ClearOne.

# APPLICATION NOTE

PRODUCTS SUPPORTED: ClearOne MAX® IP

and Avaya IP Office 500

CLEARONE DOCUMENT NTS-0023-001 (REVISION 1.0) June, 2013 REGISTERING THE MAX IP TO AVAYA IP OFFICE 500 V2

## **OVERVIEW**

This document will provide the steps necessary to register the ClearOne MAX IP to Avaya IP Office 500 V2 Software 8.1 (65).

## **AVAYA IP OFFICE SIP CONFIGURATION**

#### VERIFY ENDPOINT LICENSE

To ensure that integration of the MAX IP will go smoothly, first log in to the Avaya IP Office system and confirm that a third-party endpoint license is installed on the server. Without the license, the MAX IP will not register to the server. Consult your IP Office Administration documentation on how to check licenses or acquire one, if needed. If you already have a third-party license but subsequently upgrade the server software, be sure that the license is still present in the server or reinstall it if needed. (See Figure 1.)

👫 Avaya IP Office R8.1 Manager 00E007079CB	4 [8.1(65)] [Administrator	(Administrator)]		
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00E007079CB4   License	<ul> <li>3rd Party IP Endpoints</li> </ul>	•		
IP Offices	License		3rd Party IP Endpoints	<b>☆</b> - <mark>●</mark>   ×   <   >
BOOTP (1)           Operator (3)           00E007079CB4           System (1)           Image: Control Unit (3)           Control Unit (3)           Extension (15)           User (17)           User (17)           Short Code (58)           Service (0)           RAS (1)           Incoming Call Route (2)           WanPort (0)	License Type  All Carsy IV Pendoont Advanced Edition Advanced Edition Avaya IP endpoints Avaya IP endpoints CLI Link Pro CListomer Service Age Customer Service Age Customer Service Sup Essential Edition IP PS00 Voice Networkir IPSec Tunneling Mobile Worker Office Worker R8+Preferred Edition Receptionist SIP Trunk Channels Feleworker WMPro Networkerd Met	Licenses License Key License Type License Status Instances Expiry Date	wNNgRjyQPGvhjKxMZF6KkahFBYcogK9n       3rd Party IP Endpoints       [valid]       5       [Never	QK Gened Help
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Figure 1

### ADD SIP EXTENSION

The next step is to add a SIP extension. Highlight the **Extension** section in the left panel (Figure 2), and select **New SIP Extension**. Enter a **Base Extension** number. (209 in this example).

🜃 Avaya IP Office R8.1 Manager 00E007079C	B4 [8.1(65)]	[Admini	strator	(Administrator)]		
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00E007079CB4    Extension	- 800	0 209		•		
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BOOTP (1)	Id E	Extension	Mo A	Extn VoIP T38 Fax		
Operator (3)	40 5 2	205	BD	Extension Id	8000	<u> </u>
00E007079CB4	AØ 6 2	206	BD	Rase Extension	209	
System (1)	Analogu	e Extens	ion	Calle Disland		
	407 7	07	RD	Caller Display Type		
Control Unit (3)	408 2	208	BP	Reset Volume After Calls		
Extension (15)	H323 Ex	tension		Device Type	Unknown SIP device	
User (17)	<b>%</b> 8005 2	211	0	Module	0	
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Short Code (58)	SIP Exte	ension		Fort		
Service (0)	8000 2	209	0	Force Authorization	l•	
RAS (1)	8001 2	210	0			
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WanPort (0)	<b>%</b> 8003 2	214	0			
Directory (0)	8004 2	215	0 ▼ ▶			OK Cancel Help
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#### ADD USER

Next, add a **User** and assign the **Extension**. Right-click on the **User** field in the left panel and add. ("Max" in this example). The software will also require you to add an **Extension**. (Ext. 209 in Figure 3.)

Figure 2

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IP Offices	User			Max: 209	📑 - 🖻   🗙   🗸   <   >
BOOTP (1)	Name Basic User	Ext 🔺	User Voicemail DND S	ShortCodes Source Numbers Telephony Forwarding Dial In Voice Recordin	g   Button Programming   Menu Programm
Operator (3)	Extn201	201	Name	Max	
00E007079CB4	Extn202	202	Password		_
System (1)	Extn203	203	Confirm Paceword		_
	Extn204	204	Committedasword		_
Control Unit (3)	Extracts	205	Full Name		
Extension (15)	Extr200	200	Extension	209	
	Extn208	208	Email Address		—
User (17)	2 Freeman	213			=
HuntGroup (1)	ar Hayduke	212	Locale		<u> </u>
Short Code (58)	2 Linksys	210	Priority	5	•
Service (0)	Max Max	209	System Phone Rights	None	
RAS (1)	- Oddfellow	214	Profile	Bacir Lleer	
Incoming Call Route (2)	RemoteManager		Tronic		-1
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Directory (0)	2 m VH20	215 -			<u>OK</u> <u>C</u> ancel <b>Help</b>
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Figure 3

After the user is added, click on the **Telephony** and then **Supervisor Settings** tab for the user and enter a password in the **Login Code** text box. (See Figure 4). This completes the configuration for the IP Office SIP line.

