



Avaya Solution & Interoperability Test Lab

Application Notes for Aiphone IX Series Video Master Stations and Avaya IP Office™ – Issue 1.0

Abstract

These Application Notes describe the procedures for configuring Aiphone IX Series Video Master Stations which were compliance tested with Avaya IP Office™.

The overall objective of the interoperability compliance testing was to verify Aiphone IX Series Video Master Stations functionalities in an environment comprised of Avaya IP Office™ and various Avaya endpoints. Aiphone IX Series Video Master Stations are SIP based door phones.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as any 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 for Aiphone IX Series Video Master Stations to interoperate with Avaya IP Office (IP Office). During the compliance testing, Aiphone IX MV7-HB was used (IX-MV7).

The Aiphone IX Series Video Master Stations are part of Aiphone IX Series 2 Door Stations. The Video Master Stations act as SIP phones when connected to IP Office. Stations come in various versions, please see **Appendix A** regarding available versions of IX-MV7 devices. They have a built-in camera allowing for H.264 based two-way video, and a 7-inch screen. Additionally, the Master Stations have intercom features that include paging, line supervision, device check, and picture in picture when using 3rd party ONVIF Profile S cameras (not tested).

During the compliance test, Avaya IP Office Server Edition was used as a primary system and Avaya IP Office 500V2 as an expansion system. Aiphone IX-MV7 registered as a 3rd party SIP phone using UDP to the Avaya IP Office Server Edition.

2. General Test Approach and Test Results

The focus of this interoperability compliance testing was to verify that the Aiphone IX-MV7 can register as a SIP endpoint on IP Office, and is able to originate and receive both audio and video calls to and from the IP Office system.

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 these DevConnect Application Notes 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 Aiphone did not utilize secure capabilities.

2.1. Interoperability Compliance Testing

The general test approach was to place calls to and from, Aiphone IX-MV7, and exercise basic telephone operations. The main objectives were to verify the following:

- Registration
- Audio and Video calls
- Calls to/from Avaya SIP Video & Audio endpoints
- Calls to/from Avaya H.323 Audio endpoints
- Calls to/from Avaya Digital & Analog endpoints
- Calls to/from PSTN via SIP Trunks
- Hold/Resume, Call Transfer and Conferencing
- Call termination (origination/destination)
- Serviceability

2.2. Test Results

The test objectives were verified, and the features tested worked as expected with the following observations.

- Video quality from Aiphone IX-MV7 was very pixelated. This issue was fixed by Aiphone in Release 3.00.
- When a call from IX-MV7 is placed on hold while direct media is disabled, un-hold action resulted in disconnection of the call. This issue was fixed by Aiphone in Release 3.00.
- When a call is placed from Aiphone IX-MV7 to Avaya IX™ Workplace client, resulted video was one-way. This issue was fixed by Aiphone in Release 3.00.

2.3. Support

For technical support on Aiphone IX-MV7, please contact Aiphone via the following:

Japan

- Web: <https://www.aiphone.co.jp/>
- Phone: 052-228-9961

USA, Canada

- Web: <https://www.aiphone.com/home>
- Email: tech@aiphone.com
- Phone: 800-692-0200

France

- Web: <https://www.aiphone.fr/>
- Phone: 01 69 11 46 00

Australia, New Zealand

- Web: <https://www.aiphone.com.au/>
- Phone: (02)80364507

Singapore

- Web: <http://www.aiphone.com.sg/>
- Email: admin@aiphone.com.sg
- Phone: 6534-1135

United Kingdom

- Web: <https://www.aiphone.co.uk/>
- Phone: 020-7507-6250

3. Reference Configuration

Figure 1 illustrates a sample configuration consisting of Avaya IP Office components and Aiphone IX-MV7.

