

Avaya Solution & Interoperability Test Lab

Application Notes for configuring Ascom Myco 2 with Avaya IP Office R11.0 - Issue 1.0

Abstract

These Application Notes describe the configuration steps for provisioning Ascom's Myco 2 smartphone to interoperate with Avaya IP Office.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as any observations noted in **Section 2.2**, to ensure that their own use cases are adequately covered by this scope and results.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

1. Introduction

These Application Notes describe the configuration steps for provisioning Ascom Myco 2 wireless smartphones (Myco) to interoperate with Avaya IP Office R11.0. Ascom Myco wireless smartphones are configured on Avaya IP Office as SIP users, therefore enabling them to make/receive internal and PSTN/external calls and have other telephony facilities available on Avaya IP Office. The wireless communication is made using a wireless router connected to the same LAN as the Avaya IP Office.

Note: Ascom Myco 2 may be referred to as Myco, Myco handset or Myco smart device throughout this document. These names all refer to the same product, a smart phone that is connected to IP Office by registering as a third-party SIP extension.

Note: The Avaya IP Office solution consists of a primary server and an IP500V2 expansion. Both systems are linked by IP Office Line IP trunks that can enable voice networking across these trunks to form a multi-site network. Each system in the solution automatically learns each other's extension numbers and user names. This allows calls between systems and support for a range of internal call features.

2. General Test Approach and Test Results

The general test approach was to configure Ascom Myco smartphones to communicate with IP Office as implemented on a customer's premises. The interoperability compliance testing evaluates the ability of Myco to make and receive calls to and from Avaya H.323, SIP and Digital deskphones as well as PSTN endpoints. The integrated IP Office Voicemail was used to test for DTMF and Message Waiting Indication (MWI) on the Myco smartphones. See **Figure 1** for a network diagram. The interoperability compliance test included both feature functionality and serviceability tests.

Note: For compliance testing, Ascom Myco handsets were registered to both the Primary and Secondary servers but not simultaneously, i.e., two handsets were registered to the Server Edition primary server and two were registered to the IP500 V2 expansion. For most operational sites any/all SIP handsets would register to the Server Edition only.

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

Note: The Ascom Myco smart device can be set up to use Wi-Fi, GSM or both. For compliance testing only Wi-Fi was used and a wireless router was used to provide a network connection. This wireless router was considered a part of the member's overall solution.

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 Smartphone interfaces, different manufacturers utilize different Smartphone/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 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 signalling, a selection of basic calls and transfer calls were carried out using UDP.

2.1. Interoperability Compliance Testing

The testing included:

- Registration/Invalid Registration
- Basic calls/PSTN calls
- Blind Transfer, Supervised Transfer and 3 Party Conference
- Feature calls using short codes
- Call Alerting and Call Waiting
- Mobile Twinning
- Call forwarding unconditional, no reply, busy
- DTMF support, voicemail and MWI

- Codec support
- Serviceability testing

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 ensure full interoperability between Ascom Myco Wireless Smartphones and IP Office. The tests were all functional in nature and performance testing was not included. The following observations were noted during testing.

- Ascom Myco 2 does not support blind three-party conference.
- Ascom Myco 2 does not support <u>local</u> call diversion like Call Forward All, Call Forward Busy and Call Forward No Answer.
- The SIP Expires timer of 180 seconds is hard coded on IP Office. When the amount of IP Office Users configured exceeds 180 this timer will also increase with the number of users. For Example, if there are 290 users configured the SIP Expiry Timer will be hardcoded at 290 seconds.
- In order to test G.722, this codec was added as the only codec on IP Office to force the endpoints to use it. Other codecs were negotiated correctly depending on which was placed at the top of the list.
- When using Mobile Twinning and Myco, if the call is answered by the Avaya phone the Myco shows a missed call and "No Response" is shown on the display momentarily.
- Feature Access codes can be configured on the Myco as buttons using "My Services App", this will need to be unhidden by an Ascom engineer.
- It was observed, during compliance testing, that a Myco, registered on the IP500 V2 expansion, makes a call to a SIP PSTN (trunk between Server Edition and Communication Manager via Session Manager) and the PSTN user places the Myco on hold, the Myco receives static noise and can only be recovered once the Myco places the PSTN on hold and retrieves. This issue was observed when the IP Office Media Security was set to Preferred and disappeared when the Media Security was set to Disabled.

The following issues were found during compliance testing.

