**Avaya Solution & Interoperability Test Lab**

# Application Notes for Biamp Tesira SVC-2 2.4 with Avaya IP Office Server Edition 9.1.4 – Issue 1.0

## Abstract


These Application Notes describe the procedures for configuring Biamp Tesira SVC-2 2.4, which was compliance tested with Avaya IP Office Server Edition 9.1.4.

The overall objective of the interoperability compliance testing is to verify Biamp Tesira SVC-2 functionalities in an environment comprised of Avaya IP Office (IP500V2 and Server Edition) and various Avaya H.323 and SIP IP Deskphones.

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 procedures for configuring Biamp Tesira SVC-2 which was compliance tested with Avaya IP Office 9.1.4 (IP500V2 and Server Edition).

The Tesira SVC-2 enables conferencing over VoIP directly from Tesira SERVER-IO, with two channels of VoIP interface per card. Tesira SVC-2 allows Tesira SERVER-IO to connect directly to IP-based phone systems and eliminate the need for VoIP adapters.

During the compliance test, Tesira SVC-2 was tested as a SIP endpoints solution, with one SIP endpoint configured and registered with each Avaya IP Office system.

For further details on Tesira SVC-2 configuration steps not covered in this document, consult **[2]**.

These Application Notes assume that Avaya IP Office (IP500V2 and Server Edition) is already installed and basic configuration steps have been performed. Only steps relevant to this compliance test will be described in this document. For further details on configuration steps not covered in this document, consult **[1]**.

# 2. General Test Approach and Test Results

The general test approach was to place calls to and from Biamp Tesira SVC-2 and exercise basic telephone operations. The main objectives were to verify the following:

- Registration
- Codecs (G.711MU,G.729)
- Inbound calls
- Outbound calls
- Hold/Resume
- Call termination (origination/destination)
- 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

All test cases were performed manually. The general approach was to place various types of calls to and from Biamp Tesira SVC-2. Biamp Tesira SVC-2 operations such as inbound calls, outbound calls, hold, and Biamp Tesira SVC-2 interactions with Avaya IP Office, and Avaya SIP and H.323 Deskphones were verified. For serviceability testing, failures such as cable pulls and resets were applied.


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## 2.2. Test Results

All test cases passed.

## 2.3. Support

Technical support for the Biamp Tesira SVC-2 solution can be obtained by contacting Biamp at:

- http://www.biamp.com/support/index.aspx
- (800)-826-1457


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# 3. Reference Configuration

**Figure 1** illustrates a sample configuration consisting of an Avaya IP Office (IP 500 V2 and Server Edition) and Biamp Tesira SVC-2. For completeness, Avaya 96x0/96x1 H.323 IP Deskphone and Avaya 1120/1220 Series SIP IP Deskphone, are included in **Figure 1** to demonstrate calls between Biamp Tesira SVC-2 and Avaya SIP and H.323 Deskphones.

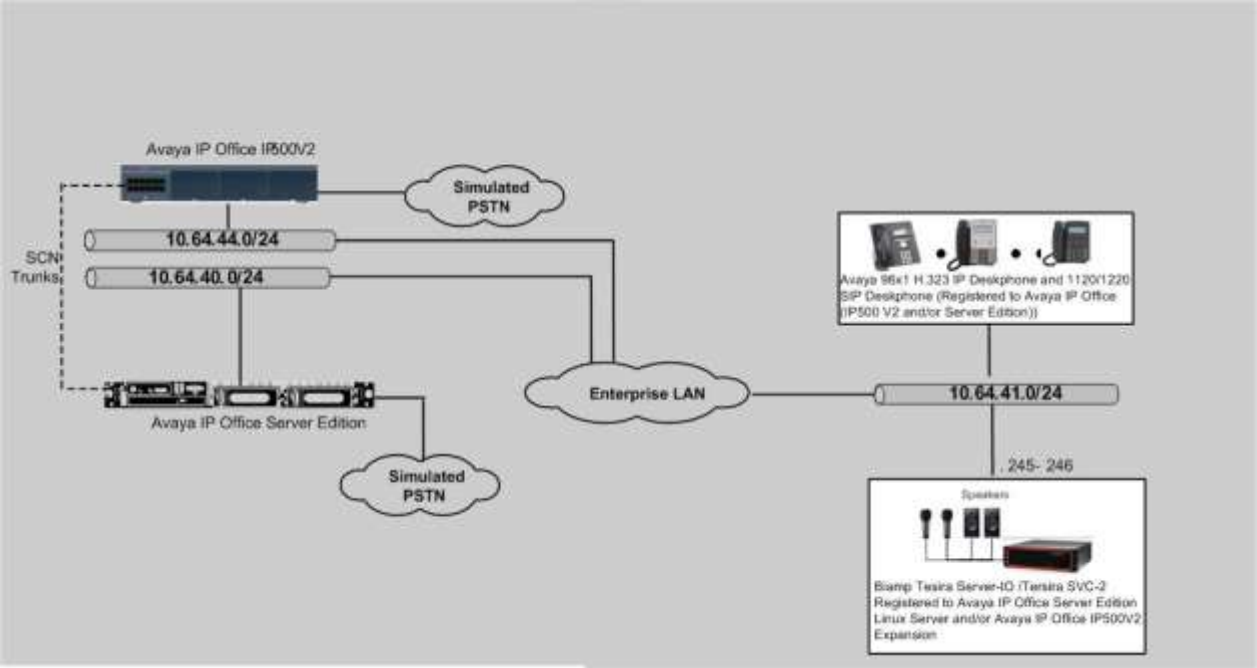


**Figure 1: Test Configuration of Biamp Tesira SVC-2 with Avaya IP Office**


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# 4. Equipment and Software Validated

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

| Equipment/Software | | Release/Version |
|---|---|---|
| Avaya IP Office IP 500 V2 as Expansion | | 9.1.4 (137) |
| Avaya IP Office Server Edition as Primary Server on Virtual Environment | | 9.1.4 (137) |
| Avaya IP Office Manager | | 9.1.400.137 |
| | | |
| Avaya H.323 IP Deskphones on IP Office | | |
| | 96x1 | 6.6.0.29 |
| Avaya SIP Deskphones on IP Office | | |
| | 1120/1220 | 04.04.18 |
| | | |
| Biamp Tesira Firmware (Tesira Server-IO) | | 2.4.0.60 |
| Biamp VoIP Software (Tesira SVC-2) | | 1.3.0.20 |


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# 5. Configure Avaya IP Office

This section provides the procedures for configuring Avaya 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

