Configuring

G-Tek
AQ-101 (aka QuickPhones QA-241) and AQ-102 (aka QuickPhones QA-242) version 1110X.27.1.02

for use with

Nortel

Software Communication System

(SCS) Release 3.0

Task Based Guide

Version: 1.0
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G-Tek AQ-101 (aka QuickPhones QA-241) and AQ-102 (aka QuickPhones QA-242)

Overview

The G-Tek AQ-101 (aka QuickPhones QA-241) and AQ-102 (aka QuickPhones QA-242) (hereinafter referred to inclusively as AQ-101/102) are SIP user agent applications that provide VoIP capabilities through an Internet telephony server.

The purpose of this brief guide is to familiarize the reader with the G-Tek AQ-101/102, and to guide the reader through the process of configuring the AQ-101/102 for use with Nortel Software Communication System (SCS) release 3.0.

For comprehensive information on features and functionalities beyond initial configuration and pairing with SCS, please refer to SCS 'End User' guide and AQ-101/102 User Manual.

Fig. 1: AQ-101/102

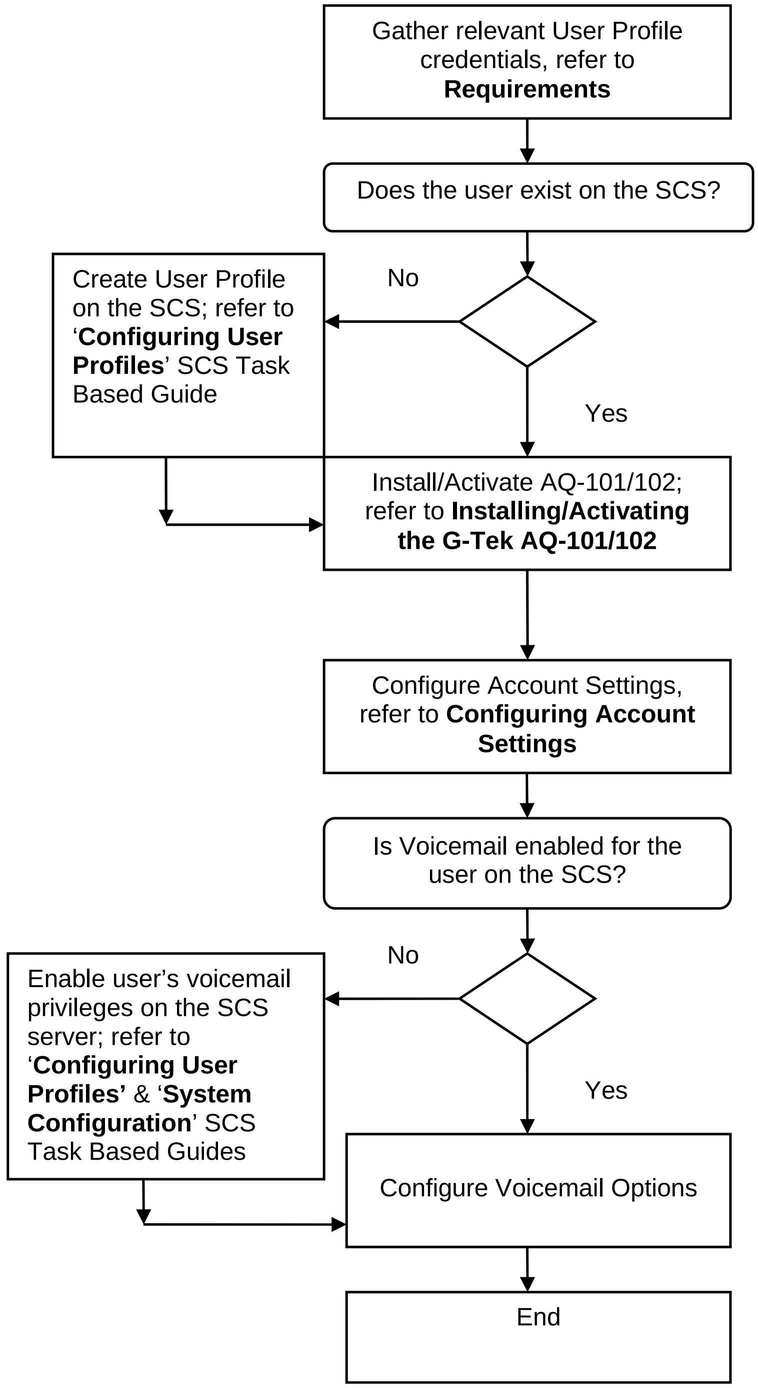
Requirements

The following are the minimum requirements to successfully install and run the G-Tek AQ-101/102.

