



Avaya Solution & Interoperability Test Lab

Application Notes for Aiphone IX Series Video Door Stations (IX-EA) and Avaya IP Office™ – Issue 1.0

Abstract

These Application Notes describe the procedures for configuring Aiphone IX Series Video Door Stations (IX-EA) which were compliance tested with Avaya IP Office™.

The overall objective of the interoperability compliance testing was to verify Aiphone IX Series Video Door Stations (IX-EA) functionalities in an environment comprised of Avaya IP Office™ and various Avaya endpoints. Aiphone IX Series Video Door Stations are SIP based door phones.

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 required for Aiphone IX Series Video Door Stations (IX-EA) to interoperate with Avaya IP Office (IP Office). During the compliance testing, Aiphone IX-EA was used.

The Aiphone IX Series Video Door Stations (IX-EA) are part of Aiphone IX Series 2 Door Stations. The Video Door Stations act as SIP phones when connected to IP Office. Stations come in both surface mount and flush mount varieties, please see **Appendix A** regarding various versions of IX-EA devices. Aiphone IX Series 2 Door Stations have a camera on the front, that allows for one-way video and two-way audio. All door stations have two dry contacts that can be used to release doors when activated by another intercom or phone. They can also be used to trigger external signaling devices like strobes. Video stations can stream video via SIP when talking with a video capable SIP phone, and stream video to a Video Management System (VMS) using RTSP or ONVIF Profile S (not tested).

During the compliance test, Avaya IP Office Server Edition was used as a primary system and Avaya IP Office 500V2 as an expansion system. Aiphone IX-EA registered as a 3rd party SIP phone using UDP to the Avaya IP Office Server Edition.

2. General Test Approach and Test Results

The focus of this interoperability compliance testing was to verify that the Aiphone IX-EA can register as a SIP endpoint on IP Office, and is able to originate and receive both audio and video calls to and from the IP Office system.

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 these Application Notes, the interface between Avaya systems and Aiphone did not utilize secure capabilities.

2.1. Interoperability Compliance Testing

The general test approach was to place calls to and from, Aiphone IX-EA, and exercise basic telephone operations. The main objectives were to verify the following:

- Registration
- Audio and Video calls
- Calls to/from Avaya SIP Video & Audio endpoints
- Calls to/from Avaya H.323 Audio endpoints
- Calls to/from Avaya Digital & Analog endpoints
- Calls to/from PSTN via SIP Trunks
- Call termination (origination/destination)
- Serviceability

2.2. Test Results

The test objectives were verified, and the features tested worked as expected with the following observations.

- Video quality from Aiphone IX-EA was very pixelated. This issue was fixed by Aiphone in Release 3.00.
- When a call from IX-EA is placed on hold while direct media is disabled, un-hold action resulted in disconnection of the call. This issue was fixed by Aiphone in Release 3.00.
- When a call is placed from Aiphone IX-EA to Avaya IXTM Workplace client, resulted video was one-way. This issue was fixed by Aiphone in Release 3.00.

2.3. Support

For technical support on Aiphone IX-EA, please contact Aiphone via the following:

- Web: <https://www.aiphone.co.jp/>
- Phone: 052-228-9961

3. Reference Configuration

Figure 1 illustrates a sample configuration consisting of Avaya IP Office components and Aiphone IX-EA.

