



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

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# **Application Notes for Configuring G-Tek/AEi Communications AAX-4100 with Avaya IP Office - Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps required for G-Tek/AEi Communications AAX-4100 analog telephone to interoperate with Avaya IP Office.

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 steps required to configure G-Tek/AEi Communications AAX-4100 analog telephone to interoperate within Avaya IP Office. G-Tek/AEi's AAX-4100 is a phone used in the hospitality industry.

## 2. General Test Approach and Test Results

To verify interoperability of G-Tek/AEi Communications AAX-4100 with IP Office, calls were made between G-Tek/AEi telephones and PSTN, Avaya SIP, H.323, analog and digital telephones using various common PBX features.

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.

### 2.1. Interoperability Compliance Testing

Interoperability compliance testing covered the following features and functionality:

- Calls between G-Tek/AEi telephones and PSTN, Avaya SIP, H.323, analog, and digital telephones.
- Basic features including the following:
  - Answer
  - Hang up
  - DTMF transmission
  - Message Waiting Indicator (MWI)
  - Abort
  - Music on hold
  - Short Codes
  - Long duration
  - Invalid Number
  - Busy
  - Forward
  - DND
  - Alarm Scheduling and Alarm Call

IP Office was rebooted and the GTek/AEi Communications telephones were disconnected and re-connected to test serviceability.

### 2.2. Test Results

All test cases were executed and passed successfully.

## 2.3. Support

Technical support from G-Tek/AEi Communications can be obtained through the following:

- Phone: +1-650-552-9416
- E-mail: techsupport@aeicomcommunications.com

## 3. Reference Configuration

The diagram illustrates an enterprise site with an Avaya IP Office 500 V2, Avaya SIP, H.323, analog, and digital telephones. Two G-Tek/AEi AAX-4100 telephones were used during the compliance test.

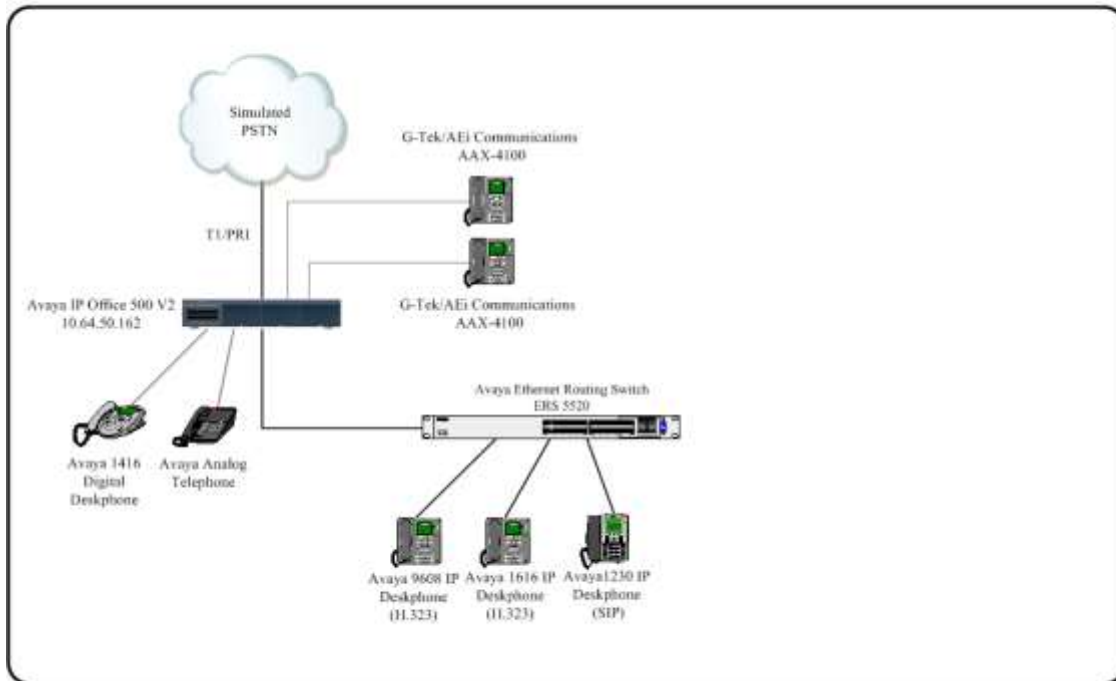


Figure 1: G-Tek AAX-4100 Reference Configuration

## 4. Equipment and Software Validated

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

Equipment/Software	Release/Version
<i>Avaya PBX Products</i>	
Avaya IP Office 500 V2	9.1.0.0 build 437
<i>Avaya Messaging (Voice Mail) Products</i>	
Avaya Voicemail Pro	9.1.0.0 build 166
<i>Avaya Endpoints</i>	

Equipment/Software	Release/Version
Avaya 1616 IP Deskphone	(H.323 3.2)
Avaya 9608 IP Deskphone	(H.323 6.4)
Avaya 1230 IP Deskphone	(SIP 04.04.18.00)
Avaya 1416 Digital Deskphone	R39
Avaya Analog Telephone	NA
<b><i>G-Tek/AEi Communications Products</i></b>	
G-Tek/AEi Communications AAX-4100	NA

*Compliance Testing is applicable when the tested solution is deployed with a standalone IP Office 500 V2 only.*

## 5. Configure Avaya IP Office

This section provides the procedures for configuring IP Office.