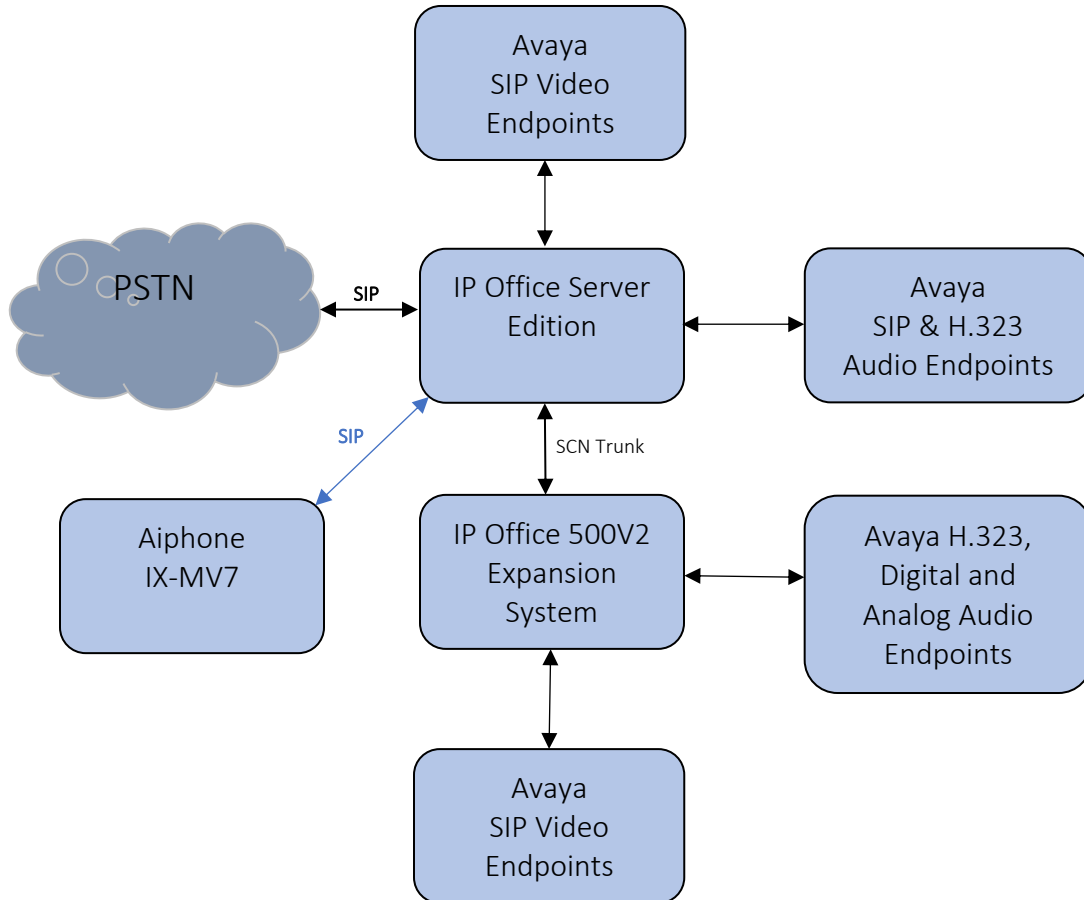


Figure 1: Test Configuration of Aiphone IX-MV7 with Avaya IP Office

4. Equipment and Software Validated

The following equipment and software were used for the test configuration.

Equipment	Software/Firmware
Avaya IP Office Server Edition	11.0.4.0.0 build 74
Avaya IP Office 500V2	11.0.4.0.0 build 74
Avaya IP Office Manager	11.0.4.0.0 build 74
Avaya 9600 Series H.323 IP Deskphones	6.8002
Avaya J129 SIP Phone	4.0.0.0.21
Avaya IX Workspace	3.7.0.102.3
Avaya H175 Collaboration Station	1.0.2.3
Avaya Vantage K175 Phone	3.5.0
Avaya 9504 Digital Phone	0.55
Avaya 6210 Analogue Telephone	-
Aiphone IX Series Video Master Station IX-MV7-HB	3.00.

Note: Compliance Testing is applicable when the tested solution is deployed with a standalone IP Office 500 V2 and also when deployed with IP Office Server Edition in all configurations.

5. Configure Avaya IP Office™

This section provides the procedures for configuring IP Office. The procedures include the following areas:

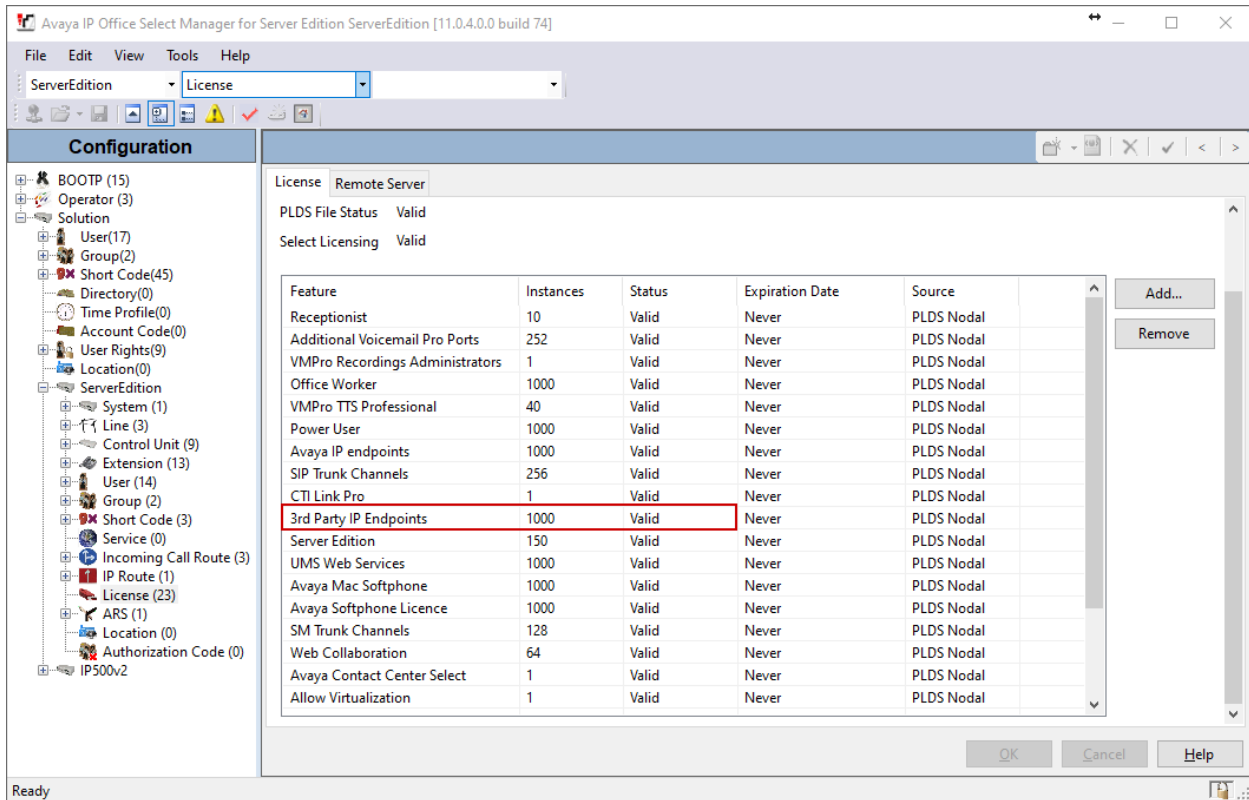
- Verify IP Office license
- Obtain LAN IP address
- Administer SIP registrar
- Administer SIP extensions
- Administer SIP users

These steps are performed from the Avaya IP Office Manager.

