



Avaya Solution & Interoperability Test Lab

Application Notes for Ascom Myco 3 v3.2.2 with Avaya Aura® Communication Manager R8.1 and Avaya Aura® Session Manager R8.1 - Issue 1.0

Abstract

These Application Notes describe the configuration steps for provisioning Ascom's Myco 3 smartphone (v3.2.2) to interoperate with Avaya Aura® Communication Manager and Avaya Aura® Session Manager.

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 for provisioning Ascom's Myco 3 v3.2.2, including the Ascom Experience app package v3.2.2, to interoperate with Avaya Aura® Communication Manager R8.1 and Avaya Aura® Session Manager R8.1. Ascom Myco 3 is a smartphone built for the on-the-job usability, especially suited for nurses and clinicians, as well as the demanding environment of healthcare. It provides reliable communication and access to information at the point of care.

Note: Ascom Myco 3 may be referred to as Myco 3, Myco 3 handset or Myco 3 smartphone throughout this document. These names all refer to the same product, a smartphone that is connected to Avaya Aura® Communication Manager by registering with Avaya Aura® Session Manager as a third-party SIP extension.

Ascom Myco 3 is configured as a 9620 SIP endpoint on Avaya Aura® Communication Manager which will then register as a SIP endpoint with Avaya Aura® Session Manager. Myco 3 then behaves as a third-party SIP extension on Avaya Aura® Communication Manager able to make/receive internal and PSTN/external calls and utilise telephony facilities available on Avaya Aura® Communication Manager.

2. General Test Approach and Test Results

The interoperability compliance testing evaluates the ability of Ascom Myco 3 smartphone to make and receive calls to and from Avaya H.323, SIP and Digital Deskphones as well as external calls over a simulated SIP PSTN. Avaya Messaging was used to demonstrate DTMF. Message waiting is currently not supported but this is planned to be in future releases of Myco 3.

Note: The cellular version of the Ascom Myco 3 smartphone can be set up to use Wi-Fi, GSM/3G/LTE or both. For compliance testing the Wi-Fi version was used and an Ascom approved wireless access point set up to provide a network connection. This wireless router was considered a part of Ascom's overall solution.

Note: Ascom Myco 3 handsets are 3rd party SIP handsets and as such 3rd party SIP telephone features, beyond basic call handling via Communication Manager, will vary between SIP devices.

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

Avaya's formal testing and Declaration of Conformity is provided only on the headsets/Smartphones that carry the Avaya brand or logo. Avaya may conduct testing of non-Avaya headset/smartphone to determine interoperability with Avaya phones. However, Avaya

does not conduct the testing of non-Avaya headsets/Smartphones for: Acoustic Pressure, Safety, Hearing Aid Compliance, EMC regulations, or any other tests to ensure conformity with safety, audio quality, long-term reliability, or any regulation requirements. As a result, Avaya makes no representations whether a particular non-Avaya headset will work with Avaya's telephones or with a different generation of the same Avaya telephone.

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

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 Ascom Myco 3 did not include use of any specific encryption features as requested by Ascom.

Note: Compliance testing was carried out using TCP as the transport for signaling, a selection of basic calls and transfer calls were carried out using UDP.

2.1. Interoperability Compliance Testing

The compliance testing included the test scenarios shown below. Note that when applicable, all tests were performed with Avaya SIP deskphones, Avaya H.323 deskphones, Avaya Digital deskphones, Ascom Myco 3 handsets and "PSTN" endpoints.

- Registration/Invalid Registration
- Basic Calls/PSTN calls
- Session Refresh Timer
- Long Duration Call
- Hold, Retrieve and Brokering (Toggle)
- Feature Access Code dialing
- Attended and Blind Transfer
- Third Party Conference using Myco 3 to host the conference
- Call Forwarding Unconditional, No Reply and Busy
- Call Waiting

- EC500, where Avaya deskphone is the primary phone and Myco 3 handset being the EC500 destination.
- Multi-Device Access (MDA)
- Calling Line Name/Identification
- Codec Support (G.711, G.729, G.722)
- DTMF Support
- Message Waiting Indication and Voicemail
- Serviceability

Note: Compliance testing does not include redundancy testing as standard. Where some LAN failures were simulated, and the results observed, there were no redundancy or failover tests performed.

2.2. Test Results

Tests were performed to verify interoperability between Ascom Myco 3 and Communication Manager deskphones. The tests were all functional in nature and performance testing and redundancy testing were not included. All test cases passed successfully with all issues and observations listed below.

The following limitations were noted during compliance testing.

- Call list – When Myco 3 calls to a diverted Avaya set (coverage to Messaging) and hangs up when the caller hears voicemail, the entry in the “call list” shows that of the dialed Avaya phone but it calls to voicemail which is incorrect, it should also dial the Avaya phone. It is displaying the correct dialed call information but dialing back an incorrect number. Ascom are investigating the issue. MRS-365.

The following observations were also noted.

- During compliance testing, Bluetooth had to be turned off on all Myco 3 handsets to combat call quality issues encountered when using 2.4GHz Wi-Fi. There are two places that Bluetooth must be turned off, Android settings → Connected devices → Connection preferences - Bluetooth should be set to off, and Android settings → Location → Wi-Fi and Bluetooth scanning - Ensure that both are off.
- Ascom Myco 3 does not support local call diversion like Call Forward All, Call Forward Busy and Call Forward No Answer.
- When using the EC500 (concurrent call) feature, if an Myco 3 handset or an Avaya endpoint answers the call before two rings, the call is dropped. This is due to the “Cellular Voice Mail Detection” field default value seen in “off-pbx-telephone configuration-set” form of Communication Manager. The default value for this field is “timed (seconds): 4” which means that if Communication Manager receives an answer within 4 seconds then it will be considered as the cellular voicemail picking up the call, and so call will be dropped and proceed to do Communication Manager coverage processing instead. The workaround is to answer the call after 2 rings or change the “Cellular Voice Mail Detection” field value to “none” or decrease “timed” value. Note

that changing the “off-pbx-telephone configuration-set” affects all users in the same set, so if cellular users are grouped with Myco 3 handset users, calls may be answered by a cellular user’s voicemail instead of following the coverage criteria in Communication Manager.

- All compliance testing was done using TCP (preferred) and UDP as the transport protocol.
- Negotiation of G.722 between endpoints, such as the Ascom Myco 3, requires support for the codec to be configured on Communication Manager.
- When an Avaya endpoint or a Myco 3 handset calls another Myco 3 handset, after the called Myco 3 handset declines the call, the Myco 3 should be configured to send a 603 Rejected rather than a 486 Busy.
- For Multi-Device Access (MDA), Myco 3 needs to be configured using and registering through Endpoint ID. Refer to **Section 7.3** for details.
- Per design, Myco 3 handsets do not have a redial button. User needs to use “Call List” and redial the numbers.

2.3. Support

Technical support for the Ascom Myco 3 handsets can be obtained through a local Ascom supplier or Ascom global technical support:

- Email: support@ascom.com
- Help desk: +46 31 559450

3. Reference Configuration

Figure 1 shows the network topology during compliance testing. Ascom Myco 3 handsets register with Session Manager to make/receive calls to and from the Avaya H.323, SIP and Digital deskphones on Communication Manager.