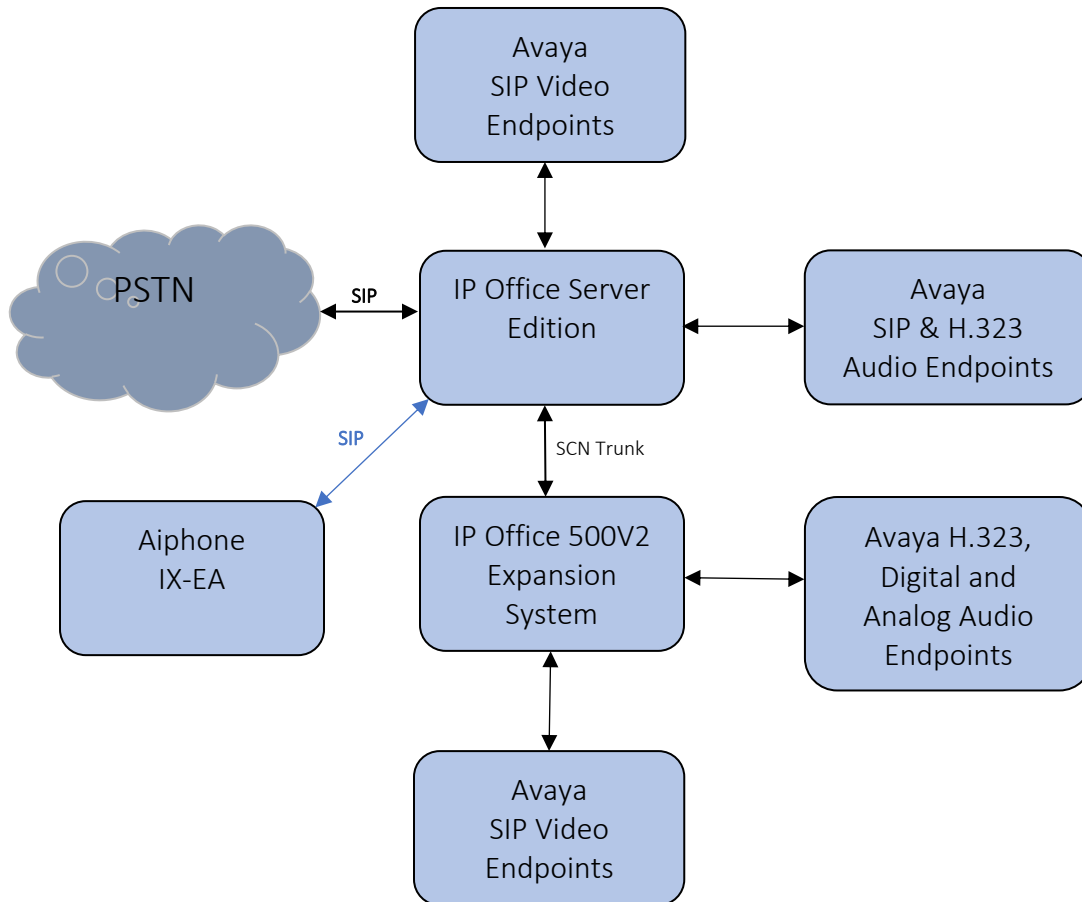


Figure 1: Test Configuration of Aiphone IX-EA with Avaya IP Office

4. Equipment and Software Validated

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

Equipment	Software/Firmware
Avaya IP Office Server Edition	11.0.4.0.0 build 74
Avaya IP Office 500V2	11.0.4.0.0 build 74
Avaya IP Office Manager	11.0.4.0.0 build 74
Avaya 9600 Series H.323 IP Deskphones	6.8002
Avaya J129 SIP Phone	4.0.0.0.21
Avaya IX Workspace	3.7.0.102.3
Avaya H175 Collaboration Station	1.0.2.3
Avaya Vantage K175 Phone	3.5.0
Avaya 9504 Digital Phone	0.55
Avaya 6210 Analogue Telephone	-
Aiphone IX Series Video Door Station IX-EA	3.00.

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

5. Configure Avaya IP Office™

This section provides the procedures for configuring IP Office. The procedures include the following areas:

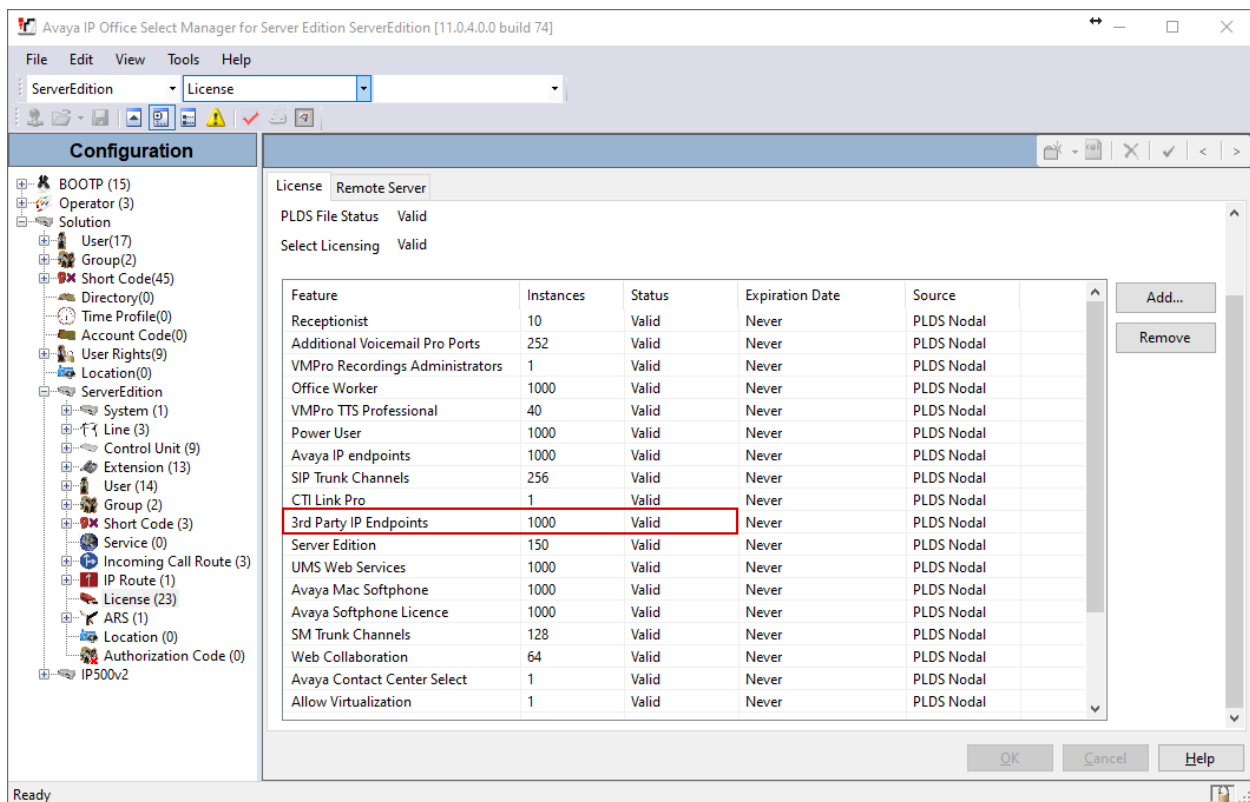
- Verify IP Office license
- Obtain LAN IP address
- Administer SIP registrar
- Administer SIP extensions
- Administer SIP users

These steps are performed from the Avaya IP Office Manager.