1. Ascom Myco (A-Party) updating after Transfer

There were a number of scenarios where Myco calls to either another Myco or an Avaya endpoint and after the transfer was complete (both blind and supervised) the A-party (original Myco caller) display was not updated with the new call information. Avaya are investigating this issue.

2. Feature Access Code being displayed for Call Pickup

When a Myco phone initiates a "Call Pickup" by dialling the Call Pickup Short Code, this short code is then displayed on the Myco instead of the call information. Avaya are investigating this issue.

2.3. Support

Support from Avaya is available by visiting the website <u>http://support.avaya.com</u> and a list of product documentation can be found in **Section 9** of these Application Notes. Technical support for the Ascom Myco 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 illustrates the network topology used during compliance testing. The Avaya solution consists of an IP Office with the Ascom Myco smartphones configured as SIP users. Avaya SIP, H323 and Digital phones were configured on IP Office. PRI and SIP trunks were configured to simulate a connection to the PSTN. A wireless router was connected to the IP network to provide a connection for the Myco smartphones. IP Office Manager was used to manage IP Office.

A laptop on the network that can access and connect to the Ascom Device Manager is used to configure the Ascom Myco smartphones. The Ascom Unite Connectivity Manager (UniteCM) is the core software platform in the Ascom system.

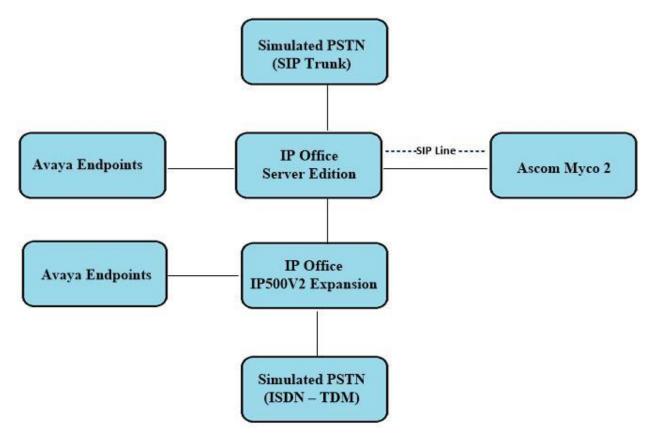


Figure 1: Connection of Ascom Myco 2 with Avaya IP Office R11.0

4. Equipment and Software Validated

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

Equipment/Software	Version/Release
Avaya IP Office Server Edition running on a virtual platform	R11.0.4.1.0 Build 11
Avaya IP Office IP500 V2	R11.0.4.1.0 Build 11
Avaya 1140e Deskphone	SIP R04.04.33.00
Avaya 96x1 Deskphone	H.323 Release 6.6.115
Avaya 1608-I Deskphone	H.323 1608UA1_350B.bin
Avaya 9508 Digital Deskphone	V0.6
Ascom Myco 2 Ascom SIP APP	16.0.0 V2.2 (12R1 121237)
Ascom Unite Connectivity Manager	V5.16.1

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

5. Avaya IP Office Configuration

The document assumes that Avaya IP Office Server Edition has been installed and configured to work with an IP500 V2 expansion. This section only describes the details on how to configure both the IP Office Server Edition (Primary) and IP Office IP500 V2 (Expansion) to work with Ascom Myco. Configuration and verification operations on the Avaya IP Office illustrated in this section were all performed using Avaya IP Office Manager. For all other provisioning information such as initial installation and configuration, please refer to the product documentation in **Section 9**. The configuration operations described in this section can be summarized as follows:

- Launch Avaya IP Office Manager (Administration)
- Display LAN Properties
- Create a new User
- Check Extension Properties
- Save Configuration

Note: Only the unique prompts are shown in the screen captures below, all other inputs can be left at default.

5.1. Launch Avaya IP Office Manager (Administration)

From the IP Office Manager PC, click **Start** \rightarrow **Programs** \rightarrow **IP Office** \rightarrow **Manager** to launch the Manager application (not shown). Select the required Server Edition as shown below and enter the appropriate credentials. Click on the **OK** button.