Before attempting to configure an account on AQ-101/102, ensure that a valid user account has been set up on the SCS platform. The following credentials will be required during AQ-101/102 account configuration:

- The fully qualified domain name of the SCS platform
- A valid SCS User ID
- The SIP Password associated with the User
- Voice Mail Access Number to SCS
- All MAC addresses of the AQ-101/102
- Display name, User Name, Register Name and Password
- Standard Configuration File
- Tool to create multiple configuration files
- A TFTP Server which is pointed at by DHCP option 66

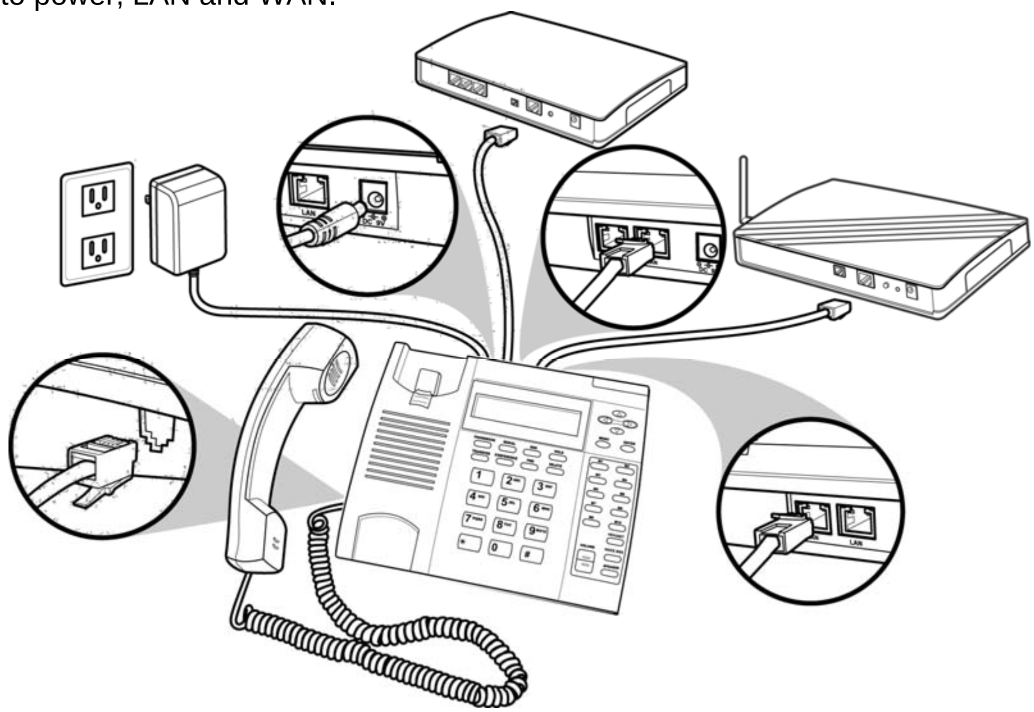
Flow Chart


Gather relevant User Profile credentials, refer to **Requirements**
Does the user exist on the SCS?
No
Create User Profile on the SCS; refer to '**Configuring User Profiles**' SCS Task Based Guide
Yes
Install/Activate AQ-101/102; refer to **Installing/Activating the G-Tek AQ-101/102**
Configure Account Settings, refer to **Configuring Account Settings**
Is Voicemail enabled for the user on the SCS?
No
Enable user's voicemail privileges on the SCS server; refer to '**Configuring User Profiles'** & '**System Configuration**' SCS Task Based Guides
Yes
Configure Voicemail Options
End

Installing/Activating the G-Tek AQ-101/102

To install the G-Tek AQ-101/102:

Refer to the following illustration which shows how to connect the VoIP phone to power, LAN and WAN.



1. Power on the phone: You can either use an AC power adapter (AQ-101/102) or PoE (AQ-102 only) to power up the phone.
2. Connect an Ethernet cable to the WAN of the phone.

Activation

After the phone is powered up and has acquired an IP address from the DHCP server, the AQ-101/102 is ready for configuration.