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IP Offices	User		Max: 209	<b>☆ -</b> 😬   🗙   <   >
BOOTP (1)	Name Ex Basic User	User Voicemail DND	ShortCodes Source Numbers Telephony Forw	arding 🛛 Dial In 🗍 Voice Recording 🛛 Button Programming 🗍 Menu Programm 🗨 🕨
Operator (3)	# Extn201 20	Call Settings Supervisor S	ettings Multi-line Options Call Log	
00E007079CB4	Extn202 20	02 Login Code	******	Force Login
System (1)	🛔 Extn203 20	03		E contra terreteria de la contra de la contr
	🛔 Extn204 20	04 Login Idle Period (secs)		I Force Account Code
Control Linit (3)	Extn205 20	05 Monitor Group	<none></none>	
At Subscience (15)	Extn206 20	06 Coverage Group	<none></none>	
Extension (15)	Extn207 20	08		
User (17)	Freeman 21	13 Status on No-Answer	Logged On (No change)	Outgoing Cail bar
HuntGroup (1)	Hayduke 21	12 Reset Longest Idle Time		Inhibit Off-Switch Forward/Transfer
Short Code (58)	Einksys 21	10 C All Calls		Can Intrude
Service (0)	American Max 20	09 C. Eutomal Jaconica		Cannot be Intruded
DAS (1)	NoUser	<ul> <li>External incoming</li> </ul>		Can Trace Calls
	Oddfellow 21	14		
Incoming Call Route (2)	RemoteManager			
WanPort (0)	TryH20 21	11 15 <b>-</b>		
Directory (0)	I D	Б. – I		<u>QK</u> <u>Gancel</u> <u>H</u> elp
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Account Code (0)				



## **MAX IP CONFIGURATION**

Using a browser, login to the MAX IP web portal. Refer to the MAX IP Admin guide for details on how to access the web portal of the MAX IP. (See Figure 5.) Go to the **SIP Settings** page.

In the **SIP Settings** page, set the **Phone number** to the extension you created in IP Office. Set the **Authorization user** to the user you created in the User page of IP Office and set the **Authorization password** to the password you created in the Telephone>Supervisor Settings page in the Login Code text box. Set the **Proxy server IP address** and **Outbound proxy server IP address** to the address used to login to the IP Office system. (Figure 5).

learOne.	CONFIGURATION PHONE BOOK	VIEW LOG	TOOLS	ABOUT DEVICE	REGISTRATION
MAX IP WebPortal	SIP Settings				
	Phone number:	209			
eneral Settings	Phone name:	ConferenceRoom			
ser Preferences	Registration timeout:	3600			
ial Plan	SIP Proxy Type				
	○ Cisco Proxy				
etwork Settings	Generic Proxy				
IP Settings					
udio Settings	Select Primary Proxy				
race/Logging Settings	Enable SIP Proxy registration				
	Proxy server IP address/FQDN:	192.168.42.1			
	Proxy port:	5060			
	SIP Credentials				
	Authorization user:	Max			
	Authorization password:	•••••			
	✓ Enable Outbound proxy				
	Outbound proxy server IP address/UR	L: 192.168.42.1			
	Outbound proxy port:	5060			

Figure 5

Last, go to the MAX IP Dial Plan page.

Set Rule 3 for 3-digit dialing to match the extension lengths set up in the IP Office Server. (See Figure 6).

ClearOne.	CONFIGURATION P	HONE BOOK	VIEW LOG	TOOLS	ABOUT DEVICE	REGISTRATION
MAX IP WebPortal	Dial Plan					
	Load From File					
General Settings	File location:		Browse			
User Preferences				Upi	oad View	
Dial Plan	✓ Manual Configurat	ion				
Network Settings	✓ Rule 1		Starts with 911	Auto dials afte	r 3 digits	
SIP Settings	Rule 2		Starts with 0	Auto dials afte	r 1 digits	
on comingo	Rule 3		Starts with +&	Auto dials afte	r 3 digits	
Audio Settings	Rule 4		Starts with	Auto dials afte	r digits	
Trace/Logging Settings	Rule 5		Starts with	Auto dials afte	r digits	
	Timeout 5 sec	c (3sec - 30s	ec)			
				Α	view	

Figure 6

#### **CLEARONE LOCATIONS**

#### HEADQUARTERS:

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