



## **Avaya Solution & Interoperability Test Lab**

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# **Application Notes for Configuring Ascom i62 Wireless Handsets with Avaya Aura® Communication Manager R7.0 and Avaya Aura® Session Manager R7.0 – Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps for provisioning Ascom's i62 Wireless Handsets to interoperate with Avaya Aura® Communication Manager and Avaya Aura® Session Manager.

Readers should pay particular attention to the scope of testing as outlined in Section 2.1, as well as 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 for provisioning Ascom's i62 wireless handsets to interoperate with Avaya Aura® Communication Manager R7.0 and Avaya Aura® Session Manager R7.0. Ascom's i62 handsets are configured to register with Avaya Aura® Session Manager and are also programmed on Avaya Aura® Communication Manager as 9620 SIP endpoints. The Ascom i62 handsets then behave as third-party SIP extensions on Avaya Aura® Communication Manager. They are able to make/receive internal and PSTN/external calls. They also have full voicemail and other telephony facilities available on Avaya Aura® Communication Manager.

## 2. General Test Approach and Test Results

The interoperability compliance testing evaluates the ability of Ascom i62 wireless handsets to make and receive calls to and from Avaya H.323, SIP deskphones, and PSTN endpoints. Avaya Aura® Messaging was used to allow users leave voicemail messages and to demonstrate Message Waiting Indication and DTMF on the Ascom i62 handsets.

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's formal testing and Declaration of Conformity is provided only on the headsets/Smartphones that carry the Avaya brand or logo. Avaya may conduct testing of non-Avaya headset/handset to determine interoperability with Avaya phones. However, Avaya does not conduct the testing of non-Avaya headsets/Smartphones for: Acoustic Pressure, Safety, Hearing Aid Compliance, EMC regulations, or any other tests to ensure conformity with safety, audio quality, long-term reliability or any regulation requirements. As a result, Avaya makes no representations whether a particular non-Avaya headset will work with Avaya's telephones or with a different generation of the same Avaya telephone.

Since there is no industry standard for handset interfaces, different manufacturers utilize different handset/headset interfaces with their telephones. Therefore, any claim made by a headset vendor that its product is compatible with Avaya telephones does not equate to a guarantee that the headset will provide adequate safety protection or audio quality

## 2.1. Interoperability Compliance Testing

The compliance testing included the test scenarios shown below. Note that when applicable, all tests were performed with Avaya SIP deskphones, Avaya H.323 deskphones, Ascom i62 endpoints and PSTN endpoints.

- Basic Calls
- Hold and Retrieve
- Attended and Blind Transfer
- Call Forwarding Unconditional, No Reply and Busy
- Call Waiting
- Call Park/Pickup
- EC500
- Conference
- Do Not Disturb
- Calling Line Name/Identification
- Codec Support
- DTMF Support
- Message Waiting Indication

## 2.2. Test Results

The following observations were noted during testing.

1. TLS negotiation between the i62 handsets and Session Manager is currently not supported. All compliance testing was done using UDP and TCP as the transport protocol.
2. On one occasion, there was a “483 Loop Detected” given back to Ascom from Session Manager after a Subscribe was asked for, this could not be replicated. The issue occurred with a reboot of Session Manager and with the subsequent subscribing for notify messages when the Ascom set re-registers with Session Manager, the 483 Loop detected was sent and the Ascom handset failed to subscribe for notify messages.
3. An intermittent issue was observed with conference between Ascom sets where on occasion the handset users cannot hear each other. A calls B and B conferences in C. On some occasions A cannot hear B or C. This happens for both UDP and TCP but more often with TCP. The issue also happens with shuffling off as well as on but again very intermittently. The only way to work around this is to place the users back on hold again and then re-introduce the conference; this has worked in the lab. This points to an issue with RTP rather than with the SIP signaling.
4. There was an issue with an Ascom handset that had a SIP expiration of 3600 seconds getting notifications after the Session Manager reboot. The MWI notify was sent with a “no message” in the notify body, when indeed there was a message left. This was left overnight and a new message was presented but this time with a notify saying “Message Waiting Yes”.

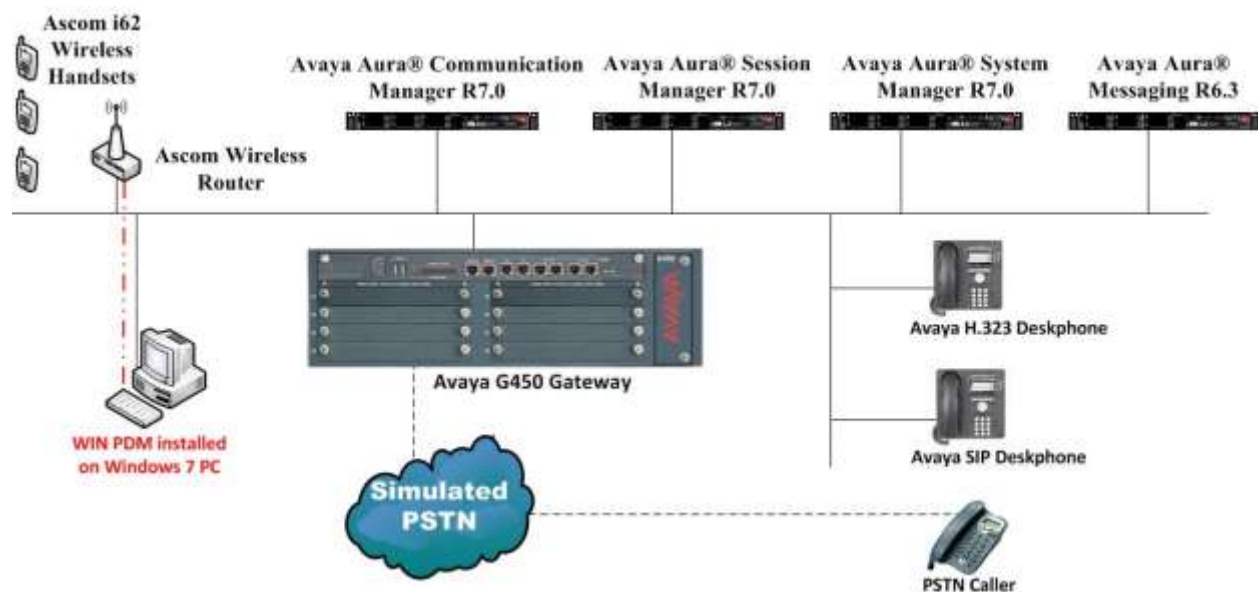
## 2.3. Support

Support from Avaya is available by visiting the website <http://support.avaya.com> and a list of product documentation can be found in **Section 11** of these Application Notes. Technical support for the Ascom i62 wireless handsets can be obtained through a local Ascom supplier. Ascom global technical support:

- Email: [support@ascom.se](mailto:support@ascom.se)
- Help desk: +46 31 559450

## 3. Reference Configuration

**Figure 1** shows the network topology during compliance testing. The Ascom i62 wireless handsets connect to the Ascom wireless router which is placed on the LAN. The i62 handsets register with Session Manager in order to be able to make/receive calls to and from the Avaya H.323 and SIP deskphones on Communication Manager. H.323 and SIP deskphones on Communication Manager.



**Figure 1: Network Solution of Ascom i62 Wireless Handsets with Avaya Aura® Communication Manager R7.0 and Avaya Aura® Session Manager R7.0**

## 4. Equipment and Software Validated

The following equipment and software was used for the compliance test.

Equipment/Software	Release/Version
Avaya Aura® System Manager running on Virtual Server	R7.0.0.0.0 Build 7.0.0.0.16266-7.0.9.9.902 SW Update Revision No. 7.0.0.0.3873
Avaya Aura® Session Manager running on Virtual Server	R7.0.0.0.700007
Avaya Aura® Communication Manager running on Virtual Server	R7.0 Build 017x.00.0.441.0
Avaya Aura® Messaging running on Virtual Server	R6.3 Build No – 6.3.3
Avaya G450 Gateway	37.19.0 /1
96x1 H323 Deskphone	96x1 H323 Release 6.6.028
Avaya 9641 SIP Deskphone Avaya 9608 SIP Deskphone	96x1 SIP Release 6.5.0.17
Ascom Win PDM	3.11.1
Ascom i62 Telephone	V5.4.2

## 5. Configure Avaya Aura® Communication Manager

It is assumed that a fully functioning Communication Manager is in place with necessary licensing and connecting to Session Manager via SIP Trunk. For further information on the configuration of Communication Manager please see **Section 11** of these Application Notes. The following sections go through the following.

- Dial Plan Analysis
- Feature Access Codes
- Network Region
- IP Codec
- Coverage Path/Hunt Group

### 5.1. Configure Dial Plan Analysis

Use the **change dialplan analysis** command to configure the dial plan using the parameters shown below. Extension numbers (**ext**) are those beginning with **6** and **7**. Feature Access Codes (**fac**) use digits **8** and **9** or **#**.

