

# IP40 Installation Guide for Avaya one-X Agent / Communicator

### Introduction

The purpose of this document is to provide a brief summary of the technical configuration required to setup an IP40 for the Avaya one-X Agent and one-X Communicator.

It should be noted that the following installation guide is not comprehensive, in that it does not specify all of the possible Avaya system configurations and environments within which an IP40 may operate. Rather, it only represents the Avaya system environment used at Plantronics to verify unit operation with Avaya one-X Agent and one-X Communicator.

Similarly, this guide is also not designed to be exhaustive, assuming that the installer has previous IP telephony and Avaya systems administrations experience, and is able to reference the available Avaya system configuration documentation to further understand and perform various functions as described in this document. In addition, the following procedures will only cover a basic IP40 installation. The Plantronics Admin and User Guides should be referenced for additional information on various deployment and feature configurations.

Further information on Avaya system administration and the Plantronics IP40 can be found at: <u>http://support.avaya.com</u> <u>http://www.plantronics.com</u>

### System Configuration Overview

The following components are involved in the system configuration:

Avaya Aura<sup>™</sup> Communications Manager Avaya Aura<sup>™</sup> SIP Enablement Services Avaya one-X<sup>®</sup> Agent / Communicator Plantronics IP40

# **Installation Guidelines**

#### Avaya Aura<sup>™</sup> Communications Manager Configuration

1. Create Signaling Group

Create a new signaling group specifying the following parameters:

- Group Number
- Group Type (SIP)
- Transport Method (TLS) although TCP should also be acceptable
- Far-end and Near-end Node names
- Far-end domain name
- Accept other standard system defaults
- 2. Create Trunk Group
  - Create a new trunk group specifying the following parameters:
  - Group Type (SIP)
  - Signaling Group Number (as specified in Step #1)



- Number of Members (must not exceed the licensed capability of SES server)
- Accept other standard system defaults
- 3. Create Station
  - Create a new station specifying the following parameters:
  - Station number
  - Station Type (4620)
  - Accept other standard system defaults
- 4. Add Off-Premise Telephone Station Mapping
  - Assign the station number (created in Step #3) as an OPS device
  - Reference the Trunk Group Number (created in Step #2)
  - Reference a previously defined Configuration Set number for standard IP end devices

## Avaya Aura<sup>™</sup> SIP Enablement Services Server Configuration

- 5. Login to the Avaya SES Server
- 6. Add User
  - Create a new User whose User ID is identical to the station number created in **Step #3** - Create a User password for IP40 login
- 7. Add Media Server Extension
  - Add a new media server extension referencing the User ID defined in Step #6

#### Plantronics IP40 Configuration

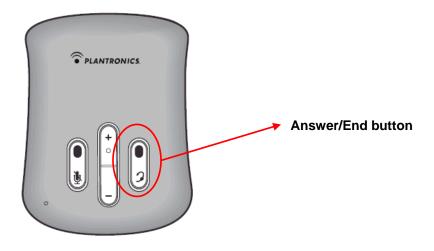
8. Connect IP40 to network

- If the IP40 does not have an external power adapter attached, it will need to be plugged into an Ethernet port supporting class 1 PoE devices to obtain power.

- The IP40 should be plugged into a network supporting a DHCP server to obtain an IP address upon startup.

9. Identify IP40 IP address

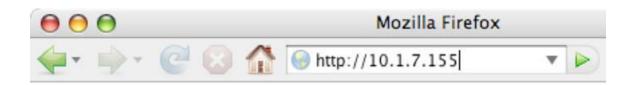
- Hold down the Answer/End button until the IP40 IP address is spoken thru the attached headset (e.g. 10.10.10.10). Take note of this IP address.





10. Configure IP40 device

- Using a web browser connected to the same network as the IP40, enter the IP address determined in **Step #9** into the web browser address bar.



- Login to the IP40 configurator using the default login credentials:

User Name: admin Password: admin

| Authenticat | ion Required 🛛 🔀                                  |
|-------------|---|
| ?           | Enter username and password for http://10.1.6.125 |
| User Name:  | admin   |
| Password:   | •••••   |
|             | OK Cancel   |

- Click on the **Voice Settings** link on the left side of the page.

| PLANTRONICS.  |                         | IP40 configurator                                       |            |
|---|-------------------------|---|------------|
| Home<br>Voice Settings<br>Call Handling                 | Welcome                 |   |            |
| Management Settings Network Settings                    | Please select a configu | ration page in the index pane on left.                  |            |
| <ul> <li><u>Time Settings</u></li> <li>Debug</li> </ul> | System Information:     |   |            |
| SIP Trace   | Phone Type:             | Plantronics-ip40-SIP                                    |            |
| Settings  | MAC-Address:            | 00197FFAF334  |            |
| Logout  | IP-Address:             | 10.1.6.125  |            |
| Loquit  | Firmware-Version:       | Plantronics-IP40/02.19//10-Sep-09 15:14                 |            |
|   | Firmware-URL:           | http://update.dualphoneonline.com/Updates/TarponMkllv2/ |            |
|   | SIP Account Status:     |   |            |
|   | Account Status:         | @   | Not in use |
|   | If you have changed a   | ny settings you need to reboot.                         |            |
|   | Press button to reboot  |   |            |
|   | REBOOT                  |   |            |
|   |                         |   |            |
|   |                         |   |            |
|   |                         |   |            |
|   |                         |   |            |