🖀 Select IP Office				
Name	IP Address	Туре	Version Edition	
Server Edition 10.0	10.10.40.25	IPO-Linux-PO	DC 10.0.0.3.0 build 5 Server (Primary) 10.0.0.3.0 build 5 Server (Expansion) Configuration Service User Login IP Office : IPOSEPG (Primary System - IPO-Linux-PC) Service User Name Administrator Service User Password OK Cancel	
TCP Discovery Progres Unit/Broadcast Addres 10.10.40.255	is	fresh	✓ Open with Server Edition Manager OK OK	Cancel

Click on **Configuration** at the top right of the page, as shown, to receive the IP Office configuration.

E Server Edition	
Summary	Open
Server Edition Primary	Configuration
Hardware Installed Control Unit IPO-Linux-PC Secondary Server: NONE Expansion Systems: 10.10.40.20 System Identification: ad7eda2f5eb0bdb66b99fc8e123999283ddd6fb0 Ordin Unit Number 0.05656040004	System Status Voicemail Administration Resiliency Administration
Serial Number: 005056948821 System Settings IP Address: 10.10.40.25 Sub-Net Mask: 255.255.255.0 System Locale: Ireland (UK English) Device ID: NONE Number of Extensions on System: 9	On-boarding IP Office Web Manager Help Set All Nodes to Select Set All Nodes Licence Source
	Add <u>X Secondary Server</u> <u>X Expansion System</u>

5.2. Display LAN Properties

From the left window navigate to **System** as shown and in the main window click on the **LAN1** tab and within that tab select the **LAN Settings** tab. The **IP Address** of the IP Office is shown, and this will be required for setup in **Section 6.1**.

Configuration	System	E IPOSEPG
 BOOTP (4) Operator (3) Solution User(30) Group(6) Shot Code(19) Time Profile(0) Account Code(0) User Rights(8) Location(0) IPOSEPG System (1) T (Line (3) Control Unit (8) Extension (9) User (10) Group (3) Storic Code (53) 	Name	System LAN1 LAN2 DNS Voicemail Telephony Directory Services System Events LAN Settings VoIP Network Topology III IIII IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII

Within the LAN1 tab, click on the VoIP tab. Ensure that TCP and UDP boxes are checked and that port **5060** is being used. During compliance testing **RTP-RTCP Keepalives** were set to **30** secs.

	IPOSEPG 🖆 - 🔤 🗙	~
stem LAN1 LAN2 DNS	Voicemail Telephony Directory Services System Events SMTP SMDR VoIP VoIP Security Contact Cen	ter
AN Settings VoIP Networ	< Topology	
H323 Gatekeeper Enable		
Auto-create Extn	Auto-create User H323 Remote Extn Enable	
H.323 Signalling over TLS	Preferred ▼ Remote Call Signalling Port 1720	
SIP Trunks Enable		
SIP Registrar Enable		
Auto-create Extn/User	SIP Remote Extn Enable	
SIP Domain Name	devconnect.local	
SIP Registrar FQDN		
	✔ UDP Port 5060 ★ Remote UDP Port 5060 ★	
Layer 4 Protocol	▼ TCP TCP Port 5060 ▼ Remote TCP Port 5060 ▼	
	TLS TLS Port 5061 Remote TLS Port 5061	
Challenge Expiry Time (secs)		
RTP		
Port Number Range		
Minimum	40750 🔔 Maximum 50750 💂	
Port Number Range (NAT)		
Minimum	40750 🙀 Maximum 50750 🙀	
Enable RTCP Monitoring	on Port 5005	
RTCP collector IP address for	0 · 0 · 0 · 0	
Keepalives		
Scope	RTP-RTCP Periodic timeout 30	
Initial keepalives	Enabled	

The Codec and DTMF settings can be changed under the **VoIP** tab as shown below.

×						IPOSEP	G				
System	LAN1	LAN2	DNS	Voicemail	Telephony	Directory Services	System Events	SMTP	SMDR	VoIP	VoIP Security
Ignor	e DTMF M	ismatch F	or Phone	s 🗸							
Allow	Direct Me	dia Withir	n NAT Lo	cation 🔲							
RFC28	333 Defaul	t Payload		101		V					
Ava	ilable Cod	ecs		- Default (Codec Selecti	ion	Selected				
✓ ✓	G.711 ULA G.711 ALA G.722 64K G.729(a) 8H	W 64K	LP			>>>	G.711 ALAW G.711 ULAW G.722 64K G.729(a) 8K (64K	P		
						>>>					

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5.3. Create a new User

From the left window, right click on User and select New.