5.1. Verify IP Office License

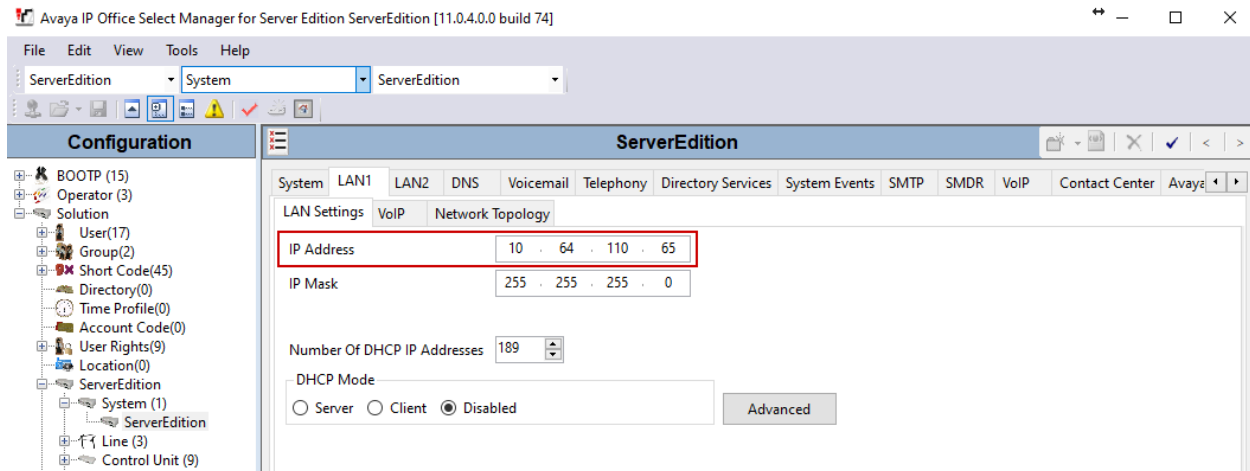
From a PC running the Avaya IP Office Manager application, select **Start → All Programs → IP Office → Manager** to launch the Manager application. Select the proper IP Office system if there are more than one IP Office system, and log in with the appropriate credentials.

The Avaya IP Office Manager screen is displayed. From the configuration tree in the left pane, select **License → 3rd Party IP Endpoints** to display available licenses in the right pane. Verify that the License Status field is set to **Valid** for **3rd Party IP Endpoints** feature.



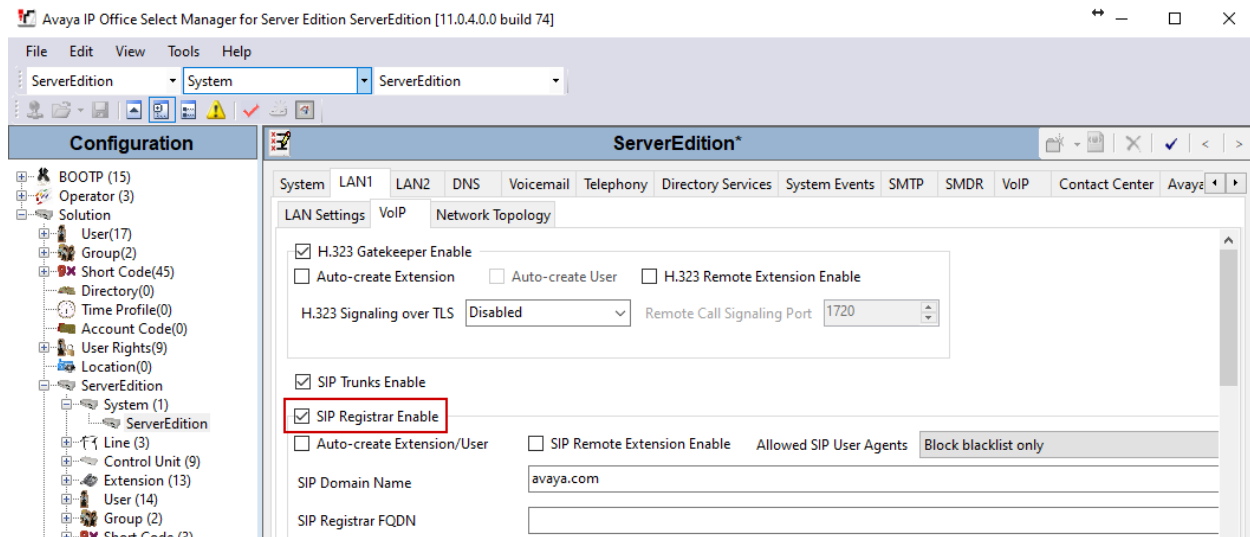
5.2. Obtain LAN IP Address

From the configuration tree in the left pane, select **System** to display the System screen in the right pane. Select the **LAN1** tab, followed by the **LAN Settings** sub-tab in the right pane. Make a note of the **IP Address**, which will be used later to configure Aiphone IX-EA.



