



Avaya Solution & Interoperability Test Lab

Application Notes for Empix evolve v3.1 Skypetophone with Avaya IP Office 7.0 – Issue 1.0

Abstract

These Application Notes describe the compliance testing configuration of Empix evolve Skypetophone with Avaya IP Office. Empix evolve Skypetophone is a Skype connectivity program which provides Skype access to local IP Office extensions, allowing them to make calls to and receive calls from Skype endpoints.

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

Empix evolve Skypetophone is a member of the xtension evolve program suite. Empix evolve Skypetophone can be used alone, or together with the other xtension evolve components. Empix evolve Skypetophone is a PC-resident program which provides Skype access to local IP Office extensions, allowing them to make calls to and receive calls from Skype client endpoints.

2. General Test Approach and Test Results

All tests were performed manually. Only functional testing and serviceability testing were performed. No performance testing was done.

2.1. Interoperability Compliance Testing

The following functional tests were performed as part of the compliance testing:

- Incoming call from Skype client to local extension for basic call, call to busy device, and no answer.
- Outgoing call to Skype client from local extension for basic call, call to busy device, and no answer.
- Hold / Retrieve for Skype call.
- Transfer Skype call via local extension to local, PSTN, and Skype endpoint.
- Conference with local extensions and Skype endpoint.
- Call forwarding from local extension to Skype endpoint for calls from local extension, PSTN endpoint, and a second Skype endpoint.
- Simultaneous calls from multiple local extensions to Skype endpoints.

The following serviceability tests were performed:

- Recovery from power failure.
- Recovery from network interruptions.

2.2. Test Results

All basic tests produced the expected result.

Since Empix evolve Skypetophone runs as an application and not as a Windows service, it can only recover automatically after interruption due to power failure by dispensing with Windows login security.

2.3. Support

Support is available from Empix evolve at:

Empix evolve srl

+39 0733 866 870

support@empixevolve.com

<http://www.empixevolve.com>

3. Reference Configuration

Figure 1 illustrates the configuration which was used for testing.

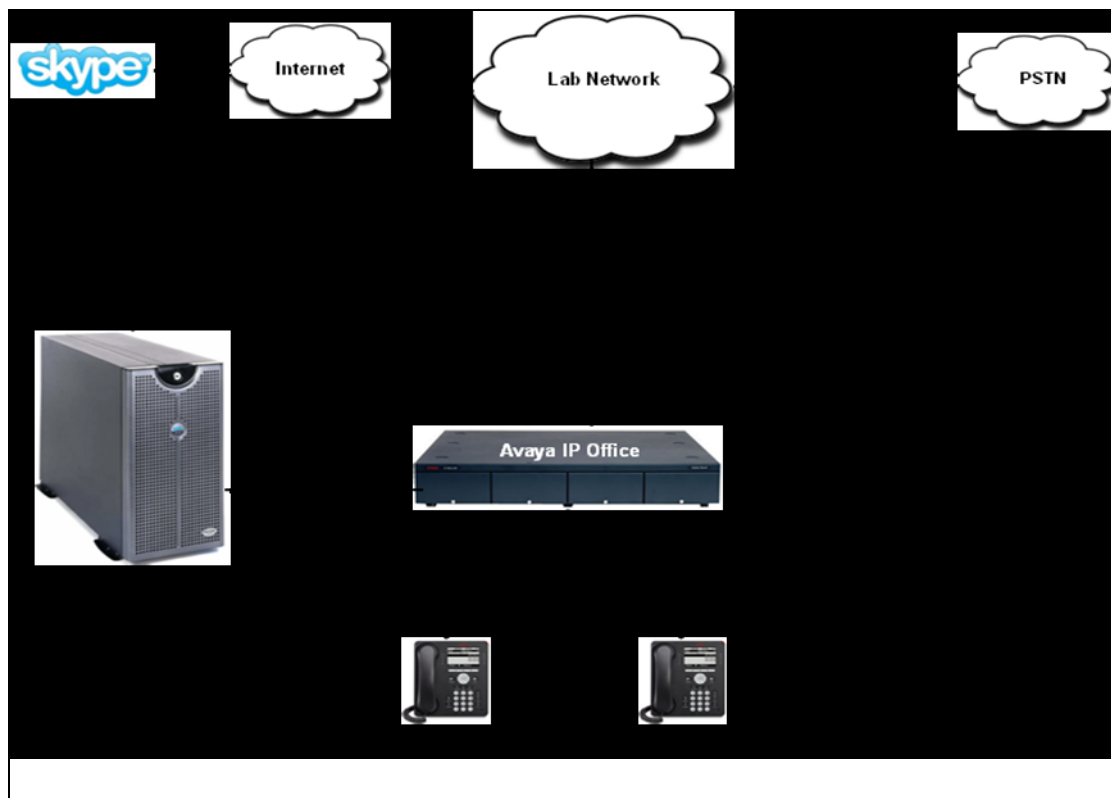


Figure 1: Empix evolve Skypetophone Lab Configuration

4. Equipment and Software Validated

| Software Component | Version |
|----------------------------------|---|
| Avaya IP Office | 7.0 |
| Avaya 9608 | 6.1(S9608_11HALBR6_1r28_V4r52) |
| Skype Client | 5.3.32.120 |
| Empix evolve Skypetophone Server | XTENSION EVOLVE 3.1 BUILD 20100802.013 |
| Evolve Server platform OS | Win XP SP3 |

5. Configure IP Office

The configuration and verification operations illustrated in this section were performed using the Avaya IP Office Manager program. When this program is started, a tree structure consisting of icons representing the configurable components of the system is displayed as shown in **Figure 2**. When one of these icons is selected, the corresponding system component can be configured.

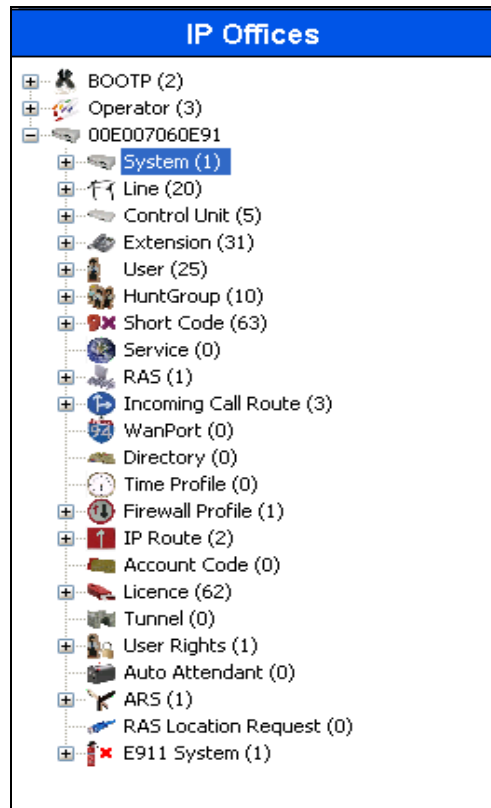


Figure 2: IPO Manager Component Tree

This section explains the configuration of the following components of IP Office that is required for the compliance testing:

- Licensing.
- System Configuration.
- Extension Configuration.
- User Configuration.
- Line Configuration.
- Short Code Configuration.
- Incoming Call Route Configuration.

5.1. Licensing

Sufficient IP Office **SIP Trunk Channels** license instances are required to cover the maximum number of simultaneous active Empix evolve Skypetophone calls which are to be handled by IP Office. To verify the proper license exists, navigate to **License → SIP Trunk Channels** in the Navigation and Group Panes. In the Details Pane, verify the **License Status** is *Valid* as shown in the **Figure** below.

| IP Offices | | SIP Trunk Channels | | | | | | | | | | | | | | | |
|---|----------------------------------|--|-------------|-------------|----------------------------------|--------------|--------------------|----------------|-------|-----------|-----|-------------|-------|---------------|------|--------|-------------|
| <ul style="list-style-type: none">Integrated MessagingIP Office Dealer Support - ProfessionalIP Office Dealer Support - StandardIP Office Distributor Support - ProfessionalIP Office Distributor Support - StandardIP500 Universal PRI (Additional channels)IP500 Voice Networking ChannelsIP500 Voice Networking ChannelsIPSec TunnellingMicrosoft CRM Integration (users)Mobile WorkerMobility FeaturesOffice Workerone-X Portal for IP OfficePhone Manager ProPhone Manager Pro (per seat)Phone Manager Pro IP Audio EnabledPower UserPreferred Edition (VoiceMail Pro)Preferred Edition Additional VoiceMailProactive ReportingRAS LRQ Support (Rapid Response)ReceptionistReport ViewerSIP Trunk ChannelsTeleworker | | <div>Licences</div> <table><tr><td>Licence Key</td><td>HieFHIexHieHieorBLrHiepA5xmHiexz</td></tr><tr><td>Licence Type</td><td>SIP Trunk Channels</td></tr><tr><td>Licence Status</td><td>Valid</td></tr><tr><td>Instances</td><td>255</td></tr><tr><td>Expiry Date</td><td>Never</td></tr></table> <div>Error List</div> <table><thead><tr><th>Configuration</th><th>Item</th><th>Record</th><th>Description</th></tr></thead></table> | | Licence Key | HieFHIexHieHieorBLrHiepA5xmHiexz | Licence Type | SIP Trunk Channels | Licence Status | Valid | Instances | 255 | Expiry Date | Never | Configuration | Item | Record | Description |
| Licence Key | HieFHIexHieHieorBLrHiepA5xmHiexz | | | | | | | | | | | | | | | | |
| Licence Type | SIP Trunk Channels | | | | | | | | | | | | | | | | |
| Licence Status | Valid | | | | | | | | | | | | | | | | |
| Instances | 255 | | | | | | | | | | | | | | | | |
| Expiry Date | Never | | | | | | | | | | | | | | | | |
| Configuration | Item | Record | Description | | | | | | | | | | | | | | |