5.1. Verify IP Office License

From a PC running the Avaya IP Office Manager application, select **Start → All Programs → IP Office → Manager** to launch the Manager application. Select the proper IP Office system if there are more than one IP Office system, and log in with the appropriate credentials.

The Avaya IP Office Manager screen is displayed. From the configuration tree in the left pane, select **License → 3rd Party IP Endpoints** to display the available licenses in the right pane. Verify that the License Status field is set to **Valid** for **3rd Party IP Endpoints** feature.

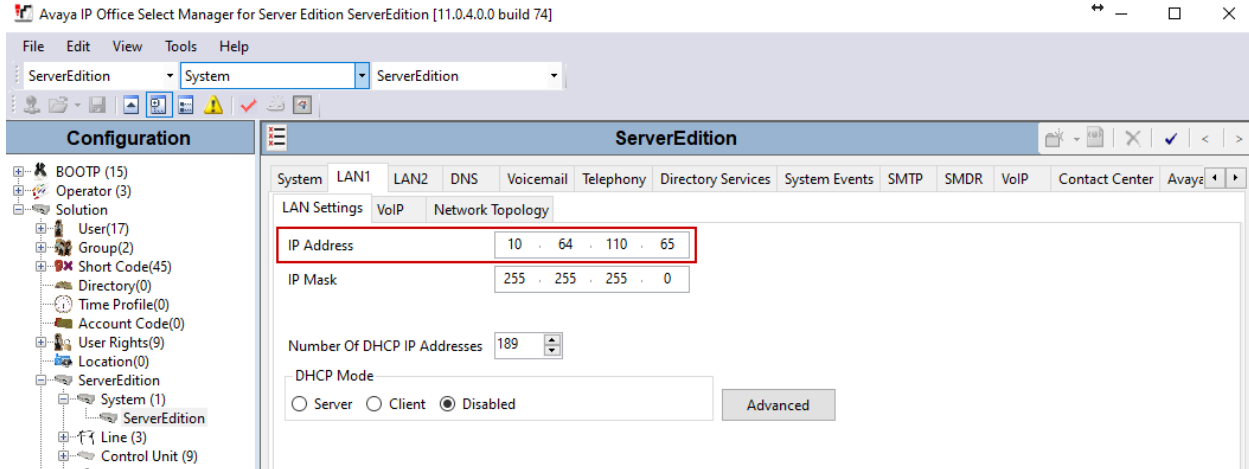


The screenshot shows the Avaya IP Office Select Manager for Server Edition application. The 'License' tab is selected, and the 'Remote Server' section is active. The 'PLDS File Status' is 'Valid' and 'Select Licensing' is 'Valid'. A table lists various features and their status:

Feature	Instances	Status	Expiration Date	Source
Receptionist	10	Valid	Never	PLDS Nodal
Additional Voicemail Pro Ports	252	Valid	Never	PLDS Nodal
VMPro Recordings Administrators	1	Valid	Never	PLDS Nodal
Office Worker	1000	Valid	Never	PLDS Nodal
VMPro TTS Professional	40	Valid	Never	PLDS Nodal
Power User	1000	Valid	Never	PLDS Nodal
Avaya IP endpoints	1000	Valid	Never	PLDS Nodal
SIP Trunk Channels	256	Valid	Never	PLDS Nodal
CTI Link Pro	1	Valid	Never	PLDS Nodal
3rd Party IP Endpoints	1000	Valid	Never	PLDS Nodal
Server Edition	150	Valid	Never	PLDS Nodal
UMS Web Services	1000	Valid	Never	PLDS Nodal
Avaya Mac Softphone	1000	Valid	Never	PLDS Nodal
Avaya Softphone Licence	1000	Valid	Never	PLDS Nodal
SM Trunk Channels	128	Valid	Never	PLDS Nodal
Web Collaboration	64	Valid	Never	PLDS Nodal
Avaya Contact Center Select	1	Valid	Never	PLDS Nodal
Allow Virtualization	1	Valid	Never	PLDS Nodal