<b>change dialplan analysis</b>						Page 1 of 12		
			DIAL PLAN ANALYSIS TABLE					
			Location: all			Percent Full: 1		
Dialed	Total	Call	Dialed	Total	Call	Dialed	Total	Call
String	Length	Type	String	Length	Type	String	Length	Type
2	4	udp						
3	4	udp						
4	4	udp						
5	4	udp						
5999	4	ext						
<b>6</b>	<b>4</b>	<b>ext</b>						
<b>7</b>	<b>4</b>	<b>ext</b>						
<b>8</b>	1	<b>fac</b>						
<b>9</b>	1	<b>fac</b>						
<b>*</b>	3	dac						
<b>#</b>	3	<b>fac</b>						

## 5.2. Configure Feature Access Codes

Use the **change feature-access-codes** command to configure access codes which can be entered from Ascom handsets to initiate Communication Manager call features. These access codes must be compatible with the dial plan described in **Section 5.1**. The following access codes need to be setup.

- **Answer Back Access Code** : **#21**
- **Auto Alternate Routing (AAR) Access Code** : **8**
- **Auto Route Selection (ARS) - Access Code 1** : **9**
- **Call Park Access Code** : **#20**

change feature-access-codes		Page 1 of 10
FEATURE ACCESS CODE (FAC)		
Abbreviated Dialing List1 Access Code:		
Abbreviated Dialing List2 Access Code:		
Abbreviated Dialing List3 Access Code:		
Abbreviated Dial - Prgm Group List Access Code:		
Announcement Access Code:		
<b>Answer Back Access Code: #21</b>		
Attendant Access Code:		
<b>Auto Alternate Routing (AAR) Access Code: 8</b>		
<b>Auto Route Selection (ARS) - Access Code 1: 9</b>	Access Code 2:	
Automatic Callback Activation:	Deactivation:	
Call Forwarding Activation Busy/DA:#31 All:#30	Deactivation:#32	
Call Forwarding Enhanced Status: Act:	Deactivation:	
<b>Call Park Access Code: #20</b>		
Call Pickup Access Code: #22		
CAS Remote Hold/Answer Hold-Unhold Access Code:		
CDR Account Code Access Code:		
Change COR Access Code:		
Change Coverage Access Code:		
Conditional Call Extend Activation:	Deactivation:	
Contact Closure Open Code:	Close Code: CDR	
Account Code Access Code:		
Change COR Access Code:		
Change Coverage Access Code:		
Conditional Call Extend Activation:	Deactivation:	
Contact Closure Open Code:	Close Code:	

### 5.3. Configure Network Region

Use the **change ip-network-region x** (where x is the network region to be configured) command to assign an appropriate domain name to be used by Communication Manager, in the example below **devconnect.local** is used. Note that this domain is also configured in **Section 6.1** of these Application Notes.

```
change ip-network-region 1                                     Page 1 of 20
                                                                IP NETWORK REGION
    Region: 1
    Location: 1          Authoritative Domain: devconnect.local
        Name: default NR
    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? y
        UDP Port Max: 3329
    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
    H.323 IP ENDPOINTS                                         AUDIO RESOURCE RESERVATION PARAMETERS
                                                                RSVP Enabled? n
        H.323 Link Bounce Recovery? y
        Idle Traffic Interval (sec): 20
        Keep-Alive Interval (sec): 5
        Keep-Alive Count: 5
```

### 5.4. Configure IP-Codec

Use the **change ip-codec-set x** (where x is the ip-codec set used) command to designate a codec set compatible with the Ascom Handsets, which support both **G.711A** and **G.729A**.

```
change change ip-codec-set 1                                 Page 1 of 2
                                                                IP Codec Set

    Codec Set: 1

    Audio      Silence      Frames      Packet
    Codec      Suppression   Per Pkt    Size (ms)
    1: G.711A   n             2          20
    2: G.729A   n             2          20
```



## 5.5. Configuration of Coverage Path and Hunt Group for voicemail

The coverage path setup used for compliance testing is illustrated below. Note the following:

**Don't Answer** is set to **y**                      The coverage path will be used in the event the phone set is not answered.

**Number of Rings** is set to **4**                      The coverage path will be used after 4 rings.

**Point 1** is set to **h59**                      Hunt Group 59 is utilised by this coverage path.

```
display coverage path 1

                                COVERAGE PATH

                                Coverage Path Number: 1
                                Cvg Enabled for VDN Route-To Party? n      Hunt after Coverage? n
                                Next Path Number:                        Linkage

COVERAGE CRITERIA
  Station/Group Status   Inside Call   Outside Call
    Active?              n              n
    Busy?                y              y
    Don't Answer?        y              y      Number of Rings: 4
    All?                 n              n
    DND/SAC/Goto Cover?  y              y
    Holiday Coverage?    n              n

COVERAGE POINTS
  Terminate to Coverage Pts. with Bridged Appearances? n
Point1: h59           Rng:      Point2:
  Point3:                Point4:
  Point5:                Point6:
```

The hunt group used for compliance testing is shown below. Note that on **Page 1** the **Group Extension** is **5999**, which is the voicemail number for Messaging and on **Page 2 Message Center** is set to **sip-adjunct**.

```
display hunt-group 59                                     Page 1 of 60

                                HUNT GROUP

                                Group Number: 59                      ACD? n
                                Group Name: Voicemail                   Queue? n
                                Group Extension: 5999                  Vector? n
                                Group Type: ucd-mia                     Coverage Path:
                                TN: 1                                   Night Service Destination:
                                COR: 1                                MM Early Answer? n
                                Security Code:                        Local Agent Preference? n
                                ISDN/SIP Caller Display: mbr-name
```

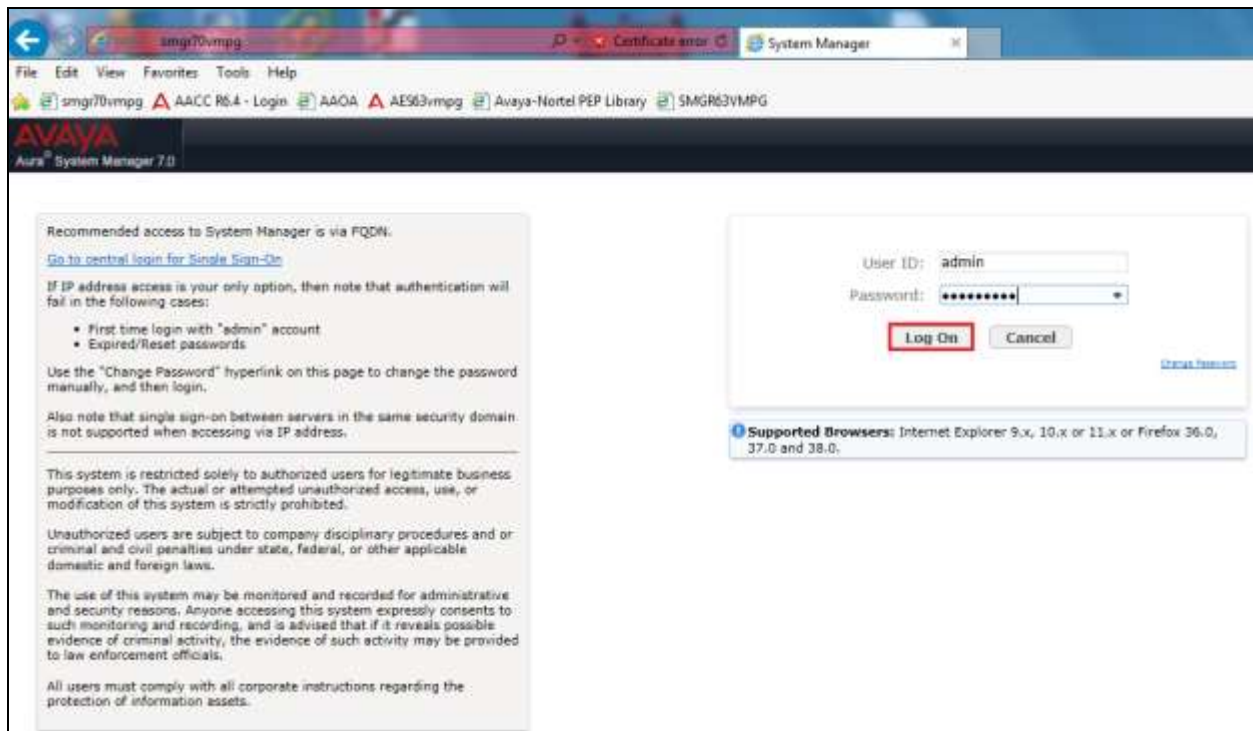
```
display hunt-group 59                                     Page 2 of 60

                                HUNT GROUP
                                Message Center: sip-adjunct

  Voice Mail Number      Voice Mail Handle      Routing Digits
                                (e.g., AAR/ARS Access Code)
  5999                   5999                   8
```