IPOSEPG System (1)		a NoUser		Confirm
		- Hoose		Account
Control Hait (
	New		Ct	trl+N
User (10)	New User Rig	hts from user		
🐨 🎇 Group (3				
📟 🥬 Short Co 🎽	Cut		C	trl+X
🦉 Service (Сору		C	trl+C
- 🕞 Incomin 🔤	Paste		0	trl+V
Directory	Paste		C	LTI+V
— 🕜 Time Pro 🗙	Delete		Ctrl	+Del
1 IP Route	Validate			
- Account	м с т			
- 🐜 Licence (New from Te	mpiate		
User Rigl	Export as Ten	nplate		
- Location	Show In Grou	ips		
Authoriz IPO500V2PG	Customise Co	olumns		

In the User tab add a Name and Password along with the Extension.

XXX						5180	: 5180				📥 • 🖻 🗙 •	/ < > 🔏
User	Voicemail	DND	Short	Codes	Source Numbers	Telephony	Forwarding	Dial In	Voice Recording	Button Programming	Menu Programming	Mobility 4 >
Name				5180								*
Passwo	ord			••••								
Confir	m Password			••••								
Unique	e Identity											
Audio	Conference	PIN										
Confir	m Audio Cor	nference	PIN							7		
Accou	nt Status			Enable	d					•		
Full Na	ame			мусо	SE 5180							
Extens	ion			5180						7		E
Email	Address											
Locale									,	•		
Priority	/			5					,	•		
System	n Phone Righ	its		None						•		
Profile				Basic U	lser					•		
				Rece	eptionist					_		
				Enal	ble Softphone							
				Enal	ble one-X Portal Ser	rvices						
				Enal	ble one-X TeleCom	muter						
				📃 Enal	ble Remote Worker							
				📃 Enal	ble Communicator							
				Enal	ble Mobile VoIP Clie	ent						
				Send	d Mobility Email							
				Web	Collaboration							-

Solution & Interoperability Test Lab Application Notes ©2019 Avaya Inc. All Rights Reserved. 11 of 23 MYCO2_IPO11 Under the **Voicemail** tab, **Voicemail On** can be selected in order to provide voicemail to this user/extension.

Ξ					5180	: 5180			
User	Voicemail	DND	ShortCodes	Source Numbers	Telephony	Forwarding	Dial In	Voice Recording	Button Programming
Voicen	nail Code		••••					V Voicemail On	
Confin	m Voicemail	Code	••••					🔲 Voicemail Help	
Voicen	nail Email							Voicemail Ringl	back
								Voicemail Emai	l Reading
								UMS Web Servio	ces
								Enable GMAIL A	\PI
Voice	mail Email—								
Of	f 🔘 Copy	Fo	orward 🔘 Ale	rt					
DTM	F Breakout —								
Rece	ption / Break	out (DT	MF 0) S	ystem Default ()			•		
i									
Break	kout (DTMF 2	2)	S	ystem Default ()			-		
i									
Break	kout (DTMF 3	3)	S	ystem Default ()			•		
i									

Under the **Telephony** tab and **Call Settings** tab, **Call Waiting On** can be turned on/off depending on what is required by the user.

 ¥								5	180:	5180*					
User	Voicen	nail [OND	ShortC	Codes	Source Num	bers	Telepł	hony	Forwarding	Dial In	Voice	Voice Recording Button Programmin		
Call S	ettings	ttings	Multi-	line Options	Call	Log T	IUI								
Outs	ide Call S	Sequer	ice			Default Ring	9					•	🔽 Call W	/aiting On	
Insid	e Call Se	quence	e			Default Ring)					•	Answ	er Call Waiting On Hold	
Ringl	back Seq	uence				Default Ring 👻						•	Busy 🛛	On Held	
No A	nswer Ti	me (se	ecs)			System Default (15)						* *	Offho	ok Station	
Wrap	-up Tim	e (secs	5)			2						* *			
Trans	sfer Retu	rn Tim	e (secs)			Off 🔍						* *			
Call	Cost Mar	k-Up				100									
Adve	rtise Cal	lee Sta	te To In	ternal C	Callers	System Default (Off)									

Solution & Interoperability Test Lab Application Notes ©2019 Avaya Inc. All Rights Reserved. Under **Supervisor Settings** tab enter the password again for the **Login Code**. Ensure that **Force Login** box is checked.

