

Avaya Solution & Interoperability Test Lab

Application Notes for Extron DMP 128 Plus C V with Avaya Aura® Communication Manager and Avaya Aura® Session Manager - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate Extron DMP 128 Plus C V with Avaya Aura® Communication Manager and Avaya Aura® Session Manager. The Extron DMP 128 Plus C V is a digital matrix processor suitable for conferencing applications. Configuration is performed via the Extron DSP Configurator, which provides a GUI for easy visualization of all the signal paths within a single window and the ability to adjust all input levels, DSP processing parameters, mixing points, and output levels. VoIP configuration is performed via a dedicated webpage, simplifying the setup and management for IT personnel. Extron DMP 128 Plus C V registers to Avaya Aura® Session Manager as a SIP endpoint. These Application Notes also apply to the Extron DMP 128 Plus C V AT (although not explicitly tested), which only differs in that it provides DANTE support.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as the observations noted in **Section 2.2**, to ensure that their own use cases are adequately covered by this scope and results.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

1. Introduction

These Application Notes describe the configuration steps required to integrate Extron DMP 128 Plus C V with Avaya Aura® Communication Manager and Avaya Aura® Session Manager. The Extron DMP 128 Plus C V is a digital matrix processor suitable for conferencing applications. Configuration is performed via the Extron DSP Configurator, which provides a GUI for easy visualization of all the signal paths within a single window and the ability to adjust all input levels, DSP processing parameters, mixing points, and output levels. Extron DMP 128 Plus C V registers to Avaya Aura® Session Manager as a SIP endpoint. These Application Notes also apply to the Extron DMP 128 Plus C V AT (although not explicitly tested), which only differs in that it provides DANTE support.

2. General Test Approach and Test Results

The interoperability compliance test included feature and serviceability testing. The feature testing focused on establishing calls between DMP 128 Plus, Avaya SIP/H.323 desk phones and the PSTN, and exercising basic telephony features, such as hold, mute, and conference. Additional telephony features, such as call forward, follow me, and call pickup were also verified using Communication Manager Features Access Codes (FACs).

The serviceability testing focused on verifying that DMP 128 Plus returned to service after reconnecting the Ethernet cable or rebooting DMP 128 Plus.

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

Avaya recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in this DevConnect Application Note included the enablement of supported encryption capabilities in the Avaya products. Readers should consult the appropriate Avaya product documentation for further information regarding security and encryption capabilities supported by those Avaya products.

Support for these security and encryption capabilities in any non-Avaya solution component is the responsibility of each individual vendor. Readers should consult the appropriate vendor-supplied product documentation for more information regarding those products.

For the testing associated with these Application Notes, the interface between Avaya systems and Extron DMP 128 Plus C V did not include use of any specific encryption features as requested by Extron.

2.1. Interoperability Compliance Testing

Interoperability compliance testing covered the following features and functionality:

- SIP registration of DMP 128 Plus with Session Manager.
- Calls between DMP 128 Plus and Avaya SIP/H.323 deskphones with Direct IP Media (Shuffling) enabled and disabled.
- Calls between DMP 128 Plus and the PSTN.
- UDP transport protocol.
- Support of G.711 and G.729 codecs.
- Proper recognition of DTMF tones.
- Basic telephony features, including hold, mute, redial, multiple calls, conference, and long duration calls.
- Extended telephony features using Communication Manager FACs for Call Forward, Follow Me, Call Unpark, and Call Pickup.
- Proper system recovery after a restart of DMP 128 Plus and loss of IP connectivity.

2.2. Test Results

All test cases passed with the following observations noted:

- During the compliance test, the Phone Dialer tool, available through the Extron DSP Configurator, was used for placing and answering calls. The Phone Dialer is designed for basic test purposes only. Typically, customers would use the Extron CCI Pro 700 TouchLink Pro Conference Room Control Interface, or one of Extron's many other customizable touchpanel devices, which provides a more robust experience and audio tone feedback for each call.
- DMP 128 Plus does not support call transfer.
- DMP 128 Plus supported conferencing by configuring the DSP to automatically mix audio from all active call appearances.
- Only one codec should be configured on DMP 128 Plus for compatibility with Communication Manager.
- TLS/SRTP is not fully supported between DMP 128 Plus, Communication Manager, and Session Manager at this time. UDP transport over a clear line was used for audio calls.

2.3. Support

For technical support on the Extron DMP 128 Plus C V, contact the S3 Support Hotline via phone or website.

