



Avaya Solution & Interoperability Test Lab

Application Notes for Configuring Avaya IP Office 11.0 with BT Global Services OneVoice SIP Trunk UK – Issue 1.0

Abstract

These Application Notes describe the procedures for configuring Session Initiation Protocol (SIP) trunking between BT Global Services OneVoice SIP Trunk UK and Avaya IP Office.

The BT Global Services SIP Trunk Platform provides PSTN access via a SIP trunk connected to the BT Global Services Voice over Internet Protocol (VoIP) network as an alternative to legacy analogue or digital trunks. BT Global Services is a member of the Avaya DevConnect Service Provider program.

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 procedures for configuring Session Initiation Protocol (SIP) trunking between the BT Global Services OneVoice SIP Trunk UK and Avaya IP Office. Customers using this Avaya SIP-enabled enterprise solution with BT Global Services SIP Trunk platform are able to place and receive PSTN calls via a dedicated Internet connection and the SIP protocol. This converged network solution is an alternative to traditional PSTN trunks. This approach generally results in lower cost for the enterprise customer.

2. General Test Approach and Test Results

The general test approach was to configure a simulated enterprise site using Avaya IP Office R11.0 to connect to the BT Global Services SIP Trunk Platform. This configuration (shown in **Figure 1**) was used to exercise the features and functionality listed in **Section 2.1**.

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 this Application Note, the interface between Avaya systems and the BT Global Services SIP platform do not include use of any specific encryption features.

2.1. Interoperability Compliance Testing

Avaya IP Office was connected to the BT Global Services OneVoice SIP Trunk UK. To verify SIP trunking interoperability the following features and functionality were exercised during the interoperability compliance test:

- Incoming PSTN calls to various phone types including H.323, SIP and analogue telephones at the enterprise. Calls were routed to the enterprise across the SIP trunk from BT Global Services.
- Outgoing PSTN calls from various phone types including H.323, SIP and analogue telephones at the enterprise. Calls were routed from the enterprise across the SIP trunk to BT Global Services.
- Calls using the G.711A and G.729 codecs.
- Fax calls to/from a group 3 fax machine to a PSTN-connected fax machine using G.711 fax transmissions.
- DTMF transmission using RFC 2833 with successful Voice Mail for inbound and outbound calls.
- Inbound and outbound PSTN calls to/from Avaya Equinox Softphone client.
- Various call types including: local, long distance, international, toll free (outbound) and directory assistance.
- Caller ID presentation and Caller ID restriction.
- User features such as hold and resume, transfer, and conference.
- Call transfer to PSTN.
- Off-net call forwarding and mobile twinning.

2.2. Test Results

Interoperability testing of the sample configuration was completed with successful results for the BT Global Services OneVoice SIP Trunk UK with the following observations:

- During T.38 fax testing, it was observed that when BT Global Services sent a reINVITE to negotiate to T.38 fax calls, IP Office responded with a 200OK with 2 x media lines in the SDP. The first media line had an attribute value of “inactive” which made the second media line active. However, BT Global Services would respond to the 200OK from IP Office with a BYE and the call was terminated. Therefore, T.38 fax is currently not supported on the BT Global Services SIP platform while a fix is being worked on to see if the issue can be resolved.
- There was no voicemail system available in the BT Lab to test DTMF. Instead DTMF was tested successfully on outbound calls using DTMF input by user on handsets and then studying the call traces captures in Wireshark to ensure the payload type 101 and RTP Event 2833 were present in the RTP.
- The Privacy Header is not included in the SIP INVITE for outbound calls with Calling Line Identity (CLIR) when using an IP Office short code (*67 was used in the test configuration). This is a known issue currently under investigation. As a workaround, the anonymous button can be enabled on the SIP tab in **Section 5.7** to restrict CLIR.
- Off-net call forwarding was tested successfully, but the original calling party number was not sent to the forwarded PSTN phone. This is a known issue with IP Office R11.0 that is currently under investigation.
- Various call types were not available to test on the BT Lab. Although calls could not complete, called party numbers were successfully formatted as required.

2.3. Support

For technical support on the Avaya products described in these Application Notes visit <http://support.avaya.com>.

For technical support on BT products please use the following web link.
<http://btbusiness.custhelp.com/app/contact>

3. Reference Configuration

Figure 1 illustrates the test configuration. The test configuration shows an enterprise site connected to the BT Global Services SIP Trunk Platform. Located at the enterprise site is an Avaya IP Office 500 v2. Endpoints include an Avaya 1600 Series IP Telephone (with H.323 firmware), Avaya 9600 Series IP Telephones (with H.323 firmware), an Avaya 1140e SIP Telephone, an Avaya Analogue Telephone and a fax machine. The site also has a Windows 7 PC running Avaya IP Office Manager to configure the Avaya IP Office as well as Avaya Communicator for Windows and Avaya Communicator for Web for mobility testing. For security purposes, public IP addresses have been changed and any PSTN routable phone numbers used in the compliance test are not shown in these Application Notes.