Configuring Account Settings

Note: Before attempting to configure SCS account settings on the AQ-101/102, ensure that a valid user profile exists on the SCS.

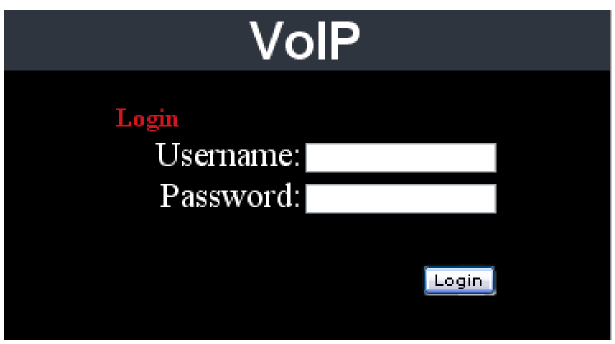
If there is a pre-configured file on the TFTP server pointed at by DHCP option 66, the phone will auto configure using this file after boot up.
Alternatively the AQ-101/102 can be configured using the Web User Interface or telephone user interface.

To perform configuration using the Web User Interface of the phone:

1. Check the IP address of the AQ-101/102 by pressing **MENU**, **4**, **5** on the phone.

2. Use a web browser to access the configuration page at http://***IP.Address.of.AQ-101/102***:8000. The login page (shown below) is displayed.

3. Enter the administrator's user name and password and click on **Login**. The administrator's user name and password are "admin" and "1234" respectively.



The following section details the procedure for configuring an SCS user profile on the AQ-101/102. You will need to know the following user and domain information:

- **User SIP Address** – The user name of the SCS account holder in its full SIP address format , e.g., user@scshost.domain.com

- **SIP Password** – The password used by the user profile to initiate communication. This password is usually generated automatically by the SCS during profile creation, for instructions on retrieving the SIP password from the SCS read the next section, 'Locating the SIP Password'.

- **Domain Name -** The SCS server's domain name. If SRV records are not available on the DNS, the fully qualified domain name (host name and domain name, for example **scshost.scsdomain.com**) must be supplied.

If the user does not already have a profile configured on the SCS server, a new profile must be created before continuing. See the 'Configuring User Profiles' SCS Task Based Guide for full instructions on how to create a new profile.

Locating the SIP Password

Note: You will need 'superadmin' user privileges to access the SCS system administrator portal.

In order to successfully configure a link between the AQ-101/102 and the SCS server, the AQ-101/102 must be given a SIP user name and password. Typically, the SIP user name is made up of the SCS **User ID** and the host and domain name, similar to an email address:

abcde@scshost.domain.com

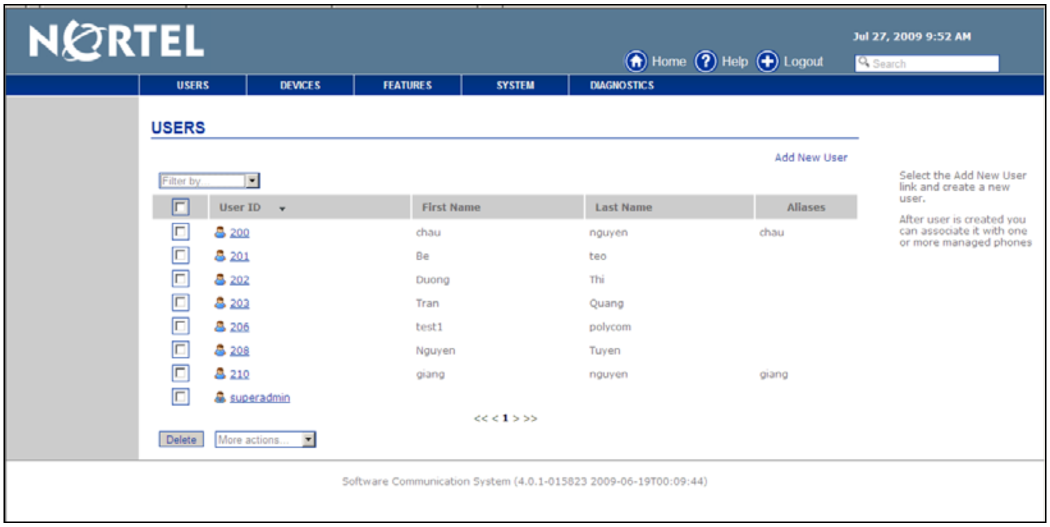
For the purpose of the AQ-101/102 configuration, User ID refers to the value before the '@'.

