**Avaya Solution & Interoperability Test Lab**

# Application Notes for Polycom® RealPresence Trio™ 8800 Conference Phone and Avaya IP Office – Issue 1.0

## Abstract

These Application Notes describe the procedures for configuring Polycom® RealPresence Trio™ 8800 Conference Phone which were compliance tested with Avaya IP Office.

The overall objective of the interoperability compliance testing was to verify Polycom® RealPresence Trio™ 8800 Conference Phone functionalities in an environment comprised of Avaya IP Office and various Avaya H.323 and SIP Telephones. Polycom® RealPresence Trio™ 8800 Conference Phone is SIP based.

Readers should pay attention to **Section** Error! Reference source not found., in particular the scope of testing as outlined in **Section** Error! Reference source not found. as well as any observations noted in **Section** Error! Reference source not found., 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.


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# 1. Introduction

These Application Notes describe the configuration steps required for Polycom® RealPresence Trio™ 8800 conference phone to interoperate with Avaya IP Office (IP Office). Polycom® RealPresence Trio™ 8800 (Trio 8800) is a SIP conference phone that registers with IP Office as a SIP endpoint combining the functionality of an IP phone and a conferencing station in support of voice communications and conferencing requirements.

**Note:** Trio 8800 also supports H.264 based video and BFCP based content via the optional Polycom® RealPresence Trio™ Visual+ accessory but in this compliance testing only audio capabilities of the phone were tested.

# 2. . General Test Approach and Test Results

The general test approach was to place calls to and from Trio 8800 and exercise basic telephone operations. The main objectives were to verify the following:

- Registration
- Codecs (G.711MU and G.729A)
- Inbound calls
- Outbound calls
- Hold/Resume, Call Transfer and Conferencing
- Call termination (origination/destination)
- Message Waiting Indicator (MWI)
- Voicemail
- Serviceability

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

## 2.1. Interoperability Compliance Testing

The interoperability compliance test included features and serviceability. The focus of interoperability compliance testing was primarily on verifying call establishment on Trio 8800. Trio 8800 operations such as inbound calls, outbound calls, hold/resume, transfer, conference, short code, and Trio 8800 interactions with Avaya IP Office, and Avaya SIP and H.323 telephones were verified. The serviceability testing introduced failure scenarios to see if Trio 8800 can recover from failures.

## 2.2. Test Results

The test objectives were verified. For serviceability testing, Trio 8800 operated properly after recovering from failures such as cable disconnects, and resets of Trio 8800 and Avaya IP Office.


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Trio 8800 successfully negotiated the codec that was used. The features tested worked as expected.

## 2.3. Support

For technical support on Polycom® RealPresence Trio™ 8800, please contact via the following:

- **Web:** http://support.polycom.com


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# 3. Reference Configuration

**Figure 1** illustrates a sample configuration consisting of an Avaya IP Office and Trio 8800. For completeness, Avaya 9600 Series H.323 IP Telephones and Avaya 1200 Series SIP IP Telephones are included in **Figure 1** to demonstrate calls between the SIP-based Trio 8800 and Avaya SIP and H.323 Telephones.

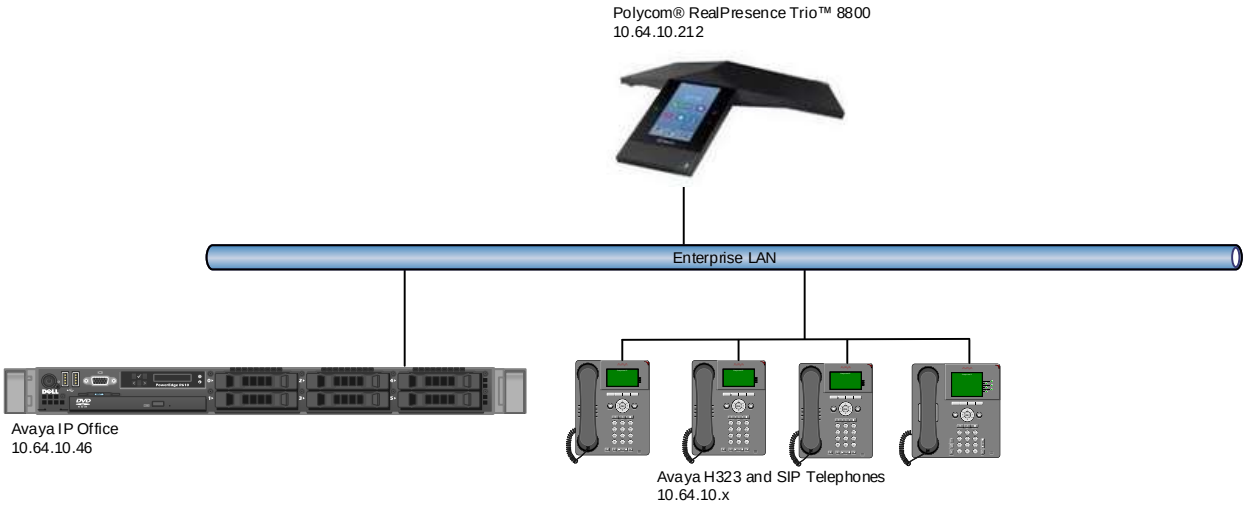


**Figure 1: Test Configuration of Polycom® RealPresence Trio™ 8800 Conference Phone with Avaya IP Office**


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# 4. Equipment and Software Validated

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

| Equipment | Software/Firmware |
|---|---|
| Avaya IP Office Server Edition | 9.1.700.0 build 163 |
| Avaya IP Office Manager | 9.1.700.163 |
| Avaya 9600 Series H.323 Deskphones | 3.20 |
| Avaya 12x0 Series SIP Phones | 4.3.18 |
| Polycom® RealPresence Trio™ 8800 | 5.4.3.2007 (UCS 5.4.3 Rev AA) |

**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.


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# 5. Configure Avaya IP Office

