



Avaya Solution & Interoperability Test Lab

Application Notes for Configuring G-Tek/AEi Communications ASP-6210-S with Avaya IP Office - Issue 1.0

Abstract

These Application Notes describe the configuration steps required for G-Tek/AEi Communications ASP-6210-S dual-line 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 ASP-6210-S dual-line analog telephone to interoperate within Avaya IP Office. G-Tek/AEi's ASP-6210-S is a phone used in the hospitality industry.

2. General Test Approach and Test Results

To verify interoperability of G-Tek/AEi Communications ASP-6210-S phone 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
 - Conference
 - Alarm Scheduling and Alarm Call
- Dual Line using two different extensions.
- IP Office was rebooted and the GTek/AEi Communications analog telephones were disconnected and re-connected to test serviceability.

Note: *Conferences are initiated from GTek/AEi Communications ASP-6210-S and require both lines to be configured.*

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 ASP-6210-S phones, were used during the compliance test.

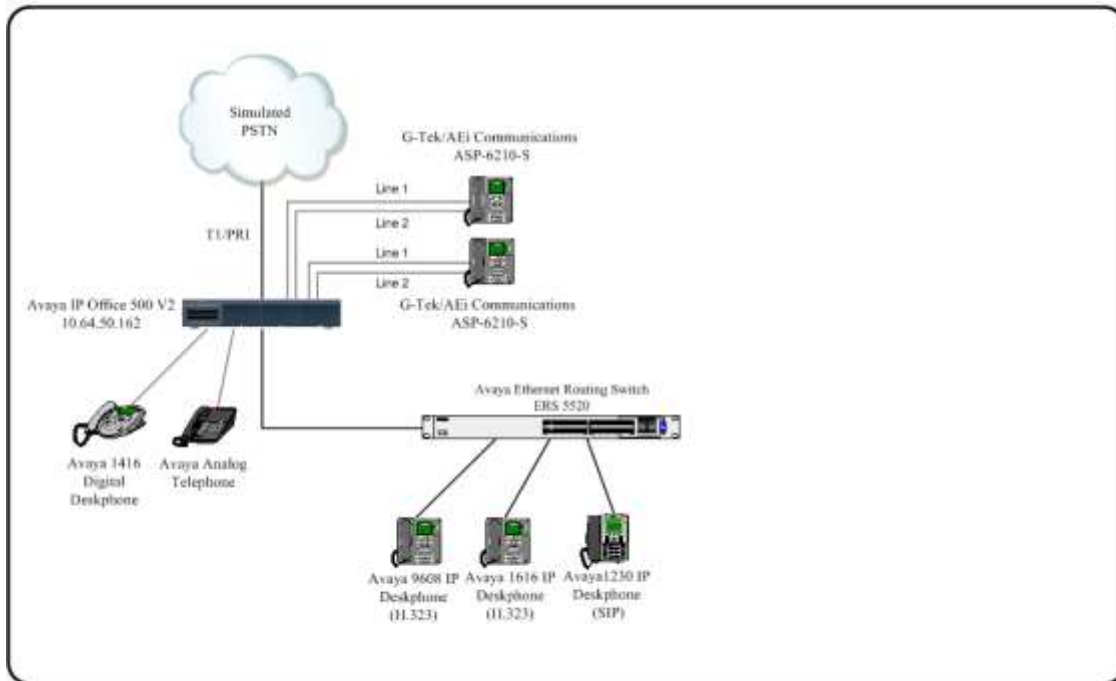


Figure 1: G-Tek ASP-6210-S Reference Configuration

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>	
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
<i>G-Tek/AEi Communications Products</i>	
G-Tek/AEi Communications ASP-6210-S	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. The procedures include the following areas:

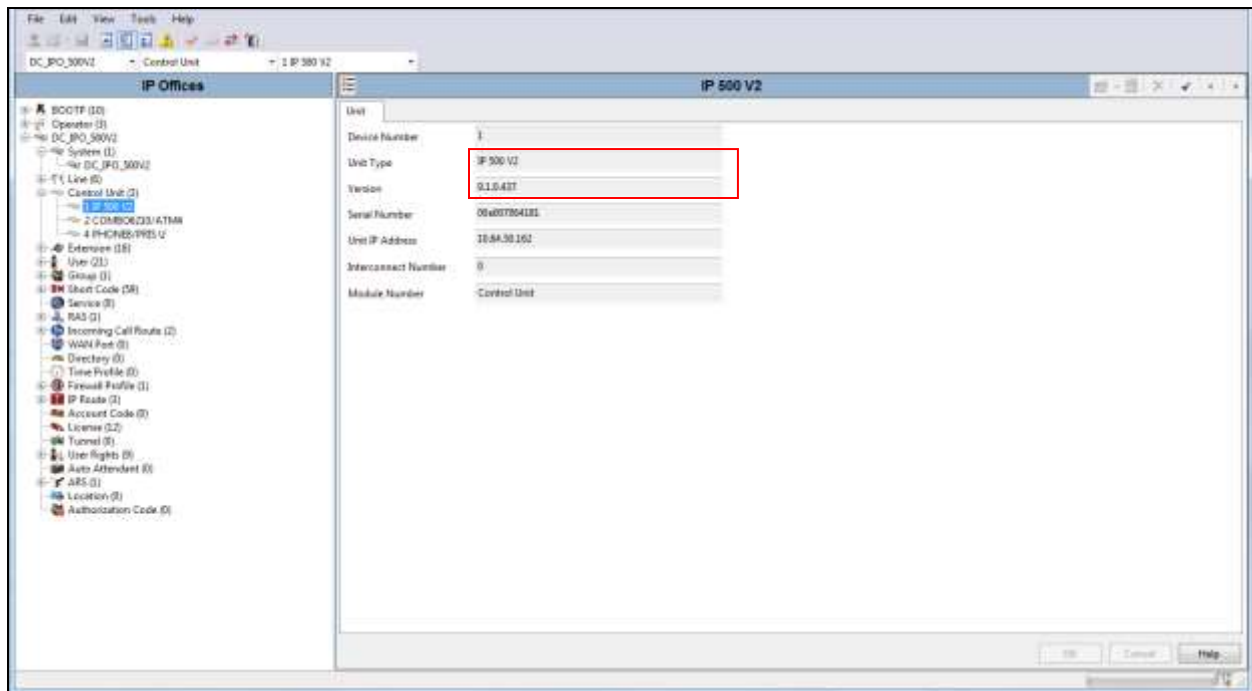
Note: For these Application Notes it is assumed that IP Office has already been installed and licensed for operation. Information included within is specifically for configuring the ASP-6210-S for operation with IP Office.

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.

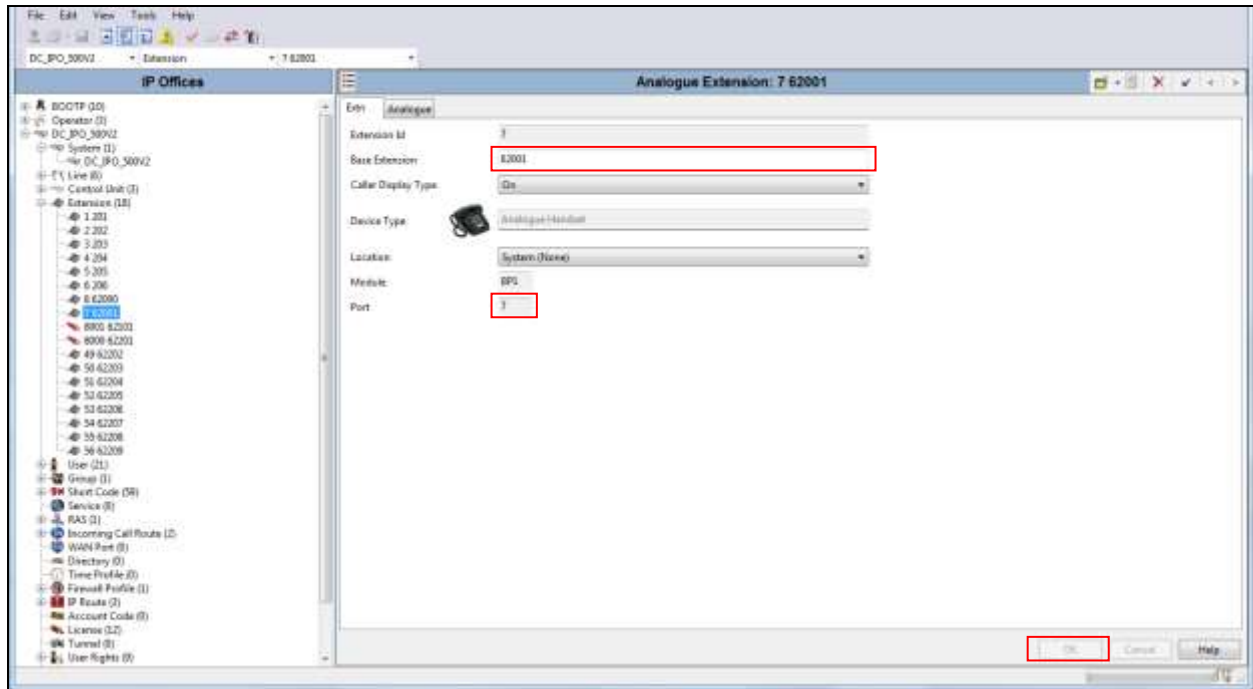
5.2. Verify IP Office Control Unit

From the configuration tree in the navigation pane, expand **Control Unit** and select **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