222	₹								5180:	5180*				
	User	Voicemail	DND	ShortC	Codes	Source Num	bers	Tele	phony	Forwarding	Dial In	Voice Recording	Button Programming	
	Call Se	ettings Sup	ervisor S	ettings	Multi-	line Options	Call	Log	TUI					
	Login	Code	[••••						V Fe	orce Logi	n		
	Confi	irm Login Co	ode	••••										
	Login	Idle Period	(secs)							E Fe	orce Acco	ount Code		
	Moni	tor Group	[<none></none>					•	- Fo	orce Auth	norization Code		
	Cove	rage Group	[<none></none>						- In	Incoming Call Bar			
	Statu	s on No-Ans	wer [Logged On (No change) 🔹						· 🛛 🗆 o	Outgoing Call Bar			
										In	hibit Off	-Switch Forward/Ti	ransfer	
	Priva	cy Override (Group (<none></none>						• 🗆 c	an Intrud	e		
	Rese	t Longest Id	le Time							V C	annot be	Intruded		
		All Calls								C	an Trace	Calls		
	© E	xternal Incor	ming							D	eny Auto	Intercom Calls		

Once **OK** is clicked at the bottom of the screen a new window should appear asking to create a new extension. Select **SIP Extension** as is shown below.

Note: If the system is not setup to auto-create extensions then a new extension can be added by right-clicking on Extension on the left window and selecting New, (not shown).

X							<user:0></user:0>	:*			- 11) × ×	< > 🖌
Us	er \	Voicem	ail DND	ShortCod	les Source Num	bers	Telephony	Forwarding	Dial In	Voice Recording	Button Programmin	g Menu Progr	amming 🔹 🕨
C	all Sett	tings S	upervisor S	ettings M	ulti-line Options	Call	Log TUI						
1	Login C	Code						- F	orce Logi	in			
	Confirn	n Logi	Avaya IP C)ffice Mana	ger								
1	Login Id	dle Per	Would you	like a new V	olP extension creat	ted wit	h this number	? 🗖 F	orce Acco	ount Code			
1	Monito	or Grou						🗖 F	orce Auth	horization Code			
	Covera	ge Gro	0	None				🔲 I1	ncoming	Call Bar			
	Status o	on No-	0.	1323 Extensi)utgoing	Call Bar			
			0 9	SIP Extension	1			🔲 I1	nhibit Off	-Switch Forward/T	ransfer		
	Reset I	Longe							an Intrud	le			
	All	Calls							annot be	Intruded			
	○ Extended	ernal I			ОК				an Trace	Calls			
											ОК	Cancel	Help

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5.4. Check Extension Properties

Direct Media Path can be set on/off in the extension properties. This will allow RTP to be sent directly between devices. Once the SIP extension has been successfully created in **Section 5.3**, open the extension configuration to check to see if Allow Direct Media Path is selected. Select **Extension** in the left window and select the required extension number. In the main window under **VoIP** tab, **Allow Direct Media Path** can be checked or unchecked as shown below. Other settings such as **DTMF Support** and **Codec Selection** are possible to change here as well if required by Ascom.

Configuration	Ex	tension		×		SIP Extension: 11201 5180	📑 • 🖻 🗙 • < > 🛔
BOOTP (5)	Id	Extension	Мо	Extn	VoIP		
- 🧐 Operator (3) - 🖘 Solution	▶ 11200		0				Requires DTMF
User(31)	▶ 1120	5180	0	IP Add	ress	0 . 0 . 0 . 0	Requires DTMP
Group(6)	▶ 11202	2 5181	0				Local Hold Music
Short Code(46)	▶ 1120	5122	0	Codeo	Selection	System Default	Re-invite Supported
Directory(0)	▶ 11204	5120	0			- Unused	Ke-invite supported
Time Profile(0)	▶ 1120	5123	0				Codec Lockdown
	▶ 1120	5124	0			>>> G.711 ALAW 64K	Allow Direct Media Path
Location(0)	▶ 1120	5125	0			G 722 GAV	
	▶ 11208	5151	0			G.722 04K G.729(a) 8K CS-ACELP	
System (1)	▶ 11209	5150	0				
一行了 Line (3)						<<<	
Control Unit (11)							
Extension (10)						4	
Group (3)							
Short Code (54)						>>>	
Service (0)							
Incoming Call Route (2)							
Directory (0)				Reserv	e Licence	None	
Time Profile (0)				Fax Tr	ansport Sup	None 🔻	
Account Code (0)					Support	RFC2833/RFC4733	
Licence (25)					Support	(M C2355) (M C4755	
User Rights (9)				3rd Pa	rty Auto An	wer None 👻	
Location (0)				Madia	Security	Same as System (Disabled)	
Authorization Code (0)					occurity	Sume as system (Disabled)	
IPO500V2PG							
				11			

5.5. Save Configuration

Once all the configurations have been made it must be saved to IP Office. Click on the **Save** icon at the top of the screen and the following window appears, click on **OK** to commit the changes to memory.

