SETTING FOR AVAYA IPO AND DATATAL FLEXI

Datatal AB

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1. License

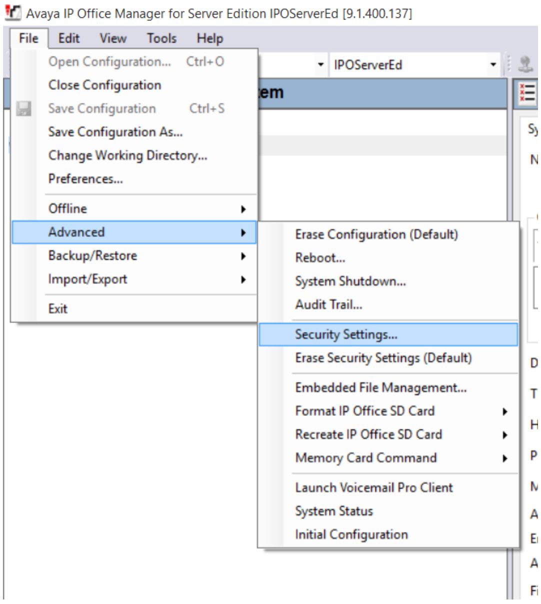
CTI Link Pro license is required

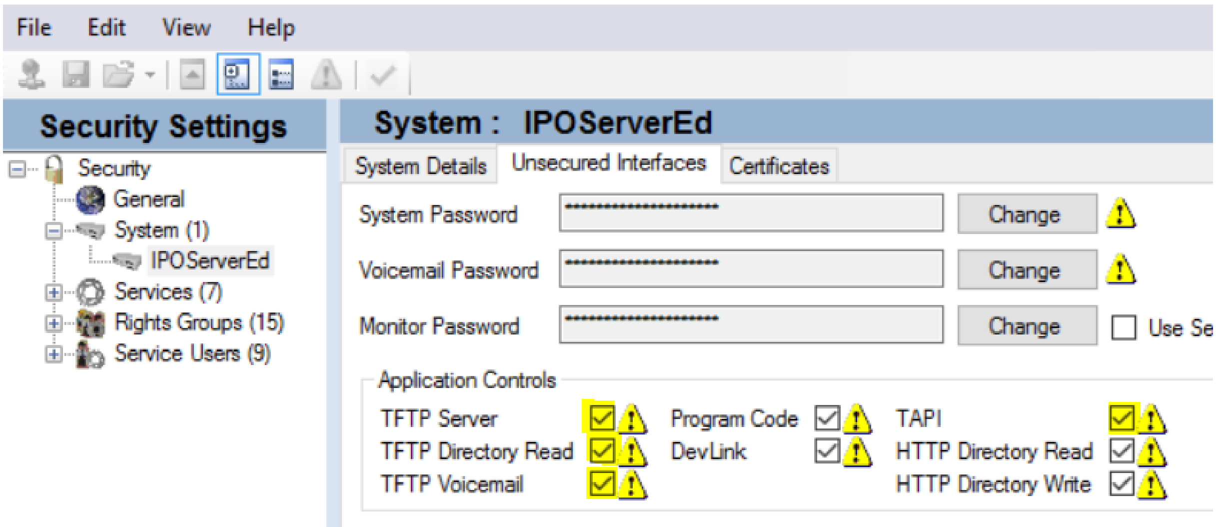
SIP Trunk Channels, 1 per channel for flexi

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

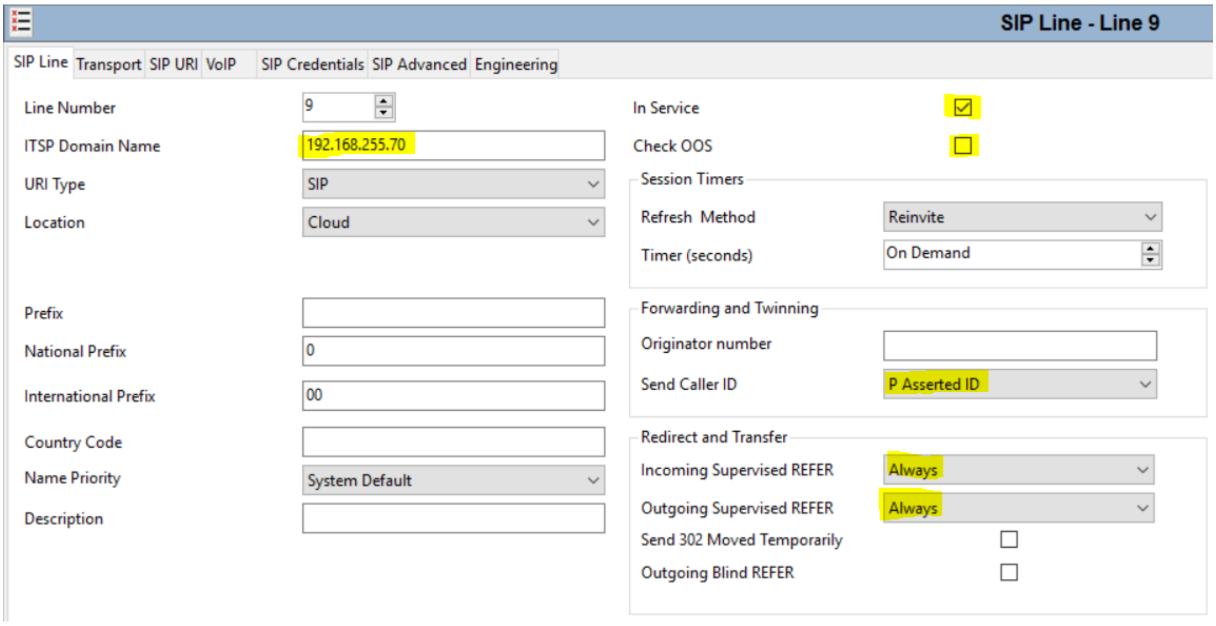
Add a new SIP Line

SIP Line

ITSP domain Name: <PBX IP>

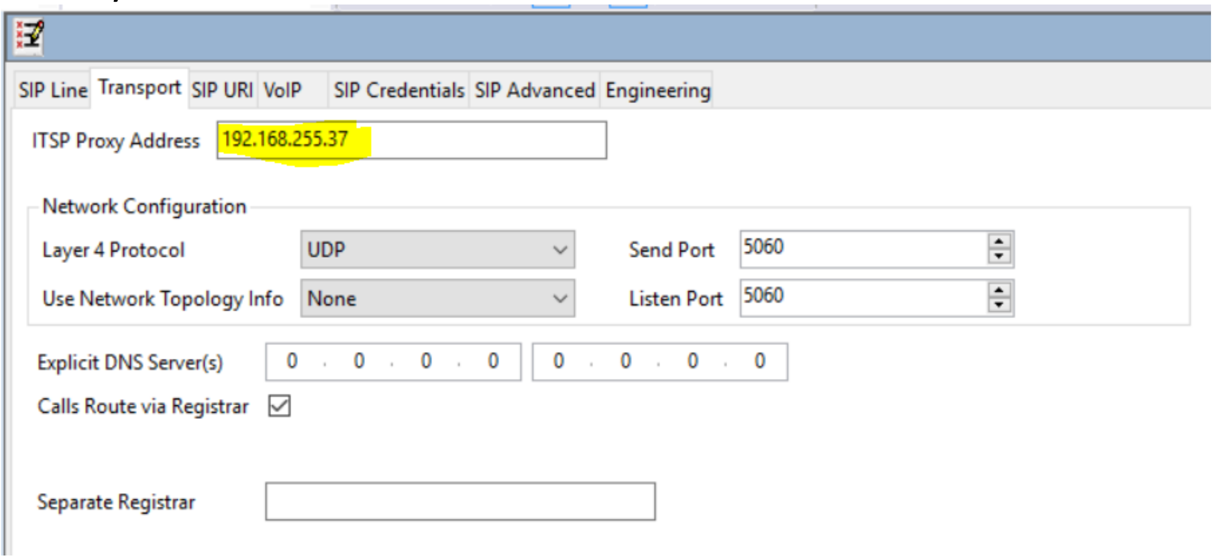
Send Caller ID: P-Asserted ID

REFER Support: Always (both incoming and outgoing)