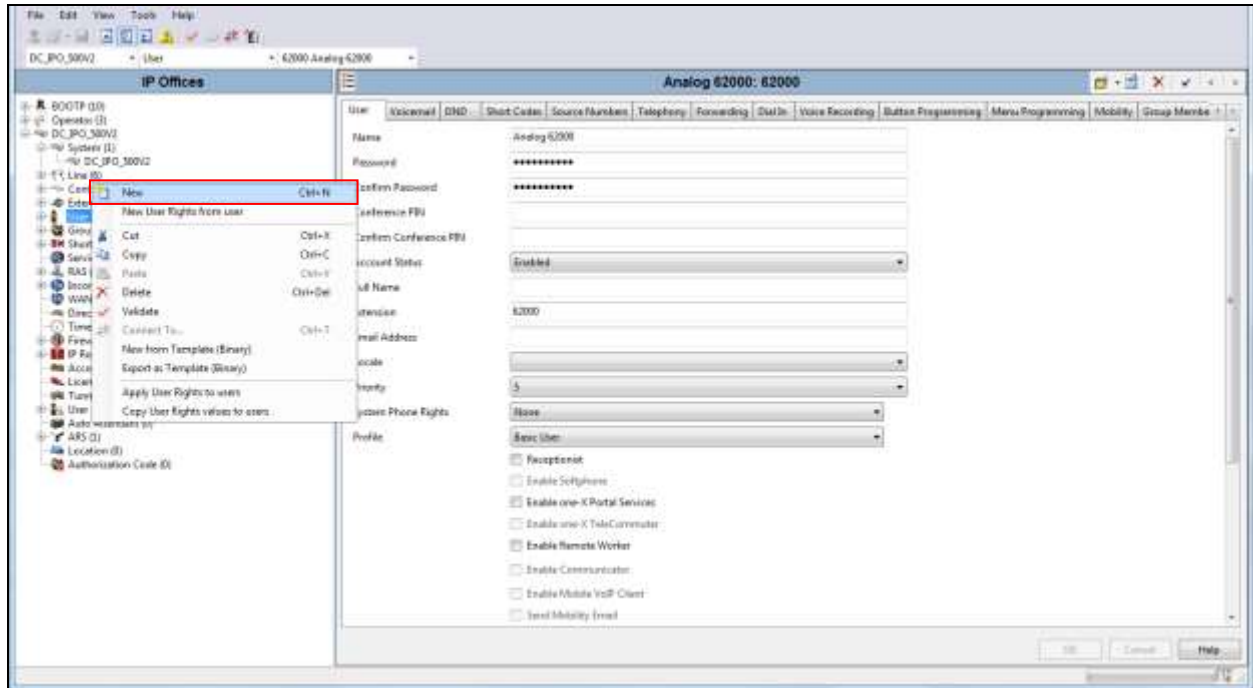
From the left pane select **DC_IPO_500V2** → **Extension** and the relevant analog port. In this example the **Base Extension** has been configured as **62001** and the analog port that the ASP-6210-S will be connected to on the IP Office 500V2 device is **Port 7**. When finished click **OK** to save the configuration.