5.3. Administer SIP Registrar

Continuing from above, select the **VoIP** sub-tab. Ensure that **SIP Registrar Enable** is checked, as shown below.



5.4. Administer SIP Extensions

To create a new SIP Extension, from the configuration tree in the left pane, right-click on **Extension**, and select **New → SIP Extension** from the pop-up list (not shown). Enter desired digits for the **Base Extension** field. This is the Extension that will be used for Aiphone IX-EA to log in.

The screenshot displays the Avaya IP Office Select Manager for Server Edition [11.0.4.0.0 build 74] window. The left pane shows the Configuration tree with the following structure:

- ServerEdition
 - System (1)
 - Line (3)
 - Control Unit (9)
 - Extension (13)
 - 11200 70001
 - 11203 70002
 - 11204 70003
 - 11205 70004
 - 11212 71001
 - 11201 72001
 - 11202 72002
 - 11206 72003**
 - 11207 72004
 - 11208 72005
 - 11209 72006
 - 11210 72007
 - 11211 72008
 - User (14)
 - NoUser
 - 72002 APIXD
 - 72003 APIXE
 - 72004 APIXF
 - 72007 APIXR
 - 72005 APIXS
 - 72008 APIXS
 - 72006 APIXS
 - 72001 APMV
 - 71001 H323L
 - 70001 SIPUs
 - 70002 SIPUs
 - 70003 SIPUs
 - 70004 SIPUs

The right pane shows the configuration for **SIP Extension: 11206 72003**. The fields are as follows:

Field	Value
Extension ID	11206
Base Extension	72003
Phone Password	
Confirm Phone Password	
Caller Display Type	On
Reset Volume After Calls	<input type="checkbox"/>
Device Type	Unknown SIP device
Location	Automatic
Fallback As Remote Worker	Auto
Module	0
Port	0
Disable Speakerphone	<input type="checkbox"/>

At the bottom of the right pane are buttons for **OK**, **Cancel**, and **Help**. The status bar at the bottom left indicates **Ready**.

5.5. Administer SIP Users

To create a new SIP User, from the configuration tree in left pane, right-click on **User**, and select **New** from the pop-up list (not shown). Enter desired values for the **Name** field. For the **Extension** field, enter the SIP extension created in **Section 5.4**.

Avaya IP Office Select Manager for Server Edition ServerEdition [11.0.4.0.0 build 74]

File Edit View Tools Help

ServerEdition User 72003 APIXEA

Configuration

ServerEdition

- System (1)
- Line (3)
- Control Unit (9)
- Extension (13)
 - 11200 70001
 - 11203 70002
 - 11204 70003
 - 11205 70004
 - 11212 71001
 - 11201 72001
 - 11202 72002
 - 11206 72003
 - 11207 72004
 - 11208 72005
 - 11209 72006
 - 11210 72007
 - 11211 72008
- User (14)
 - NoUser
 - 72002 APIXDV
 - 72003 APIXEA
 - 72004 APIXFA
 - 72007 APIXRS
 - 72005 APIXSPMIC
 - 72008 APIXSS2G
 - 72006 APIXSSA
 - 72001 APMV7
 - 71001 H323User1
 - 70001 SIPUser1
 - 70002 SIPUser2
 - 70003 SIPUser3
 - 70004 SIPUser4

APIXEA: 72003

User Voicemail DND Short Codes Source Numbers Telephony Forwarding Dial In Voice Recording But

