



## **Avaya Solution & Interoperability Test Lab**

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# **Application Notes for Configuring Avaya IP Office 8.1 with Telecommunications Services of Trinidad and Tobago SIP Trunk Service – Issue 1.0**

### **Abstract**

These Application Notes describe the procedures for configuring Session Initiation Protocol (SIP) Trunking between the service provider Telecommunications Services of Trinidad and Tobago and Avaya IP Office 8.1.

During the interoperability testing, Avaya IP Office was able to interoperate with the Telecommunications Services of Trinidad and Tobago Soft switch via SIP trunking. This test was performed to verify SIP trunk features including basic call, call forward (all calls, busy, no answer), call transfer (blind and consult), conference, and voice mail. The calls were placed in both directions using various endpoint types.

Telecommunications Services of Trinidad and Tobago is a member of the Avaya DevConnect Service Provider program. 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

These Application Notes describe the procedures for configuring Session Initiation Protocol (SIP) Trunking between the service provider Telecommunications Services of Trinidad and Tobago and an Avaya IP Office solution.

In the sample configuration, the Avaya IP Office solution consists of an Avaya IP Office 500v2 Release 8.1, Avaya Voicemail Pro, Avaya IP Office soft clients and Avaya desk phones, including SIP, H.323, digital, and analog endpoints.

The Telecommunications Services of Trinidad and Tobago SIP Trunk Service referenced within these Application Notes is designed for business customers in Trinidad and Tobago. Customers using this service with the Avaya IP Office solution are able to place and receive PSTN calls via a broadband WAN connection and the SIP protocol. This converged network solution is an alternative to traditional PSTN trunks such as analog and/or ISDN-PRI trunks. This approach generally results in lower cost for the enterprise. Telecommunications Services of Trinidad and Tobago will be referred to as **TSTT** here after.

The Avaya IP Office system can be configured to authenticate with the SIP service provider using either SIP Trunk Registration or Static IP Authentication. These Application Notes cover the configuration of IP Office using Static IP Authentication with the service provider.

## 2. General Test Approach and Test Results

A simulated enterprise site was configured in the test lab using Avaya IP Office, connected to the TSTT SIP Trunk Service via a SIP trunk over the public Internet. This scenario may differ from a real customer environment, in which a dedicated private network connection could be provided by TSTT to the actual customer site.

The configuration shown in **Section 3 - Figure 1** was used to exercise the features and functionality tests listed in **Section 2.1**.

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.

Testing was performed using IP Office 500v2 R8.1, but results also apply to IP Office Server Edition R8.1. Note that IP Office Server Edition requires an Expansion IP Office 500 v2 R8.1 to support analog or digital endpoints and trunks.

## 2.1. Interoperability Compliance Testing

To verify SIP trunking interoperability, the following features and functionality were covered during the interoperability compliance test:

- Response to SIP OPTIONS queries.
- Incoming PSTN calls to various phone types. Phone types included SIP, H.323, digital and analog telephones at the enterprise. All inbound PSTN calls were routed to the enterprise across the SIP trunk from the service provider.
- Outgoing PSTN calls from various phone types. Phone types included SIP, H.323, digital, and analog telephones at the enterprise. All outbound PSTN calls were routed from the enterprise across the SIP trunk to the service provider.
- Inbound and outbound PSTN calls to/from soft clients.
- Various call types including: long distance, international, outbound toll-free, etc.
- Codec's G.711MU and G.729A (For Codec G.729A Test Results refer to **Section 2.2**).
- Caller ID presentation and Caller ID restriction.
- DTMF transmission using RFC 2833.
- Voicemail navigation for inbound and outbound calls.
- User features such as hold and resume, transfer, and conference.
- Off-net call forwarding and twinning.

