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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:
http://support.avaya.com
http://www.plantronics.com

System Configuration Overview

The following components are involved in the system configuration:

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

Installation Guidelines

Avaya Aura™ 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)

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- 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^{TM} 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.
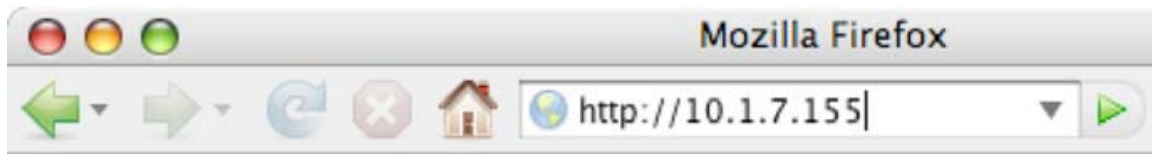
9. Identify IP40 IP address
   - Hold down the Answer/End button until the IP40 IP address is spoken thru the attached headset (e.g. 10.10.10.10). Take note of this IP address.
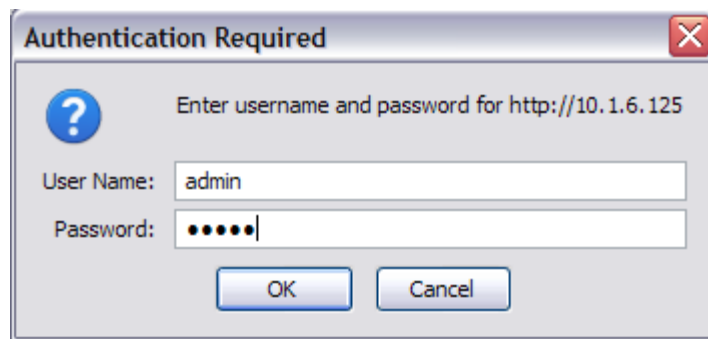
Answer/End button
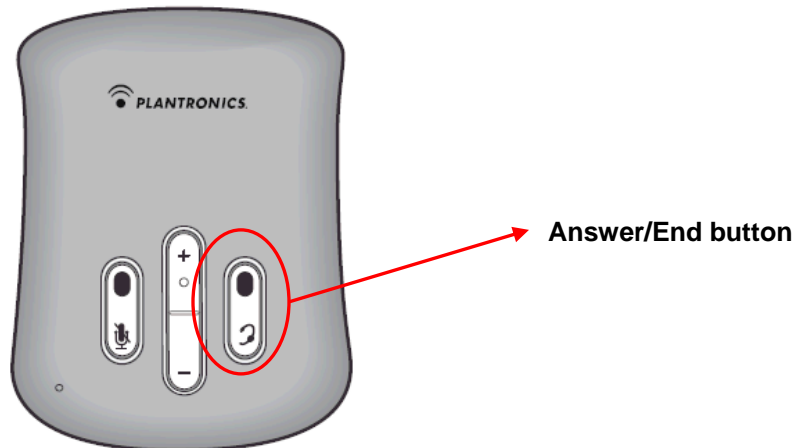
10. Configure IP40 device
    - Using a web browser connected to the same network as the IP40, enter the IP address determined in **Step #9** into the web browser address bar.
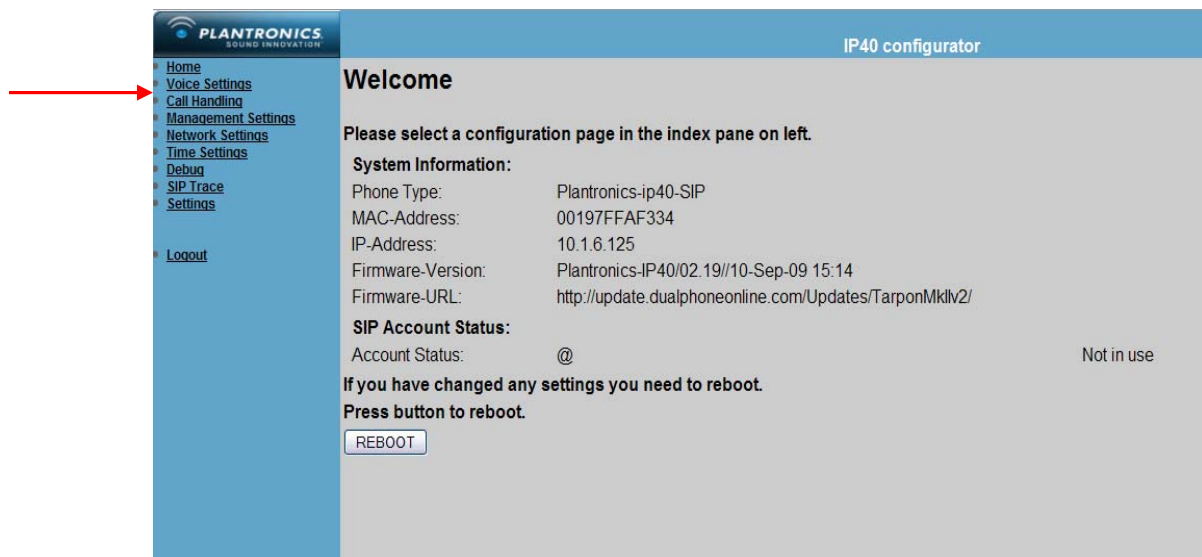