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

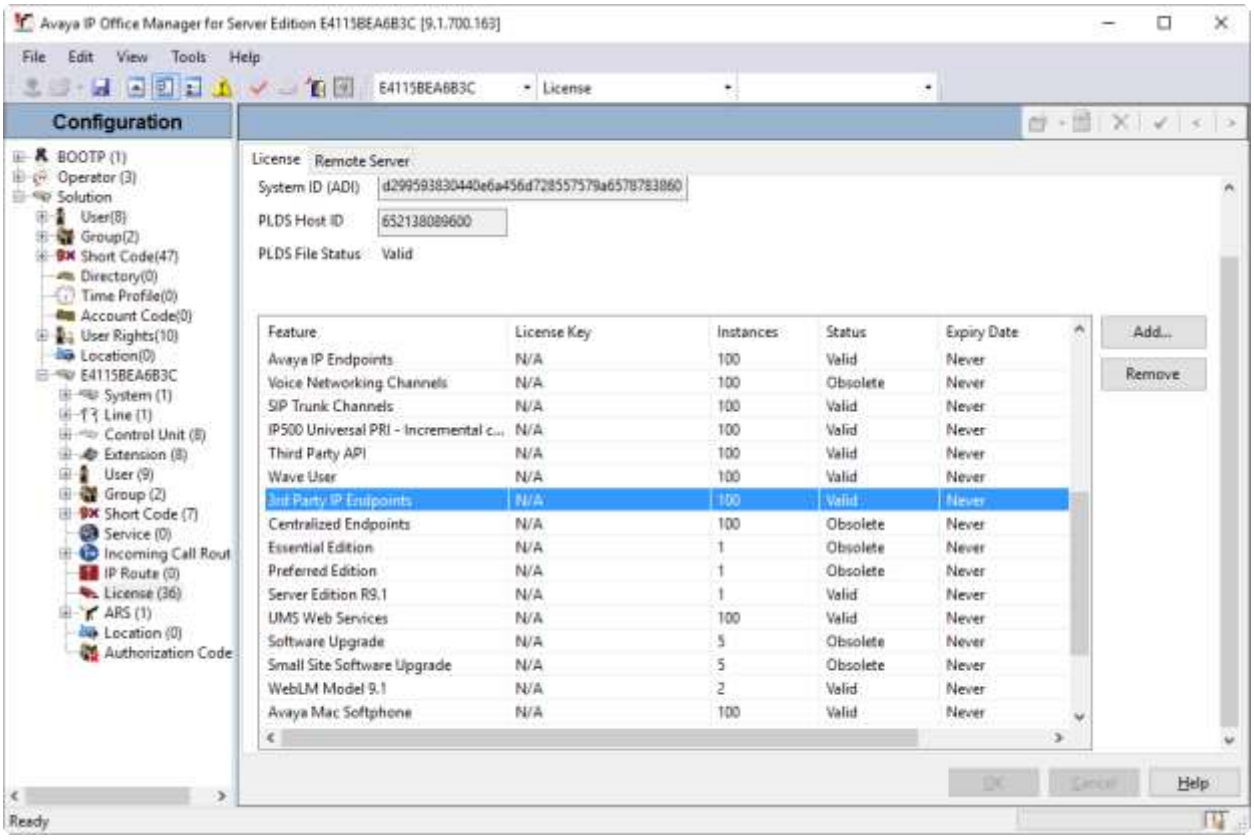
- Verify IP Office license
- Obtain LAN IP address
- Administer SIP registrar
- Administer SIP extensions
- Administer SIP users

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 **Licence → 3rd Party IP Endpoints** to display the Avaya IP endpoints screen in the right pane. Verify that the License Status field is set to **Valid**.





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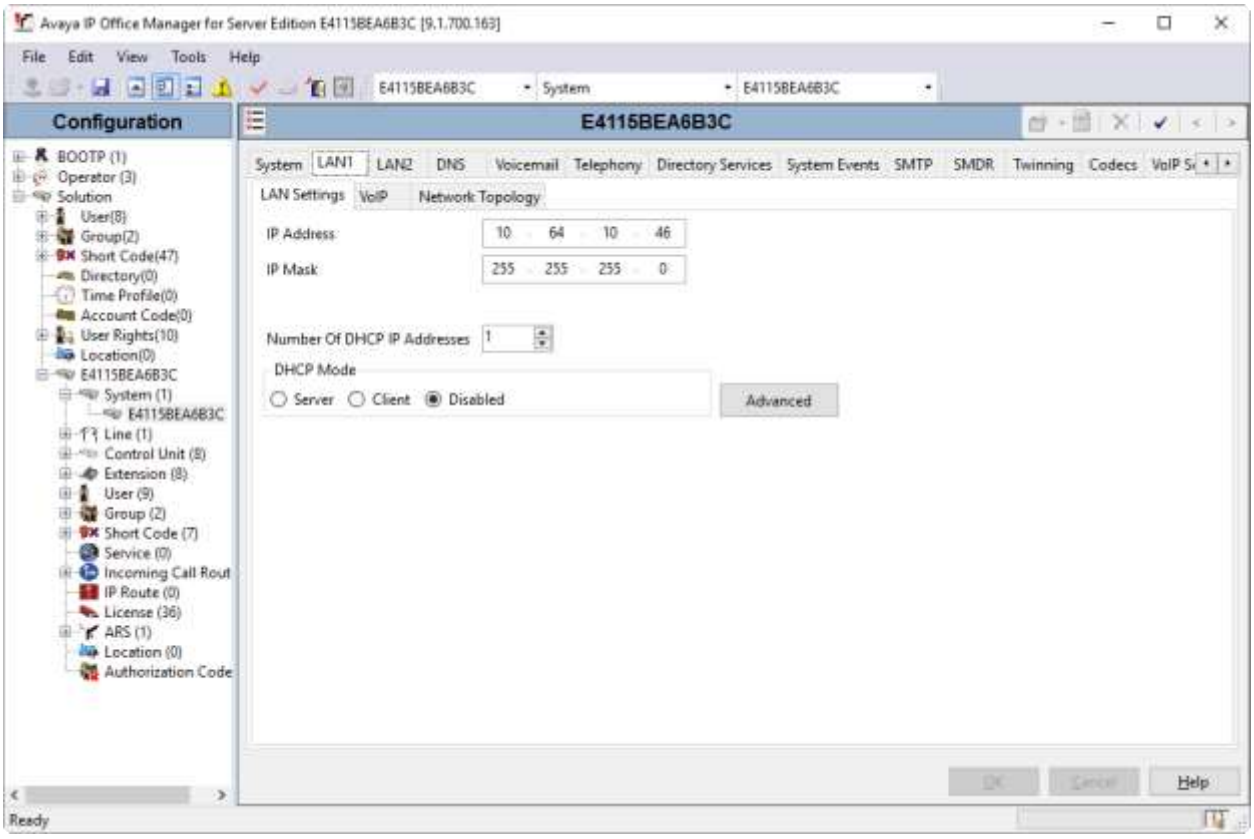
## 5.2. Obtain LAN IP Address

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 Trio 8800.