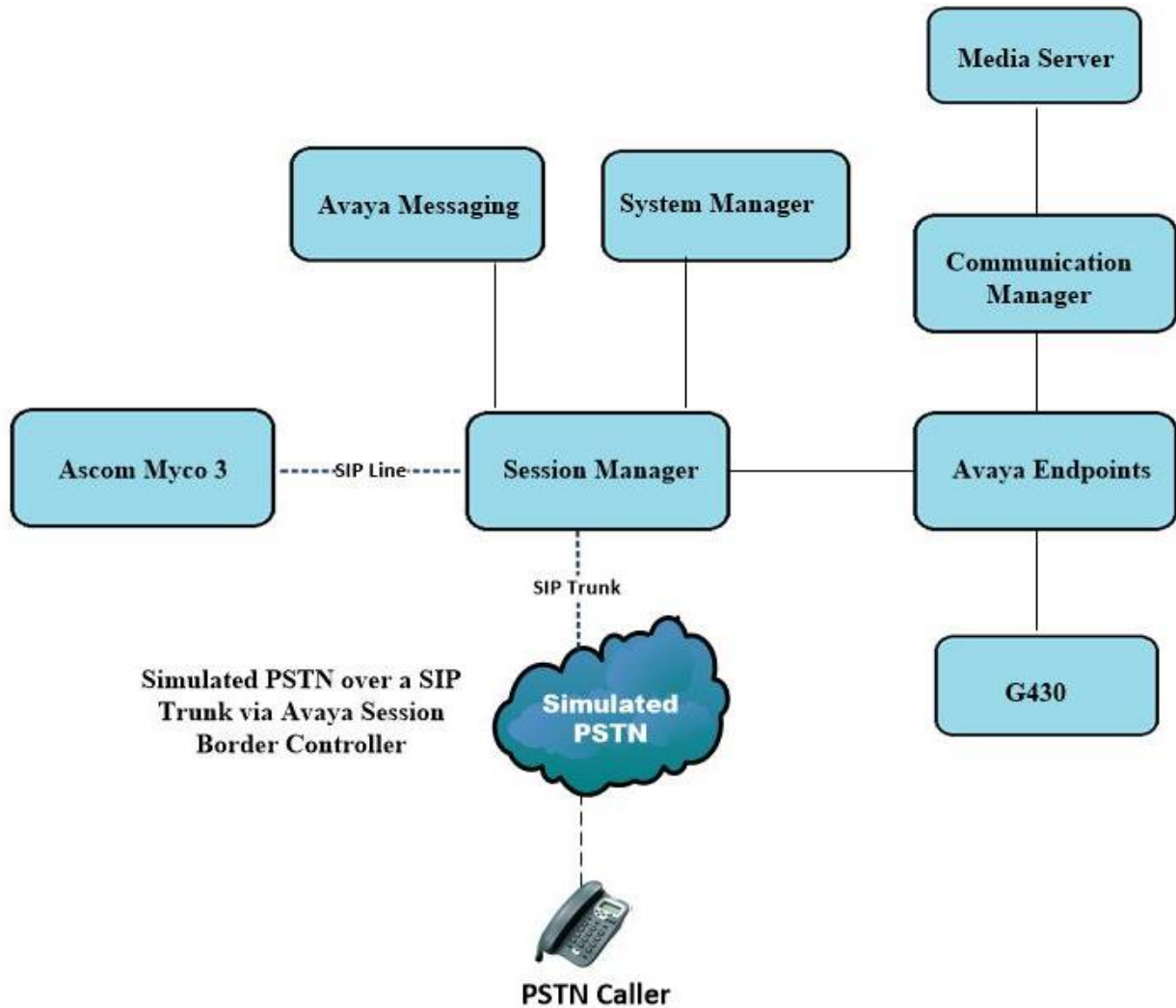


Figure 1: Network Solution of Ascom Myco 3 smartphone with Avaya Aura® Communication Manager R8.1 and Avaya Aura® Session Manager R8.1

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® System Manager running on a virtual server	8.1.3.2 Build No. – 8.1.0.0.733078 Software Update Revision No: 8.1.3.2.1012646 Service Pack 2
Avaya Aura® Session Manager running on a virtual server	8.1.3.2 Build No. – 8.1.3.2.813207
Avaya Aura® Communication Manager running on a virtual server	8.1.3.2 – FP3SP2 R018x.01.0.890.0 Update ID 01.0.890.0-26989
Avaya Messaging running on Windows 2019 server	10.8.20.1502
Avaya Aura® Media Server	8.0.2.184
Avaya G430 Media Gateway	41.16.0/1
Avaya J179 H.323 Deskphone	6.8502
Avaya J189 SIP Deskphone	4.0.10.1.2
Avaya 9408 Digital Deskphone	V2.0
Ascom Equipment	Software / Firmware Version
Ascom Myco 3	3.2.2
Ascom Experience (AE)	3.2.2

*Ascom Experience is an application package installed “on top” of Android. It is typically relevant for ascertaining the version of the SIP application used on Ascom Myco 3.

5. Configure Avaya Aura® Communication Manager

It is assumed that a fully functioning Communication Manager is in place with the necessary licensing with SIP trunks in place to Session Manager. For further information on the configuration of Communication Manager please see **Section 10** of these Application Notes.

Note: A printout of the Signalling and Trunk groups that were used during compliance testing can be found in the **Appendix** of these Application Notes.

The following sections go through the following.

- System Parameters
- Dial Plan Analysis
- Feature Access Codes
- Network Region
- IP Codec

5.1. Configure System Parameters

Ensure that the SIP endpoints license is valid as shown below by using the command **display system-parameters customer-options**.

display system-parameters customer-options		Page	1 of 12
OPTIONAL FEATURES			
G3 Version: V17	Software Package: Enterprise		
Location: 2	System ID (SID): 1		
Platform: 28	Module ID (MID): 1		
		USED	
Platform Maximum Ports: 48000		168	
Maximum Stations: 36000		44	
Maximum XMOBILE Stations: 36000		0	
Maximum Off-PBX Telephones - EC500: 41000		2	
Maximum Off-PBX Telephones - OPS: 41000		20	
Maximum Off-PBX Telephones - PBFMC: 41000		0	
Maximum Off-PBX Telephones - PVFMC: 41000		0	
Maximum Off-PBX Telephones - SCCAN: 0		0	
Maximum Survivable Processors: 313		1	

5.2. Configure Dial Plan Analysis

Use the **change dialplan analysis** command to configure the dial plan using the parameters shown below. Extension numbers (**ext**) are those beginning with **1**. Feature Access Codes (**fac**) use digits **8** and **9** and use characters ***** or **#**.

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

5.3. Configure Feature Access Codes

Use the **change feature-access-codes** command to configure access codes which can be entered from Myco 3 handsets to initiate Communication Manager Call features. These access codes must be compatible with the dial plan described in **Section 5.2**. Some of the access codes configured during compliance testing are shown below.

change feature-access-codes			Page 1 of 12	
FEATURE ACCESS CODE (FAC)				
Abbreviated Dialing List1 Access Code: *11				
Abbreviated Dialing List2 Access Code: *12				
Abbreviated Dialing List3 Access Code: *13				
Abbreviated Dial - Prgm Group List Access Code: *10				
Announcement Access Code: *27				
Answer Back Access Code: #02				
Attendant Access Code:				
Auto Alternate Routing (AAR) Access Code: 8				
Auto Route Selection (ARS) - Access Code 1: 9			Access Code 2:	
Automatic Callback Activation: *05			Deactivation: #05	
Call Forwarding Activation Busy/DA: *03			All: *04	
Call Forwarding Enhanced Status: *73			Act: *74	
Call Park Access Code: *02			Deactivation: #74	
Call Pickup Access Code: *09				
CAS Remote Hold/Answer Hold-Unhold Access Code:				
CDR Account Code Access Code: *14				
Change COR Access Code:				
Change Coverage Access Code:				
Conditional Call Extend Activation:			Deactivation:	
Contact Closure Open Code:			Close Code:	

5.4. Configure Network Region

Use the **change ip-network-region x** (where x is the network region to be configured) command to assign an appropriate domain name to be used by Communication Manager, in the example below **devconnect.local** is used. Note this domain is also configured in **Section 6.1.1**.

```
change ip-network-region 1                                     Page 1 of 20
                                                                IP NETWORK REGION
Region: 1
Location: 1           Authoritative Domain: devconnect.local
Name: default NR
MEDIA PARAMETERS                      Intra-region IP-IP Direct Audio: yes
Codec Set: 1                      Inter-region IP-IP Direct Audio: yes
UDP Port Min: 2048                      IP Audio Hairpinning? y
UDP Port Max: 3329
DIFFSERV/TOS PARAMETERS
Call Control PHB Value: 46
Audio PHB Value: 46
Video PHB Value: 26
802.1P/Q PARAMETERS
Call Control 802.1p Priority: 6
Audio 802.1p Priority: 6
Video 802.1p Priority: 5      AUDIO RESOURCE RESERVATION PARAMETERS
H.323 IP ENDPOINTS                      RSVP Enabled? n
H.323 Link Bounce Recovery? y
Idle Traffic Interval (sec): 20
Keep-Alive Interval (sec): 5
Keep-Alive Count: 5
```

5.5. Configure IP-Codec

Use the **change ip-codec-set x** (where x is the ip-codec set used) command to designate a codec set compatible with the Myco 3 Handsets. During compliance testing the codecs **G.711A**, **G.729A** and **G.722-64K** were tested.

```
change ip-codec-set 1                                         Page 1 of 2
                                                                IP MEDIA PARAMETERS
Codec Set: 1
Audio      Silence      Frames      Packet
Codec      Suppression   Per Pkt    Size(ms)
1: G.711A          n           2          20
2: G.729A          n           2          20
3: G.722.2    n           1          20
4: G.722-64K       2          2          20
5: G.723-5.3K n           1          30
6:
Media Encryption                      Encrypted SRTCP: enforce-unenc-srtcp
1: 1-srtp-aescm128-hmac80
2: none
3:
```

6. Configure Avaya Aura® Session Manager

The Myco 3 handsets are registered to Session Manager as SIP users. To add a SIP user a web session to System Manager is opened. Navigate to **https://<System Manager IP Address>/SMGR**, enter the appropriate credentials and click on **Log On** as shown below.