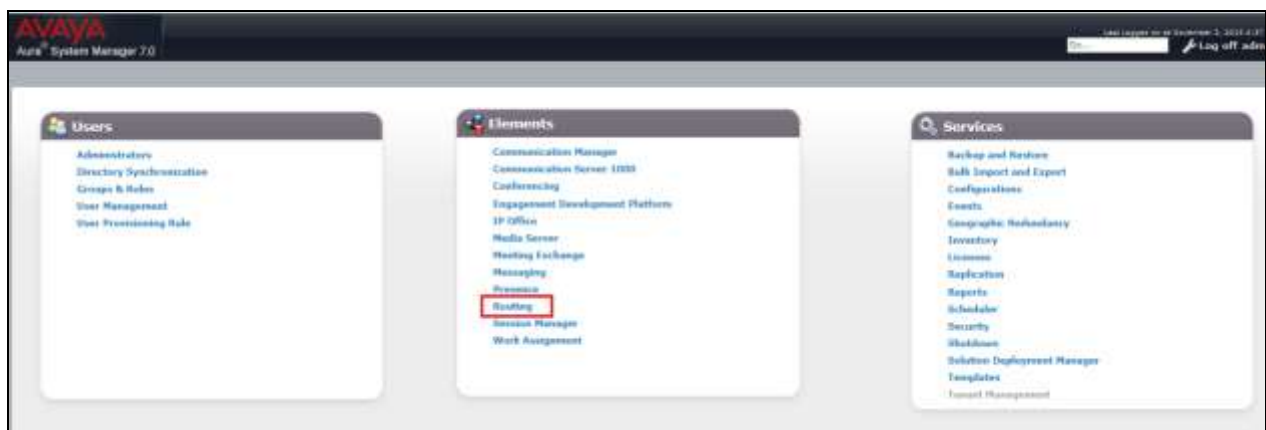
## 6. Configure Avaya Aura® Session Manager

The Ascom i62 handsets are added to Session Manager as SIP Users. In order make changes in Session Manager a web session to System Manager is opened. Navigate to `http://<System Manager IP Address>/SMGR`, enter the appropriate credentials and click on **Log On** as shown below.

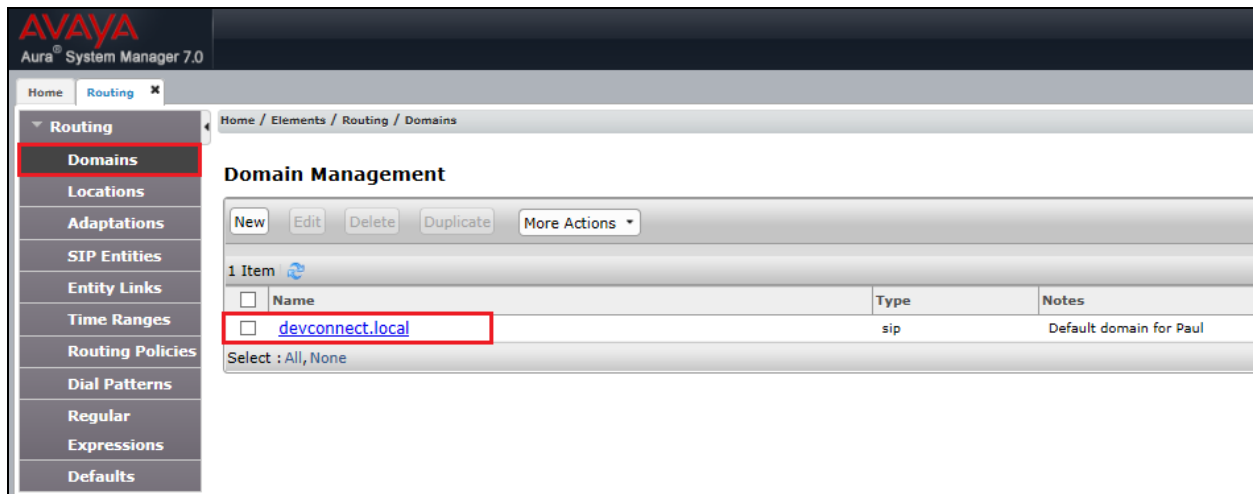


### 6.1. Configuration of a Domain

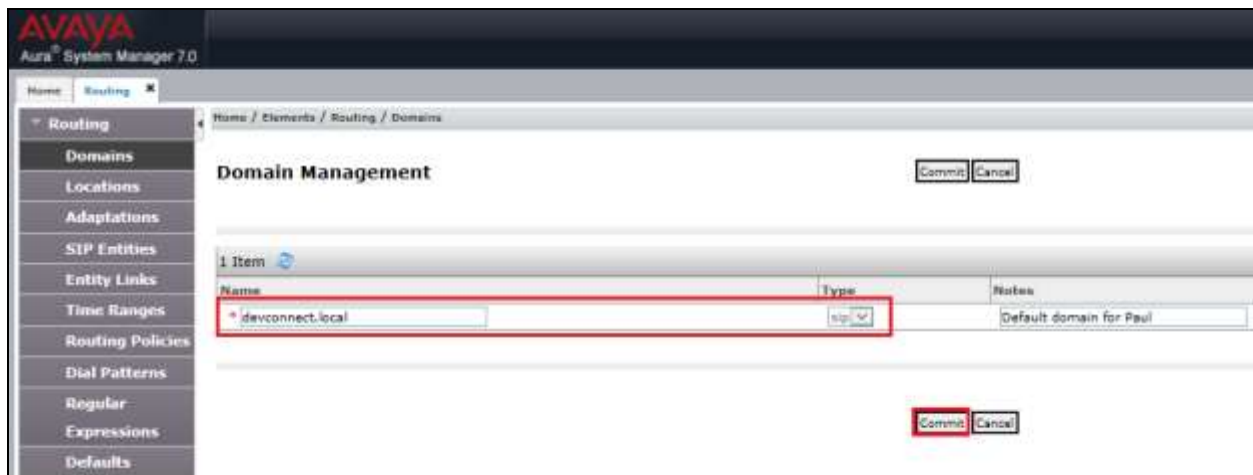
Click on **Routing** highlighted below.



Click on **Domains** in the left window. If there is not a domain already configured click on **New** to create a new domain name with **Type sip**. In the example below, there exists a domain called devconnect.local which has been already configured.

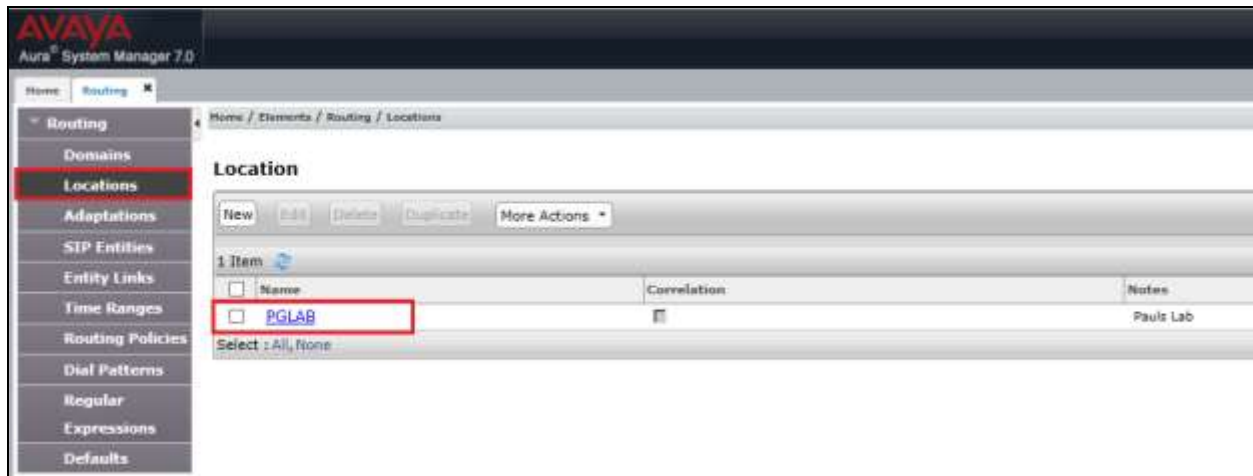


Clicking on the domain name above will open the following window; this is simply to show an example of such a domain. When entering a new domain the following should be entered, once the domain name is entered click on **Commit** to save this.



## 6.2. Configuration of a Location

Click on **Locations** in the left window and if there is no location already configured, then click on **New** to create a new location. However, in the screen below, a location called **PGLAB** is already setup and click into this to show its contents.