■ **Phone:** +1 (800) 633-9876

• Web: https://www.extron.com/company/contactform.aspx?action=techsupport

3. Reference Configuration

Figure 1 illustrates a sample configuration with an Avaya SIP-based network that includes the following products:

- Avaya Aura® Communication Manager running in a virtual environment with an Avaya G450 Media Gateway. The Avaya G450 Media Gateway was connected to the PSTN via an ISDN-PRI trunk (not shown).
- Media resources in the Avaya G450 Media Gateway and Avaya Aura® Media Server.
- Avaya Aura® Session Manager connected to Communication Manager via a SIP trunk and acting as a Registrar/Proxy for SIP telephones.
- Avaya Aura® System Manager used to configure Session Manager.
- Avaya 96x1 Series H.323 and SIP Deskphones.
- Extron DMP 128 Plus C V, Extron DSP Configurator with Phone Dialer for establishing calls.

Extron DMP 128 Plus C V registered with Session Manager and was configured as Off-PBX Stations (OPS) on Communication Manager.

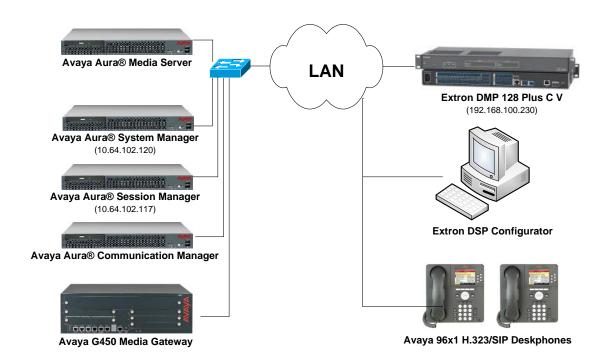


Figure 1: Avaya SIP Network with Extron DMP 128 Plus C V

4. Equipment and Software Validated

The following equipment and software were used for the sample configuration provided:

Equipment/Software	Release/Version
Avaya Aura® Communication Manager	7.1.1 FP1 (R017x.01.0.532.0 with Patch 23985)
Avaya G450 Media Gateway	38.20.1
Avaya Aura® Media Server	7.8.0.333
Avaya Aura® Session Manager	7.1.1.0711008
Avaya Aura® System Manager	7.1.1.0 Build No. 7.1.0.0.1125193 Software Update Revision No. 7.1.1.0.046931 Feature Pack 1
Avaya 96x1 Series IP Deskphone	6.6506 (H.323) 7.1.1.0.9 (SIP)
Extron DMP 128 Plus C V	V1.01.0009-b001
Extron DSP Configurator	2.18.0.10

5. Configure Avaya Aura® Communication Manager

This section provides the procedure for configuring Communication Manager. The procedure includes the following areas:

- Verify Communication Manager license
- Administer IP Network Region and IP Codec Set

Use the System Access Terminal (SAT) to configure Communication Manager and log in with appropriate credentials.

Note: It is assumed that basic configuration of Communication Manager has already been completed, such as the SIP trunk to Session Manager. However, implementers should ensure sufficient Maximum Administered SIP Trunks licenses are available to accommodate the traffic between Communication Manager and Session Manager. The SIP station configuration for Extron DMP 128 Plus C V is configured through Avaya Aura® System Manager in **Section 6.2**.

5.1. Verify License

Using the SAT, verify that the Off-PBX Telephones (OPS) option is enabled on the **system-parameters customer-options** form. The license file installed on the system controls these options. If a required feature is not enabled, contact an authorized Avaya sales representative.

On **Page 1**, verify that the number of OPS stations allowed in the system is sufficient for the number of SIP endpoints that will be deployed.

```
Page 1 of 12
display system-parameters customer-options
                               OPTIONAL FEATURES
    G3 Version: V17
                                                Software Package: Enterprise
      Location: 2
                                                 System ID (SID): 1
      Platform: 28
                                                 Module ID (MID): 1
                                                             USED
                               Platform Maximum Ports: 6400 60
                                    Maximum Stations: 2400 22
                            Maximum XMOBILE Stations: 2400
                   Maximum Off-PBX Telephones - EC500: 9600
                   Maximum Off-PBX Telephones - OPS: 9600
                   Maximum Off-PBX Telephones - PBFMC: 9600
                   Maximum Off-PBX Telephones - PVFMC: 9600
                   Maximum Off-PBX Telephones - SCCAN: 0
                        Maximum Survivable Processors: 313
        (NOTE: You must logoff & login to effect the permission changes.)
```