Name APIXEA

Password

Confirm Password

Unique Identity

Conference PIN

Confirm Audio Conference PIN

Account Status Enabled

Full Name

Extension 72003

Email Address

Locale

Priority 5

System Phone Rights None

Profile Basic User

☐ Receptionist

☐ Enable Softphone

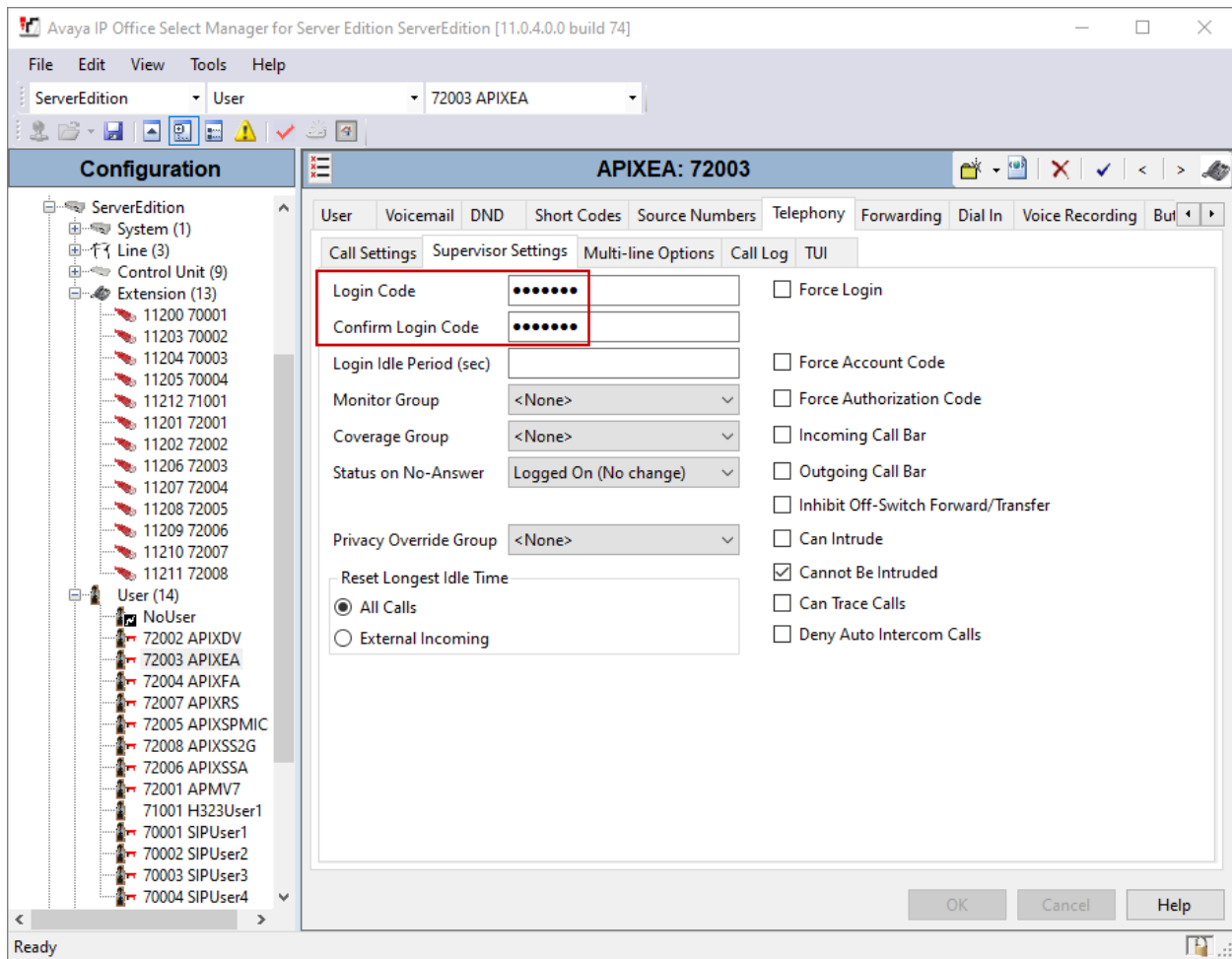
☐ Enable one-X Portal Services

☐ Enable one-X TeleComputer

OK Cancel Help

Ready

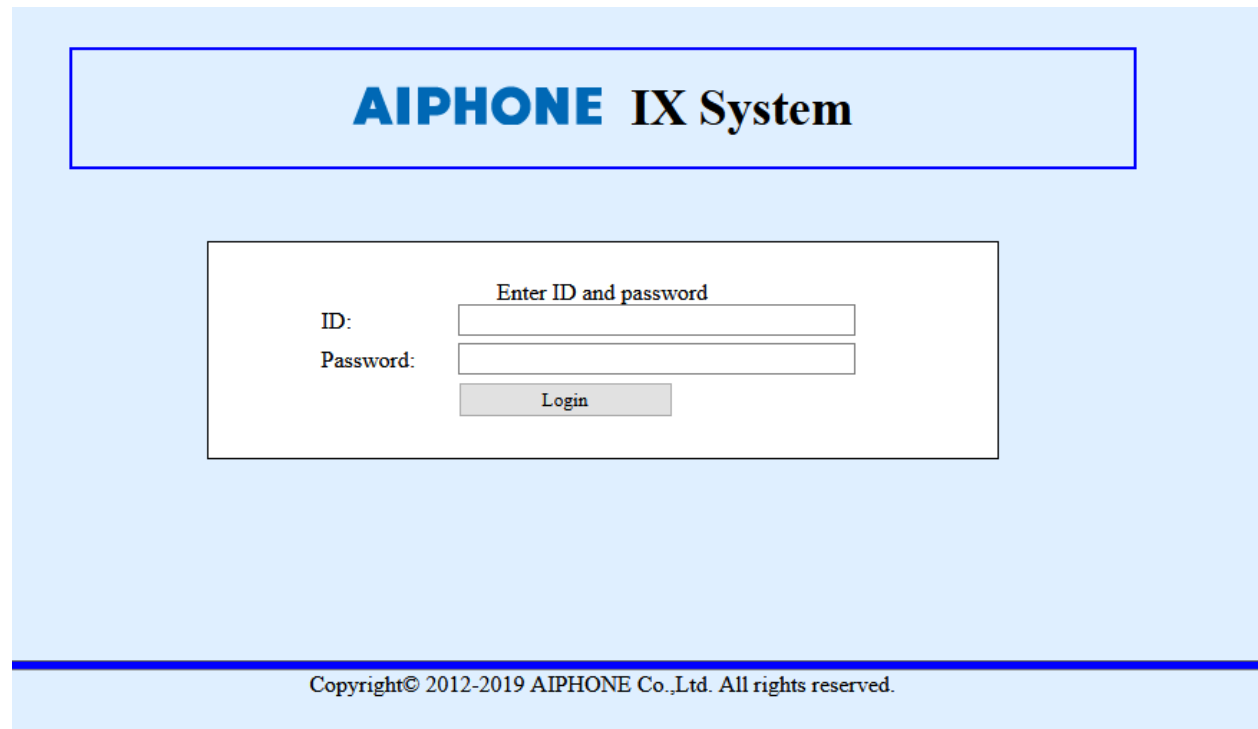
Select the **Supervisor Settings** tab, and enter a desired **Login Code** and **Confirm Login Code**. This code will be used as a password for Aiphone IX-EA.