 Specify the following parameters on the Voice Settings page: IP address of the SES Server
 Domain Name or IP address of the SES Server
 SIP User Name (Station number defined in Step #3)
 Display Name (Station number or user name)
 Voice Authentication Name (Station number defined in Step #3)
 Voice Authentication Password (Password created in Step #6)

| PLANTRONICS.                                     | IP40  | ) Configurator  |
|--|---|---|
| <u>Home<br/>Voice Settings<br/>Call Handling</u> | Voice Server  |   |
| <u>Management Settings</u><br>Network Settings   | Server is local:  | No 💌  |
| <u>Time Settings</u><br>Debug                    | Proxy address:  | 192.168.1.2   |
| IP Trace   | Domain:   | plantronics.com   |
| ettings  | Server port:  | 5060  |
|  | Re-registration time:   | 3600  |
|  | Domain config:  | Add domain 💌  |
|  | Codec priority:   | PCMA<br>PCMU<br>iLBC (20ms)<br>G729AB<br>Up Down Reset Remove<br>iLBC (20ms) OiLBC (30ms) |
|  | Voice Subscription  |   |
|  | SIP User Name:  | 3001  |
|  | Display Name:   | Alice Smith   |
|  | Voice Authentication Name:                                      | 3001  |
|  | Voice Authentication Password:                                  | ••••••  |
|  | Voice Mailbox   |   |
|  | Voice Mailbox Name:   | Alice   |
|  | Headset Option  |   |
|  | EncorePro receive gain enhancemen<br>SAVE CHANGES CANCEL REBOOT |   |

- Specify an existing Avaya extension number (to make a test call once configured) on the **Call Handling** page and click **Save Changes** 



| PLANTRONICS.   |   |                            | IP40 configurator |
|--|---|----------------------------|-------------------|
| Home     Voice Settings     Call Handling     Management Settings     Network Settings     Time Settings     Debug     SIP Trace     Settings     Logout | Call Handling<br>Automatically Dial Number:<br>Automatically Answer:<br>Disconnect Button:<br>SAVE CHANGES CANCEL | 7726<br>Enable 💌<br>REBOOT |                   |

- Specify the NTP server settings on the **Time Settings** page and click **Save Changes & Reboot**:

| C PLANTRONI   |   | IP40 configurator |
|---|---|-------------------|
| Home       Voice Settings       Call Handling       Management Settings       Network Settings       Time Settings       Debug       SIP Trace       Settings | Time Settings<br>Time server: 10.2.0.125<br>Time server refresh interval: 15<br>Timezone: -8:00<br>SAVE CHANGES & REBOOT CANCEL |                   |
|   |   |                   |

- During the reboot/registration process, the **Answer/End** button will blink yellow (it actually looks orange to me personally). Once the **Answer/End** button stops blinking, the IP40 should be registered. This can be validated by pushing the **Answer/End** button....it should ring the extension referenced in the **Call Handling** screen. The status can also be confirmed on the IP40 configurator home page:

| ome<br>oice Settings<br>all Handling           | Welcome                 |   |   |
|--|-------------------------|---|---|
| <u>Nanagement Settings</u><br>letwork Settings | Please select a configu | ration page in the index pane on left.                  |   |
| T <u>ime Settings</u><br>Debug                 | System Information:     |   |   |
| SIP Trace                                      | Phone Type:             | Plantronics-ip40-SIP                                    |   |
| <u>Settings</u>                                | MAC-Address:            | 00197FFAF334  |   |
| oqout  | IP-Address:             | 10.1.6.125  |   |
| Loqout   | Firmware-Version:       | Plantronics-IP40/02.19//10-Sep-09 15:14                 |   |
|  | Firmware-URL:           | http://update.dualphoneonline.com/Updates/TarponMkllv2/ |   |
|  | SIP Account Status:     |   |   |
|  | Account Status:         | 4087@plantronics.com                                    | O |
|  | If you have changed an  | y settings you need to reboot.                          |   |
|  | Press button to reboot. |   |   |
|  | REBOOT                  |   |   |



- If the **Answer/End** button is solid red, something went wrong during the SIP registration process.

#### Avaya one-X Agent Configuration

11. Configure the one-X Agent

- Launch the one-X Agent client (this guide assumes the one-X Agent has already been installed and configured to operate in the Avaya system).