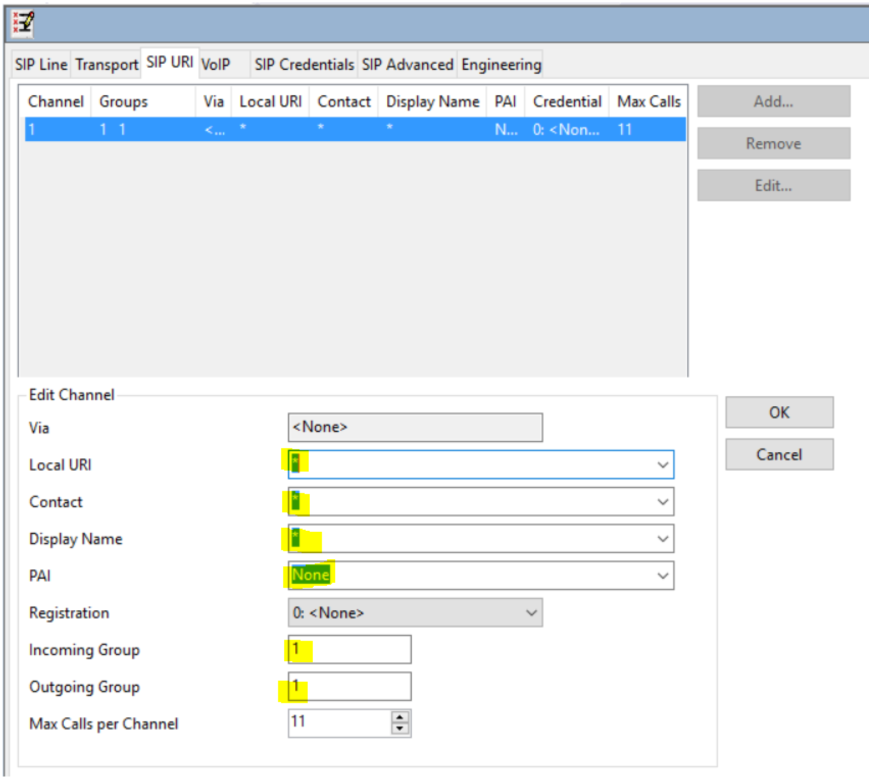


Transport

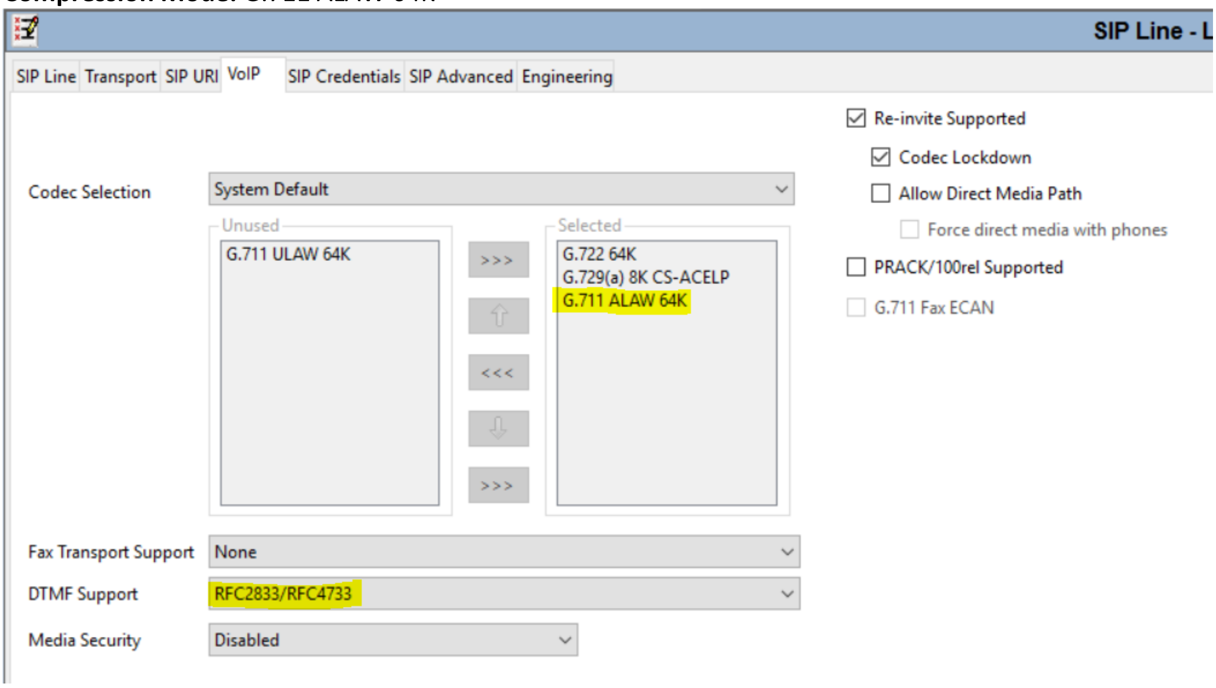
ITSP Proxy Address: <Flexi Server IP>



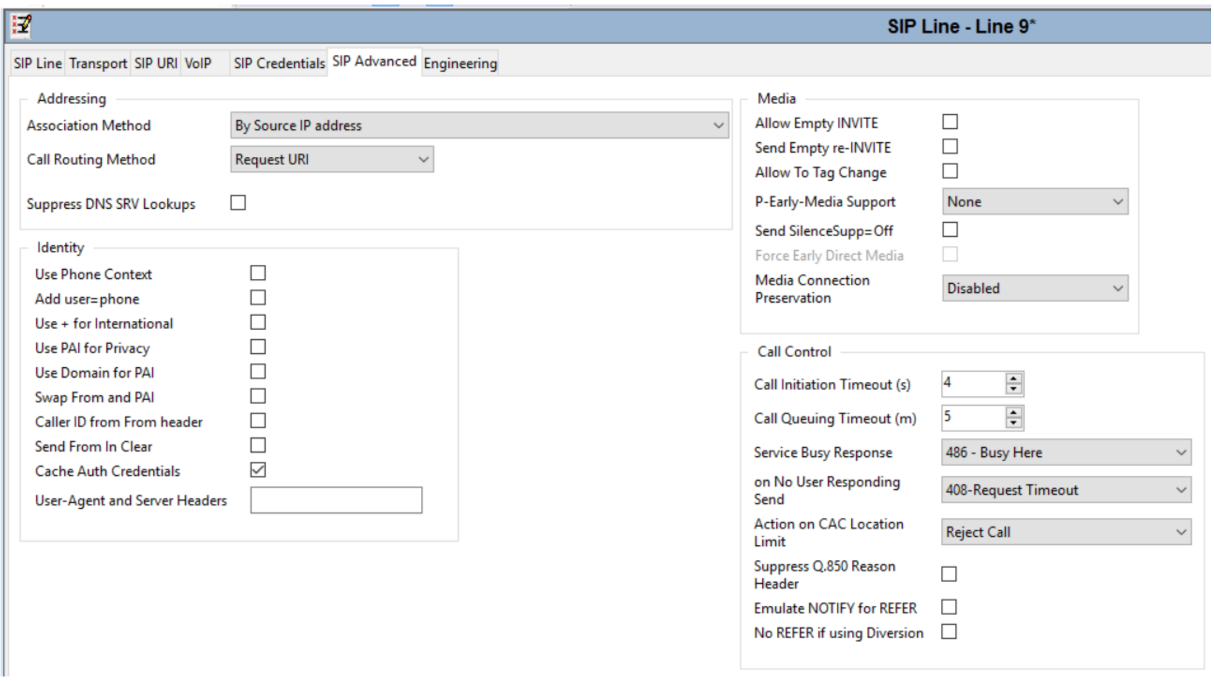
SIP URI
Add a SIP URI
Outgoing Group: <Set a number; make a note of it, it will be needed later>



VoIP
Compression Mode: G.711 ALAW 64K



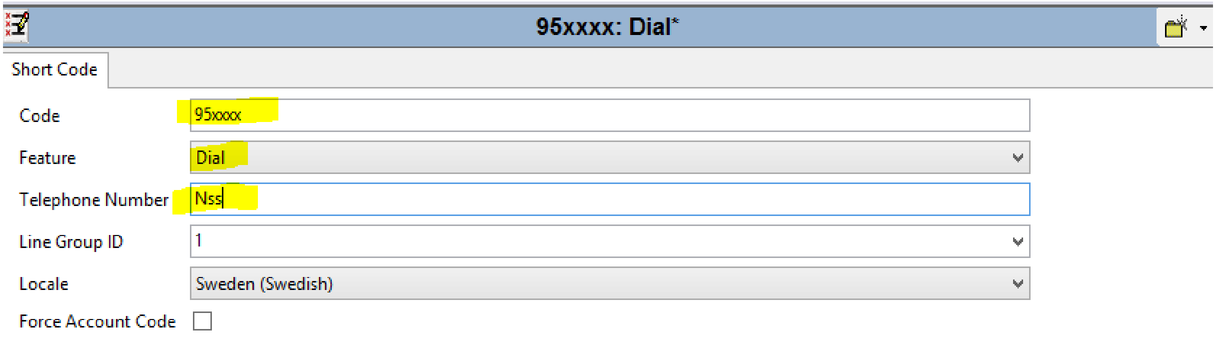
SIP Advanced, no changes needed



Shortcode

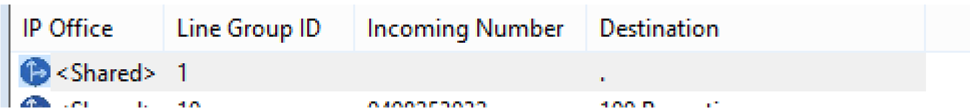
Add a new shortcode

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



Incomming Call route

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

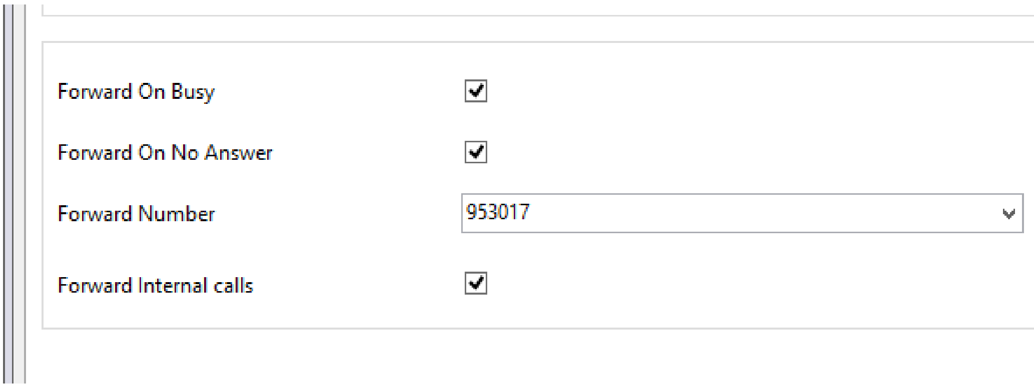


Presentity installations, later in Flexi setup you will be asked to enter divert destination, enter "95[EXT]" except quotation marks

