

FLX – VoIP

Registering with Avaya IP Office 500

Date: April 5th, 2012

This technical note gives a detailed description on how to register a Revolabs FLX conference phone with Avaya IP Office 500 PBX. On the IP Office a SIP extension and user has to be created using Avaya IP Office Manager. Once that user is created, the FLX can be set up to register with the Avaya IP Office PBX.

To perform the tasks described in this document, the user needs to have administrative rights on the IP Office. While the steps in this document are not difficult, we recommend that a trained IP Office PBX administrator perform these tasks.

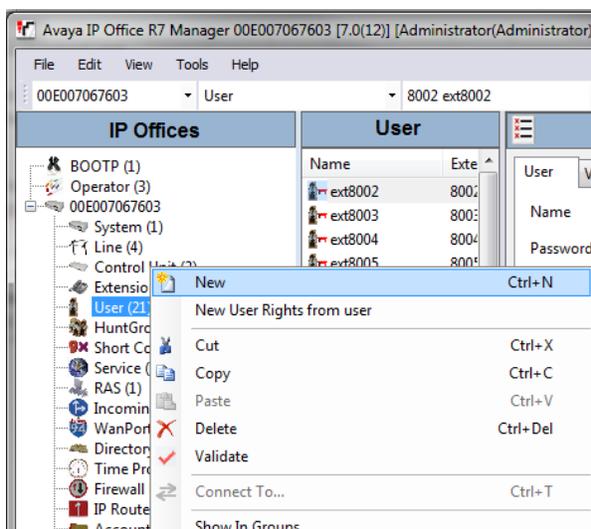
The instructions and screen shots provided here were prepared using Avaya IP Office R7 Manager, Version 9.0 (23); other versions of the IP Office manager may differ, though the general procedures are the same.

Configuring Avaya IP Office for FLX Registration

To prepare the Avaya IP Office for the FLX Conference phone, a new user needs to be configured on the PBX. This step is required for any third party SIP device.

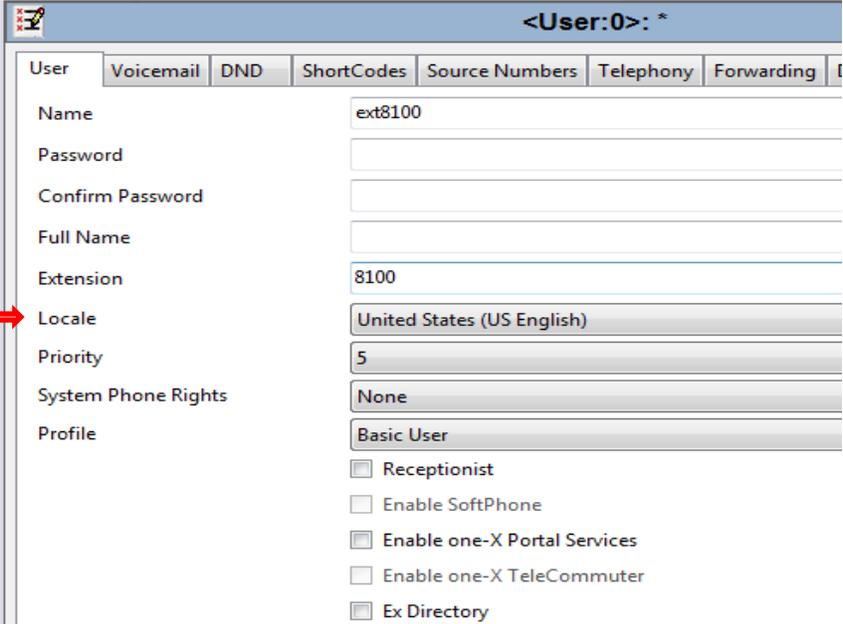
To add a user and extension:

1. Start the Avaya IP Office R7 Manager and login.
2. In the IP Offices panel on the left side, expand the item for your IP Office, right click on User, and choose New.