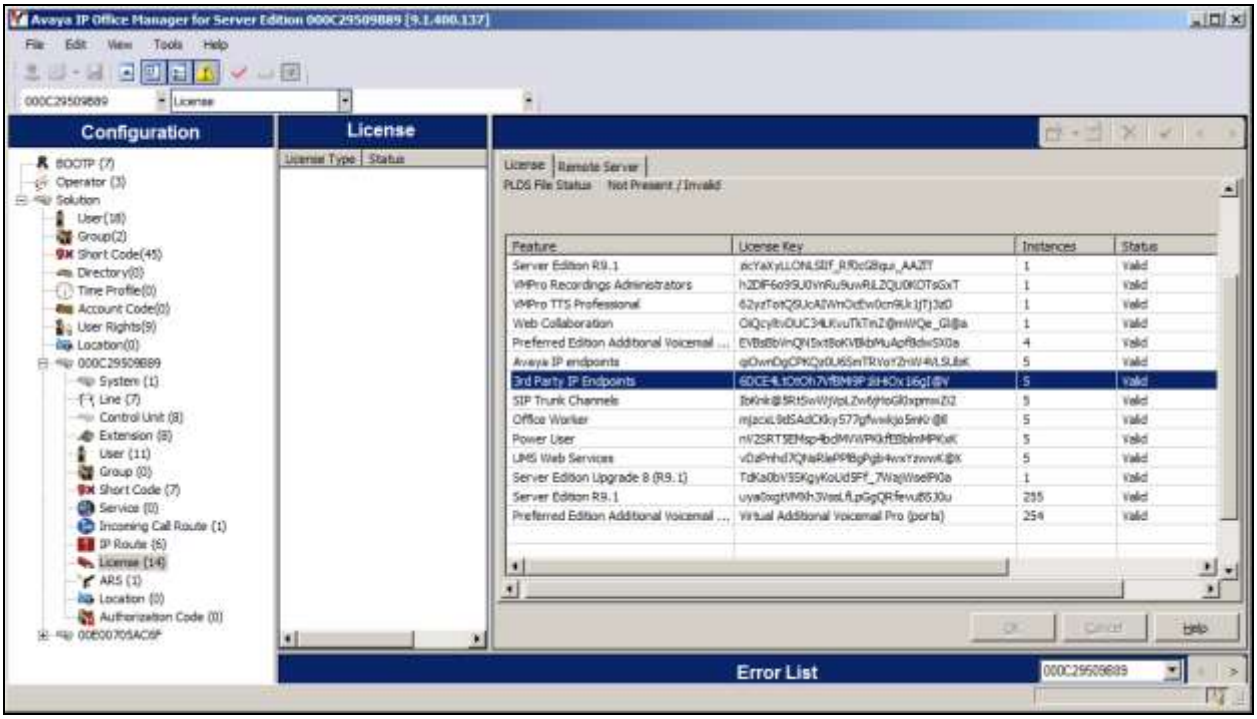
These steps are performed from the Avaya IP Office Manager.

## 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**.

Note: Both Avaya IP Office Server Edition and Avaya IP Office IP 500 V2 were utilized during the compliance test. This section demonstrates settings on Avaya IP Office IP500V2.





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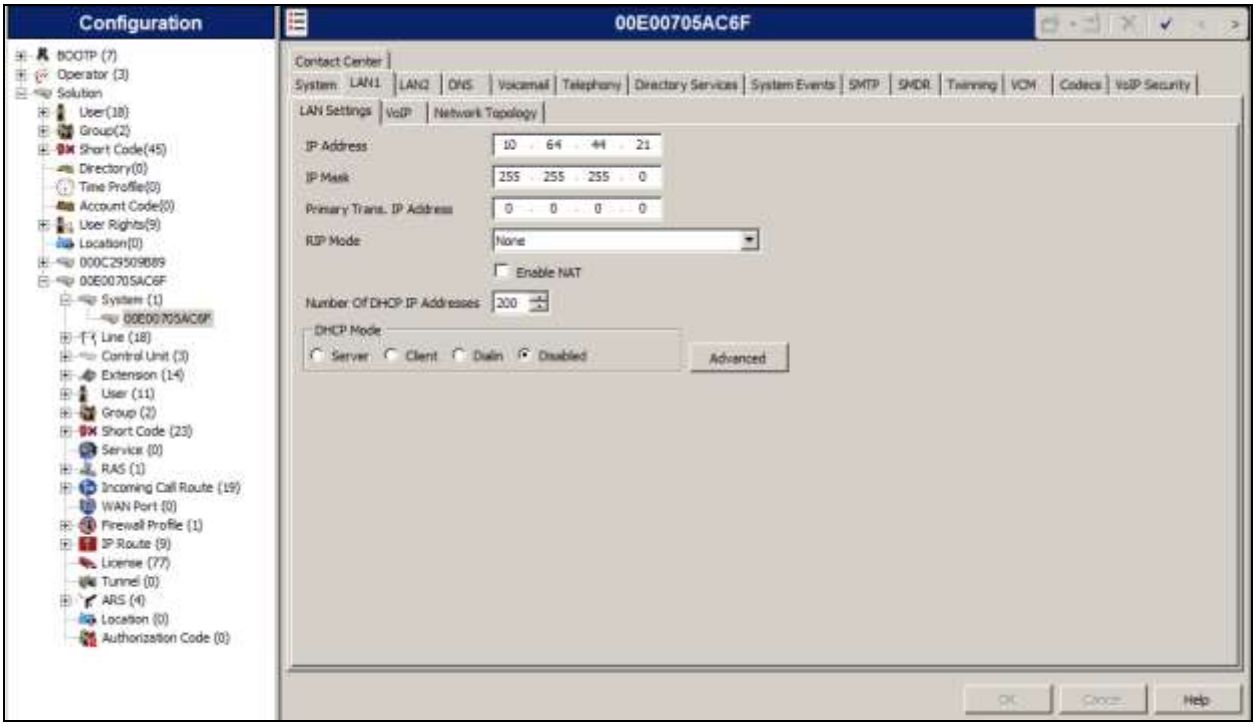
## 5.2. Obtain LAN IP Address

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 Biamp Tesira SVC-2.