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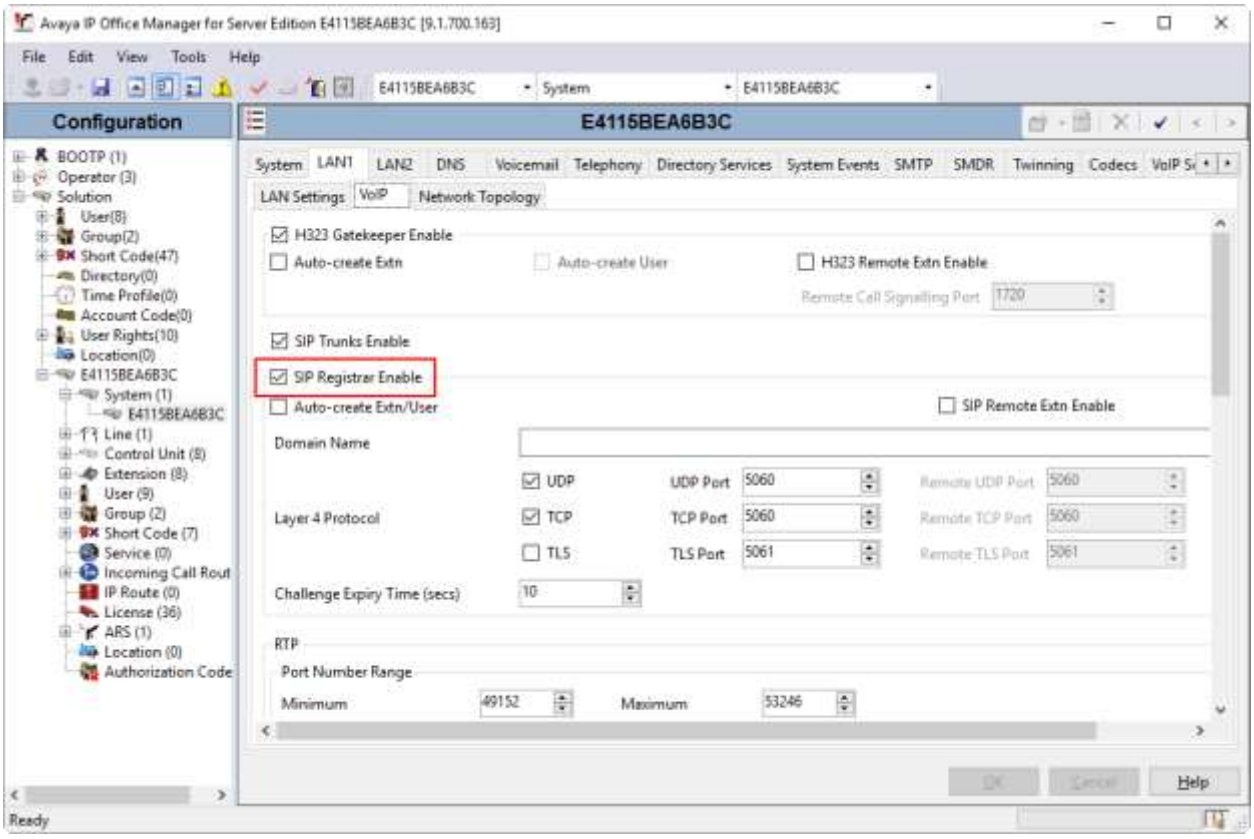
## 5.3. Administer SIP Registrar

Select the **VoIP** sub-tab. Ensure that **SIP Registrar Enable** is checked, as shown below.





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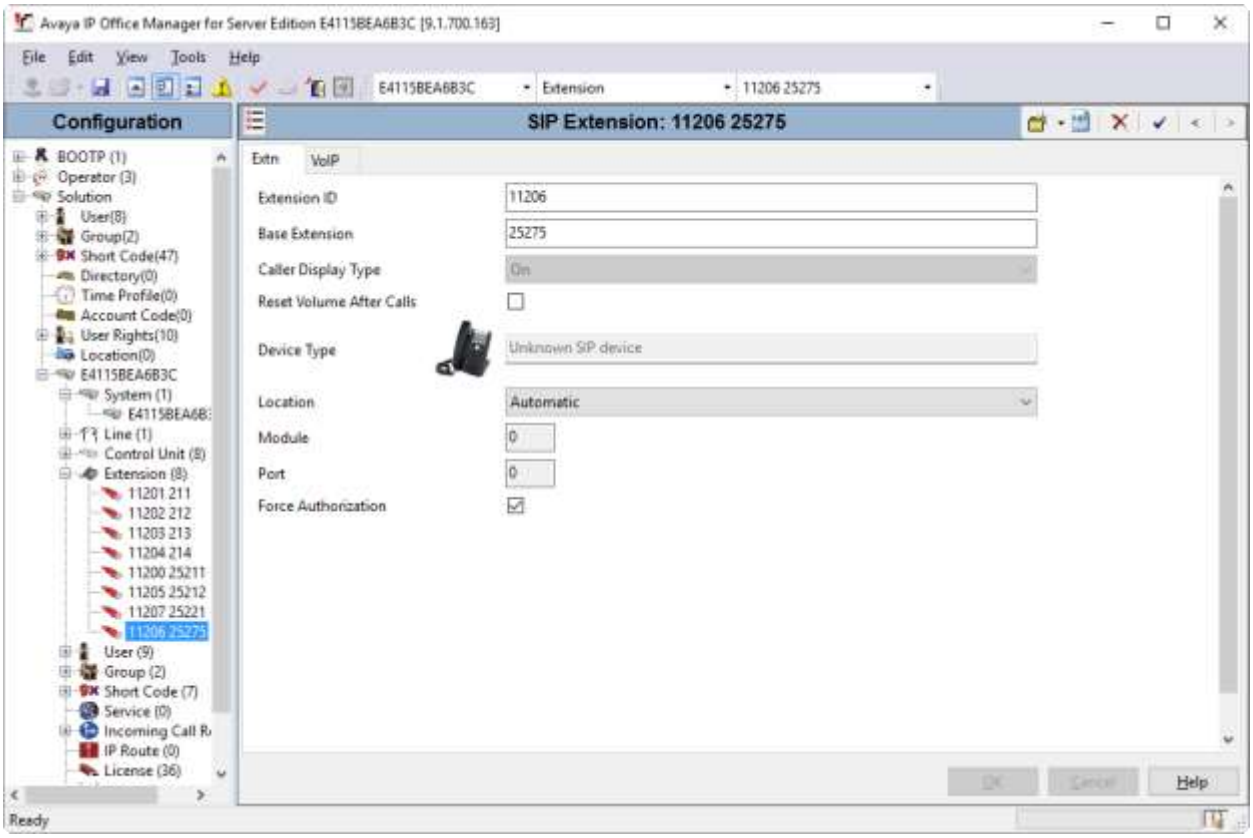
## 5.4. Administer SIP Extensions