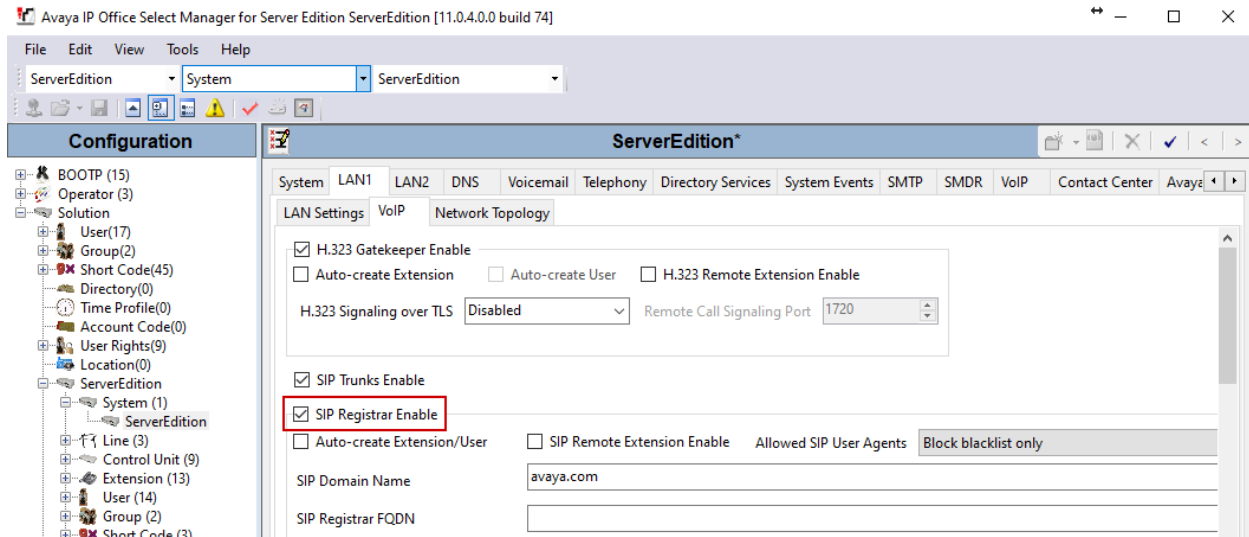
5.2. Obtain LAN IP Address

From the configuration tree in the left pane, select **System** to display the System screen in the right pane. Select the **LAN1** tab, followed by the **LAN Settings** sub-tab in the right pane. Make a note of the **IP Address**, which will be used later to configure Aiphone IX-MV7.



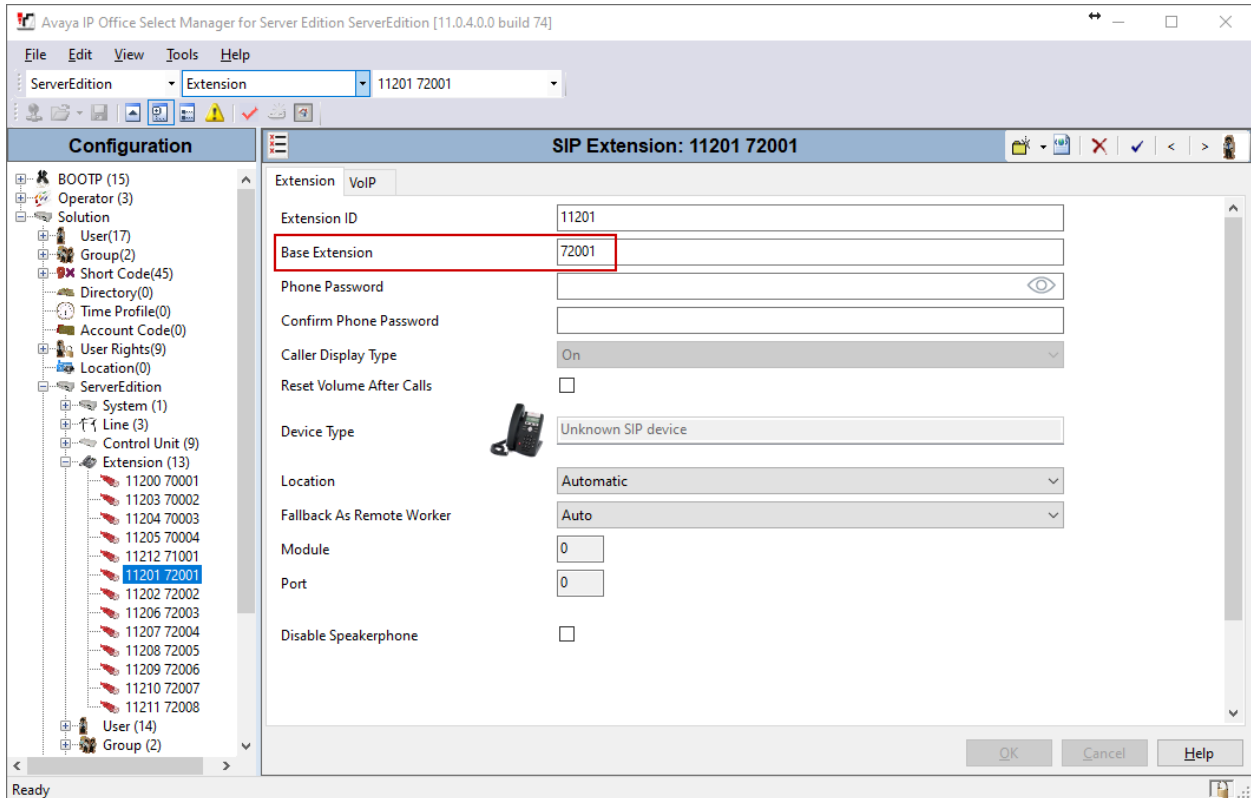
5.3. Administer SIP Registrar

Continuing from above, select the **VoIP** sub-tab. Ensure that **SIP Registrar Enable** is checked, as shown below.