5.2. Administer IP Network Region and IP Codec Set

In the **IP Network Region** form, the **Authoritative Domain** field is configured to match the domain name configured on Session Manager. In this configuration, the domain name is *avaya.com*. By default, **IP-IP Direct Audio** (shuffling) is enabled to allow audio traffic to be sent directly between IP endpoints without using media resources in the Avaya G450 Media Gateway or Avaya Aura® Media Server. The **IP Network Region** form also specifies the **IP Codec Set** to be used for calls routed over the SIP trunk to Session Manager.

```
change ip-network-region 1
                                                                     1 of 20
                              TP NETWORK REGION
 Region: 1
Location: 1
               Authoritative Domain: avaya.com
   Name:
                              Stub Network Region: n
MEDIA PARAMETERS
                              Intra-region IP-IP Direct Audio: yes
     Codec Set: 1
                             Inter-region IP-IP Direct Audio: yes
  UDP Port Min: 2048
                                         IP Audio Hairpinning? n
  UDP Port Max: 50999
DIFFSERV/TOS PARAMETERS
Call Control PHB Value: 46
       Audio PHB Value: 46
       Video PHB Value: 26
802.1P/Q PARAMETERS
Call Control 802.1p Priority: 6
       Audio 802.1p Priority: 6
       Video 802.1p Priority: 5
                                     AUDIO RESOURCE RESERVATION PARAMETERS
H.323 IP ENDPOINTS
                                                       RSVP Enabled? n
 H.323 Link Bounce Recovery? y
Idle Traffic Interval (sec): 20
  Keep-Alive Interval (sec): 5
           Keep-Alive Count: 5
```

In the **IP** Codec Set form, select the audio codec type supported for calls routed over the SIP trunk to DMP 128 Plus. The form is accessed via the **change ip-codec-set 1** command. Note that IP codec set '1' was specified in IP Network Region '1' shown above. The default settings of the **IP** Codec Set form are shown below. DMP 128 Plus was tested using G.711 and G.729 codecs.

```
change ip-codec-set 1

IP CODEC SET
Codec Set: 1

Audio Silence Frames Packet
Codec Suppression Per Pkt Size(ms)

1: G.711MU n 2 20

2: 3: 4: 5: 6: 7:
```

6. Configure Avaya Aura® Session Manager

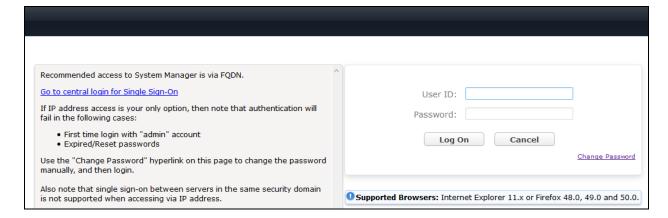
This section provides the procedure for configuring Session Manager. The procedures include the following areas:

- Launch System Manager
- Set Network Transport Protocol for DMP 128 Plus
- Administer SIP User

Note: It is assumed that basic configuration of Session Manager has already been performed. This section will focus on the configuration of a SIP user for DMP 128 Plus.

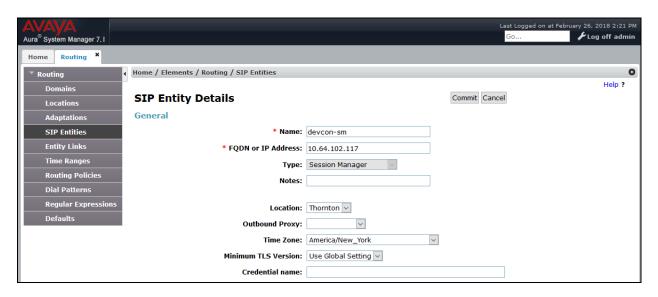
6.1. Launch System Manager

Access the System Manager web interface by using the URL "https://ip-address" in an Internet browser window, where "ip-address" is the IP address of the System Manager server. Log in using the appropriate credentials.

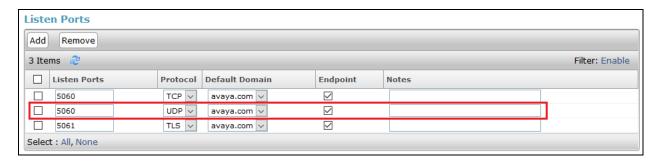


6.2. Set Network Transport Protocol for Extron DMP 128 Plus

From the System Manager **Home** screen, select **Elements** \rightarrow **Routing** \rightarrow **SIP Entities** and edit the SIP Entity for Session Manager shown below.