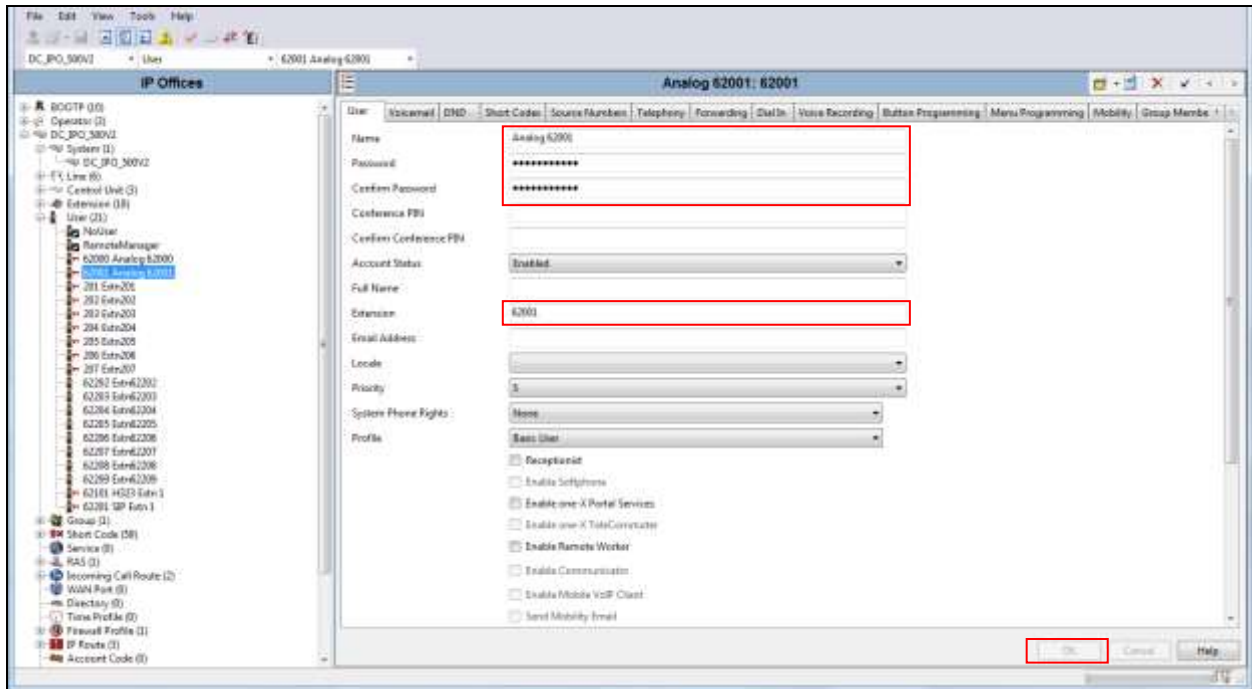
Note: Port 8 extension 62000 was used as the second line for dual line testing.

5.4. Configure User

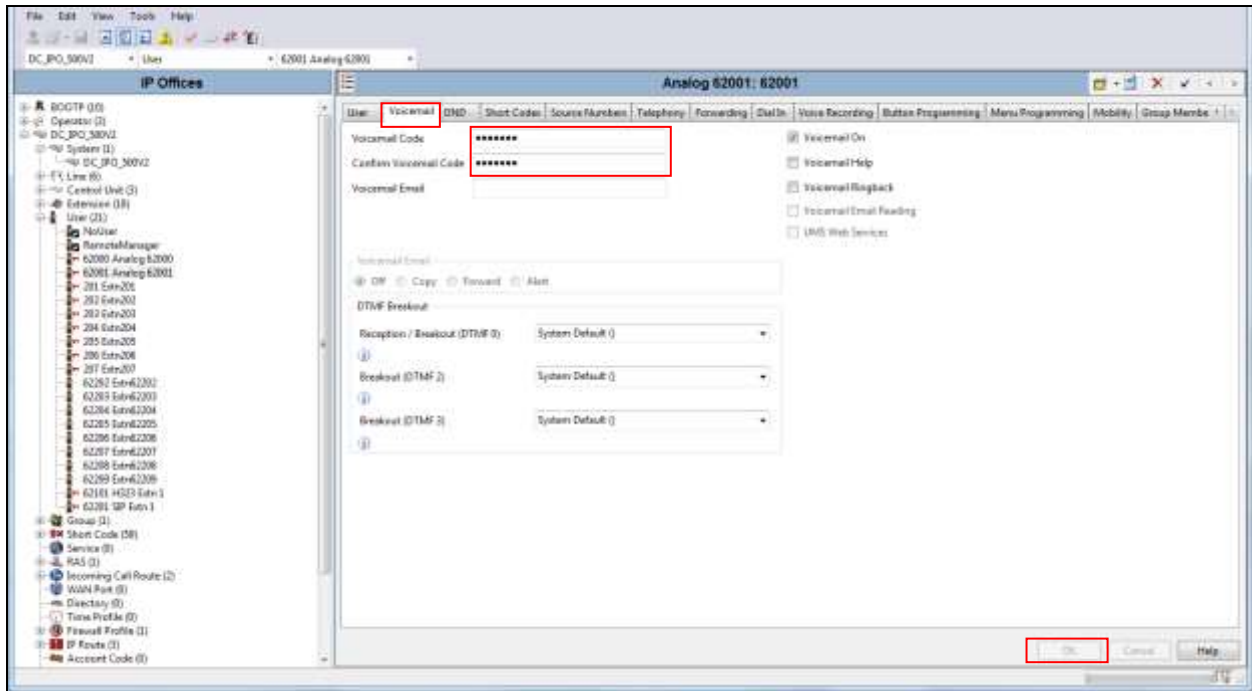
From the left pane right-click **User** and select **New**. This will display a new user configuration section in the right pane.



In this section enter a **Name**, **Password**, and the **Extension** that was configured **Section Error!**
Reference source not found..
When finished click **OK**.



