

69.12

# Lucent/Avaya Definity G3si V7 PBX with CallManager using Cisco 2621-E1 PRI NET5 Gateway

This application note discusses the integration of the Lucent/Avaya Definity G3si V7 PBX with CallManager using the Cisco 2621-E1 PRI NET5 Gateway.

#### **Integration Description**

Connectivity is achieved by using the industry standard PRI protocol. The Lucent/Avaya Definity G3si can be configured as either the NETWORK or USER side. The figure below shows the general network layout for the integration.

#### Network Layout

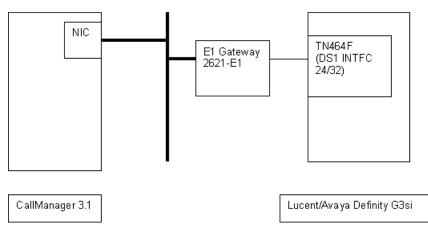
#### Features

Key features supported:

- · Calling/Called Number
- Calling Name

Key features not supported:

- Connected Name
- Connected Number



#### **Cisco Systems Equipment Needed**

- Hardware (Cisco 2621 Gateway): 2MFT E1 Port
- Software: CallManager Release 3.1

#### **PBX Requirements**

- Hardware: TN464F, DS1 INTFC 24/32.
- Software: Version V7



## Configuring the Lucent/Avaya Definity G3si PBX

To configure the Lucent/Avaya Definity G3si PBX, do the following:

- **Step 1.** Add the new circuit pack.
- **Step 2.** Add the new signaling group.
- **Step 3.** Add the new trunk group.
- Step 4. Add the Uniform Dialing Plan.

## **Circuit Pack**

The following figures show the configuration of the DS1 circuit pack.

## DS1 Circuit Pack

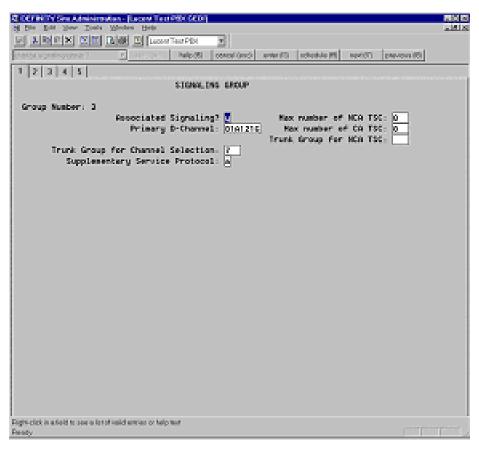
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of Die Las year Dan's Mexicos Help		لالقلم
Service State Division Text Plat		
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1		
DS1 C	DREWST PACK	
Location: 01A12 Dit Rate: 2.040	Name: 11 ISON PAL Line Coding: hdb3	
Signaling Mode: Lydn-pri Connect: return		
	Country Protocol: etci Protocol Marsion: a	
Interface Companding: alav Idle Code: 11111111	Frotocol Version: a CRCP	
DCP/Ana	log Dearer Capability: 3.1682	
Slip Detection? n	Nearrend CSU Type: atter	
Plate data in a latit a source for a latit department of the		
Fight-click in a field to one is list of valid antries or help test Frenchy		1000



# **Signaling Group**

The following figure shows the configuration of the signaling group.

Signaling Group

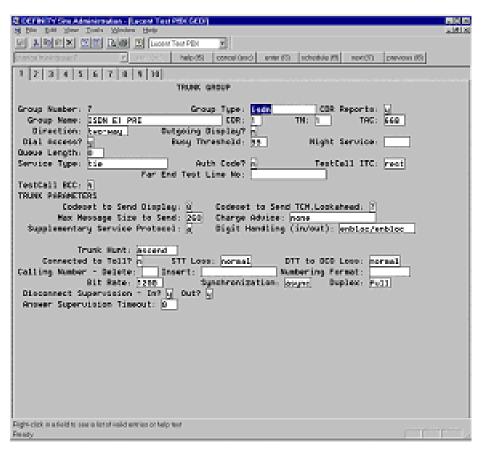




# **Trunk Group**

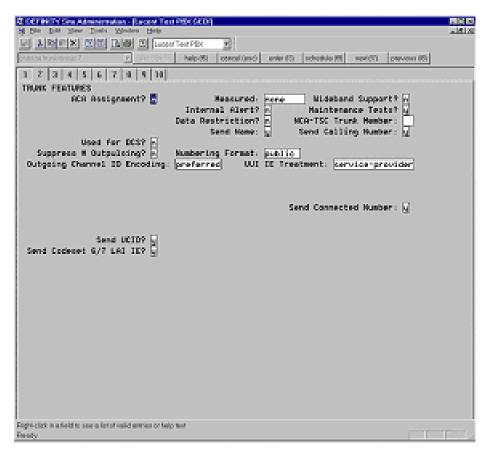
The following figures show the configuration of the trunk group.