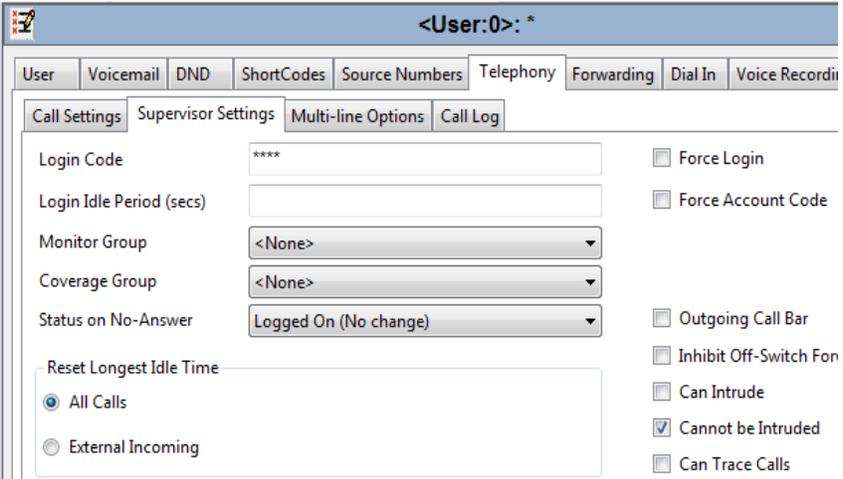
FLX & Avaya IP Office 500 Technical Note

3. On the **User** tab enter Name, Extension, and Locale. (You must select Locale in order for Transfer to work properly.)



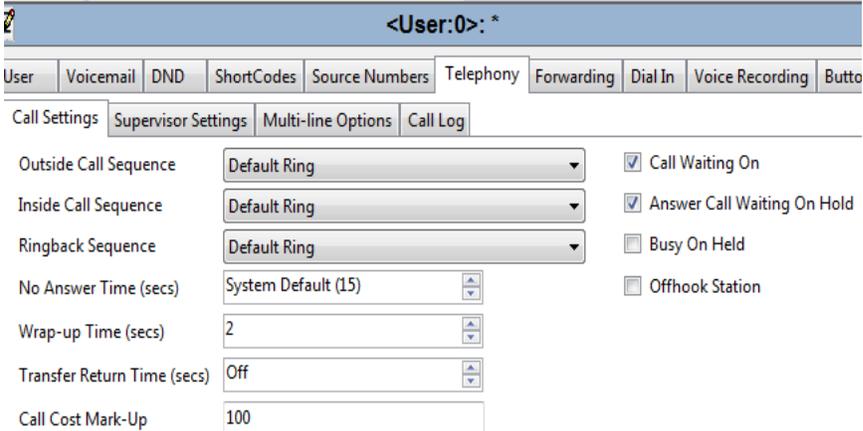
The screenshot shows the 'User' configuration page for '<User:0>'. The 'User' tab is selected. The 'Locale' field is highlighted with a red arrow. The 'Name' field contains 'ext8100', 'Extension' is '8100', and 'Locale' is 'United States (US English)'. Other fields include 'Password', 'Confirm Password', 'Full Name', 'Priority' (5), 'System Phone Rights' (None), and 'Profile' (Basic User). There are also checkboxes for 'Receptionist', 'Enable SoftPhone', 'Enable one-X Portal Services', 'Enable one-X TeleCommuter', and 'Ex Directory'.

4. On the **Telephony** tab select the **Supervisor Settings** tab. Enter a numeric password in the Login Code field.



The screenshot shows the 'Telephony' configuration page for '<User:0>'. The 'Supervisor Settings' sub-tab is selected. The 'Login Code' field is highlighted with a red arrow and contains '****'. Other fields include 'Login Idle Period (secs)', 'Monitor Group' (<None>), 'Coverage Group' (<None>), and 'Status on No-Answer' (Logged On (No change)). There are also checkboxes for 'Force Login', 'Force Account Code', 'Outgoing Call Bar', 'Inhibit Off-Switch Fon', 'Can Intrude', 'Cannot be Intruded', and 'Can Trace Calls'. The 'Reset Longest Idle Time' section has radio buttons for 'All Calls' (selected) and 'External Incoming'.

