



## Avaya IP Office

OAISYS Integration

4/17/2012

### **Americas Headquarters**

OAISYS

7965 South Priest Drive, Suite 105

Tempe, AZ 85284

USA

[www.oaisys.com](http://www.oaisys.com)

(480) 496-9040



## OVERVIEW

OAISYS products integrate with Avaya IP Office systems to provide a robust call logging and call recording solution. This Guide describes the connection and Trunk Numbering requirements when using OAISYS integration with Avaya IP Office.

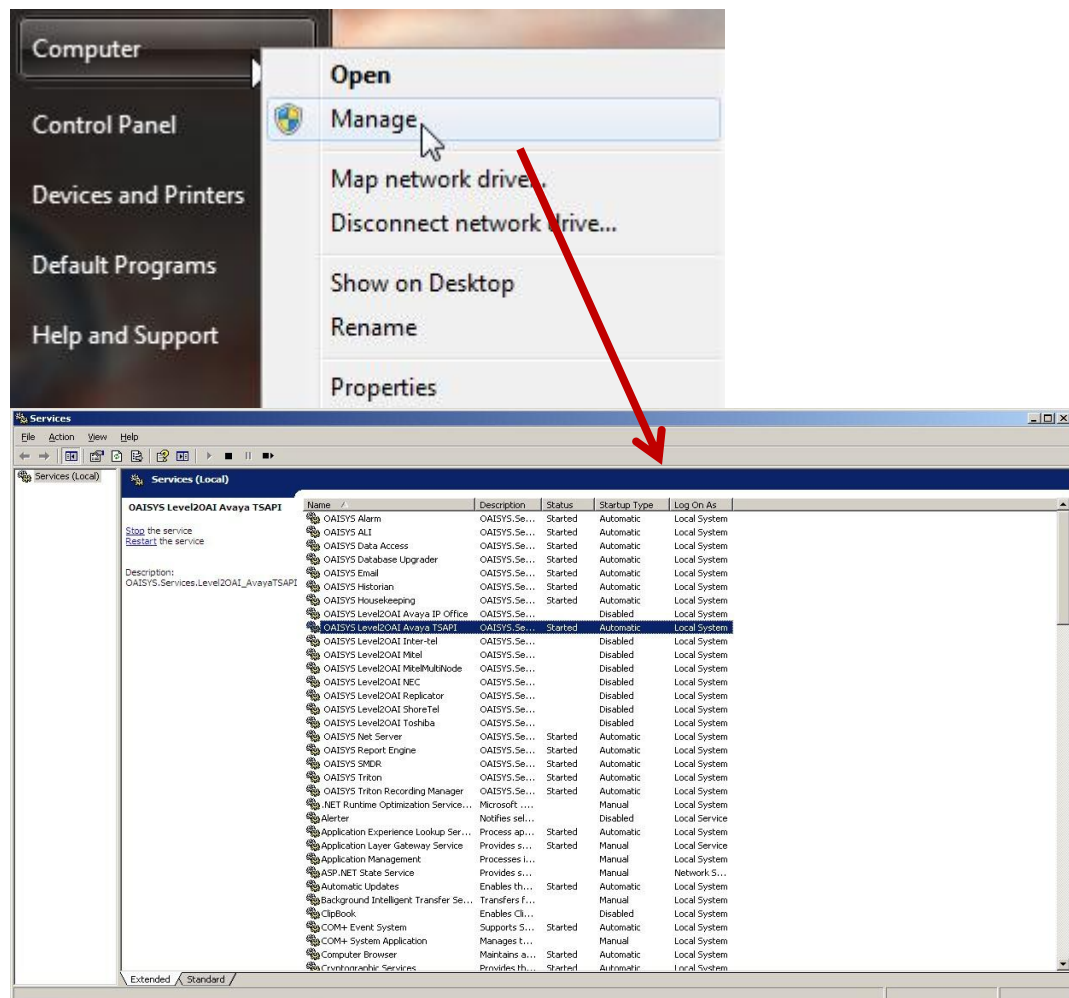
## REQUIREMENTS

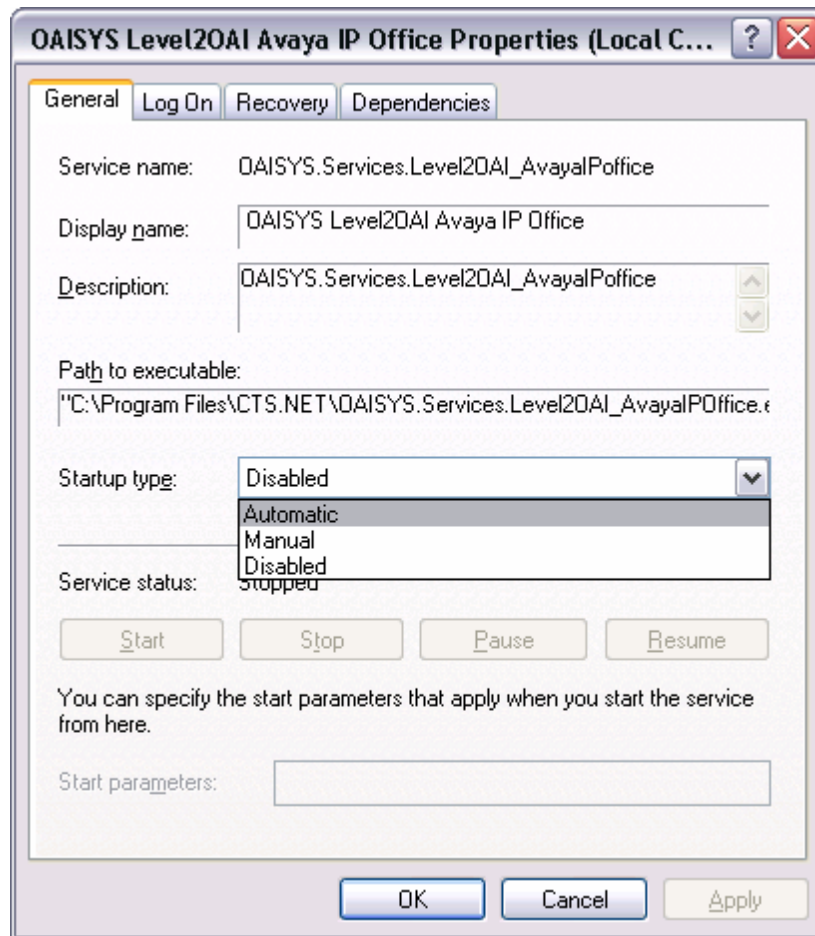