Trunk Group





Trunk Group—Trunk Features





Trunk Group—Group Member Assignments

a an		-101- - 181-8
neros toxing sar?	help (25) concer (and) enter (3) schedule (5) mon(33) previous (5)	
1 2 3 4 5 6 7 8 9 10		
	TRUNK GROUP	
	Administered Members (min/max), 1/30	
GROUP MEMBER ASSOSNMENTS	Total Administered Members: 30	
Port         Code         Sha         Name           1         0101201         These         F           21         0101201         These         F           32         0101201         These         F           33         0101201         These         F           34         0101201         These         F           35         0101203         These         F           36         0101203         These         F           37         0101203         These         F           36         0101203         These         F           37         0101203         These         F           38         0101203         These         F           39         0101203         These         F           39         0101203         These         F           39         0101203         These         F           311         0101213         These         F           312         0101213         These         F           313         0101213         These         F           314         0101213         These         F           315 <th>Night         Sig Grp           3         3           3         3           3         3           3         3           3         3           3         3           3         3           3         3           3         3           3         3           3         3           3         3           3         3           3         3           3         3           3         3           3         3           3         3           3         3</th> <th></th>	Night         Sig Grp           3         3           3         3           3         3           3         3           3         3           3         3           3         3           3         3           3         3           3         3           3         3           3         3           3         3           3         3           3         3           3         3           3         3           3         3           3         3	
ight-click in a field to pay a list of valid writter or help early	p teat	



Trunk Group—Group Member Assignments Continued

CRUP HENDER ASSESSMENTS	ter PEX () helo (5) ( concel TRUNK GROUP indust no	omo evento intentie (1) nexto) (perven stored Meebore (min/mex); 1/30 tal Administered Meebore; 30	200 2010 201
Port         Code Site Mane           19:         OUDITELF         TAMEA         F           17:         OUDITELF         TAMEA         F           18:         OUDITELF         TAMEA         F           19:         OUDITELF         TAMEA         F           19:         OUDITELE         TAMEA         F           20:         TATELE         TAMEA         F           20:         TATELE         TAMEA         F           20:         TATELE         TAMEA         F           21:         TATELEE         TAMEA         F           22:         OUDIELEE         TAMEA         F           23:         OUDIELEE         TAMEA         F           24:         TATELEE         TAMEA         F           25:         TATELEE         TAMEA         F           26:         TATELEE         TAMEA         F           27:         TATELEE         TAMEA         F           28:         TATELEE         TAMEA         F           29:         TATELEE         TAMEA         F           20:         TATELEE         TAMEA         F           29: <td< td=""><td>Hight</td><td>tig trp 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3</td><td></td></td<>	Hight	tig trp 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	
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# **Uniform Dialing Plan**

The following figures show the configuration of the uniform dialing plan.

#### Dial Plan Record

© DEFINITY See Administration - [Locard Text PEX 66:01]	
[8] Die Lieb Ziewe Darks Michael Heip [44] A. Robert M. COLOR Distribution Transmission (Net York Color Distribution)	P N N
Line         Diff         Line         Diff         Line         Diff         Diff <thdif< th="">         Diff         <thdiff< th="">         Di</thdiff<></thdif<>	
DIRL PLAN RECORD	
Local Hode Number: ETA	
Right-click in a field to see a lat of valid entries or taip test Ready	