From the configuration tree in the left pane, right-click on **Extension** and select **New ➔ SIP Extension** from the pop-up list (not shown) to add a new SIP extension. Enter the desired digits for the **Base Extension** field.





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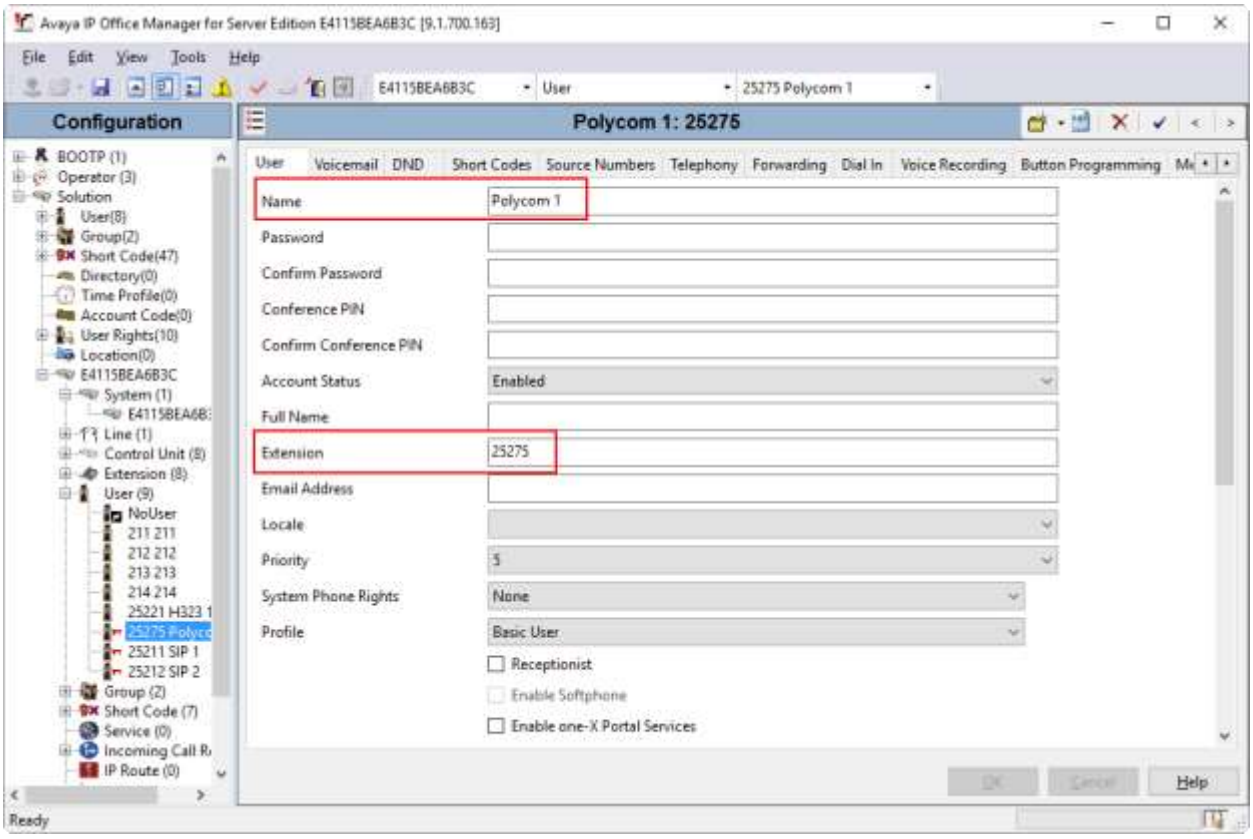
## 5.5. Administer SIP Users

From the 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**.