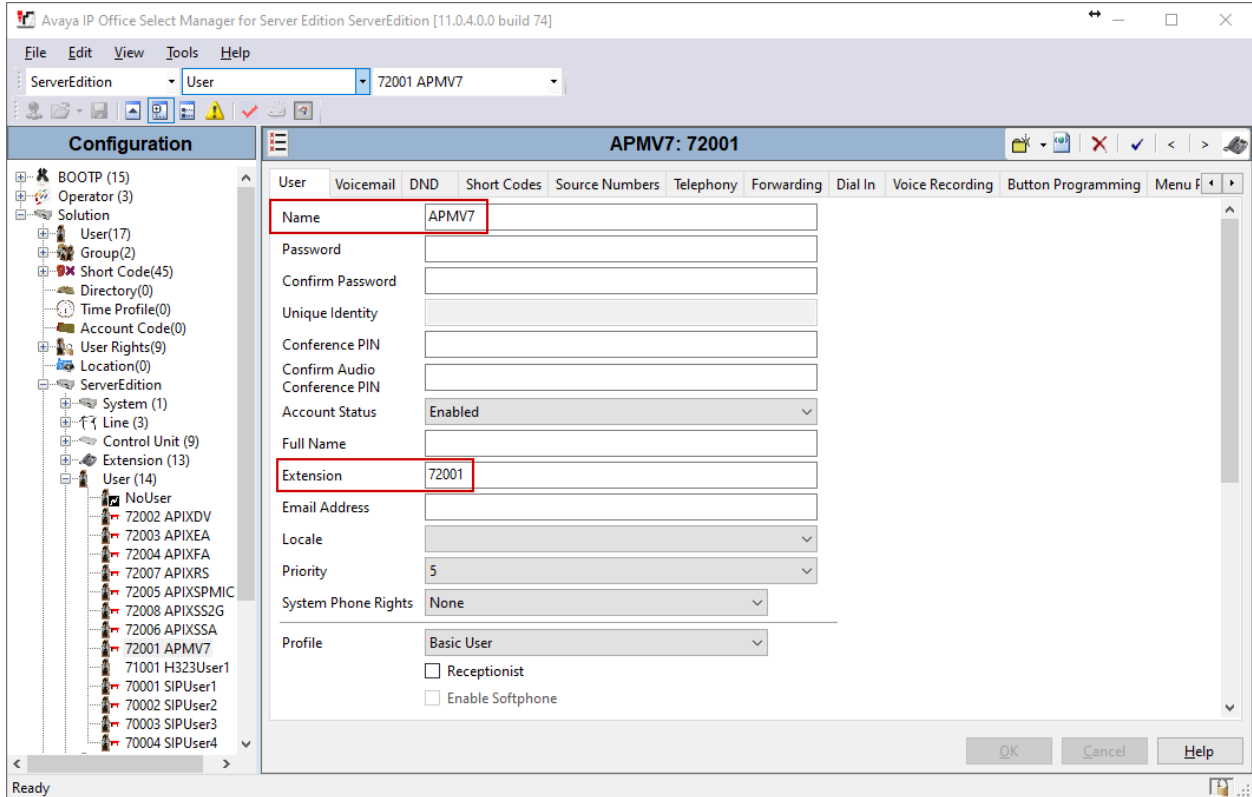
5.4. Administer SIP Extensions

To create a new SIP Extension, from the configuration tree in the left pane, right-click on **Extension**, and select **New → SIP Extension** from the pop-up list (not shown). Enter desired digits for the **Base Extension** field. This is the Extension that will be used for Aiphone IX-MV7 to log in.

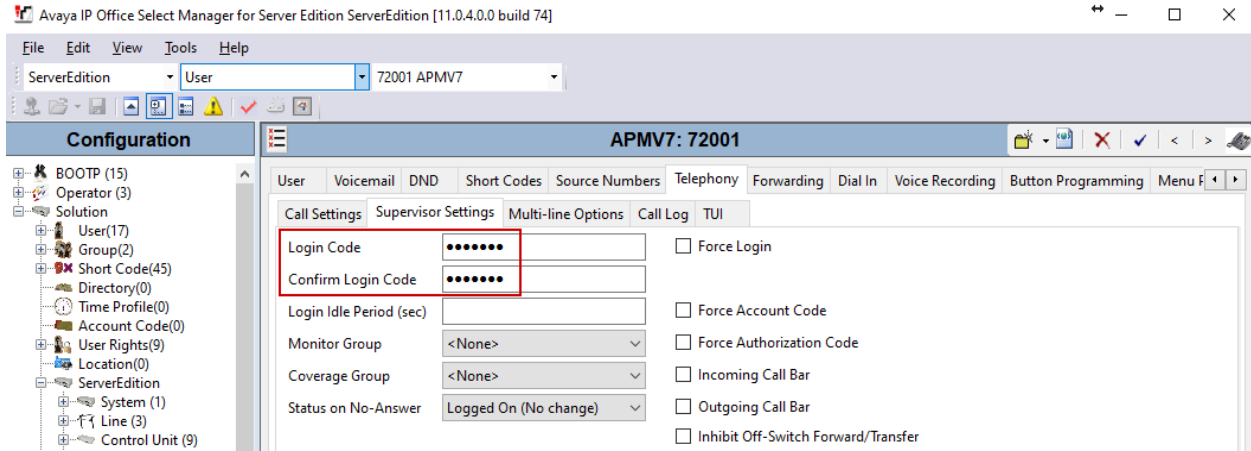


5.5. Administer SIP Users

To create a new SIP User, from the configuration tree in left pane, right-click on **User**, and select **New** from the pop-up list (not shown). Enter desired values for the **Name** field. For the **Extension** field, enter the SIP extension created in **Section 5.4**.