The SIP password is slightly harder to find. The SIP password is used to register the user's phone with the SIP proxy, and it is therefore important that it is a secure password. Because of this security requirement, the SCS automatically generates an alpha-numeric SIP password when an account is created. The password is then 'hidden' from view when the account profile is opened for editing. To find out a user profile's SIP password:

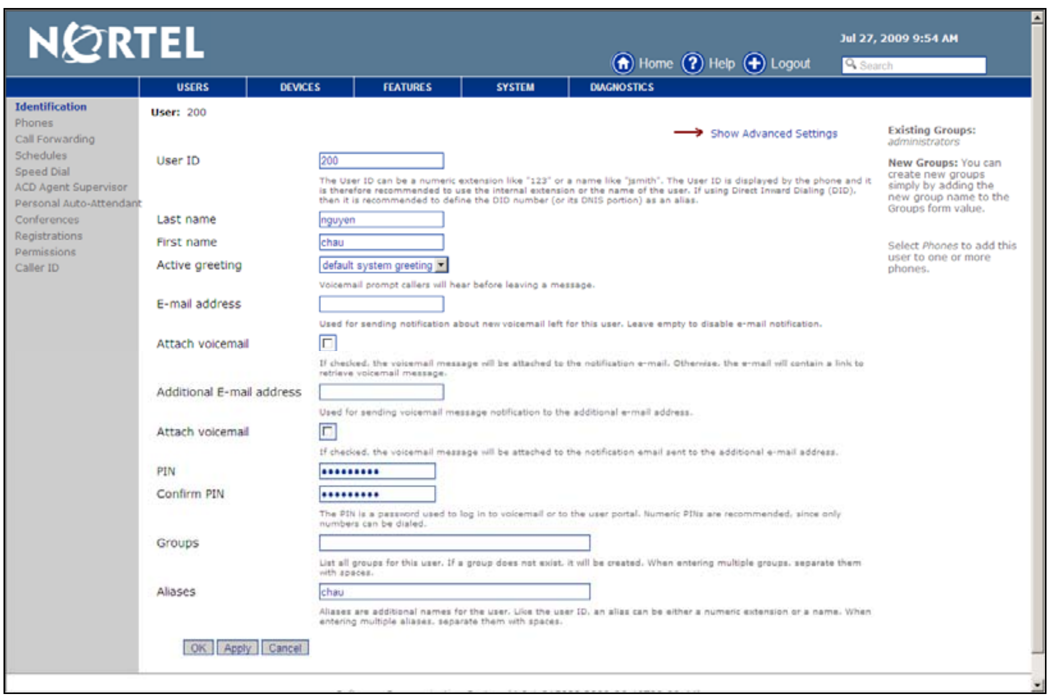
1. Open a web browser and log in to the SCS administrator portal. See 'Configuring User Profiles'.

2. Place the mouse pointer over the **Users** menu and then select **Users**.

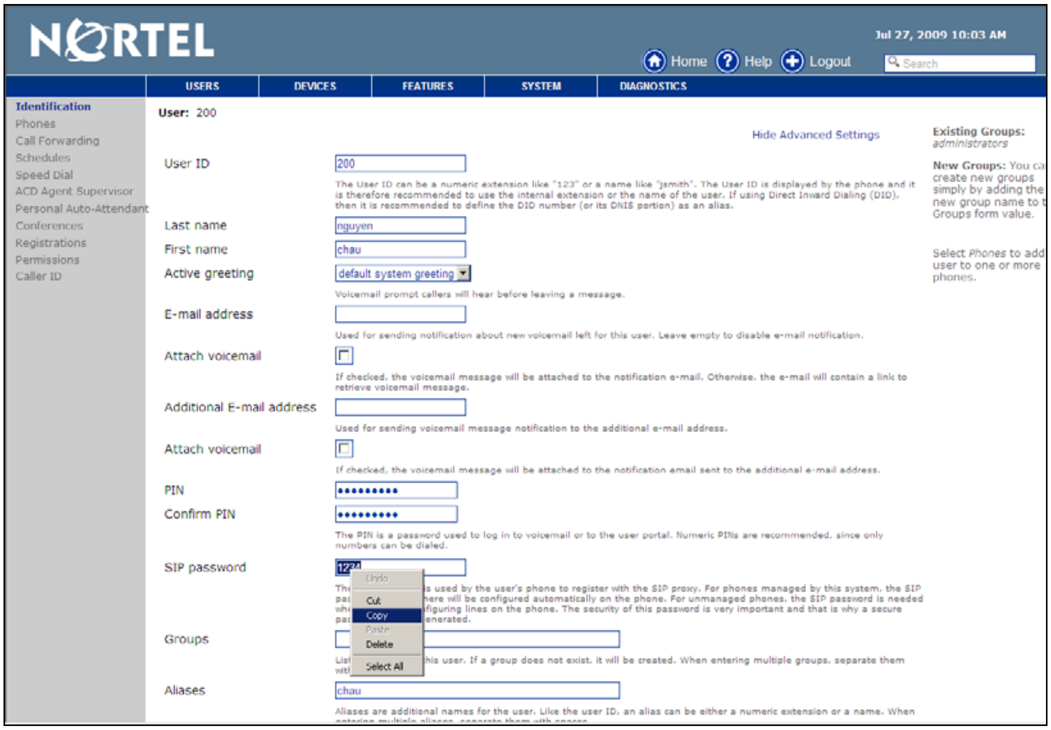
3. Select the required user profile from the list displayed on the screen.