**Note:** During the initial configuration of Avaya IP Office, the LAN1 was configured on the private network side.





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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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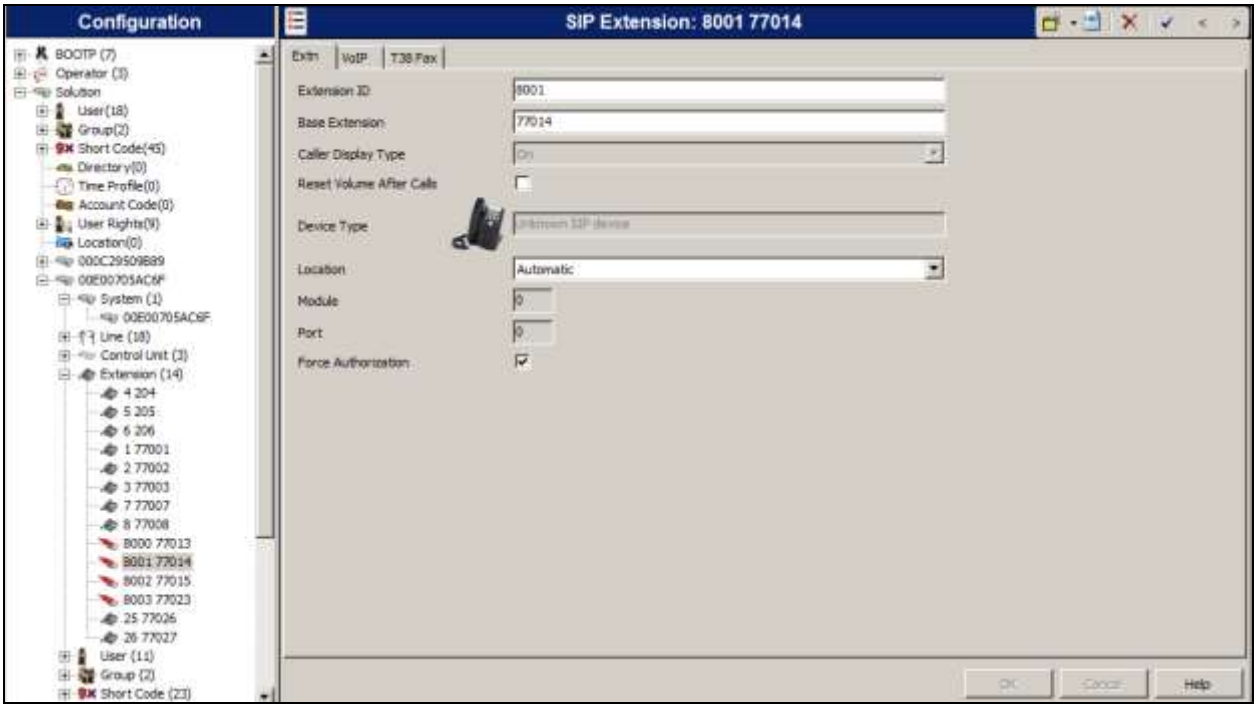
## 5.4. Administer SIP Extensions

From the configuration tree in the left pane, right-click on **Extension** and select **New → SIP Extension** from the pop-up list to add a new SIP extension. Enter the desired digits for the **Base Extension** field.





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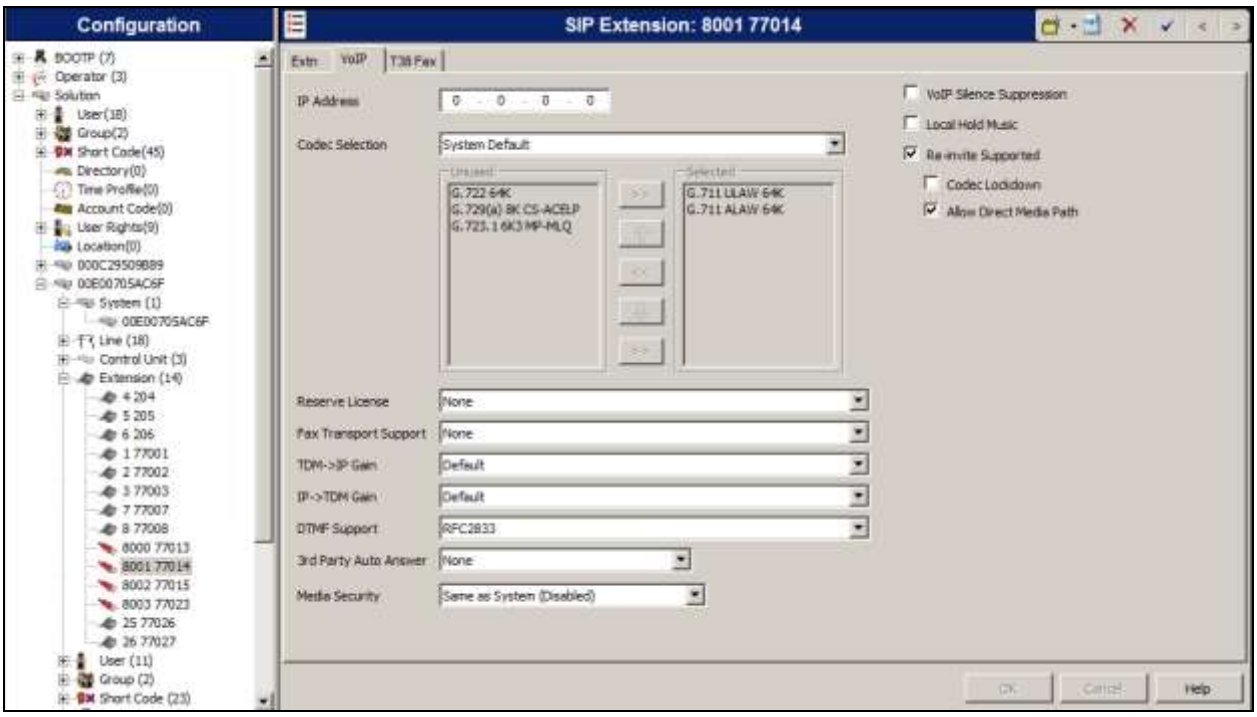
Select the **VoIP** tab, and set codecs as shown below.