6. Configure Aiphone IX Series Video Door Station

This section provides steps to configure Aiphone IX-EA.

To configure Aiphone IX-EA, using a web browser, navigate to <https://<IP Address of IX-EA>/webset.cgi?login> and log in using appropriate credentials.



AIPHONE IX System

Enter ID and password

ID:

Password:

Login

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Once logged in, for the **Number** field, type in the SIP extension that is being configured (from **Section 5.4**), and a desired **Name**. Select **Update** to save change.

AIPHONE IX System Setting
 Category: Video Stations Station Type: IX-EA, IX-EAU Update

Station Information

Identification
 ID and Password
 Language
 Time
 Expanded System

Network Settings
 IP Address
 DNS
 SIP
 Multicast Address

• Identification

Number* 72003 3-5 digits
 Name IX-EA 1-24 alphanumeric characters
 Location 1-24 alphanumeric characters

From the left, select **Network Settings** → **SIP** and configure as follows:

- **SIP Signaling Port:** Set to **5060**.
- **User Agent:** Type in a desired value.
- **ID:** SIP Extension number from **Section 5.4**.
- **Password:** SIP Extension password from **Section 5.4**.
- **IPv4 Address:** LAN IP Address of IP Office from **Section 5.2**.
- **Port:** Set to **5060**.

Once done, select **Update** to save changes.

AIPHONE IX System Setting
 Category: Video Stations Station Type: IX-EA, IX-EAU Update

Network Settings

• SIP

SIP Connections

SIP Signaling Port* 5060 1-65535
 User Agent IX-EA 1-36 alphanumeric characters

SIP Server

Primary Server

ID 72003 1-24 alphanumeric characters
 Password ***** 1-24 alphanumeric characters
 IPv4 Address 10.64.110.65 1.0.0.1-223.255.255.254 or hostname(1-64 alphanumeric)
 IPv6 Address ::FF:0:FEFF:FFFF:FFFF:FFFF:FFFF:FFFF:FI
 Port* 5060 1-65535

Continuing from above, scroll down to the **Video** sub section and verify the Video Encoder settings are as shown below.

AIPHONE IX System Setting
Update

Category: Video Stations

Station Type: IX-EA, IX-EAU

Station Information

[Identification](#)

[ID and Password](#)

[Language](#)

[Time](#)

[Expanded System](#)

Network Settings

[IP Address](#)

[DNS](#)

[SIP](#)

[Multicast Address](#)

[Video](#)

[Audio](#)

[Packet Priority](#)

[NTP](#)

System Information

[Custom Sound Registry](#)

Call Settings

[Station Settings](#)

[Called Stations \(for Door\)](#)

[Call Origination](#)

[Incoming Call](#)

Option Input / Relay

Output Settings

[Option Input](#)

[Relay Output](#)

Function Settings

[Paging Settings](#)

Network Settings

● **Video**

Video Encoder 1

The "Video Encoder 1" RTP End Port should be greater than 90 digits from the RTP Start Port.

Resolution	<input type="radio"/> 320x240(QVGA) <input checked="" type="radio"/> 640x480(VGA)	
Frame Rate [fps]	<input type="text" value="30"/>	
Select Profile	<input type="text" value="High"/>	
I-picture interval ♦	<input type="text" value="30"/>	1-100
Bit rate [kbps]	<input type="text" value="1024"/>	
RTP Start Port ♦	<input type="text" value="30000"/>	1-65534
RTP End Port ♦	<input type="text" value="31000"/>	1-65535

Video Encoder 2

Items marked [H.264 / AVC] or [Motion-JPEG] apply only to their respective Coding System.

The "Video Encoder 2" RTP End Port should be greater than 10 digits from the RTP Start Port.