## 2.2. Test Results

Interoperability testing with TSTT was completed successfully with the exception of the observations/limitations described below:

- **SIP REFER** – On PSTN calls to or from IP Office that are transferred back to the PSTN on the SIP trunk, TSTT responds with a “202 Accepted” to the REFER message sent by IP Office, but the call between the two PSTN endpoints drops and the PSTN phone receives re-order tone. REFER needs to be disabled in IP Office for the Call Transfer to complete successfully; otherwise the call transfer will fail. The implication is that IP Office SIP trunk channels are not released after the call transfer is completed and two (2) trunk channels will remain connected/busy for the duration of the call.
- **T.38 or G.711 Pass-Through fax calls** – With IP Office **Fax Transport Support** set as **T.38** or **T.38 Fallback** on the **SIP Line/VoIP**, on outbound calls (IPO→PSTN) TSTT did not send a re-INVITE to switch from G.711 to T.38. TSTT's recommendation is **not** to use T.38 fax transport, only G.711 fax Pass-through. With IP Office **Fax Transport Support** set as **G.711** on the **SIP Line/VoIP**, fax calls were unsuccessful, thus **T.38 or G.711** fax transports **are not** recommended for this solution.
- **Codec G.729A** – TSTT supports codecs G.711MU and G.729A, but during the testing TSTT was rejecting calls with G.729A codec offer with **488 Invalid Media Type**. This issue is under investigation by TSTT.

## 2.3. Support

For technical support on the TSTT SIP Trunk Service offer, visit <http://tstt.co.tt/>

### 3. Reference Configuration

Figure 1 below illustrates the test configuration. It shows the enterprise site connected to the TSTT SIP Trunk Service through the public IP network.