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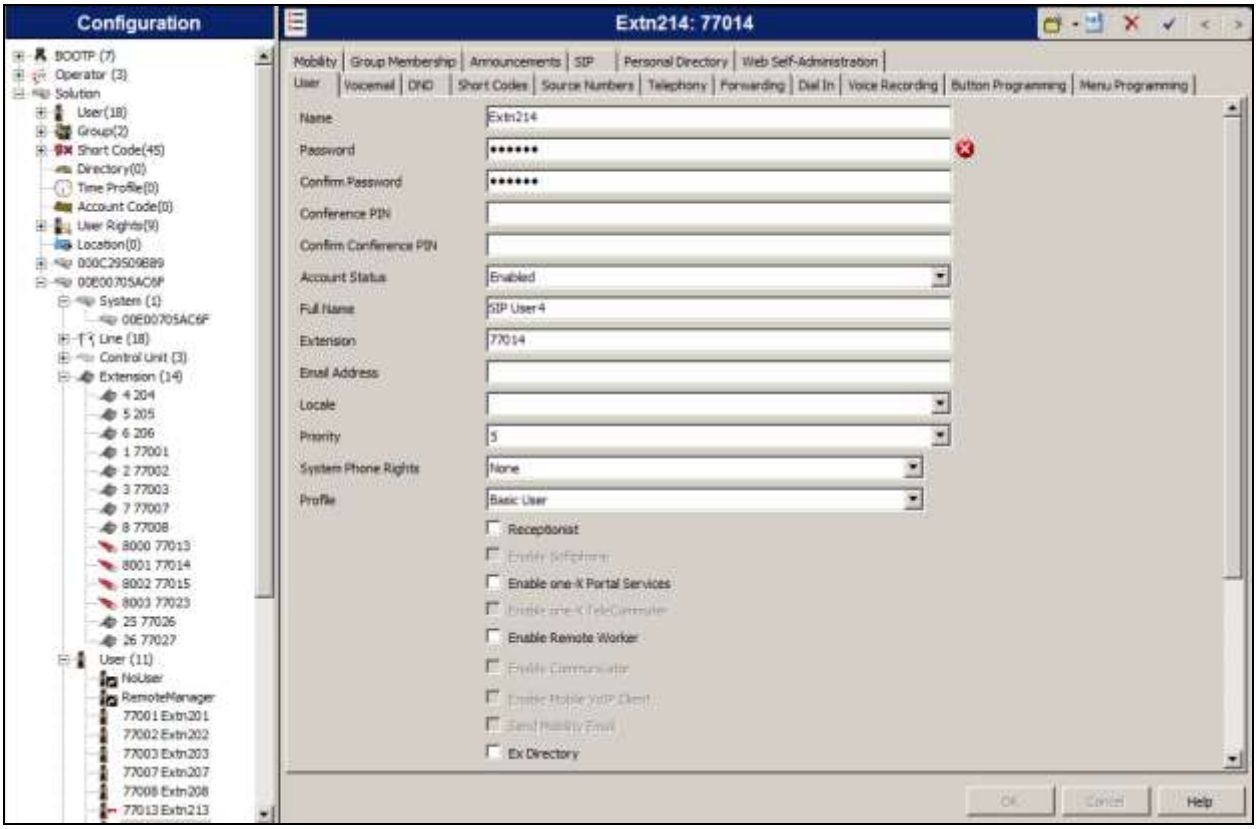
## 5.5. Administer SIP Users

From the left pane, right-click on **User**, and select **New** from the pop-up list. Enter desired values for the **Name** and **Full Name** fields. For the **Extension** field, enter the SIP extension created in **Section 5.4**.





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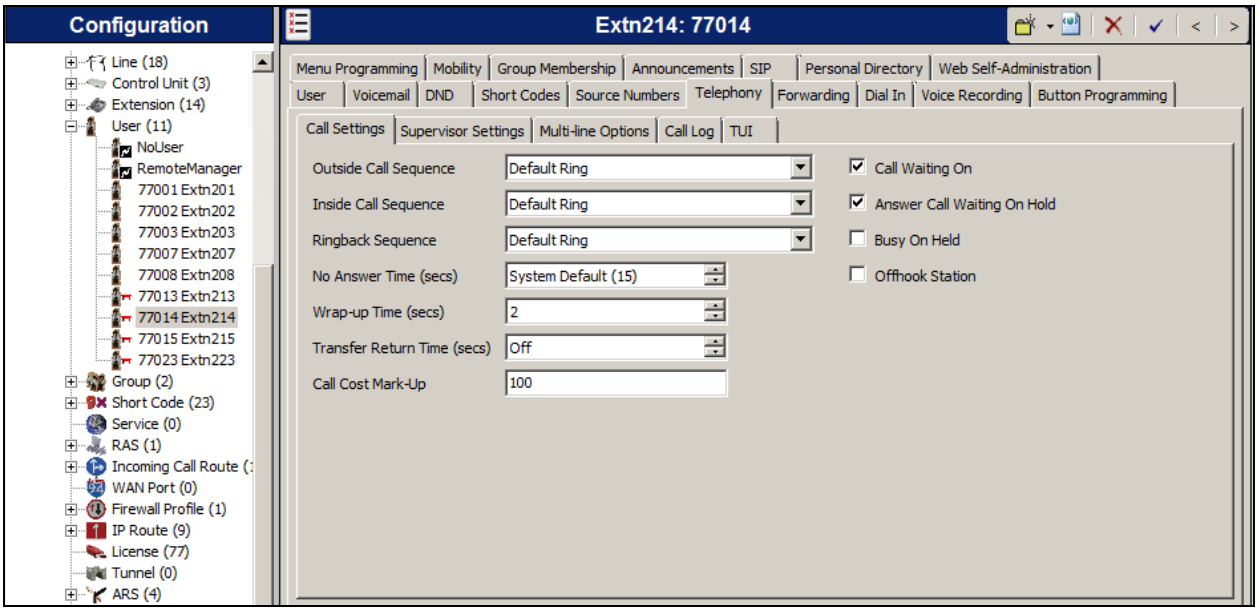
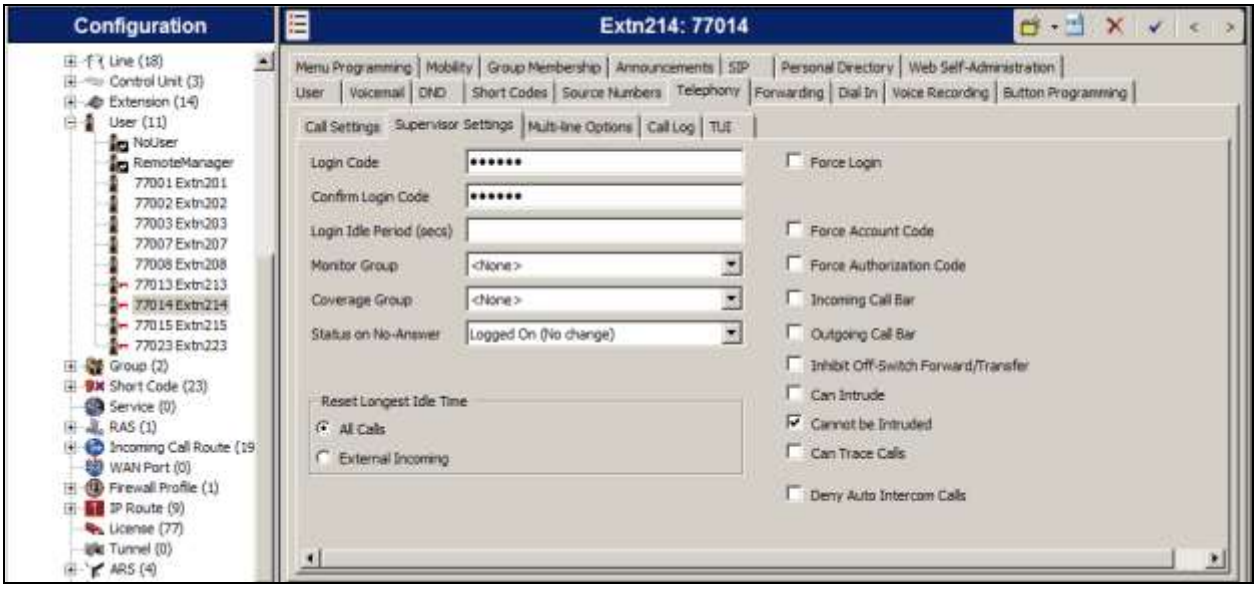
Select the **Telephony** tab, followed by the **Call Settings** sub-tab. Check the **Call Waiting On** field, as shown below.