SIP Trunk Channels Licences

5.2. System Configuration

Select the **System** icon shown in **Figure 2** and enter the parameters shown in the **Table 1**. Select the tab(s) shown in the “Item” column to configure the parameters for that tab. Refer to **Figures 3** and **4**.

| Item | Parameter | Usage |
|------------------------|--|---|
| LAN1 | IP Address | Specify the IP address to be assigned to IP Office. |
| LAN Settings | IP Mask | Enter the IP mask to be used by the LAN. |
| Telephony Telephony | Inhibit Off-Switch Forward / Transfer | Uncheck this box. |

Table 1: System Configuration Parameters

00E007060E91*

System **LAN1** LAN2 DNS Voicemail Telephony Directory Services System Events

LAN Settings VoIP Network Topology SIP Registrar

IP Address 192 . 168 . 150 . 109

IP Mask 255 . 255 . 255 . 0

Primary Trans. IP Address 0 . 0 . 0 . 0

RIP Mode RIP 2 Broadcast (RIP 1 Compatibil) ▼

☐ Enable NAT

Number Of DHCP IP Addresses 1

DHCP Mode

☐ Server ☐ Client ☐ Dialin ☒ Disabled

Advanced

Figure 3: System Parameters: LAN1

00E007060E91*

System LAN1 LAN2 DNS Voicemail **Telephony** Directory Services System Events SMTP SMDR Twinning VCM CCR

Telephony Tones & Music Call Log

Analogue Extensions

Default Outside Call Sequence Normal

Default Inside Call Sequence Ring Type 1

Default Ring Back Sequence Ring Type 2

Restrict Analogue Extension Ringer Voltage ☐

Dial Delay Time (secs) 4

Dial Delay Count 0

Default No Answer Time (secs) 15

Hold Timeout (secs) 15

Park Timeout (secs) 180

Ring Delay (secs) 5

Call Priority Promotion Time (secs) Disabled

Default Currency USD

Automatic Codec Preference G.711 ULAW 64K

Companding Law

Switch

☒ ULAW

☐ ALAW

Line

☒ ULAW Line

☐ ALAW Line

☐ DSS Status

☐ Auto Hold

☒ Dial By Name

☒ Show Account Code

☐ Inhibit Off-Switch Forward/Transfer

☐ Restrict Network Interconnect

☐ Drop External Only Impromptu Conference

☐ Visually Differentiate External Call

Figure 4: System Parameters: Telephony

5.3. Extension Configuration

To add a new extension, right-click the **Extension** icon shown in **Figure 2** and select **New H.323 Extension** (not shown). Select the **Extn** tab. Set the **Base Extension** parameter to the extension to be assigned, and accept the default values for the remaining parameters as shown in **Figure 5** below. Repeat for any number of extensions that will be required.



Figure 5: Extension Screen

5.4. User Configuration

Right-click the **User** icon shown in **Figure 2** and select **New** (not shown) to create a user for each of the extension created using the parameters shown in **Table 2**. Refer to **Figure 6**.

| Item | Parameter | Usage |
|------|------------------|---|
| User | Name | Enter a descriptive name to identify the user. |
| | Password | Enter a password. |
| | Confirm Password | Confirm the password entered above. |
| | Full Name | Enter a descriptive name to identify the user. |
| | Extension | Enter the telephone extension to be assigned to the endpoint (which was allocated in Figure 5). |

Table 2: User Configuration Parameters

Extn28004 9608: 28004

User Voicemail DND ShortCodes Source Numbers Telephony Forwarding Dial In Voice Recording

Name Extn28004 9608

Password ****

Confirm Password ****

Full Name Extn 28004 IPO

Extension 28004

Locale

Priority 5

System Phone Rights None

Profile Basic User

Figure 6: User Screen

5.5. Line Configuration

This section contains a description of the configuration of the SIP trunk between IP Office and Empix evolve Skypetophone Server. Right click the **Line** icon shown in **Figure 2**, select **SIP Line** (not shown) to be configured, and enter the parameters shown in **Table 3**. Refer to **Figures 7, 8, 9** and **10**.

| Item | Parameter | Usage |
|-----------|--------------------|---|
| SIP Line | Line Number | Assign an available Line from the drop down box. |
| | ITSP Domain Name | Enter the IP address of the Empix evolve Skypetophone Server. |
| Transport | ITSP Proxy Address | Enter the IP address of the Empix evolve Skypetophone Server. |
| | Send Port | Enter the port number to communicate with the Empix evolve Skypetophone Server. |
| SIP URI | Local URI | Enter “*”. |
| | Contact | Select “Use Internal Data” from the drop-down menu. |
| | Display Name | Select “Use Internal Data” from the drop-down menu. |
| | Registration | Select “0: <None>” from the drop-down menu. |
| | Incoming Group | Enter the line number assigned. |
| | Outgoing Group | Enter the line number assigned. |
| VoIP | Compression Mode | Check the “G.711 ALAW 64K” box, and uncheck the others. |

Table 3: SIP Line Configuration Parameters

SIP Line - Line 18*

SIP Line | Transport | SIP URI | VoIP | T38 Fax | SIP Credentials

Line Number: 18

ITSP Domain Name: 192.168.150.3

Prefix:

National Prefix: 0

Country Code:

International Prefix: 00

Send Caller ID: None

Association Method: By Source IP address

In Service: ☒

Use Tel URI: ☐

Check OOS: ☒

Call Routing Method: Request URI

Originator number for forwarded and twinning calls:

Figure 7: SIP Line Configuration Screen

SIP Line - Line 18*

SIP Line | **Transport** | SIP URI | VoIP | T38 Fax | SIP Credentials

ITSP Proxy Address: 192.168.150.3

Network Configuration

Layer 4 Protocol: UDP

Send Port: 5062

Use Network Topology Info: None

Listen Port: 5060

Explicit DNS Server(s): 0 . 0 . 0 . 0 0 . 0 . 0 . 0

Calls Route via Registrar: ☒

Figure 8: Line Configuration: Transport

SIP Line - Line 18*

SIP Line | Transport | **SIP URI** | VoIP | T38 Fax | SIP Credentials

| Channel | Groups | Via | Local URI | Contact | Display Name | PAI | Credential | Max Calls |
|---------|--------|-----|-----------|---------|--------------|-----|------------|-----------|
| 1 | 18 18 | < | * | | | M | 0: <None> | 10 |

Edit Channel

Via: <None>

Local URI: [dropdown]

Contact: Use Internal Data [dropdown]

Display Name: Use Internal Data [dropdown]

PAI: None [dropdown]

Registration: 0: <None> [dropdown]

Incoming Group: 18 [text]

Outgoing Group: 18 [text]

Max Calls per Channel: 10 [spin]

Figure 9: SIP: SIP URI Configuration Screen

SIP Line - Line 18*

SIP Line | Transport | SIP URI | **VoIP** | T38 Fax | SIP Credentials

Compression Mode: **Advanced**

☒ G.711 ALAW 64K

☐ G.711 ULAW 64K

☐ G.729(a) 8K CS-ACELP

☐ G.723.1 6K3 MP-MLQ

☐ VoIP Silence Suppression

☒ Re-invite Supported

☐ Use Offerer's Preferred Codec

☐ Codec Lockdown

Fax Transport Support: T38 [dropdown]

Call Initiation Timeout (s): 4 [spin]

DTMF Support: RFC2833 [dropdown]