    - Login to the IP40 configurator using the default login credentials:
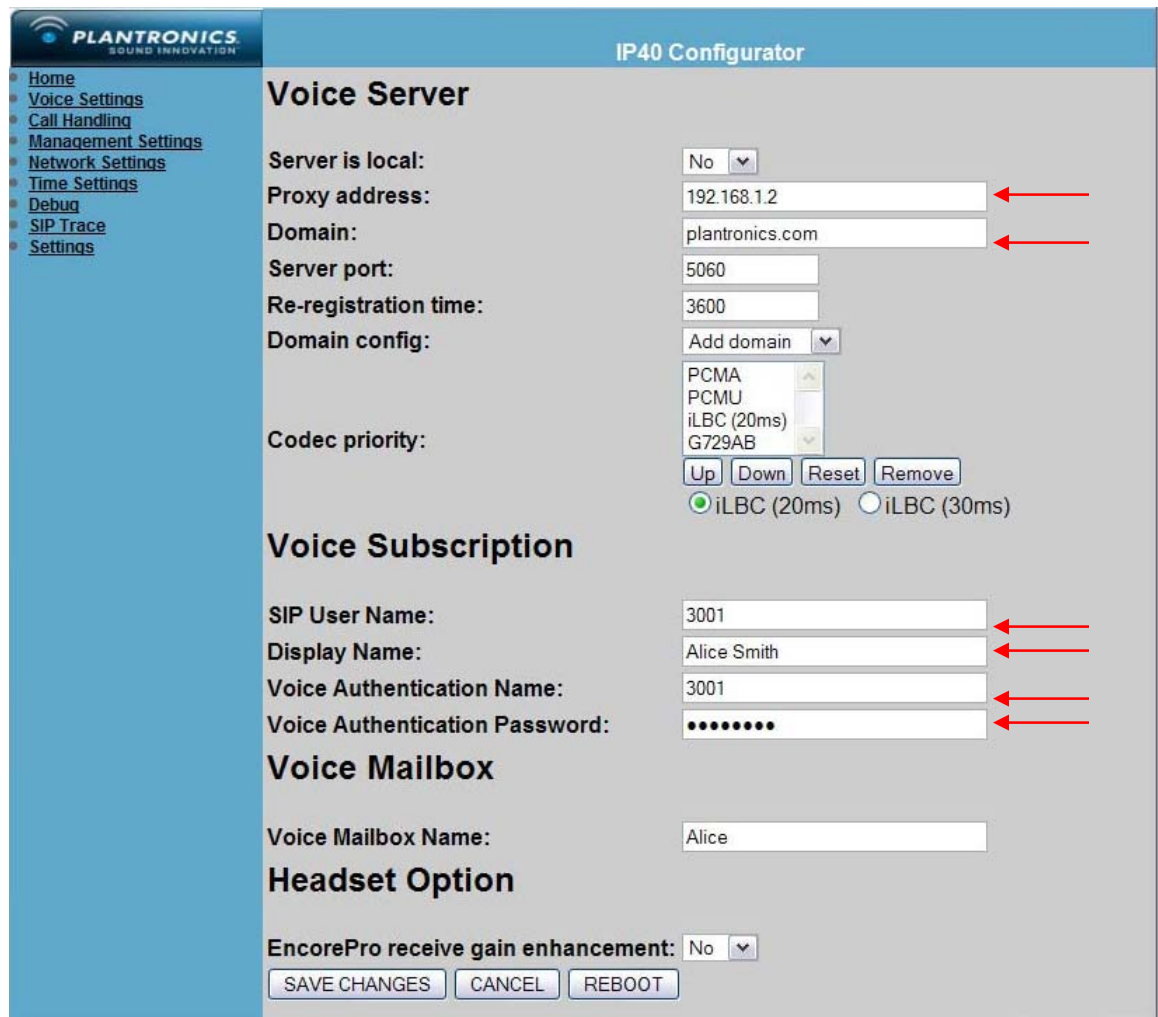
User Name: admin
Password: admin