User – No answer and busy

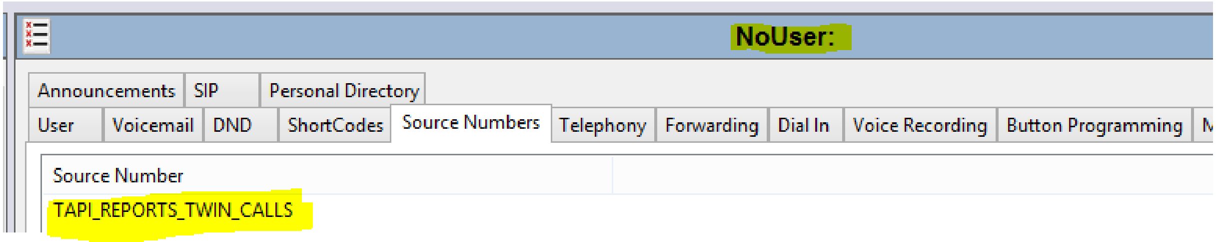
Tab -> Forwarding

Forward Number: <Shortcode+extenstion>



Twinned user and TAPI

Add this value under user NoUser

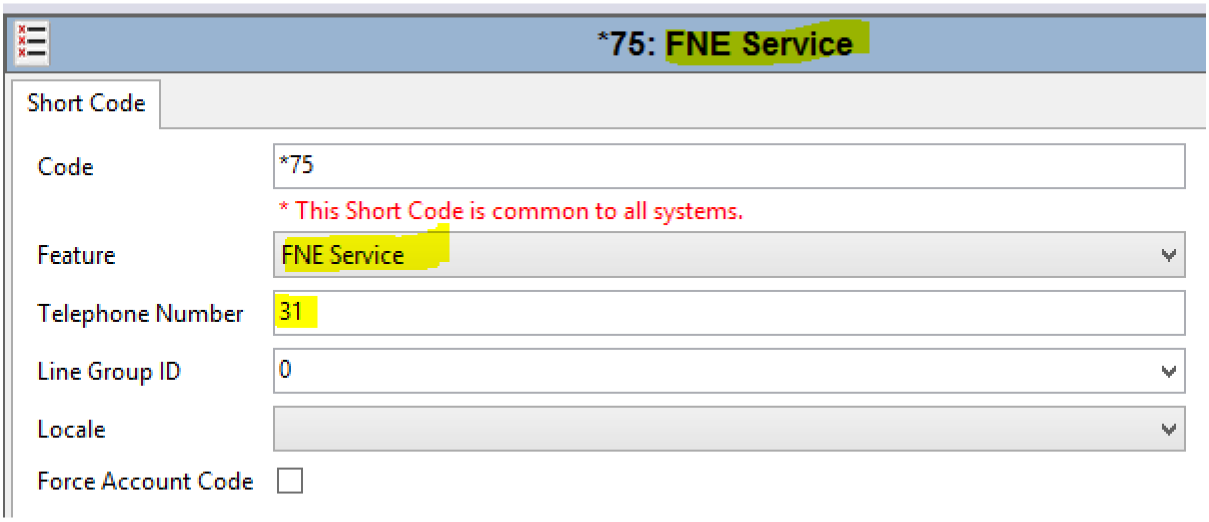


Setup FNE service

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.

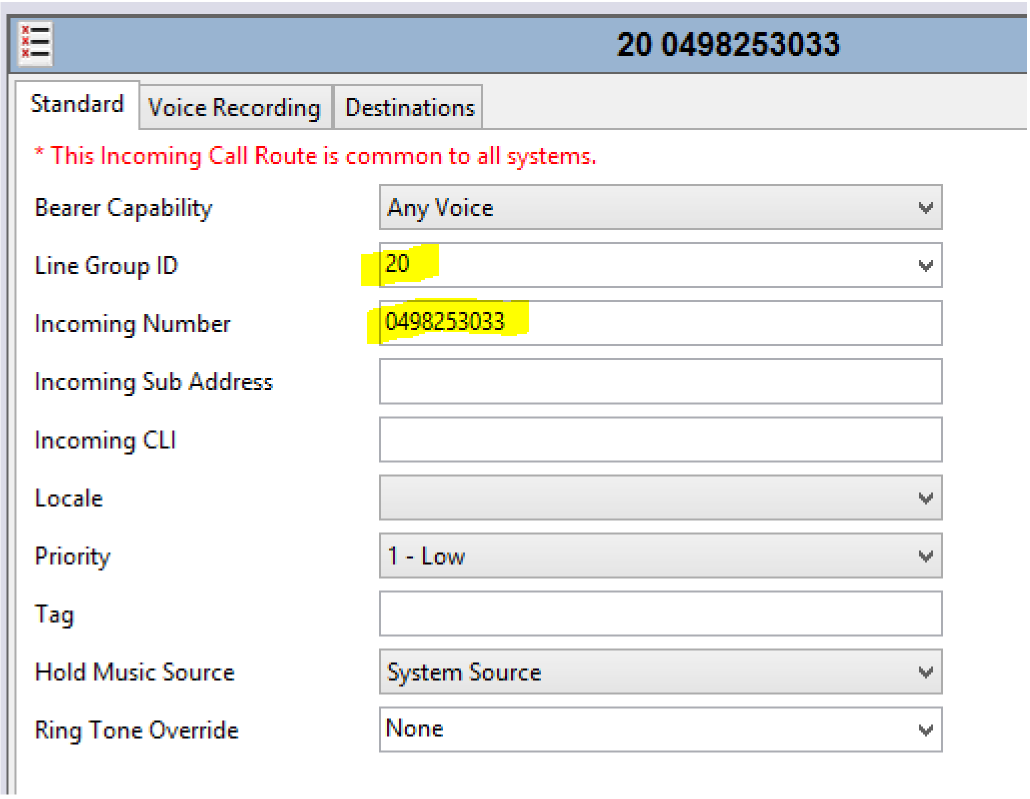
This feature can be turned off for specific users in Flexi AdmiTal web, users->premissions->users accessgroup->user-> [setting] Call through company

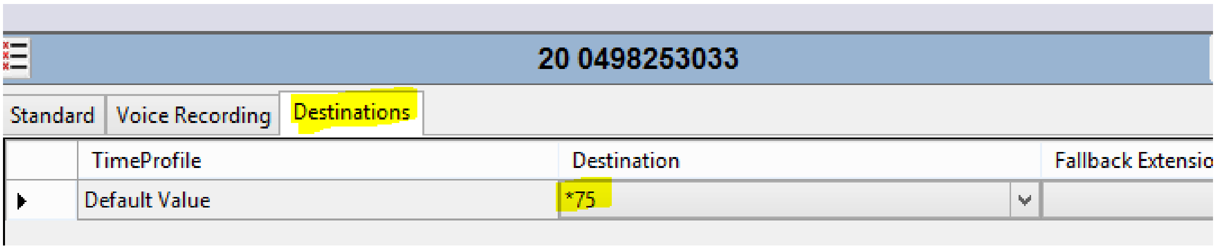
Create a shortcode with FNE 31



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

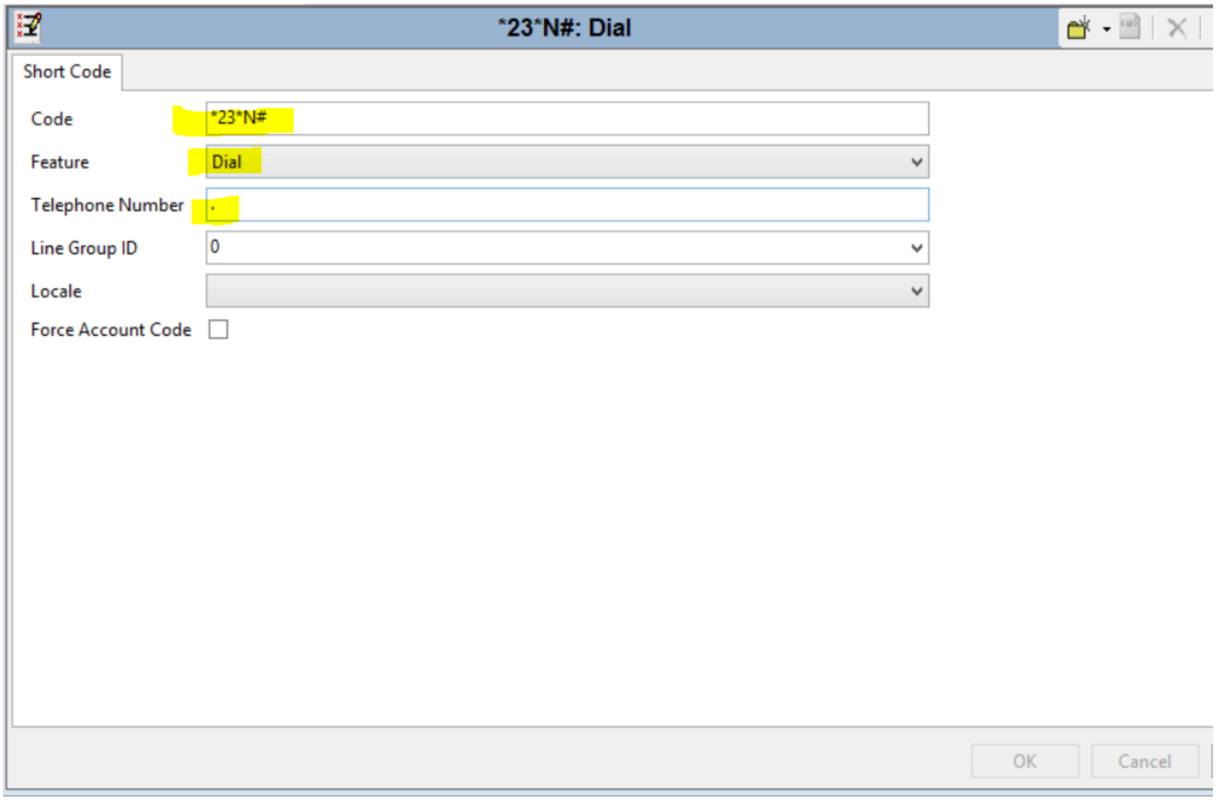




Diversion using shortcode

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.



