users	
WAV Users	
ACD Queues	

#### Press OK and reboot server

After reboot, test connection. Press **start** and **run..** Enter **dialer** under line, you should now see your extension in PBX if not check password in PBX to "Avaya TAPI2 configuration"



Next, install Flexi Server from FlexiInstaller interface



## 5. Datatal CTStack settings

Require: Internet explorer 10 or higher, Chrome or Firefox, websockets support

If upgrade for < Flexi 5.9, Dialogic Diva will be replaced with Datatal CTstack and configuration is imported from Dialogic diva softIP

1. Open a browser and browse to <a href="http://localhost:1339">http://localhost:1339</a> and click on "Create entity"

🕒 Datatal CTStack Configuratic 🗙 📃	
← → C 🗋 localhost:1339/#	☆ =
Datatal CTStack Configuration	
Main menu	
SIP	
CTStack	
Create entity	
Commit Revert	
datatal ab	

2. Enter a name

Sidan på localhost:1339 säger:				
Name of the entity				
Avaya IPO				
<b>OK</b> Avbryt				



3. Click on SIP Park other calls on Makecall: uncheck Play "ring" at other calls on Makecall: checked

← → C 🗋 localhost:1339	
Datatal CTStack Configuration	fle

Main menu

🕀 Create entity

## xi-ipo.redneck.se - SIP

<b>ain menu</b> CTStack	Dialogs Dialogs	
<u>GIP</u>	Always create early dialogs:	0
exi-ipo.redneck.se 🛛 🕅	Potny-After Avy-	25
/ledia	Redy-Alter 477.	
⇒ SIP	Use OPTIONS for keep-alive:	<b>?</b>
elephony		
Create entity	Outbound	
	Always use proxy:	0
	Outbound proxy:	String
	Set 'Diversion' header on MakeCall:	
	Set 'History-Info' header on MakeCall:	0
	Transfer	
	Park other calls on MakeCall:	
	Play 'ring' at other calls on MakeCall:	
	Terminate local call transfer on INVITE:	0
2 change(s) pending	Treat BYE as transfer success:	0
Commit	Use 'Remote-Target' in 'Refer-To':	• • • • • • • • • • • • • • • • •
datatal ab	Wait for park complete on MakeCall:	

#### Scroll down...

4

Đ

Check "Use 'From' header"

- → C □ localhost:1339			2
Datatal CTStack Configuration	Use 'Remote-Target' in 'Refer-To':		
	Wait for park complete on MakeCall:		
Main menu			
SIP	Registrations		
flexi-ipo.redneck.se 🛛 🛛	Users		
Media	Registrations:	8	EDIT
			REMOVE
r elephony			
	SIP Dialogs		
	Use 'From' header:	?	
	RFC 3325		
	P-*-Identity mode:	Both	T
	Use P-Asserted-Identity:		
3 change(s) pending	Transport		
Commit Revert	Transport:	UDP	×

#### Commit changes

3 change(s) pending		
Commit	Revert	

20

4. Click on Telehony

Address: Customers main number, like 0498253000

Name: Enter a namn

Default: SIP URI host: PBX-IP address

#### Trunk mode: Check

Lines: Enter number of lines that is order, if entered 20 lines and the license is valid for 16 lines, CTstack will only use 16 lines simultaneous

Datatal CTStack Configuration	flexi-ipo.redneck.	se - Telephony
Main menu CTStack	Line configuration Standard	
SIP	BlindCall source mode:	All T
flexi-ipo.redneck.se 🛛 🗴	INVITE expires:	25
SIP -> Telephony	Lines:	2 16
+ Create entity	SIP Address	
	Address:	6000
	Default domain:	2 string
	Default SIP URI host:	192.168.50.220
	Default SIP URI port:	5060
	Name:	Plexi
	Profile	
	Apply:	None
5 change(s) pending	Current:	None
Commit Revert	Trunk	
datatal ab	Trunk mode:	<ul> <li>Image: Second sec</li></ul>

5. Commit and commit changes





#### No changes need under media

Datatal CTStack Configuration	f
Main menu	
CTStack	
SIP	
	-
nexi-ipo.redneck.se	
→ Media	
SIP	
Telephony	-
	-
	-
	-
	-

## flexi-ipo.redneck.se - Media

Codec RTP	
Default RTP codec:	PCMA
RTP Audio	
Send silent RTP frames:	€ 🗹
Networking	
Max RTP port:	50000
Min RTP port:	40000
SDP	
Media	
OnHold attribute:	⑦ inactive
ptime:	20 •

STOP and START CTStack and CTENGINE services, when number of lines are change these two service has to be restared

