

I. Introduction

This Avaya IP Office Integration Guide provides general instructions for integration of the **VOIP-500 Series Phone** with an IP Office installation. It is recommended to read this instruction set completely before starting any installation. For detailed VOIP-500 setup instructions, please consult the **VOIP-500 Series Phone Manual**.

II. <u>Prerequisites</u>

- Avaya IP Office Manager Version 9 pre-installed
- SIP Device Licensing for 3rd Party IP Endpoints
- Network access to the IP Office Manager, VOIP-500 Series Phones and all network services (SIP, HTTP, FTP, RTP/SRTP)

III. IP Office Manager Basic Configuration

Basic instructions for integrating a **VOIP-500 Series Phone** with an Avaya IP Office R7 Manager are included. Advanced setup of IP Office Manager features is outside the scope of this document.

1. Using IP Office R7 Manager, connect to the IP Office Control Unit.

🖌 Avaya IP Office R7 Manager	10.00	14 Magnitur Late and Million & Road To	
File Edit View Tools Help			
1 2 🗃 - 🗐			
	Configuration Service User Logir		
	IP Office : 00F0	17064268 - IP 500 V2	
	in onicer outo		
	Service User Name Adm	inistrator	
	Service User Password		
		OK Cancel Help	
	(
6			
A REAL PROPERTY AND A REAL			
Balances Balances			
0			
Ready			



2. Login to Avaya IP Office Manager:

忆 Avaya IP Office R7 Manager 00E00706A	268 [7.0(5)] [Administrator(A	dministrator)]				_	
File Edit View Tools Help							
00E00706A268 • ARS		- 🗄 🏖 🗁 - 🗐	🔺 🔛 📰 🔺 🖌	ä ≵ 1			
IP Offices	E		Ma	ain			📸 • 🗙 🖌 < >
	ARS ARS Route Id Route Name Dial Delay Time In Service Time Profile Code 11 911 0N; 1N; XN; XN; XN; XN; XN; XN; XN; XN; XN; X	50 Main System Default (4) ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓	Feature Dial Emergency Dial St Dial 31 Dial 51 Dial 51	Secondary Dial tone SystemTone Check User Call Barring Out of Service Route Out of Hours Route Line Group Id O O O O O O O O O O O O O O O O O O O	<none></none>	Add Remove Edit OK	E Cancel Help

3. SIP Extension Support is required for VOIP-500 integration. Begin by selecting System > LAN1 (or LAN2) > VoIP in the IP Office Manager:



4. Check that SIP Registrar Enable is enabled.

File Edit Vew Tool Help 00600706A288 • Space • OBCO0706A288 • H23 Auto-create Enn </th <th>📶 Avaya IP Office R7 Manager 00E0070</th> <th>6A268 [7.0(5)] [Administrator/Administrator)]</th> <th></th>	📶 Avaya IP Office R7 Manager 00E0070	6A268 [7.0(5)] [Administrator/Administrator)]	
0000706A28 System 0000706A28 0000706A28 IP Offices 0000706A28 0000706A28 Image: Comparison of the comparison	File Edit View Tools Help		
IP Offices E 00E00706A268 IP - & ROOTP (1) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) IP - & ROOTP (2) <td>00E00706A268 • System</td> <td>- 00E00706A268 - 🙁 😁 - 🔜 🖸 🖳 🖃 🔹 🖄</td> <td></td>	00E00706A268 • System	- 00E00706A268 - 🙁 😁 - 🔜 🖸 🖳 🖃 🔹 🖄	
 a. BOOTP (1) b. © Optotro (3) c. System (1) c. System (1) c. System (1) c. Outo0006A38 c. Statings v. Volto (2) v. V	IP Offices	E 00E00706A268	📸 - 🗙 🖌 < >
		System LAN1 LAN2 DNS Voicemail Telephony Directory Services System Events SMTP SMDR. Twinning VCM CCR LAN Settings VoiP Network-Topology DHCP Pools SIP Registrar Image: H323 Gatekeeper Enable Image: H323 Gatekeeper Enable Image: H323 Auto-create Eatn Port Range (Minimum) 49152 Image: H323 Auto-create User Port Range (Minimum) 49152 Image: H323 Auto-create User Port Range (Minimum) 52246 Image: H323 Auto-create User Image: H323 A	
	Ready		

- 5. Select the SIP Registrar sub-tab.
- 6. In **Domain Name** enter the Fully Qualified Domain Name (FQDN) or the IP address associated with the correct LAN port on the IP Office Control Unit. Deselect **Auto-create Extn/User**. Click **OK**.