- ✓ TAPI Link Software
- ✓ TAPI license

*Refer to [Avaya](#) for license information*

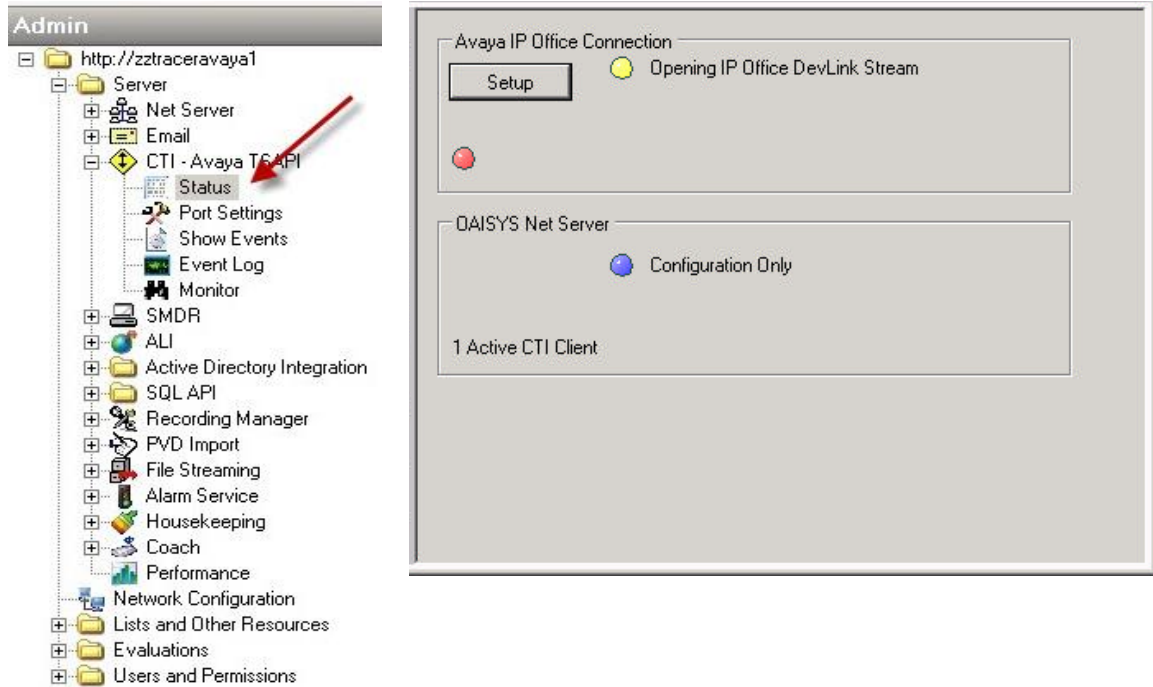
## SECTION 1

1. To configure Avaya IP Office:
  - a. Verify the AVAYA TAPI/devlink software is installed on the OAISYS server
  - b. Important: Copy the devlink.dll file into the OAISYS CTS.net folder
  - c. Navigate to Services Manager → find the Level2 OAI Avaya IP Office service → right-click; select Properties and change Startup type to “Automatic” Startup → press Start to begin running