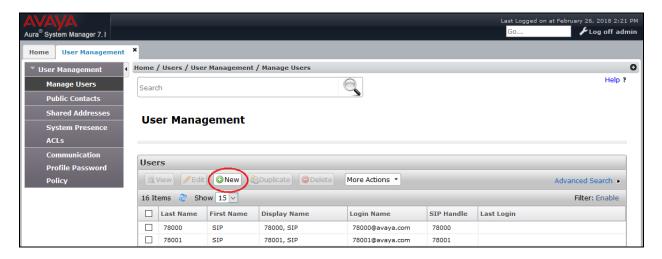


Scroll down to the **Listen Ports** section and verify that the transport network protocol used by DMP 128 Plus is specified in the list below. For the compliance test, DMP 128 Plus used UDP network transport.



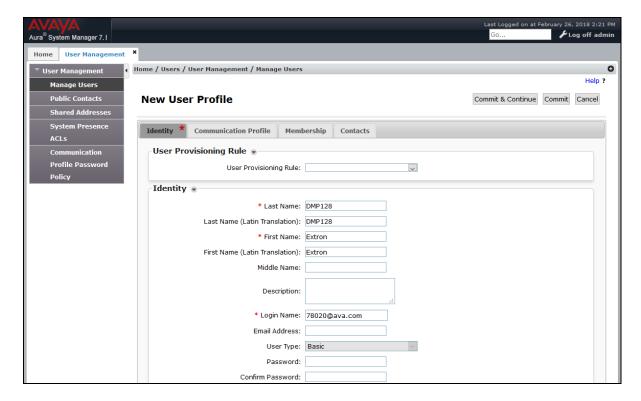
6.3. Administer SIP User

In the **Home** screen (not shown), select **Users** \rightarrow **User Management** \rightarrow **Manage Users** to display the **User Management** screen below. Click **New** to add a user.



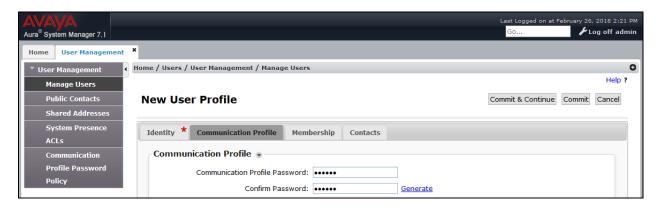
6.3.1. Identity

The **New User Profile** screen is displayed. Enter desired **Last Name** and **First Name**. For **Login Name**, enter "<*ext*>@<*domain*>", where "<*ext*>" is the desired DMP 128 Plus SIP extension and "<*domain*>" is the applicable SIP domain name from **Section 5.2**. Retain the default values in the remaining fields.



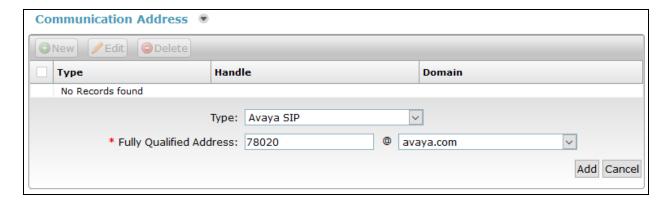
6.3.2. Communication Profile

Select the Communication Profile tab. For Communication Profile Password and Confirm Password, enter the desired password for the SIP user to use for registration.



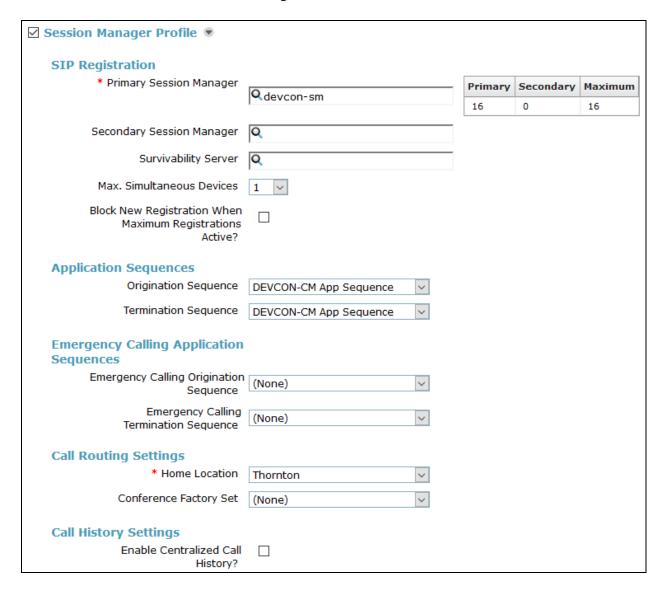
6.3.3. Communication Address

In the **Communication Address** sub-section, click **New** to add a new entry. The **Communication Address** sub-section is updated with additional fields as shown below. For **Type**, retain *Avaya SIP*. For **Fully Qualified Address**, enter and select the SIP user extension and domain name to match the login name from **Section 6.3.1**. Click **Add**.