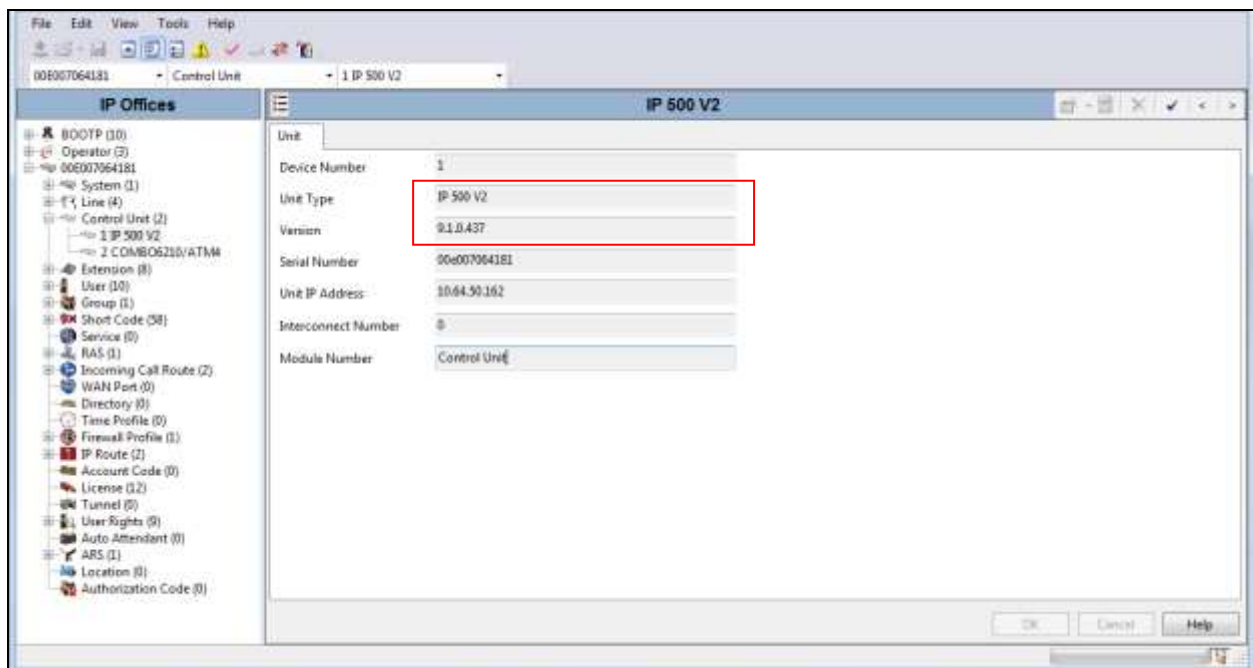
**Note:** For these Application Notes it is assumed that IP Office has already been installed and licensed for operation. Information included within is specifically for configuring the AAX-4100 for operation with IP Office.

### 5.1. Connect to IP Office using Manager

From a PC running the IP Office Manager application, select **Start → All Programs → IP Office → Manager** to launch the Manager application. Select the desired IP Office system and login with the appropriate credentials.