👫 Avaya IP Office R7 Manager 00E00706A2	268 [7.0(5)] [Administrator(Administrator)]	
File Edit View Tools Help		
00E00706A268 • System	• 00E00706A268 • 🗄 🚨 - 🔙 💽 🖬 🚺 🖬 🖍 🗸	
IP Offices	2 00E00706A268*	🖆 • 🗙 🗸 < >
P→€ 800TP (1) +	System LANIL LAN2 DNS Voicemail Telephony Directory Services System Events SMDP Twinning VCM CCR LAN Settings VolP Network Topology DHCP Pools SIP Registrar Domain Name 192.168.42.1 Layer 4 Protocol Both TCP & UDP • TCP Port 5060 Image: Challenge Expiry Time (secc) Image: Challenge Expiry Time (seccc) Image	Cancel Help
Ready		



7. A SIP Extension will need to be created for each VOIP-500 Series Phone. Right Click on Extension, select New and then click on SIP Extension.

📶 Avaya IP Office R7 Manager 00E00706A	268 [7.0(5)] [Administrator(Administrator)]	P 10 Aug 2 (Rep Imperior Late and Tax and Tax	
File Edit View Tools Help			
00E00706A268 • Extension	- 8002 8001 ·	i 😃 🗁 - 🔜 🔳 💽 🔜 🛕 🛹 🐸 🗢 🍅	
IP Offices	E	H323 Extension: 8002 8001	📸 • 🗙 🗸 < >
	Extn VolP Extension Id Base Extension Ctrl+V Ctrl+V Ctrl+Del Ctrl+T Disable Speakerphone	8002 8001 H D DECT Extension SIP Extension KV3/3 9502 D	OK Cancel Help
Ready			



8. Enter the following fields to create a new extension:

Extension ID: A unique extension to identify the logical extension in IP Office, by default IP extensions start at 8000.

Base Extension: This is the extension used to call the VOIP-500 Series Phone. Force Authorization: Select to force authentication of the VOIP-500 Series Phone.

Avaya IP Office K/ Manager 00E00/0	0A208 [7.0(5)] [Administrator(Unkn	lown) C:\Program Files (x86)\Avaya'uP Office\Manager\Avaya VOIP-500 02032012.ctg]	(212) -
File Edit View Tools Help			
00E00706A268 • Extension	· 8000 8000	• j & G • 🖬 🖻 🔛 🖬 🔨 🗸 🖌	
IP Offices	E	SIP Extension: 8000 8000	☆ - × × - >
Decomposition Decomp	Etn VolP T38 Fax Extension Id Base Extension Caller Display Type Reset Volume After Calls Device type Module Port Force Authorization	SIP Extension: 8000 8000	<u>m</u> + X √ < ≥
WanPort (0) WinPort			OK Cancel Help

 Now select the VoIP tab and select the Compression Mode. The default of the VOIP-500 Series Phone is G.711 U-LAW 64K and will work in most cases, more information on audio codecs can be found in the VOIP-500 Series Phone manual. Now set DTMF Support to RFC2833.

忆 Avaya IP Office R7 Manager 00E007064	268 [7.0(5)] [Administrator(Ac	Iministrator)]		
File Edit View Tools Help				
00E00706A268 • Extension	 8000 8002 	- 🗄 🗷 - 🗐 🖪 🔜 🔺 🗸	iii 🔁 🔁	
IP Offices	Z	SIP Extensio	on: 8000 8002*	☆ • × <i>•</i> < >
	Extn VoIP T38 Fax IP Address Compression Mode Fax Transport Support TDM->IP Gain IP->TDM Gain DTMF Support	0 . 0 . 0 . 0 G/J11ULAW64K T None T Default T pFc2833 T	 VoIP Silence Suppression Local Hold Music Allow Direct Media Path Re-invite Supported Use Offerer's Preferred Codec Reserve Avaya IP endpoint license Reserve 3rd party IP endpoint license 	OK Cancel Help
Ready				

Page 5 of 8

Rev. 7/12/12

Copyright 2012 Talk-A-Phone Co. • 7530 North Natchez Avenue • Niles, Illinois 60714 • Phone 773.539.1100 • info@talkaphone.com • www.talkaphone.com. All prices and specifications are subject to change without notice. Talk-A-Phone, Scream Alert, WEBS and WEBS Contact are registered trademarks of Talk-A-Phone Co. All rights reserved.