## Uniform Dialing Plan

St Die Des New					alais alais
PERMIT		cont Text PEX 👘 👘	nd antrifa Indea	Nie 151 nevi001 (Dreven) 653	
1 2		UNIFORM DIGLING Ext Codes- 4d			
		Ext Code: 4xxx	Type: Unicode P	11.5	
dd Type	dd Type	dd Type	dd Type	dd Type	
001	ta:	2x:	36 r	4x: UDPCede html	
00:		20.	20:	40:	
01:	12:	21:	31:	41: 42:	
03-	13-	29.	33, 34.	48.	
05:	13: 14:	25:	35: 36:	45:	
97:	17. 14.	27: 29.	37:	47: 40:	
09:	19a 🔡 🔡	29:	39:	45:	
Dight click is a field with	nami na Nario di Madiki materiana kao f	alo test			
Feady Fready					



## **Configuring Cisco CallManager**

To configure Cisco CallManager, do the following:

- **Step 1.** Configure the gateway.
- **Step 2.** Configure the route pattern.

## **Gateway Configuration**

The following figures show the configuration of the Cisco 2621 H.323 Gateway.

#### Cisco 2621 H.323 Gateway Configuration

System Route Plan Servic Cisco CallManag For Cisco IP Telephony Solutions	ce Feature Device User Ap er Administration	olication Help	Cisco Systems	-
Gateway Conf	figuration	Bac	ck to Find/List Gateways	
	Product : H.323 Gateway Gateway : 10.1.1.129 Device Protocol: H.225 Registration: Unknown IP Address: 10.1.1.129 Status: Update completed. Reset the Update Delete Reset C			
	Device Name* Description Device Pool* Media Resource Group List	10.1.1.129 Cisco 2621 Default		-
Restart succeeded.	meura Resource Group List	Lynoney	Local intranet	76821

## Cisco 2621 H.323 Gateway Configuration Continued

Display IE Delivery Gatekeeper Name	None >		
Display IE Delivery	Mone >	-	
Media Termination Point Required			
Num Digits*	23	•	
Sig Digits			
Prefix DN			
Run H225D On Every Node	ম		
Called party IE number type unknown*	Cisco CallManager	*	<u>•</u>

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## Cisco 2621 H.323 Gateway Configuration Continued

	Required	
	Num Digits*	23
	Sig Digits	
	Prefix DN	
	Run H225D On Every Node	
	Called party IE number type unknown*	Cisco CallManager
	Calling party IE number type unknown*	Cisco CallManager
	Called Numbering Plan*	Cisco CallManager
	Calling Numbering Plan*	Cisco CallManager
	* indicates required item	
		Back to Find/List Gateways
		Deck to Fille/List dateways
101 m		Value
Prestart succeeded.		🔠 Local intranet

## **Route Pattern Configuration**

The following figures show the configuration of the route pattern.

## **Route Pattern Configuration**

System Route Plan Servi Cisco CallManag For Cisco IP Telephony Solutions	ce Feature Device User Application Help cr Administration	
Route Patter	Configuration	
Route Pattern: 6.XXXX	Add a New Route Pat Back to Find/List Route Patt	
Status: Ready Note: Any update to this route Copy Update Delete	pattern automatically resets the associated gateway/route list	
Pattern Definition		
Route Pattern*	<u>Б.ХХХХ</u>	
Partition	< None >	
Numbering Plan*	North American Numbering Pli	
Route Filter	<none></none>	
Gateway/Route List*	10.1.1.129 (Edit)	
Route Option	Route this pattern     O Block this pattern	
	🖉 Local intr	anet



#### **Route Pattern Configuration Continued**

Partition	<none></none>	
Numbering Plan*	North American Numbering Ple	
Route Filter	< None >	
Gateway/Route List*	10.1.1.129 CEdit)	
Route Option	Route this pattern C Block this pattern	
Provide Outside Dial Tone	Urgent Priority	
<b>Calling Party Transformation</b>	is	
Use Calling Party's Extern	al Phone Number Mask	
Calling Party Transform Mask		
Prefix Digits (Outgoing Calls)		
<b>Called Party Transformation</b>	s	
Discard Digits	PreDot 💌	
Called Party Transform Mask		
Prefix Digits (Outgoing Calls)		
* indicates required item.		
		3
		Local intranet

#### Considerations

#### **Calling Name and Number Feature**

When calling from a Cisco 7960 IP phone to a Lucent/Avaya digital phone, the Lucent/Avaya phone displays the Calling Name and Number after the call is answered as expected. The Cisco 7960 phone, however, displays only the Called Number but not the Connected Name, even though Lucent/Avaya PBX is sending both the Connected Name and the Connected Number IE information in the CONNECT message back to the Cisco 2621 Gateway.