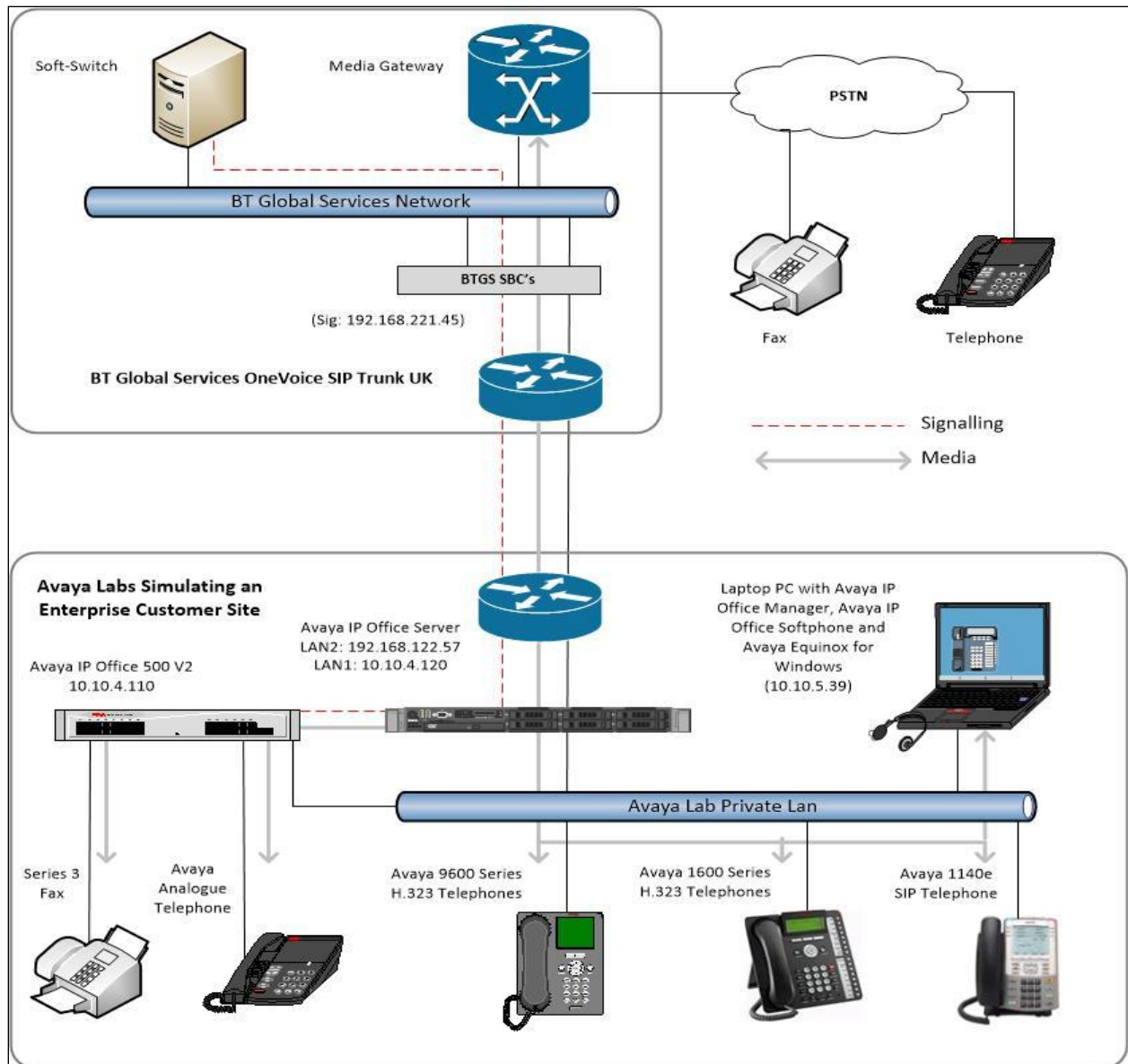


Figure 1: BT Global Services OneVoice SIP Trunk UK to Avaya IP Office Topology

4. Equipment and Software Validated

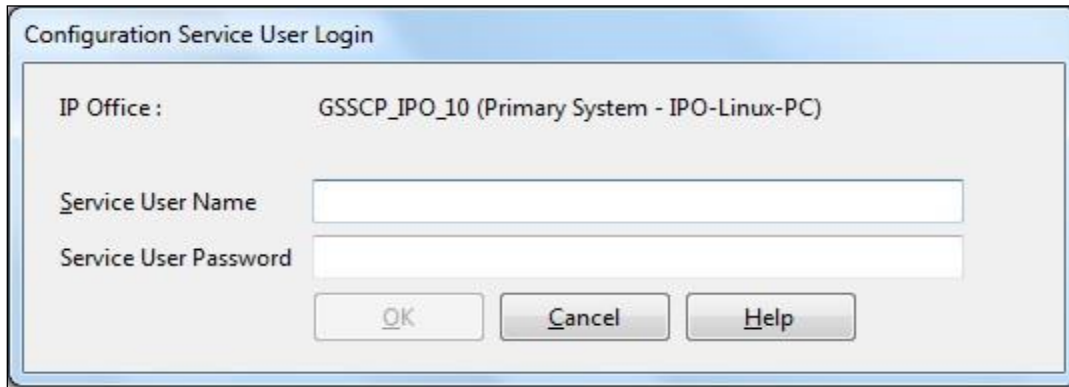
The following equipment and software were used for the sample configuration provided:

Equipment/Software	Release/Version
Avaya	
Avaya IP Office Server Edition	Version 11.0.0.1.0 build 8
Avaya IP Office 500 V2	Version 11.0.0.1.0 build 8
Avaya Voicemail Pro Client	Version 11.0.6.0
Avaya IP Office Manager	Version 11.0.0.1.0 build 8
Avaya 1608 Phone (H.323)	1.3.12
Avaya 9611G Series Phone (H.323)	6.6.0
Avaya 9608 Series Phone (H.323)	6.6.0
Avaya Communicator for Equinox (SIP)	3.3.1.60
Avaya 1140e (SIP)	FW: 04.04.30.00.bin
Avaya 98390 Analogue Phone	N/A
BT Global Services	
Ribbon Q21 SBC	v9.3.8.0
NOAS-CS-UK PoP	R48

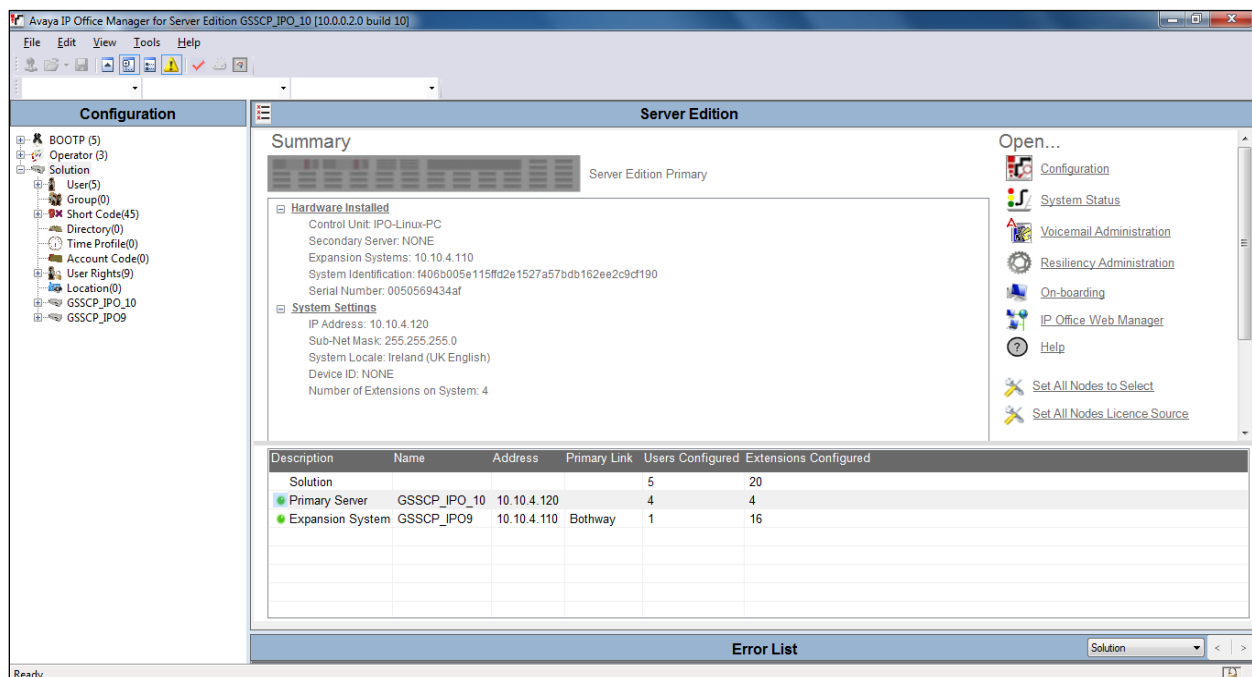
Note – Testing was performed with IP Office Server Edition with 500 V2 Expansion R11.0. Compliance Testing is applicable when the tested solution is deployed with a standalone IP Office 500 V2 and also when deployed with all configurations of IP Office Server Edition. **Note:** that IP Office Server Edition requires an Expansion IP Office 500 V2 to support analog or digital endpoints or trunks, this includes T.38 fax.

5. Configure Avaya IP Office

This section describes the Avaya IP Office configuration to support connectivity to the BT Global Service SIP platform. Avaya IP Office is configured through the Avaya IP Office Manager PC application. From a PC running the Avaya IP Office Manager application, select **Start → Programs → IP Office → Manager** to launch the application. Navigate to **File → Open Configuration**, select the appropriate Avaya IP Office system from the pop-up window and log in with the appropriate credentials.



A management window will appear similar to the one in the next section. All the Avaya IP Office configurable components are shown in the left pane known as the Navigation Pane. The pane on the right is the Details Pane. These panes will be referenced throughout the Avaya IP Office configuration. All licensing and feature configuration that is not directly related to the interface with the Service Provider is assumed to already be in place.



5.1. Verify System Capacity

Navigate to **License** in the Navigation Pane. In the Details Pane verify that the **License Status** for **SIP Trunk Channels** is Valid and that the number of **Instances** is sufficient to support the number of SIP trunk channels provisioned by BT Global Services.

Feature	Instances	Status	Expiry 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
IPSec Tunnelling	1	Obsolete	Never	PLDS Nodal
Power User	1000	Valid	Never	PLDS Nodal
Customer Service Agent	100	Dormant	Never	PLDS Nodal
Customer Service Supervisor	100	Dormant	Never	PLDS Nodal
Avaya IP endpoints	1000	Valid	Never	PLDS Nodal
SIP Trunk Channels	256	Valid	Never	PLDS Nodal
IP500 Universal PRI (Additional cha...	100	Obsolete	Never	PLDS Nodal
CTI Link Pro	1	Valid	Never	PLDS Nodal
Wave User	16	Obsolete	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

5.2. LAN2 Settings

In an Avaya IP Office, the LAN2 tab settings correspond to the Avaya IP Office WAN port (public network side) and the LAN1 tab settings correspond to the LAN port (private network side).

In the test configuration, the LAN2 port was used to connect the Avaya IP Office to the external internet. To access the LAN2 settings, first navigate to **System → GSSCP_IPO_10** in the Navigation Pane where GSSCP_IPO_10 is the name of the IP Office. Navigate to the **LAN2 → LAN Settings** tab in the Details Pane. The **IP Address** and **IP Mask** fields are the public interface of the IP Office. All other parameters should be set according to customer requirements. On completion, click the **OK** button (not shown).



The screenshot shows the configuration window for 'GSSCP_IPO_10*'. The 'LAN2' tab is selected, and within it, the 'LAN Settings' sub-tab is active. The 'IP Address' field is set to '192 . 168 . 122 . 57' and the 'IP Mask' field is set to '255 . 255 . 255 . 0'. The 'Number Of DHCP IP Addresses' is set to '200'. Under 'DHCP Mode', the 'Disabled' radio button is selected. An 'Advanced' button is visible on the right.

On the **VoIP** tab in the Details Pane, the **H323 Gatekeeper Enable** box is checked to allow the use of Avaya IP Telephones using the H.323 protocol. Check the **SIP Trunks Enable** box to enable the configuration of SIP trunks. If Avaya Communicator along with any other SIP endpoint is to be used, the **SIP Registrar Enable** box must also be checked. The **Domain Name** has been set to the customer premises equipment domain “**avaya.com**”. If the **Domain Name** is left at the default blank setting, SIP registrations may use the IP Office LAN2 IP Address. All other parameters shown are default values.

The **RTP Port Number Range** can be customized to a specific range of receive ports for the RTP media. Set **Scope** to **RTP-RTCP** and **Initial keepalives** to **Enabled** and **Periodic timeout** to **30**.