4. The User Identification screen is displayed. By default, only basic settings are displayed. Click **Show Advanced Settings**.



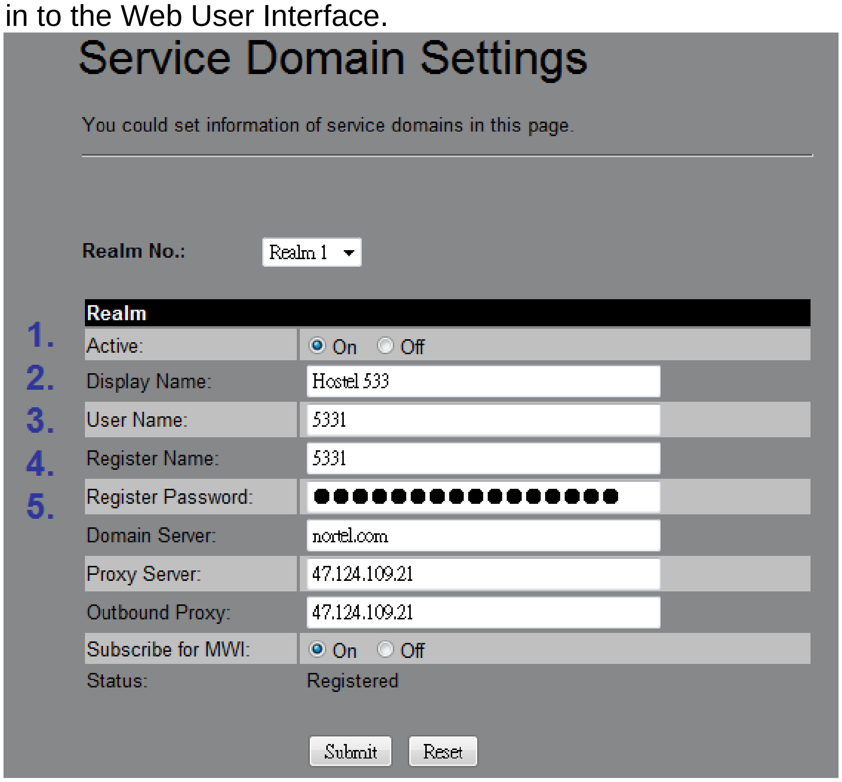
5. The SIP Password is now displayed among the other settings. Highlight the password, right-click and select **Copy**.



6. Login to AQ-101/102 and configure user credentials.

Setting User Credentials

To set the user credentials, select **SIP Settings→Service Domain** after logging in to the Web User Interface.



1. For Realm No.1, activate the Realm by selecting **On**.
2. Enter the Display Name.
3. Enter the User Name.
4. Enter the Register Name.
5. Enter the Register Password.