When calling from a Lucent/Avaya digital phone to a Cisco 7960 IP phone, the IP phone displays the Connected Name and Number after the call is answered. The Lucent/Avaya phone, however, does not display the Called Name or Called Number. It displays the numbers being dialed instead (that is the Access Code and the extension number). It was verified using an ISDN protocol analyzer that the CallManager was not sending Connected Name or Connected Number information in the connect message back to PBX.

#### **Integration Testing**

This section contains information about the setup used in testing the integration of the Lucent/Avaya Definity G3si and the Cisco 2621-E1 PRI NET5 Gateway.



#### **CallManager Software Release**

The following figure shows the information about the release of CallManager being used.

CallManager Software Release



## Lucent/Avaya Definity G3si Software Release

The following release of the Lucent/Avaya Definity G3si was used:

- System: G3siV7
- Software Version: G3V7i.01.0.343.7

#### **Cisco 2621 Router Configuration**

The following shows the configuration of the Cisco 2621 router.

```
2621_B#show version
Cisco Internetwork Operating System Software
IOS (tm) C2600 Software (C2600-JS-M), Version 12.2(3.5)T, MAINTENANCE INTERIM SOFTWARE
TAC Support: http://www.cisco.com/tac
Copyright (c) 1986-2001 by cisco Systems, Inc.
Compiled Fri 03-Aug-01 22:45 by ccai
Image text-base: 0x80008088, data-base: 0x81631DD8
ROM: System Bootstrap, Version 12.1(3r)T2, RELEASE SOFTWARE (fc1)
2621_B uptime is 4 minutes
System returned to ROM by power-on
System image file is "flash:c2600-js-mz.122-3.5.T"
cisco 2621 (MPC860) processor (revision 0x200) with 56320K/9216K bytes of memory
Processor board ID JAD051516TX (503811939)
M860 processor: part number 0, mask 49
Channelized E1, Version 1.0.
Bridging software.
X.25 software, Version 3.0.0.
SuperLAT software (copyright 1990 by Meridian Technology Corp).
TN3270 Emulation software.
Primary Rate ISDN software, Version 1.1.
```



```
2 FastEthernet/IEEE 802.3 interface(s)
31 Serial network interface(s)
2 Channelized El/PRI port(s)
32K bytes of non-volatile configuration memory.
16384K bytes of processor board System flash (Read/Write)
Configuration register is 0x2102
2621_B#
```

2621\_B#**show diag** 

```
Slot 0:
     C2621 2FE Mainboard Port adapter, 2 ports
     Port adapter is analyzed
     Port adapter insertion time unknown
     EEPROM contents at hardware discovery:
     Hardware Revision : 2.0
                      : JAD051516TX (503811939)
     PCB Serial Number
                      : 73-3200-08
     Part Number
                      : 00
     RMA History
                      : 0-0-0-0
     RMA Number
     Board Revision
                      : A0
                      : 0-21249
     Deviation Number
     EEPROM format version 4
     EEPROM contents (hex):
      0x00: 04 FF 40 00 A2 41 02 00 C1 17 4A 41 44 30 35 31
      0x10: 35 31 36 54 58 20 28 35 30 33 38 31 31 39 33 39
      0x20: 29 82 49 0C 80 08 04 00 81 00 00 00 42 41 30
      0x30: 80 00 00 53 01 FF FF
      Slot 1:
     High Density Voice Port adapter
     Port adapter is analyzed
     Port adapter insertion time unknown
     EEPROM contents at hardware discovery:
     Hardware Revision : 1.1
     Top Assy. Part Number : 800-03567-01
     Board Revision
                     : F1
     Deviation Number
                     : 0-0
     Fab Version
                      : 02
     PCB Serial Number
                     : JAB05080LU9
     RMA Test History
                      : 00
     RMA Number
                      : 0-0-0-0
     RMA History
                      : 00
     EEPROM format version 4
     EEPROM contents (hex):
      0x00: 04 FF 40 00 CC 41 01 01 CO 46 03 20 00 0D EF 01
      0x10: 42 46 31 80 00 00 00 00 02 02 C1 8B 4A 41 42 30
      0x20: 35 30 38 30 4C 55 39 03 00 81 00 00 00 00 04 00
```