This system is restricted solely to authorized users for legitimate business purposes only. The actual or attempted unauthorized access, use, or modification of this system is strictly prohibited.

Unauthorized users are subject to company disciplinary procedures and or criminal and civil penalties under state, federal, or other applicable domestic and foreign laws.

The use of this system may be monitored and recorded for administrative and security reasons. Anyone accessing this system expressly consents to such monitoring and recording, and is advised that if it reveals possible evidence of criminal activity, the evidence of such activity may be provided to law enforcement officials.

All users must comply with all corporate instructions regarding the protection of information assets.

User ID:

Password:

Supported Browsers: Internet Explorer 11.x or Firefox 65.0, 66.0 or 67.0.

Once logged in navigate to **Elements** and click on **Routing** highlighted below.

AVAYA Aura® System Manager 8.0

Users Elements Services Widgets Shortcuts

Search admin

System Resource Utilization

28
21
14
7
0

opt var emdata

Alarms

Critical Major Indeterminate
Minor Warning

Routing

10.10.40.60 Management Instance check failed: [The following SM instance(s) failed the instance test: 10.10.40.57]

10.10.40.60 SM/BSM host name resolution failed: [The following SM/BSM failed the Host Name Resolution test: 10.10.40.57]

Application State

License Status Active
Deployment Type VMware
Multi-Tenancy DISABLED
OOBM State DISABLED
Hardening Mode Standard

Information

Elements	Count	Sync Status
CM	1	■
Session Manager	1	■
System Manager	1	■
UCM Applications	8	■

Current Usage:

11/250000
USERS

1/50
SIMULTANEOUS ADMINISTRATIVE LOGINS

Shortcuts

Drag shortcuts here

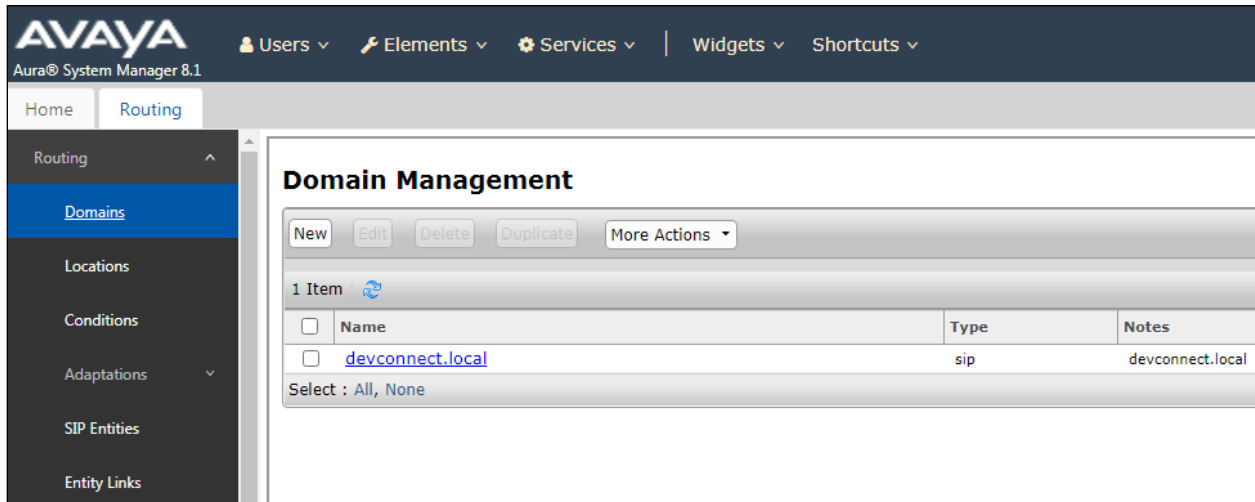
Administrative...

6.1. Domains and Locations

Note: It is assumed that a domain and a location have already been configured, therefore a quick overview of the domain and location that was used in compliance testing is provided here.

6.1.1. Display the Domain

Select **Domains** from the left window. This will display the domain configured on Session Manager. For compliance testing this domain was **devconnect.local** as shown below. If a domain is not already in place, click on **New**. This will open a new window (not shown) where the domain can be added.

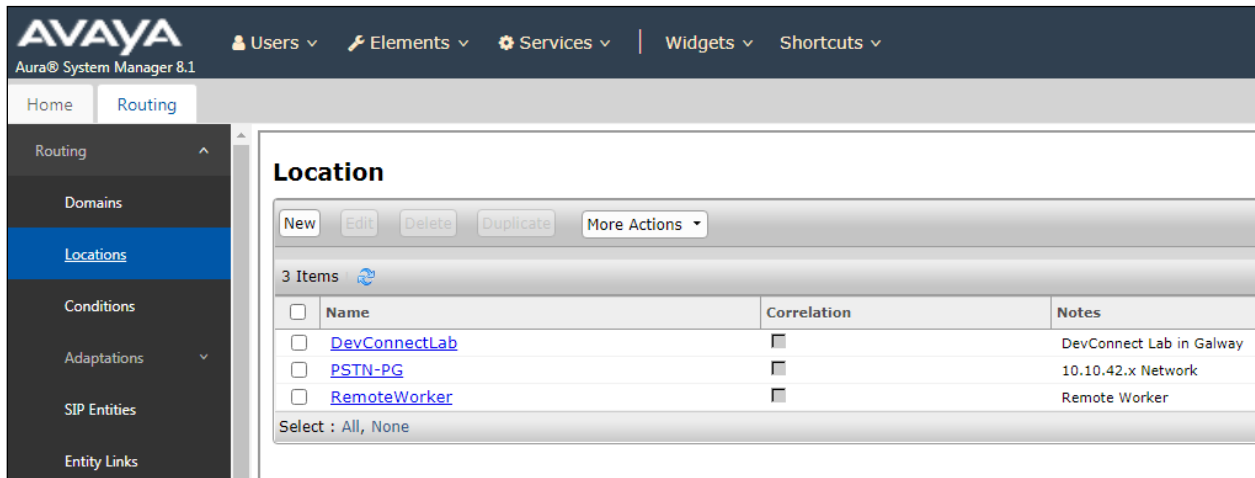


The screenshot shows the Avaya Aura System Manager 8.1 interface. The top navigation bar includes 'Users', 'Elements', 'Services', 'Widgets', and 'Shortcuts'. The left sidebar has 'Routing' selected, and 'Domains' is highlighted. The main content area is titled 'Domain Management' and shows a table with one item: 'devconnect.local' of type 'sip'.

Name	Type	Notes
devconnect.local	sip	devconnect.local

6.1.2. Display the Location

Select **Locations** from the left window and this will display the location setup. The example below shows the location **DevConnectLab** which was used for compliance testing. If a location is not already in place, then one must be added to include the IP address range of the Avaya solution. Click on **New** to add a new location.