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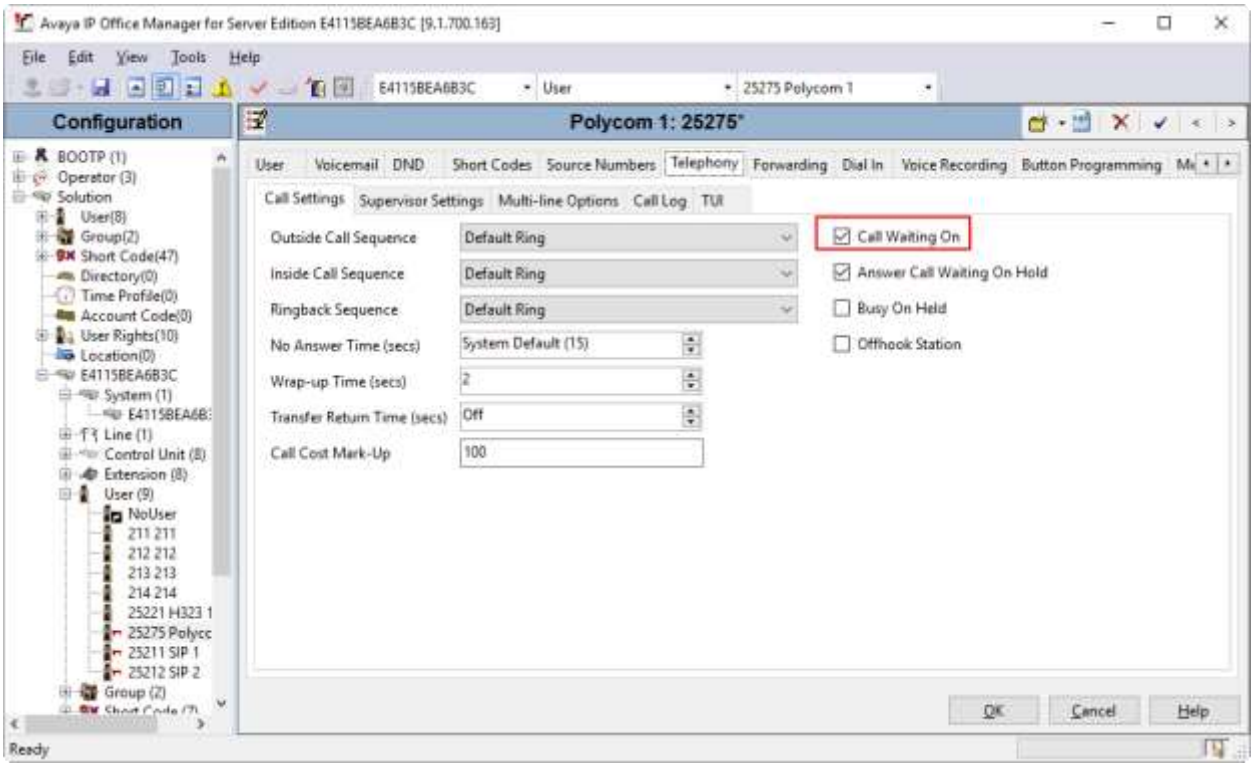
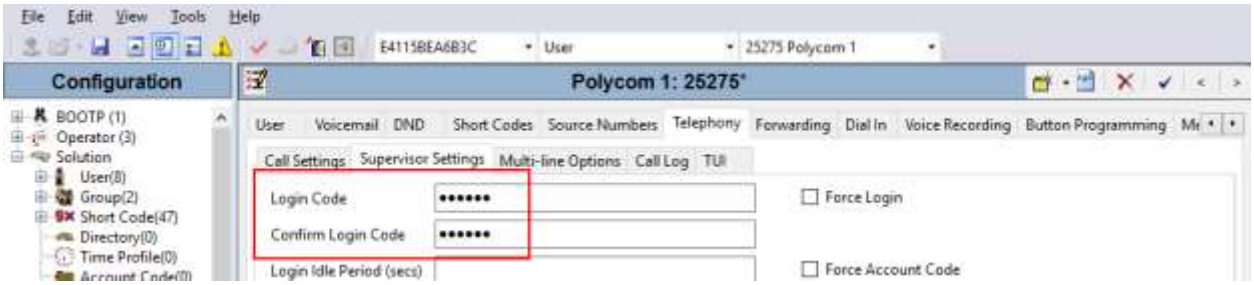
Select the **Telephony** tab, followed by the **Call Settings** sub-tab. Check the **Call Waiting On** field, as shown below.




Select the **Supervisor Settings** tab, and enter a desired **Login Code** and **Confirm Login Code**. This code will be used as a password for Trio 8800 phones.





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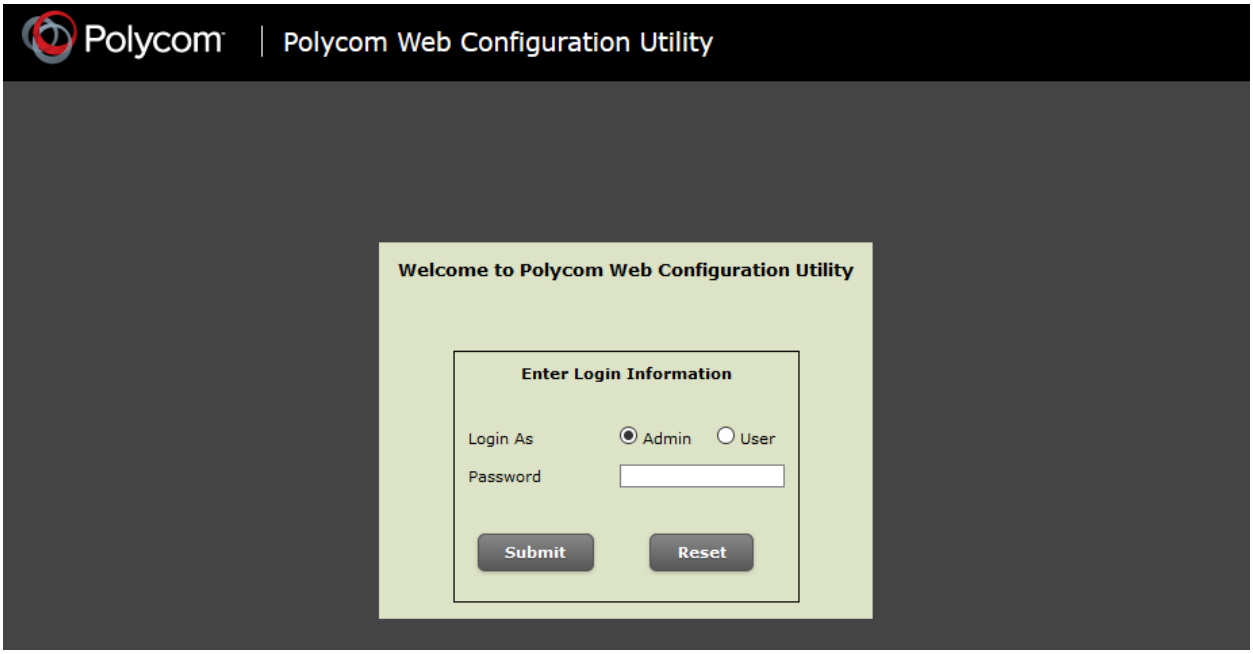
# 6. Configure Trio 8800 Wireless Telephone

This section provides steps to configure Trio 8800. The latest firmware was provided by Polycom. For additional information regarding configuring the Trio 8800 handsets please refer to the latest product documentation available at www.polycom.com.