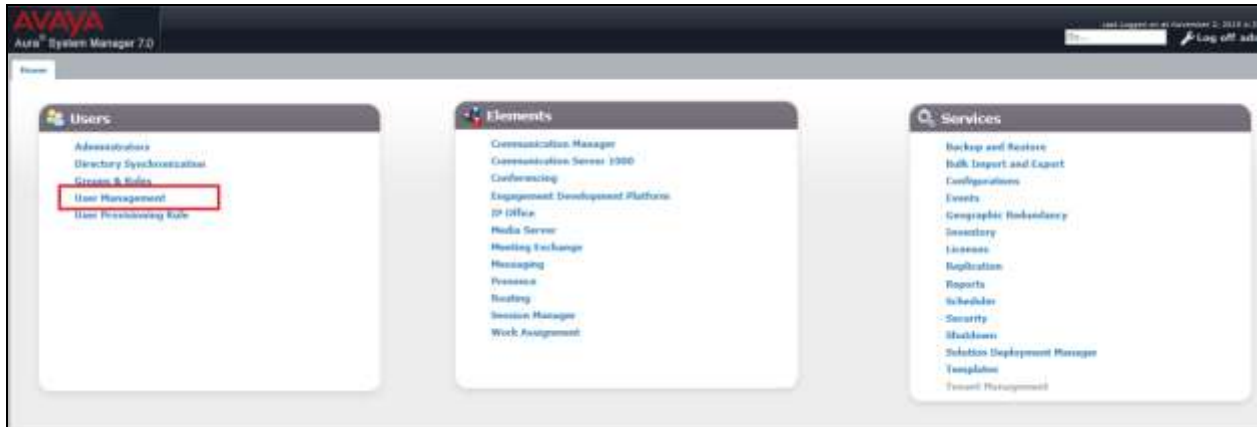


The Location below shows **Name** with **Location Pattern** of **10.10.40.\***. Once this is configured, click on **Commit**.

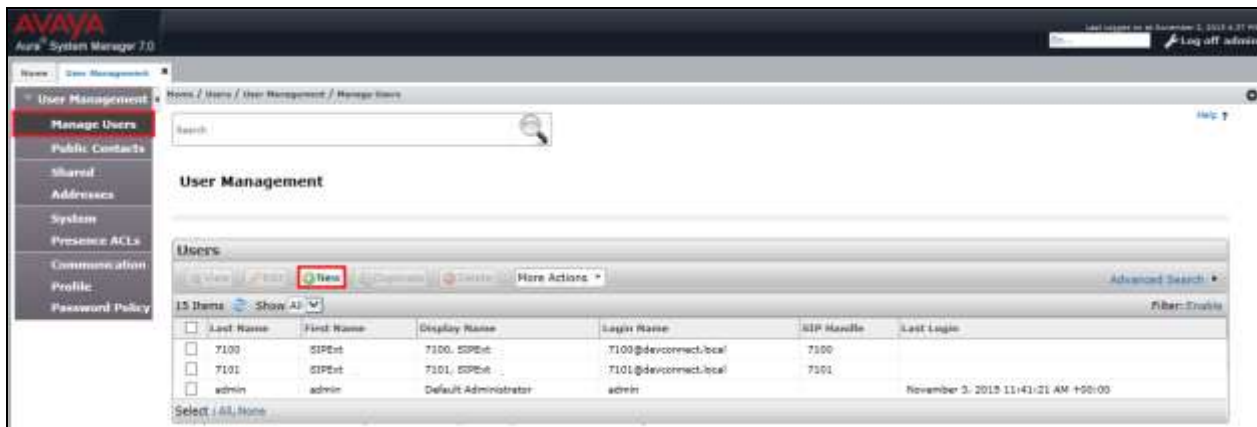
The screenshot shows the Avaya Aura System Manager 7.0 interface. The left sidebar has a menu with 'Routing' expanded, showing sub-items: Domains, Locations (highlighted with a red box), Adaptations, SIP Entities, Entity Links, Time Ranges, Routing Policies, Dial Patterns, Regular Expressions, and Defaults. The main content area is titled 'Location Details' with 'Commit' and 'Cancel' buttons at the top right. The 'General' tab is active. The 'Name' field is set to 'PGLAB' and the 'Notes' field is set to 'Pauls Lab', both highlighted with a red box. Below this, the 'Dial Plan Transparency in Survivable Mode' section has an 'Enabled' checkbox. The 'Overall Managed Bandwidth' section includes 'Managed Bandwidth Units' (Kbit/sec), 'Total Bandwidth', 'Multimedia Bandwidth', and a checked 'Audio Calls Can Take Multimedia Bandwidth' checkbox. The 'Per-Call Bandwidth Parameters' section has fields for 'Maximum Multimedia Bandwidth (Intra-Location)' (2000 Kbit/Sec), 'Maximum Multimedia Bandwidth (Inter-Location)' (2000 Kbit/Sec), 'Minimum Multimedia Bandwidth' (64 Kbit/Sec), and 'Default Audio Bandwidth' (80 Kbit/Sec). The 'Alarm Threshold' section has 'Overall Alarm Threshold' (80 %), 'Multimedia Alarm Threshold' (80 %), and latency fields for both (5 Minutes). The 'Location Pattern' section at the bottom has an 'Add' button and a table with one item: '10.10.40.\*' (highlighted with a red box) and 'Pauls subnet' in the 'Notes' column. At the bottom right, there are 'Commit' and 'Cancel' buttons.

### 6.3. Adding Ascom SIP Users

From the home page click on **User Management** highlighted below.



Click on **New** highlighted to add a new SIP user.



Under the **Identity** tab fill in the user's **Last Name** and **First Name** as shown below. Enter the **Login Name**. The remaining fields can be left as default.

Avaya System Manager 7.0

User Management / Manage Users

User Profile Edit: 7203@devconnect.local

Identity Communication Profile Membership Contacts

User Provisioning Rule

User Provisioning Rule: [Dropdown]

Identity

Last Name: 7203

Last Name (Latin Translation): 7203

First Name: Ascom i62

First Name (Latin Translation): Ascom i62

Middle Name:

Description:

Update Time: October 13, 2012 2:17

Login Name: 7203@devconnect.local

Authentication Type: [Dropdown]

Choose Password

Source: local

Localized Display Name: 7203, Ascom i62

Endpoint Display Name: 7203, Ascom i62

Title:

Language Preference: English (United Kingdom)

Under the **Communication Profile** tab enter **Communication Profile Password** and click on **Done** when added, note that this password is required when configuring the Ascom handset in **Section 8.4**. Click on **New** to add a new **Communication Address**.

Avaya System Manager 7.0

User Management / Manage Users

User Profile Edit: 7213@devconnect.local

Identity Communication Profile Membership Contacts

Communication Profile

Communication Profile Password: \*\*\*\*

Confirm Password: \*\*\*\*

New Done Cancel

Name

Primary

Select: None

Name: Primary

Default: [X]

Communication Address

Name	Type	Handle	Domain
Select: All, None			

Enter the extension number and the domain for the **Fully Qualified Address** and click on **Add** once finished. Ensure **Session Manager Profile** is checked. Enter the **Primary Session Manager** details, the **Origination Application Sequence**, the **Termination Application Sequence** and the **Home Location** as highlighted below.

Communication Address

New Edit Delete

Type	Handle	Domain
Avaya SIP	7203	devconnect.local

Select : All, None

Type: Avaya SIP

\* Fully Qualified Address: 7203 @ devconnect.local

Add Cancel

Session Manager Profile

SIP Registration

\* Primary Session Manager sm70vmpg

Primary	Secondary	Maximum
14	0	14

Secondary Session Manager

Survivability Server

Max. Simultaneous Devices 1

Block New Registration When Maximum Registrations Active?

Application Sequences

Origination Sequence CM70APPSEQ

Termination Sequence CM70APPSEQ

Call Routing Settings

\* Home Location PGLAB

Conference Factory Set (None)

PG; Reviewed:  
SPOC 1/12/2016

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Ascomi62\_CM70



Ensure that **CM Endpoint Profile** is selected for the **System** and choose the **9620SIP\_DEFAULT\_CM\_7\_0** as the **Template**. Click on **Endpoint Editor** to configure the buttons and features for that handset on Communication Manager.

☒ **CM Endpoint Profile**

\* System

cm70vmppg

\* Profile Type

Endpoint

Use Existing Endpoints

☐

\* Extension

7203

Endpoint Editor

Template

9620SIP\_DEFAULT\_CM\_7\_0

Set Type

9620SIP

Security Code

Port

IP

Voice Mail Number

Preferred Handle

(None)

Calculate Route Pattern

☐

Sip Trunk

tg1

Enhanced Callr-Info display for 1-line phones

☐

Delete Endpoint on Unassign of Endpoint from User or on Delete User

☒

Override Endpoint Name and Localized Name

☒

Allow H.323 and SIP Endpoint Dual Registration

☐

Under the **General Options** tab ensure that **Coverage Path 1** is set to that configured in **Section 5.5**. Also ensure that **Message Lamp Ext.** is showing the correct extension number.