Select the **Supervisor Settings** sub-tab, and enter a desired **Login Code** and **Confirm Login Code**.

Repeat this section for each SIP extension from **Section 5.4**.





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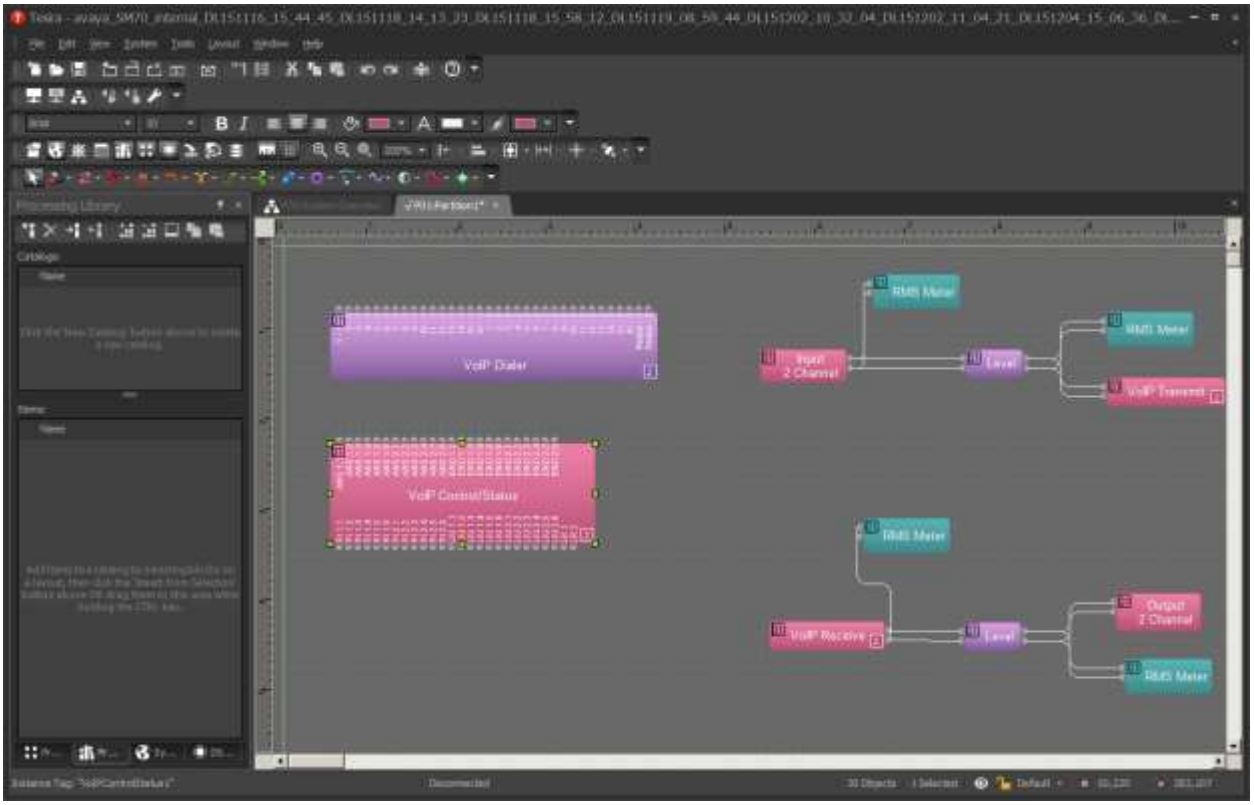
# 6. Configure Biamp Tesira SVC-2

Biamp installs, configures, and customizes the Tesira SVC-2 card for their end customers. This section only provides steps to configure Biamp Tesira SVC-2 to interface with Session Manager.

Select the Tesira icon,

, from the PC that installed Tesira software to start the VoIP system. How to install/configure a Tesira system is out of the scope of these Application Notes.

- Highlight the **VoIPControl/Status** block, as shown below.





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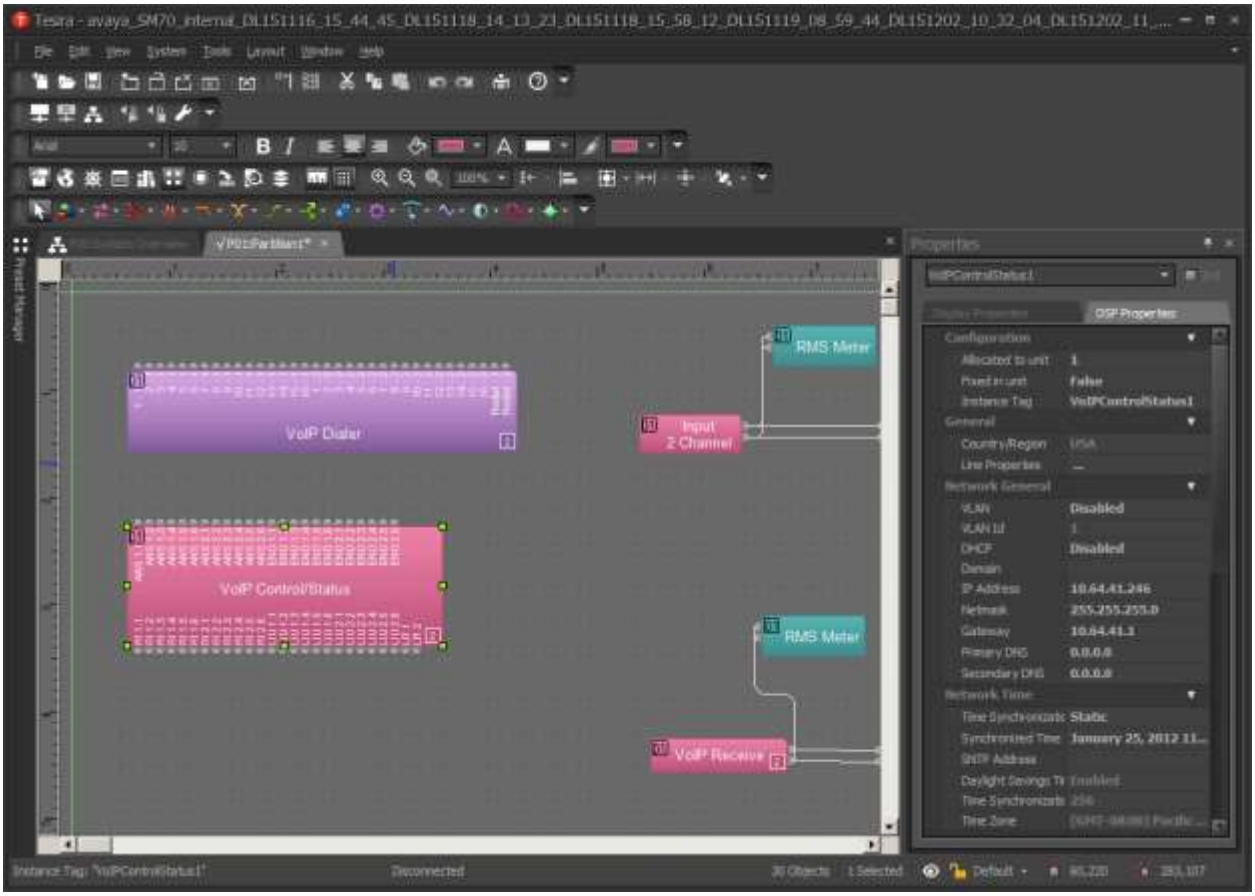
- Click right mouse button and select **Properties**, and the **Properties** menu will display on the right.