To configure Polycom®RealPresenceTrio™8800, using a web browser, navigate to http://<IP Address of Trio 8800> and log in using appropriate credentials.





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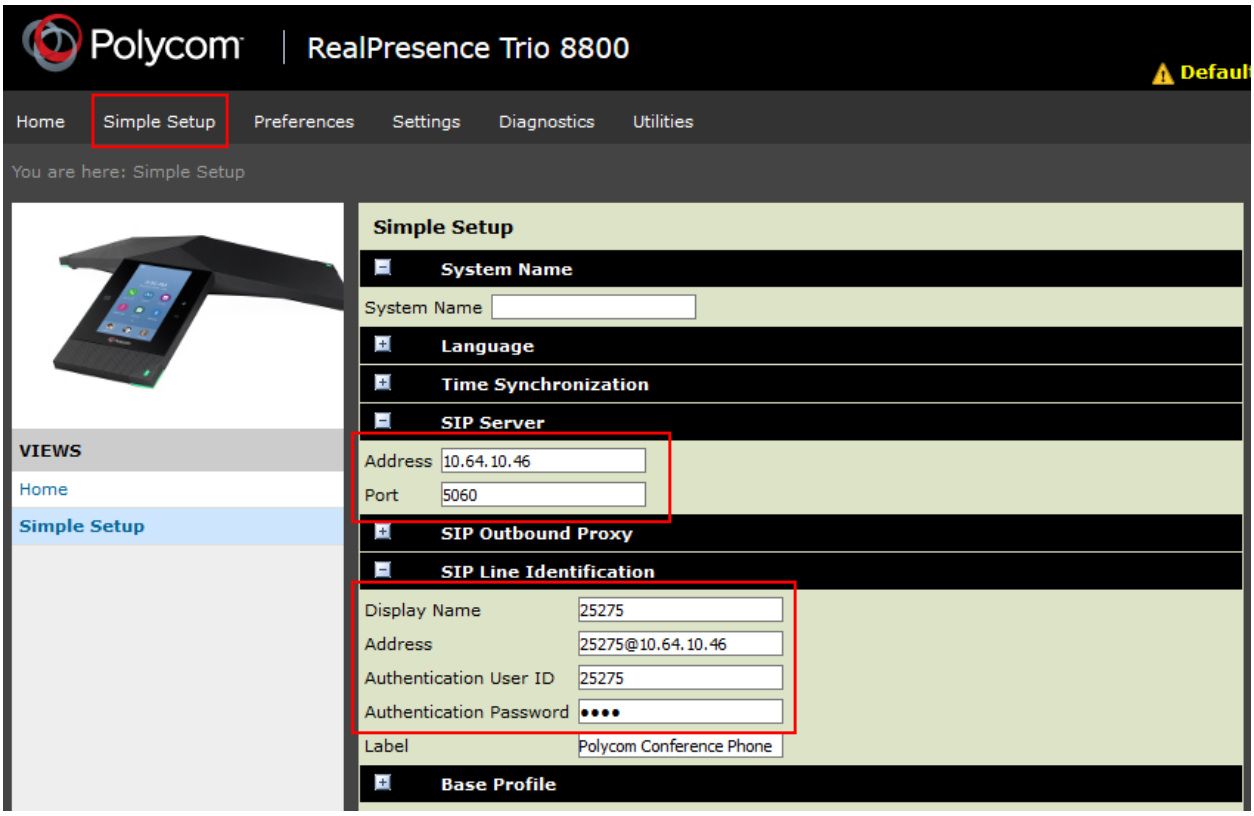
Once logged in, Select **Simple Setup**.

Configure as follows:

- Under **SIP Server**, configure the **Address** and **Port** of Avaya IP Office
- Under **SIP Line Identification:**
  - Type in desired values in **Display Name** and **Label**
  - For **Address** field, type in extension@domain that was configured in Avaya IP Office. E.g., 25275@10.64.10.46
  - For **Authentication User ID**, type in the extension created in Avaya IP Office
  - For **Authentication Password,** type in the **Login Code** configured in **Section 5.5**

Once done, select **Save** (not shown).