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```
VIC Slot 0:
E1 (2 Port) Multi-Flex Trunk WAN Daughter Card
Hardware revision 1.0
                            Board revision B0
                 18801733
                               Part number
Serial number
                                              800-04479-01
Test history
                 0x0
                               RMA number
                                              00-00-00
                 PCI
Connector type
EEPROM format version 1
EEPROM contents (hex):
  0x20: 01 23 01 00 01 1E E4 45 50 11 7F 01 00 00 00 00
  0x30: 58 00 00 00 00 03 09 00 FF FF FF FF FF FF FF FF FF
HDV firmware: Compiled Fri 23-Mar-01 00:20 by miriyala
HDV memory size 524280 heap free 175065
```

#### 2621\_B#

```
2621_B#show configuration
Using 1785 out of 29688 bytes
1
version 12.2
no parser cache
service timestamps debug datetime msec localtime show-timezone
service timestamps log uptime
no service password-encryption
1
hostname 2621_B
1
no logging buffered
enable password cisco
1
!
1
memory-size iomem 15
voice-card 1
dspfarm
1
ip subnet-zero
!
1
no ip domain-lookup
1
```



```
isdn switch-type primary-net5
!
!
voice class codec 1
codec preference 1 g729r8
 codec preference 2 g711ulaw
codec preference 3 g711alaw
!
!
!
!
!
!
!
controller E1 1/0
pri-group timeslots 1-31
!
controller E1 1/1
shutdown
1
1
1
Т
interface FastEthernet0/0
 ip address 192.168.100.2 255.255.255.0
 no ip mroute-cache
 load-interval 30
 no keepalive
 speed auto
half-duplex
1
interface FastEthernet0/1
 ip address 10.1.1.129 255.255.255.0
 no ip mroute-cache
 duplex auto
 speed auto
1
interface Serial1/0:15
no ip address
no logging event link-status
 isdn switch-type primary-net5
 isdn protocol-emulate network
 isdn incoming-voice voice
 isdn T321 40000
 isdn T203 30000
 isdn bchan-number-order ascending
no cdp enable
1
router rip
network 1.0.0.0
network 192.168.100.0
!
ip classless
no ip http server
ip pim bidir-enable
1
dialer-list 1 protocol ip permit
```