Avaya IP Office can also be configured to mark the Differentiated Services Code Point (DSCP) in the IP Header with specific values to support Quality of Services policies for both signalling and media. The **DSCP** field is the value used for media and the **SIG DSCP** is the value used for signalling. The specific values used for the compliance test are shown in the example below. All other parameters should be set according to customer requirements. On completion, click the **OK** button (not shown).

The screenshot displays the configuration interface for GSSCP_IPO_10*. The top navigation bar includes tabs for System, LAN1, LAN2 (selected), DNS, Voicemail, Telephony, Directory Services, System Events, SMTP, SMDR, VoIP, VoIP Security, and Contact Center. Below this, the LAN2 tab is active, showing sub-tabs for LAN Settings, VoIP, and Network Topology. The VoIP sub-tab is selected, revealing the following settings:

- H323 Gatekeeper Enable:** ☒
 - Auto-create Extn:** ☐ **Auto-create User:** ☐ **H323 Remote Extn Enable:** ☐
 - H.323 Signalling over TLS:** Disabled (dropdown) **Remote Call Signalling Port:** 1720 (text box)
- SIP Trunks Enable:** ☒ **SIP Registrar Enable:** ☒ **Auto-create Extn/User:** ☐ **SIP Remote Extn Enable:** ☐
- SIP Domain Name:** avaya.com (text box)
- SIP Registrar FQDN:** avaya.com (text box)
- Layer 4 Protocol:**
 - ☒ **UDP:** UDP Port 5060 (spinners) **Remote UDP Port:** 5060 (spinners)
 - ☒ **TCP:** TCP Port 5060 (spinners) **Remote TCP Port:** 5060 (spinners)
 - ☒ **TLS:** TLS Port 5061 (spinners) **Remote TLS Port:** 5061 (spinners)
- Challenge Expiry Time (secs):** 10 (spinners)

Below the VoIP settings is the **RTP** section:

- Port Number Range:** Minimum 49152 (spinners) Maximum 53246 (spinners)
- Port Number Range (NAT):** Minimum 49152 (spinners) Maximum 53246 (spinners)
- Enable RTCP Monitoring on Port 5005:** ☒
 - RTCP collector IP address for phones:** 0 . 0 . 0 . 0 (text box)
 - Keepalives:**
 - Scope:** RTP-RTCP (dropdown) **Periodic timeout:** 30 (text box)
 - Initial keepalives:** Enabled (dropdown)

The bottom section is **DiffServ Settings**:

<input type="text" value="B8"/> DSCP(Hex)	<input type="text" value="B8"/> Video DSCP(Hex)	<input type="text" value="FC"/> DSCP Mask (Hex)	<input type="text" value="88"/> SIG DSCP (Hex)
<input type="text" value="46"/> DSCP	<input type="text" value="46"/> Video DSCP	<input type="text" value="63"/> DSCP Mask	<input type="text" value="34"/> SIG DSCP

On the **Network Topology** tab, set the **Firewall/NAT Type** from the pulldown menu to **Open Internet**. With this configuration, the **STUN Server IP Address** and **STUN Port** are not used as NAT was not required for this configuration, therefore resulting in no requirement for a STUN server. The **Use Network Topology Info** in the **SIP Line** was set to **None** in **Section 5.5.2**. Set **Binding Refresh Time (seconds)** to **30**. This value is used to determine the frequency at which Avaya IP Office will send SIP OPTIONS messages to the service provider. Default values were used for all other parameters. On completion, click the **OK** button (not shown).

The screenshot shows the 'GSSCP_IPO_10' configuration window with the 'Network Topology' tab selected. The 'Network Topology Discovery' section contains the following settings:

- STUN Server Address:** (Empty text field)
- STUN Port:** 3478 (Spin box)
- Firewall/NAT Type:** Open Internet (Dropdown menu)
- Binding Refresh Time (seconds):** 30 (Spin box)
- Public IP Address:** 0 . 0 . 0 . 0 (IP address field)
- Public Port:**
 - UDP: 0 (Spin box)
 - TCP: 0 (Spin box)
 - TLS: 0 (Spin box)
- Run STUN on startup:** (Checked checkbox)

Buttons for 'Run STUN' and 'Cancel' are located to the right of the IP address field.

5.3. System Telephony Settings

Navigate to the **Telephony** → **Telephony** tab on the Details Pane. Choose the **Companding Law** typical for the enterprise location. For Europe, **ALAW** is used. Uncheck the **Inhibit Off-Switch Forward/Transfer** box to allow call forwarding and call transfer to the PSTN via the Service Provider across the SIP trunk. On completion, click the **OK** button (not shown).

The screenshot shows the 'GSSCP_IPO_10' configuration window with the 'Telephony' tab selected. The interface is divided into several sections:

- Telephony Tab Sub-sections:** Park & Page, Tones & Music, Ring Tones, SM, Call Log, TUI.
- Left Column Settings:**
 - Dial Delay Time (secs): 1
 - Dial Delay Count: 4
 - Default No Answer Time (secs): 15
 - Hold Timeout (secs): 0
 - Park Timeout (secs): 300
 - Ring Delay (secs): 5
 - Call Priority Promotion Time (secs): Disabled
 - Default Currency: EUR
 - Default Name Priority: Favour Trunk
 - Media Connection Preservation: Enabled
 - Phone Failback: Automatic
 - Login Code Complexity:
 - ☒ Enforcement
 - Minimum length: 4
 - ☒ Complexity
- Companding Law Section:**
 - Switch:** ☐ U-Law, ☒ A-Law
 - Line:** ☐ U-Law Line, ☒ A-Law Line
- Right Column Settings:**
 - ☐ DSS Status
 - ☒ Auto Hold
 - ☒ Dial By Name
 - ☒ Show Account Code
 - ☐ Inhibit Off-Switch Forward/Transfer
 - ☐ Restrict Network Interconnect
 - ☐ Include location specific information
 - ☒ Drop External Only Impromptu Conference
 - ☐ Visually Differentiate External Call
 - ☒ High Quality Conferencing

5.4. VoIP Settings

Navigate to the **VoIP** tab on the Details Pane. Check the available Codecs boxes as required. Note that **G.711 ULAW 64K** and **G.711 ALAW 64K** are greyed out and always available. Once available codecs are selected, they can be used or unused by using the horizontal arrows as required. Note that in test, **G.711 ALAW 64K** is set as the priority codec and **G.729(a) 8K CS-ACELP** set as the secondary codec as per screenshot below.

GSSCP_IPO_10*

System | LAN1 | LAN2 | DNS | Voicemail | Telephony | Directory Services | System Events | SMTP | SMDR | **VoIP** | VoIP Security | Contact Center

Ignore DTMF Mismatch For Phones ☒

Allow Direct Media Within NAT Location ☐

RFC2833 Default Payload: 101

Available Codecs

- ☒ G.711 ULAW 64K
- ☒ G.711 ALAW 64K
- ☒ G.722 64K
- ☒ G.729(a) 8K CS-ACELP

Default Codec Selection

Unused

- G.711 ULAW 64K
- G.722 64K

Selected

- G.711 ALAW 64K
- G.729(a) 8K CS-ACELP

5.5. SIP Line

A SIP line is needed to establish the SIP connection between Avaya IP Office and the BT Global Service SIP platform. The recommended method for configuring a SIP Line is to use the template associated with these Application Notes. The template is an .xml file that can be used by IP Office Manager to create a SIP Line. Follow the steps in **Section 5.5.1** to create the SIP Line from the template.

Some items relevant to a specific customer environment are not included in the template or may need to be updated after the SIP Line is created. Examples include the following:

- IP addresses
- SIP Credentials (if applicable)
- SIP URI entries
- Setting of the **Use Network Topology Info** field on the Transport tab

Therefore, it is important that the SIP Line configuration be reviewed and updated if necessary after the SIP Line is created via the template. The resulting SIP Line data can be verified against the manual configuration shown in **Section** Error! Reference source not found..