Disable Inhibit Off-Switch Forward/Transfer

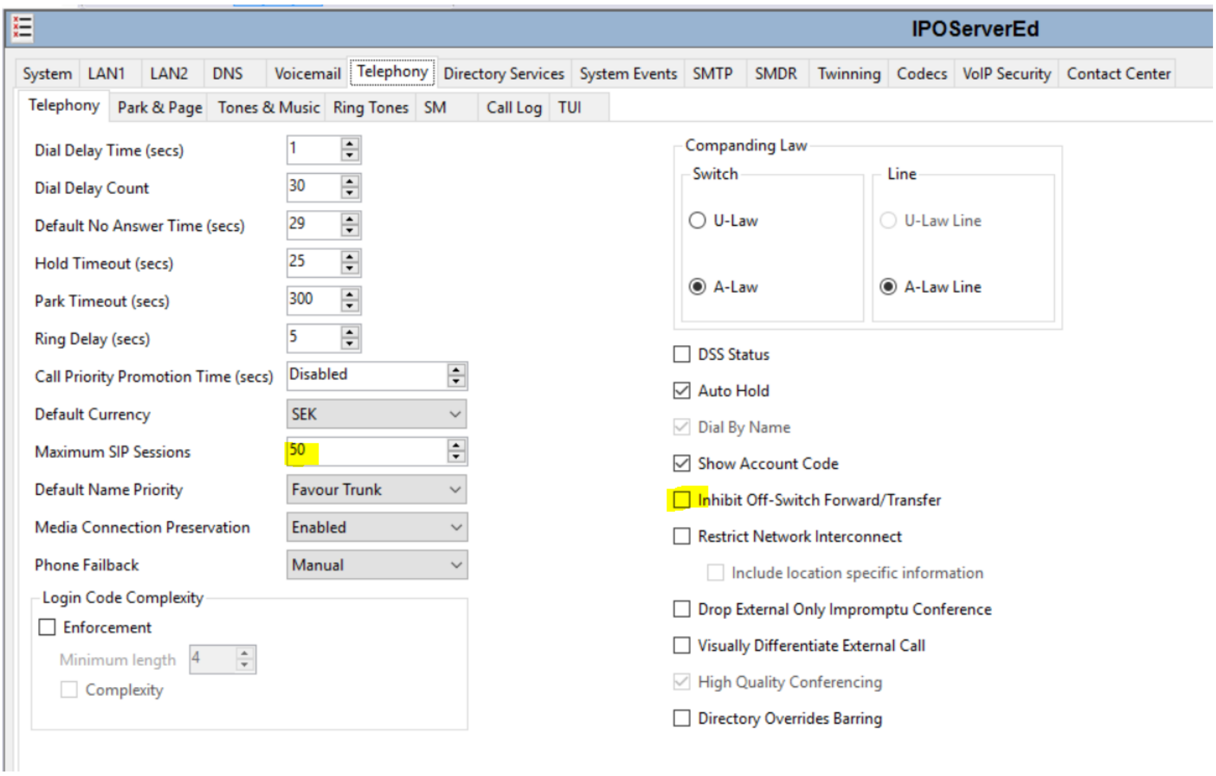
This is require, otherwise forwarded calls to Flexi SIP trunk won´t work.

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.

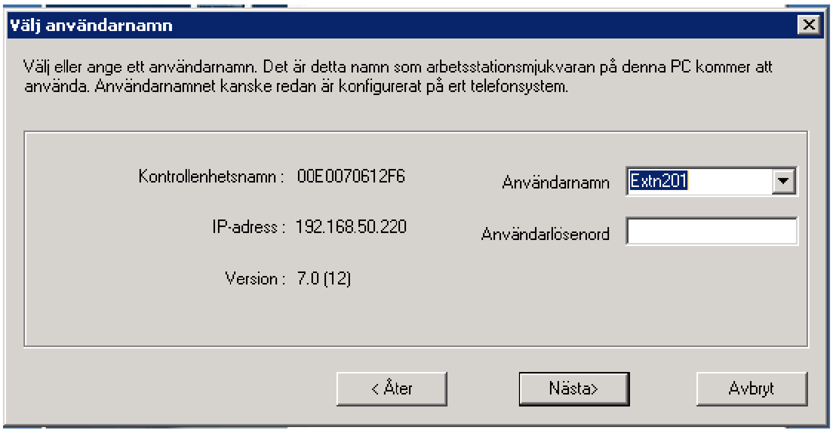


NOTE! Next step TAPI installation

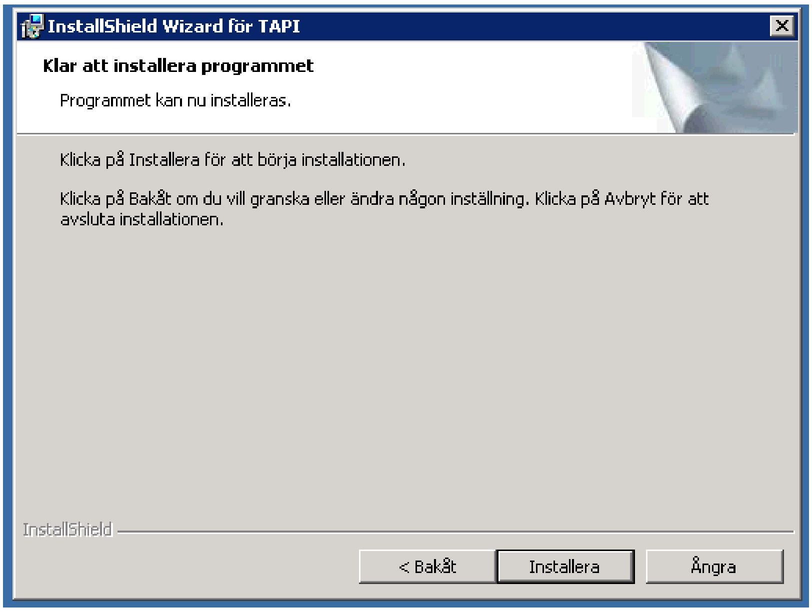
4. TAPI install

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

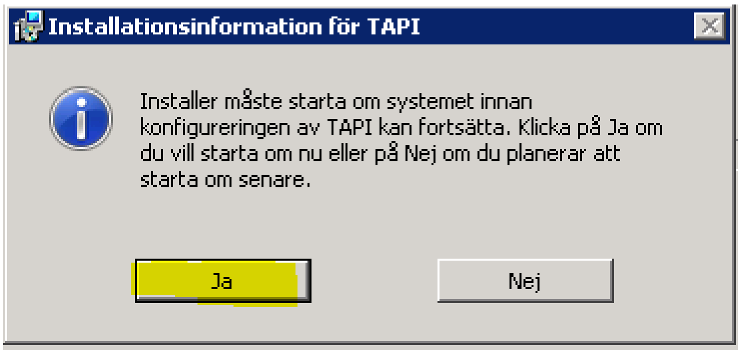
Start installation and proceed to this message box popup. Just press **next**,