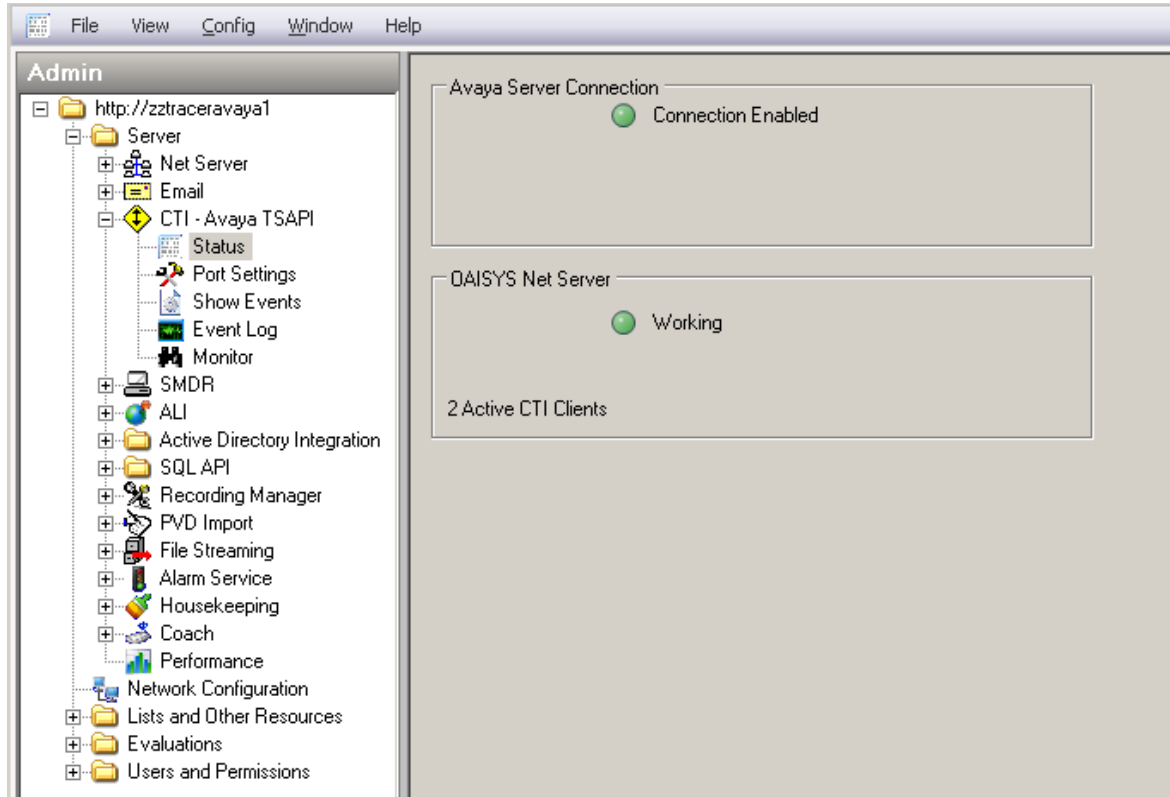


2. Launch the OAISYS Management Studio → expand the CTI section → under CTI, click Status
  - a. This will open a screen showing the server connection status
  - b. Click on the Setup button to configure