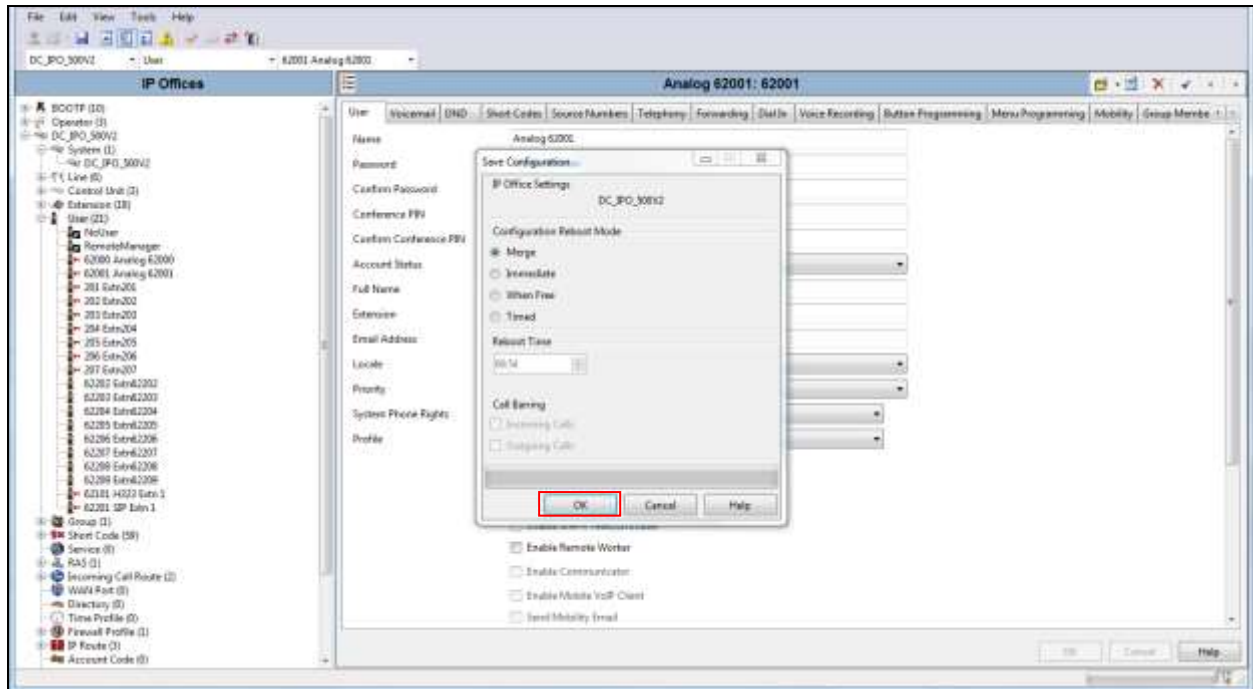
Now select the **Voicemail** tab and enter a **Voicemail Code**. When finished click **OK** to save the configuration.



Note: *Sections 5.3 and 5.4 should be repeated for every line of 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 ASP-6210-S Analog Telephone

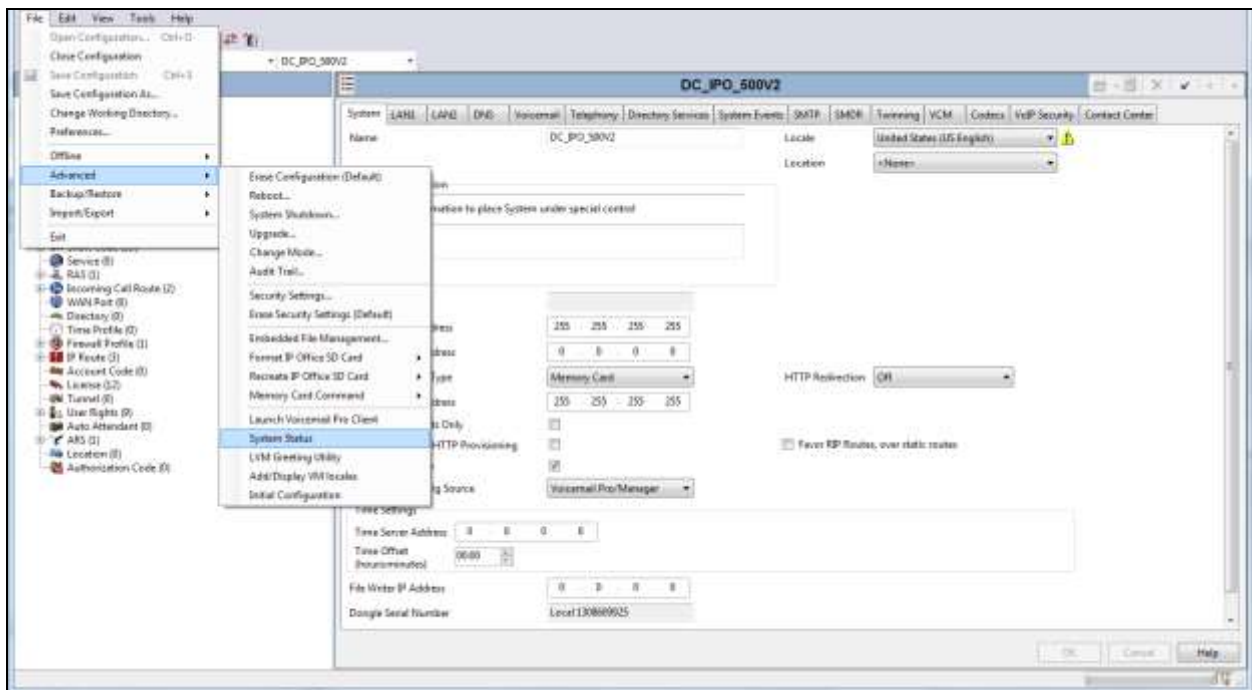
The G-Tek/AEi ASP-6210-S is an analog phone and doesn't require any specific configuration in order to make calls with IP Office. Once IP Office has been configured and the ASP-6210-S is connected to analog ports, the phone should be able to place and receive calls.