10. Each VOIP-500 Series Phone should have a unique User. Right click on User and select New.

File Edit View Tools Help			
00E00706A268 • User	 8002 Extn8002 	- 🗄 😓 🖻 - 🔜 🖪 💽 🖬 🔺 🛹 🛎 🔁	
IP Offices	E	Extn8002: 8002	📸 • 🗙 🗸 < >
	Ver Voicemail DND Sho Name Password Confirm Password Full Name Extension Locale Priority System Phone Rights	tCodes Source Numbers Telephony Forwarding Dial In Voice Recording Bu Extra002	tton Programming Menu Programming Mobility Phone Man • P
8002 8000	of sterring res		
Wew Wew <td>user Ctrl+X Ctrl+X Ctrl+C Ctrl+V Ctrl+Del Ctrl+T users users Working hours time profile Working hours User Rights</td> <td>Receptionist Receptionist Enable SoftPhone Enable one-X Portal Services Enable one-X TeleCommuter Ex Directory Unknown SIP device</td> <td>E</td>	user Ctrl+X Ctrl+X Ctrl+C Ctrl+V Ctrl+Del Ctrl+T users users Working hours time profile Working hours User Rights	Receptionist Receptionist Enable SoftPhone Enable one-X Portal Services Enable one-X TeleCommuter Ex Directory Unknown SIP device	E
B- Incoming Call Route (1) WanPort (0) Directory (0) Time Profile (0) Finandi Director (1)	Out of hours User Rights	v	QK <u>Gance</u> Help

11. Enter the following fields to create a new user;

Name: This will be displayed as the user's name in IP Office Manager, and is used as the username for SIP registration when configuring the **VOIP-500 Series Phone**.

Extension: This should match the **Base Extension** configured for the SIP extension in step 8. It is also used as the phone number when configuring the **VOIP-500 Series Phone**.

File Edit View Tools Help				
00E00706A268 • User	 8002 Extn8002 	- 🔍 🖆 - 🔙 💽 🔜 🙏 🖌 🛹 🌆		
IP Offices	E	Extn8002: 8002	a a constant	• 🗙 🖌 < >
BOOTP (1)	User Voicemail DND Sho	rtCodes Source Numbers Telephony Forwarding Dial In Voice Recording	Button Programming Menu Programming Mot	oility Phone Man 🔹 🕨
00E00706A268	Name	Extn8002	1	_
・ 小型 System (1) 一行了 Line (0)	Password			
Control Unit (2) Extension (11)	Confirm Password			
User (12)	Full Name			
10 Extn10	Extension	8002	1	
12 Extn12	Locale	-]	
14 Extn14	Priority	5]	
15 Extn15 16 Extn16	System Phone Rights	None]	
17 Extn17 8000 Extn8000	Profile	Basic User 🗸]	
8001 Extn8001		Receptionist		=
HuntGroup (10)		Enable SoftPhone		
Service (0)		Enable one-X Portal Services		
🐵 💑 RAS (1) 🐵 😰 Incoming Call Route (1)		Ex Directory		
WanPort (0)	Davies			
Time Profile (0)	Туре	Unknown SIP device		
IP Route (1)	User Rights			
Account Code (0)	User Rights view			
	Working hours time profile	<none> *</none>		
Auto Attendant (0)	Working hours User Rights	¥		
K 50: Main	Out of hours User Rights			-
			ОК	Cancel Help
adv				



12. Select the Telephony tab and then the Call Settings sub-tab. Disable Call Waiting On and Answer Call Waiting on Hold, call waiting is not support on the VOIP-500 Series Phone.