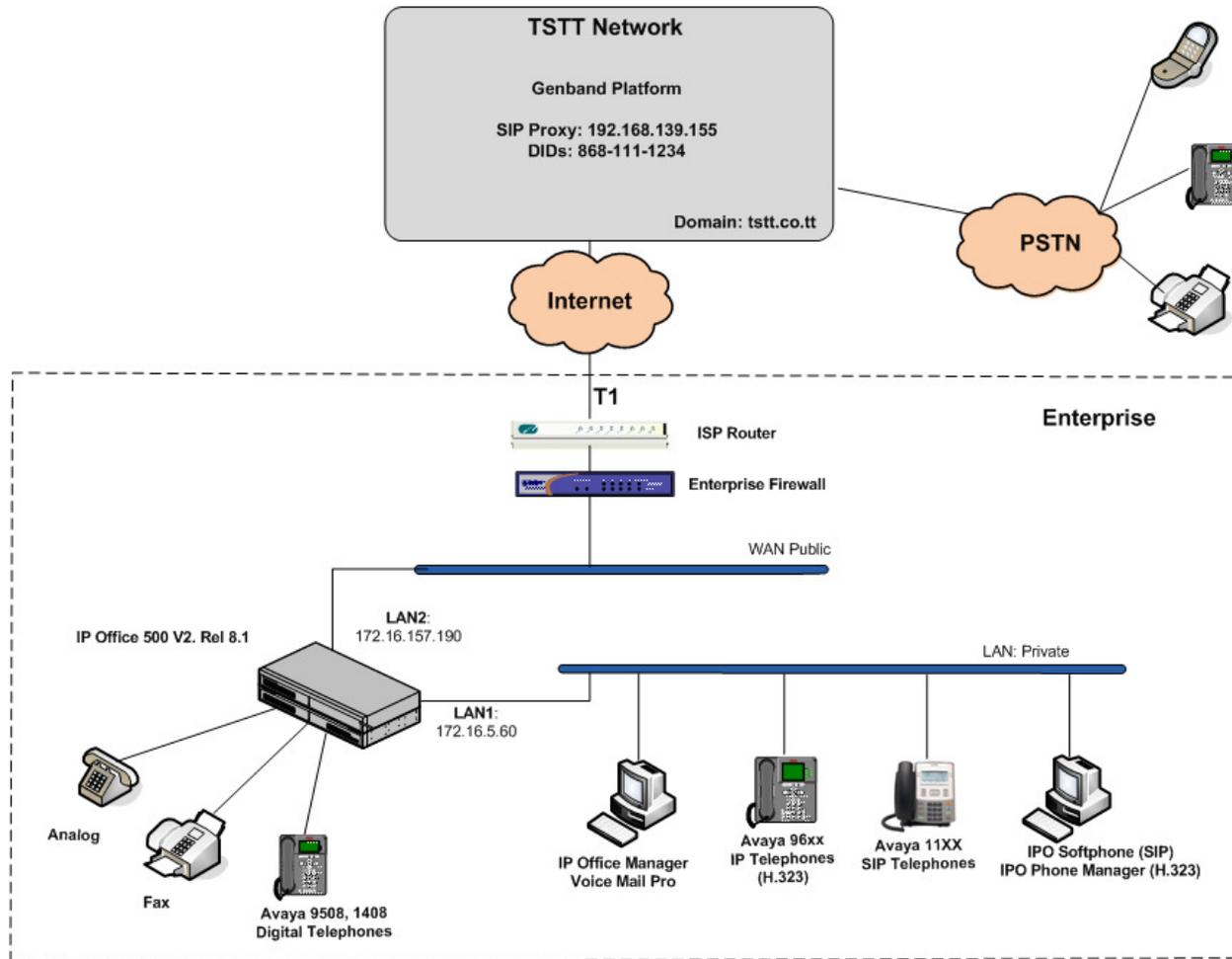


Figure 1: Test Configuration

Note that for security purposes, all public IP addresses and phone numbers shown throughout these Application Notes have been edited so that the actual IP addresses of the network elements and public PSTN numbers are not revealed.

The enterprise site contains the Avaya IP Office 500v2 with analog and digital extension expansion modules, as well as a VCM64 (Voice Compression Module) for supporting VoIP codecs. The LAN1 port of Avaya IP Office is connected to the enterprise LAN while the LAN2 port is connected to the public IP network. Endpoints include Avaya 9600 Series IP Telephones (with H.323 firmware), Avaya 1140E IP Telephones (with SIP firmware), Avaya 1408 and 9508D Digital Telephones, analog telephones, Officejet 4500 fax machines and PCs running Avaya IP Office Softphone configured as SIP soft clients and Avaya Phone Manager configured as H.323 soft clients. The site also has a Windows XP PC running Avaya IP Office Manager to configure and administer the Avaya IP Office system, and Avaya Voicemail Pro providing voice messaging service to the Avaya IP Office users. Mobile Twinning is configured for some of the Avaya IP Office users so that calls to these users' extensions will also ring and can be answered at the configured mobile phones.

For the purposes of the compliance test, users dialed a short code of 9 + N digits to make calls across the SIP trunk to TSTT. The short code 9 was stripped off by Avaya IP Office but the remaining N digits were sent unaltered to the network. Since Trinidad and Tobago is a country member of the North American Numbering Plan (NANP), the users dialed 10 digits for local calls, including the area code, and 11 (1 + 10) digits for other calls between the NANP.

In an actual customer configuration, the enterprise site may include additional network components between the service provider and the Avaya IP Office system, such as a session border controller or data firewall. A complete discussion of the configuration of these devices is beyond the scope of these Application Notes. However, it should be noted that all SIP and RTP traffic between the service provider and the Avaya IP Office system must be allowed to pass through these devices.

## 4. Equipment and Software Validated

The following equipment and software were used for the sample configuration provided:

Equipment / Software	Release / Version
<b>Avaya</b>	
Avaya IP Office 500v2	8.1 (69)
Avaya IP Office Digital Expansion Module DCPx16	10.1 (69)
Avaya IP Office Manager	10.1 (69)
Avaya IP Office Voicemail Pro	8.1.9203.0
Avaya 9620 IP Telephone (H.323)	Avaya one-X Deskphone Edition S3.2
Avaya 1140E IP Telephone (SIP)	04.03.12.00
Avaya Digital Telephone 1408	32
Avaya Digital Telephone 9508	0.45
Avaya IP Office Softphone (SIP)	3.2.3.48.67009
Telecommunications Services of Trinidad and Tobago SIP Trunk Service	
Genband Softswitch	CVM 13