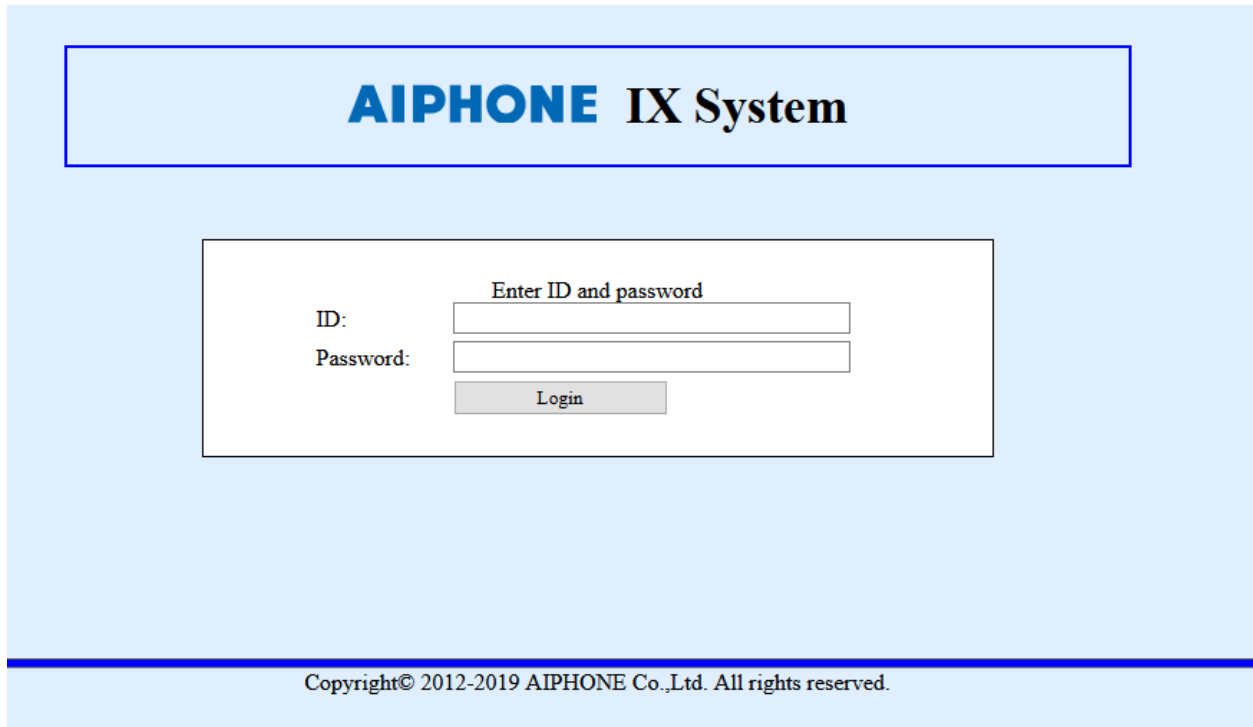
Select the **Supervisor Settings** tab, and enter a desired **Login Code** and **Confirm Login Code**. This code will be used as a password for Aiphone IX-MV7.



6. Configure Aiphone IX Series Video Master Station

This section provides steps to configure Aiphone IX-MV7.

To configure Aiphone IX-MV7, using a web browser, navigate to <https://<IP Address of IX-MV7>/webset.cgi?login> and log in using appropriate credentials.



AIPHONE IX System

Enter ID and password

ID:

Password:

Login

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Once logged in, for the **Number** field, type in the SIP extension that is being configured (from **Section 5.4**), and a desired **Name**. Select **Update** to save change.

AIPHONE IX System Setting
 Category: Master Stations Station Type: IX-MV7-*

Station Information

Identification
 ID and Password
 Language
 Time
 Expanded System

Network Settings
 IP Address
 DNS
 SIP
 Multicast Address
 Video
 Audio
 Packet Priority

Station Information

◆ Required Settings

◆ Identification

Number ◆	72001	3-5 digits
Name	IX-MV7	1-24 alphanumeric characters(*1)
Location		1-24 alphanumeric characters(*1)

(*1)Certain characters may not be displayed correctly on IX-MV and IX-MV7-* due to font type.

From the left, select **Network Settings** → **SIP** and configure as follows:

- **SIP Signaling Port:** Set to **5060**.
- **User Agent:** Type in a desired value.
- **ID:** SIP Extension number from **Section 5.4**.
- **Password:** SIP Extension password from **Section 5.4**.
- **IPv4 Address:** LAN IP Address of IP Office from **Section 5.2**.
- **Port:** Set to **5060**.

Once done, select **Update** to save changes.