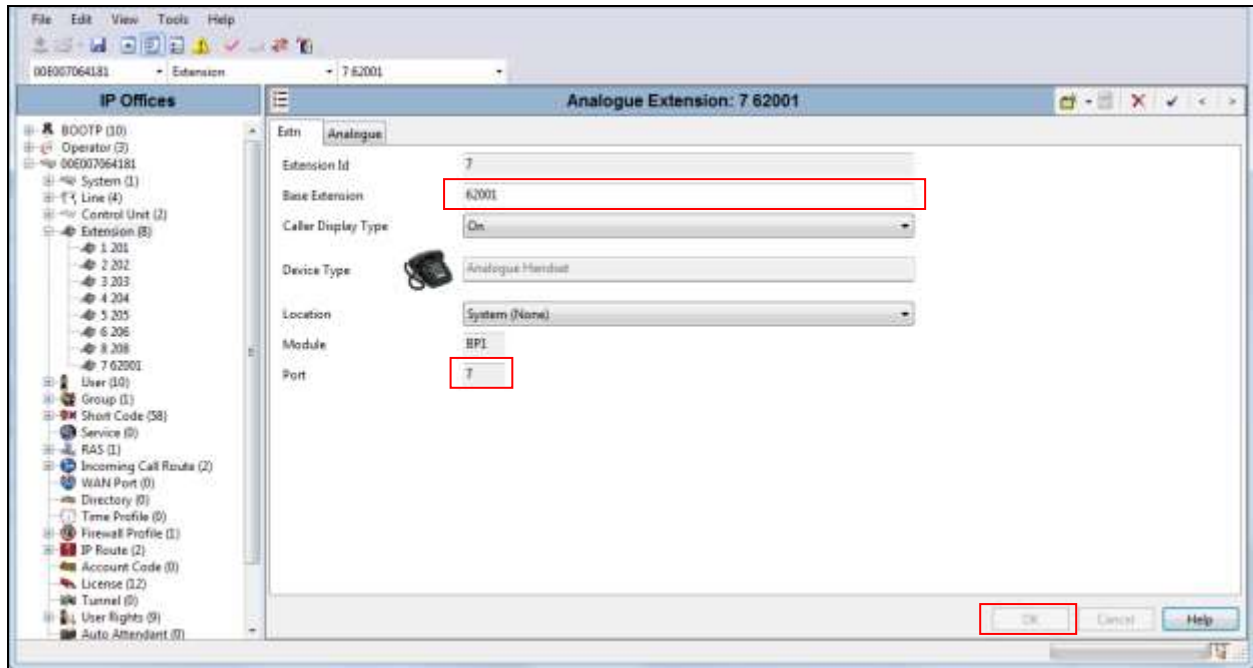
### 5.2. Verify IP Office Control Unit

From the configuration tree in the navigation pane, select **Control Unit → IP 500 V2**. Verify **Unit Type** and **Version**. This compliance test verified functionality using IP Office 500 V2 hardware with version 9.1.0.437 software.



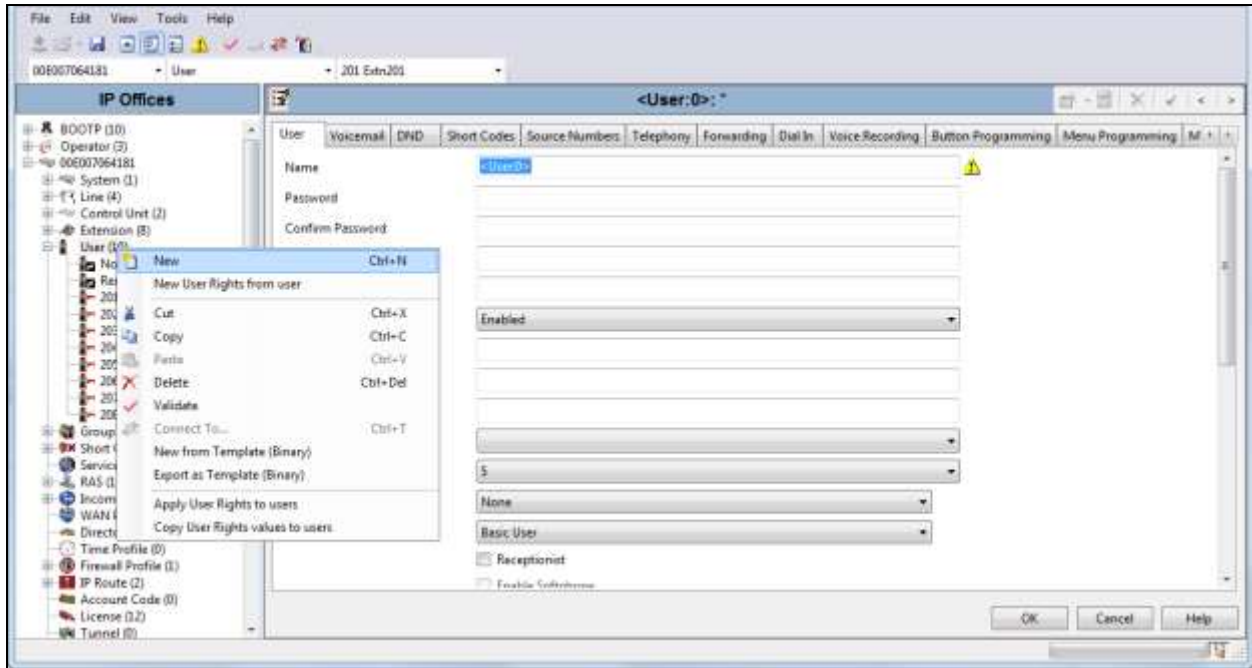
### 5.3. Configure Extension

From the left pane select **00E007064181** → **Extension**, and the relevant analog port. In this example the **Base Extension** has been configured as **62001** and the analog port that the AAX-4100 will be connected to on the IP Office 500V2 device is **Port 7**. When finished click **OK** to save the configuration.