Also, the following SIP Line settings are not supported on Basic Edition:

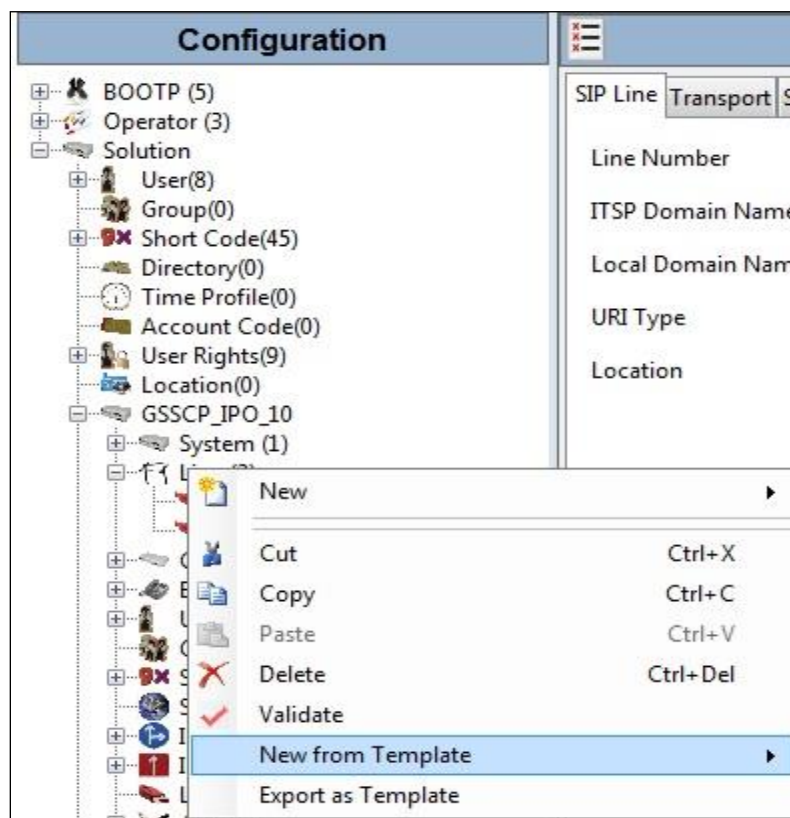
- SIP Line – Originator number for forwarded and twinning calls
- Transport – Second Explicit DNS Server
- SIP Credentials – Registration Required

Alternatively, a SIP Line can be created manually. To do so, right-click **Line** in the Navigation Pane and select **New → SIP Line**. Then, follow the steps outlined in **Section** Error! Reference source not found..

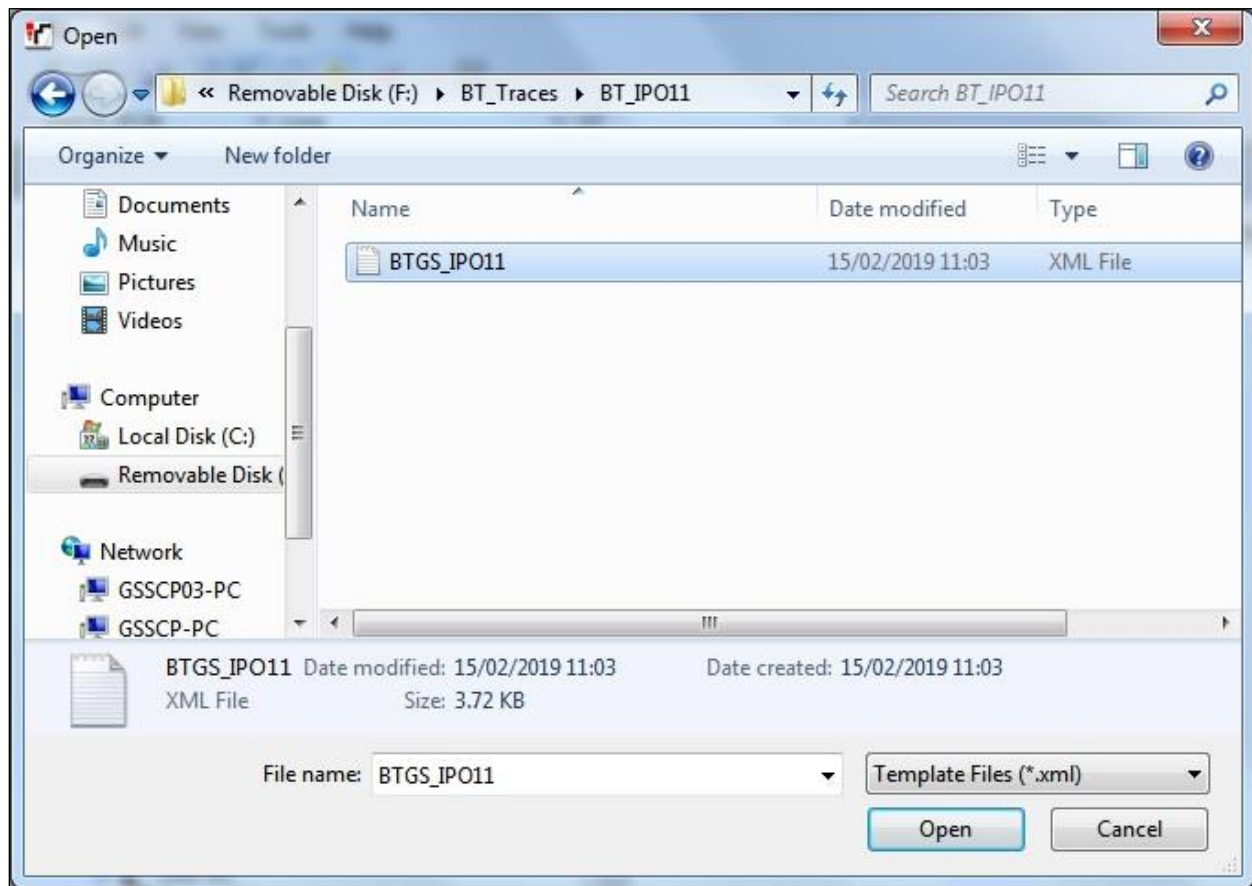
5.5.1. SIP Line From Template

DevConnect generated SIP Line templates are always exported in an XML format. These XML templates do not include sensitive customer specific information and are therefore suitable for distribution. The XML format templates can be used to create SIP trunks on both IP Office Standard Edition (500 V2) and IP Office Server Edition systems. Alternatively, binary templates may be generated. However, binary templates include all the configuration parameters of the Trunk, including sensitive customer specific information. Therefore, binary templates should only be used for cloning trunks within a specific customer's environment.

Copy a previously created template file to a location (e.g., *\temp*) on the same computer where IP Office Manager is installed. To create the SIP Trunk from the template, right-click on **Line** in the Navigation Pane, then navigate to **New** → **New from Template**.



Navigate to the directory on the local machine where the template was copied and select the template as required.



The SIP Line is automatically created and can be verified and edited as required using the configuration described in **Section 5.5.2**.

5.5.2. Manual SIP Line Configuration

On the **SIP Line** tab in the Details Pane, configure the parameters below to connect to the SIP Trunking service.

- Set **ITSP Domain Name** to a domain name provider by the Service Provider if required, however no ITSP Domain Name was used in this configuration.
- Set **National Prefix** to **0** and **International Prefix** to **00** for number conversion as follows: outbound national and international called party numbers are converted to E.164 format; inbound national and international calling party numbers are converted to diallable format.
- Ensure the **In Service** box is checked.
- Ensure the **Check OSS** box is checked.
- Leave the **Refresh Method** at the default value of **Auto** which results in re-INVITE being used for Session Refresh.
- Leave **Timer (seconds)** at the default value of **On Demand**. This value allows the Session Refresh interval to be set by the network.
- Set **Incoming Supervised REFER** and **Outgoing Supervise REFER** to **Auto**.
- Default values may be used for all other parameters.

On completion, click the **OK** button (not shown).

SIP Line - Line 17

Tabs: SIP Line | Transport | Call Details | VoIP | T38 Fax | SIP Credentials | SIP Advanced | Engineering

Line Number: 17

ITSP Domain Name:

Local Domain Name:

URI Type: SIP URI

Location: Cloud

Prefix:

National Prefix: 0

International Prefix: 00

Country Code:

Name Priority: System Default

Description:

In Service: ☒

Check OOS: ☒

Session Timers

Refresh Method: Auto

Timer (seconds): On Demand

Redirect and Transfer

Incoming Supervised REFER: Auto

Outgoing Supervised REFER: Auto

Send 302 Moved Temporarily: ☐

Outgoing Blind REFER: ☐

On completion, click the **OK** button (not shown).

Select the **Transport** tab and set the following:

- Set **ITSP Proxy Address** to the IP address of the BTGS SIP proxy.
- Set **Use Network Topology Info** to **None** as NAT is not used in this configuration and the Network Topology settings defined in **Section 5.2** are not required.
- Set **Layer 4 Protocol** to **UDP**.
- Set **Send Port** and **Listen Port** to **5060**.

On completion, click the OK button (not shown).

The screenshot shows the 'SIP Line - Line 17*' configuration window with the 'Transport' tab selected. The 'ITSP Proxy Address' is set to '192.168.221.45'. Under 'Network Configuration', 'Layer 4 Protocol' is set to 'UDP', 'Send Port' is '5060', 'Use Network Topology Info' is set to 'None', and 'Listen Port' is '5060'. 'Explicit DNS Server(s)' are set to '0 . 0 . 0 . 0' and '0 . 0 . 0 . 0'. 'Calls Route via Registrar' is checked. 'Separate Registrar' is empty.

After the SIP line parameters are defined, the SIP URIs that Avaya IP Office will accept on this line must be created. To create a SIP URI entry, select the **Call Details** tab and click on **Add**.

The screenshot shows the 'SIP Line - Line 17*' configuration window with the 'Call Details' tab selected. The 'SIP URIs' section is visible, showing a table with columns: URI, Groups, Credential, Local URI, Contact, P Asserted ID, P Preferred ID, Diversion Header, and Remote Party ID. To the right of the table are buttons for 'Add...', 'Remove', and 'Edit...'.