AIPHONE IX System Setting
 Category: Master Stations Station Type: IX-MV7-*

Network Settings

◆ SIP

SIP Connections

SIP Signaling Port ◆	5060	1-65535
User Agent	IX-MV7	1-36 alphanumeric characters

SIP Server

Primary Server

ID	72001	1-24 alphanumeric characters
Password	●●●●●●	1-24 alphanumeric characters
IPv4 Address	10.64.110.65	1.0.0.1-223.255.255.254 or hostname(1-64 alphanumeric characters)
IPv6 Address		::FF-0-FE-FF-FF-FF-FF-FF-FF-FF-FF-FF-FF-FF-FF-FF-FF
Port ◆	5060	1-65535

Continuing from above, scroll down to the **Video** sub section and verify the Video settings are as shown below.

The screenshot displays the 'AIPHONE IX System Setting' web interface. The top navigation bar includes 'Category: Master Stations' and 'Station Type: IX-MV7.*'. A sidebar on the left lists various configuration sections: Station Information, Network Settings, System Information, and Call Settings. The main content area is titled 'Network Settings' and is currently displaying the 'Video' sub-section. This section is divided into three parts: 'Video Encoder 1', 'Video Encoder 2', and 'Master Station Video Setting'. Each encoder section includes a warning message and fields for RTP Start and End ports. The Master Station Video Setting section includes radio buttons for 'Enable' and 'Disable', and dropdown menus for 'Frame Rate', 'Select Profile', 'I-picture interval', and 'Bit Rate'.

Section	Parameter	Value	Constraint
Video Encoder 1	RTP Start Port	30000	1-65534
	RTP End Port	31000	1-65535
Video Encoder 2	RTP Start Port	32000	1-65534
	RTP End Port	33000	1-65535
Master Station Video Setting	Video Streaming	<input checked="" type="radio"/> Enable	<input type="radio"/> Disable
	Frame Rate [fps]	30	
	Select Profile	Baseline	
	I-picture interval	30	1-100
	Bit Rate [kbps] [H.264/AVC]	2048	

From the left, select **System Information** → **Address Book** and configure as follows:
 The numbers configured here are added to the Address Book of IX-MV7, which makes it easier to call the number by tapping the screen instead of typing the extension.

- **Number:** Type in an extension number on IP Office that will be called for a given line.
- **Name:** Desired name for the extension.
- **Station Type:** Set to **VoIP Phone**.
- **IPv4:** Type in the LAN IP Address from **Section 5.2**.

Select **Update** to save changes.

AIPHONE IX System Setting
 Category: Master Stations Station Type: IX-MV7-*

System Information

• **Address Book**

Station List

Station Number must be 3-5 digits. (3-32 digits for VoIP Phone)
 Station Name must be 1-24 alphanumeric characters.
 Name may not be displayed correctly on IX-MV7.* due to font type.
 Station Type must be "VoIP Phone" when calling via SIP server.
 IPv4 must be 1.0.0.1-223.255.255.254 or hostname(1-64 alphanumeric characters).
 IPv6 must be ::FF:0:FEFF:FFFF:FFFF:FFFF:FFFF:FFFF or hostname(1-64 alphanumeric characters).

Station Information					
#	Number	Name	Location	Station Type	IPv4
1	81001	SIP Station 1	▼	VoIP Phone ▼	10.64.110.65
2	71001	H323 Station 1	▼	VoIP Phone ▼	10.64.110.65
3			▼	▼	
4			▼	▼	
5			▼	▼	
6			▼	▼	
7			▼	▼	