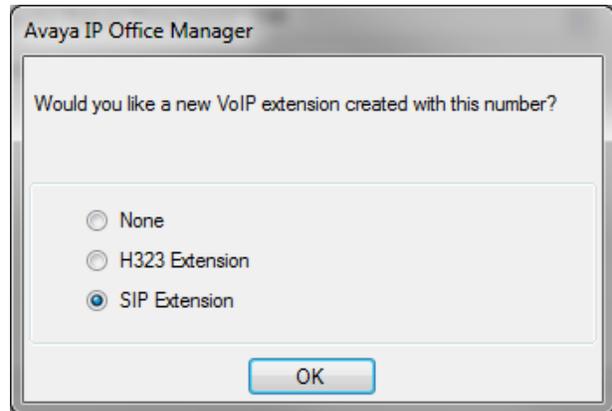
5. On the **Telephony** tab select the **Call Settings** tab. Check the option for Call Waiting On. This setting will enable use of two lines for incoming calls.



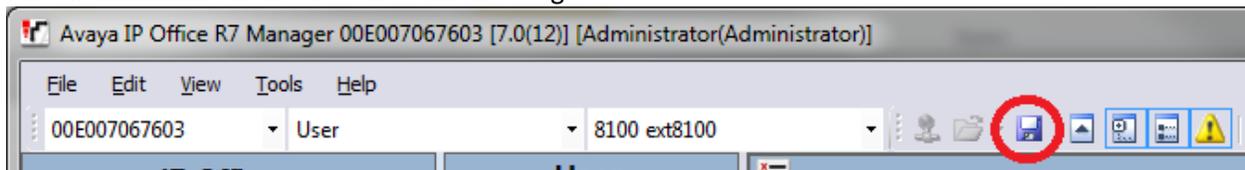
The screenshot shows the 'Call Settings' sub-tab in the 'Telephony' configuration page for '<User:0>'. The 'Call Waiting On' checkbox is highlighted with a red arrow and is checked. Other fields include 'Outside Call Sequence' (Default Ring), 'Inside Call Sequence' (Default Ring), 'Ringback Sequence' (Default Ring), 'No Answer Time (secs)' (System Default (15)), 'Wrap-up Time (secs)' (2), 'Transfer Return Time (secs)' (Off), and 'Call Cost Mark-Up' (100). There are also checkboxes for 'Answer Call Waiting On Hold', 'Busy On Held', and 'Offhook Station'.