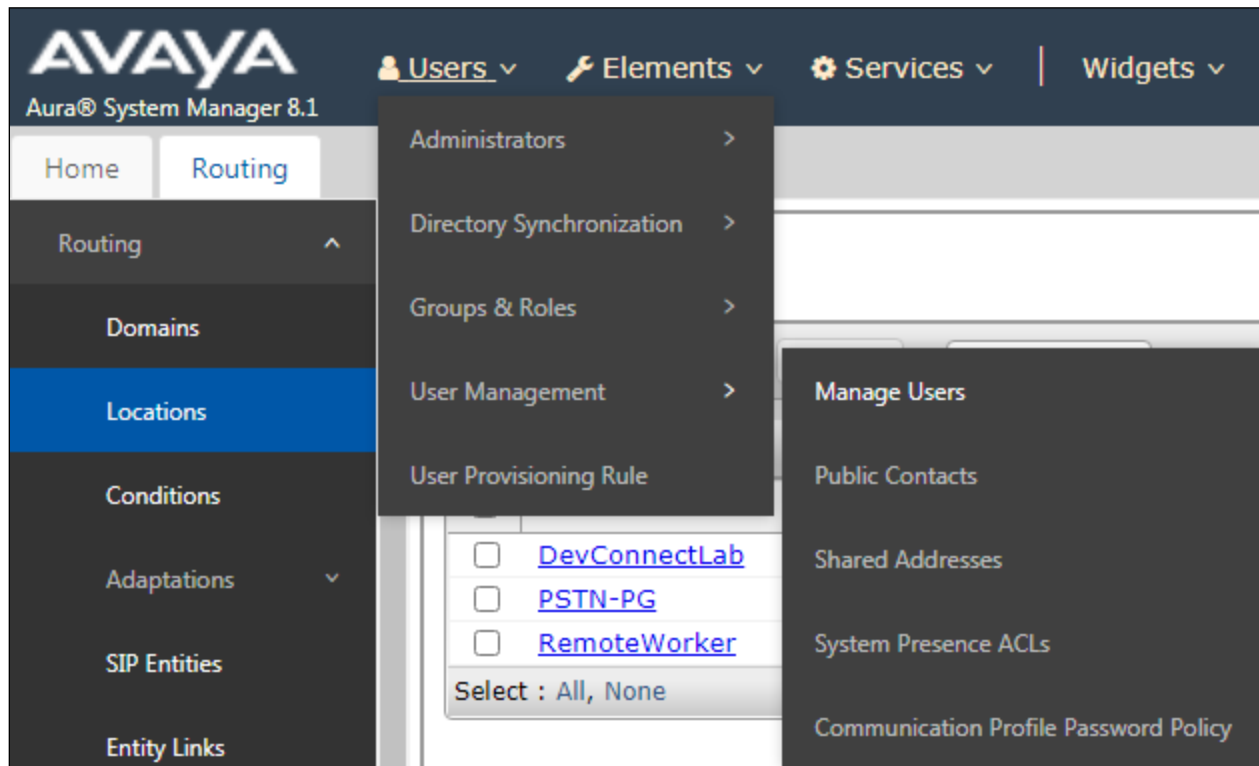


The screenshot shows the Avaya Aura System Manager 8.1 interface. The top navigation bar includes 'Users', 'Elements', 'Services', 'Widgets', and 'Shortcuts'. The left sidebar has 'Routing' selected, and 'Locations' is highlighted. The main content area is titled 'Location' and shows a table with three items: 'DevConnectLab', 'PSTN-PG', and 'RemoteWorker'.

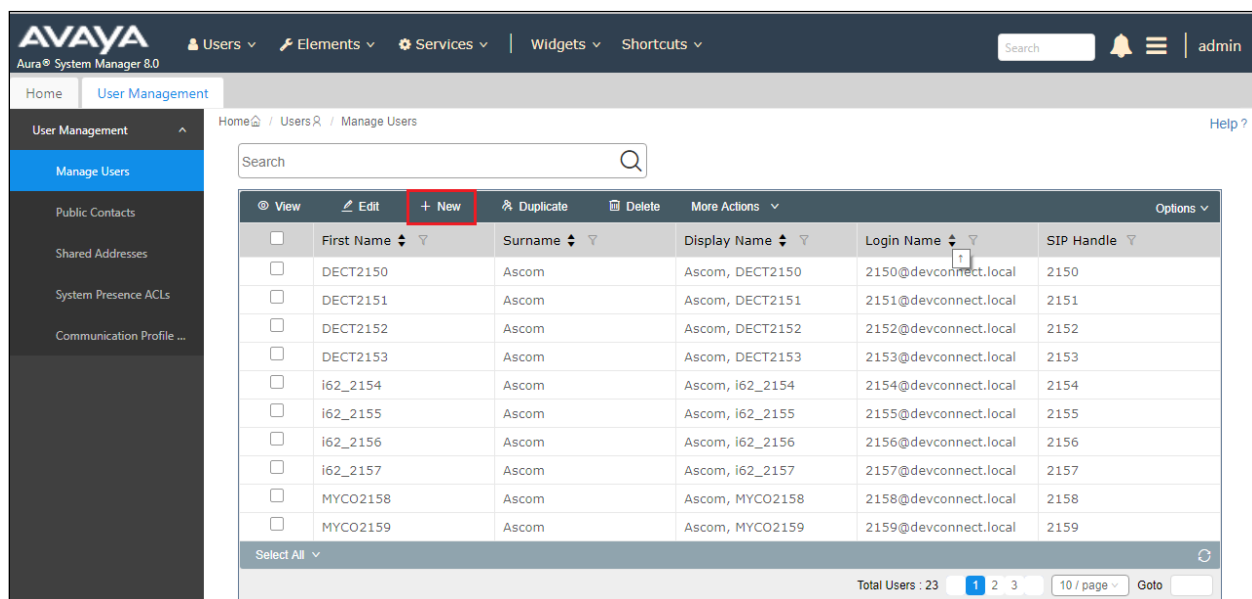
Name	Correlation	Notes
DevConnectLab		DevConnect Lab in Galway
PSTN-PG		10.10.42.x Network
RemoteWorker		Remote Worker

6.2. Adding Ascom Myco 3 SIP User

From the home page, click on **User Management** → **Manager Users** shown below.



From **Manager Users** section, click on **New** to add a new SIP user.



Under the **Identity** tab fill in the user's desired **Last Name** and **First Name** as shown below. Enter the **Login Name** following the format of "user id@domain". The remaining fields can be left as default.

User Profile | Edit | 1153@devconnect.local

Commit & Continue Commit Cancel

Identity Communication Profile Membership Contacts

Basic Info

Address

LocalizedName

User Provisioning Rule: [v]

* Last Name: [Ext 1153] Last Name (in Latin alphabet characters): [Ext 1153]

* First Name: [SIP] First Name (in Latin alphabet characters): [SIP]

* Login Name: [1153@devconnect.local] Middle Name: [Middle Name Of User]

Description: [Description Of User] Email Address: [Email Address Of User]

Password: [] User Type: [Basic v]

Confirm Password: [] Localized Display Name: [Ext 1153, SIP]

Endpoint Display Name: [Ext 1153, SIP] Title Of User: [Title Of User]

Under the **Communication Profile** tab, enter the **Communication Profile Password** and **Confirm Password**, note that this password is required when configuring the Myco 3 handset in **Section 7.2**.

User Profile | Edit | 1153@devconnect.local

Commit & Continue Commit

Identity Communication Profile Membership Contacts

Communication Profile Password

PROFILE SET: Primary v

Communication Address

PROFILES

Session Manager Profile []

Avaya BreezeS Profile []

CM Endpoint Profile []

Presence Profile []

Domain v

devconnect.local

Total: 1 1 10 / pag

Comm-Profile Password

Comm-Profile Password: []

* Re-enter Comm-Profile Password: []

Generate Comm-Profile Password

Cancel OK

Staying on the **Communication Profile** tab, click on **New** to add a new **Communication Address**.

The screenshot shows the 'User Profile | Edit | 1153@devconnect.local' page with the 'Communication Profile' tab selected. On the left, there is a sidebar with 'Communication Profile Password', 'PROFILE SET : Primary', 'Communication Address' (highlighted), and 'PROFILES' including 'Session Manager Profile' (checked). The main area has buttons for 'Edit', '+ New' (highlighted), and 'Delete'. Below these is a table with a 'Type' column and a 'Select All' dropdown.

Enter the extension number and the domain for the **Fully Qualified Address** and click on **OK** once finished.

The screenshot shows the same 'User Profile | Edit | 1153@devconnect.local' page, but with the 'Communication Address Add/Edit' dialog box open. The dialog has a 'Type' dropdown set to 'Avaya SIP' and a '*Fully Qualified Address' field with '1153' in the extension box and 'devconnect.local' in the domain dropdown. 'Cancel' and 'OK' buttons are at the bottom right of the dialog.

Ensure **Session Manager Profile** is checked and enter the **Primary Session Manager** details, enter the **Origination Sequence** and the **Termination Sequence**. Scroll down to complete the profile.

Note: If 'Multi Device Access' is to be configured, where the same user is configured on multiple Myco 3 devices, then the **Max. Simultaneous Devices** will need to be altered to accommodate the number of registrations this user will need. For example, if this particular user is to be used on 3 separate Myco 3 smartphones simultaneously, then this will need to be set to 3 instead of **1** shown below.

User Profile | Edit | 1153@devconnect.local

Identity

Communication Profile

Membership

Contacts

Communication Profile Password

PROFILE SET : Primary

Communication Address

PROFILES

Session Manager Profile

Avaya Breeze® Profile

CM Endpoint Profile

Presence Profile

SIP Registration

* Primary Session Manager :

SM81vmpg

Secondary Session Manager :

Start typing...