Press **install**

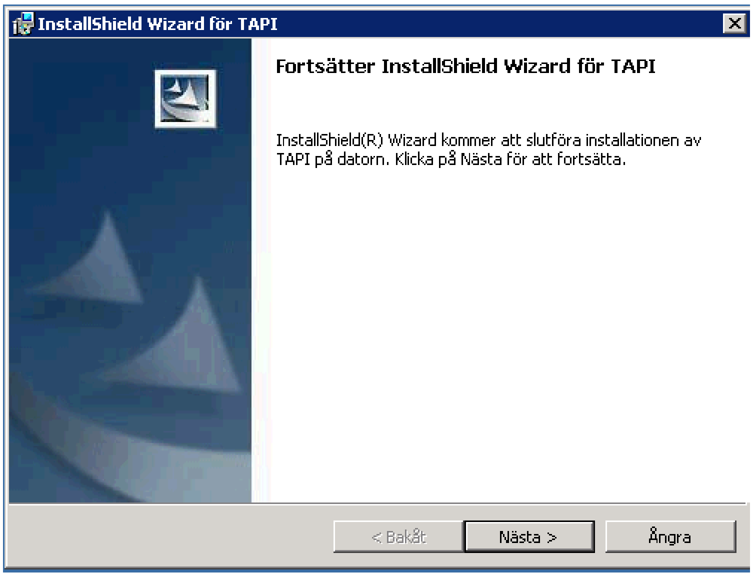


Press **YES** at next popup

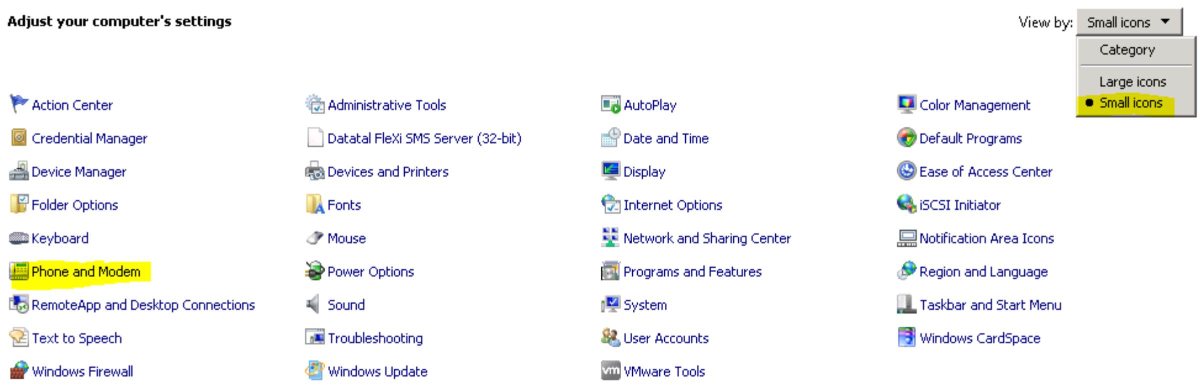


After reboot…

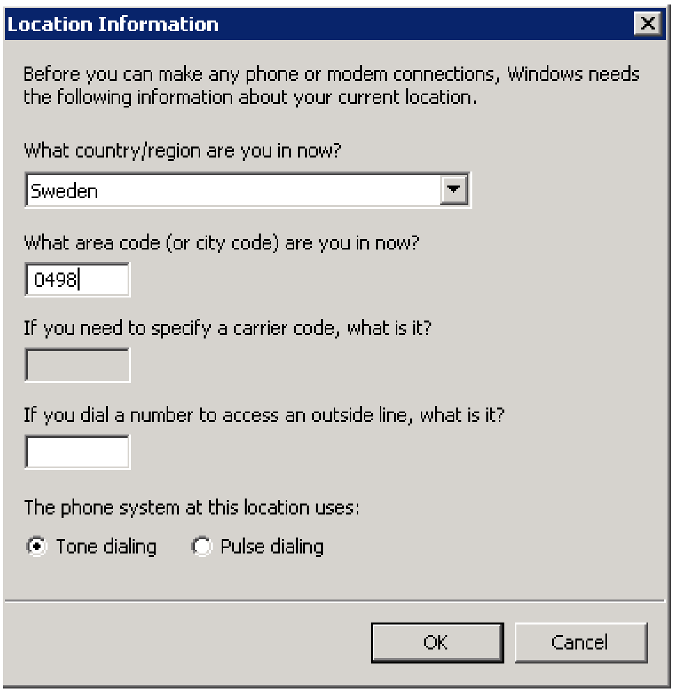
Finish Avaya TAPI setup



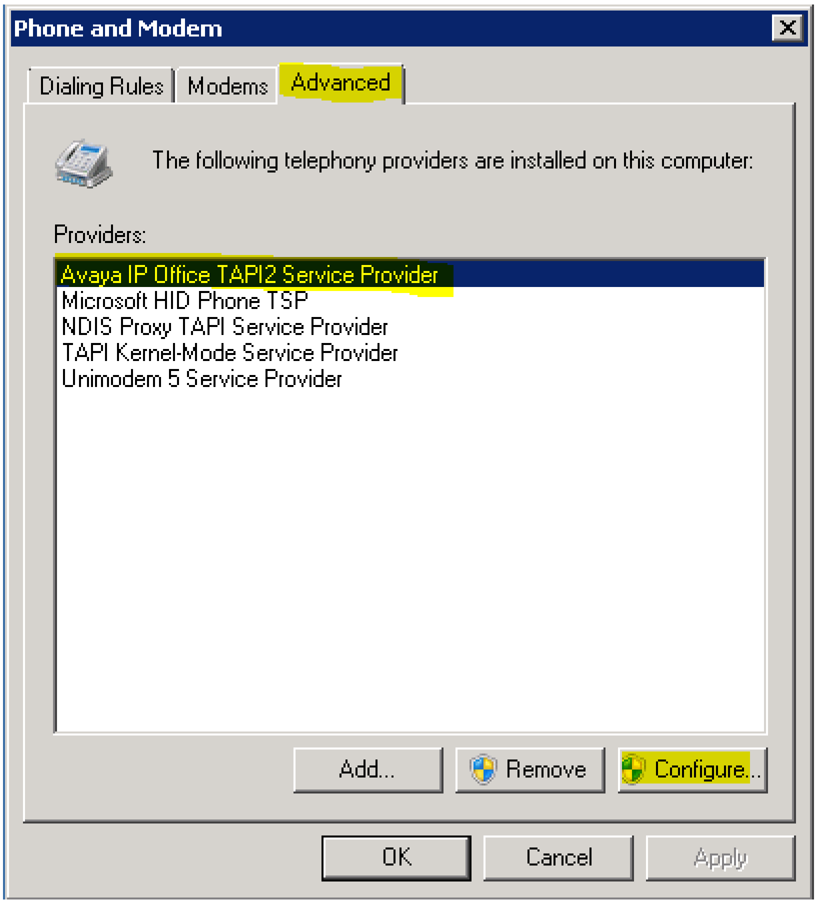
Go to control panel and change view to small icons, and start “Phone and Modem”



Enter area code, and OK



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

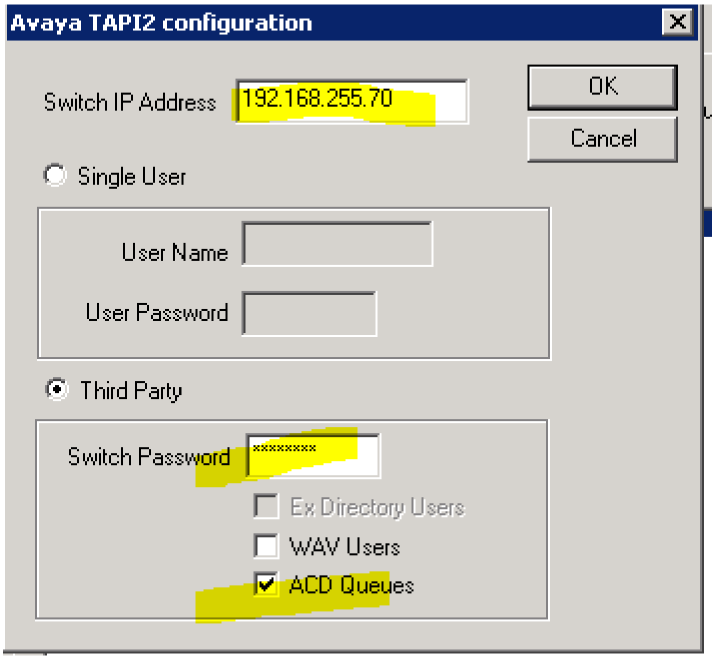


Switch IP Address: Enter PBX IP

Select "Third Party"

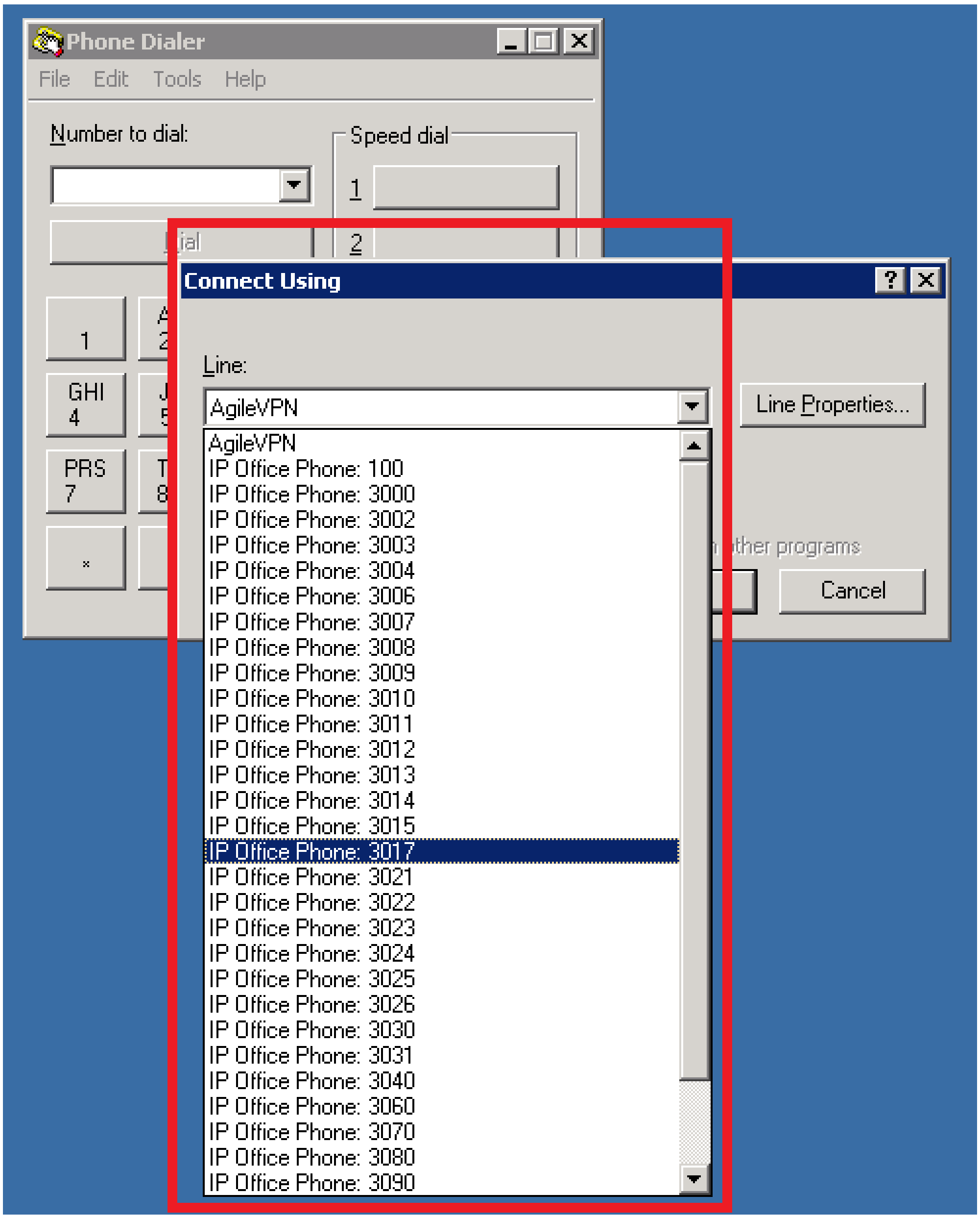
Switch Password: This is set in PBX, default is 'password'