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

- 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)**

- Specify an existing Avaya extension number (to make a test call once configured) on the **Call Handling** page and click **Save Changes**
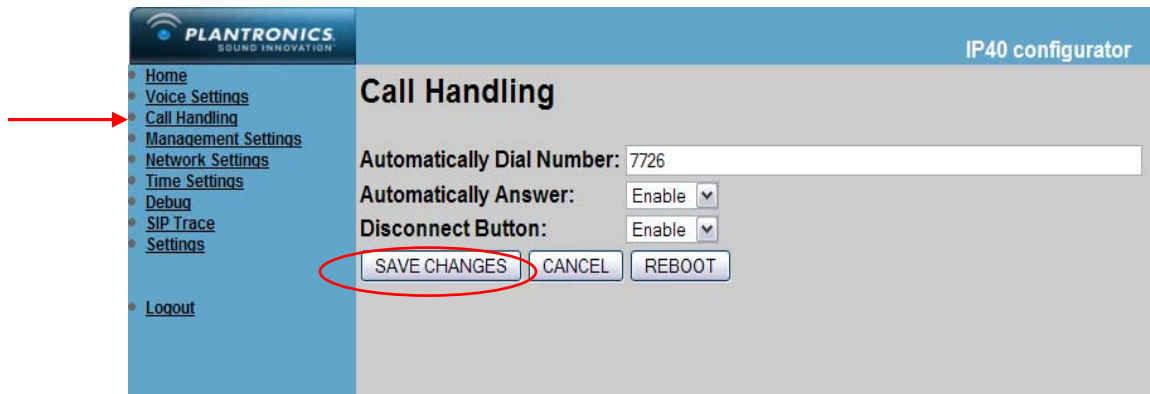
- Specify the NTP server settings on the **Time Settings** page and click **Save Changes & Reboot**:
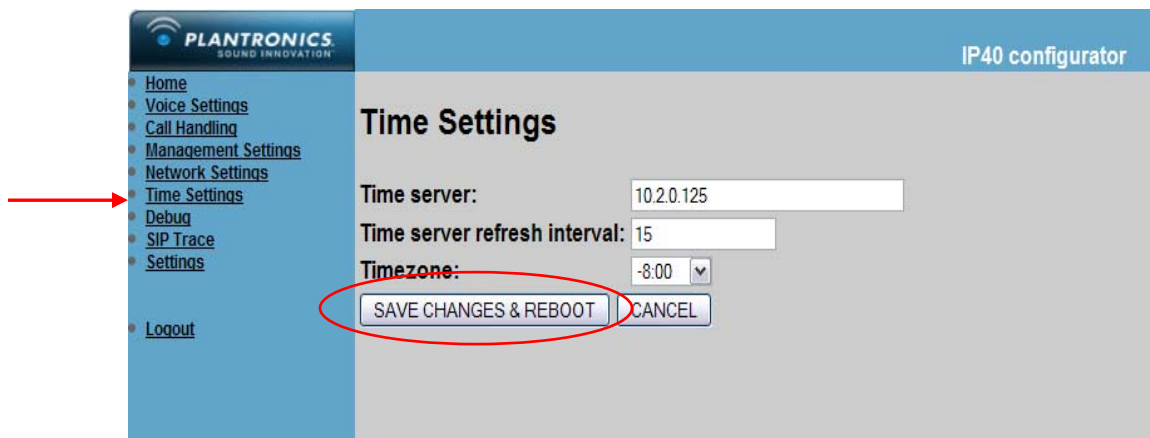
- During the reboot/registration process, the **Answer/End** button will blink yellow (it actually looks orange to me personally). Once the **Answer/End** button stops blinking, the IP40 should be registered. This can be validated by pushing the **Answer/End** button….it should ring the extension referenced in the **Call Handling** screen. The status can also be confirmed on the IP40 configurator home page:
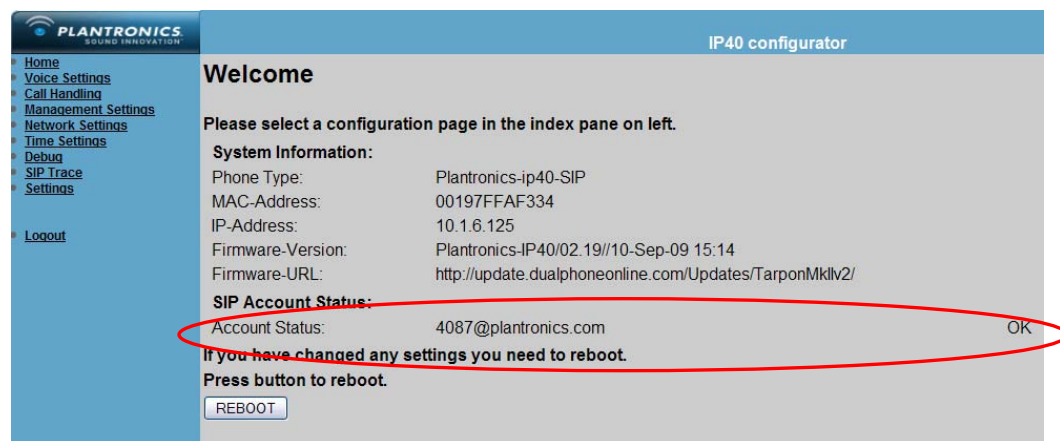
- If the **Answer/End** button is solid red, something went wrong during the SIP registration process.