7. Verification Steps

In order to verify proper functionality of the ASP-6210-S, make calls to and from the phone. If calls are unsuccessful, first check to see if there is a good physical connection between the phone 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 an extension number of the ASP-6210-S in order to verify its status. Additionally other **Extensions**, **Alarms**, and **Resources** including licenses status can be verified in System Status.

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

- System
- Alarms (0)
- Extensions (8)**
 - 201
 - 202
 - 203
 - 204
 - 205
 - 206
 - 208
 - 62001**
- Trunks (6)
- Active Calls
- Resources
- Voicemail
- IP Networking
- Locations

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:

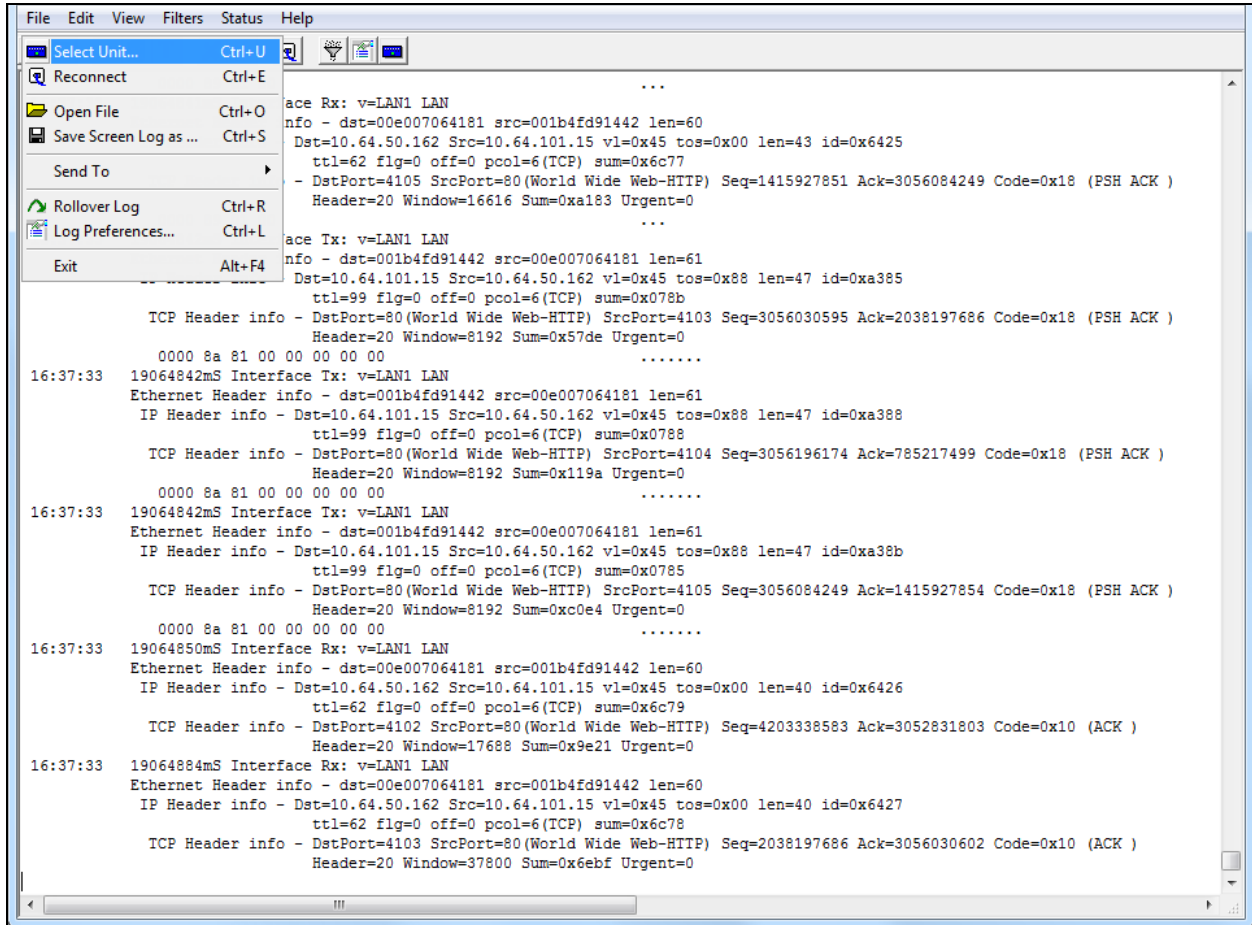
Call Ref	Current State	Time in State	Calling Number or Called Number	Direction	Other Party in Call
	Idle	00:47:13			