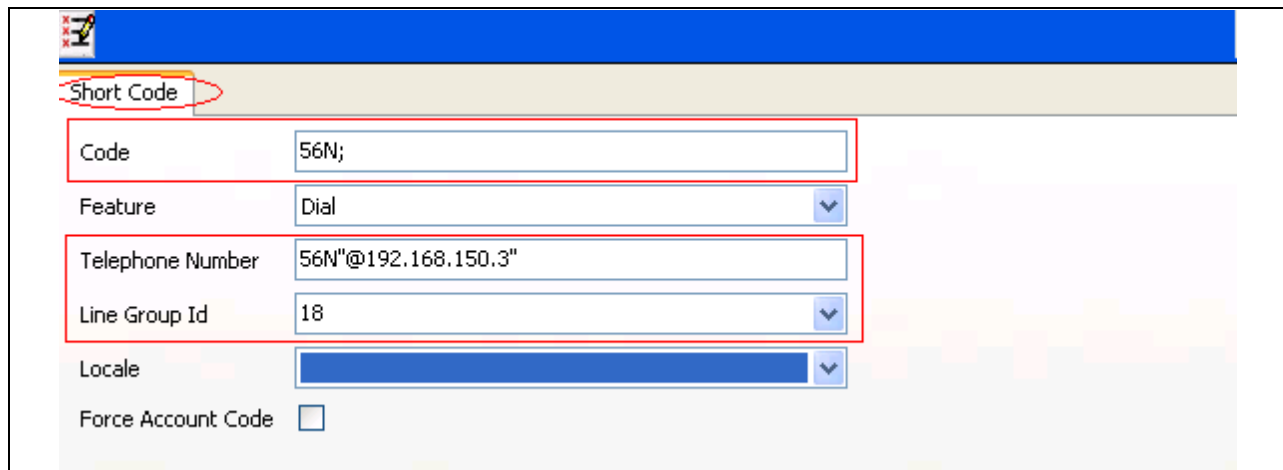
Figure 10: SIP: VoIP Configuration Screen

5.6. Short Codes

Right-click the **Short Code** icon shown in **Figure 2** and click **New** (not shown) to allocate a short code to provide access to the Empix evolve Skypetophone Server via the SIP interface, using parameters as shown in **Table 4**. Refer to **Figure 11**.

| Item | Parameter | Usage |
|------------|------------------|---|
| Short Code | Code | Enter 56N ; Since DN assigned on Empix evolve Skypetophone Server used during compliance testing is 56xxx. |
| | Telephone Number | Enter 56N"@192.168.150.3" where 192.168.150.3 is the IP address of the Empix evolve Skypetophone Server. |
| | Line Group ID | Enter the line number which was assigned to the interface in Figure 7 . |

Table 4: Shortcode Configuration Parameters: Empix evolve Skypetophone Server



The screenshot shows the configuration interface for a Short Code. The 'Short Code' tab is selected. The 'Code' field contains '56N;', 'Feature' is set to 'Dial', 'Telephone Number' contains '56N"@192.168.150.3"', 'Line Group Id' is set to '18', 'Locale' is set to a blue bar, and 'Force Account Code' is unchecked.

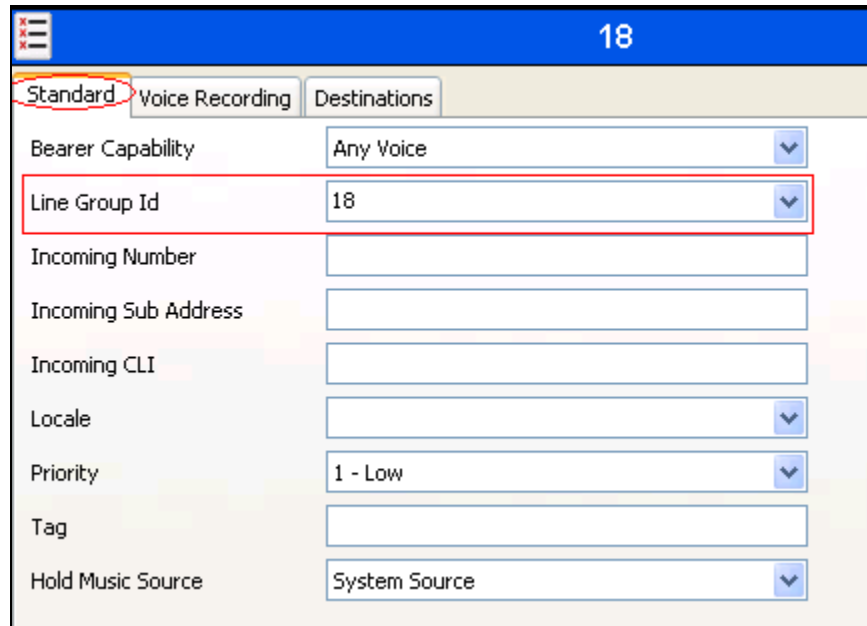
Figure 11: Empix evolve Skypetophone Server Access Short Code

5.7. Incoming Call Route

Right-click the **Incoming Call Route** icon shown in **Figure 2** and click **New** (not shown) to create an Incoming Call Route for the SIP trunk to local extensions. Assign parameters to this call route as shown in **Table 5**. Refer to **Figures 12** and **13**.

| Tab | Parameter | Usage |
|--------------|---------------|---|
| Standard | Line Group Id | Enter the Group Id of the SIP line, as shown in Figure 7 . |
| Destinations | Destination | Enter “.”. |

Table 5: Parameters for Incoming Call Routes



18

Standard Voice Recording Destinations

Bearer Capability Any Voice

Line Group Id 18

Incoming Number

Incoming Sub Address

Incoming CLI

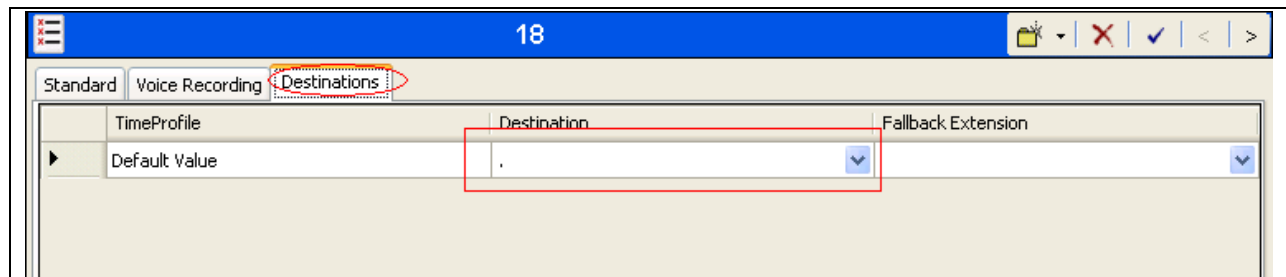
Locale

Priority 1 - Low

Tag

Hold Music Source System Source

Figure 12: SIP Incoming Call Route - Standard Parameters



18

Standard Voice Recording Destinations

| TimeProfile | Destination | Fallback Extension |
|---------------|-------------|--------------------|
| Default Value | . | |

Figure 13: SIP Incoming Call Route - Destinations Screen

6. Configure Windows XP

The procedure described in this section is optional. However, if this procedure is not performed, the Empix evolve Skypetophone program will not restart automatically after recovery from a power failure, and the Empix evolve Skypetophone application will have to be restarted manually.

However, this procedure has the disadvantage of disabling Windows XP login security. A designated user is logged in automatically, without entering a password, each time Windows starts and thus may pose too high a risk for some operational environments.

This procedure was configured for the server PC which was used for DevConnect compliance testing. This has been tested only with Windows XP.

Since the Empix evolve Skypetophone service runs on the server PC as an application and not a system service, steps must be taken if it is required that the service start automatically after recovery from a power failure. This procedure causes the Windows user from which the Empix evolve Skypetophone application is run to be logged into Windows automatically when the server PC is started, and to auto-start the Empix evolve Skypetophone application at user login.

Start the Windows user account administration by starting the **Run** dialog from the Windows **Start** control, entering **control userpasswords2**, and clicking **OK** as shown in **Figure 14** below.

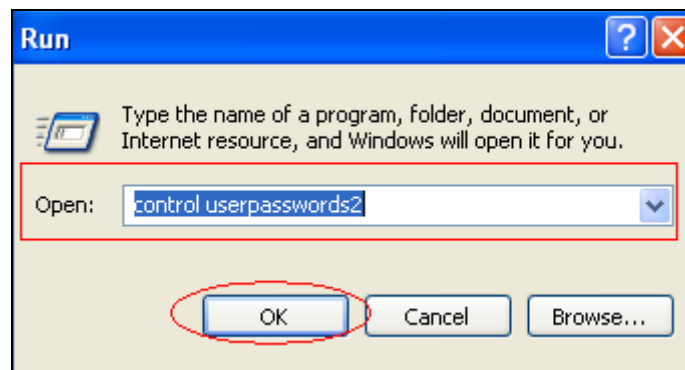


Figure 14: Dialog to Start User Administration

The **User Accounts** window is displayed. Select the **Users** tab. Uncheck the **Users must enter a user name and password to use this computer**, and click **OK** as seen in **Figure 15** below.



Figure 15: User Account List Screen

The **Automatically Log On** window is displayed. Enter the credentials for the user to be automatically logged in when the system starts, and click **OK** to continue as shown in **Figure 16** below.