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:

- 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**

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

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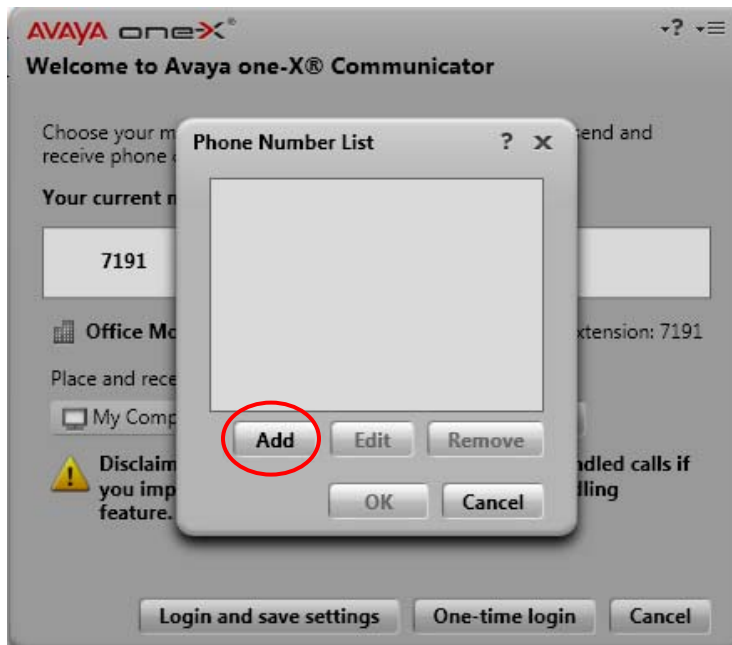
- Launch and login to the one-X Communicator client (this guide assumes the one-X Communicator has already been installed and configured to operate in the Avaya system).