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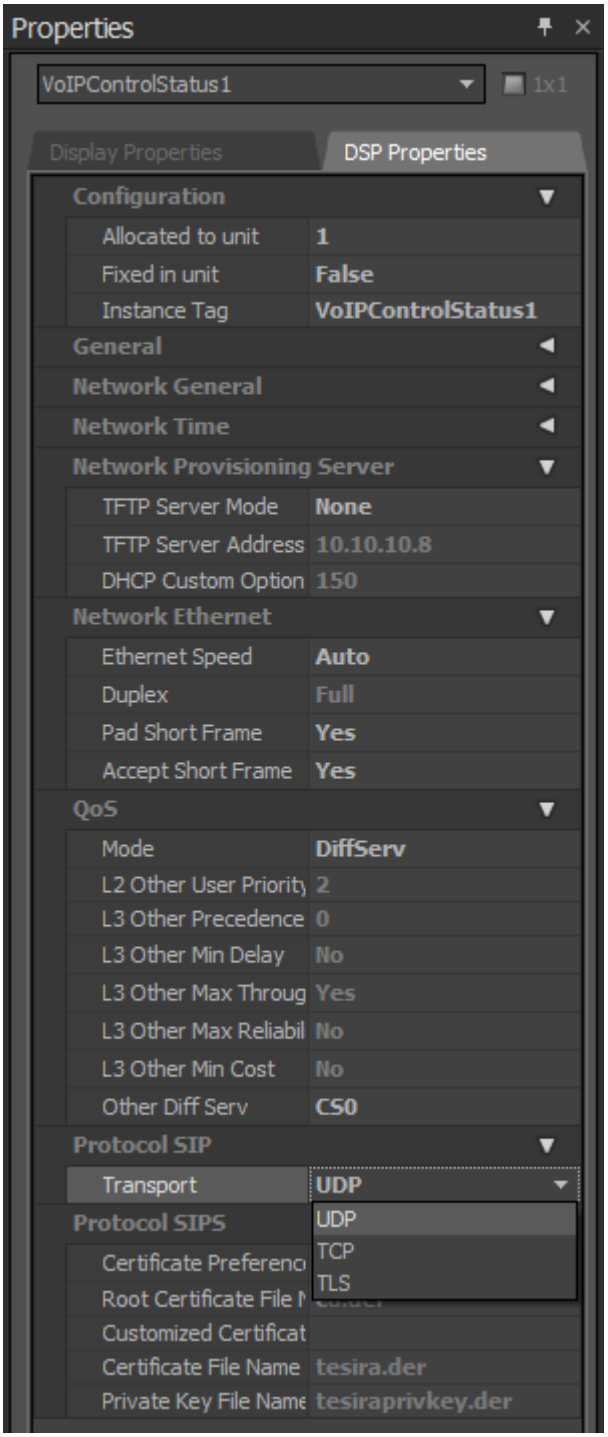
- Navigate the **Protocol SIP→Transport** to configure transport to be used. The default is UDP.





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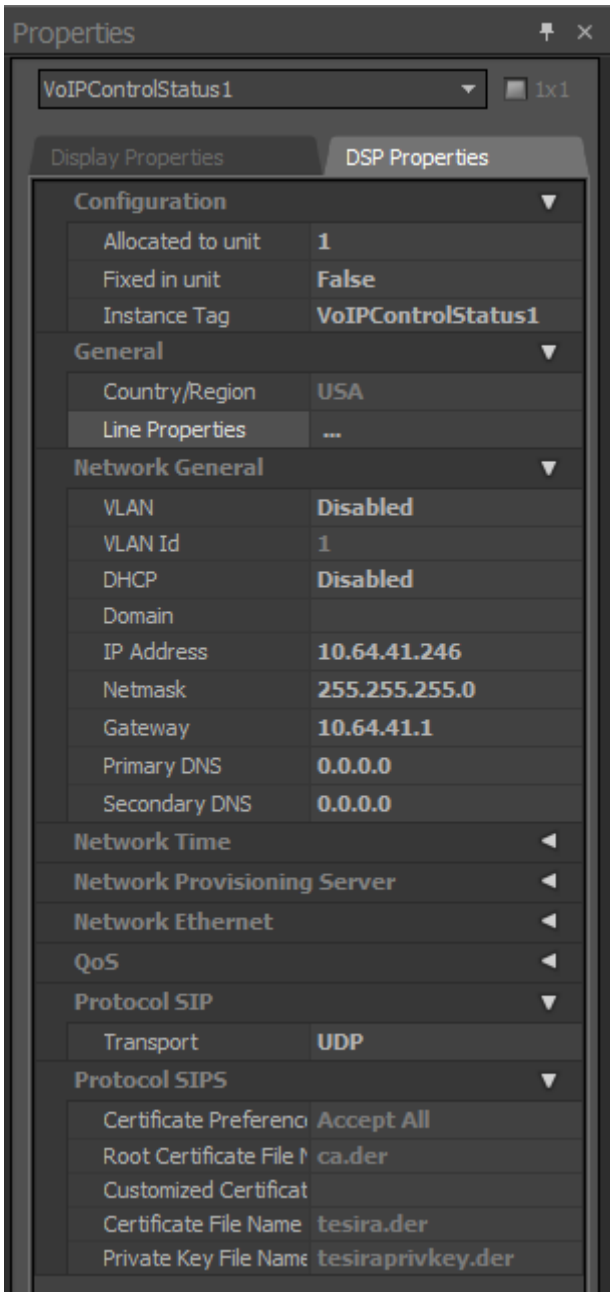
- Select **Line Properties** under the **General** section to display the **VoIP Line Properties** page.