## 5. Configure IP Office

This section describes the Avaya IP Office configuration necessary to support connectivity to the TSTT SIP Trunk Service. Avaya IP Office is configured through the Avaya IP Office Manager PC application. From the PC running the Avaya IP Office Manager application, select **Start → Programs → IP Office → Manager** to launch the application. Navigate to **File → Open Configuration** (not shown), select the proper Avaya IP Office system from the pop-up window, and log in with the appropriate credentials. A management window will appear similar to the one shown in the next section.

The appearance of the IP Office Manager can be customized using the **View** menu. In the screens presented in this section, the View menu was configured to show the Navigation pane on the left side, the Group pane in the center and the Details pane on the right side. These panes will be referenced throughout the Avaya IP Office configuration.

Standard feature configurations that are not directly related to the interfacing with the service provider (such as LAN interface to the enterprise site, Twinning and IP Office Softphone support) are assumed to be already in place, and they are not part of these Application Notes.

## 5.1. Licensing

The configuration and features described in these Application Notes require the IP Office system to be licensed appropriately. If a desired feature is not enabled or there is insufficient capacity, contact an authorized Avaya sales representative.

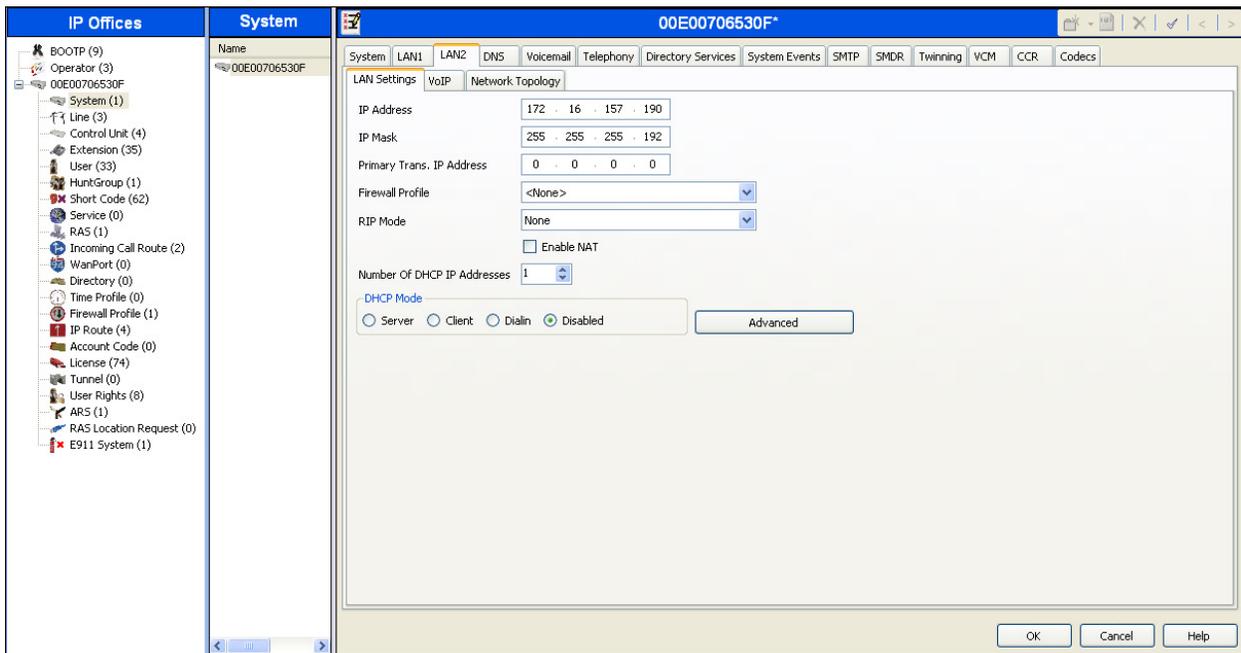
To verify that there is a SIP Trunk Channels License with sufficient capacity; click **License** in the Navigation pane and **SIP Trunk Channels** in the Group pane. Confirm that there is a valid license with sufficient “Instances” (trunk channels) in the Details pane. Note that the actual License Key in the screen below was hidden for security purposes.