Second Video Encoder	<input checked="" type="radio"/> Enable <input type="radio"/> Disable	
Video Codec	<input checked="" type="radio"/> H.264 / AVC	<input type="radio"/> Motion-JPEG
Resolution	<input type="text" value="1280x720(HD)"/>	
Frame Rate [fps]	<input type="text" value="30"/>	
Select Profile [H.264 / AVC]	<input type="text" value="High"/>	
I-picture interval [H.264 / AVC] ♦	<input type="text" value="30"/>	1-100
Bit rate [kbps] [H.264 / AVC]	<input type="text" value="2048"/>	
Select Quality [Motion-JPEG]	<input type="text" value="6"/>	
RTP Start Port ♦	<input type="text" value="32000"/>	1-65534
RTP End Port ♦	<input type="text" value="33000"/>	1-65535

From the left, select **Call Settings** → **Station Settings** and configure as follows:
The numbers configured here will be dialed when the button on the IX-EA is pressed.

- **Station Number:** Type in an extension number on IP Office that will be called for a given line.
- **IPv4:** Type in the LAN IP Address from **Section 5.2**.
- **Station Type:** Set to **VoIP Phone**.

Select **Update** to save changes.

AIPHONE IX System Setting
Category: Video Stations Station Type: IX-EA, IX-EAU Update

Call Settings

• **Station Information**

Call Button Function: Call, Answer Call, End Communication
"Cancel Call, End Communication" disabled when using Option Input call.

• **Called Stations (for Door)**

Option Input #: Group 01

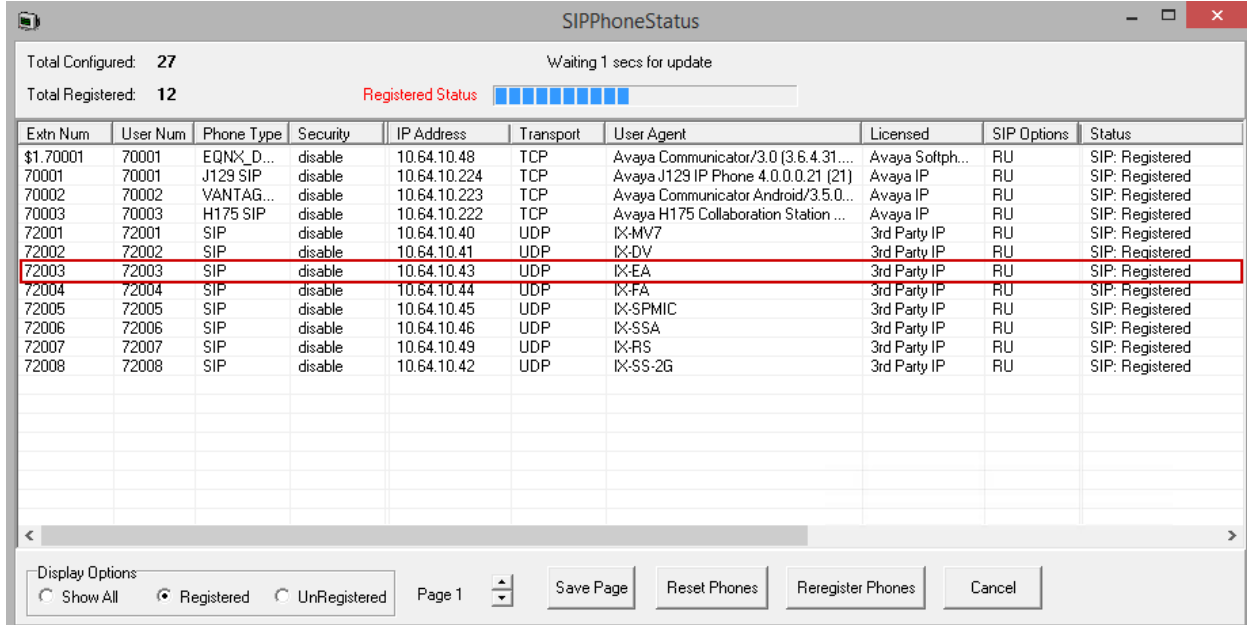
Station Number must be 3-5 digits. (3-32 digits for VoIP Phone)
 IPv4 must be 1.0.0.1-223.255.255.254 or hostname(1-64 alphanumeric characters).
 IPv6 must be ::FF:0:FEFF:FFFF:FFFF:FFFF:FFFF:FFFF or hostname(1-64 alphanumeric characters).
 Enter SIP Primary Server IP address for VoIP Phone, set only one VoIP Phone per call group.
 Station Type must be "VoIP Phone" when calling via SIP server.
 U = Unicast, M = Multicast
 If designating "M", multicast IP addresses must be configured for the station(s).

#	Station Number	IPv4 Address	IPv6 Address	Station Type
1	70003	10.64.110.65		VoIP Phone
2	72001	10.64.110.40		IX-MV7-*
3				

7. Verification Steps

The following steps may be used to verify the configuration:

- From a PC running the Avaya IP Office Monitor application. The **Avaya IP Office SysMonitor** screen is displayed (not shown). Select **Status** → **SIP Phone Status** from the top menu. Verify the SIP extension added from **Section 5.4** is displayed and the Status is **SIP: Registered**.