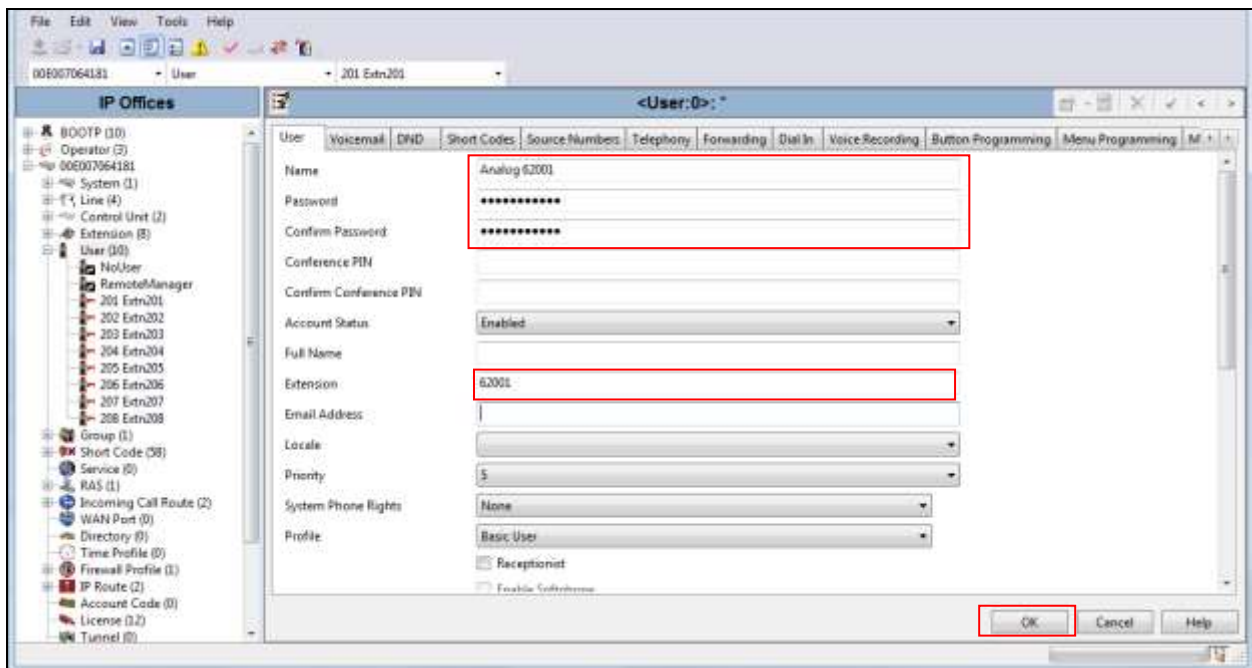


## 5.4. Configure User

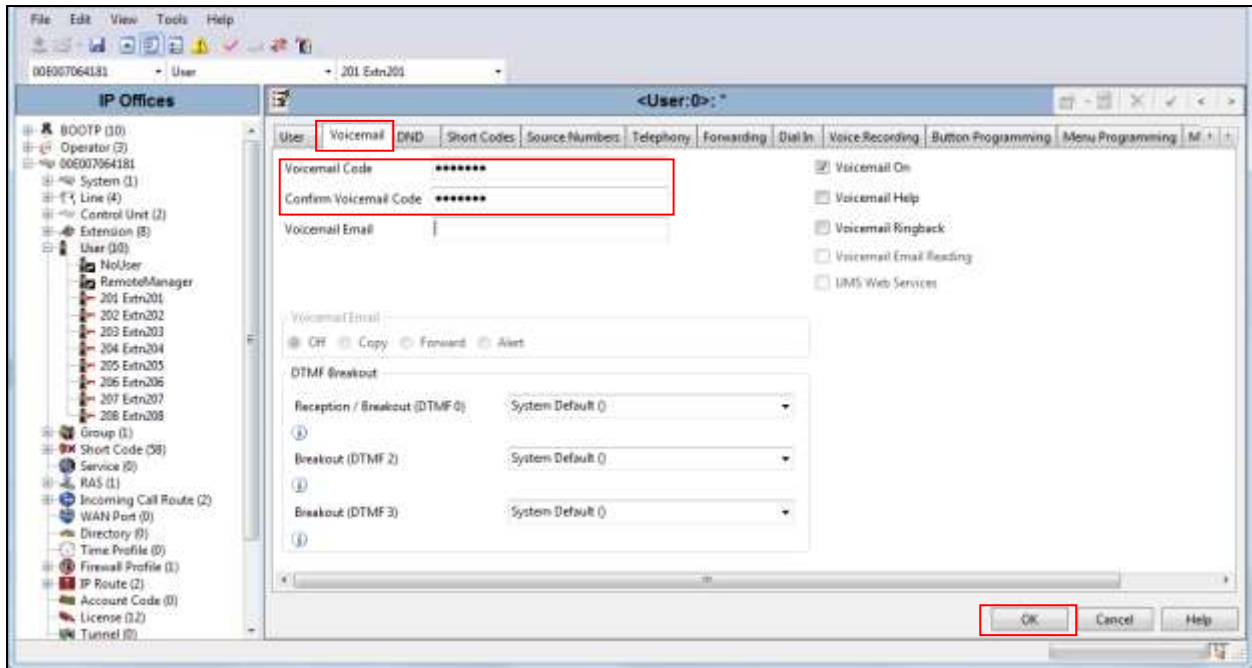
From the left pane, right-click **User** and select **New**. This will display a new user configuration section in the right pane.