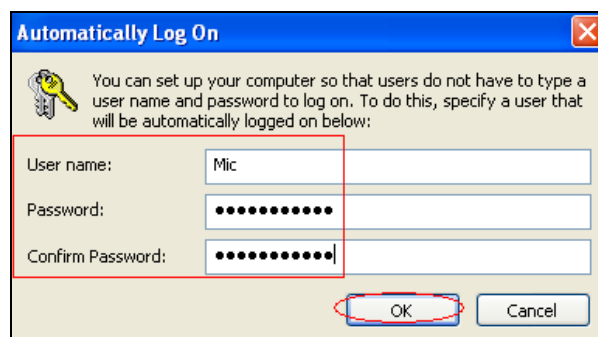


Figure 16: Auto-login User Selection Screen

Select the **Advanced** tab and uncheck the **Require users to press Ctrl+Alt+Delete**, and click **OK** as shown on **Figure 17** below.



Figure 17: User Account Advanced Tab Screen

Insert a shortcut to the **xtension skypephone** application in the Windows autostart directory as shown in **Figure 18** below.

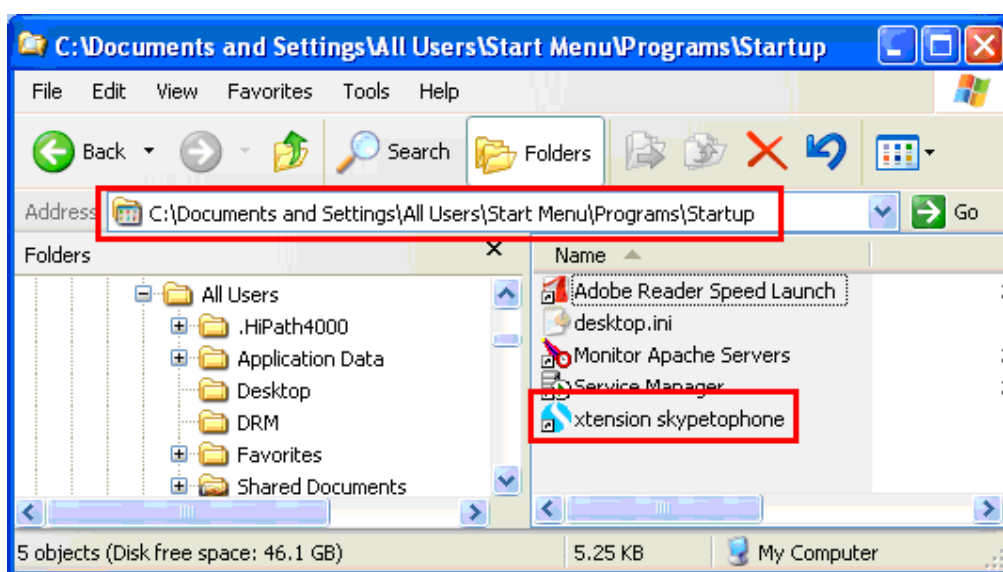


Figure 18: Windows XP Autostart Directory

7. Configure Skype

Skype users are created via the Internet using a web browser by browsing to <http://www.skype.com> and clicking **Get Skype** at the main screen as shown in **Figure 19** below. The procedure described in this section must be repeated for each extension which requires Skype access. During compliance testing the Empix evolve Skypetophone Server was loaded with the Skype application too.

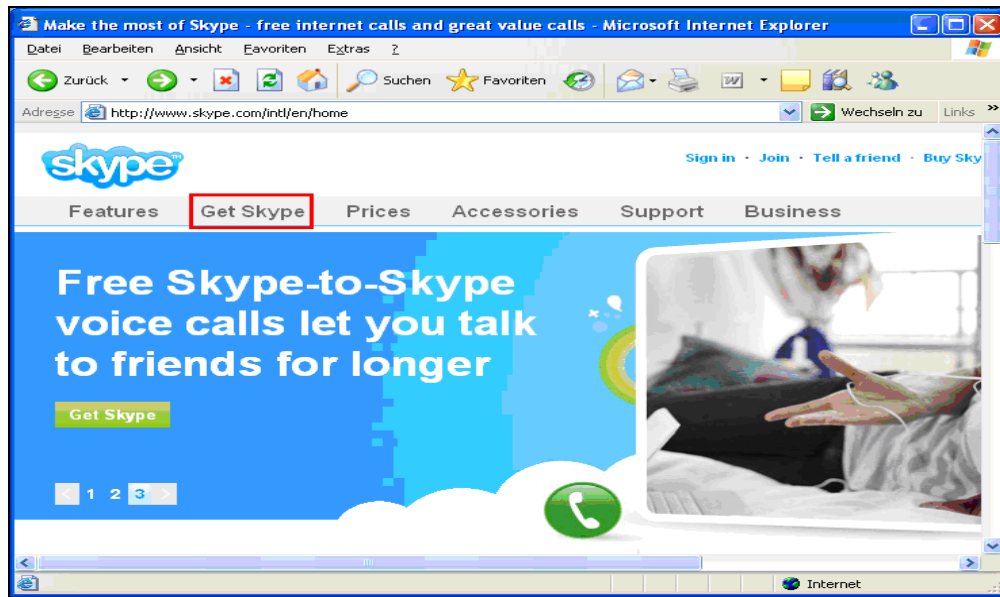


Figure 19: Skype Introductory Screen

Click on **Get Skype for Windows** as shown in **Figure 20** below.

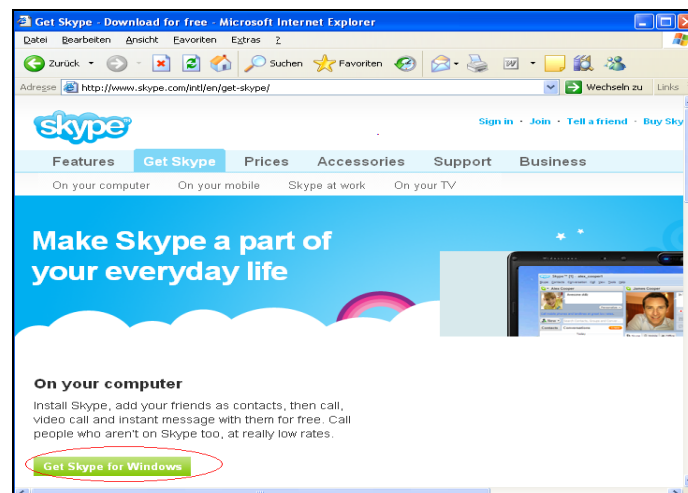


Figure 20: Skype Platform Choice Screen

Click on **Download now** as shown in **Figure 21** below.



Figure 21: Skype Download Confirmation Screen

Click on **Run** as shown in **Figure 22** below.

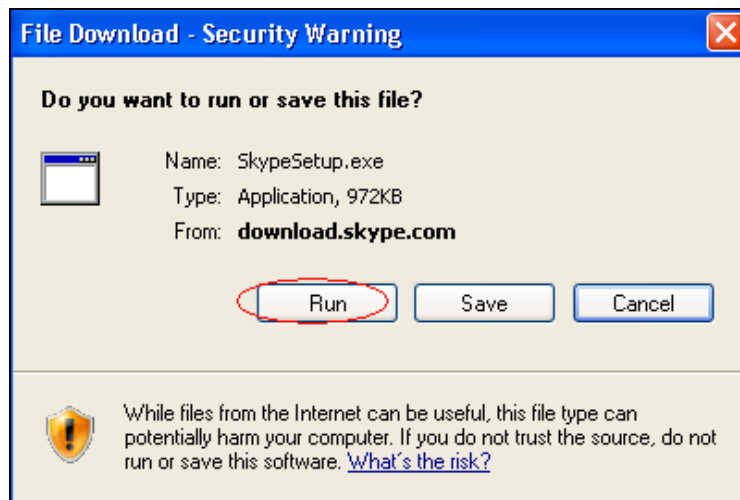


Figure 22: Skype Download Dialog

Click on **Run** as shown in **Figure 23** below.

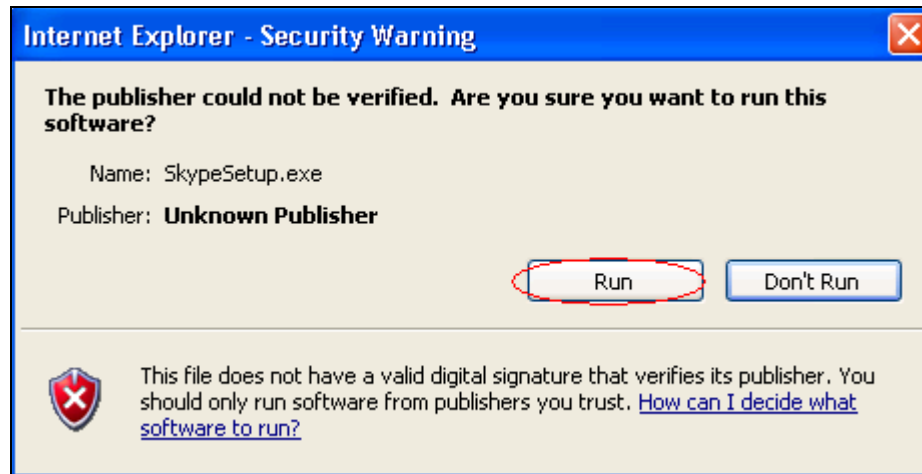


Figure 23: Skype Security Warning

Click on **Run** as shown in **Figure 24** below.