```
dialer-list 1 protocol ipx permit
!
!
snmp-server packetsize 4096
snmp-server manager
tftp-server nvram
call rsvp-sync
!
voice-port 1/0:15
!
!
mgcp profile default
!
dial-peer cor custom
!
!
!
dial-peer voice 1 pots
destination-pattern 2...
direct-inward-dial
port 1/0:15
prefix 2
1
dial-peer voice 3 voip
destination-pattern 4...
progress_ind setup enable 1
voice-class codec 1
session target ipv4:10.1.1.2
dtmf-relay h245-alphanumeric
!
1
line con 0
exec-timeout 0 0
line aux 0
exec-timeout 0 0
line vty 0 4
exec-timeout 0 0
password cisco
login
line vty 5 15
exec-timeout 0 0
login
!
scheduler allocate 3996 1000
!
end
```

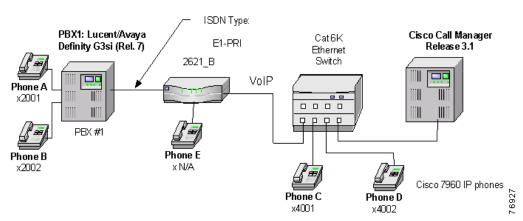
```
2621_B#
```



## **Test Configuration**

The following figure represents the various configurations used for testing.

**Testbed Network Configuration** 



## Basic Call Setup End-to-End Configuration

As shown in the figure above, a Lucent/Avaya Definity G3si PBX was connected via an ISDN E1 PRI link to a Cisco 2621 Gateway, which in turn, was connected to an Ethernet switch. The interoperability testing involved Layers 1, 2 and 3 on the ISDN PRI link between a Cisco 2621 and the PBX.

#### Layer 1 (Physical Layer)

The Lucent/Avaya Definity G3si PBX configuration screen for the E1 trunk interface is reached using the **change ds1 a12** command, which sets the E1 physical layer parameters.

#### Layers 2 & 3 (Q.921 and Q.931)

Layer 2 and 3 packet exchanges were monitored using an Acacia Clarinet protocol analyzer, bridged across the PRI link in high impedance mode.

Layer 2 Q.921 packets were monitored to ensure that each PBX/2621 software configuration properly exchanged SABME/ UA packets to initialize the ISDN link, and then RR packets were exchanged every 30 seconds.

Layer 3 Q.931 packets were monitored to ensure that the appropriate call setup/teardown packets were exchanged for each configuration, and that the SETUP packets contained the mandatory Information Elements with the necessary details, as well as optional IEs such as Calling Name and Number.

Telephone calls were made end-to-end in both directions through the Cisco 2621 Gateway, and a check was made to ensure that there was an audio path in both directions for each call.

#### User/Network Settings

The Cisco 2621 Gateway with ISDN protocol type setting of primary-net5 supports both protocol sides by using the **isdn protocol-emulate network/user** command.

The Lucent/Avaya Definity G3si PBX supports both "USER" and "NETWORK" protocol sides by using the **change ds1 a12** command.



# **Test Results**

Testing was performed by Test Engineer(s): Samir Batio, October 10, 2001

## Test 1

In test 1:

- The PBX1 country-protocol is set to ETSI to emulate the Network.
- The Cisco 2621 Gateway is configured as a Primary-net5 to emulate the User.

The results are shown in the following tables.

## Table 1 Basic Calls (Enbloc Sending)

Calls Made	Call Comp?	Calling Number passed to final destination?	Calling Name passed to final destination?	Called Number passed to original side?	Called Name passed to the original side?
Phone A to Phone C	Yes	Yes	Yes	No <sup>1</sup>	No <sup>1</sup>
Phone C to Phone A	Yes	Yes	Yes	Yes	No

1. CallManager is not sending the Connected Name or the Connected Number information in the connect message back to PBX.

#### Table 2 Call Transfers (Supervised Local Transfers)

Calls Made	Call Comp?	Original Calling Number displayed on final dest phone?	Original Calling Name displayed on final dest phone?	Called Number display on original phone updated after transfer?	Called Name display on original phone updated after transfer?
Phone C to Phone A Xfr to Phone B	Yes	Yes	Yes	No	No
Phone A to Phone C Xfr to Phone D	Yes	Yes	Yes	No	No

## Table 3 Call Conferencing (Local)

Calls Made	Call Comp?	Calling Number passed to the remaining conferee when the conferencing phone drops out?	Calling Name passed to the remaining conferee when the conferencing phone drops out?	Connected Number updated on original caller phone display when a conferee drops out?	Connected Name updated on original caller phone display when a conferee drops out?
Phone C to Phone A, Phone A conf Phone B	Yes	(A Drops out) Yes	(A Drops out) Yes	(A Drops out) No	(A Drops out) No



## Table 3 Call Conferencing (Local)

Calls Made	Call Comp?	Calling Number passed to the remaining conferee when the conferencing phone drops out?	Calling Name passed to the remaining conferee when the conferencing phone drops out?	Connected Number updated on original caller phone display when a conferee drops out?	Connected Name updated on original caller phone display when a conferee drops out?
Phone C to Phone A, Phone C conf Phone D	Yes	(C Drops out) No	(C Drops out) No	(D Drops out) No	(D Drops out) No
Phone A to Phone C, Phone C conf Phone D	Yes	(C Drops out) No	(C Drops out) No	(C Drops out) No	(C Drops out) No
Phone A to Phone C, Phone A conf Phone B	Yes	(A Drops out) No	(A Drops out) No	(B Drops out) No	(B Drops out) Yes

## Table 4 Call Forward (Local)

Calls Made	Call Comp?	Original Calling Number passed to final dest?	Original Calling Name passed to final dest?	Forwarding Called Number passed to final dest?	Forwarding Called Name passed to final dest	Final destination Connected Number updated at original side?	Final destination Connected Name updated at original side?
Phone C to Phone A fwd to Phone B	Yes	No	Yes	No	Yes	No	No
Phone A to Phone C fwd to Phone D	Yes	Yes	Yes	No	No	No	No

## Test 2

In test 2:

- The PBX1 country-protocol is set to ETSI to emulate the User.
- The Cisco 2621 Gateway is configured as a Primary-net5 to emulate the Network.

The test results are identical to those in Test 1.