FLX & Avaya IP Office 500 Technical Note

6. Click OK. When prompted to create a new VoIP extension, choose SIP Extension.



7. Click the disk on the toolbar to save settings.

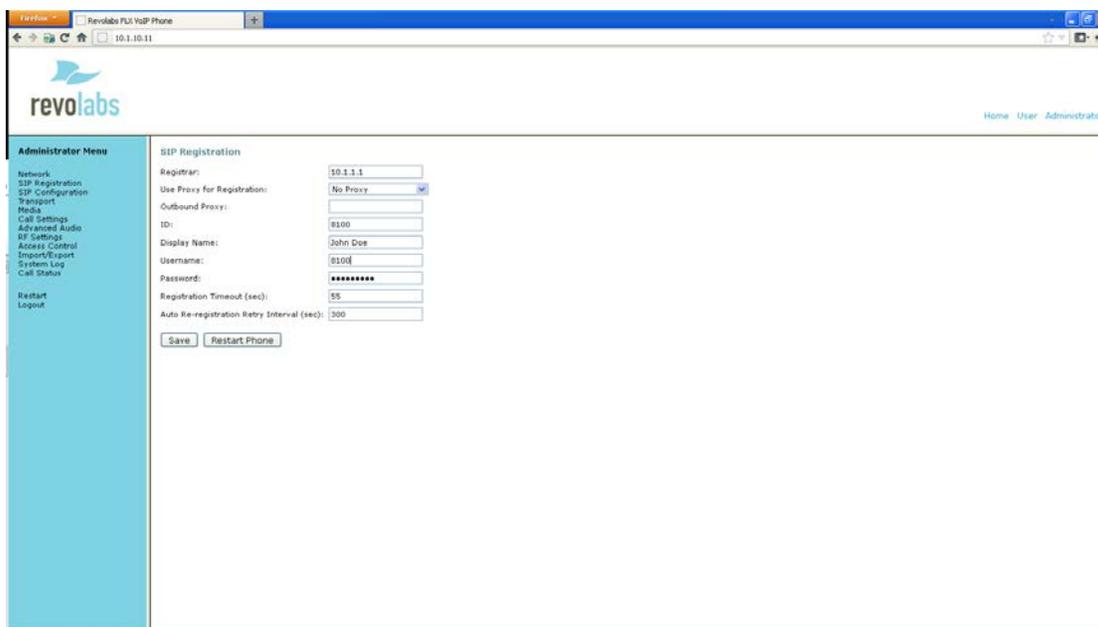


FLX & Avaya IP Office 500 Technical Note

Registering the FLX with the Avaya IP Office

Please use the FLX web UI to register the FLX with the Avaya IP Office.

1. IP address of the FLX.
 - a. If you are using DHCP in your environment, the FLX automatically receives an IP address. From the FLX handset, choose Menu and “System Info” (the symbol with the “i”) and select “About System”. The IP address (static or via DHCP) of your FLX is shown.
 - b. If you are using static IP, on the FLX handset chose “Setup” (the wrench symbol), “Advanced Setup”, enter the administrator password (default password is “7386”), enter “Network Settings”. Change “DHCP ON” to “DHCP OFF”. Then enter “IP Settings”. In this menu you can enter the IP address, Subnet Mask, and other relevant information. Once you have entered all information, select “Return”, and in the Network Settings menu select “Load Settings. This will restart your phone with the new network settings.
2. In a web browser of your choice, enter the IP address of the FLX phone. This will open the web interface for FLX. Enter the password (“7386”), and select “Administrator” in the right top of the screen.
3. On the left side, select “SIP Registration”. The following screen will show:



The screenshot shows a web browser window displaying the FLX web interface. The browser address bar shows '10.1.10.11'. The page header includes the 'revolabs' logo and navigation links for 'Home', 'User', and 'Administrator'. On the left, there is an 'Administrator Menu' with options like Network, SIP Registration, SIP Configuration, Transport, Media, Call Settings, Advanced Audio, SIP Settings, Access Control, Import/Export, System Log, and Call Status. The main content area is titled 'SIP Registration' and contains the following fields: Registrar (10.1.1.1), Use Proxy for Registration (No Proxy), Outbound Proxy, ID (8100), Display Name (John Doe), Username (8100), Password (masked with asterisks), Registration Timeout (sec) (55), and Auto Re-registration Retry Interval (sec) (300). At the bottom of the form are 'Save' and 'Restart Phone' buttons.

4. Enter the registration info for your Avaya IP Office:

Registrar – the Avaya IP Office IP address, in our example **10.1.1.1**

ID – User ID for the User added to the Avaya IP Office, in our example **8100**

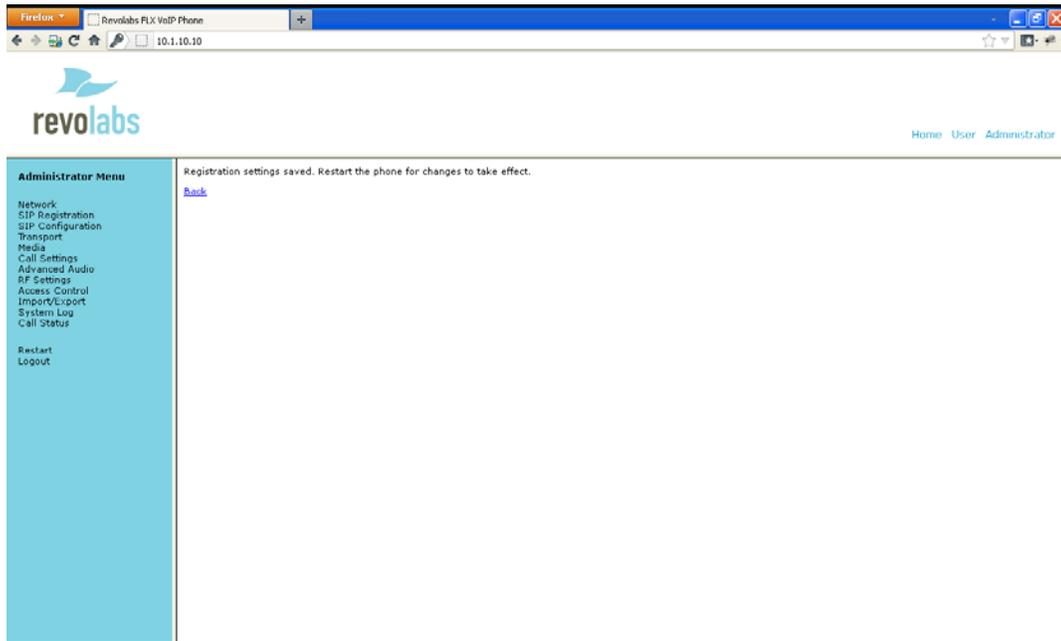
Display Name – this can be any friendly name for the user