In this section enter a **Name**, **Password**, and the **Extension** that was configured **Section 5.3**. When finished click **OK**.



Now select the **Voicemail** tab and enter a **Voicemail Code**. When finished click **OK** to save the configuration.

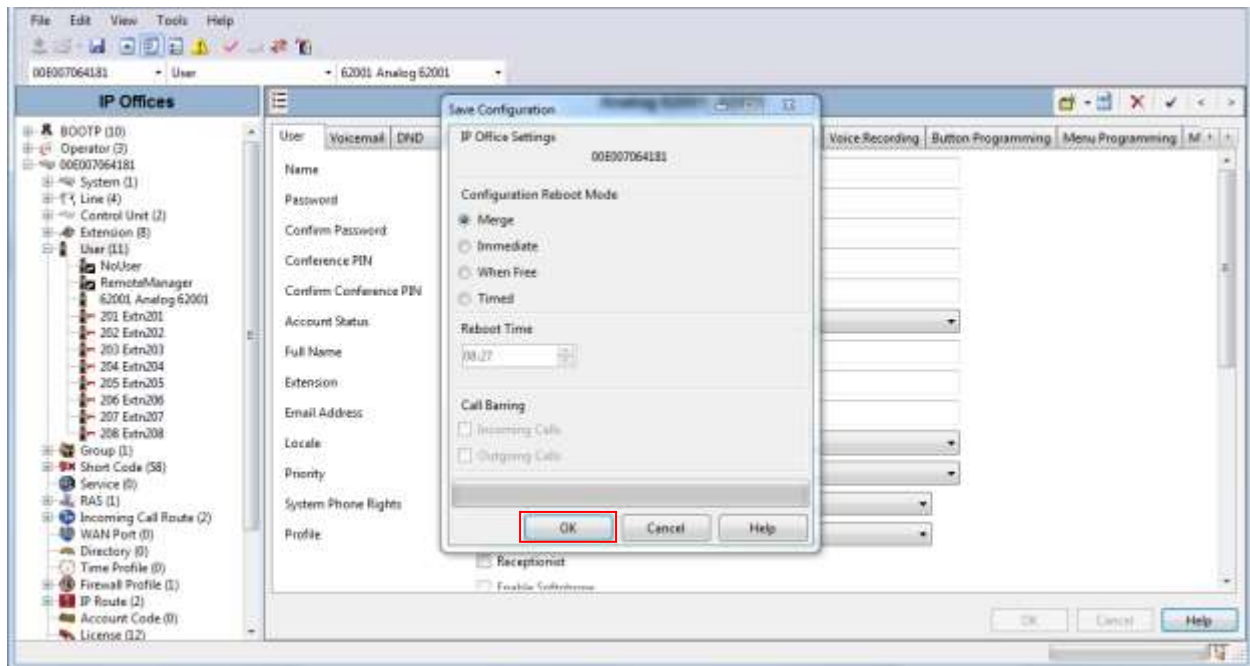


Note: **Sections 5.3** and **5.4** should be repeated for every GTek/AEi Communications analog telephone.



## 5.5. Save IP Office Configuration

From the top toolbar select **File** → **Save Configuration**. Click **OK** to save the configuration.