The screenshot displays the Avaya IP Office configuration interface, divided into three main panes:

- IP Offices:** A tree view on the left showing the system hierarchy. The 'License' item is highlighted under the '00E00706530F' system.
- License:** A list of installed licenses. The 'SIP Trunk Channels' license is highlighted in yellow.
- SIP Trunk Channels:** A details pane for the selected license, showing the following information:
  - License Key: [Redacted]
  - License Type: SIP Trunk Channels
  - License Status: Valid
  - Instances: 255
  - Expiry Date: Never

## 5.2. LAN2 Settings

As shown in the following screen, the Name field can be used for a descriptive name of the system. In the sample configuration, the MAC address **00E00706530F** was used as the system name, and the WAN port was used to connect the Avaya IP Office to the public network. The LAN2 settings correspond to the WAN port on the Avaya IP Office. To access the LAN2 settings, first navigate to **System (1) → 00E00706530F** in the Navigation and Group panes and then navigate to the **LAN2 → LAN Settings** tab in the Details pane. Set the **IP Address** field to the IP address assigned to the Avaya IP Office WAN port. Set the **IP Mask** field to the mask used on the public network. All other parameters should be set according to customer requirements.

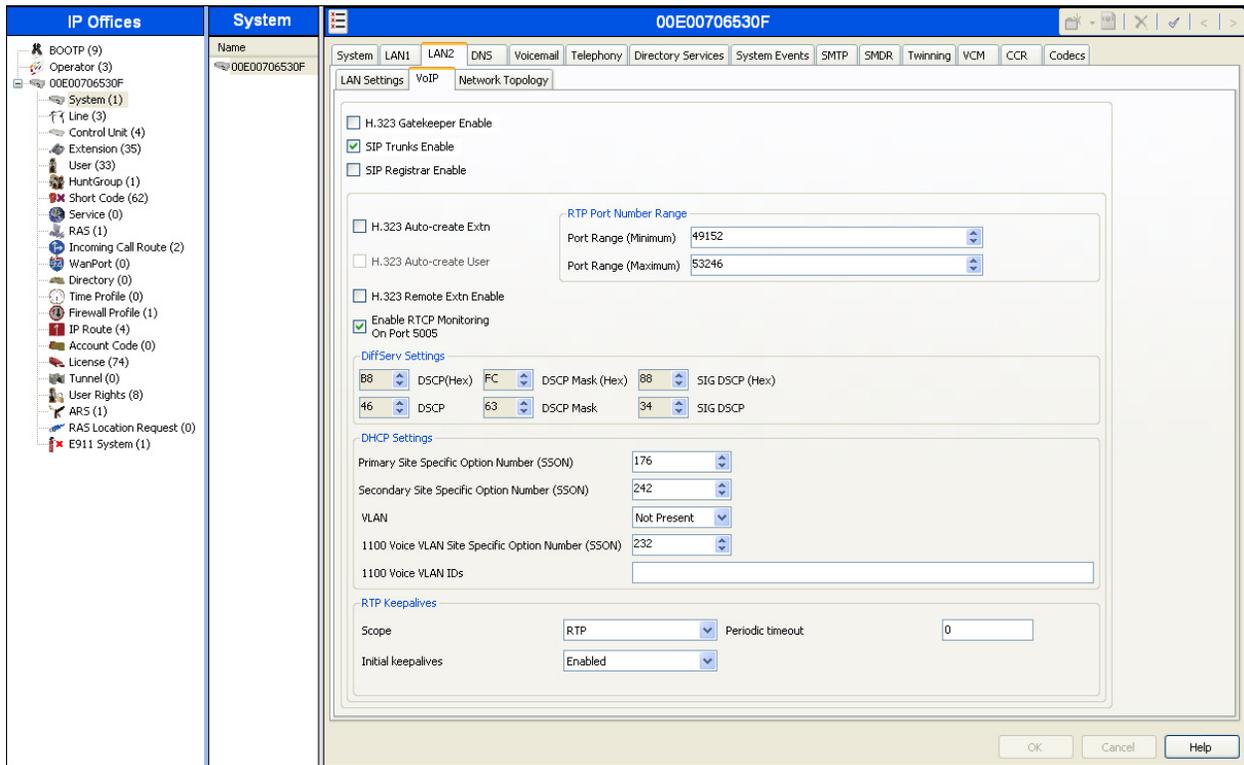


On the **VoIP** tab in the Details pane, check the **SIP Trunks Enable** box to enable the configuration of SIP trunks. The **RTP Port Number Range** can be customized to a specific range of receive ports for RTP media. Based on this setting, Avaya IP Office would request RTP media be sent to ports in the configured range for calls using LAN2.

Avaya IP Office can also be configured to mark the Differentiated Services Code Point (DSCP) in the IP header with specific values to support Quality of Services policies for both signaling and media. The **DSCP** field is the value used for media and the **SIG DSCP** is the value used for signaling. The specific values used for the compliance test are shown in the example below.

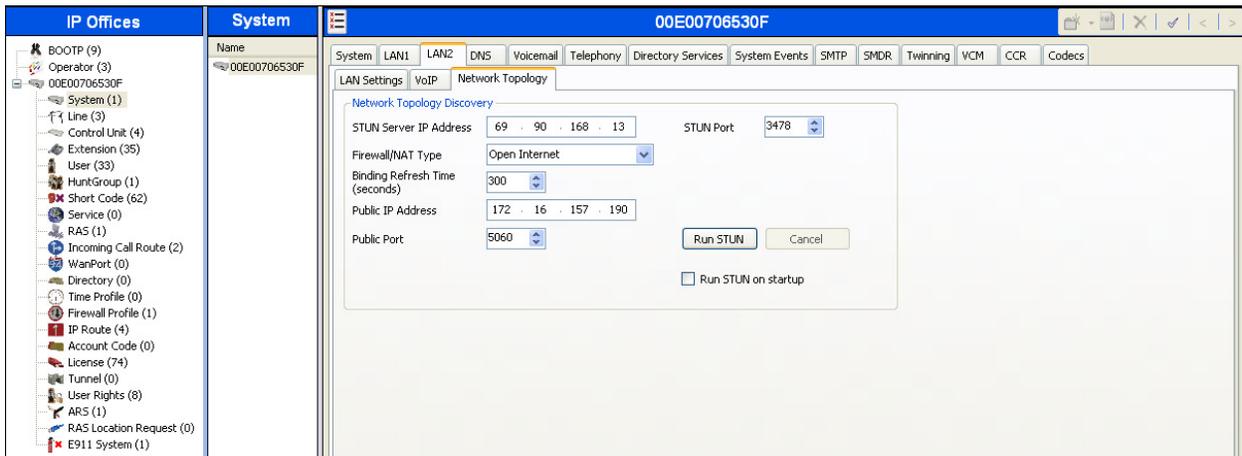
In the **RTP Keepalives** section at the bottom of the page, set the **Scope** field to **RTP**, and **Initial keepalives** to **Enabled**. This will cause the Avaya IP Office to send RTP keepalive packets at the beginning of the calls. To avoid problems of media deadlock that can occur with certain types of forwarded calls that are routed from the Avaya IP Office back to the network, over the same SIP trunk.

All other parameters should be set according to customer requirements.