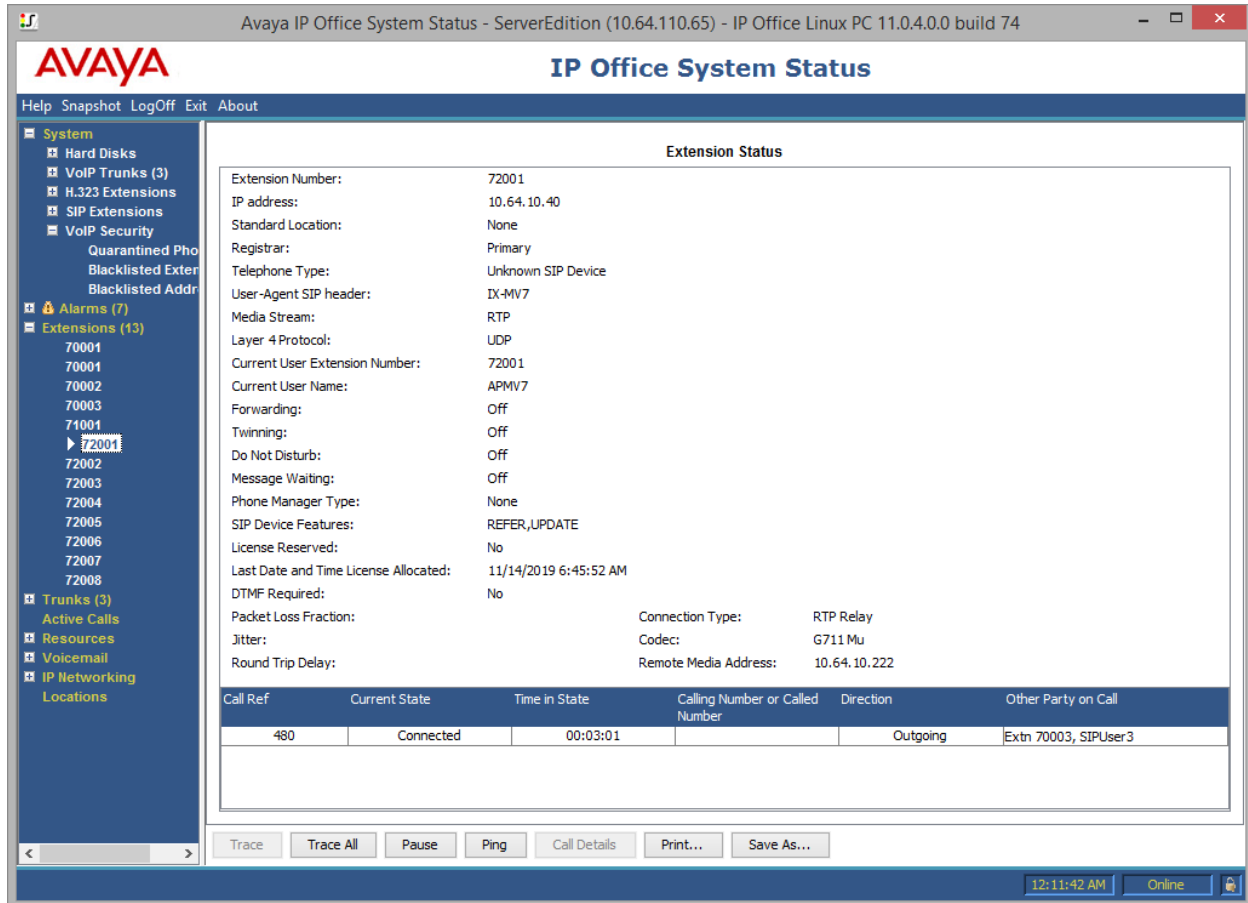
7. Verification Steps

The following steps may be used to verify the configuration:

- From a PC running the Avaya IP Office Monitor application. The **Avaya IP Office SysMonitor** screen is displayed (not shown). Select **Status** → **SIP Phone Status** from the top menu. Verify the SIP extension added from **Section 5.4** is displayed and the Status is **SIP: Registered**.

Extn Num	User Num	Phone Type	Security	IP Address	Transport	User Agent	Licensed	SIP Options	Status
\$1.70001	70001	EQN_X_D...	disable	10.64.10.48	TCP	Avaya Communicator/3.0 (3.6.4.31...	Avaya Softph...	RU	SIP: Registered
70001	70001	J129 SIP	disable	10.64.10.224	TCP	Avaya J129 IP Phone 4.0.0.0.21 (21)	Avaya IP	RU	SIP: Registered
70002	70002	VANTAG...	disable	10.64.10.223	TCP	Avaya Communicator Android/3.5.0...	Avaya IP	RU	SIP: Registered
70003	70003	H175 SIP	disable	10.64.10.222	TCP	Avaya H175 Collaboration Station	Avaya IP	RU	SIP: Registered
72001	72001	SIP	disable	10.64.10.40	UDP	IX-MV7	3rd Party IP	RU	SIP: Registered
72002	72002	SIP	disable	10.64.10.41	UDP	IX-DV	3rd Party IP	RU	SIP: Registered
72003	72003	SIP	disable	10.64.10.43	UDP	IX-EA	3rd Party IP	RU	SIP: Registered
72004	72004	SIP	disable	10.64.10.44	UDP	IX-FA	3rd Party IP	RU	SIP: Registered
72005	72005	SIP	disable	10.64.10.45	UDP	IX-SPMIC	3rd Party IP	RU	SIP: Registered
72006	72006	SIP	disable	10.64.10.46	UDP	IX-SSA	3rd Party IP	RU	SIP: Registered
72007	72007	SIP	disable	10.64.10.49	UDP	IX-RS	3rd Party IP	RU	SIP: Registered
72008	72008	SIP	disable	10.64.10.42	UDP	IX-SS-2G	3rd Party IP	RU	SIP: Registered

- Place a call from Aiphone IX-MV7 to an Avaya endpoint. The state of the call be viewed on a PC running the **Avaya IP Office System Status** application. Select **Extensions** → Aiphone IX-MV7 extension.



8. Conclusion

Aiphone IX-MV7 was compliance tested with Avaya IP Office. Aiphone IX-MV7 functioned properly for feature and serviceability. All feature and serviceability test cases were completed with observations noted in **Section Error! Reference source not found.**

9. Additional References

Avaya IP Office product documentation can be found at: <https://ipofficekb.avaya.com/>.

Documentation related to Aiphone IX-MV7 can be found at:

Japan: <https://www.aiphone.co.jp/products/business/ix/>

USA, Canada: <https://www.aiphone.com/home/products/ix-series>

France: <https://www.aiphone.fr/catalogue/interphonie-ip-protocole-sip-ix/>

Australia, New Zealand: <https://www.aiphone.com.au/product/ix/>

Singapore: <http://www.aiphone.com.sg/>

United Kingdom: https://www.aiphone.co.uk/featured_item/ix2/

Appendix A

Following devices are based on the same firmware as IX-MV7:

- IX-MV7-B
- IX-MV7-W
- IX-MV7-HB
- IX-MV7-HW
- IXMV7HBLA
- IXMV7HWLAIX-DVF-AC

The difference in each IX-MV7 devices is their color and attachment:

- IX-MV7-B
 - Black
- IX-MV7-W
 - White
- IX-MV7-HB
 - Black
 - Handset
- IX-MV7-HW
 - White
 - Handset
- IXMV7HBLA
 - Black
 - Handset
 - Hearing aid
- IXMV7HWLA
 - White
 - Handset
 - Hearing aid

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