**Edit Endpoint**

System: cm70vmpg  
 Template: Select  
 Port: 500006  
 Name: 7203, Ascom i62

Extension: 7203  
 Set Type: 962051P  
 Security Code:

**General Options (G)** | Feature Options (F) | Site Data (S) | Abbreviated Call Dialing (A) | Enhanced Call Fwd (E) | Button Assignment (B) | Group Membership (H)

\* Class of Restriction (COR): 1  
 \* Emergency Location Ext: 7203  
 \* Tenant Number: 1  
 \* SIP Trunk: tg1  
 Coverage Path 1: 1  
 Lock Message: ☐  
 Multibyte Language: Not Applicable

\* Class of Service (COS): 1  
 \* Message Lamp Ext.: 7203  
 Type of 3PCC Enabled: None  
 Coverage Path 2:  
 Localized Display Name: 7203, Ascom i62  
 Enable Reachability for Station Domain Control: System

\* Required

Under the tab **Feature Options** ensure that **MWI Served User Type** is set to **sip-adjunct**. Ensure the **Voice Mail Number** is set to that configured in **Section 5.5**.

**General Options (G)** | **Feature Options (F)** | Site Data (S) | Abbreviated Call Dialing (A) | Enhanced Call Fwd (E) | Button Assignment (B) | Group Membership (H)

Active Station Ringing: single  
 MWI Served User Type: sip-adjunct  
 Per Station CPN - Send Calling Number: None  
 AUDIX Name: None  
 Remote Soft Phone Emergency Calls: ☐  
 LWC Reception: spe  
 IP Phone Group ID:  
 Speakerphone: ☐  
 Short/Prefixed Registration Allowed: ☐  
 EC500 State: enabled

Auto Answer: none  
 Coverage After Forwarding: system  
 Display Language: english  
 Hunt-to Station:  
 Loss Group: 19  
 Survivable COR: internal  
 Time of Day Lock Table: None  
 Voice Mail Number: 5999  
 Music Source:

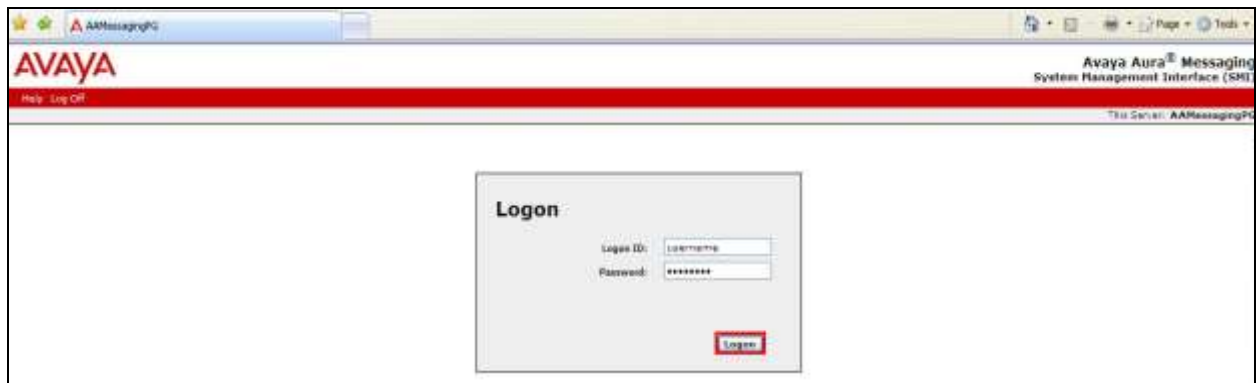
There must be 3 call appearances setup for the Ascom i62 handsets for Call Waiting to work. However the number of call appearances must be changed from 3 to 2 in order to allow the call forward when busy to work properly. Once the **Button Assignment** is completed, click on **Done** to finish.

Once the **CM Endpoint Profile** is completed correctly, click on **Commit** to save the new user.

## 7. Configure Avaya Aura® Messaging

It is assumed that a fully working messaging system is in place. The necessary configuration for Communication Manager and Session Manager has already been done. For further information on the installation and configuration of Messaging please refer to **Section 11** of these Application Notes.

Navigate to <http://<Messaging IP Address>>. Enter the appropriate credentials and click on **Logon** highlighted below.



Once logged on select **Messaging** under **Administration** as shown below.



Click on **User Management** in the left hand column and click on **Add** under **Add User/Info Mailbox** as highlighted below.

The screenshot displays the Avaya Administration web interface. At the top, the Avaya logo is on the left, and a red navigation bar contains 'Help Log Off' and 'Administration'. Below this, a breadcrumb trail reads 'Administration / Messaging'. The left sidebar is a tree view of the system's configuration options. Under 'Messaging System (Storage)', 'User Management' is highlighted with a red box. Other items in this category include Class of Service, Sites, Topology, Storage Destinations, System Policies, Enhanced List Management, System Mailboxes, System Administration, and User Activity Log Configuration. Below this, the 'Reports (Storage)' section lists various reports like Users, Info Mailboxes, Remote Users, etc. The main content area is titled 'User Management'. It contains three sections: 'License Status' (showing 'License mode: Normal'), 'Edit User/Info Mailbox' (with a text input for 'Identifier' and an 'Edit' button), and 'Add User/Info Mailbox'. The 'Add User/Info Mailbox' section has two sub-sections: 'Add a new user:' with an 'Add' button highlighted by a red box, and 'Add a new Info Mailbox:' with an 'Add' button.

**AVAYA**

Help Log Off Administration

Administration / Messaging

Messaging System (Storage)

- User Management**
- Class of Service
- Sites
- Topology
- Storage Destinations
- System Policies
- Enhanced List Management
- System Mailboxes
- System Administration
- User Activity Log Configuration

Reports (Storage)

- Users
- Info Mailboxes
- Remote Users
- Uninitialized Mailboxes
- Login Failures
- Locked Out Users
- Sites
- Dormant Mailboxes
- Full Mailboxes
- Web Access

Server Information

- System Status
- Alarm Summary
- Voice Channels (Application)
- Cache Statistics (Application)
- Outbound Fax (Storage)

Server Settings

- Server Role / AxC Address

Server Settings (Storage)

- External Hosts
- Trusted Servers
- Networked Servers
- Request Remote Update

Server Settings (Application)

### User Management

**License Status**  
License mode: Normal

**Edit User/Info Mailbox**  
Edit a user's properties. Possible identifiers: mailbox number, internal identifier, email address.

Identifier:

Edit

**Add User/Info Mailbox**  
Add a new user:

Add

Add a new Info Mailbox:

Add

Enter a suitable **First Name** and **Last Name**. Select the appropriate **Site** from the drop down box. Enter the correct **Mailbox number** and **Extension**. The **Class of Service** should be set to **Standard**.

**AVAYA**

Help Log Off Administration

Administration / Messaging

**Messaging System (Storage)**

- User Management
- Class of Service
- Sites
- Topology
- Storage Destinations
- System Policies
- Enhanced List Management
- System Mailboxes
- System Administration
- User Activity Log Configuration

**Reports (Storage)**

- Users
- Info Mailboxes
- Remote Users
- Uninitialized Mailboxes
- Login Failures
- Locked Out Users
- Sites
- Dormant Mailboxes
- Full Mailboxes
- Web Access

**Server Information**

- System Status
- Alarm Summary
- Voice Channels (Application)
- Cache Statistics (Application)
- Outbound Fax (Storage)

**Server Settings**

- Server Role / AxC Address

**Server Settings (Storage)**

- External Hosts
- Trusted Servers
- Networked Servers
- Request Remote Update

**Server Settings (Application)**

- Dial Rules
- Cluster
- System Parameters
- Languages
- Log Configuration

**IMAP/SMTP Settings (Storage)**

- General Options
- Mail Options

**User Management > Properties for Ascom 7203**

**User Properties**

First name: Ascom

Last name: 7203

Display name: Ascom 7203

ASCII name: 7203, Ascom

Site: Default

Mailbox number: 7203

Internal identifier: Ascom.7203.7203 @server1

Numeric address: 7203

Extension: 7203

☐ Include in Auto Attendant directory

Additional extension 1:

Additional extension 2:

Additional extension 3:

Additional extension 4:

Additional extension 5:

Additional extension 6:

Additional extension 7:

Class of Service: Standard

Ensure that **MWI Enabled** is set to **ByCOS**. Enter a suitable **password** and click on **Save** once finished.