📕 Server Manager		+				192.168.50.189	_ [0] ×
File Action View Help							
Server Manager (TESTSERVER3)	Services					Actions	
🕀 💽 Roles	Name 🔺	Description	Status	Startup Type		Services	<b>A</b>
🗄 📺 Features	Application Management	Processes installation	Jotatas	Manual			
Diagnostics	ASP NET State Service	Provides support for		Manual		More Actions	•
E m Configuration	Background Intelligent Transfer Service	Transfers files in the	Started	Manual		Datatal CTStack	
Windows Firawall with Adva	Base Filtering Engine	The Base Filtering En	Started	Automatic		bututurerbtutut	
Services	Certificate Propagation	Copies user certificat	Started	Manual		More Actions	•
WMI Control	CNG Key Isolation	The CNG key isolation		Manual			
A Local Lisers and Groups	COM+ Event System	Supports System Eve	Started	Automatic			
F Storage	COM+ System Application	Mapages the configur	Started	Manual			
	Computer Browser	Maintains an undated		Disabled			
	Credential Manager	Provides secure stora		Manual			
		Provides four manag	Started	Automatic			
	Datatal CTStack	CTStack	Started	Automatic			
	Datatal Flexi CC Statistics	Tiänst som hanterar	Started	Automatic	-		
	Datatal FleXi Contact Center	Tjänst som sorterar s	Started	Automatic			
	DataTal Flexi CSTA3	CSTA3 for Datatal se	Started	Automatic			
	Datatal FleXi CT Engine (Dialogic Diva)	Tjänst som hanterar i	Started	Automatic			
	Datatal Flexi dbSyncronizer	Synkroniserar använ	Started	Automatic			
	atatal FleXi Diversion Manager	Hanterar hänvisningar		Disabled			
	Datatal Flexi Exchange Connector	Tjänst som synkronis	Started	Automatic			
	🖾 Datatal FleXi Fax Server	Hanterar inkommand	Started	Automatic			
	atatal FleXi Hvd Proxy	Tjänst som översätte	Started	Automatic			
	Datatal Flexi Log Server	Tjänst som skriver mo	Started	Automatic			
	Datatal FleXi Maintenance Server	Service som raderar	Started	Automatic			
	💁 Datatal FleXi Message Manager	Transporterar meddel	Started	Automatic			
	Datatal Flexi Notification Service	Tjänst som distribuer		Manual			
	atatal Flexi Queue Server	Tjänst som hanterar		Automatic			
	Q Datatal FleXi SMS Server	Tjänst som hanterar	Started	Automatic			
	atatal Flexi System Health	Övervakar Datatals a	Started	Automatic			
	🖏 Datatal FleXi Telephony Manager	Tjänst som monitorer	Started	Automatic			
	🖏 Datatal Flexi Tid Proxy	En tjänst som hanter	Started	Automatic			
	🖏 Datatal FleXi TID Server	Tjänst som hanterar	Started	Automatic			
	🖏 Datatal FleXi Voice Manager	Tjänst som hanterar l	Started	Automatic	-1		
					· [		
	Extended Standard				_	<u> </u>	

## 6. Configure multiple accessnumber for call though pbx

#### **Create Accessnumber**

Require Flexi server 5.11.1

Log in to Admital web. To enable accessnumber configuration, goto user->premission->[select premission group]->accessnumber. Set List, Edit, Create and delete. Then save,

www.datatal.se	User / Permissions / Edit ad	ccess group
Index		5.
Messages	Properties	Accessnumbe
User	Accessnumber	Accessitution
Permissions	Alarm	🕑 List
Edit access group	Blind	✓ Edit
Save	Button controlled menu Call Center	Create
Copy hot keys	Company Company greetings	Delete

New option will appear, click on it

Accessnumber->New accessnumber (company)

Name: Display name for accessnumber

Telephony number: Full DDI number, recomended to use with country code

**Country code**: Country code for accessnumber, this will be used if user intend to call national numbers without country code.

#### Accessnumber

Accessnumber			
Company:	Datatal AB		
Name:	Norway		
Telephone number:	+47498253017		
Country code:	47		
	Canadi Annha		
Sa	Cancel Apply		

#### System

On system level you can configure a accessnumber that will be default for all that has not been override.

Login into Admital as sysop user, goto system->admin->settings->telephony and MEX address is system wide setting

www.datatal.se	<u>System</u> / <u>Admin</u> / <b>Setti</b>	ngs	
Index		-	
Messages	Telephony	Telephony	
User	HVD		
Call Center	Calendar integration	Country code:	+46
Company	Call Center	Area code:	0498
Interception	Apps	Number prefix:	25
Queue/transfer	E-mail Time booking	Extension length:	4
Greetings	Call Transport	MEX address:	+46498253033
Menu	Statistics	Outdial no answer timeout	25
Voice mail	**		23
Schedule		Anonymous addresses:	restricted
Entry point			
Statistics			
Search			
Time booking		J	
System			
Admin			
Settings 🕨			
Monitor	**		
Nodes	**		

#### Company

On company level you can configure the default, can be override on user level

Log in as sysop user and goto company and select the company you intend to configure.

#### Company / Edit company

Comp	any	*	Company	
Collic	ses Senter			
Call C	enter		Newser	Detetel AP
Langu	lage		Name:	Datatal AD
Statis	tics		Permit dive	rsion to different destination
API			erennic uiver	sion to unreferit destination
			Accessnumber:	[+46498253033 (System)]

#### User

On user level, goto user and select user, under tab phone and select accessnumber. This setting is overide all other accessnumber settings

www.datatal.se	<u>User</u> / Edit us	er		
Index				
Messages	User 🔺	Phone		
User	Logon Data	rnone		
Edit user 🕨	Phone	Accessnumber:	Datatal Företag Test	•
Permissions	Links Voice mail	Mobile:		
Save	Image	Fax nr:		
Copy hot keys		Alt. tele:		
Call Center		DCTN		
Company		Potiv.		