Select "ACD QUEUES"



Press OK and <u>reboot server</u>

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"



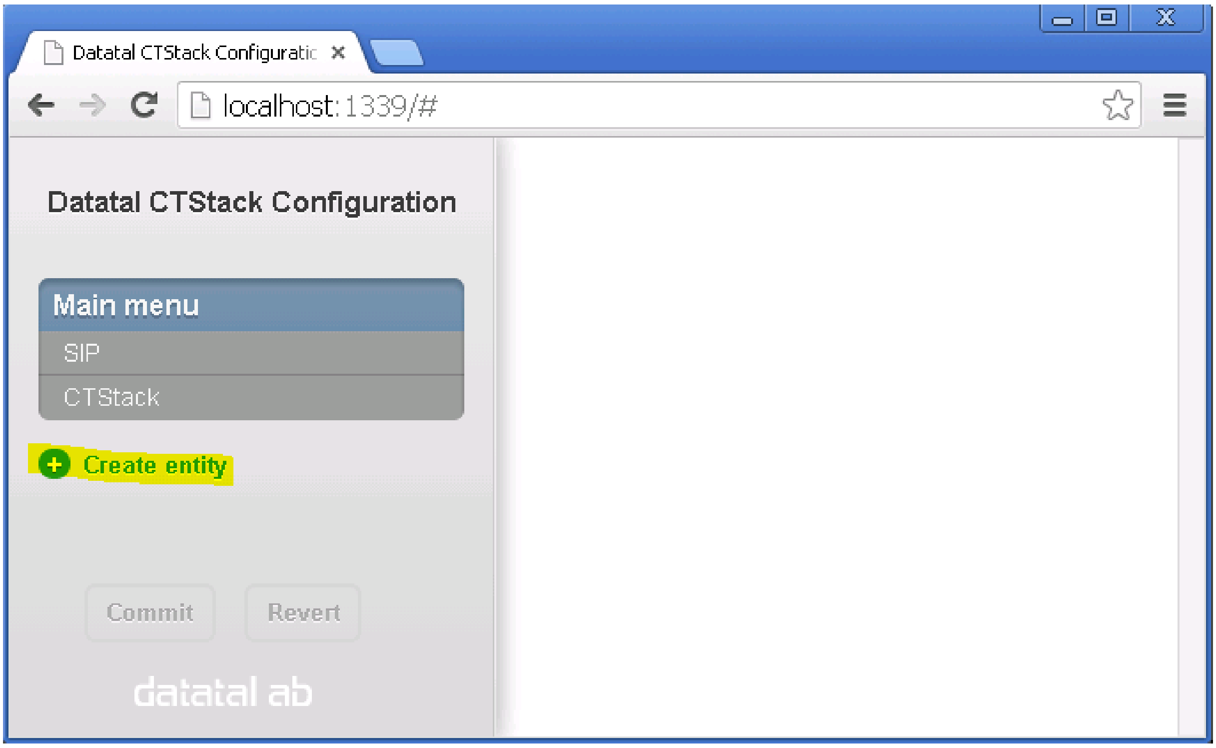
Next, install Flexi Server from FlexiInstaller interface

5. Datatal CTStack settings

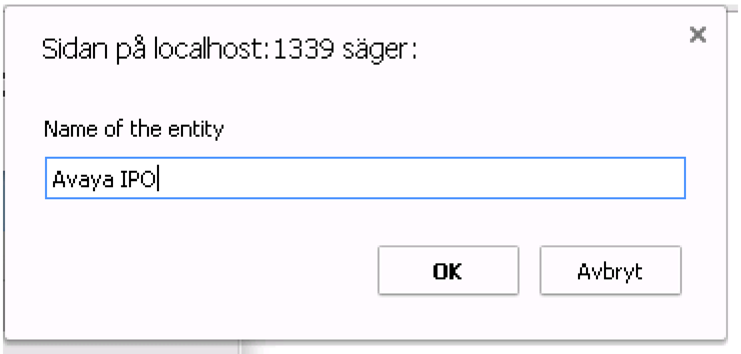
Require: Internet explorer 10 or higher, Chrome or Firefox, websockets support

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

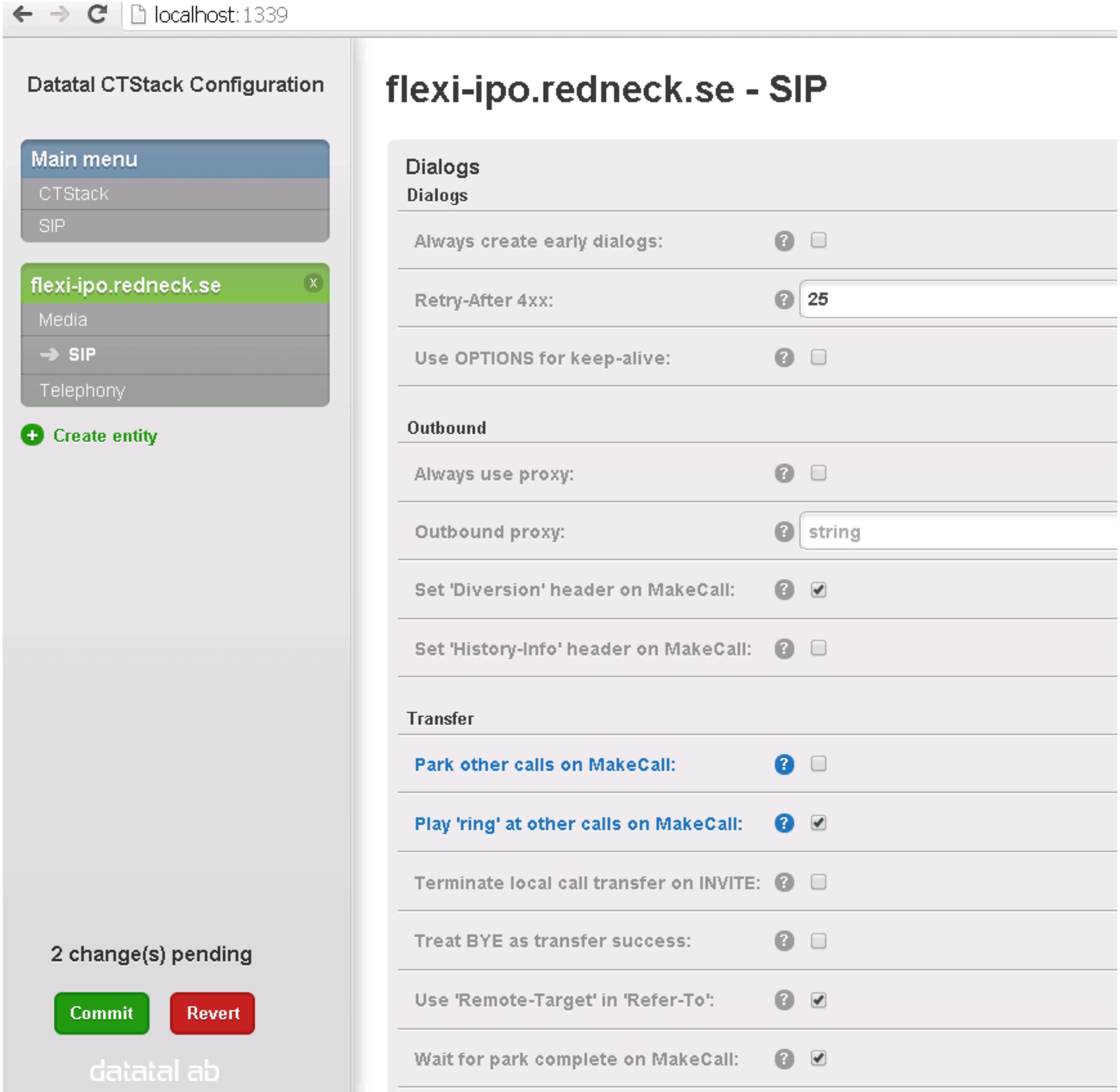
1. Open a browser and browse to http://localhost:1339 and click on “Create entity”