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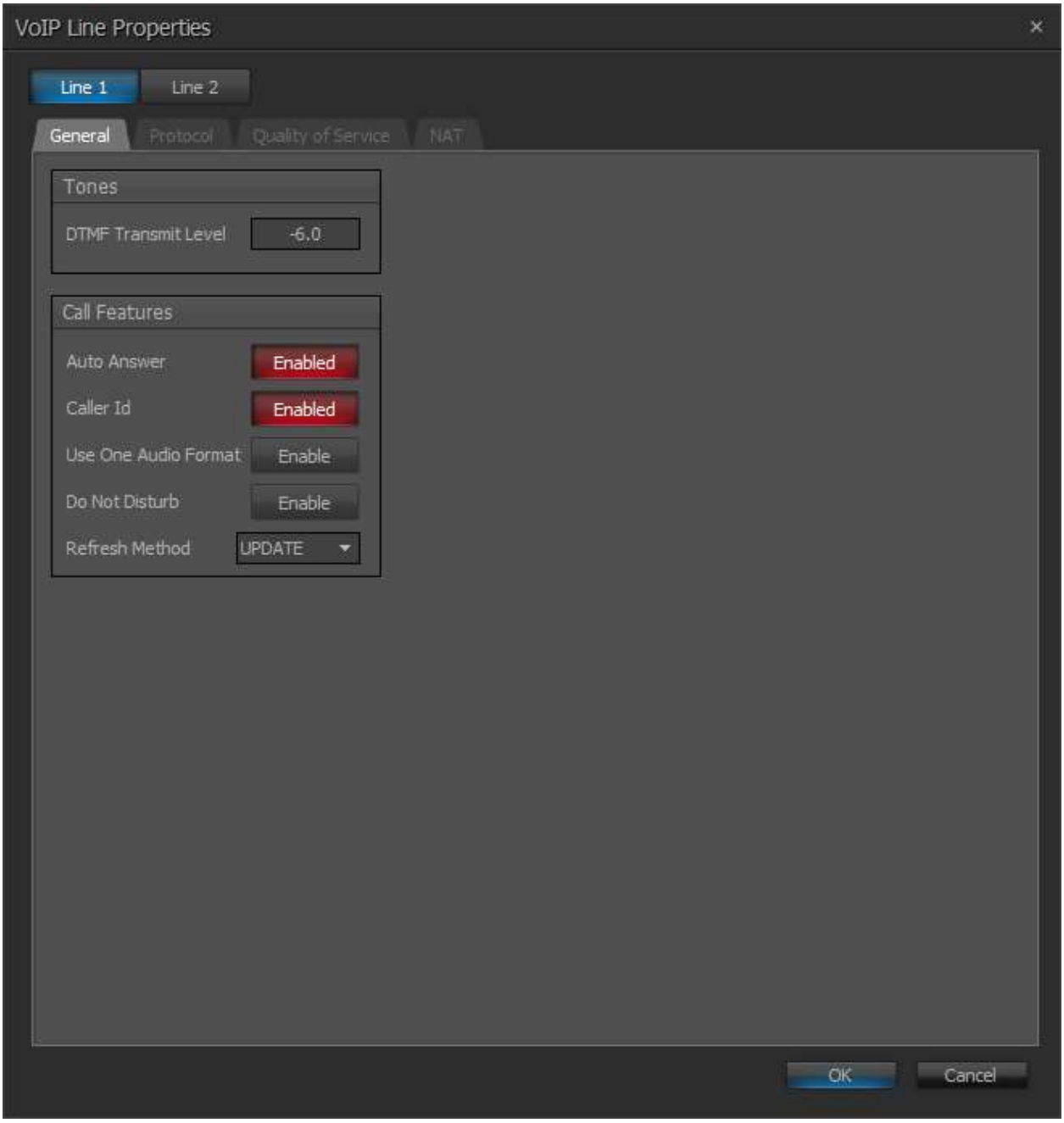
- From the **VoIP Line Properties** page, click the **Protocol** tab.