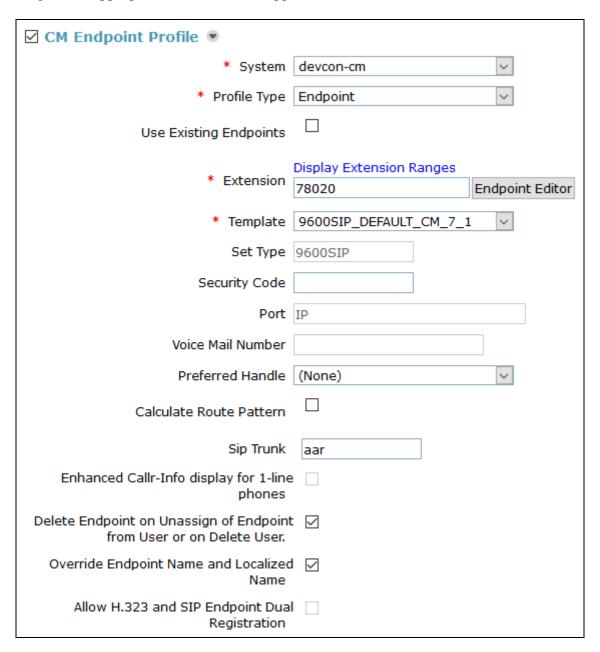
6.3.4. Session Manager Profile

Scroll down to check and expand **Session Manager Profile**. For **Primary Session Manager**, **Origination Application Sequence**, **Termination Application Sequence**, and **Home Location**, select the values corresponding to the applicable Session Manager and Communication Manager. Retain the default values in the remaining fields.

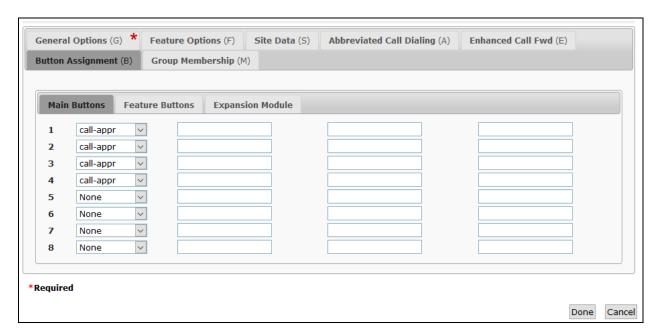


6.3.5. CM Endpoint Profile

Scroll down to check and expand **CM Endpoint Profile**. For **System**, select the value corresponding to the applicable Communication Manager. For **Extension**, enter the SIP user extension from **Section 6.3.1**. For **Template**, select *9600SIP_DEFAULT_CM_7_0*. For **Port**, click and select *IP*. Retain the default values in the remaining fields. Click the Endpoint Editor to configure the appropriate number of call appearances.



Navigate to the **Button Assignments** tab and configure four call appearances as shown below. DMP 128 Plus was configured with four call appearances in **Section 7.4**. Click **Done** to return to the previous web page and then **Commit** to save the configuration (not shown).



7. Configure Extron DMP 128 Plus C V

This section provides the procedures for configuring DMP 128 Plus. The procedures fall into the following areas:

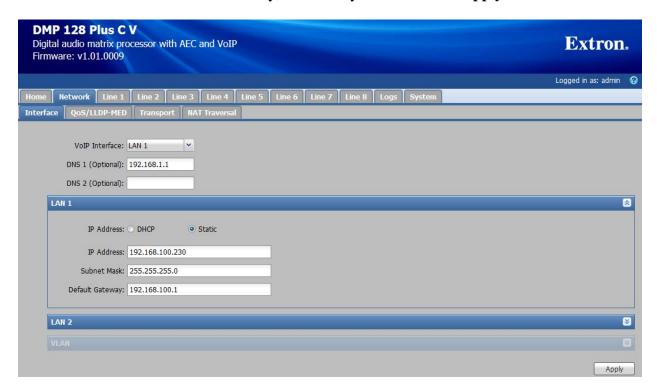
- Launch WebInterface
- Administer Network Settings
- Administer SIP Settings
- Configure the DSP

7.1. Launch Web Interface

DMP 128 Plus was configured via the web interface by using the URL "https://ip-address/www.voip.html" in an Internet browser window, where "ip-address" is the DMP 128 Plus IP address. The web page displayed in the following section is displayed.