On the **Network Topology** tab in the Details pane, configure the following parameters:

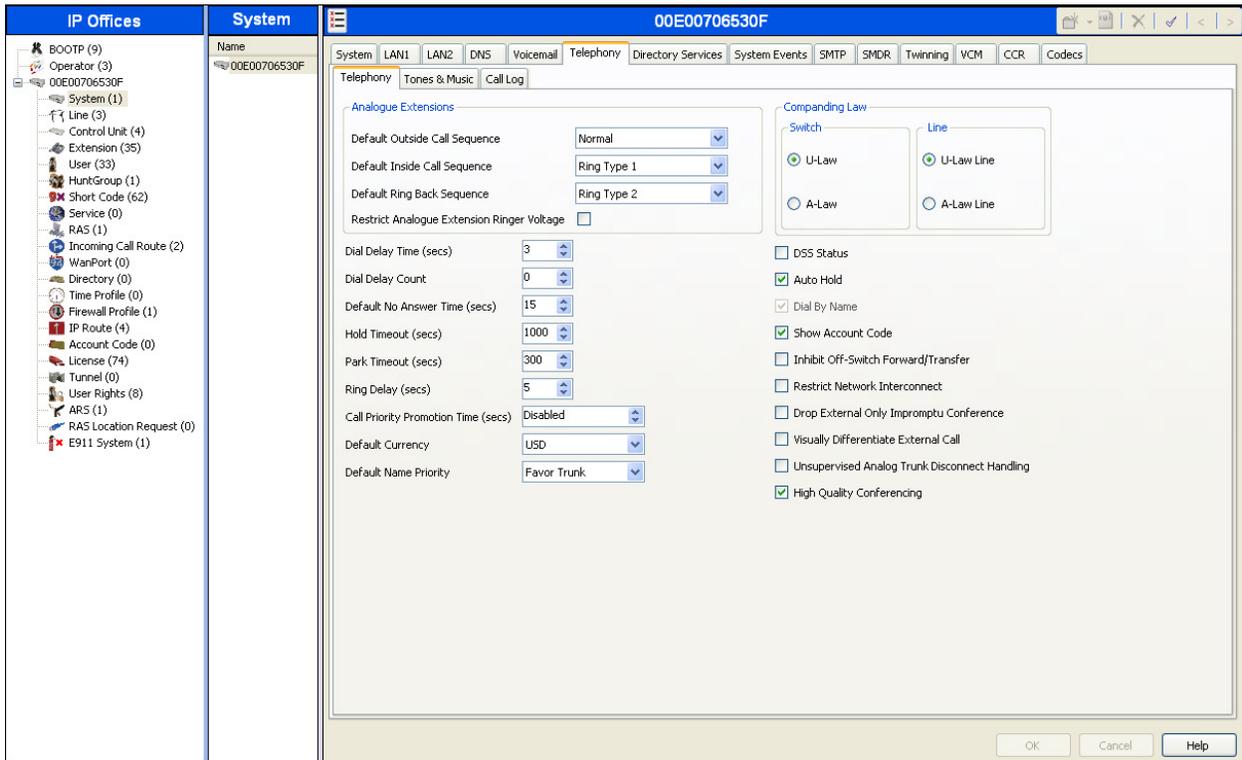
- Select the **Firewall/NAT Type** from the pull-down menu to the option that matches the network configuration. Since no network address translation (NAT) was used in the compliance test, the parameter was set to **Open Internet**. With this configuration, the **STUN Server IP Address** and **STUN Port** are not used.
- Set **Binding Refresh Time (seconds)** to **300 (or every 5 minutes)**. This value is used to determine the frequency at which Avaya IP Office will send SIP OPTION messages to the service provider.
- Set **Public IP Address** to the IP address that was set for LAN2.
- Set **Public Port** to **5060**.
- All other parameters should be set according to customer requirements.



In the compliance test, the LAN1 interface was used to connect the Avaya IP Office to the enterprise site IP network. The LAN1 interface configuration is not directly relevant to the interface with the TSTT SIP Trunk Service, and therefore is not described in these Application Notes.

### 5.3. System Telephony Settings

Navigate to the **Telephony** → **Telephony** Tab in the Details Pane. Choose the **Companding Law** typical for the enterprise location, **U-Law** was used. Uncheck the **Inhibit Off-Switch Forward/Transfer** box to allow call forwarding and call transfers to the PSTN via the SIP trunk to the service provider.