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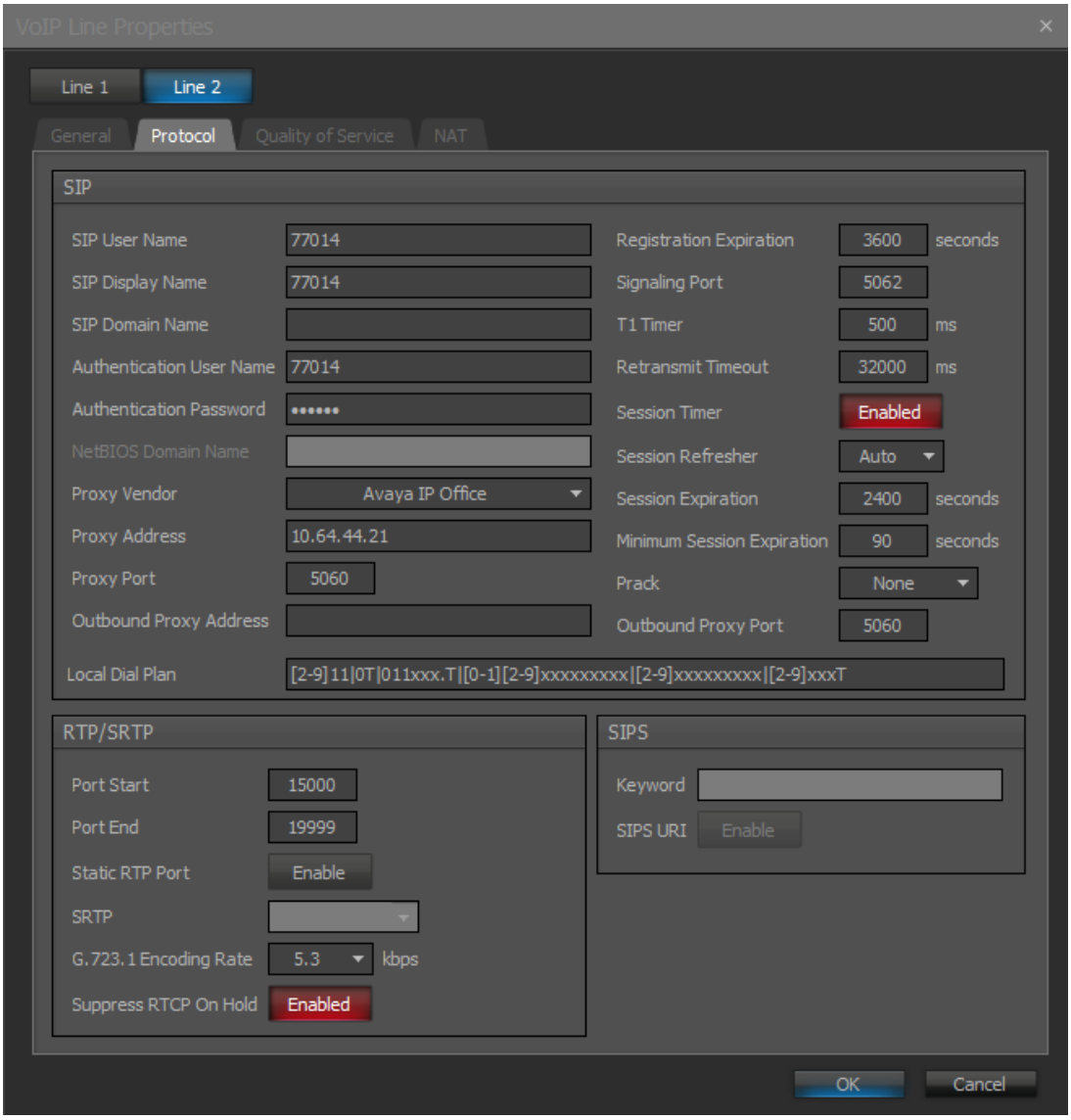
- From the **Protocol** page, provide the following information:
  - **SIP User Name** – Enter a user created in **Section 5.5**.
  - **Authentication User Name** – Enter a user created in **Section 5.5**.
  - **Authentication Password** – Enter the password for the user in **Section 5.5**.
  - **Proxy Vendor** – Select **Avaya IP Office**.
  - **Proxy Address** – Enter the IP address of the pertinent IP Office system.
  - **Proxy Port** – Enter 5060.
  - Click on the **OK** button. Default values may be used for all other fields.

Note: *The Biamp Tesira SVC-2 card can provide two extensions (L1 and L2). In the testing, one card was used and both lines (extensions) were configured. One line was registered with Avaya IP Office IP500V2, and the other was registered with Avaya IP Office Server Edition.*





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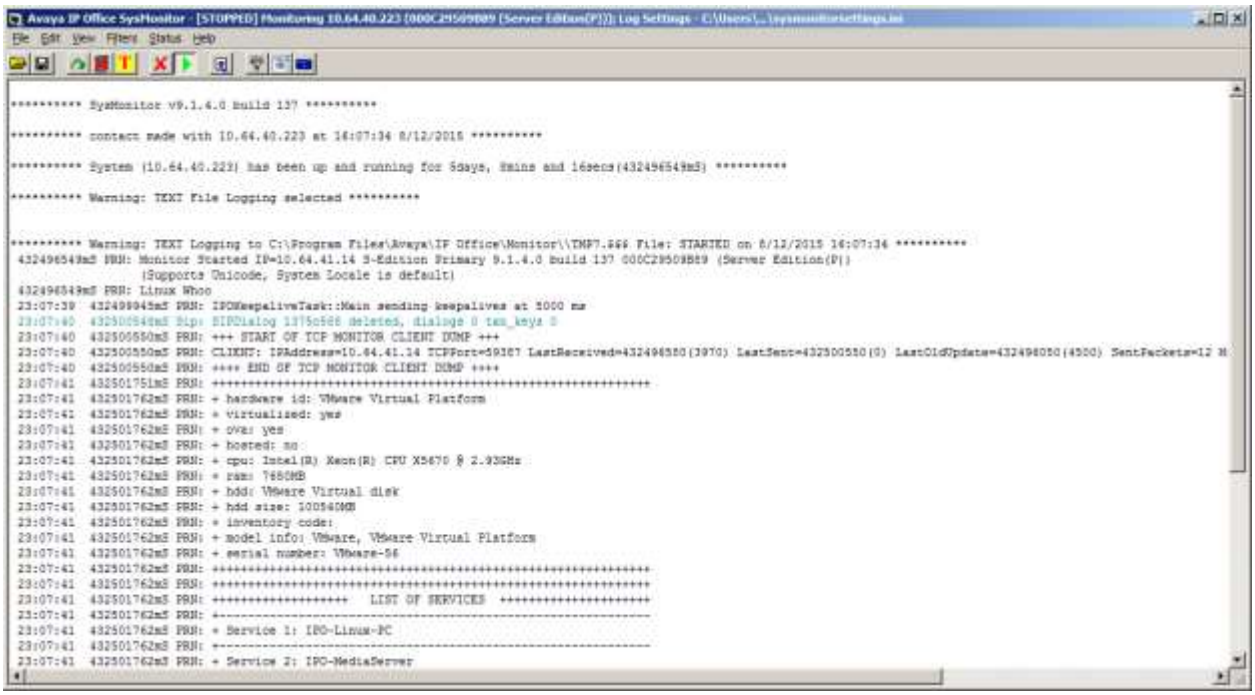
# 7. Verification Steps

The following steps may be used to verify the configuration:

- From a PC running the Avaya IP Office Monitor application, select **Start → All Programs → IP Office → Monitor** to launch the application. The **Avaya IP Office SysMonitor** screen for Avaya IP Office Server Edition is displayed, as shown below. Select **Status → SIP Phone Status** from the top menu.




- Verify that there is an entry for each Biamp Tesira SVC-2 user from **Section 5.5** and the Status is **SIP: Registered**.

- Place calls to and from Biamp Tesira SVC-2 and verify that the calls are successfully established with two-way talk path.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# 8. Conclusion

Biamp Tesira SVC-2 was compliance tested with Avaya IP Office Server Edition. Biamp Tesira SVC-2 functioned properly for feature and serviceability. During compliance testing, Biamp Tesira SVC-2 successfully registered with each Avaya IP Office system, placed and received calls to and from SIP and non-SIP telephones.

# 9. Additional References

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

[1] *Administering Avaya IP Office Platform with Manager*, November 2015, Release 9.1, Issue 10.32.

The following document was provided by Biamp. To obtain a copy, contact Biamp Support in **Section 2.3**

[2] Tesira Operation Manual Document


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