**AVAYA**

Help Log Off Administration

Administration / Messaging

Messaging System (Storage)

User Management

Class of Service

Sites

Topology

Storage Destinations

System Policies

Enhanced List Management

System Mailboxes

System Administration

User Activity Log Configuration

Reports (Storage)

Users

Info Mailboxes

Remote Users

Uninitialized Mailboxes

Login Failures

Locked Out Users

Sites

Dormant Mailboxes

Full Mailboxes

Web Access

Server Information

System Status

Alarm Summary

Voice Channels (Application)

Cache Statistics (Application)

Outbound Fax (Storage)

Server Settings

Server Role / AxC Address

Server Settings (Storage)

External Hosts

Trusted Servers

Networked Servers

Request Remote Update

Server Settings (Application)

Dial Rules

Cluster

MWI enabled: ByCOS

Miscellaneous 1:

Miscellaneous 2:

New password:

Confirm password:

☐ User must change voice messaging password at next login

☐ Voice messaging password expired

☐ Locked out from voice messaging

Save Delete

**Advanced Tasks**

Reset the message waiting indicator for extension: 7213

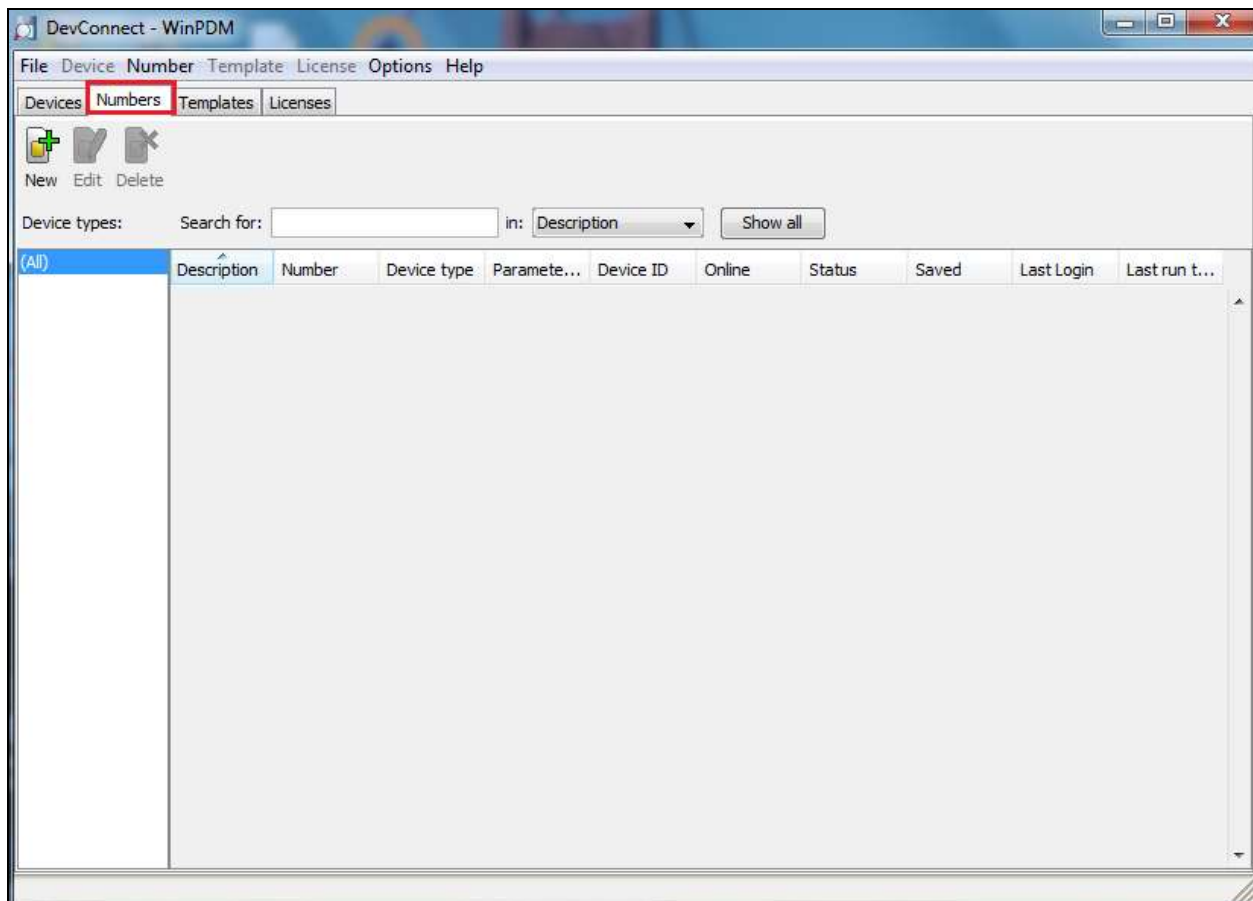
Reset

**User Preferences**

Open User Preferences for AscomDect 7213

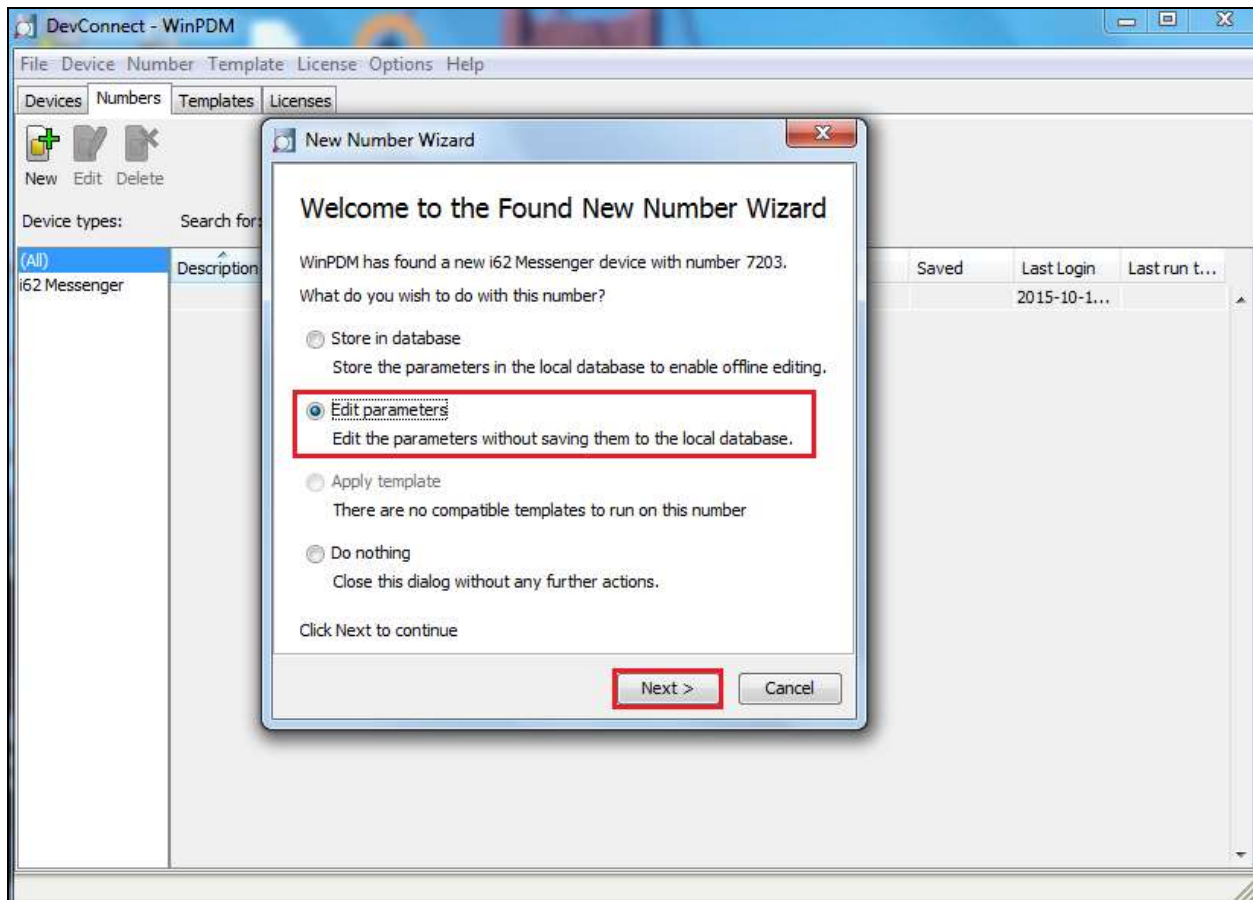
## 8. Configure Ascom i62 Wireless Handsets

The configuration of the i62 Wireless handsets is done using Ascom's WinPDM software installed on a PC. Attach the Ascom DP1 USB Cradle to a PC on which the Ascom Device Manager (WinPDM) has been installed. Insert the handset to be configured in the DP1 USB Cradle, start the Ascom Device Manager, select the **Numbers** tab and click **New** icon highlighted below.