## 6. G-Tek/AEi Communications AAX-4100 Analog Telephone

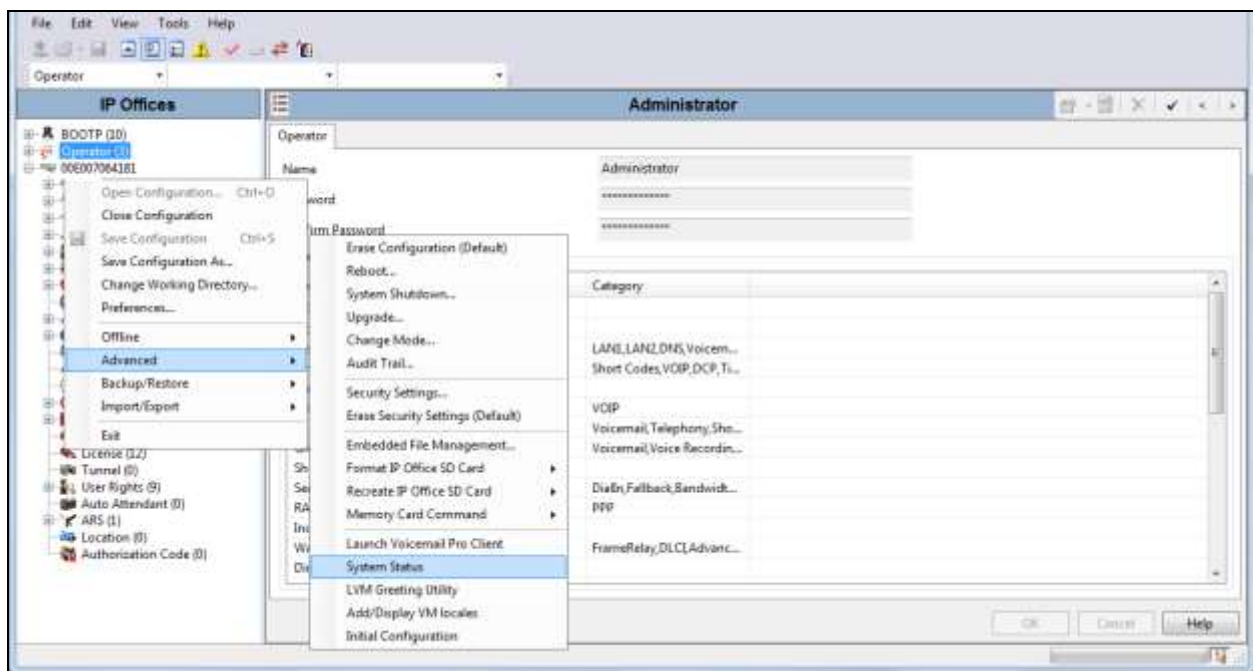
The G-Tek/AEi AAX-4100 is an analog telephone and doesn't require any specific configuration in order to make calls with IP Office. Once IP Office has been configured and each AAX-4100 is connected to an analog port, the telephone should be able to place and receive calls.

## 7. Verification Steps

In order to verify proper functionality of the AAX-4100, make calls to and from the telephone. If calls are unsuccessful, first check to see if there is a good physical connection between the telephone and the analog port on IP Office, then verify the Extension and User configuration in IP Office Manager. If there are still problems, use the IP Office System Status Program to check status or launch IP Office Monitor to capture and debug calling problems.

### 7.1. IP Office System Status

From the IP Office Manager click **File** → **Advanced** → **System Status**. This launches the System Status tool for IP Office.



Enter the appropriate credentials to login. Once System Status has launched, from the left pane expand **Extensions** and select the extension number of the AAX-4100 in order to verify its status. Additionally other **Extensions**, **Alarms**, and **Resources** including licenses status can be verified in System Status.

The screenshot displays the Avaya IP Office System Status web interface. The left-hand navigation pane is expanded to show the 'Extensions' section, with extension 62001 selected. The main content area is titled 'Extension Status' and provides a detailed view of the selected extension's configuration. Below this, a table shows call logs for extension 62001, with one call entry visible.

**Extension Status**

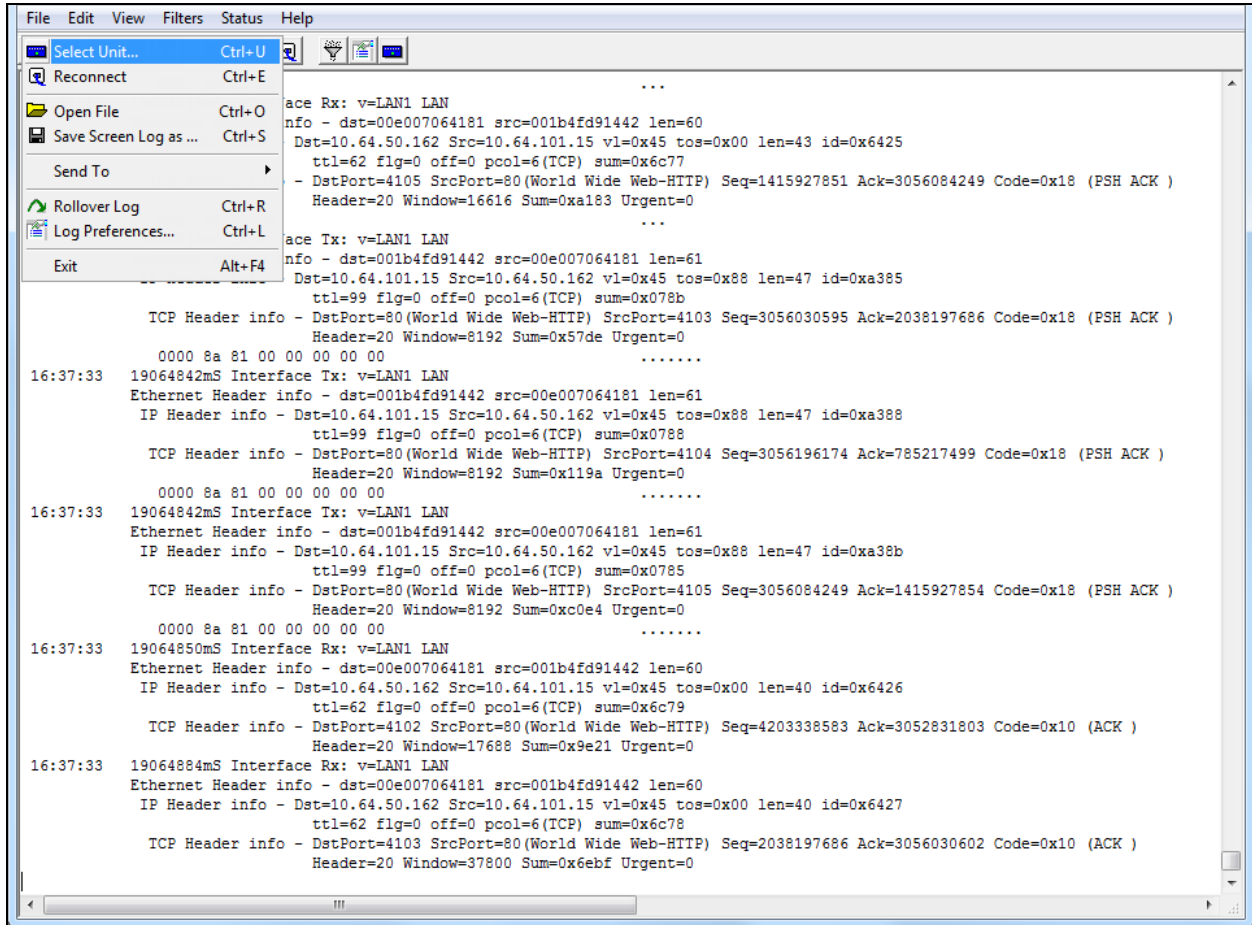
Extension Number: 62001  
 Slot: 1  
 Port: 7  
 Active Location: None  
 Telephone Type: PDI (CLI On)  
 Current User Extension Number: 62001  
 Current User Name: Analog 62001  
 Forwarding: Off  
 Twinning: Off  
 Do Not Disturb: Off  
 Message Waiting: Off  
 Number of New Messages: 0  
 Phone Manager Type: None  
 Packet Loss Fraction:   
 Jitter:   
 Round Trip Delay:   
 Connection Type:   
 Codec:   
 Remote Media Address:

Call Ref	Current State	Time in State	Calling Number or Called Number	Direction	Other Party in Call
	Idle	00:47:13			

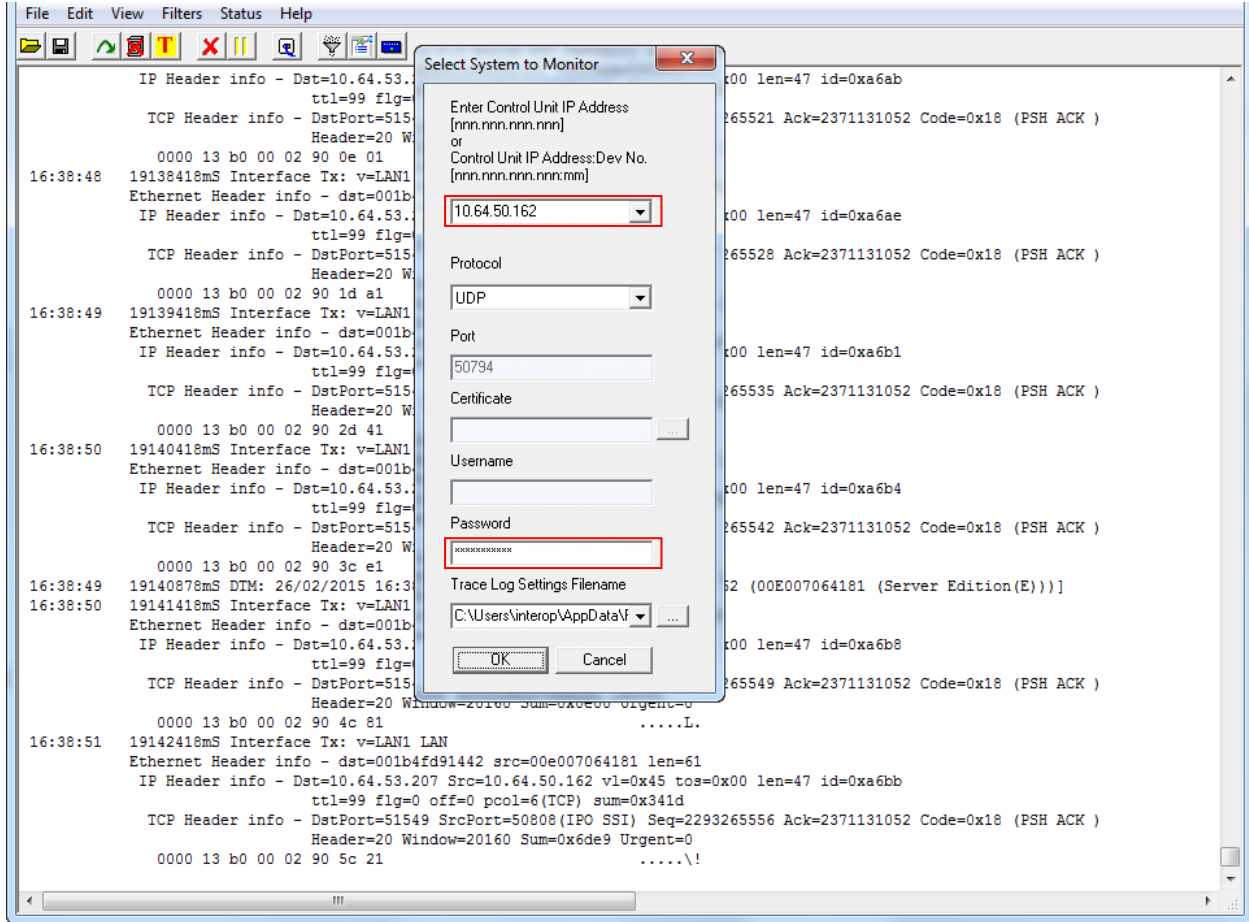
Buttons at the bottom: Trace, Trace All, Pause, Call Details, Print, Save As...