Survivability Server :

Start typing...

Max. Simultaneous Devices :

1

Block New Registration When Maximum Registrations Active?:

Application Sequences

Origination Sequence :

CMAPPSEQ

Termination Sequence :

CMAPPSEQ

Emergency Calling Application Sequences

Emergency Calling Origination Sequence :

Select

Emergency Calling Termination Sequence :

Select

Enter the **Home Location**, this should be the location configured in **Section 6.1.2**. Click on Commit at the top of the page (not shown).

Application Sequences

Origination Sequence : CMAPPSEQ ▼

Termination Sequence : CMAPPSEQ ▼

Emergency Calling Application Sequences

Emergency Calling Origination Sequence : Select ▼

Emergency Calling Termination Sequence : Select ▼

Call Routing Settings

* Home Location : DevConnectLab_PG ▼

Conference Factory Set : Select ▼

Call History Settings

Enable Centralized Call History? : ☐

Ensure that **CM Endpoint Profile** is selected in the left window. Select the Communication Manager that is configured for the **System** and choose the **9620SIP_DEFAULT_CM_8_0**, (note this will be **9620SIP_DEFAULT_CM_8_1** for this configuration on System Manager/Communication Manager 8.1), as the **Template**. Enter the appropriate **Voice Mail Number** and **Sip Trunk** should be set to **aar**, providing that the routing is setup correctly on Communication Manager. The **Profile Type** should be set to **Endpoint** and the **Extension** is the number assigned to the Myco 3 handset. Click on **Endpoint Editor** to configure the buttons and features for that handset on Communication Manager.

User Profile | Edit | 1153@devconnect.local

Commit & Continue Commit Cancel

Identity Communication Profile Membership Contacts

Communication Profile Password

PROFILE SET : Primary

Communication Address

PROFILES

Session Manager Profile ☒

Avaya Breeze® Profile ☐

CM Endpoint Profile ☒

Presence Profile ☐

* System : cm81xvmpg

* Profile Type : Endpoint

Use Existing Endpoints : ☐

* Extension : 1153

Template : 9620SIP_DEFAULT_CM_8_1

* Set Type : 9620SIP

Security Code : Enter Security Code

Port : IP

Voice Mail Number :

Preferred Handle : Select

Calculate Route Pattern : ☒

Sip Trunk : aar

SIP URI : Select

Delete on Unassign from User or on Delete User : ☒

Override Endpoint Name and Localized Name : ☒

Allow H.323 and SIP Endpoint Dual Registration : ☐

The **Class of Restriction** and **Class of Service** should be set to the appropriate values for the Myco 3 handset. This may vary depending on what level of access/permissions the handset has been given. Other tabs can be checked but for compliance testing the values were left as default. Click on **Done** (not shown) to complete.

Note: For compliance testing all of the settings below were left as their default values including the number of call appearance buttons that were used. This can be changed under the **Button Assignment** tab.

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

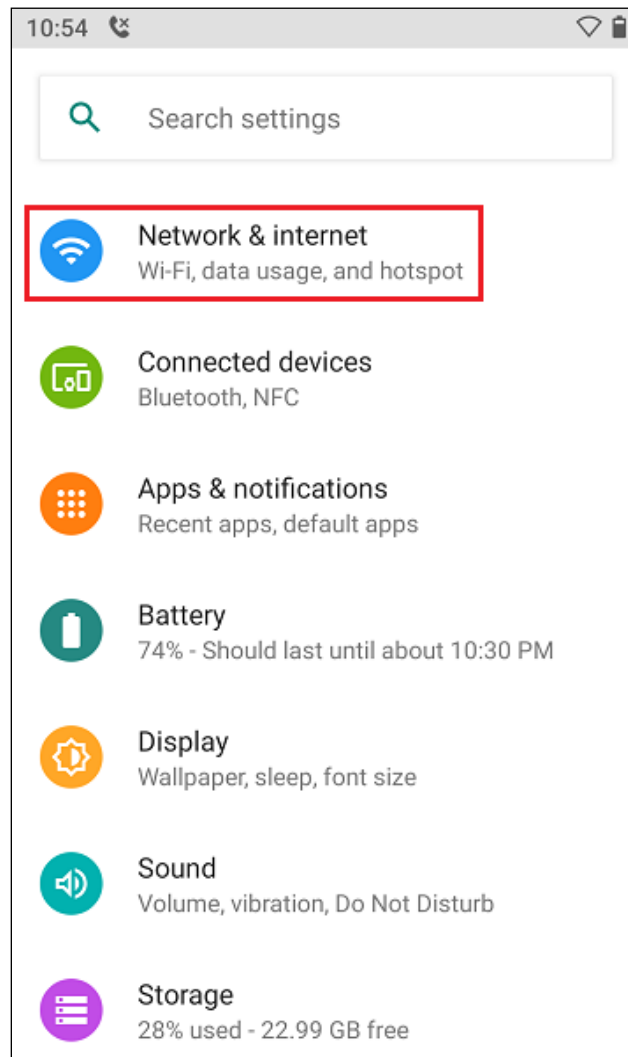
7. Configure Ascom Myco 3 Smartphone

This section describes how to configure the Myco 3 smartphone. It is implied that the Wi-Fi network has been configured and operational.

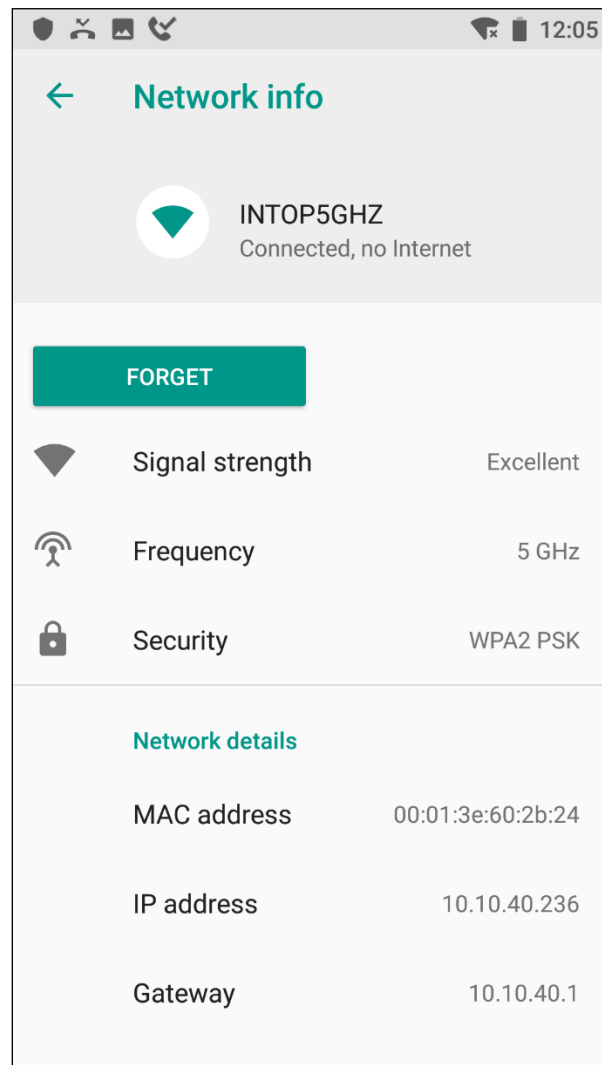
Note: The wireless router configuration is outside the scope of these Application Notes.

7.1. Configure Wi-Fi network on Myco 3

Access to the Myco 3 smartphone is from the smartphone device in question. From the smartphone navigate to **Android Settings → Network & Internet → Wi-Fi**.

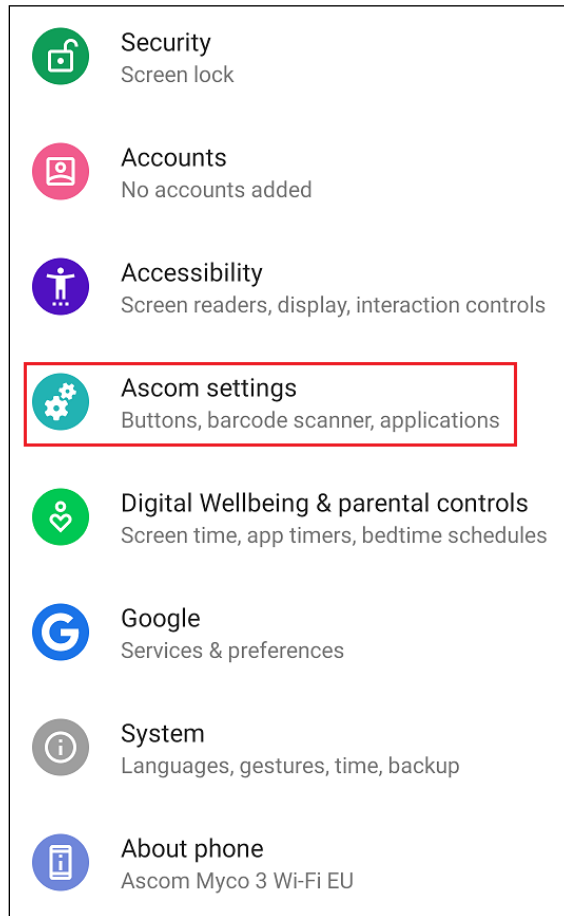


The following screen displays information on the network such as the IP address given to the phone and the wireless network that it is connected to.