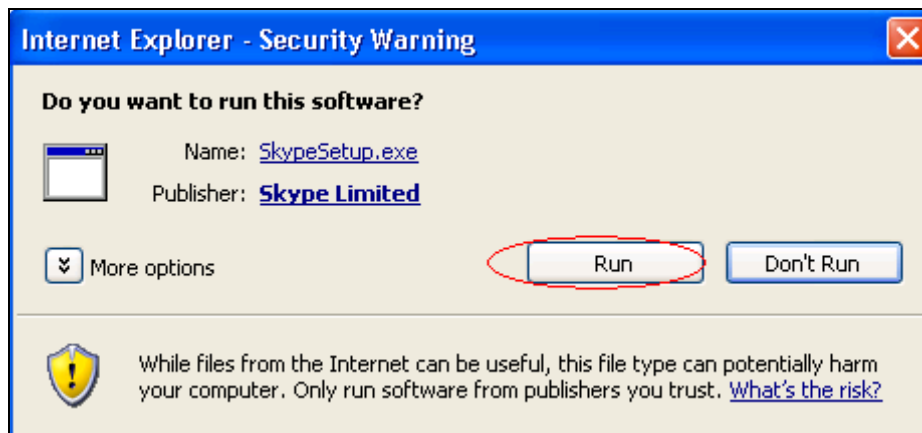


Figure 24: Skype Security Confirmation Screen

Select the required language and click on **I agree – install** as shown in **Figure 25** below.

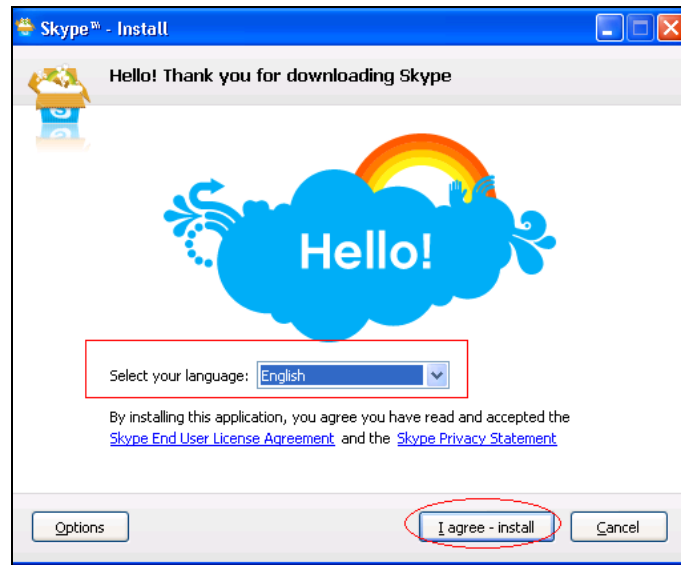


Figure 25: Skype License Screen

Uncheck the **Sign me in when Skype starts** box and click on **Don't have a Skype Name** as shown in **Figure 26** below.

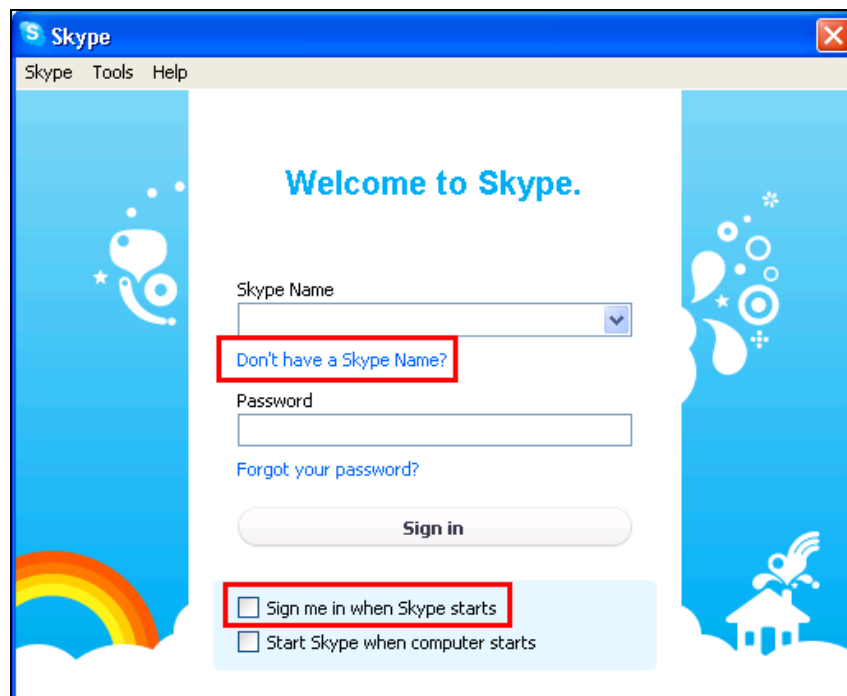


Figure 26: Skype Welcome Screen

Enter the parameters shown in **Table 6** and click on **I agree – create account** as shown in **Figure 27** below.

| Parameter | Usage |
|-------------------|--|
| Full Name | Enter a descriptive name to identify the user. |
| Create Skype Name | Enter the Skype user ID. This must match the value entered in Figure 34 . |
| Password | Enter an appropriate password. This must match the value entered in Figure 34 . |
| Email | Enter the email address at which the user can be reached. |
| Send Promotions | Uncheck this box if you do not require promotional material. |

Table 6: User Configuration Parameters

Skype™ - Create account

Create a new Skype account

Already have a Skype account? [Sign in](#) [Get help](#)

Full name
Extn28004

Create Skype Name
avaya.devconnect.lab.01

Note: anyone can see this information. Please fill in all fields.

Password
***** ✓

Repeat password
***** ✓

Email
rowe@avaya.com ✓

Repeat email
rowe@avaya.com ✓

☐ Yes, send me Skype news and promotions

Note: only you can see this information. Please fill in all fields.

Yes, I have read and I accept the [Skype End User License Agreement](#), the [Skype Terms of Service](#) and the [Skype Privacy Statement](#)

I agree - create account Cancel

Figure 27: Skype Account Dialog

Additional user information can optionally be entered into this dialog. Uncheck the **Sign me in when Skype starts** box and click on **OK** as shown in **Figure 28** below.

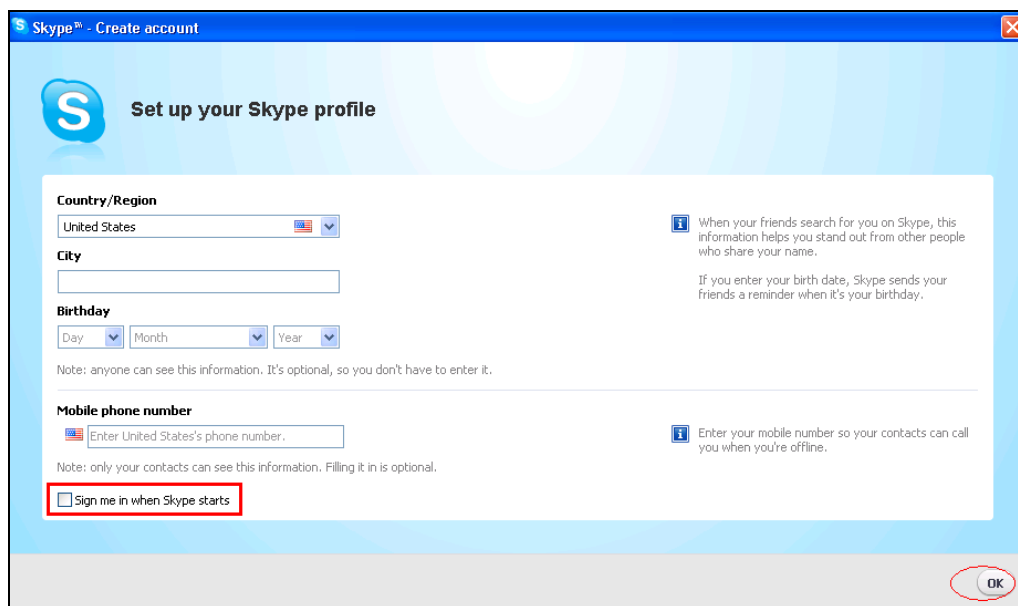
The image shows the 'Skype™ - Create account' dialog box. The title bar is blue with the Skype logo and the text 'Skype™ - Create account'. The main area has a light blue background with a large 'S' logo and the text 'Set up your Skype profile'. There are several input fields: 'Country/Region' (set to 'United States'), 'City' (empty), 'Birthday' (with 'Day', 'Month', and 'Year' dropdowns), and 'Mobile phone number' (with a note 'Enter United States's phone number.'). There are also two informational text boxes on the right. At the bottom, there is a checkbox labeled 'Sign me in when Skype starts' which is unchecked and highlighted with a red rectangle. To the right of this checkbox is an 'OK' button, also highlighted with a red circle.