For the compliance test, SIP URI entries were created that matched any number assigned to an Avaya IP Office user. The entry was created with the parameters shown below.

- Set **Incoming Group**. This is the value assigned for incoming calls that's analysed in the Incoming Call Route settings described in **Section 5.8**. In the test environment a value of **17** was used for the BT Global Services SIP platform.
- Set **Outgoing Group**. This is the value assigned for outgoing calls that can be selected directly in the short code settings described in **Section 5.6**. In the test environment a value of **17** was used.
- Set **Max Sessions** to the number of simultaneous SIP calls that are allowed using this SIP URI pattern.
- Set **Local URI**, **Contact**, **P Asserted ID** and **Diversion Header** to **Use Internal Data** for both the **Display** name and **Content**. On incoming calls, this will analyse the Request-Line sent by BT Global Services and match to the SIP settings in the User profile as described in **Section 5.7**. On outgoing calls this will insert the SIP settings in the User profile into the relevant headers in the SIP messages.
- Leave the **Outgoing Calls**, **Forwarding/Twinning** and **Incoming Calls** at their respective default values of **Caller**, **Original Caller** and **Called** for the **Local URI**, **Contact** and **P Asserted ID** call details. This ensures that the original called party number is sent for forwarded calls, though this is not currently working as described in **Section 2.2**.

The screenshot shows the 'SIP Line - 17 | Call Details | SIP URI' configuration window. The 'New URI' section has 'Incoming Group' set to 17, 'Outgoing Group' set to 17, and 'Max Sessions' set to 10. The 'Credentials' dropdown is set to '0: <None>'. Below this, there are two columns: 'Display' and 'Content'. The 'Local URI', 'Contact', 'P Asserted ID', and 'Diversion Header' are all set to 'Use Internal Data'. The 'P Preferred ID' is set to 'None'. The 'Remote Party ID' is also set to 'None'. On the right, there is a 'Field meaning' section with three columns: 'Outgoing Calls', 'Forwarding/Twinning', and 'Incoming Calls'. Each column has a dropdown menu with 'Caller', 'Original Caller', and 'Called' as options. The 'Outgoing Calls' dropdown is set to 'Caller', 'Forwarding/Twinning' is set to 'Original Caller', and 'Incoming Calls' is set to 'Called'. At the bottom right, there are 'OK', 'Cancel', and 'Help' buttons.

The following screenshot shows the completed configuration:

The screenshot shows the 'SIP Line - Line 17*' configuration window with the 'SIP URIs' tab selected. The table below shows the configuration for the SIP URI:

URI	Groups	Credential	Local URI	Contact	P Asserted ID	P Preferred ID	Diversion Header	Remote Party ID
1	17	17	0: <None>	Use Internal Data	Use Internal Data	Use Internal Data	Use Internal Data	

At the bottom right, there are 'Add...', 'Remove', and 'Edit...' buttons.

Select the **VoIP** tab to set the Voice over Internet Protocol parameters of the SIP line. Set the parameters as shown below:

- Select **System Default** from the drop-down menu as system default codecs were already defined in **Section 5.4**.
- Set the **Fax Transport Support** box to **G.711** as this is the preferred method of fax transmission for BT Global Services.
- Set the **DTMF Support** field to **RFC2833/RFC4733**. This directs Avaya IP Office to send DTMF tones using RTP events messages as defined in RFC2833.
- Check the **Local Hold Music** box.
- Check the **Re-invite Supported** box to allow for codec re-negotiation in cases where the target of the incoming call or transfer does not support the codec originally negotiated.
- Check the **PRACK/100rel Supported** box if early media is required. This was checked during compliance testing.
- On completion, click the **OK** button (not shown).

Default values may be used for all other parameters.

The screenshot shows the 'SIP Line - Line 17' configuration window with the 'VoIP' tab selected. The window has a tabbed interface with 'SIP Line', 'Transport', 'Call Details', 'VoIP', 'SIP Credentials', 'SIP Advanced', and 'Engineering'. The 'VoIP' tab is active, displaying the following settings:

- Codec Selection:** A dropdown menu set to 'System Default'. Below it are two lists: 'Unused' (G.711 ULAW 64K, G.722 64K) and 'Selected' (G.711 ALAW 64K, G.729(a) 8K CS-ACELP), with arrows for moving items between them.
- Fax Transport Support:** A dropdown menu set to 'G.711'.
- DTMF Support:** A dropdown menu set to 'RFC2833/RFC4733'.
- Media Security:** A dropdown menu set to 'Same as System (Disabled)'.
- Checkboxes on the right:**
 - ☒ Local Hold Music
 - ☒ Re-invite Supported
 - ☐ Codec Lockdown
 - ☐ Allow Direct Media Path
 - ☐ Force direct media with phones
 - ☒ PRACK/100rel Supported

Select the **SIP Advanced** tab and set the following:

- Check the **Add user=phone** box to send SIP parameter user with the value phone to the From and To Headers in outgoing calls.
- Check the **Use + for International** as E.164 numbering is used on the SIP Trunk.
- Default values may be used for all other parameters.

The screenshot shows the 'SIP Line - Line 17*' configuration window with the 'SIP Advanced' tab selected. The window is divided into several sections:

- Addressing:**
 - Association Method: By Source IP address
 - Call Routing Method: Request URI
 - Suppress DNS SRV Lookups: ☐
- Identity:**
 - Use "phone-context": ☐
 - Add user=phone: ☒
 - Use + for International: ☒
 - Use PAI for Privacy: ☐
 - Use Domain for PAI: ☐
 - Caller ID from From header: ☐
 - Send From In Clear: ☐
 - Cache Auth Credentials: ☒
 - User-Agent and Server Headers:
 - Send Location Info: Emergency Calls
 - Add UII header: ☐
 - Add UII header to redirected calls: ☐
- Media:**
 - Allow Empty INVITE: ☐
 - Send Empty re-INVITE: ☐
 - Allow To Tag Change: ☐
 - P-Early-Media Support: None
 - Send SilenceSupp=Off: ☐
 - Force Early Direct Media: ☐
 - Media Connection Preservation: Disabled
 - Indicate HOLD: ☐
- Call Control:**
 - Call Initiation Timeout (s): 4
 - Call Queuing Timeout (m): 5
 - Service Busy Response: 486 - Busy Here
 - on No User Responding Send: 408-Request Timeout
 - Action on CAC Location Limit: Allow Voicemail
 - Suppress Q.850 Reason Header: ☐
 - Emulate NOTIFY for REFER: ☐

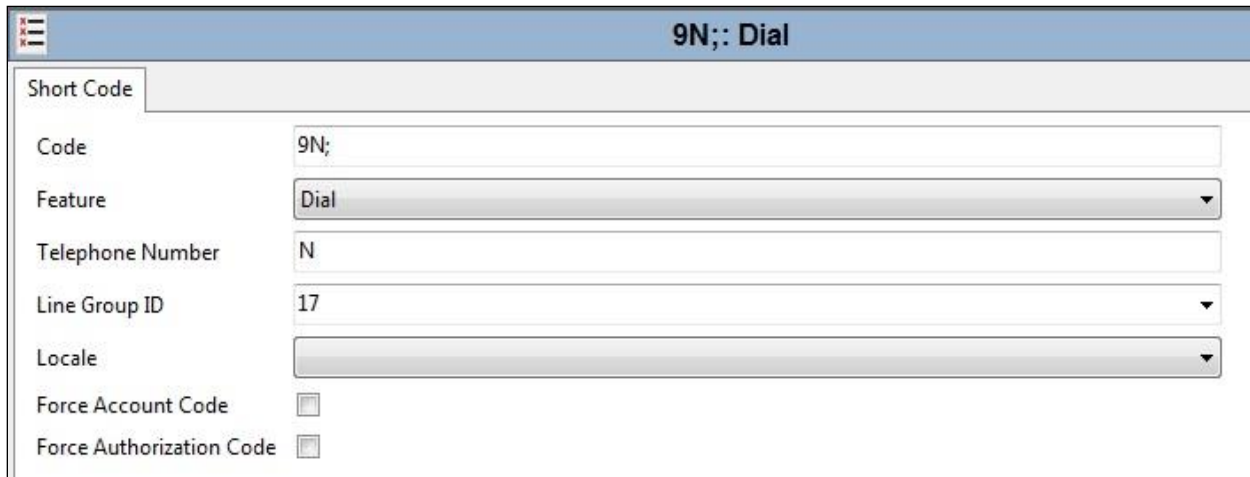
Note: It is advisable at this stage to save the configuration as described in **Section 5.10** to make the Line Group ID defined in **Section 5.5.2** available.

5.6. Short Codes

Define a short code to route outbound traffic to the SIP line. To create a short code, right-click **Short Code** in the Navigation Pane and select **New**. On the **Short Code** tab in the Details Pane, configure the parameters as required. The example below shows the configuration used during testing for national numbers.