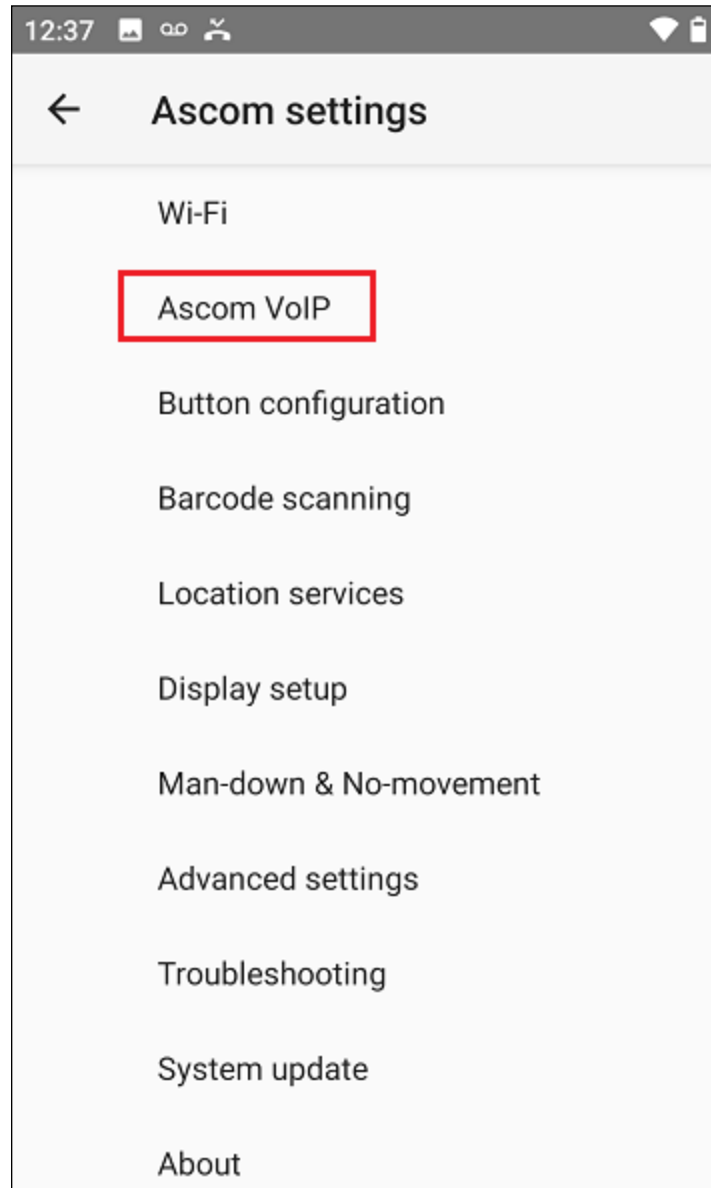


7.2. Configure SIP settings

From the Myco 3 smartphone navigate to **Android Settings** → **Ascom Settings**.

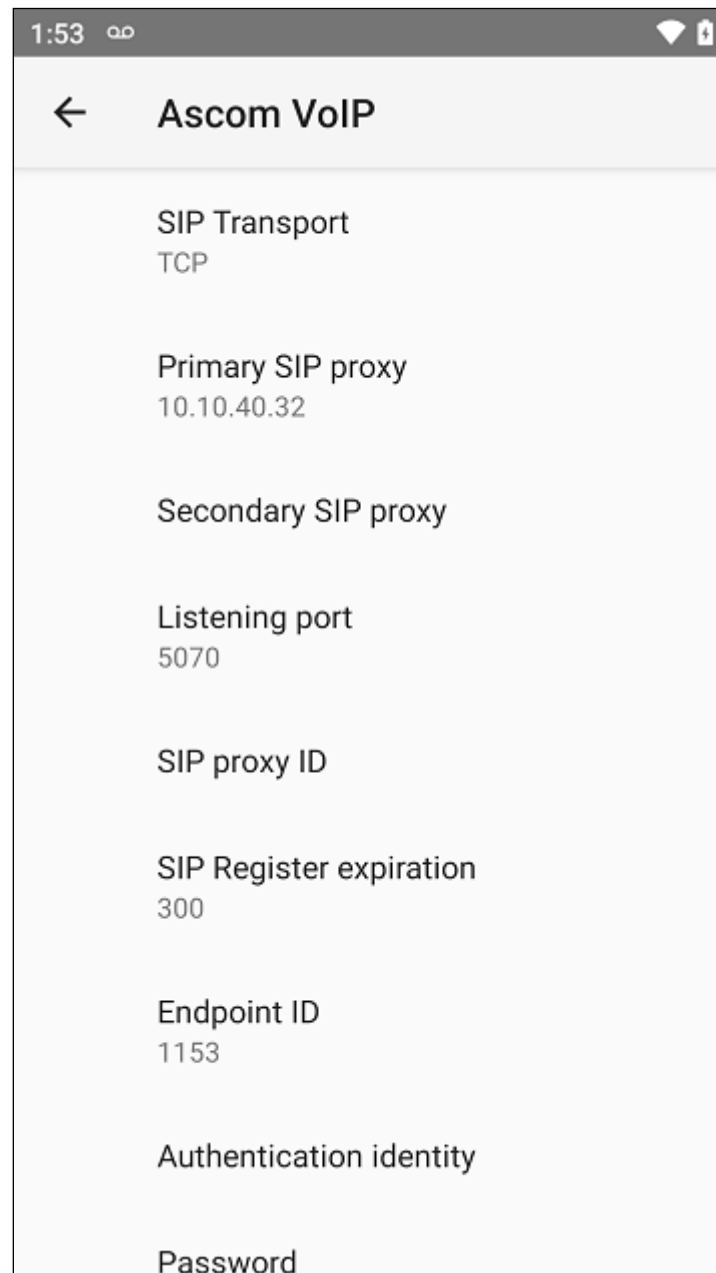


Click on **Ascom VoIP**.



Configure the following values.

- **SIP Transport** For compliance testing **TCP** was selected as shown below.
- **Primary SIP Proxy** IP address of Session Manager.
- **Listening Port** **5070**.
- **SIP Register Expiration** **300** (anything over 60secs can be chosen here).
- **Endpoint ID** This is the extension number.
- **Password** Password assigned to the endpoint in **Section 6.2**.