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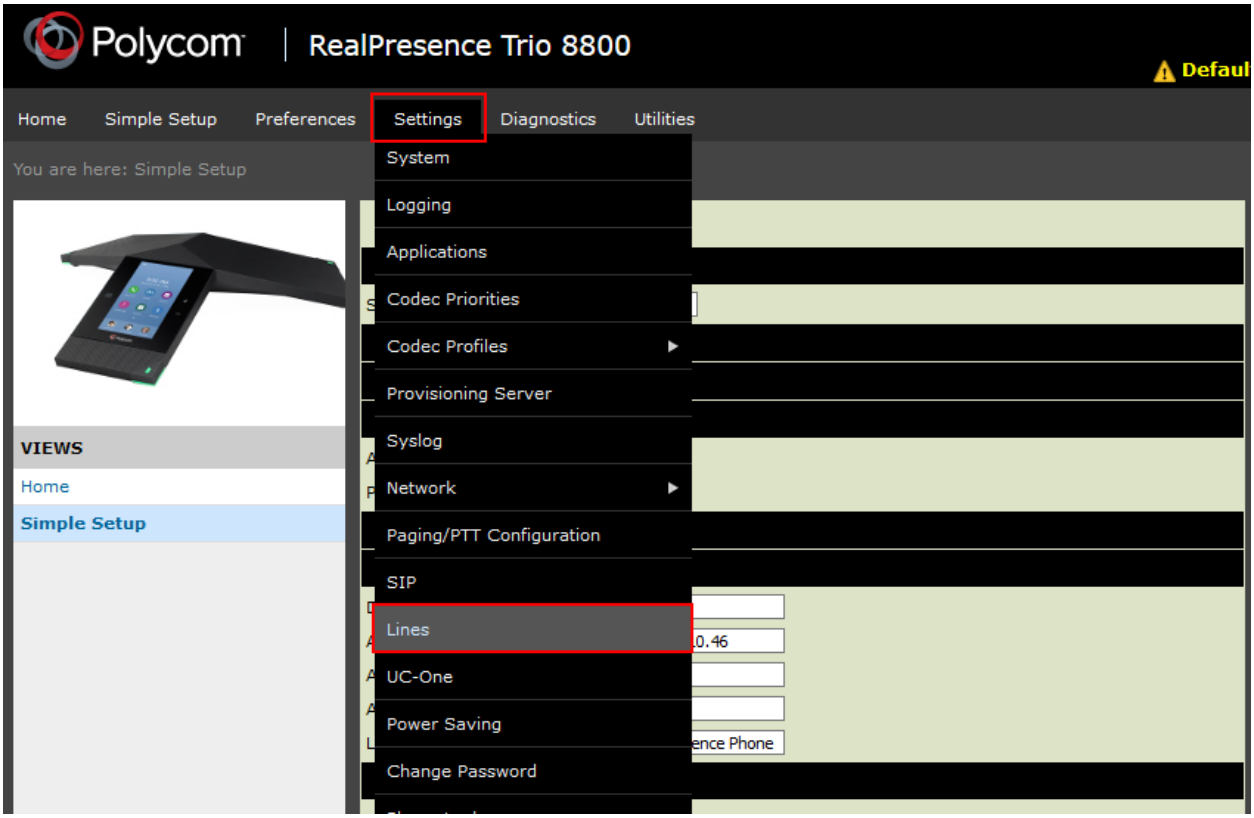
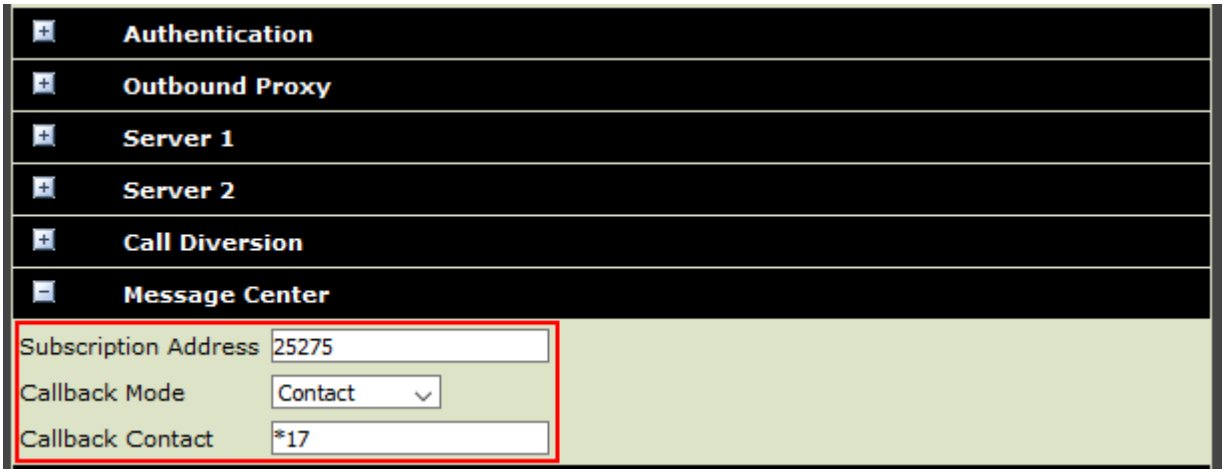
Navigate to **Settings → Lines**




Expand **Message Center** and configure as follows:

- Type in the extension in **Subscription Address**
- From the drop down menu for **Callback Mode**, select **Contact**
- For **Callback Contact**, configure the default Short Code that is configured to retrieve voicemail in Avaya IP Office.

Click **Save**, once done (not shown).