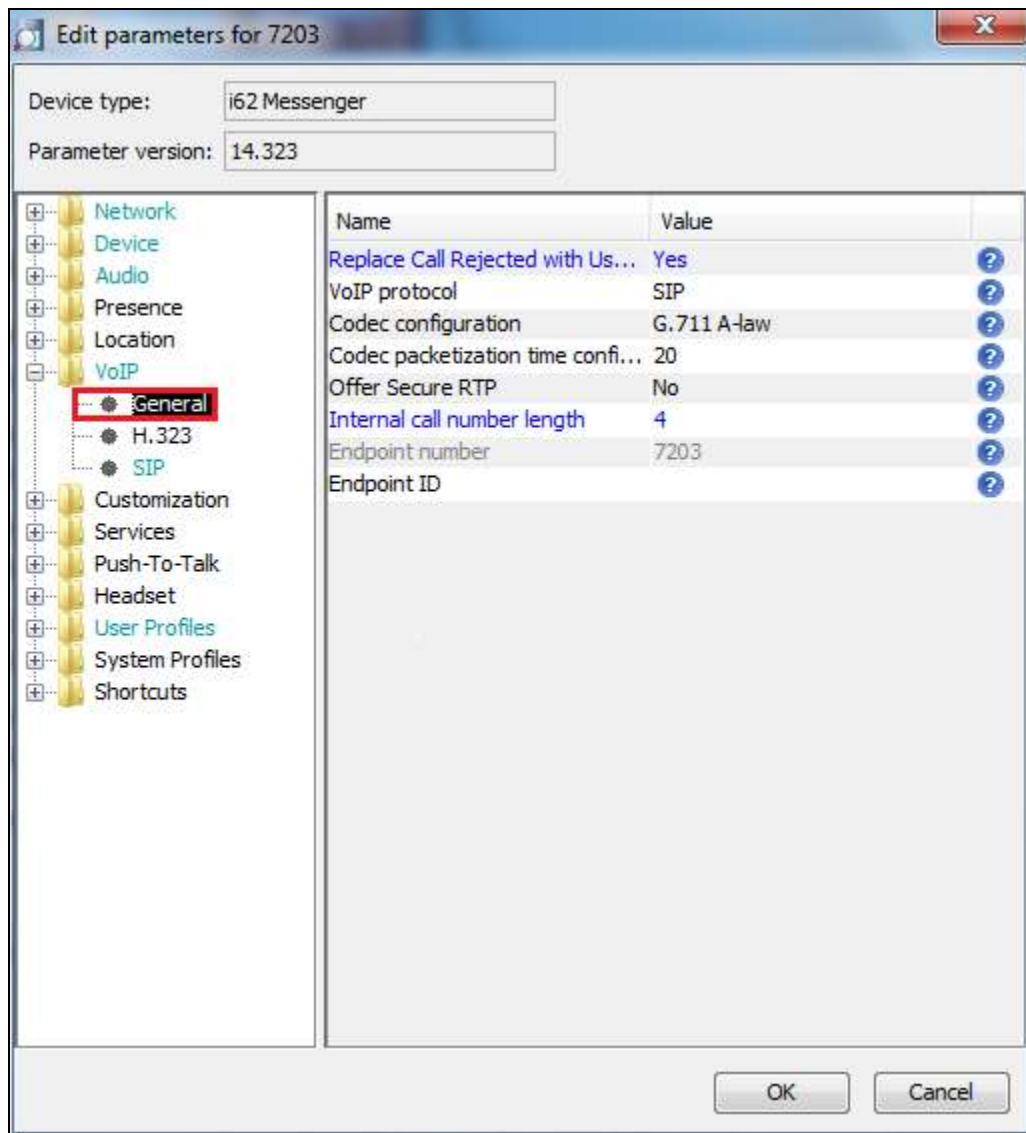
Place a new i62 to be programmed into the cradle and the following screen should appear automatically. Select **Edit parameters** and click on **Next** as shown below.



## 8.1. Configure SIP settings

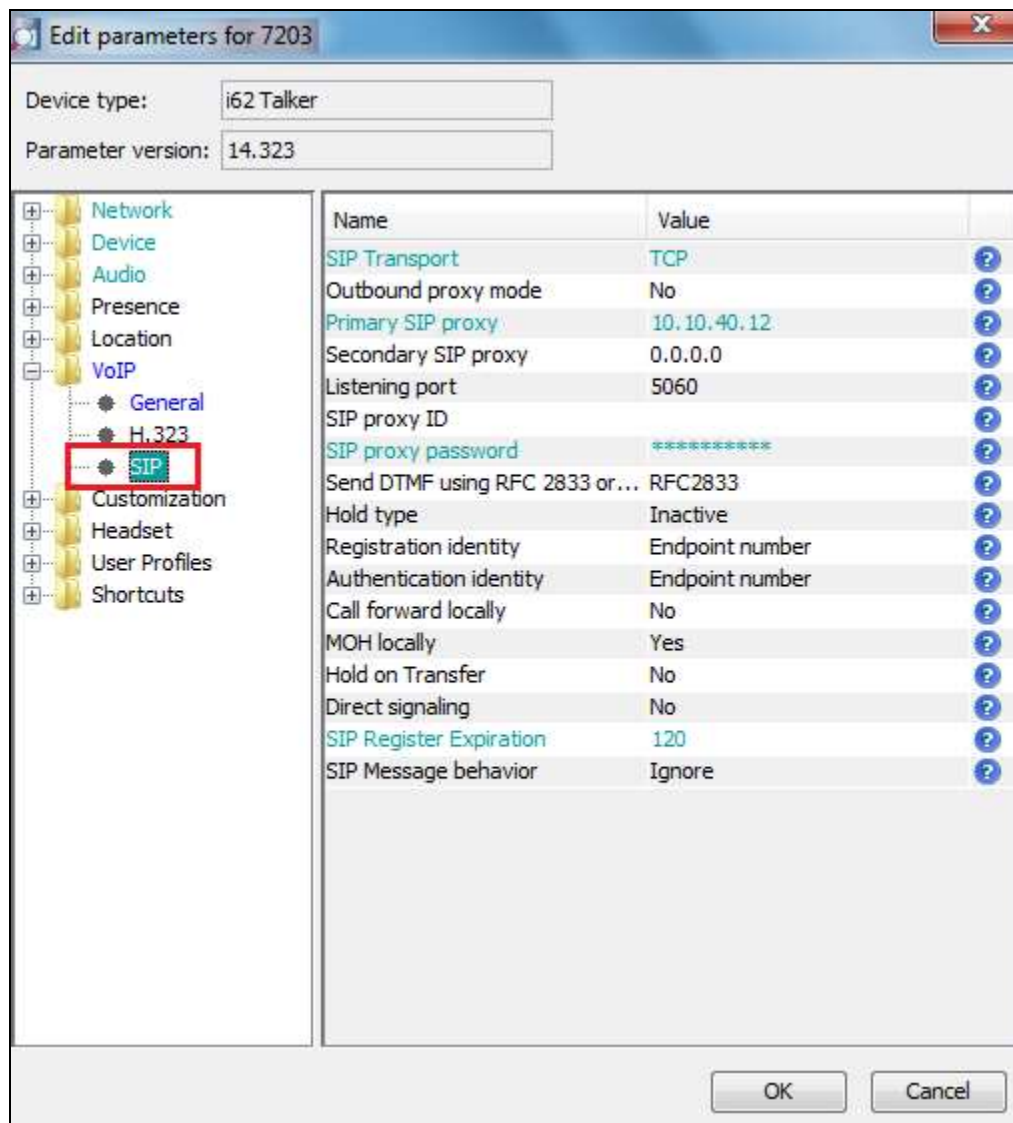
Select **VoIP → General** from the left window. In the main window ensure the following are set.

- **Replace Call Rejected with User Busy** Yes
- **VoIP Protocol** SIP
- **Codec configuration** G.711A-law (as set in Section 5.5)
- **Codec packetization time** 20
- **Internal call number length** 4
- **Endpoint number** Ext number of set as set in Section 6.3
- **Endpoint ID** Can be left blank



Select the **VoIP→SIP** menu point, and enter the values shown below.