Figure 28: Skype Profile Screen

Uncheck the **Show welcome screen at startup** box and click the **right arrow** button as shown in **Figure 29** below.

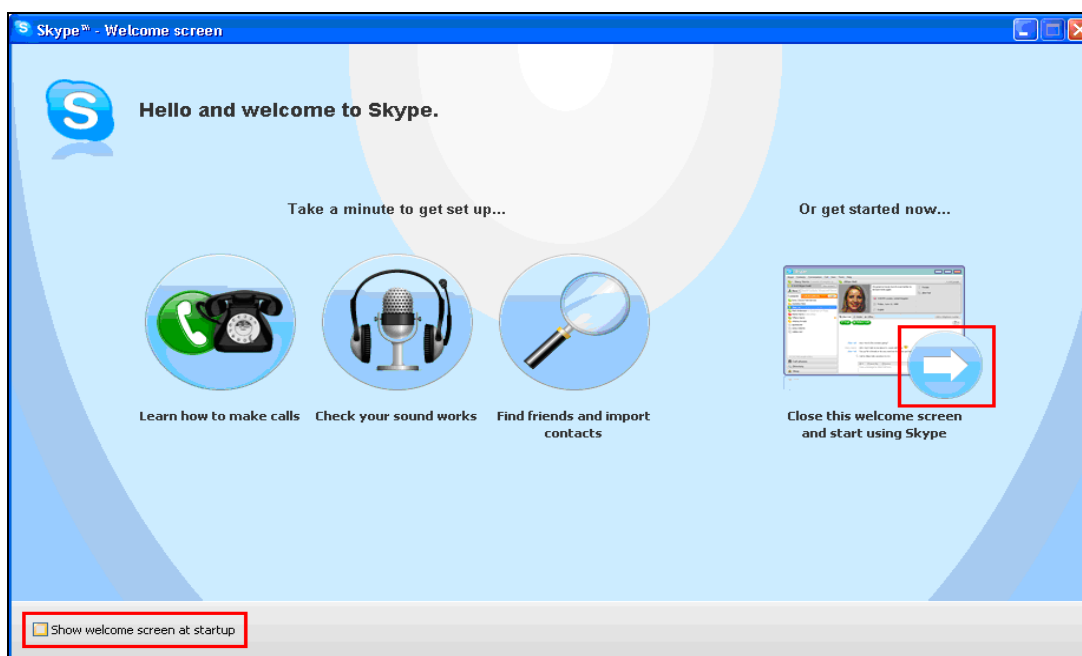
The image shows the 'Skype™ - Welcome screen'. The title bar is blue with the Skype logo and the text 'Skype™ - Welcome screen'. The main area has a light blue background with a large 'S' logo and the text 'Hello and welcome to Skype.'. Below this, there are three circular icons with text: 'Take a minute to get set up...' followed by 'Learn how to make calls', 'Check your sound works', and 'Find friends and import contacts'. To the right, there is a section titled 'Or get started now...' with a small image of a Skype window and a large blue arrow pointing right, which is highlighted with a red rectangle. Below this, there is a checkbox labeled 'Show welcome screen at startup' which is unchecked and highlighted with a red rectangle.

Figure 29: Skype Startup Screen

Click the red X in the upper right corner to exit the program. Refer to **Figure 30** below.

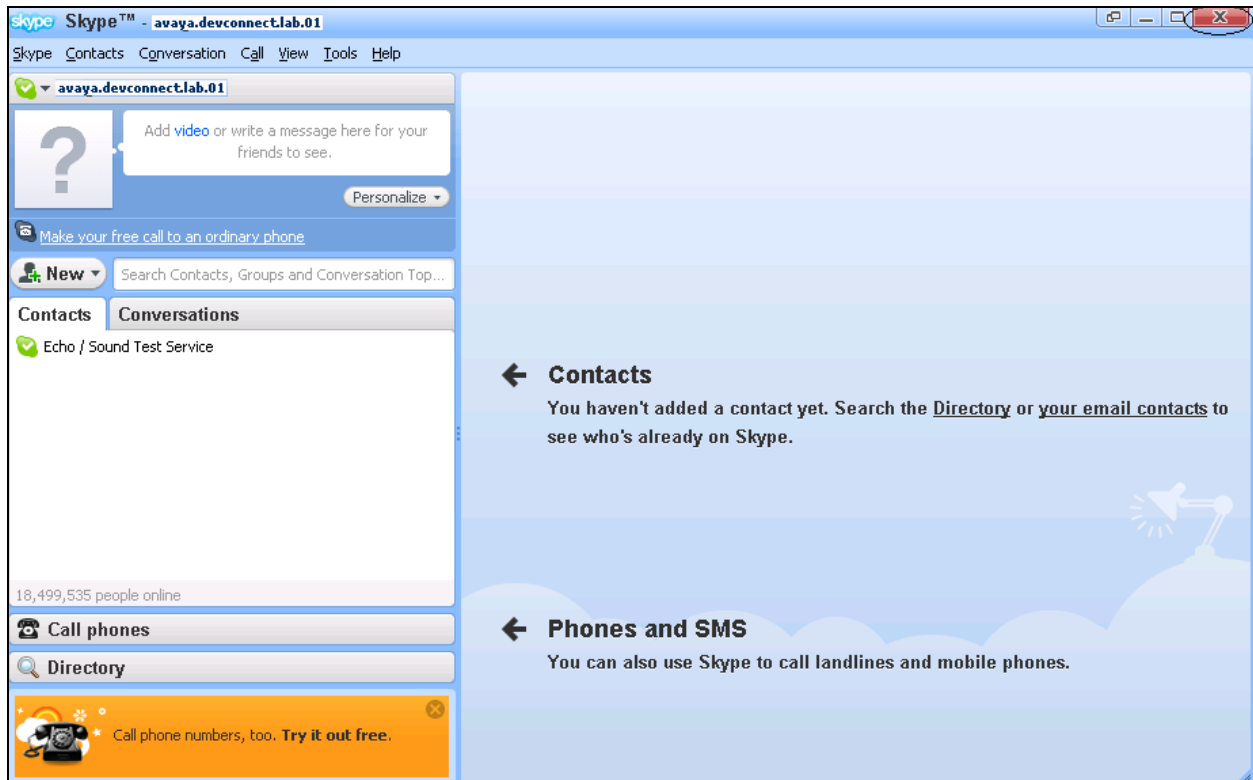


Figure 30: Skype Program Screen

8. Configure Empix evolve Skypetophone

The Empix evolve Skypetophone Server installation process also installs MySQL and the Apache server. The installation procedure is beyond the scope of this document. Refer to **Section 11[2]** for further information on complete installation and configurations of the Empix evolve Skypetophone Server.

Empix evolve Skypetophone Server uses a Web-based tool for configuration, which can be accessed from the server via <http://localhost:20080/login.php>. The initial login credentials are for **Username** “administrator” with **Password** “1234” as shown in **Figure 31** below. These values should be changed subsequently for security reasons.

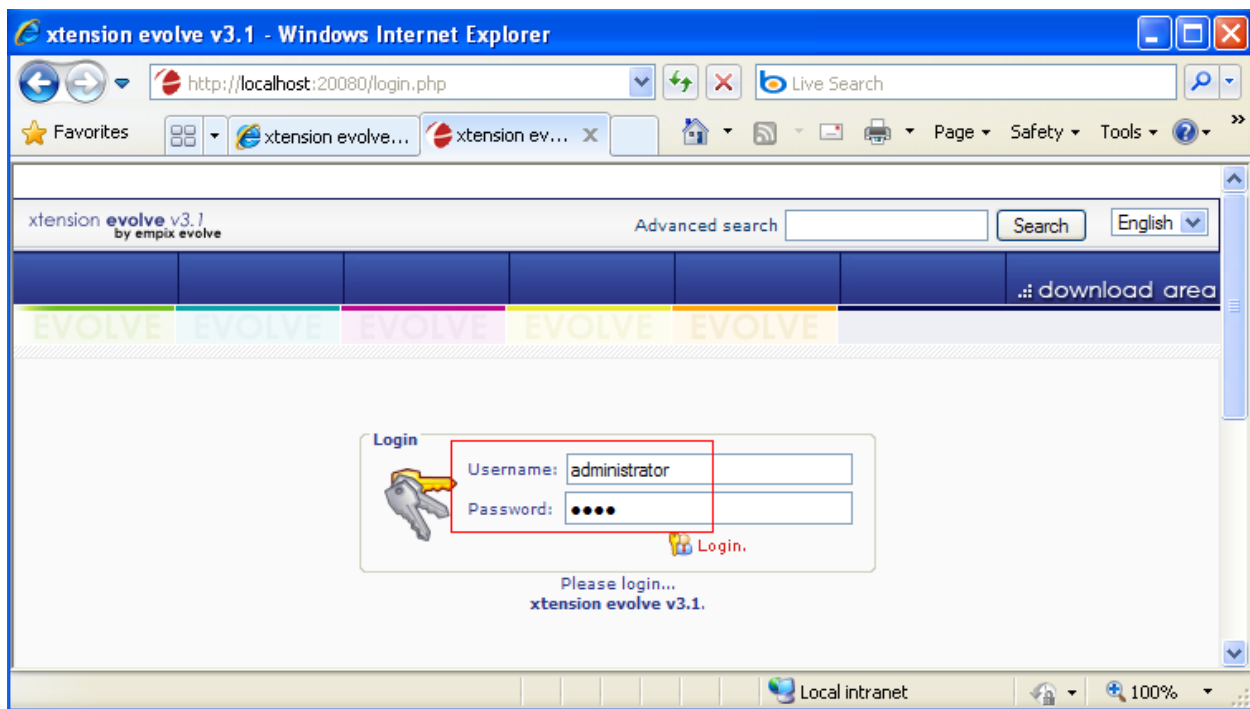


Figure 31: Empix evolve Skypetophone Server Login Screen

This section explains the configuration of the following components of Empix evolve Skypetophone Server that is required for the compliance testing:

- Configure Routing Table.
- Configure System Parameters.
- Adding Skypetophone users.
- Starting Service.