Trace Trace All Pause Call Details Print... Save As...

1:39:47PM Close

7.2. IP Office Monitor

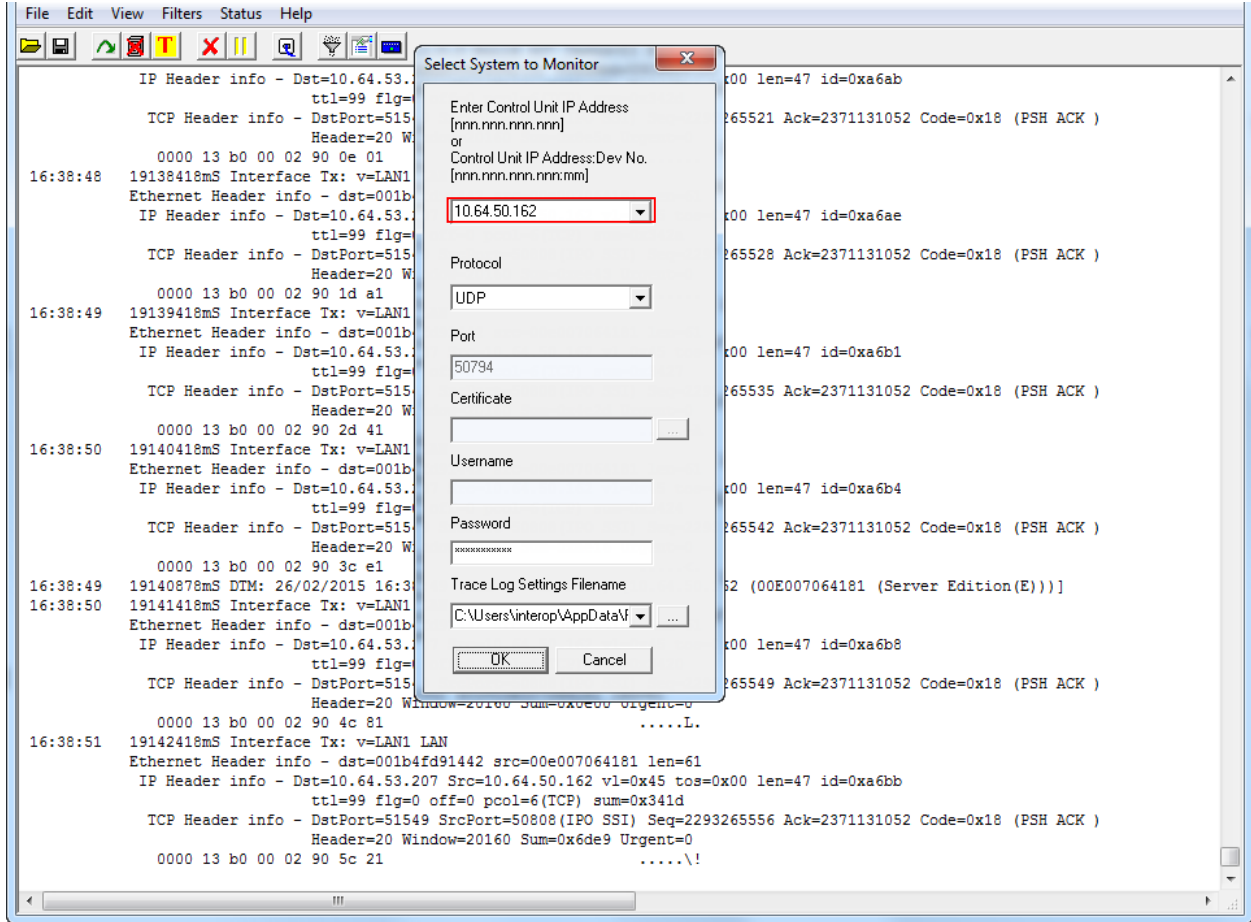
From the Windows Start Menu select **All Programs** → **IP Office** → **Monitor** to launch the Monitor program. Once Monitor is launched, from the top menu bar select **File** → **Select Unit**.