Username – enter the same User ID as above

Password – the User’s password set in the IP Office.

FLX & Avaya IP Office 500 Technical Note

5. Press “Save”. You will see the following screen.



6. On the left, select “Transport”.

Transport Settings

Use SRTP:

Start RTP Port:

TCP/UDP Selection:

Local TCP/UDP Port:

IP Address (SIP and RTP address):

Bound IP Address (bind transports to this address):

NAT Settings

STUN Server:

Use ICE:

ICE Nomination Method:

Maximum number of ICE host candidates:

Disable RTCP component in ICE:

Enable TURN relay with ICE:

TURN Server:

TURN Username:

TURN Password:

Use TCP connection to TURN server:

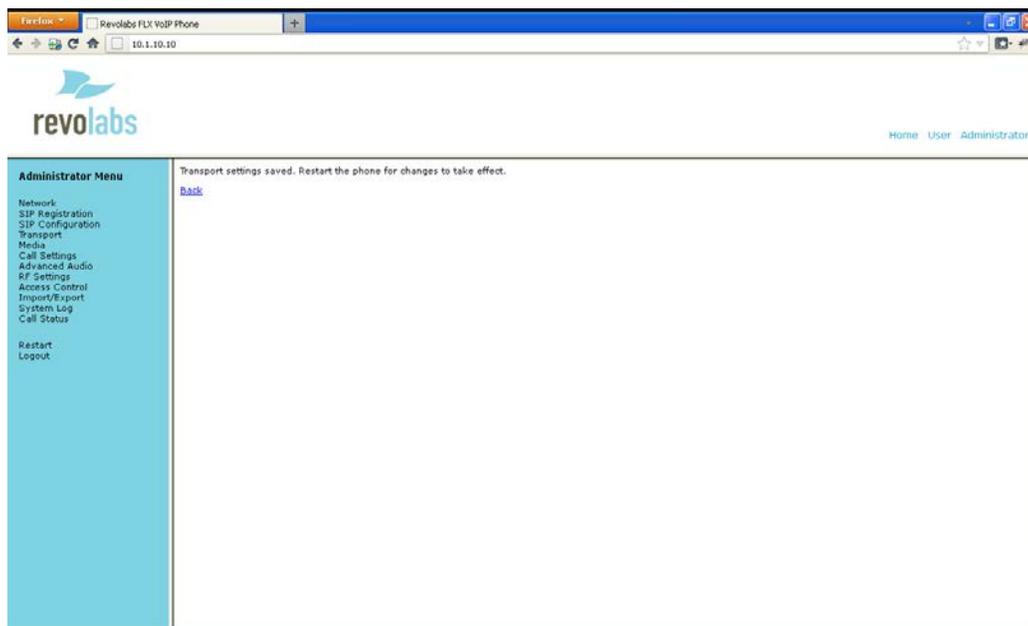
QoS

Enable QoS:

7. For the TCP/UDP selection select the transport protocol you are using.

FLX & Avaya IP Office 500 Technical Note

8. Press “Save”.



9. On the left side select “Restart”, and click on the “Restart” button. Your FLX phone will restart. You can close the Web browser.

If registration is successful, the handset will show the user ID at the top of the home screen.

If there is a registration failure, the handset will show that the phone is not registered. Please verify that the user ID and password are the same as the ones specified when configuring the Avaya IP Office. Also, in the Avaya IP Office confirm that the device was correctly set up and associated with the user.