8.1. Configure Routing Table

Navigate to **Administrative tools > Routing Table** and enter the parameters shown in **Table 7**. Refer to **Figure 32** below.

| Parameter | Usage |
|--|---|
| skypetophone | Enter the leading digit which is used to route connect calls. |
| Connect2 faxserver SIP gateway Recorder | If any of these services are used, this field should be set appropriately. If the service is not used, a digit should be entered which does not correspond to any numbers in the IP Office dialing plan, as none of these fields can be left blank. |
| Digits number | Enter the number of digits to be used for Empix evolve Skypetophone Server extensions. |

Table 7: Routing Table Configuration Parameters

The screenshot displays the 'Routing Table' configuration page in the Xtension evolve interface. The left-hand navigation pane shows 'Administrative tools' and 'Routing Table' highlighted with red circles. The main content area is titled 'Routing Table' and includes a 'Simple' radio button selected. Under 'Calls Handler', a dropdown menu is set to 'Use GnuGK to handle calls'. The 'System prefix' section contains input fields for 'skypetophone' (56), 'connect2' (66), 'faxserver' (76), 'SIP gateway' (9), and 'Recorder' (8). Below these is a 'Digits number' field set to 5. At the bottom, there is an 'Address PABX' field.

Figure 32: Xtension evolve Routing Table

8.2. Configure System Parameters

Navigate to **Administrative tools > Skypetophone** (not shown) and enter the parameters shown in **Table 8**. Refer to **Figure 33** below.

| Parameter | Usage |
|----------------------------|---|
| SkypeOut prefix | Prefix to be used to make calls using Skype minutes; by default it's set by the system to Empix evolve Skypetophone's leading digit set on the routing table followed by a "0". |
| Country code | Enter the country dialing code preceded by a "+" character. |
| International prefix | Enter the prefix used to dial international numbers. |
| Skype path | This field should contain the path of the Empix evolve Skypetophone server. If this field is valid, a green check icon should appear to the right of the field. |
| Maximum number of channels | This value must be sufficient to supply one channel each for the maximum number of simultaneous Skype calls, plus one channel each for the maximum number of simultaneous call diversions or call transfers for Skype calls. This value should match the "Match Calls per Channel" field in Figure 9 . |
| Interface | Enter "*:" followed by the port number used to receive SIP messages. Set this value to match the "Send Port" parameter in Figure 8 . |

Table 8: User Configuration Parameters

Contacts

Messages

Calls

Fax

Connect2

Agenda

download area

EVOLVE

EVOLVE

EVOLVE

EVOLVE

EVOLVE

display: 10 | 20 | 50 | 100

Personal Folders

hide menu

Contacts

Groups of Contacts

Messages

Calls

Faxes

Connect2

Agenda

Utilities

Users and Groups

Administrative tools

Connect2

Cti

Disk Utilities

Email

Fax

iGate

License

Routing Table

Skypetophone configuration

Simple

Advanced

General

SkypeOut prefix:

560

Country code:

+1

International prefix:

00

Skype path:

C:\Program Files\Phone\Skype.exe

Maximum number of channels:

10

Default profile mood text:

On my desktop phone with skypetophone - http://www.empixevolve.com

Default chat auto answer:

On my desktop phone with skypetophone - http://www.empixevolve.com

Accept all friends requests:

☐

Show activity monitor window:

☐

Skype instances

Add.

H323:

Gatekeeper:

localhost

Gatekeeper Password:

Local Username:

skypetophone

Interface:

*:1722

☐ Disable FastStart

☐ Disable H245 during setup

☐ Disable H245 Tunneling

SIP

Proxy:

Local Username:

skypetophone

Registrar:

MIME format:

0

Interface:

*:5062

Password:

Figure 33: Empix evolve Skypetophone Configuration

RS; Reviewed:
SPOC 11/21/2011

Solution & Interoperability Test Lab Application Notes
©2011 Avaya Inc. All Rights Reserved.

28 of 33
SkypetophoneIPO7

8.3. Add Skypetophone Users

Click **Add** within the **Skype Instances** (see **Figure 33**) box to add a Skype user, and enter the parameters shown in **Table 9**. Refer to **Figure 34** below. Repeat this for each IP Office endpoint.

| Parameter | Usage |
|----------------|--|
| Skype User | Enter the username for the Skype account. This must match the value from Figure 27 . |
| Skype Password | Enter the password for the Skype account. This must match the value from Figure 27 . |
| Forward to | Enter “sip:”, the user’s local extension, “@”, IP address of IP Office SIP trunk configured in Figure 6 and Figure 3 . |
| Reserved for | Enter the user’s local extension (optional field: if this is set, the Skype instance will be used only by the extension.). |

Table9: User Configuration Parameters

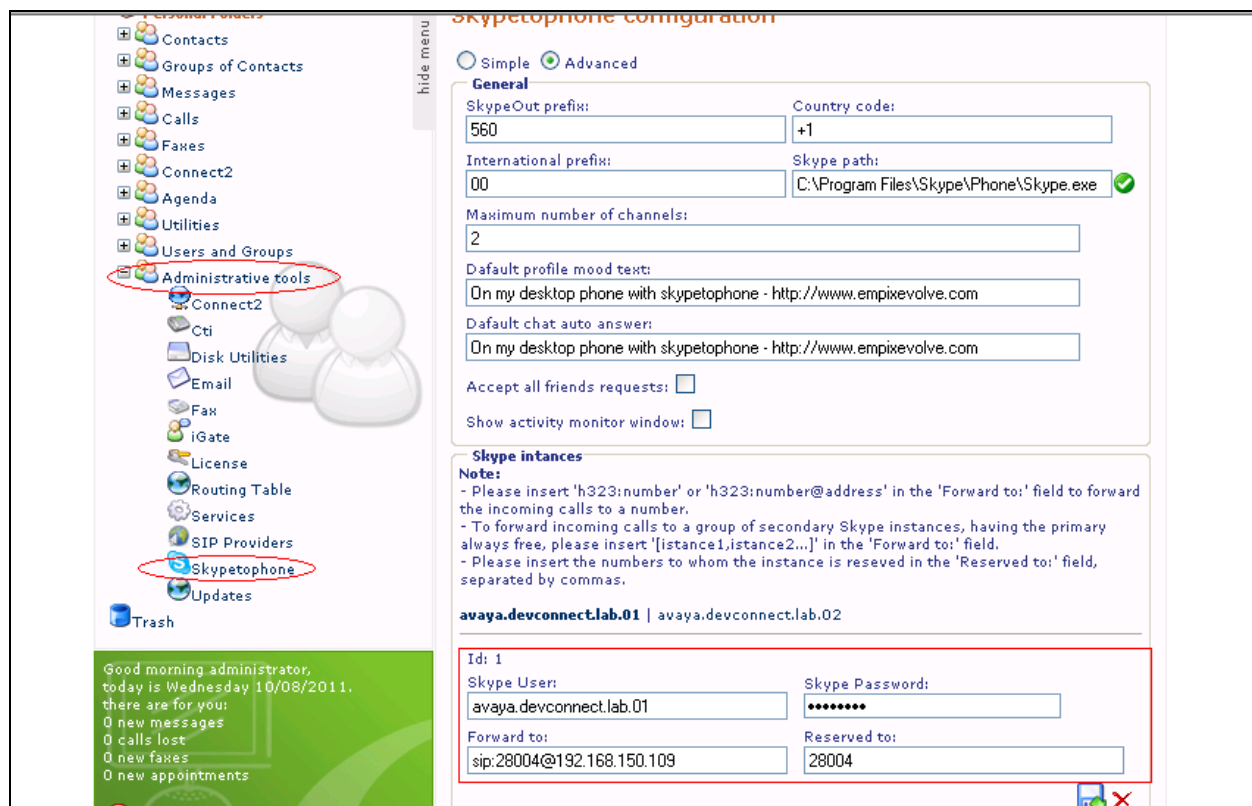


Figure 34: Empix evolve Skypetophone Simple Configuration

8.4. Start Service

Navigate to **Administrative tools > Services**. Check the box for **skypetophone** and click the **Start xtension evolve service** button as shown in **Figure 35** below. The Empix evolve Skypetophone application must subsequently be started manually. It can be found at **Start > Programs > xtension evolve** (not shown).