🗂 Avaya IP Office R7 Manager 00E00706A	268 [7.0(5)] [Administrator(Admini	strator)]	A REAL PROPERTY AND INCOME.	
File Edit View Tools Help				
00E00706A268 • User	 8002 Extn8002 	- 🗄 🗷 - 🖃 🖪 🖬 🔺 🗸	/ 🛎 🏞 👔	
IP Offices	Z	Extn80	002: 8002*	ĕ • X • < >
→R BOOTP (1) → 00007006308 → 00007006308 → 00007006308 → 00007006308 → 00007006308 → 00007006308 → 00007006308 → 00007006308 → 00007006308 → 00001010 → 000010 → 000010 → 000010 → 112 Entral → 12 Entral → 13 Entral → 1000000 → 8000 Enra0000 → Service 00 → Service 00 → Service 00 → Service 00 → Service 00	User Voicemail DND : Call Setting: Supervisor Sett Outside Call Sequence Inside Call Sequence Ringback Sequence No Answer Time (secs) Wrap-up Time (secs) Transfer Return Time (secs) Call Cost Mark-Up	ShortCodes Source Numbers Telephony Forv ings Multi-line Options Call Log Default Ring Default Ring 15 ° ° 2 ° ° 0ff ° ° 100	varding Dial In Voice Recording Button Progr	amming Menu Programming Mobility Phone Man 1 >
				OK Cancel Help
landy.				

13. Select the **Supervisor** sub-tab. In the **Login Code** field enter a password to be used by the **VOIP-500 Series Phone** for authentication. Avaya IP Office will only accept numbers in this field.

Avaya IP Office R7 Manager 00E00706/	A268 [7.0(5)] [Administrator(Admin	istrator)]	_ 0 _ X
File Edit View Tools Help			
00E00706A268 • User	 8002 Extn8002 	• 🕄 🖄 • 🖬 🖪 🔛 🖬 🔥 🗸 🌽 🗃	
IP Offices	12	Extn8002: 8002*	📸 • 🗙 🗸 < >
	User Voicemail DND Call Settings Supervisor Set Login Code Login Idle Period (secs) Monitor Group Coverage Group Status on No-Answer Reset Longest Idle Time @ All Calls @ External Incoming After Call Work Time (secs)	ShortCodes Source Numbers Telephony Forwarding Dial In Vaice Recording Button Programming Menu Programming tings Multi-line Options Call Log Environment Force Login **** Force Account Code Kone> Congged On (No change) Outgoing Call Bar Inhibit Off-Switch Forward/Transfer Can Intrude Cannot be Intruded Cannot be Intrude CCR Agent System Default (10) Automatic After Call Work 	ing Mobility Phone Man 1 2
⊞- ∦× E911 System (1)		OK	Cancel Help
Ready			

14. If adding multiple VOIP-500 Series Phones, repeat steps 7-13 for each device.



IV. VOIP-500 Series Phone Configuration

- 1. Using a web browser, enter the IP address of the VOIP-500 Series Phone that you are programming. Login to the device with the configured Username and Password.
- 2. In the VOIP-500 main menu, select Network > SIP Settings.
- 3. Enter the following fields on the SIP Settings page. Then click Apply. Assign a phone number:

Phone Number: Enter the Base Extension created in step 8.

Specify domain name:

Domain Name: Enter the IP address of the IP Office Manager Control Unit.

Enable/disable SIP registration:

Register: Checked

Specify SIP registrar:

Username: Enter the Name created in step 11. Password: Enter the Login Code created in Step 13. IP Address: Enter the IP address of the IP Office Manager Control Unit. Port: (default: 5060) Re-registration Time: (default: 3600)

Specify outbound proxy:

Username: Enter the Name created in step 11. Password: Enter the Login Code created in Step 13. IP Address: Enter the IP address of the IP Office Manager Control Unit. Port: (default: 5060)

< > A http://19	2168.42.20/Home.aspx#sipsettings: 🄎 + 🖒 🗙 🧭 Talk-A-Phone VolP Emerge × 🎯 Talk-A-Phone VolP Emergency	▲ □
TALK A PH Creating Communication	HONE VoIP Phone	Apply Refresh Help Logout
Home Maintenance	SIP Settings	
Network IP Settings SIP Settings	Assign a phone number : Phone Number 8002	
VoIP Devices	Specify domain name : Domain Name 192.168.42.1	
Voice Messages Authentication	Enable/disable SIP registration :	
Reboot	Specify SJP registrar: Username Extra002 Password 0 Port 0000 PortRange: 1024-49151) Reregistration Time 3000 Range: 10-1400 sec) Specify outbound pozy : Username Extra002 Password 0 Port 0000 (PortRange: 1024-49151) Registration status: @ Registered as 8002@192.168.42.1	
Copyright © 2010 Talk-A-Pl	none Co. Al rights reserved.	

4. Repeat steps 1-4 for any additional VOIP-500 Series Phones.