Avaya IP Office Manager IPO91(PG File Edit View Tools Hel	p	nistrator(Administrat	or)]	-	
IPO91(PG)V2Exp • User	• 5201 52	01 •	-		
IP Offices	User	X	5201: 5201		🖻 🗙 🗸 <
R BOOTP (6) G) G) POSU(PG)V25p DPOSU(PG)V25p DPOSU(PG)V25p Control Unit (1) Extension (39) User (25) G) POSU(PG)V25p Rort Code (31) Sont Code (31) Rort Code (31) Directory (0) Time Profile (0) G) Time Profile (0) G) Firewall Profile (0) G)	Name D. ▲ = 5201 Si = 5202 Si = 5221 Si = 5221 Si = 5221 Si = 5251 Si = 5251 Si = 5281 Si = 5281 Si = 5282 Si = 5282 Si = 5284 Si = 5286 Si = 5286 Si = 5285 Si = 5285 Si = 5286 Si = 5285 Si = 5285 Si = 5286 Si = 5287 Si = 528550 Si = 60mday:220 2i = Comday:221 2i = Comday:222 2i = Mouter Si = Mouter Si <	User Voicema Block Forwardin Follow Me Nun Forward Uncon To Voicemail Forward Numb Forward Intern Forward On Bu Forward On Numb Forward Intern	Save Configuration P Office Settings PO91(PG)V2Exp Configuration Reboot Mode Merge Immediate When Free Timed Reboot Time T153 Call Barring Incoming Calls Outgoing Calls		a Programming

PG; Reviewed: SPOC 12/17/2019

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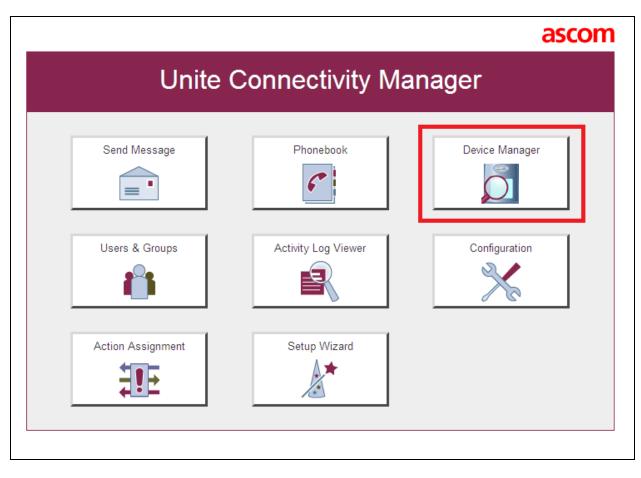
6. Configure Ascom Myco Wireless Smartphones

This section describes how to access and configure Myco via the Device Manager. It is implied that the Wifi network has been configured and operational and the Ascom UniteCM box has an IP address assigned.

Note: The Wireless router and Ascom UniteCM configuration are outside the scope of these Application Notes.

Access the UniteCM box by typing the URL, http://<ip address> in a web browser (not shown). Screen below shows the login screen. Enter the required credentials in the **User name** and **Password** fields and click on **Log in**.

UNITE CONNECTIVITY MANAGER							
User name							
Password							
	Log in						



The main screen of Unite Connectivity Manager is seen as shown below. Click on the **Device Manager** application.

The **Ascom Device Manager** screen is seen as shown below. In the example below, a device with number **5180** is discovered. Double click on this number.

ile Device N	1													
DEVICES	NUMB		APPS		TEMPLATES		ES							
evice types:	Search for:			i	n: Device ID	•	Show a	all						
ll)	Description	Number	Devic	e type	Paramete	Device ID	DECT	Device	Online	Status	Saved	Last login	Last run t	
com Myco	Myco 2	5180	Ascom	1 Мусо	ОК	00013E1D4			 Image: A second s	Synchronized	✓	2019-10-31	. Myco2_Ava	
		5282		n Myco		00013E1D4			✓	Synchronized			. Myco2_Ava	
		5283		1 Мусо		00013E19F			\checkmark	Synchronized			. Myco2_Ava	
		5181		1 Myco		00013E1D5			✓	Synchronized			. Myco2_Ava	
	Myco 1	5182	Ascom	1 Myco	OK	00013E19F				Synchronized	\checkmark	2019-10-31	. AvayaIPO	

A close up of the same screen shown above shows that **5180**, at the top, was selected.