The screenshot shows the IP Office Monitor application window. The menu bar includes File, Edit, View, Filters, Status, and Help. The File menu is open, showing options like Select Unit... (Ctrl+U), Reconnect (Ctrl+E), Open File (Ctrl+O), Save Screen Log as... (Ctrl+S), Send To, Rollover Log (Ctrl+R), Log Preferences... (Ctrl+L), and Exit (Alt+F4). The main window displays a log of network traffic. The log entries are as follows:

```
...
ace Rx: v=LAN1 LAN
nfo - dst=00e007064181 src=001b4fd91442 len=60
Dst=10.64.50.162 Src=10.64.101.15 vl=0x45 tos=0x00 len=43 id=0x6425
ttl=62 flg=0 off=0 pcol=6(TCP) sum=0x6c77
- DstPort=4105 SrcPort=80(World Wide Web-HTTP) Seq=1415927851 Ack=3056084249 Code=0x18 (PSH ACK )
Header=20 Window=16616 Sum=0xa183 Urgent=0
...
ace Tx: v=LAN1 LAN
nfo - dst=001b4fd91442 src=00e007064181 len=61
Dst=10.64.101.15 Src=10.64.50.162 vl=0x45 tos=0x88 len=47 id=0xa385
ttl=99 flg=0 off=0 pcol=6(TCP) sum=0x078b
TCP Header info - DstPort=80(World Wide Web-HTTP) SrcPort=4103 Seq=3056030595 Ack=2038197686 Code=0x18 (PSH ACK )
Header=20 Window=8192 Sum=0x57de Urgent=0
0000 8a 81 00 00 00 00 00 .....
16:37:33 19064842mS Interface Tx: v=LAN1 LAN
Ethernet Header info - dst=001b4fd91442 src=00e007064181 len=61
IP Header info - Dst=10.64.101.15 Src=10.64.50.162 vl=0x45 tos=0x88 len=47 id=0xa388
ttl=99 flg=0 off=0 pcol=6(TCP) sum=0x0788
TCP Header info - DstPort=80(World Wide Web-HTTP) SrcPort=4104 Seq=3056196174 Ack=785217499 Code=0x18 (PSH ACK )
Header=20 Window=8192 Sum=0x119a Urgent=0
0000 8a 81 00 00 00 00 00 .....
16:37:33 19064842mS Interface Tx: v=LAN1 LAN
Ethernet Header info - dst=001b4fd91442 src=00e007064181 len=61
IP Header info - Dst=10.64.101.15 Src=10.64.50.162 vl=0x45 tos=0x88 len=47 id=0xa38b
ttl=99 flg=0 off=0 pcol=6(TCP) sum=0x0785
TCP Header info - DstPort=80(World Wide Web-HTTP) SrcPort=4105 Seq=3056084249 Ack=1415927854 Code=0x18 (PSH ACK )
Header=20 Window=8192 Sum=0xc0e4 Urgent=0
0000 8a 81 00 00 00 00 00 .....
16:37:33 19064850mS Interface Rx: v=LAN1 LAN
Ethernet Header info - dst=00e007064181 src=001b4fd91442 len=60
IP Header info - Dst=10.64.50.162 Src=10.64.101.15 vl=0x45 tos=0x00 len=40 id=0x6426
ttl=62 flg=0 off=0 pcol=6(TCP) sum=0x6c79
TCP Header info - DstPort=4102 SrcPort=80(World Wide Web-HTTP) Seq=4203338583 Ack=3052831803 Code=0x10 (ACK )
Header=20 Window=17688 Sum=0x9e21 Urgent=0
16:37:33 19064884mS Interface Rx: v=LAN1 LAN
Ethernet Header info - dst=00e007064181 src=001b4fd91442 len=60
IP Header info - Dst=10.64.50.162 Src=10.64.101.15 vl=0x45 tos=0x00 len=40 id=0x6427
ttl=62 flg=0 off=0 pcol=6(TCP) sum=0x6c78
TCP Header info - DstPort=4103 SrcPort=80(World Wide Web-HTTP) Seq=2038197686 Ack=3056030602 Code=0x10 (ACK )
Header=20 Window=37800 Sum=0x6ebf Urgent=0
```

Enter the IP address and password for the unit.



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