2. Enter a name

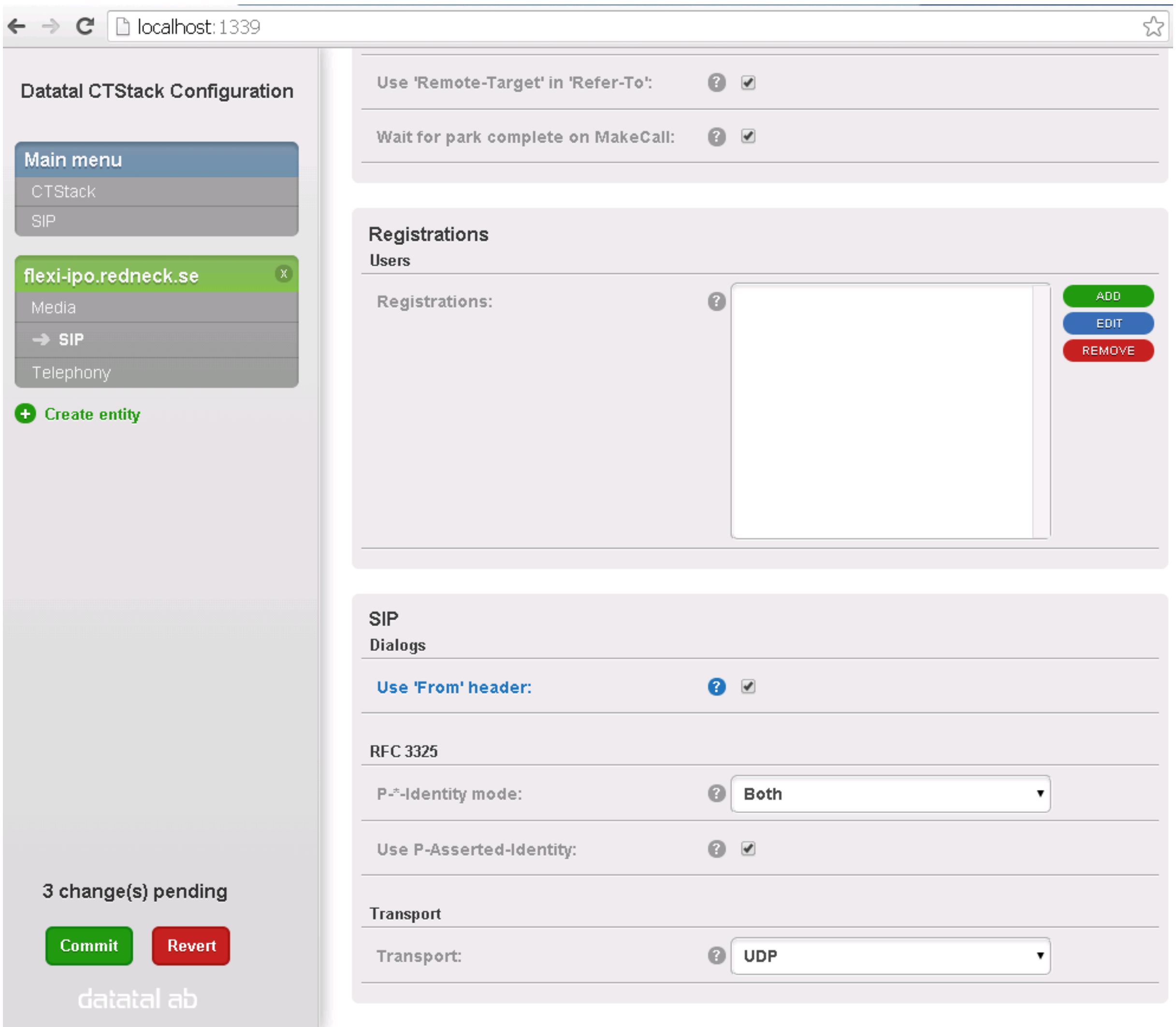


3. Click on SIP
   Park other calls on Makecall: uncheck
   Play “ring” at other calls on Makecall: checked



Scroll down…

Check “Use ‘From’ header”



Commit changes

4. Click on Telehony

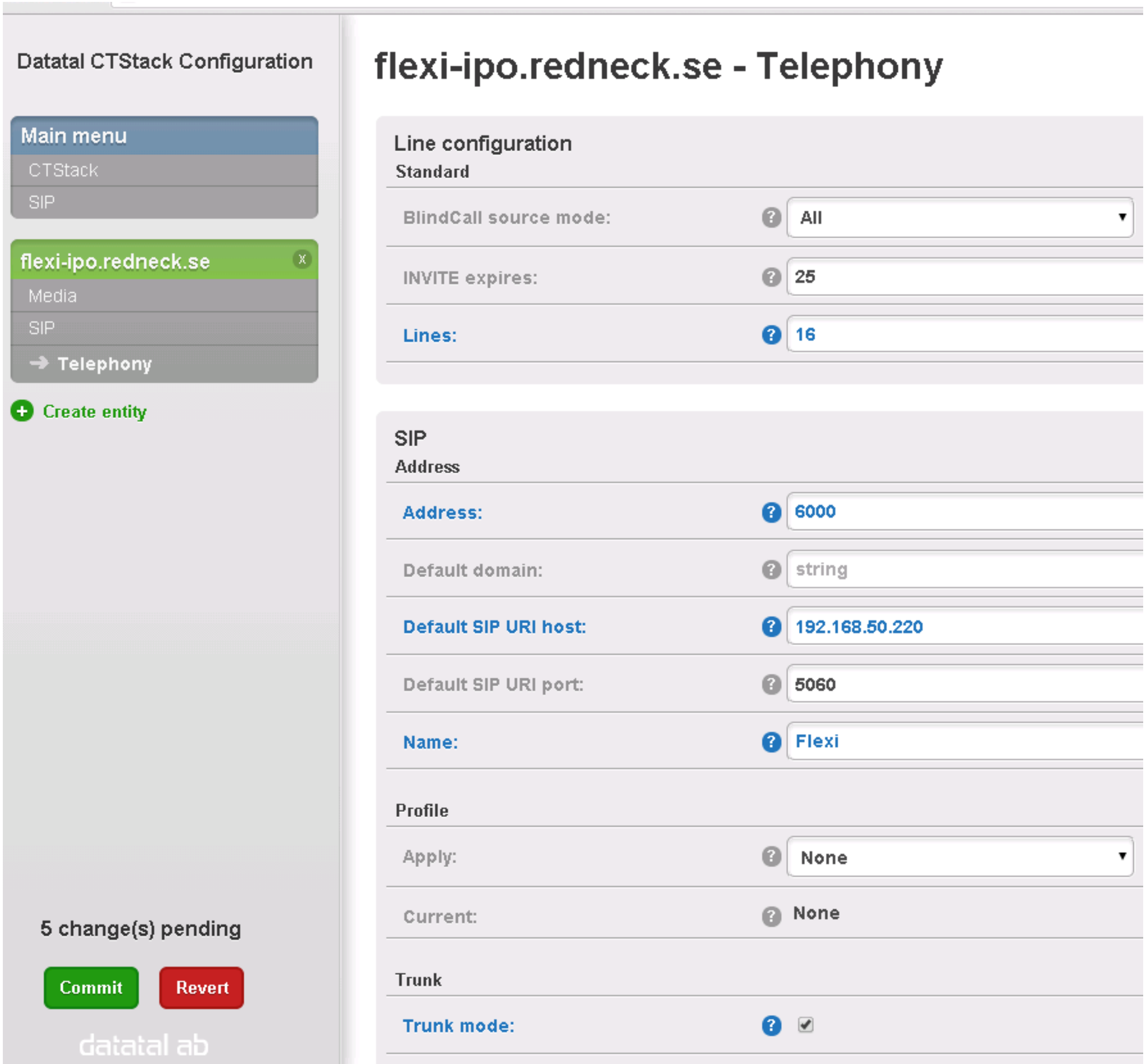
   Address: Customers main number, like 0498253000

   Name: Enter a namn

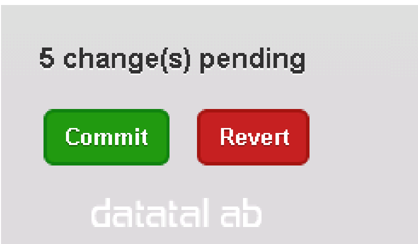
   Default: SIP URI host: PBX-IP address

   Trunk mode: Check

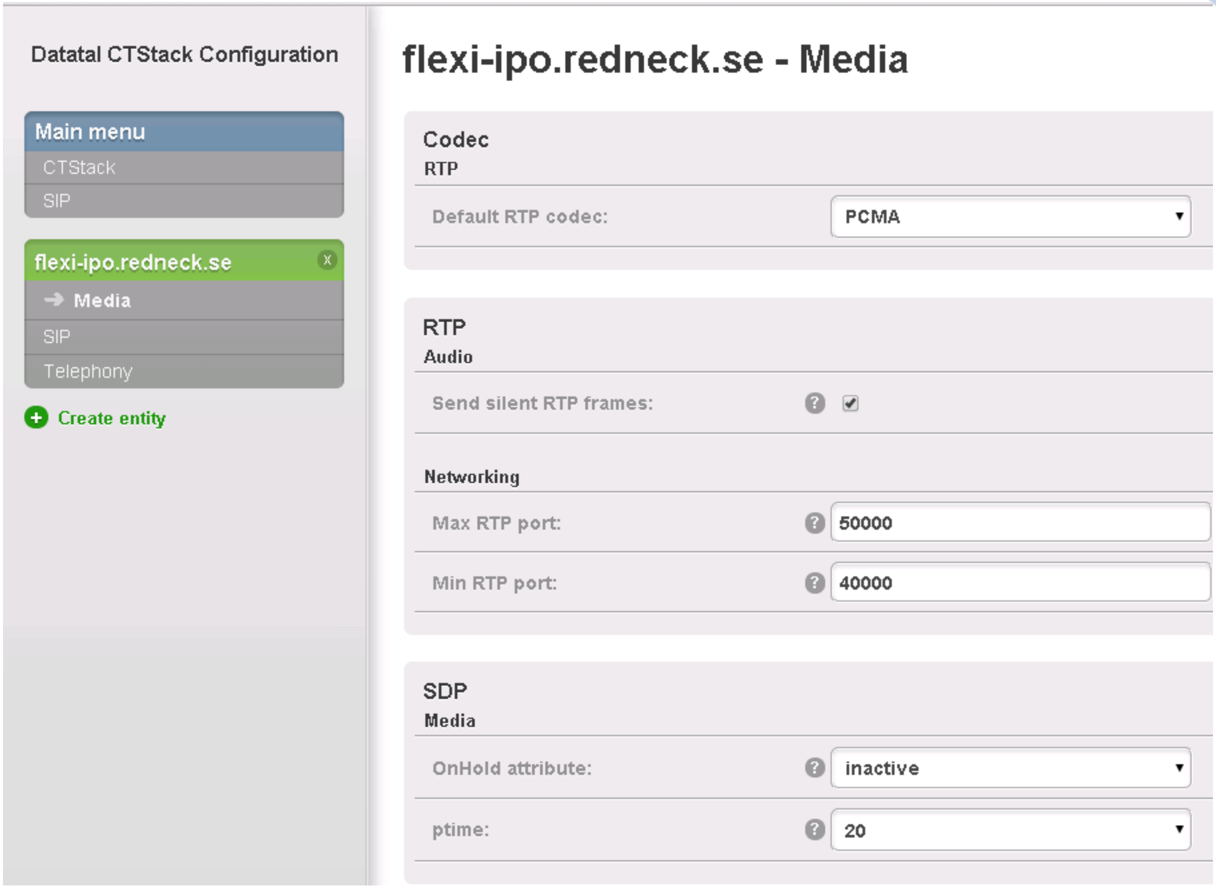
   Lines: Enter number of lines that is order, if entered 20 lines and the license is valid for 16 lines, CTstack will only use 16 lines simultaneous