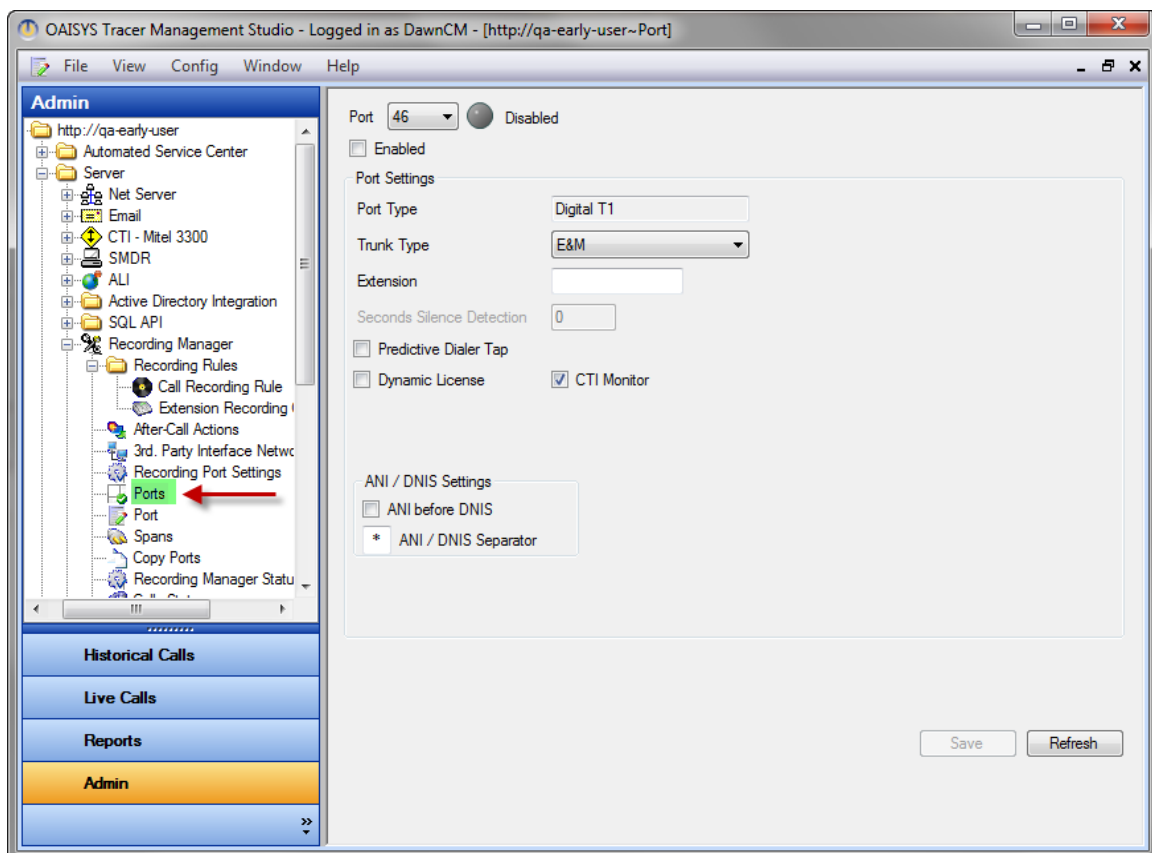
3. Enter the Switch name or IP number and Password → click apply when done and the status page should return and show green lights



## SECTION 2

### TRUNK ID PROGRAMMING WITH AVAYA IP OFFICE

1. The letters in the trunk IDs must be capitalized
2. The trunk number must be programmed using the following convention:
  - a. Txxyy where xx represents the line number and yy represents the voice channel number (remember to include the T before the numbers)
3. The line number can be found in the IP Office PBX Manager programming software.
4. The PRI Trunk configuration is found under Ports in the Admin section of the OAISYS Management Studio:





## CTI EVENT EXAMPLES

The most reliable way to know what needs to be programmed in the VAT is to make test calls on the trunk and look at the events that show up in the Level 2 Service. Below are examples of both inbound and outbound calls. The Trunk ID as it should appear in VAT is indicated in bold print.

For an **Inbound call** look for AExt=

```
[01492 16:38:35.3]Call Event, CallID=35, AState=Ringing, BState=Connected, AConnected=1,
```

```
BConnected=0, AName=Line 5.0.2, AExt=T502, BName=Extn203, BExt=203, BList=, ASlot=0.2, BSlot=2.3, OriginallyCalled=200, ANI=18005552101, DNIS=18885552101
```

```
[01494 16:38:35.3]New state Ringing
```

```
[01495 16:38:35.3]Cli Tx:
```

```
AE,LVL2OAI,RAWCMD,18,001,ES,,012,@10R,203,,I,T502,18005552101,18885552101,,203,203,C,35
```

For an **Outbound call** look for BExt=

```
[01883 18:08:20.2]Call Event, CallID=39, AState=Ringing, BState=Connected, AConnected=1,
```

```
BConnected=1, AName=Extn204, AExt=204, BName=Line 2.1.2, BExt=T202, BList=, ASlot=2.7, BSlot=1.2, OriginallyCalled=5551212, ANI=204, DNIS=95551212
```

```
[01885 18:08:20.2]New state Ringing
```

```
[01886 18:08:20.2]Cli Tx:
```

```
AE,LVL2OAI,RAWCMD,17,001,ES,,010,@10V,T202,,E,204,204,95551212,,T202,T202,C,35
```

*Please contact Technical Support at 888-496-9040, Option 4 for Support.*