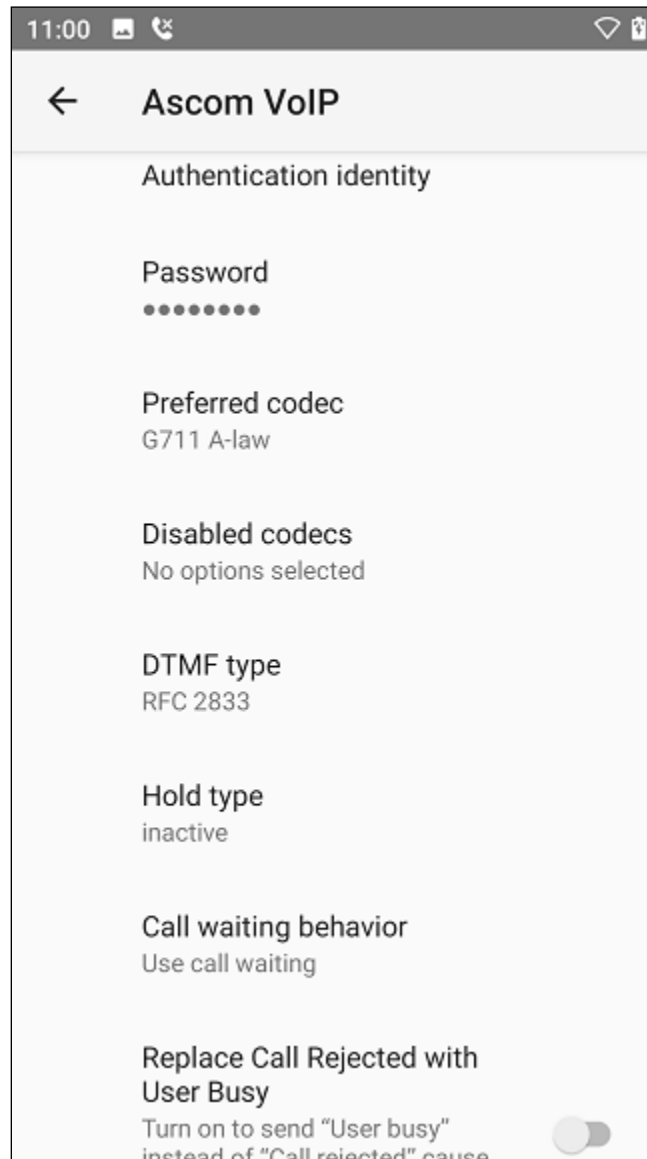


The screenshot shows a mobile application interface for configuring an Ascom VoIP device. The title bar at the top displays the time 1:53 and status icons for signal and battery. Below the title bar is a navigation bar with a back arrow and the text "Ascom VoIP". The main content area lists several configuration items, each with a label and a value:

- SIP Transport: TCP
- Primary SIP proxy: 10.10.40.32
- Secondary SIP proxy: (empty)
- Listening port: 5070
- SIP proxy ID: (empty)
- SIP Register expiration: 300
- Endpoint ID: 1153
- Authentication identity: (empty)
- Password: (empty)

Scroll down to display and set the following.

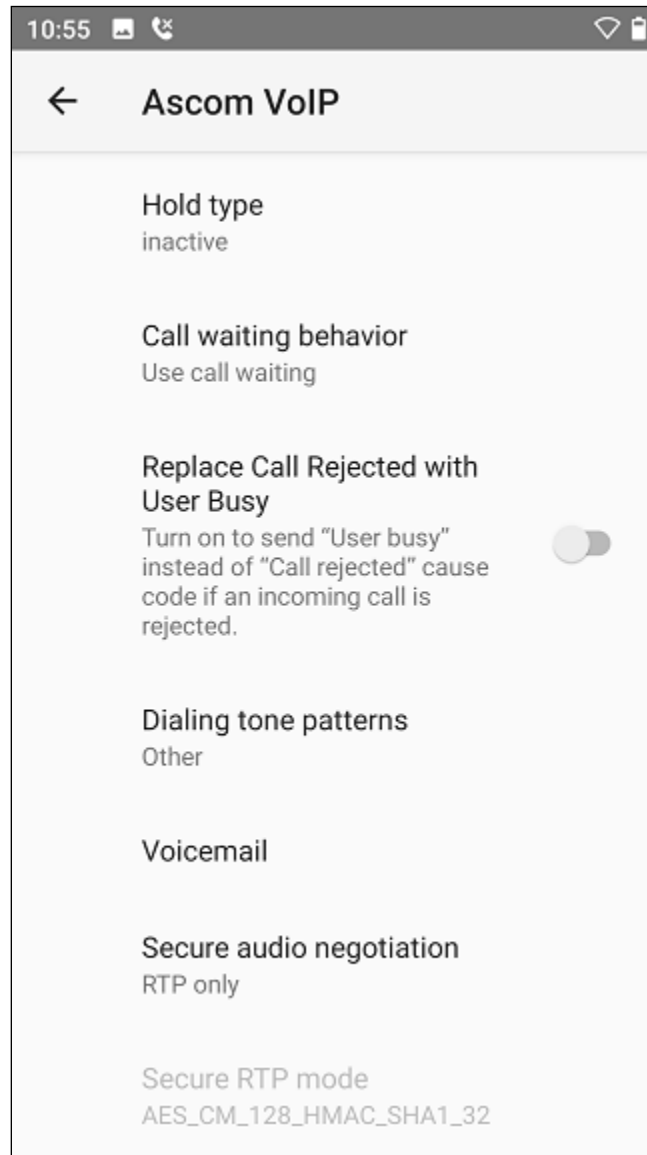
- **Preferred codec** This setting will depend on the country, **G711 A-law** was chosen for compliance testing.
- **DTMF Type** **RFC 2833** is chosen, again for this testing.
- **Hold Type** Was left as **inactive** for compliance testing.
- **Call waiting behavior** This can be set to **Use call waiting** (preferable) or Reject call.



Scroll down to display and set the following.

- **Replace Call Rejected with User Busy:** Turn to **off** for compliance testing.
- **Dialing tone patterns** Left as **Other**.

Click on **Voicemail** to enter the details to subscribe for message waiting updates.



Enter the extension number for the **Voicemail Message Server number** and enter the voicemail number to call to voicemail for the **Voicemail number**. The **Reset voicemail MWI** was left as shown below.

1:54

← Voicemail

Voicemail Message Server number
1153

Voicemail number
6667

Reset voicemail MWI
Turn on to reset message waiting indications (MWI) in the Message Server once the user has listened to all new messages. ☐

7.3. Configure Multi Device Access

Multi Device Access is used to allow the same user register on multiple devices, this may be all Myco 3 smartphones or a mixture of Avaya endpoints and Myco 3 phones.

The configuration of Multi Device Access for Myco 3 is to change the **Endpoint ID** and **Password** on the bottom of the screen below to that of the user that is to be used on each Myco 3 device. The example below shows this handset being changed to use the **1150** user. Note that the setting for **Max. Simultaneous Devices** will need to be configured accordingly as explained in **Section 6.2**.

Ascom VoIP	
SIP Transport	TCP
Primary SIP proxy	10.10.40.32
Secondary SIP proxy	
Listening port	5060
SIP proxy ID	
SIP Register expiration	120
Endpoint ID	1150
Password	●●●●●●●●

8. Verification Steps

The following steps can be taken to ensure that connections between Myco 3 and Session Manager and Communication Manager are up.

8.1. Session Manager Registration

Log into System Manager as done previously in **Section 6**, under **Elements** → **Session Manager** → **Dashboard**.

The screenshot displays the Avaya Aura System Manager 8.0 interface. The top navigation bar includes 'Users', 'Elements', 'Services', 'Widgets', and 'Shortcuts'. The main content area is divided into several sections:

- System Resource Utilization:** A bar chart showing resource usage for 'opt', 'var', and 'emdata' categories. The 'opt' category is highlighted in green, while 'var' and 'emdata' are in grey.
- Alarms:** A section with a legend for Critical (red), Major (orange), Indeterminate (blue), Minor (yellow), and Warning (purple). A large yellow circle is visible, indicating a minor alarm.
- Application State:** A table showing the status of various components:

Component	Status
License Status	Active
Deployment Type	VMware
Multi-Tenancy	DISABLED
OOBM State	DISABLED
Hardening Mode	Standard
- Information:** A table showing the count and sync status of various elements:

Elements	Count	Sync Status
CM	1	Green
Session Manager	1	Green
System Manager	1	Green
UCM Applications	8	Green

A navigation menu is open, showing options like Avaya Breeze, Communication Manager, Communication Server 1000, Conferencing, Device Adapter, Device Services, Media Server, Meeting Exchange, Messaging, Presence, Routing, Session Manager, and Web Gateway. The Session Manager option is highlighted, and a sub-menu is visible with options like Dashboard, Session Manager Administration, Global Settings, Communication Profile Editor, Network Configuration, Device and Location Configuration, and Application Configuration.

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

System Status

Action	Description
SIP Entity Monitoring	View Session Manager SIP Entity Link monitoring status.
Managed Bandwidth Usage	Displays system-wide bandwidth usage information for locations where usage is managed. The details expansion shows the breakdown of usage among Session Manager Instances.
Security Module Status	View Security Module status and perform actions on Security Modules for Core and Branch Session Manager Instances.
SIP Firewall Status	View SIP Firewall rule execution status from Security Modules
Registration Summary	View per-Session Manager registration status and send notifications to AST devices.
User Registrations	View detailed user registration status and send notifications to AST devices.
Session Counts	View per-Session Manager and system wide session counts.
User Data Storage	View status, backup and restore Session Manager User Data Storage

The Ascom Myco 3 user should show as being registered as highlighted. It has an IP Address associated with it and there is a tick in the **Registered Prim** box.

User Registrations

Select rows to send notifications to devices. Click on Details column for complete registration status.