123 NUMB	ERS 🙆	APPS	TEMPLATES		ES	
Search for:		i	n: Device ID	•	Show a	all
Description	Number	Device type	Paramete	Device ID	DECT	Device
Myco 2	5180	Ascom Myco	ОК	00013E1D4		
Myco 2	5282	Ascom Myco	ОК	00013E1D4		
Myco 1	5283	Ascom Myco	OK	00013E19F		
Myco 2	5181	Ascom Myco	OK	00013E1D5		
Myco 1	5182	Ascom Myco	OK	00013E19F		

The **Edit parameters for 5180** screen is displayed as shown below. Click on **Ascom VoIP** that is seen on the left-hand side and configure the following values.

con	i on the fert hand side and configure t	
•	SIP Transport	Set to either TCP or UDP (for compliance testing
		TCP was selected as shown below)
•	Primary SIP Proxy	IP address of the IP Office to which this user is to be registered against
•	Listening Port	5060
٠	SIP Register Expiration	180 (This value is null and void as this is hardcoded
		to 180 by IP Office)
•	Endpoint ID	This is the extension number
٠	Password	The password from the supervisor settings tab
		assigned to the endpoint in Section 5.3
٠	Codec configuration	This will depend on the country (G711 A-law was
		used for compliance testing)
•	DTMF Type	RFC 2833 is chosen
٠	Replace Call Reject w/ User Busy	Defines whether calls are rejected using "603
		Decline" or "486 Busy Here" messages

Retain default values for all other fields.

Device type: Ascom Myco			
 Network Ascom Messaging Services Alarm & Multi-function button Location services Third-party integration App customization Shortcut customization Display Sound Languages* Time & Date Security Telephony Ascom VOIP Microphone gain Voicemail Push-to-talk In charger Login NFC DECT Supplementary services 	Name SIP Transport Allow SIP over 3G Primary SIP proxy Secondary SIP proxy Listening port SIP proxy ID SIP register expiration Endpoint ID Password VoIP phone number Codec configuration Secure RTP mode DTMF type Hold type MOH locally Direct signaling Active mode during call Replace Call Rejected with User Busy Enable overlap dialing	Value TCP No 10.10.40.25 5060 180 TOP G711 A-law Off RFC 2833 inactive Yes No No Yes No No Yes No	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
			OK Cancel

The following step is optional. From the same screen as above, click on **Display** and configure the **Owner ID/name** field with the directory number configured, in this case **5180** as shown below. Retain default values for all other fields and click on **OK** at the bottom of the screen (not shown) to complete the configuration.

Device type: Ascom Myco							
Network Ascom Messaging	Name	Value					
Services	*Font size	Normal	2				
Alarm & Multi-function button	*Owner ID/name	5180	•				
Location services	*Sleep timeout	1 minute	0				
Third-party integration	*Rotate top display	Off	•				
App customization	Top display alert formatting	Automatic	•				
Shortcut customization							
🖳 🚹 Troubleshooting							
🖳 📗 Display							
Sound							
Languages*							
Time & Date							
🖳 🔟 Security							
📲 📕 Telephony							
- Ascom VoIP							
 Microphone gain 							
Voicemail							
Push-to-talk							
🔲 🕈 In charger							
🗄 🕌 Login							
• NFC							
 DECT Settings 							
DECT Supplementary services							

The **Voicemail number** is set as ***66**. This is a short code on IP Office that was used to call to Voicemail. This may be different depending on the system. Click on **OK** at the bottom of the screen (not shown) to complete the configuration.