- In the **Code** field, enter the dial string which will trigger this short code, followed by a semi-colon. The example shows **9N;** which will be invoked when the user dials 9 followed by the dialled number.
- Set **Feature** to **Dial**. This is the action that the short code will perform.
- Set **Telephone Number** to **N**. The **Telephone Number** field is used to construct the Request URI and To Header in the outgoing SIP INVITE message.
- Set the **Line Group Id** to the outgoing line group number defined on the SIP URI tab on the SIP Line in **Section 5.5.2**.

On completion, click the **OK** button (not shown).



The screenshot shows a configuration window titled "9N;; Dial". It has a "Short Code" tab selected. The fields are as follows:

Field	Value
Code	9N;
Feature	Dial
Telephone Number	N
Line Group ID	17
Locale	
Force Account Code	<input type="checkbox"/>
Force Authorization Code	<input type="checkbox"/>

5.7. User

Configure the SIP parameters for each user that will be placing and receiving calls via the SIP line defined in **Section 5.5**. To configure these settings, first navigate to **User** in the Navigation Pane. Select the **User** tab if any changes are required.

The following example shows the configuration required for a SIP Endpoint.

- Change the **Name** of the User if required.
- Set the **Password** and **Confirm Password**.
- Select the required profile from the **Profile** drop down menu. **Basic User** is commonly used; **Power User** can be selected for SIP softphone, WebRTC and Remote Worker endpoints.

Extn89110: 89110									
Group Membership	Announcements	SIP	Personal Directory	Web Self-Administration					
User	Voicemail	DND	ShortCodes	Source Numbers	Telephony	Forwarding	Dial In	Voice Recording	Button Programming
Name	Extn89110								
Password	••••••••								
Confirm Password	••••••••								
Unique Identity									
Audio Conference PIN									
Confirm Audio Conference PIN									
Account Status	Enabled ▼								
Full Name	Extn89110								
Extension	89110								
Email Address									
Locale	▼								
Priority	5 ▼								
System Phone Rights	None ▼								
Profile	Power User ▼								
<input type="checkbox"/> Receptionist									

SIP endpoints require setting of the **SIP Registrar Enable** as described in **Section 5.2**.

Next, select the **SIP** tab in the Details Pane. To reach the **SIP** tab click the right arrow on the right-hand side of the Details Pane until it becomes visible. The values entered for the **SIP Name** and **Contact** fields are used as the user part of the SIP URI in the From header for outgoing SIP trunk calls. These allow matching of the SIP URI for incoming calls without having to enter this number as an explicit SIP URI for the SIP line (**Section 5.5.2**). As such, these fields should be set to one of the DDI numbers assigned to the enterprise from BT.

Ext89110: 89110	
User	Voicemail
DND	ShortCodes
Source Numbers	Telephony
Forwarding	Dial In
Voice Recording	
Announcements	SIP
Personal Directory	Web Self-Administration
SIP Name	+441xxxxxx540
SIP Display Name (Alias)	+441xxxxxx540
Contact	+441xxxxxx540
<input type="checkbox"/> Anonymous	

Note: The **Anonymous** box can be used to restrict Calling Line Identity (CLIR).

The following screen shows the Mobility tab for user 89110. The **Mobility Features** and **Mobile Twinning** are checked. The **Twinned Mobile Number** field is configured with the number to dial to reach the twinned mobile telephone over the SIP Trunk. Other options can be set accordingly to customer requirements.

Ext89110: 89110*	
Announcements	SIP
Personal Directory	Web Self-Administration
User	Voicemail
DND	ShortCodes
Source Numbers	Telephony
Forwarding	Dial In
Voice Recording	Button Programming
Twinned Handset: <None>	
Maximum Number of Calls: 1	
<input type="checkbox"/> Twin Bridge Appearances <input type="checkbox"/> Twin Coverage Appearances <input type="checkbox"/> Twin Line Appearances	
<input checked="" type="checkbox"/> Mobility Features	
<input checked="" type="checkbox"/> Mobile Twinning	
Twinned Mobile Number (including dial access code): 0035389xxxxxx1	
Twinning Time Profile: <None>	
Mobile Dial Delay (secs): 3	
Mobile Answer Guard (secs): 0	
<input type="checkbox"/> Hunt group calls eligible for mobile twinning <input type="checkbox"/> Forwarded calls eligible for mobile twinning <input type="checkbox"/> Twin When Logged Out	
<input type="checkbox"/> one-X Mobile Client <input checked="" type="checkbox"/> Mobile Call Control <input checked="" type="checkbox"/> Mobile Callback	

5.8. Incoming Call Routing

An incoming call route maps an inbound DDI number on a specific line to an internal extension. To create an incoming call route, right-click **Incoming Call Routes** in the Navigation Pane and select **New**. On the **Standard** tab of the Details Pane, enter the parameters as shown below:

- Set the **Bearer Capability** to **Any Voice**.
- Set the **Line Group Id** to the incoming line group of the SIP line defined in **Section 5.5.2**.
- Set the **Incoming Number** to the incoming number that this route should match on. Matching is right to left.
- Default values can be used for all other fields.

The screenshot shows a configuration window for an incoming call route. The title bar at the top right displays "17 +441xxxxxx540". Below the title bar are three tabs: "Standard", "Voice Recording", and "Destinations". The "Standard" tab is active. It contains several fields with their respective values:

Field	Value
Bearer Capability	Any Voice
Line Group ID	17
Incoming Number	+441xxxxxx540
Incoming Sub Address	
Incoming CLI	
Locale	
Priority	1 - Low
Tag	
Hold Music Source	System Source
Ring Tone Override	None

On the **Destinations** tab, select the destination extension from the pull-down menu of the **Destination** field. On completion, click the **OK** button (not shown). In this example, incoming calls to the test DDI number **+414xxxxxx80** on line 17 are routed to extension 89110.

The screenshot shows the same configuration window, but with the "Destinations" tab selected. It displays a table with two columns: "TimeProfile" and "Destination".

TimeProfile	Destination
Default Value	89110 Extn89110

5.9. T.38 Fax

At Release 10, T.38 Fax is supported on IP Office Server Edition when using an IP Office Expansion (500 V2). The BT Global Services SIP Trunk testing was carried out using this configuration with only the analogue extension for the fax machine on the Expansion. In this configuration, the T.38 fax settings are configured on the SIP line between the Expansion and the Server.

5.9.1. Analogue User

To configure the settings for the fax User, first navigate to **User** in the Navigation Pane for the Expansion. In the test environment, the 500V2 Expansion is called **GSSCP_IPO2**. Select the **User** tab.

The following example shows the configuration required for an analogue Endpoint.

- Change the **Name** of the User if required.
- The **Password** and **Confirm Password** fields are set but are not required for analogue endpoints.
- Select the required profile from the **Profile** drop down menu. **Basic User** is sufficient for fax.

Configuration	User	Ext89022: 89022
BOOTP (0)	Name	User
Operator (3)	89070	Voicemail
Solution	Analogue89021	DND
User(34)	Ext89000	Short Codes
Group(1)	Ext89001	Source Numbers
Short Code(52)	Ext89002	Telephony
Directory(0)	Ext89003	Forwarding
Time Profile(0)	Ext89004	Dial In
Account Code(0)	Ext89005	Voice Recording
User Rights(9)	Ext89006	Button Programming
Location(0)	Ext89007	
GSSCP SE	Ext89010	Name
GSSCP_IPO2	Ext89011	Password
System (1)	Ext89012	Confirm Password
Line (10)	Ext89013	Unique Identity
Control Unit (4)	Ext89014	Conference PIN
Extension (32)	Ext89015	Confirm Audio Conference PIN
User (32)	Ext89016	Account Status
Group (1)	Ext89017	Full Name
Short Code (21)	Ext89018	Extension
Service (0)	Ext89020	Email Address
RAS (1)	Ext89022	Locale
Incoming Call Route (8)	Ext89023	Priority
WAN Port (0)	Ext89024	System Phone Rights
Firewall Profile (1)	Ext89025	Profile
IP Route (3)	Ext89026	Receptionist
License (107)	Ext89027	Enable Softphone
Tunnel (0)	Ext89028	Enable one-X Portal Services
ARS (1)	Mailbox	Enable one-X TeleCommuter
Location (0)	NoUser	Enable Remote Worker
Authorization Code (0)	RemoteManager	Enable Communicator
	SIP89050	Enable Mobile VoIP Client
	SIP89060	Send Mobility Email
		Web Collaboration
		Exclude From Directory

Configure other settings as described in **Section 5.7**

5.9.2. T.38 Fax Settings

The T.38 Fax settings are defined on the SIP Line between the Expansion and the Server. During testing, these settings were left at default values. It's important to configure fax on both the Expansion and the Server, the following shows the **T38 Fax** tab in the Expansion settings:

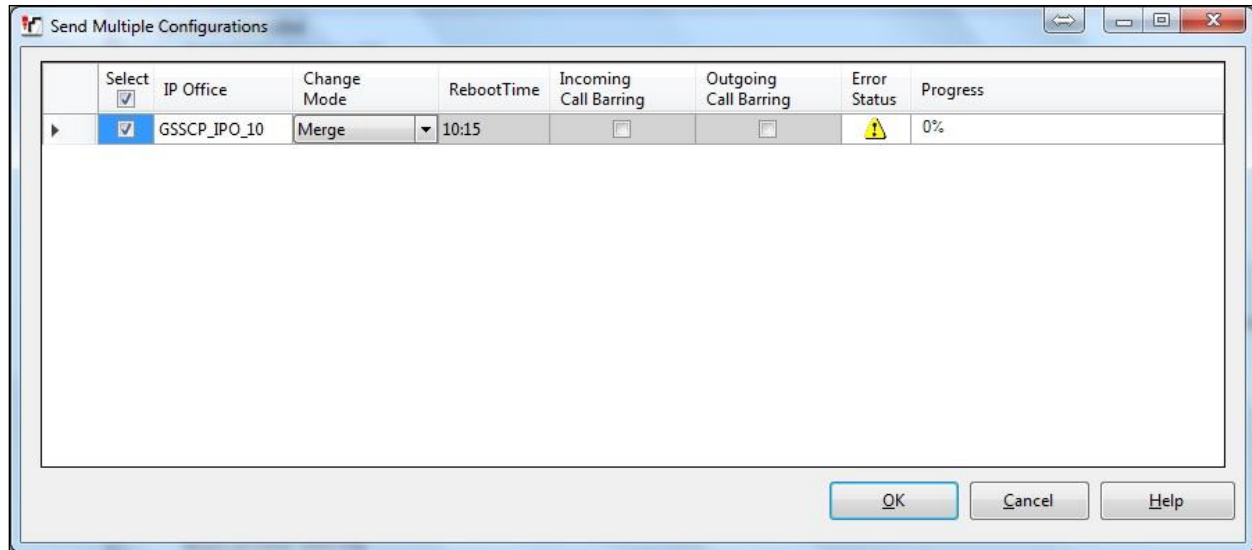
Line		IP Office Line - Line 17	
Line Number	Line Type	Line	Short Codes VoIP Settings T38 Fax
1	PRI 30 (Uni...	T38 Fax Version	3
2	PRI 30 (Uni...	Transport	UDPTL
5	Analogue T...	Redundancy	
6	Analogue T...	Low Speed	0
7	Analogue T...	High Speed	0
8	Analogue T...	TCF Method	Trans TCF
9	BRI	Max Bit Rate (bps)	14400
10	BRI	EFlag Start Timer (ms)	2600
17	IP Office Line	EFlag Stop Timer (ms)	2300
21	SIP Line	Tx Network Timeout (sec)	150
		<input checked="" type="checkbox"/> Use Default Values	
		<input checked="" type="checkbox"/> Scan Line Fix-up	
		<input checked="" type="checkbox"/> TFOP Enhancement	
		<input type="checkbox"/> Disable T30 ECM	
		<input type="checkbox"/> Disable EFlags For First DIS	
		<input type="checkbox"/> Disable T30 MR Compression	
		<input type="checkbox"/> NSF Override	
		Country Code	0
		Vendor Code	0

The following shows the **VoIP Settings** tab in the Server settings:

Line		IP Office Line - Line 1*	
Line Number	Line Type	Line	Short Codes VoIP Settings
1	IP Office Line	Codec Selection	System Default
18	SIP Line	Unused	Selected
20	SIP Line		G.722 64K
			G.711 ALAW 64K
			G.711 ULAW 64K
			G.729(a) 8K CS-ACELP
		Fax Transport Support	T38
		Call Initiation Timeout (s)	4
		Media Security	Media Security Features Disabled
		<input checked="" type="checkbox"/> Out Of Band DTMF	
		<input checked="" type="checkbox"/> Allow Direct Media Path	

5.10. Save Configuration

Navigate to **File → Save Configuration** in the menu bar at the top of the screen to save the configuration performed in the preceding sections. A screen like the one shown below is displayed where the system configuration has been changed and needs to be saved on the system. **Merge, Reboot, Timed** or **RebootWhen Free** can be selected from the **Change Mode** drop-down menu based on the nature of the configuration changes made since the last save. Note that clicking **OK** may cause a service disruption. Click **OK** to save the configuration.



6. BT Global Services OneVoice SIP Trunk UK Configuration

The configuration of the BT Global Services equipment used to support BT Global Services SIP platform is outside of the scope of these Application Notes and will not be covered. To obtain further information on BT Global Services equipment and system configuration please contact an authorized BT representative

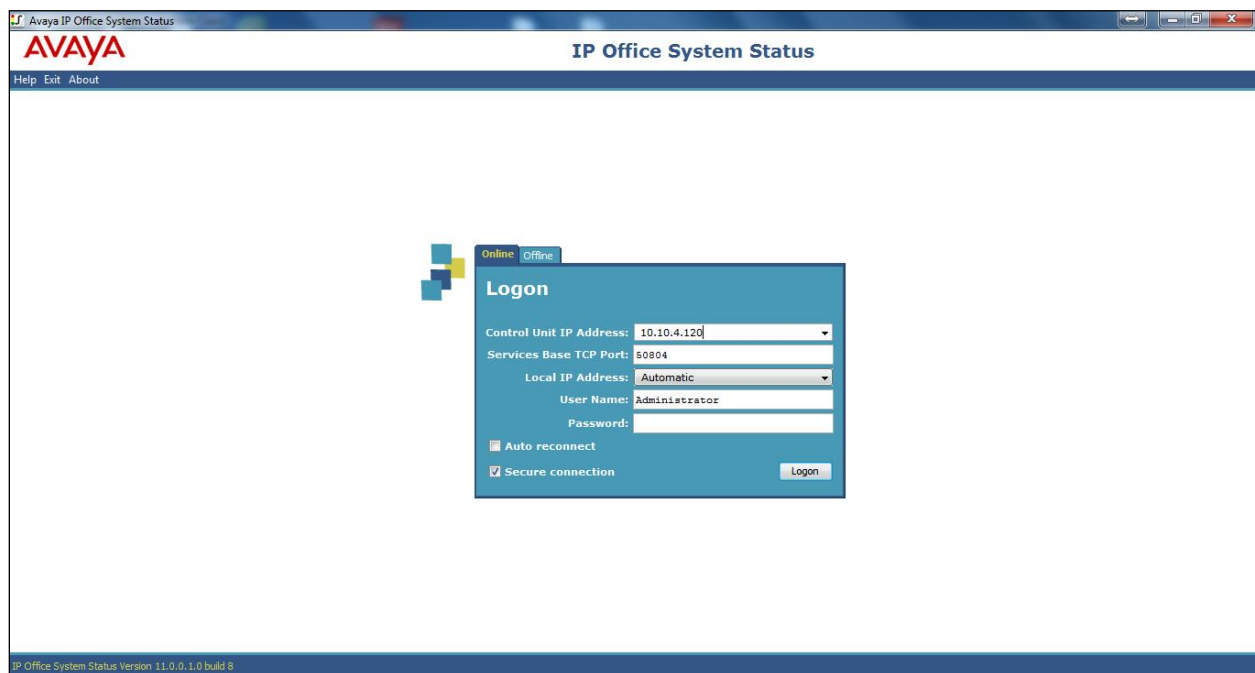
7. Verification Steps

This section includes steps that can be used to verify that the configuration has been done correctly.