7.2. Administer Network Settings

To configure IP network settings, navigate to **Network** → **Interface** and configure the **LAN 1** settings. For the compliance test, a static IP address, 192.168.100.230, was assigned to DMP 128 Plus as shown below. Alternatively, DHCP may be used. Click **Apply**.



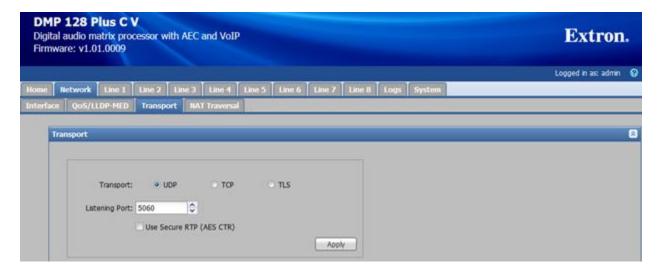
7.3. Administer SIP Settings

To configure SIP settings, select the **Network** tab followed by the **Transport** sub-tab. click **Configuration** and then select the **SIP** tab. Configure the following fields:

■ **Transport** Specify the *UDP* transport protocol.

Listening Port Specify port 5060.
 Use Secure RTP (AES CTR) Disable SRTP.

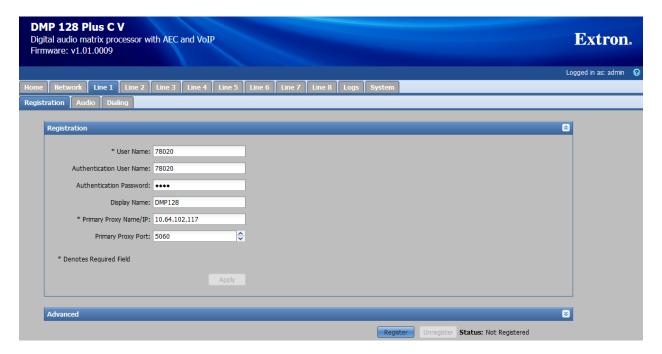
Click **Apply**.



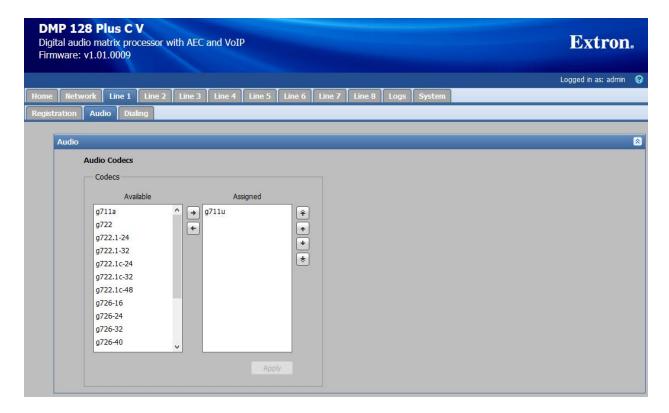
Navigate to **Line 1** tab to configure the SIP registration settings. Configure the following fields:

•	User Name	Specify the SIP extension configured on Session
		Manager.
•	Authentication User Name	Specify a user name.
•	Authentication Password	Specify the SIP password used to register with
		Session Manager.
•	Display Name	Provide a display name.
•	Primary Proxy Name/IP	Specify the Session Manager IP address
		(10.64.102.117).
•	Primary Proxy Port	Specify SIP port 5060.

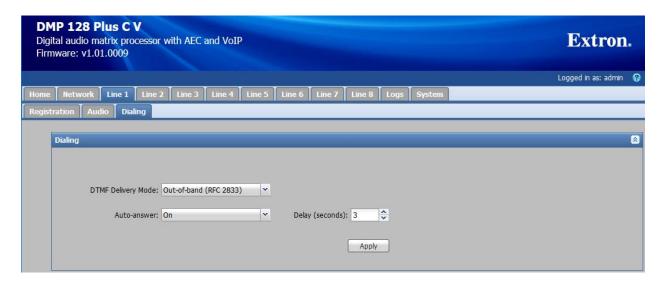
Click **Apply** to submit the changes and then click the **Register** button to register DMP 128 Plus with Session Manager after all the configuration is in place.