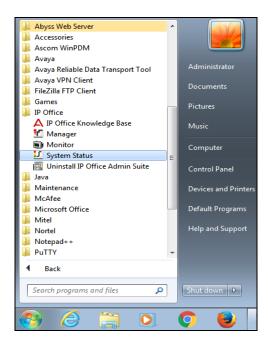
B Edit parameters for 5180						
Device type: Ascom Myco						
Network Ascom Messaging	Name	Value				
Services	Message centre number	5180				
🖶 🚺 Alarm & Multi-function button	Voicemail number	*66				
🕀 🌗 Location services	Voicemail call clears MWI	No				
Third-party integration	Cellular voicemail number					
App customization						
Shortcut customization						
⊕ B Troubleshooting						
Sound						
Languages*						
Time & Date						
🕀 퉬 Security						
🛱 🏬 Telephony						
Ascom VoIP						
Microphone gain						
• Voicemail						

7. Verification Steps

This section provides the tests that can be performed to verify correct configuration of the IP Office and Ascom solution. The best way to verify compliance is to make calls to/from the Ascom Myco handsets. Once calls can be made/received then this will show that the Myco handset is registered correctly with the IP Office and is capable of performing as designed. For further information on registration and call status the following section will be useful.

7.1. Verify the Ascom Myco Wireless Smartphone status

To verify the 'connection type' and the 'media security' IP Office System Status can be used to monitor each handset including the Myco handsets. Open **IP Office System Status** as shown below.



Connect to the required IP Office and enter the appropriate credentials then click on Logon.



PG; Reviewed: SPOC 12/17/2019

Solution & Interoperability Test Lab Application Notes ©2019 Avaya Inc. All Rights Reserved. 20 of 23 MYCO2_IPO11 Place a call to one of the Myco handsets and select the handset as shown below. Information on the call and the connection is displayed in the main window.

AVAYA				IP Off	ice System Status		
Help Snapshot LogOff Exi	t About						
Help Snapshot LogOff Ex System	About Extension Number: IP address: Standard Location: Registra: Telephone Type: User Agent: Meda Stream: Layer 4 Protocol: Current User Extension Num Current User Fathersion Num Forwarding: Twinning: Do Not Disturb: Message: Walting: Number of New Messages:		5180 10.10.40.206 None Primary Unknown STD Device Unknown STD Device NEC JP. DEVIC _GW_G RTP TCP 5180 Off Off Off 0	566/4920b655_01.14.00.01	Extension Status		
	Phone Manager Type: SIP Device Features: License Reserved: Last Date and Time License DTMF Required: Packet Loss Fraction: Jitter: Round Trip Delay: Cal Ref 128	Allocated: Current State	None REFER,UPDATE No 02/06/2017 11:01:55 No	Connection Type: Codec: Remote Media Address: Time in State 00:05:30	Direct Media G711 A 10.10.40.206 Calling Number or Called Number 5181	Direction	Other Party on Call

Note: The information shown below is intended as an example of what such a call should look like.

Information on the **Media Stream** and the **Layer 4 Protocol** are shown as well as the **Connection Type**. The display below shows a **Direct Media** call using **RTP** and **TCP**.

			Extension Status
Extension Number:	5180		
IP address:	10.10.40.206		
Standard Location:	None		
Registrar:	Primary		
Telephone Type:	Unknown SIP Device		
User Agent:	NEC_IP_DECT_GW_G5	66/4920b655_01.14.00.01	
Media Stream:	RTP		
Layer 4 Protocol:	TCP		
Current User Extension Number:	5180		
Current User Name:	5180		
Forwarding:	Off		
Twinning:	Off		
Do Not Disturb:	Off		
Message Waiting:	Off		
Number of New Messages:	0		
Phone Manager Type:	None		
SIP Device Features:	REFER, UPDATE		
License Reserved:	No		
Last Date and Time License Allocated:	02/06/2017 11:01:55		
DTMF Required:	No		
Packet Loss Fraction:		Connection Type:	Direct Media
Jitter:		Codec:	G711 A
Round Trip Delay:		Remote Media Address:	10.10.40.206

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8. Conclusion

These Application Notes describe the configuration steps required for Ascom Myco 2 smartphone to successfully interoperate with Avaya IP Office R11.0 by registering the Myco handsets with IP Office as SIP phones. Please refer to **Section 2.2** for test results and observations.

9. Additional References

These documents form part of the Avaya official technical reference documentation suite. Further information may be obtained from <u>http://support.avaya.com</u> or from your Avaya representative.

- [1] Administering Avaya IP OfficeTM Platform with Manager, Release 11
- [2] Avaya IP OfficeTM Platform Documentation Catalog, Release 11
- [3] Avaya IP Office[™] Platform 11 Deploying Avaya IP Office[™] Platform Servers as Virtual Machines

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

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