The screenshot shows the SIPPhoneStatus application window. At the top, it displays 'Total Configured: 27' and 'Total Registered: 12'. A progress bar indicates 'Registered Status' with 12 blue bars. Below this is a table with columns: Extn Num, User Num, Phone Type, Security, IP Address, Transport, User Agent, Licensed, SIP Options, and Status. The table lists 12 SIP phones, all with a status of 'SIP: Registered'. The row for extension 72003 is highlighted with a red border. At the bottom, there are 'Display Options' (Show All, Registered, UnRegistered), 'Page 1', and buttons for 'Save Page', 'Reset Phones', 'Reregister Phones', and 'Cancel'.

Extn Num	User Num	Phone Type	Security	IP Address	Transport	User Agent	Licensed	SIP Options	Status
\$1.70001	70001	EQNX_D...	disable	10.64.10.48	TCP	Avaya Communicator/3.0 (3.6.4.31....	Avaya Softph...	RU	SIP: Registered
70001	70001	J129 SIP	disable	10.64.10.224	TCP	Avaya J129 IP Phone 4.0.0.0.21 (21)	Avaya IP	RU	SIP: Registered
70002	70002	VANTAG...	disable	10.64.10.223	TCP	Avaya Communicator Android/3.5.0...	Avaya IP	RU	SIP: Registered
70003	70003	H175 SIP	disable	10.64.10.222	TCP	Avaya H175 Collaboration Station ...	Avaya IP	RU	SIP: Registered
72001	72001	SIP	disable	10.64.10.40	UDP	IX-MV7	3rd Party IP	RU	SIP: Registered
72002	72002	SIP	disable	10.64.10.41	UDP	IX-DV	3rd Party IP	RU	SIP: Registered
72003	72003	SIP	disable	10.64.10.43	UDP	IX-EA	3rd Party IP	RU	SIP: Registered
72004	72004	SIP	disable	10.64.10.44	UDP	IX-FA	3rd Party IP	RU	SIP: Registered
72005	72005	SIP	disable	10.64.10.45	UDP	IX-SPMIC	3rd Party IP	RU	SIP: Registered
72006	72006	SIP	disable	10.64.10.46	UDP	IX-SSA	3rd Party IP	RU	SIP: Registered
72007	72007	SIP	disable	10.64.10.49	UDP	IX-RS	3rd Party IP	RU	SIP: Registered
72008	72008	SIP	disable	10.64.10.42	UDP	IX-SS-2G	3rd Party IP	RU	SIP: Registered

- Place a call from Aiphone IX-EA to an Avaya endpoint. The state of the call be viewed on a PC running the **Avaya IP Office System Status** application. Select **Extensions** → Aiphone IX-EA extension.

The screenshot shows the Avaya IP Office System Status application window. The title bar indicates the server edition (10.64.110.65) and the IP Office Linux PC version (11.0.4.0.0 build 74). The application has a menu bar with 'Help', 'Snapshot', 'LogOff', 'Exit', and 'About'. A left sidebar contains a tree view with categories like System, Alarms, Extensions, Trunks, Active Calls, Resources, Voicemail, IP Networking, and Locations. The 'Extensions' category is selected, and extension 72003 is highlighted. The main pane displays the 'Extension Status' for 72003, showing various configuration parameters and a table of active calls.

Extension Status

Extension Number: 72003
 IP address: 10.64.10.43
 Standard Location: None
 Registrar: Primary
 Telephone Type: Unknown SIP Device
 User-Agent SIP header: IX-EA
 Media Stream: RTP
 Layer 4 Protocol: UDP
 Current User Extension Number: 72003
 Current User Name: APIXEA
 Forwarding: Off
 Twinning: Off
 Do Not Disturb: Off
 Message Waiting: Off
 Phone Manager Type: None
 SIP Device Features: REFER,UPDATE
 License Reserved: No
 Last Date and Time License Allocated: 11/14/2019 4:44:31 AM
 DTMF Required: No
 Packet Loss Fraction: Connection Type: RTP Relay
 Jitter: Codec: G711 Mu
 Round Trip Delay: Remote Media Address: 10.64.10.222

Call Ref	Current State	Time in State	Calling Number or Called Number	Direction	Other Party on Call
485	Connected	00:01:41		Outgoing	Extn 70003, SIPUser3

At the bottom of the main pane, there are buttons for 'Trace', 'Trace All', 'Pause', 'Ping', 'Call Details', 'Print...', and 'Save As...'. The status bar at the bottom right shows the time '10:28:10 PM' and the status 'Online'.

8. Conclusion

Aiphone IX-EA was compliance tested with Avaya IP Office. Aiphone IX-EA functioned properly for feature and serviceability. All feature and serviceability test cases were completed with observations noted in **Section 2.2**.

9. Additional References

Avaya IP Office product documentation can be found at: <https://ipofficekb.avaya.com/>

Documentation related to Aiphone IX-EA can be found at:
<https://www.aiphone.co.jp/products/business/ix/>

Appendix A

Following devices are based on the same firmware as IX-EA:

- IX-EA
- IX-EAU

The difference in each IX-EA devices is their mounting method:

- IX-EA
 - Surface mounting
- IX-EAU
 - Flush mounting

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