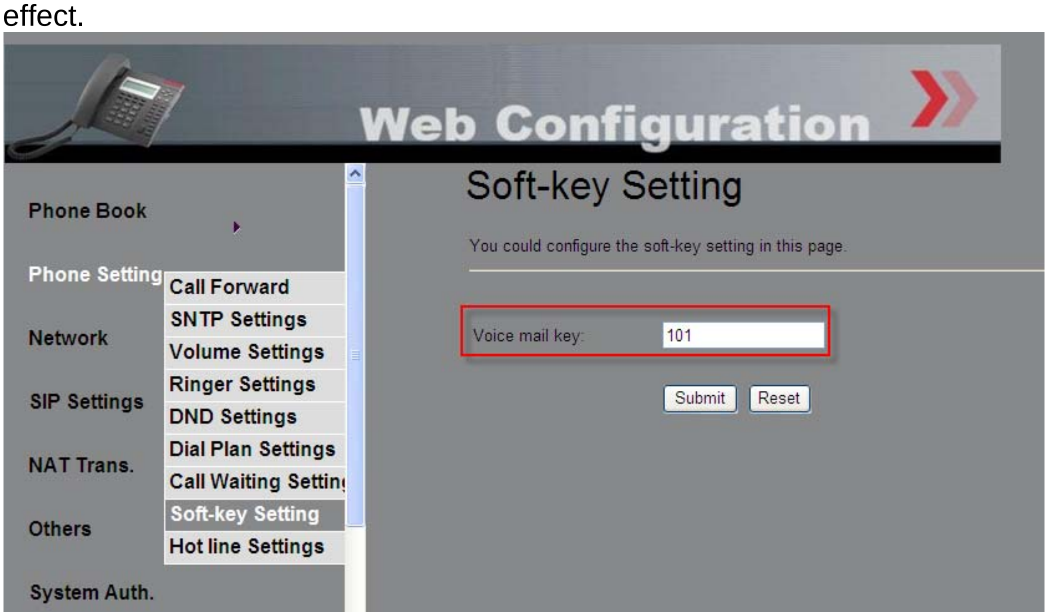
Voicemail Settings

Note: Call forwarding to voicemail is controlled by the SCS. Ensure that voicemail has been activated on the SCS for the user in question.

To set call forwarding to voicemail, see the SCS 'Voicemail Setup and Operation' SCS Task Based Guide. Some settings can be configured within the AQ-101/102 interface.

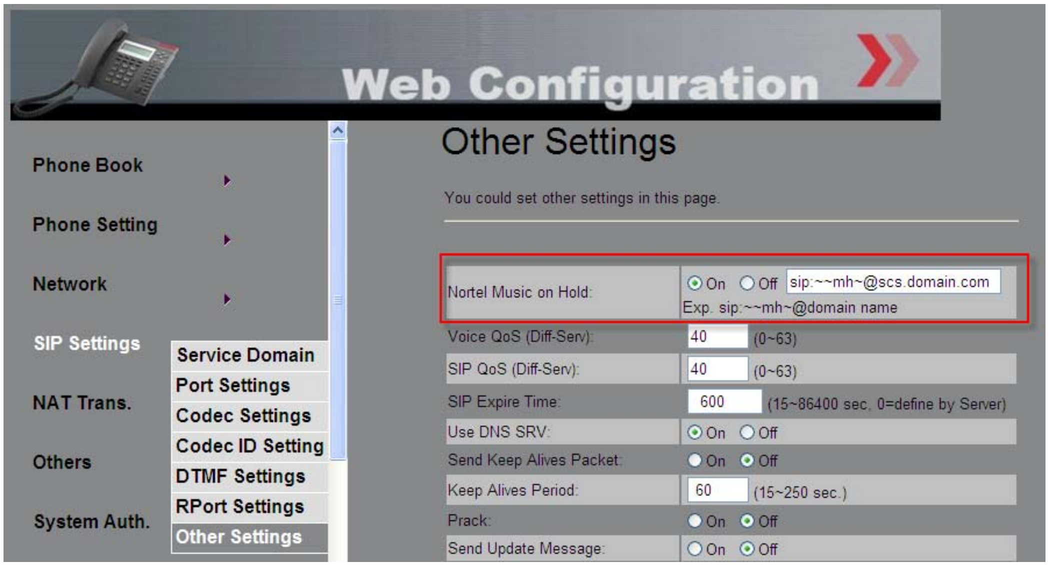
After logging into the Web User Interface of the phone, select **Phone Settings→ Soft-key Setting**.

Enter the voice mail extension into the box labelled **Voice mail key:** and click **Submit**. Select **Save Change→Save** to save this setting and cause it to take effect.