In the **Audio** sub-tab, specify the desired codec, G.711 and G.729, but not both. Refer to the note on codec negotiation in **Section 2.2**. Click **Apply**.



In the **Dialing** sub-tab, accept the default settings shown below.



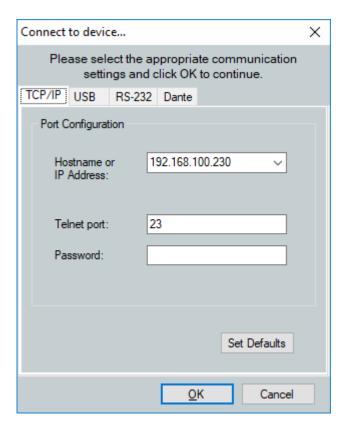
7.4. Configure the DSP

Although the DSP configuration is outside the scope of these Application Notes, the following information is provided for informational purposes only.

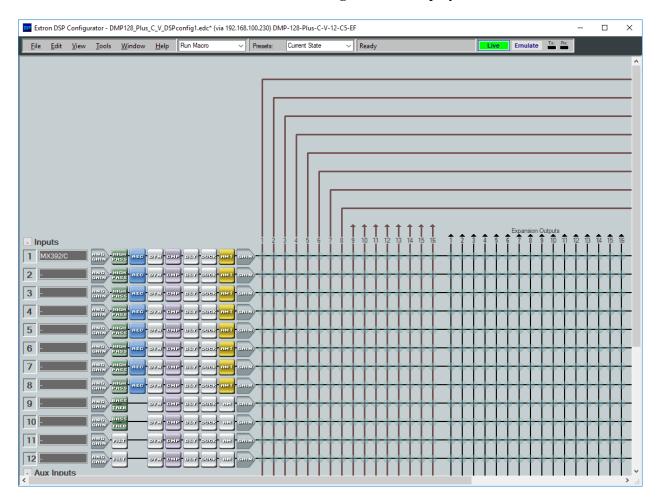
Launch the **DSP Configurator**, select **Connect...** in the drop-down field, and click **OK**.



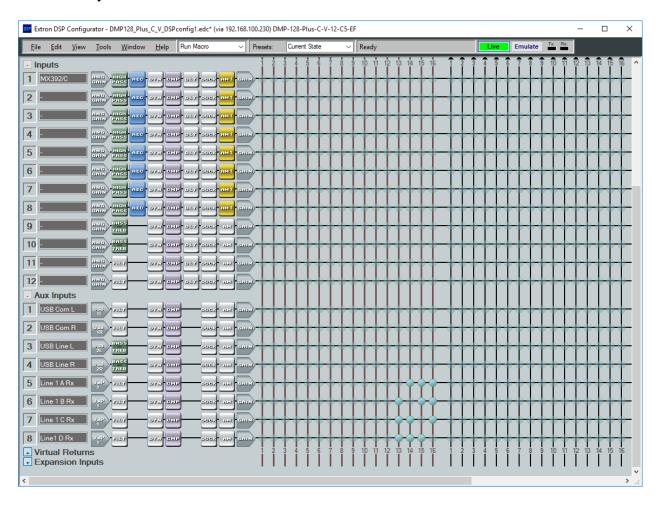
In the **Connect to device...** window shown below, enter the DMP 128 Plus IP address in the **Hostname or IP Address** field and click **OK**.



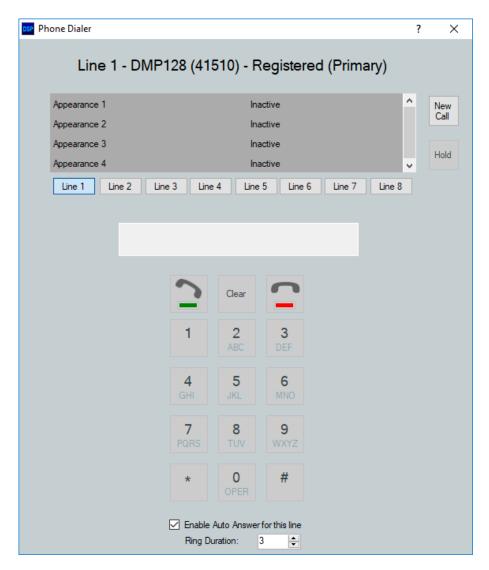
Once connected to DMP 128 Plus, the **DSP Configurator** is displayed as shown below.



Scrolling down shows that four call appearances were configured for the SIP line and that the audio call appearances were mixed together. This results in all calls being conferenced together automatically.