## 7.2. IP Office Monitor

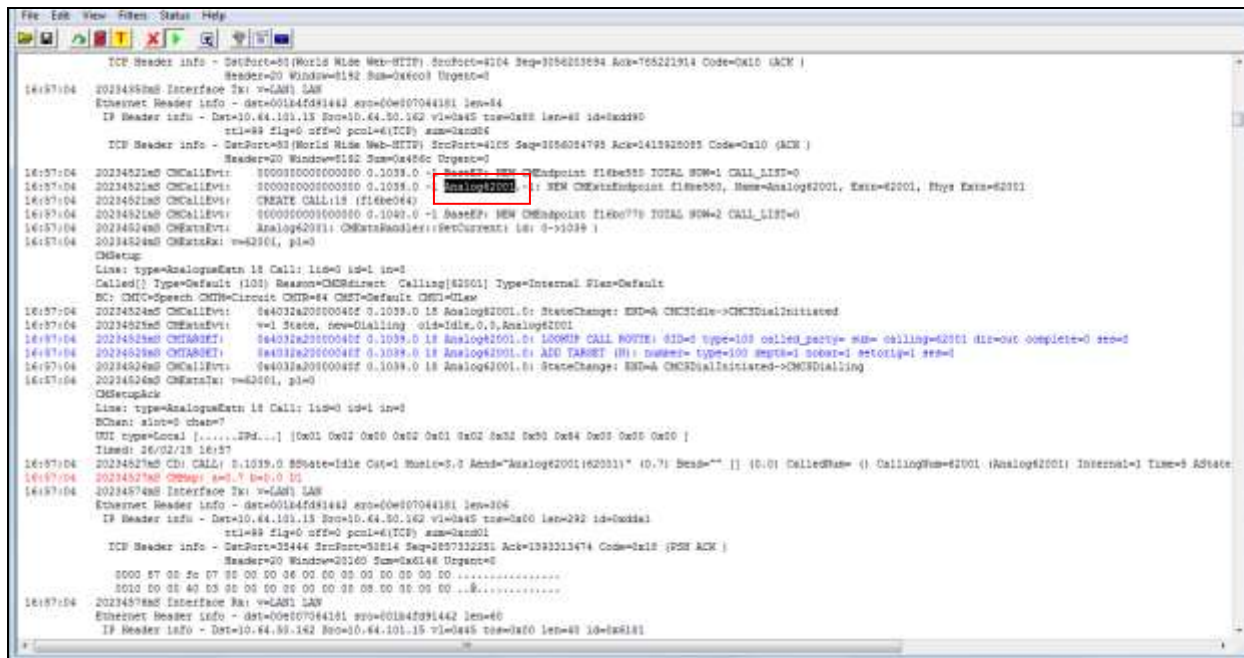
From the Windows Start Menu select **All Programs** → **IP Office** → **Monitor** to launch the Monitor program. Once Monitor is launched, from the top menu bar select **File** → **Select Unit**.



Enter the IP address and password for the unit.



Try searching for one of the extensions to find information about the call. The extensions were configured in **Section 5.3**.



## 8. Conclusion

These Application Notes describe the configuration steps required for G-Tek/AEi Communications AAX-4100 analog telephone to successfully interoperate with Avaya IP Office. All feature and serviceability test cases were completed successfully.

## 9. Additional References

This section references documentation relevant to these Application Notes. Avaya product documentation is available at <http://support.avaya.com>. GTek/AEi Communications product documentation can be found at <http://www.aeicomunications.com>.

[1] *Administering Avaya IP Office™ Platform with Manager* Release 9.1.0 Issue 10.04  
February 2015.

[2] *AAX-4100 GUESTROOM TELEPHONE USERS GUIDE*

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