Music on Hold Settings

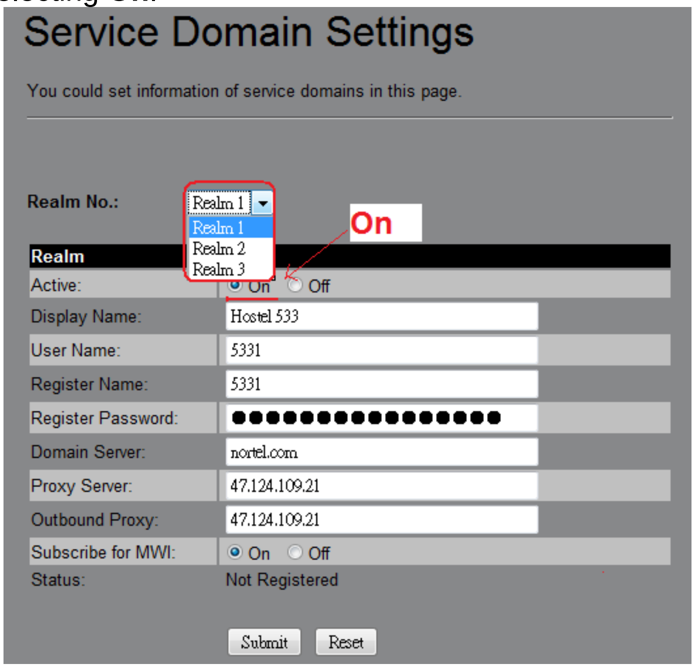
To activate Music on Hold, select **SIP Settings → Other Settings**.
Enable Nortel Music on Hold by selecting **On** and entering the MoH server using the format sip:~~mh~@scs.domain.com. Please refer to the figure below.



Configuring and Using Multiple Accounts

Enabling Accounts

There are three supported SIP accounts for each Realm Number associated with an AQ-101/102. To configure the accounts, go to **SIP Settings→Service Domain** and select a Realm Number from the pulldown menu. Activate the account by selecting **On**.



Making and Receiving Calls

Dialing using the Keypad

1. Enter the telephone number using the alphanumerical keypad. If you enter an incorrect digit, press the **Delete** key to erase the incorrect digit.
2. After entering the number you want to call, press the # key to force dialing to begin immediately, otherwise the number is dialed automatically after 5 seconds.

Making a Call using a Different Registered SIP Account

To select an account:

Press "**1** + ***** + **Speaker**",

or "**2** + ***** +**Speaker**",

or "**3** + * +**Speaker**".

If the account is registered, the registered number will be displayed.

Receiving a Call

An incoming call is announced by a ringing tone and a red light on the incoming call indicator. Answer the call by doing one of the following:

1. Pick up the **Handset** to answer the call.
2. Press the **Headset** key on the phone to answer the call.
3. Press the **Speaker** key on the phone to answer the call.

Other Features and Functions

Conducting a Three-Way Conference Call

To initiate a three-way conference call, follow the steps below:

1. Call the first participant of the conference call as described in *Making and Receiving Calls*.
2. Put the first participant on hold by pressing the **HOLD** button.
3. Call the extension number of the second participant of the call.
4. Press the **CONFERENCE** key on the phone to include all participants in the call.

To end the three-way conference call, hang up the call.

Transferring a Call

To transfer a call to another phone number, follow the steps below:

Blind Transfer

1. While a call is in progress, press the **HOLD** button followed by the **TRANSFER** button on the phone.
2. Dial the number to which you want to transfer the call followed by the **#** key on the phone. When the call is ringing, press the **TRANSFER** button on the phone to complete the transfer.

Consultative Transfer

1. While a call is in progress, press the **TRANSFER** button on the phone.
2. Dial the number to which you want to transfer the call. After the call is answered, press **TRANSFER** to complete the transfer.

Blocking All Calls Using the Do Not Disturb Feature

The **Do not Disturb (DND)** feature allows you to reject and block all incoming

calls.
To activate the DND function, follow the steps below:

1. Press the DND key on the phone. A **# DND #** message is displayed on the screen.
2. Press the DND key again to disable the DND function.

Checking Voice Messages

If the message indicator on the phone is flashing, a new message is present in your voicemail box.

You can listen to your personal voice message by pressing the **VOICE MSG** key.

Referenced Documents

- SCS Configuring User Profiles Task Based Guide
- SCS System Configuration Task Based Guide
- SCS Voicemail Setup and Operation Task Based Guide
- SCS End User Task Based Guide
- SCS Troubleshooting Task Based Guide