- Click the Change Login Settings button:

| Αναγα  |  |
|--|--|
| AVAYA onex =-                                    |  |
| Welcome<br>Ve<br>Change Login Settings OK Cancel |  |
|  |  |
| Copyright 2009 Avaya Inc. All Rights Reserved    |  |



- Under Place and Receive Calls Using... select Other Phone

- Under Telephone At... enter the station number defined in Step #3 and click Save Settings & Log In

| Telephony  | Agent  | IM |  |
|--|--|----|--|
| l r  |  |    | 1  |
|  | tic connection to Co<br>t was last used for succes |    | NAME AND ADDRESS OF ADDRESS<br>ADDRESS OF ADDRESS OF ADDR |
| Extension  |  |    |  |
| 7191   |  |    |  |
| Password   |  |    |  |
| ••••   |  |    |  |
| 19 <del>11</del>   | rd during sign in<br>wer Support Requir            | ed |  |
| 19 <del>11</del>   | wer Support Requir                                 | ed |  |
| CM Auto Ans<br>Server Address  | wer Support Requir                                 | ed |  |
| CM Auto Ans<br>Server Address<br>hostess.plantronics   | wer Support Requir                                 | ed |  |
| CM Auto Ans<br>Server Address<br>hostess.plantronics<br>License Type                                 | aver Support Requir                                | ed |  |
| CM Auto Ans<br>Server Address<br>hostess.plantronics<br>License Type<br>Agent                        | aver Support Requir                                | ed |  |
| CM Auto Ans<br>Server Address<br>hostess.plantronics<br>License Type<br>Agent<br>Place and receive c | aver Support Requir                                | ed |  |

- Login using the one-X Agent extension and password (different from the station number created in this procedure).

| AVAYA one× |      |        |        |
|------------|------|--------|--------|
| Login      |      |        |        |
| Extension  | 7191 |        |        |
| Password   | •••• |        |        |
|            |      | Log in | Cancel |



- You should now be logged in to one-X Agent, able to place and receive calls through the IP40.

### Avaya one-X Communicator Configuration (optional)

If usage of an Avaya one-X Communicator client is required, instead of the one-X Agent, the following procedure can be used.

- Launch and login to the one-X Communicator client (this guide assumes the one-X Communicator has already been installed and configured to operate in the Avaya system).

- When the Welcome to Avaya one-X Communicator screen appears, click the Specify Other... button under the Place and Receive Calls Using... section.

| AVAYA one×*   |  | -? -≡ |  |  |
|---|--|-------|--|--|
| Welcome to Avaya one-X® Communicator                      |  |       |  |  |
| Choose your mode. This will deter<br>receive phone calls. | ermine how and where you send and  |       |  |  |
| Your current mode setting and o                           | I call controls  |       |  |  |
| 7191  | đ  |       |  |  |
| Office Mode   | Extension:   | 7191  |  |  |
| Place and receive calls using:                            |  |       |  |  |
| 🛄 My Computer   | Specify Other  |       |  |  |
|   | not responsible for mishandled call<br>re the Emergency Call Handling<br>elp for more information. | s if  |  |  |
| Login and save sett                                       | ttings One-time login Can  | icel  |  |  |



- Under the Phone Number List dialog box, click Add

| Choose your m<br>receive phone : | Phone Number List | ? × <sup>tend and</sup>  |
|----------------------------------|-------------------|--------------------------|
| Your current n                   |                   |                          |
| 7191                             |                   |                          |
| Office Mc                        |                   | xtension: 7191           |
| Place and rece                   |                   |                          |
| 🔲 My Comp                        | Add Edit F        | Remove                   |
| Disclaim<br>you imp<br>feature.  | ОК                | ndled calls if<br>Cancel |
| reature.                         |                   |                          |

- Under the Add Phone... dialog box, enter the station number created in Step #3 and click  $\mathbf{OK}$ 

| Add Phone |   | ?   | х |
|-----------|---|-----|---|
| Number:   | 4087  | ٦   |   |
| Name:     |   |     |   |
| Type:     | Home  | \$  |   |
|           | at to see how dialing<br>oply to this number: | 1   |   |
| Format    |   | _   |   |
|           | OK Car  | nce |   |



- The added extension number should now show up in the Phone Number List dialog box. Click  $\mathbf{OK}$ 

| er List | ? x    |
|---------|--------|
|         |        |
|         |        |
|         |        |
|         |        |
|         |        |
| C.III   | D      |
| Edit    | Remove |
| ОК      | Cancel |
|         | Edit   |

- Click Login and Save Settings to login to one-X Communicator

| AVAYA □□□≘≫* ·? ·≡<br>Welcome to Avaya one-X® Communicator  |                  |                     |  |
|---|------------------|---------------------|--|
| Choose your mode. This will determine how and where you send and receive phone calls.   |                  |                     |  |
| Your current mode setting and call controls   |                  |                     |  |
| 7191  |                  |                     |  |
| Office Mode   |                  | Extension: 7191     |  |
| Place and receive calls us  | sing:            |                     |  |
| 0 : 4087  | ¢ Spec           | ify Other           |  |
| Disclaimer: Avaya Inc. is not responsible for mishandled calls if<br>you improperly configure the Emergency Call Handling<br>feature. See the online help for more information. |                  |                     |  |
| Login and s   | ave settings One | e-time login Cancel |  |

- You should now be logged in to one-X Communicator, able to place and receive calls through the IP40.

For additional configuration information, please reference the IP40 Admin Guide found on the Plantronics website at <a href="http://www.plantronics.com">http://www.plantronics.com</a>