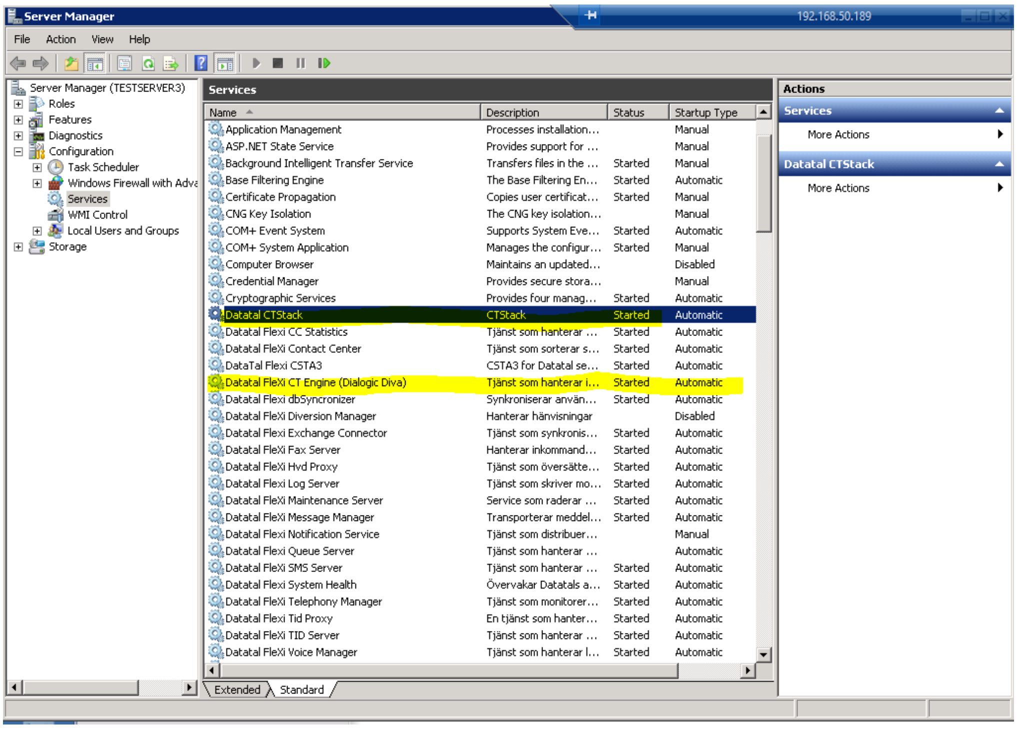
5. Commit and commit changes



No changes need under media



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

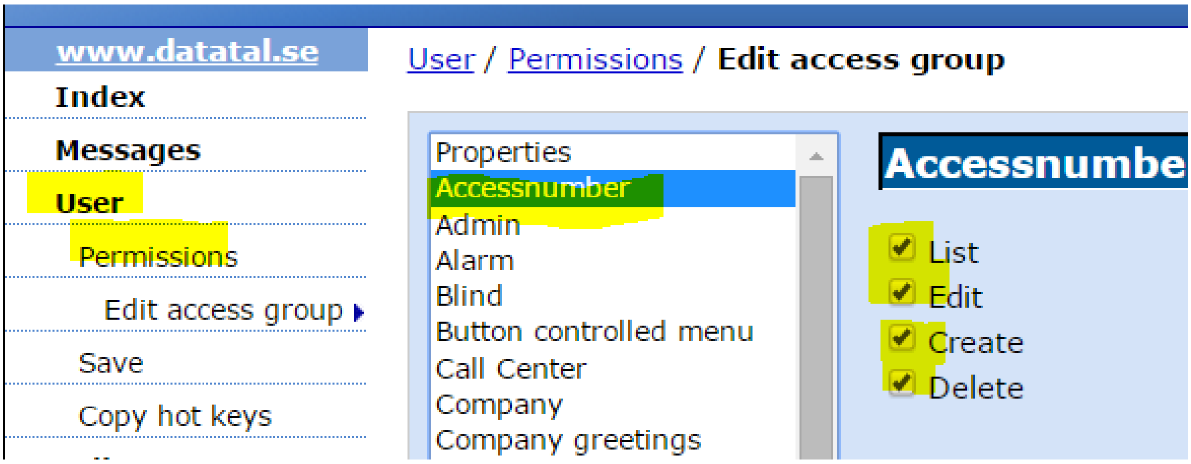


6. Configure multiple accessnumber for call though pbx

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,



New option will appear, click on it

Accessnumber->**New accessnumber (company)**

Name: Display name for accessnumber

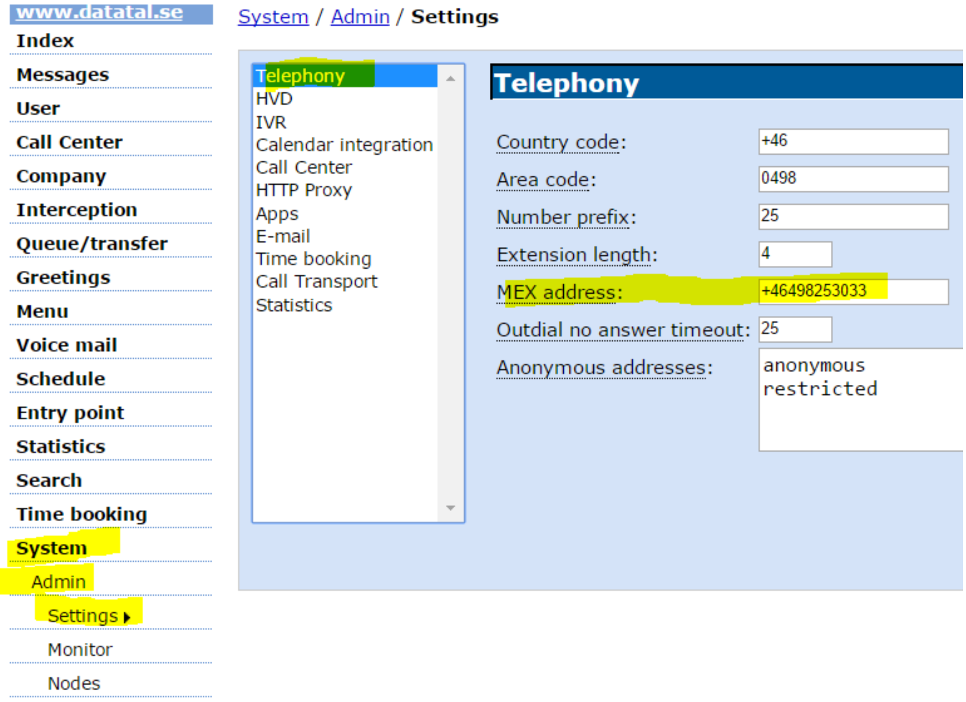
Telephony number: Full DDI number, recomended to use with country code

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

System

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

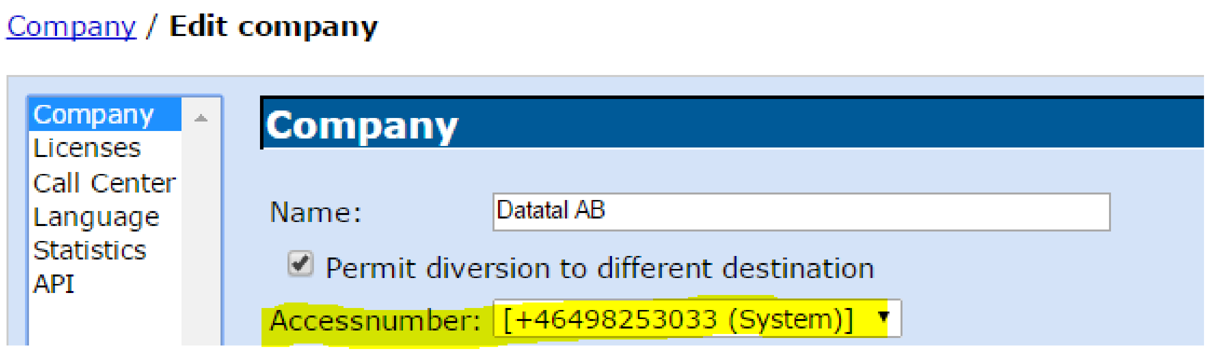
Login into Admital as sysop user, goto system->admin->settings->telephony and MEX address is system wide setting



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.



User

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