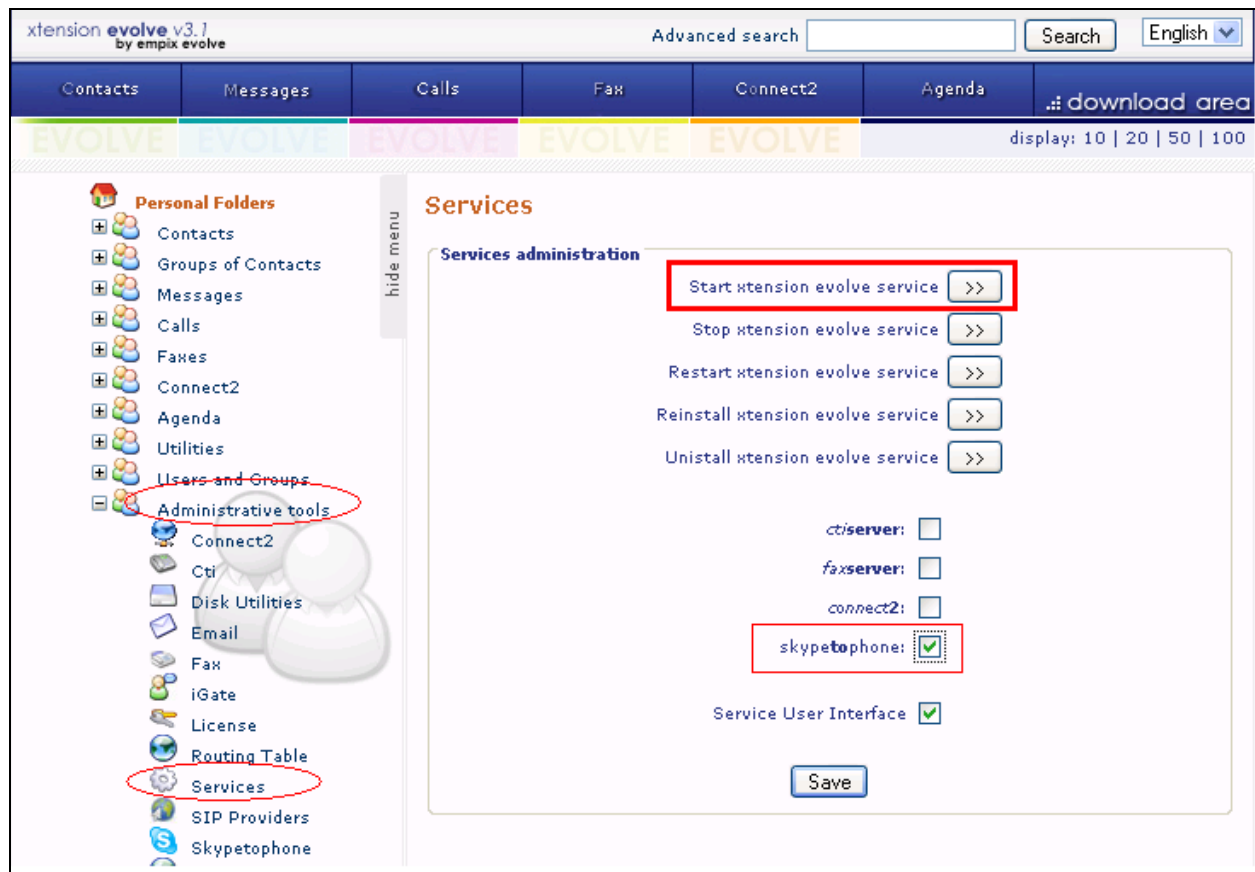


Figure 35: Services Screen

At this point a Skype instance will be started for each Skype client that has been configured and they will be automatically logged in by the system. This will appear only briefly, and disappear on its own. Refer to **Figure 36** below.

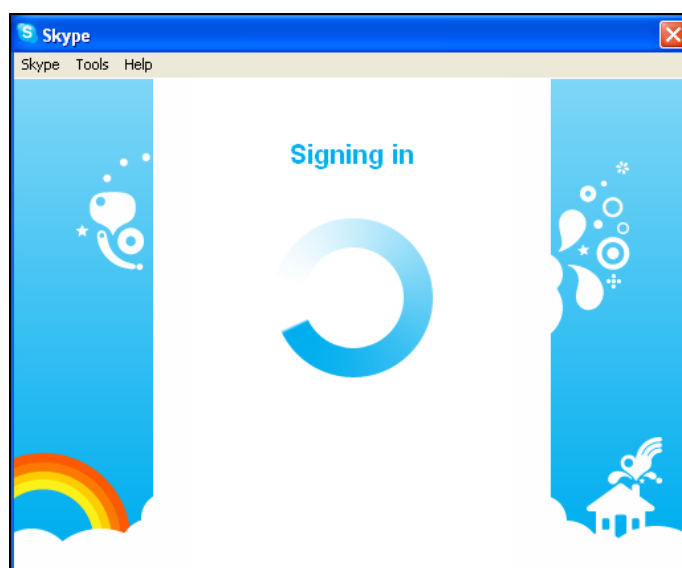


Figure 36: Skype Login Indication Screen

The first time that a client is logged into Skype the dialog screen as shown in **Figure 37** below appears on the server. Click **Allow access** to complete the Skype user registration.

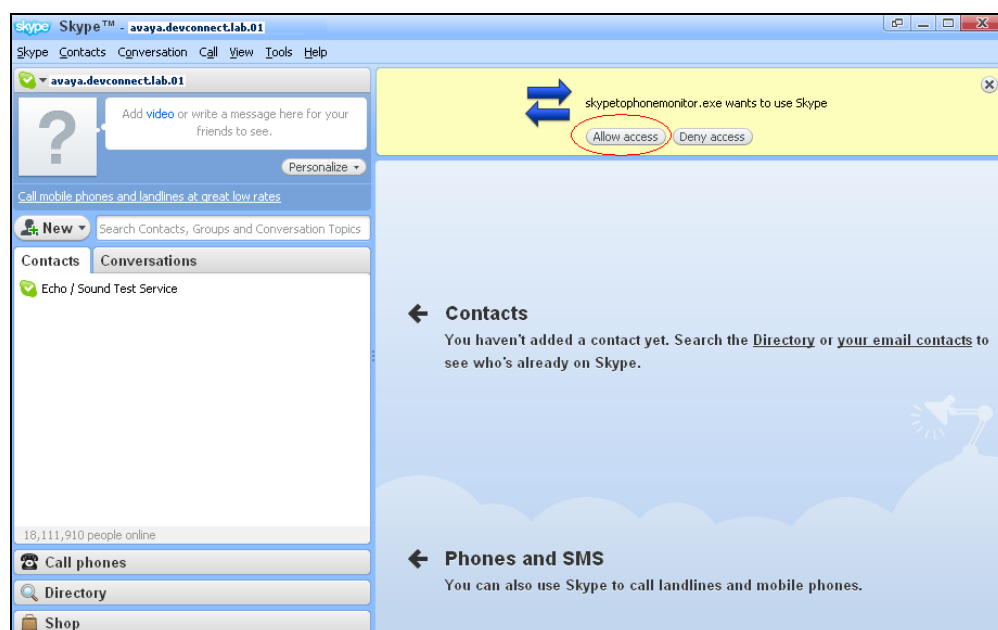


Figure 37: Skype Login Indication Screen

9. Verification Steps

Use the following steps to verify that the Skypetophone Server and Avaya IP Office are each configured correctly.

- Basic incoming call features between Skype client and local extension were verified.
- Basic outgoing call features between Skype client and local extension were verified.
- Simultaneous calls from multiple local extensions to Skype endpoints were verified.
- Recoveries from power and network interruptions were verified.
- Verified the status of the SIP trunk which connects IP Office to the Empix evolve Skypetophone application with the IP Office System Status utility, and verify that the allocated trunk members are in the “idle” state.

10. Conclusion

All of the executed test cases have passed and met the objectives outlined in **Section 2** with the exception of the observation explained in **Section 2.2**. The Empix evolve Skypetophone Server application is considered compliant with Avaya IP Office Release 7.0.

11. Additional References

[1] Product documentation for Avaya products may be found at:

<https://support.avaya.com/css/Products/>

[2] Product documentation for Empix evolve Skypetophone Server may be found at:

<http://www.empixevolve.com/downloads/>

©2011 Avaya Inc. All Rights Reserved.

Avaya and the Avaya Logo are trademarks of Avaya Inc. All trademarks identified by ® and ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners. The information provided in these Application Notes is subject to change without notice. The configurations, technical data, and recommendations provided in these Application Notes are believed to be accurate and dependable, but are presented without express or implied warranty. Users are responsible for their application of any products specified in these Application Notes.

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at devconnect@avaya.com.