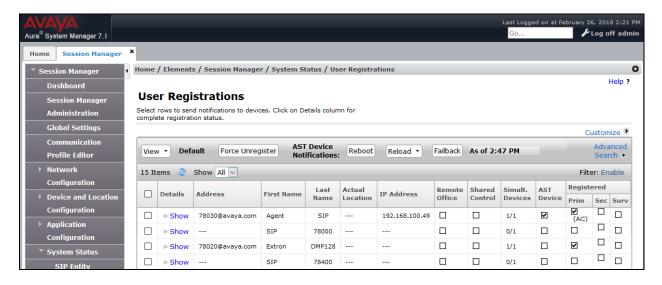
Calls were originated and answered using the **Phone Dialer** accessible from the **DSP** Configurator menu (i.e., Tools → Phone Dialer). Typically, the **Extron CCI Pro 700** TouchLink **Pro Conference Room Control Interface** would be used by customers for this purpose, which would provide audio tone feedback for each call.



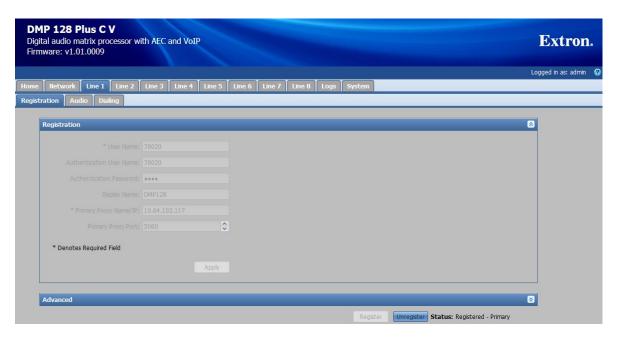
8. Verification Steps

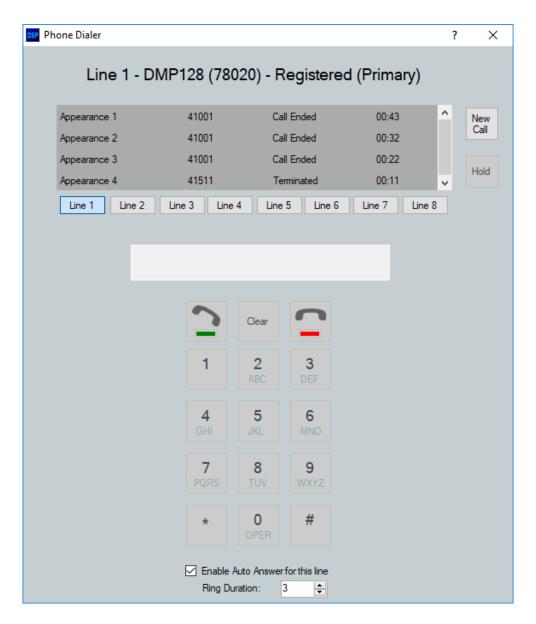
This section provides the tests that can be performed to verify proper configuration of Avaya Aura® Communication Manager, Avaya Aura® Session Manager, and Extron DMP 128 Plus C V.

Verify that DMP 128 Plus has successfully registered with Session Manager. In System Manager, navigate to Elements → Session Manager → System Status → User Registrations to check the registration status.



2. Alternatively, the registration status may be viewed on the DMP 128 Plus web interface in the **Registration** tab or in the **Phone Dialer** shown on the next page.





3. Verify basic telephony features by establishing calls between DMP 128 Plus and local phones.

9. Conclusion

These Application Notes described the configuration steps required to integrate Extron DMP 128 Plus C V with Avaya Aura® Communication Manager and Avaya Aura® Session Manager. Extron DMP 128 Plus C V was able to establish calls with H.323 stations, SIP stations, and the PSTN. In addition, basic telephony features were verified. All feature and serviceability test cases were completed successfully with observations noted in **Section 2.2**.

10. References

This section references the Avaya and Extron documentation relevant to these Application Notes. The Avaya product documentation is available at http://support.avaya.com and the Extron documentation is available at https://www.extron.com.

- [1] Administering Avaya Aura® Communication Manager, Release 7.1, Issue 1, May 2017.
- [2] Administering Avaya Aura® System Manager 7.1.2, Issue 10, January 2018.
- [3] Administering Avaya Aura® Session Manager, Release 7.1.2, Issue 3, December 2017.
- [4] Extron DMP 128 Plus User Guide, 68-2826-01 Rev.D, 01 18.

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