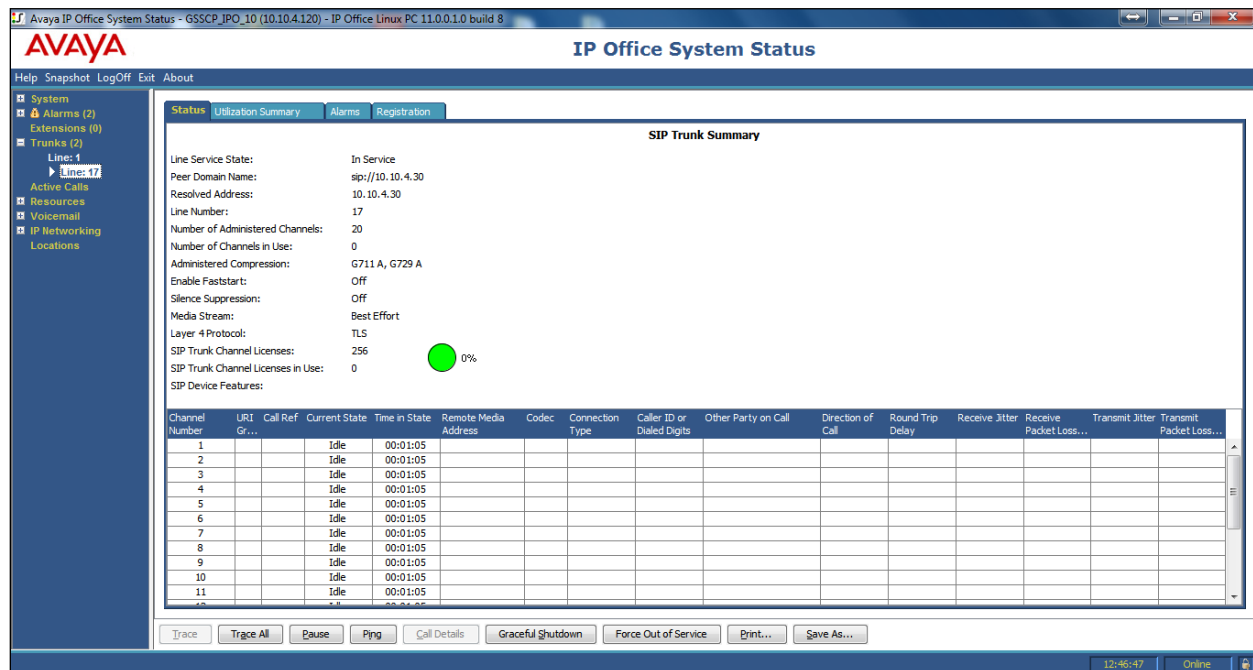
7.1. SIP Trunk status

The status of the SIP trunk can be verified by opening the System Status application. This is found on the PC where IP Office Manager is installed in PC programs under **Start → All Programs → IP Office → System Status** (not shown).

Log in to IP Office System Status at the prompt using the **Control Unit IP Address** for the IP Office. The **User Name** and **Password** are the same as those used for IP Office Manager.

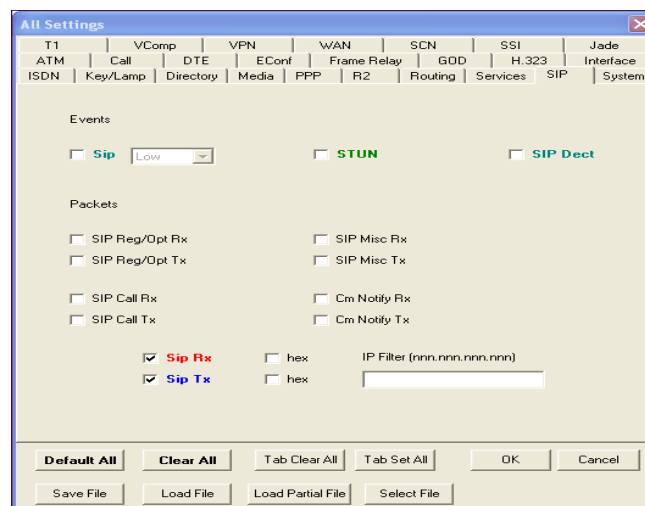


From the left-hand menu expand **Trunks** and choose the SIP trunk (**17** in this instance). The status window will show the status as being idle and time in state if the Trunk is operational.



7.2. Monitor

The Monitor application can also be used to monitor and troubleshoot IP Office. Monitor can be accessed from **Start → Programs → IP Office → Monitor**. The application allows the monitored information to be customized. To customize, select the button that is third from the right in the screen below, or select **Filters → Trace Options**. The following screen shows the **SIP** tab, allowing configuration of SIP monitoring. In this example, the **SIP Rx** and **SIP Tx** boxes are checked. All SIP messages will appear in the trace with the color blue. To customize the color, right-click on **SIP Rx** or **SIP Tx** and select the desired color.



As an example, the following shows a portion of the monitoring window of an OPTIONS message being sent between IP Office and the Service Provider.

```

Avaya IP Office SysMonitor - [STOPPED] Monitoring 10.10.4.120 (GSSCP_IPO_10 (Server Edition(P))); Log Settings - C:\Users\...lsysmonitorsettings.ini
File Edit View Filters Status Help

***** SysMonitor v10.1.0.2.0 build 2 [connected to 10.10.4.120 (GSSCP_IPO_10 (Server Edition(P)))] *****
336128686mS SIP Rx: TCP 10.10.4.30:43844 -> 10.10.4.120:5060
    OPTIONS sip:avaya.com SIP/2.0
    From: <sip:avaya.com>;tag=1c1904606935
    To: <sip:avaya.com>
    CSeq: 1 OPTIONS
    Call-ID: 07a0401e5c819c50fc33700dd0e04846
    Contact: <sip:10.10.4.30:5060>;transport=tcp
    Record-Route: <sip:10.10.4.30:5060;ipcs-line=2;lr;transport=tcp>
    Allow: REGISTER,OPTIONS,INVITE,ACK,CANCEL,BYE,NOTIFY,PRACK,REFER,INFO,SUBSCRIBE,UPDATE
    Supported: replaces
    User-Agent: M800B/v.7.20A.158.056
    Max-Forwards: 69
    Via: SIP/2.0/TCP 10.10.4.30:5060;branch=z9hG4bK-s1632-000939282561-1--s1632-
    Accept: application/sdp, application/simple-message-summary, message/sipfrag
    Content-Length: 0

336128686mS Sip: Association found trunk: SIP Line (17)
336128686mS Sip: Update SipTCPUser->trnk SIP Line (17)
336128686mS Sip: SIPDialog f6e2cdd0 created, dialogs 1 txn_keys 1
336128686mS Sip: (f6e2cdd0) SetUnintTransactionCondition to Unint_None
336128686mS Sip: SipTCPUser 8430 has 1 dialog open (AttachDialogToSipTCPUser)
336128686mS Sip: SIPDialog::ExtractResponseParamsFromViaHeader remote sent by: 10.10.4.30:5060 trunk
336128686mS Sip: SIPDialog::ExtractResponseParamsFromViaHeader remote sent by transport: SIP/2.0/TCP trunk
336128686mS Sip: (f6e2cdd0) SendSIPResponse: OPTIONS code 200 SENT TO 10.10.4.30 43844
336128686mS SIP Tx: TCP 10.10.4.120:5060 -> 10.10.4.30:43844
    SIP/2.0 200 OK
    Via: SIP/2.0/TCP 10.10.4.30:5060;branch=z9hG4bK-s1632-000939282561-1--s1632-
    Record-Route: <sip:10.10.4.30:5060;ipcs-line=2;lr;transport=tcp>
    From: <sip:avaya.com>;tag=1c1904606935
    Call-ID: 07a0401e5c819c50fc33700dd0e04846
    CSeq: 1 OPTIONS
    Allow: INVITE,ACK,CANCEL,OPTIONS,BYE,INFO,NOTIFY,UPDATE
    Supported: timer
    Server: IP Office 10.1.0.2.0 build 2
    To: <sip:avaya.com>;tag=895dd2b8d0f38743
    Content-Type: application/sdp
    Content-Length: 169

v=0
o=UserA 1712183164 1334060956 IN IP4 10.10.4.120
s=Session SDF
c=IN IP4 10.10.4.120
t=0 0
  
```


8. Conclusion

These Application Notes describe the procedures required to configure the connectivity between Avaya IP Office and BT Global Services OneVoice SIP Trunk UK solution as shown in **Figure 1**.

The reference configuration shown in these Application Notes is representative of a basic enterprise customer configuration and demonstrates Avaya IP Office can be configured to interoperate successfully with BT Global Services SIP Trunk service. BT Global Services OneVoice SIP Trunk UK service is a SIP-based Voice over IP solution providing businesses a flexible, cost-saving alternative to traditional hardwired telephony trunks. The service was successfully tested with a number of observations listed in **Section 2.2**.

9. Additional References

Product documentation for Avaya products may be found at <http://support.avaya.com>.

- [1] *Avaya IP Office™ Platform Start Here First*, Release 11.0, May 2018.
- [2] *Avaya IP Office™ Platform Server Edition Reference Configuration*, Release 11.0, May 2018.
- [3] *Deploying IP Office™ Platform Server Edition Solution*, Release 11.0, May 2018.
- [4] *IP Office™ Platform 10.1, Deploying IP Office Essential Edition*, Document number 15-601042, May 2018.
- [5] *IP Office™ Platform 10.1 Installing and Maintaining the Avaya IP Office™ Platform Application Server*, Document number 15-601011, May 2018.
- [6] *Administering Avaya IP Office™ Platform with Web Manager*, Release 11.0, May 2018.
- [7] *Administering Avaya IP Office™ Platform with Manager*, Release 11.0, May 2018.
- [8] *IP Office™ Platform 10.1 Using Avaya IP Office™ Platform System Status*, Document number 15-601758, Apr 2018.
- [9] *IP Office™ Platform 11.0 Using IP Office System Monitor*, Document number 15-601019, May 2018.
- [10] *Using Avaya Equinox for Windows on IP Office*, Release 10.0, Mar 2018.
- [11] *IP Office™ Platform 11.0 - Third-Party SIP Extension Installation Notes*, Apr 2018.
- [12] *Avaya IP Office Knowledgebase*, <http://marketingtools.avaya.com/knowledgebase>

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