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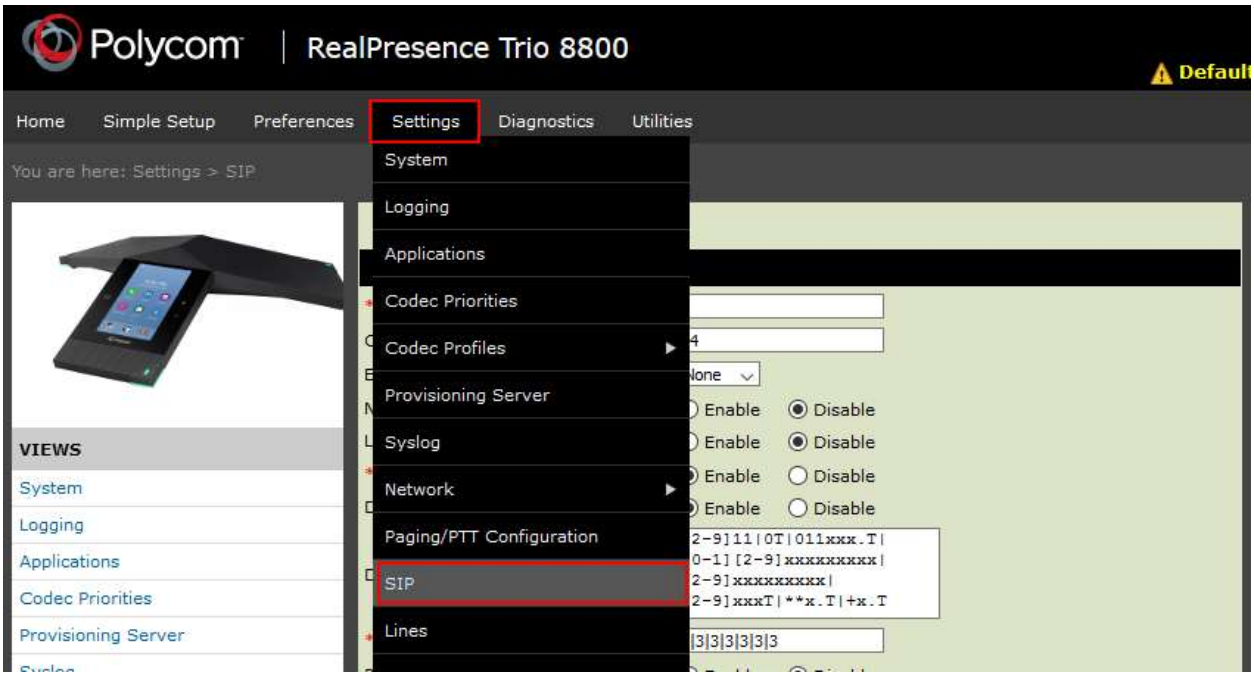
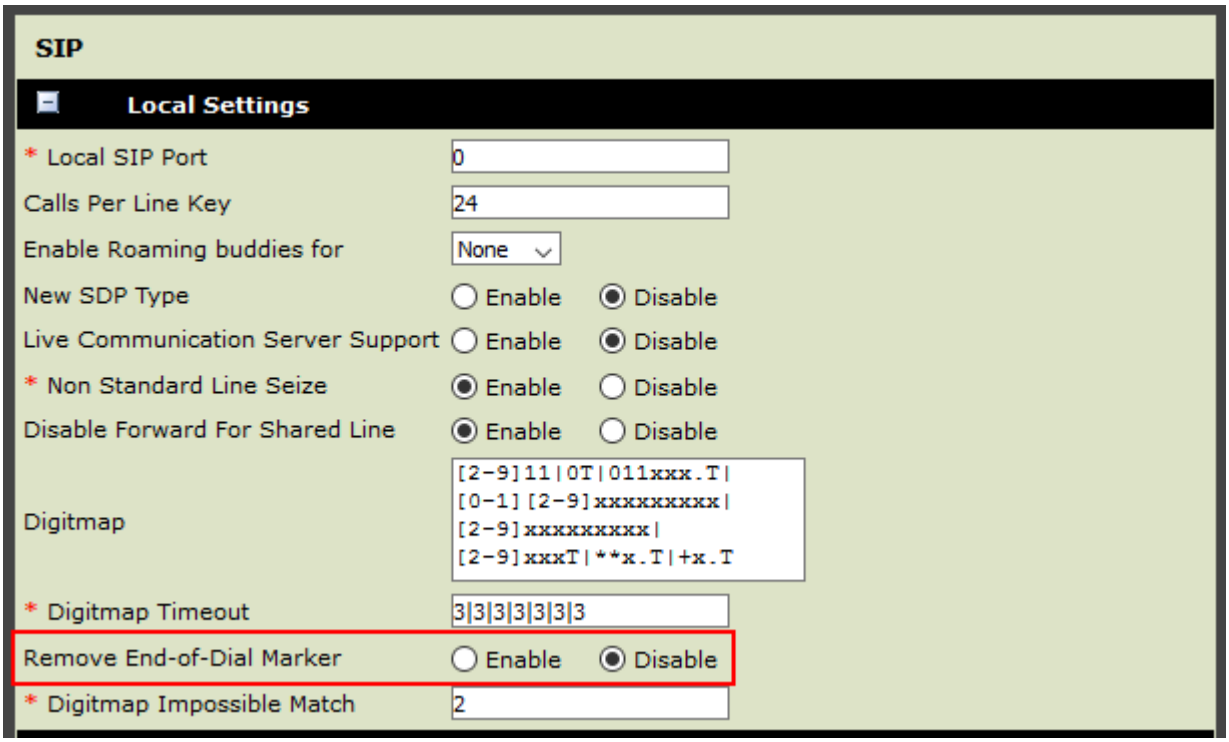
Navigate to **Settings → SIP**




For **Remove End-of-Dial Marker,** select **Disable**. Once done, select **Save** (not shown).





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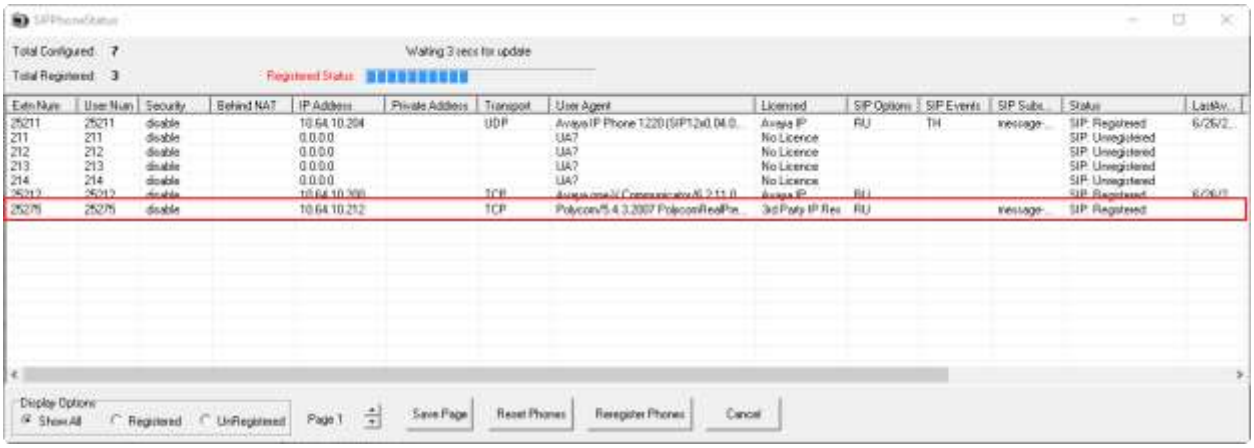
# 7. Verification Steps

The following steps may be used to verify the configuration:

- From a PC running the Avaya IP Office Monitor application, select **Start → Programs → IP Office → Monitor** to launch the application. The **Avaya IP Office SysMonitor** screen is displayed (not shown). Select **Status → SIP Phone Status** from the top menu.




- Verify that there is an entry for each Trio 8800 extension from **Section 5.4** and the Status is **SIP: Registered**.

- Place calls to and from Trio 8800 and verify that the calls are successfully established with two-way talk path.

# 8. Conclusion

Polycom® RealPresence Trio™ 8800 was compliance tested with Avaya IP Office. Trio 8800 functioned properly for feature and serviceability. During compliance testing, Trio 8800 successfully registered with Avaya IP Office, placed and received calls to and from SIP and non-SIP telephones, and executed other telephony features like three-way conference, transfers, hold, etc.

# 9. Additional References

The following Avaya product documentation can be found at
http://marketingtools.avaya.com/knowledgebase/

The following document was provided by Polycom.
Polycom® RealPresence Trio™ 8800 Conference Phone technical product documentation is available at:
http://support.polycom.com/PolycomService/support/us/support/voice/realpresence_trio/realpresence_trio.html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