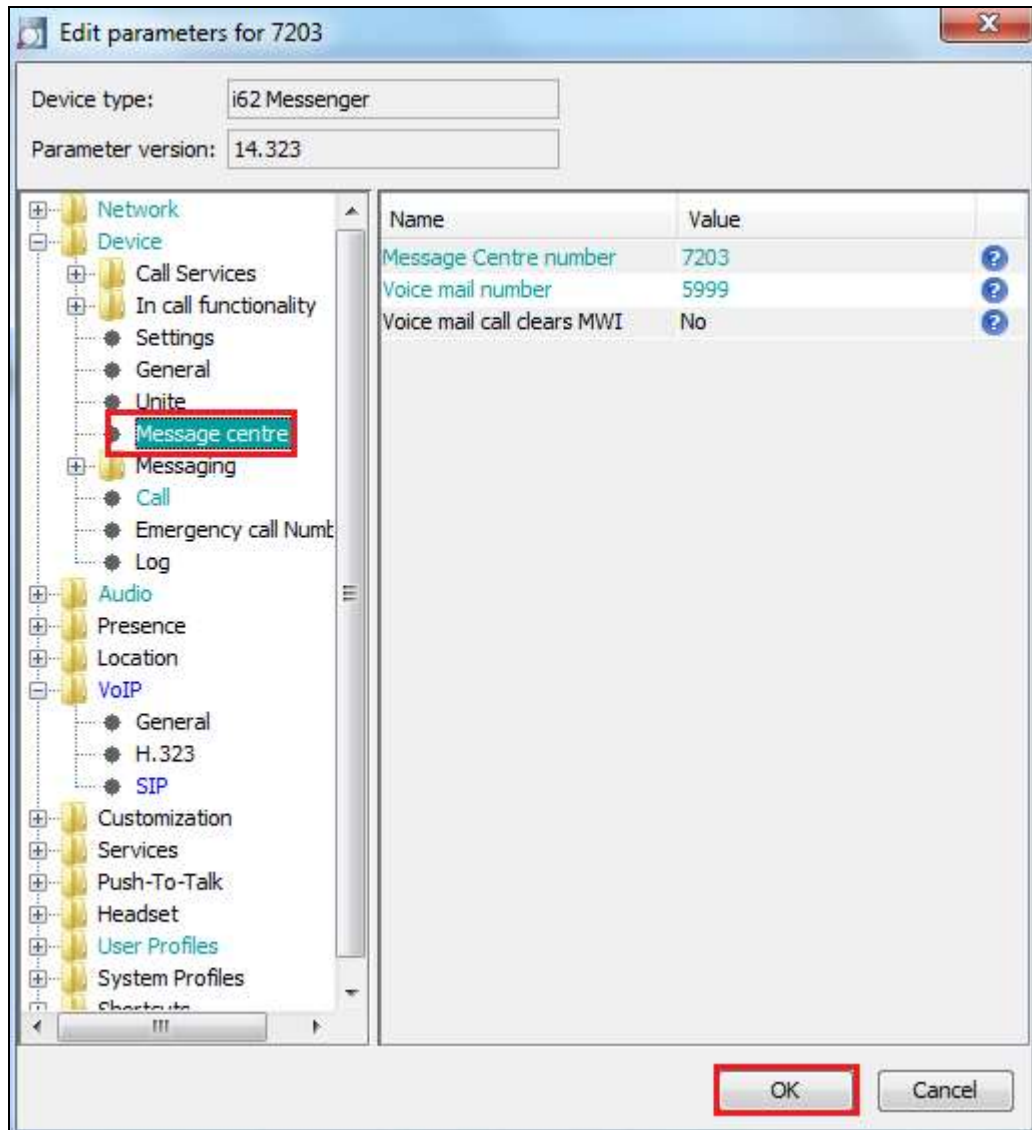
- **SIP proxy IP address** IP address of Session Manager
- **Listening Port** **5060**
- **SIP proxy password** Password assigned to the endpoint in **Section 6.3**
- **Registration identity** Enter **Endpoint number**
- **Authentication identity** Enter **Endpoint number**
- **SIP Register Expiration** **120 (recommended value)**



For further information about the Ascom i62 WiFi configurations please refer to Ascom's documentation in **Section 11** of these Application Notes. This section only covers specific settings concerning SIP.

## 8.2. Configure Message Centre

Click on **Device** → **Message centre** in the left window. In the right window, enter the **Voice mail number** as configured in **Section 5.6** and the **Message Centre number** which is the extension number of the handset.

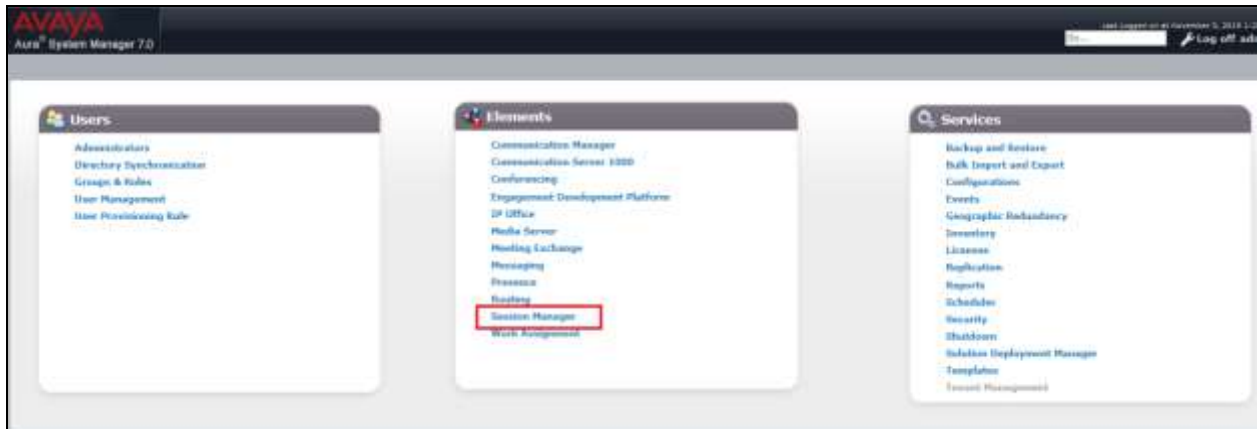


## 9. Verification Steps

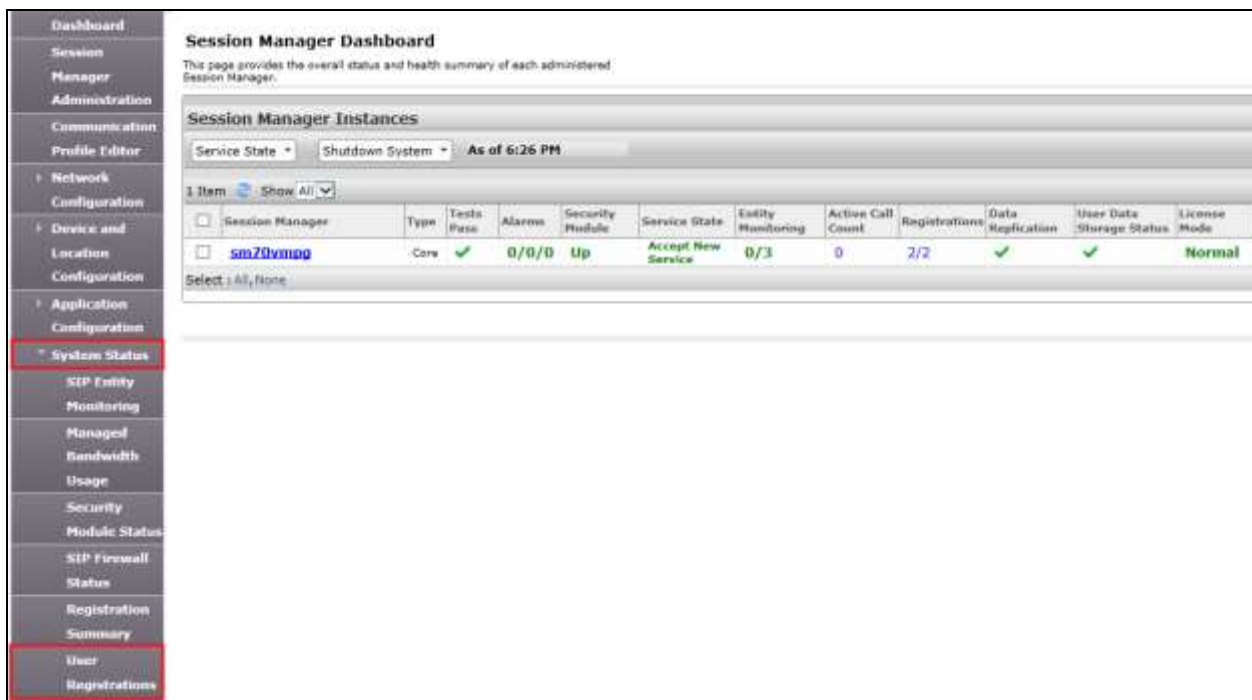
The following steps can be taken to ensure that connections between Ascom i62 handsets and Session Manager and Communication Manager are up.

### 9.1. Session Manager Registration

Log into System Manager as done previously in **Section 6.0**, select **Session Manager** as highlighted below.



Under **System Status** in the left window, select **User Registrations** to display all the SIP users that are currently registered with Session Manager.





## 10. Conclusion

These Application Notes describe the configuration steps required for Ascom's i62 Wireless Handsets to successfully interoperate with Avaya Aura® Communication Manager R7.0 and Avaya Aura® Session Manager R7.0 by registering the Ascom i62 wireless handsets with Avaya Aura® Session Manager as third-party SIP phones. Please refer to **Section 2.2** for test results and observations.

## 11. Additional References

This section references documentation relevant to these Application Notes. The Avaya product documentation is available at <http://support.avaya.com> where the following documents can be obtained.

- [1] *Administering Avaya Aura® Communication Manager*, Document ID 03-300509
- [2] *Avaya Aura® Communication Manager Feature Description and Implementation*, Document ID 555-245-205
- [3] *Implementing Avaya Aura® Session Manager* Document ID 03-603473
- [4] *Administering Avaya Aura® Session Manager*, Doc ID 03-603324

Please see below for a list of documentation used during the compliance testing information on Ascom i62 Wireless Handsets. A full list of Ascom's technical documentation is available through a local supplier. Please refer to **Section 2.3** of these Application Notes for information on Ascom support.

- [5] *User Manual Ascom i62 VoWiFi Handset* (TD 92599EN)
- [6] *Configuration Manual Ascom i62 VoWiFi Handset* (TD 92675EN)
- [7] *System Description Ascom VoWiFi System* (TD 92313EN)
- [8] *System Planning Ascom VoWiFi System* (TD 92408EN)



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