- When the **Welcome to Avaya one-X Communicator** screen appears, click the **Specify Other…** button under the **Place and Receive Calls Using**… section.
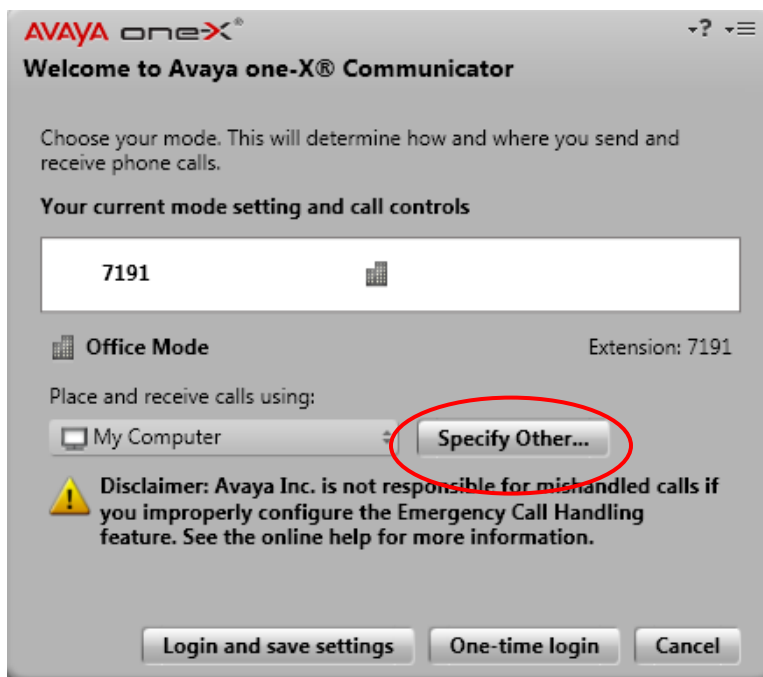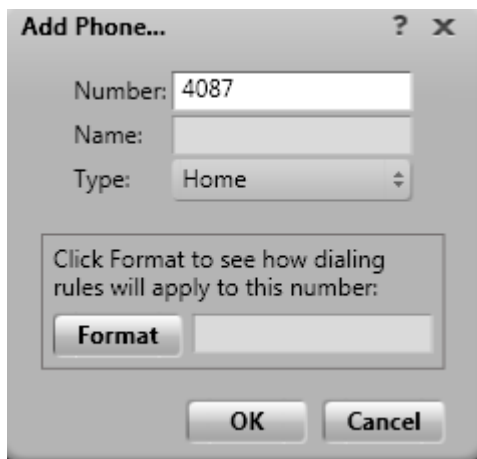
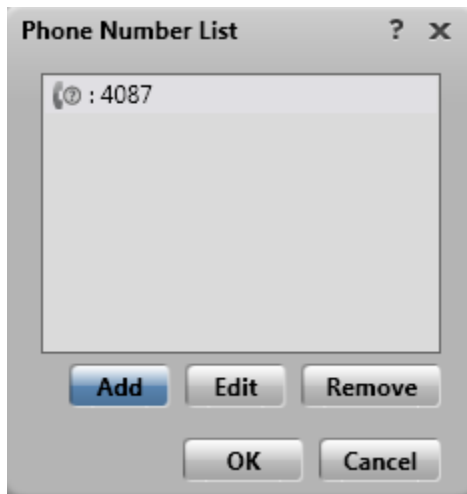- Under the **Phone Number List** dialog box, click **Add**

- Under the **Add Phone…** dialog box, enter the station number created in **Step #3** and click **OK**
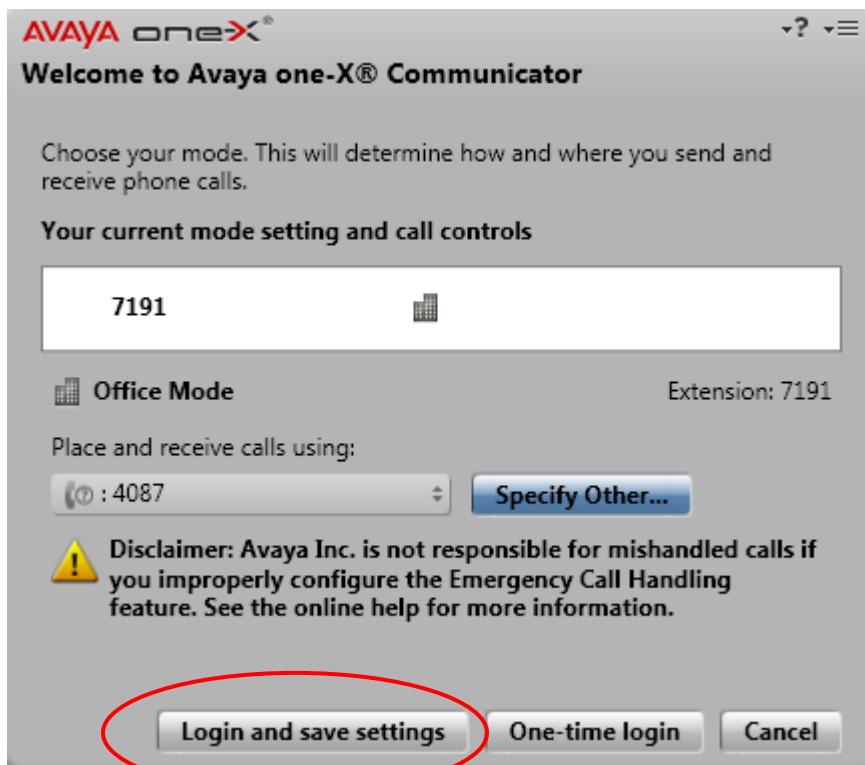
- The added extension number should now show up in the **Phone Number List** dialog box. Click **OK**

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

- 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 http://www.plantronics.com