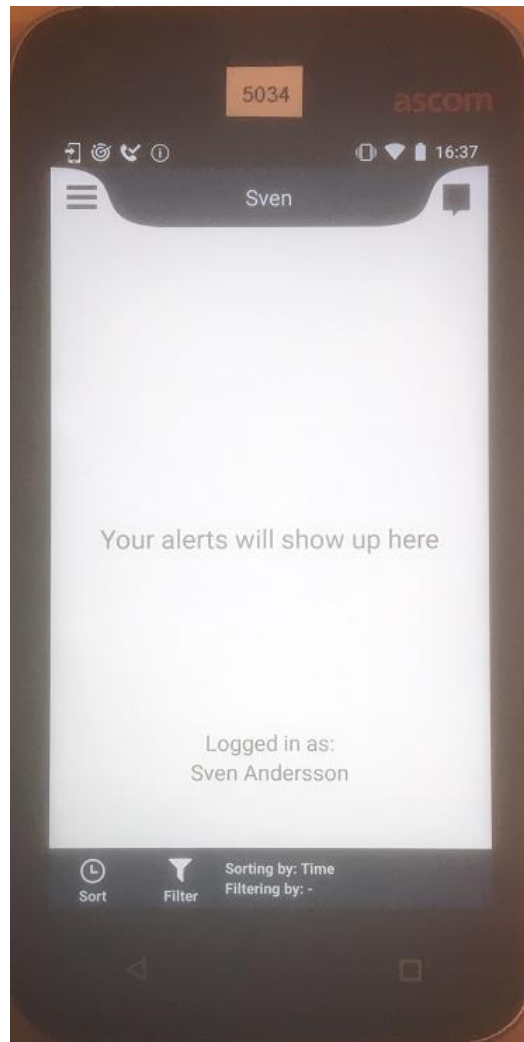
View: Default Export Force Unregister AST Device Notifications: Reboot Reload Failback As of 2:22 PM Advanced Search Customize

37 Items Show 15 Filter: Enable

	Details	Address	First Name	Last Name	Actual Location	IP Address	Remote Office	Shared Control	Simult. Devices	AST Device	Registered			
											Prim	Sec	Surv	Visiting
<input type="checkbox"/>	Show	63103@devconnect.local	SIPSet4	NICEAgent	DevConnectLab	10.10.40.219	<input type="checkbox"/>	<input type="checkbox"/>	1/1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> (AC)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Show	1157@devconnect.local	SIP	Ext 1157	---	192.168.40.151	<input type="checkbox"/>	<input type="checkbox"/>	1/1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Show	1153@devconnect.local	SIP	Ext 1153	---	192.168.40.144	<input type="checkbox"/>	<input type="checkbox"/>	1/1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Show	1121@devconnect.local	Vantage K175	1121	---	192.168.40.137	<input type="checkbox"/>	<input type="checkbox"/>	1/1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> (AC)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Show	1101@devconnect.local	SIP J189	1101	---	192.168.40.156	<input type="checkbox"/>	<input type="checkbox"/>	1/1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> (AC)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Show	1100@devconnect.local	SIP Ext	1100	---	192.168.40.203	<input type="checkbox"/>	<input type="checkbox"/>	1/3	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> (AC)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Show	---	Speakerbus	Privacy User 1	---	---	<input type="checkbox"/>	<input type="checkbox"/>	0/1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Show	---	SIP	Ext 1152	---	---	<input type="checkbox"/>	<input type="checkbox"/>	0/1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Show	---	Speakerbus	Privacy User 3	---	---	<input type="checkbox"/>	<input type="checkbox"/>	0/1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Show	---	SIPSet3	NICEAgent	---	---	<input type="checkbox"/>	<input type="checkbox"/>	0/1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Show	---	SIP	Ext 1150	---	---	<input type="checkbox"/>	<input type="checkbox"/>	0/3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8.2. Ascom Myco 3 Registration

The Ascom Myco 3 handset connection to Session Manager can be verified by an absence of an error message on the handset display, as shown in the following illustration, (this is an example from Ascom's lab).



9. Conclusion

These Application Notes describe the configuration steps required for Ascom Myco 3 to successfully interoperate with Avaya Aura® Communication Manager R8.1 and Avaya Aura® Session Manager R8.1 by registering Myco 3 with Avaya Aura® Session Manager as a third-party SIP phone. Please refer to **Section 2.2** for test results and observations.

10. Additional References

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

1. *Deploying Avaya Aura® Communication Manager*, Release 8.1
2. *Avaya Aura® Communication Manager Feature Description and Implementation*, Release 8.1
3. *Deploying Avaya Aura® Session Manager*, Release 8.1
4. *Administering Avaya Aura® Session Manager*, Release 8.1
5. *Deploying Avaya Aura® System Manager*, Release 8.1
6. *Administering Avaya Aura® System Manager for Release 8.0*, Release 8.1

Documentation for Ascom Products can be obtained from an Ascom supplier or may be accessed at <https://www.ascom-ws.com/AscomPartnerWeb/Templates/WebLogin.aspx> (login required).

Appendix

Signaling Group

display signaling-group 1	Page 1 of 3
SIGNALING GROUP	
Group Number: 1	Group Type: sip
IMS Enabled? n	Transport Method: tls
Q-SIP? n	
IP Video? n	Enforce SIPS URI for SRTP? n
Peer Detection Enabled? y	Peer Server: SM
	Clustered? n
Prepend '+' to Outgoing Calling/Alerting/Diverting/Connected Public Numbers? y	
Remove '+' from Incoming Called/Calling/Alerting/Diverting/Connected Numbers? n	
Alert Incoming SIP Crisis Calls? n	
Near-end Node Name: procr	Far-end Node Name: SM81vmppg
Near-end Listen Port: 5061	Far-end Listen Port: 5061
	Far-end Network Region: 1
Far-end Domain: devconnect.local	
	Bypass If IP Threshold Exceeded? n
Incoming Dialog Loopbacks: eliminate	RFC 3389 Comfort Noise? n
DTMF over IP: rtp-payload	Direct IP-IP Audio Connections? y
Session Establishment Timer(min): 3	IP Audio Hairpinning? n
Enable Layer 3 Test? y	Initial IP-IP Direct Media? n
H.323 Station Outgoing Direct Media? n	Alternate Route Timer(sec): 6

Trunk Group Page 1

display trunk-group 1	Page 1 of 4
TRUNK GROUP	
Group Number: 1	Group Type: sip
Group Name: SIPTRUNK-SM81	CDR Reports: y
Direction: two-way	COR: 1
Dial Access? n	TN: 1
Queue Length: 0	TAC: *801
Service Type: tie	Night Service:
	Auth Code? n
	Member Assignment Method: auto
	Signaling Group: 1
	Number of Members: 10

Page 2

```
display trunk-group 1                                     Page 2 of 4
  Group Type: sip

TRUNK PARAMETERS

  Unicode Name: auto

                                     Redirect On OPTIM Failure: 5000

  SCCAN? n                                     Digital Loss Group: 18
    Preferred Minimum Session Refresh Interval(sec): 600

Disconnect Supervision - In? y Out? y

  XOIP Treatment: auto    Delay Call Setup When Accessed Via IGAR? n

Caller ID for Service Link Call to H.323 1xC: station-extension
```

Page 3

```
display trunk-group 1                                     Page 3 of 4
TRUNK FEATURES

  ACA Assignment? n          Measured: none          Maintenance Tests? y

Suppress # Outpulsing? n    Numbering Format: private
                               UII Treatment: service-provider

                               Replace Restricted Numbers? n
                               Replace Unavailable Numbers? n

                               Hold/Unhold Notifications? y
                               Modify Tandem Calling Number: no

  Send UCID? y

Show ANSWERED BY on Display? y

DSN Term? n
```

trunk-group 1	Page 4 of 4
PROTOCOL VARIATIONS	
Mark Users as Phone? n	
Prepend '+' to Calling/Alerting/Diverting/Connected Number? n	
Send Transferring Party Information? y	
Network Call Redirection? y	
Build Refer-To URI of REFER From Contact For NCR? n	
Send Diversion Header? n	
Support Request History? y	
Telephone Event Payload Type: 101	
Convert 180 to 183 for Early Media? n	
Always Use re-INVITE for Display Updates? y	
Identity for Calling Party Display: P-Asserted-Identity	
Block Sending Calling Party Location in INVITE? n	
Accept Redirect to Blank User Destination? n	
Enable Q-SIP? n	
Interworking of ISDN Clearing with In-Band Tones: keep-channel-active	
Request URI Contents: may-have-extra-digits	

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