### 5.4. Twinning Calling Party Settings

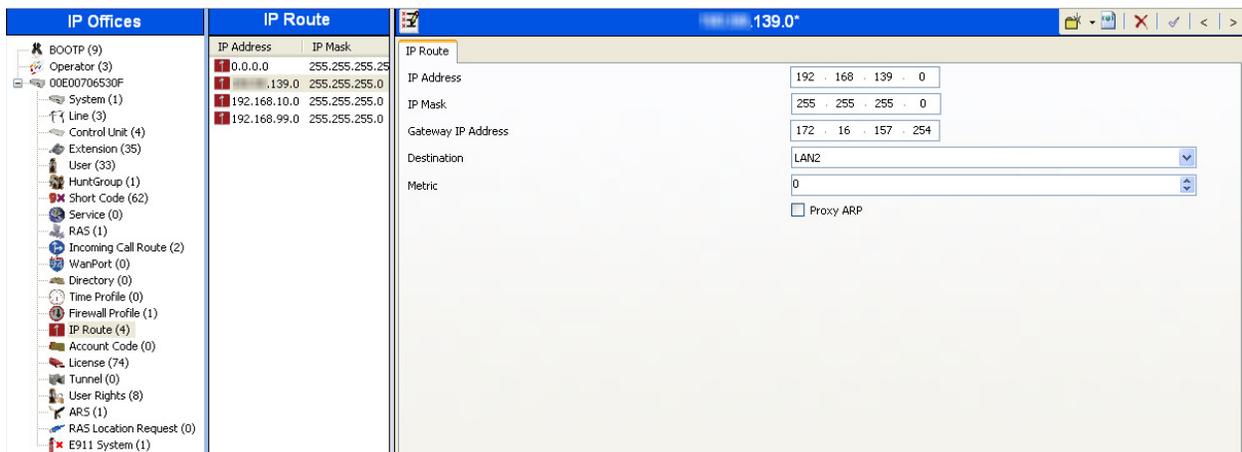
Navigate to the **Twinning** tab on the Details Pane. Uncheck the **Send original calling party information for Mobile Twinning** box. This will allow the Caller ID for Twinning to be controlled by the setting on the SIP Line (**Section 5.6**). This setting also impacts the Caller ID for call forwarding.



## 5.5. IP Route

Create an IP route to specify the IP address of the gateway or router where the IP Office needs to send the packets, in order to reach the subnet where the SIP proxy is located on the TSTT network. On the left navigation pane, right-click on **IP Route** and select **New**.

- Set the **IP Address** and **IP Mask** of the remote TSTT SIP Proxy subnet.
- Set **Gateway IP Address** to the IP Address of the router used to reach the external network. For the test configuration, this was the IP address of the local ISP router.
- Set **Destination** to **LAN2** from the pull-down menu.



## 5.6. Administer SIP Line

A SIP line is needed to establish the SIP connection between Avaya IP Office and the TSTT SIP Trunk Service. To create a SIP line, begin by navigating to **Line** in the Navigation Pane. Right-click and select **New** → **SIP Line**.

## 5.6.1. SIP Line Tab

On the **SIP Line** tab in the Details Pane, configure the parameters as shown below:

- Set **ITSP Domain Name** to the domain of the Service Provider, Avaya IP Office uses this domain on the host portion of SIP URI in SIP headers such as the From header.
- Check the **In Service** box.
- Check the **Check OOS** box. With this option selected, IP Office will use the SIP OPTIONS method to periodically check the SIP Line.
- Set **Call Routing Method** to **Request URI**.
- Check the **Caller ID from From header** box.
- Set **Send Caller ID** to **Diversion Header**.
- Uncheck the **REFER support** box. IP Office will not send REFER headers for calls that are transferred back to the PSTN. See **Section 2.2** for more information.
- Set **UPDATE Supported** to **Allow**.
- Default values may be used for all other parameters.

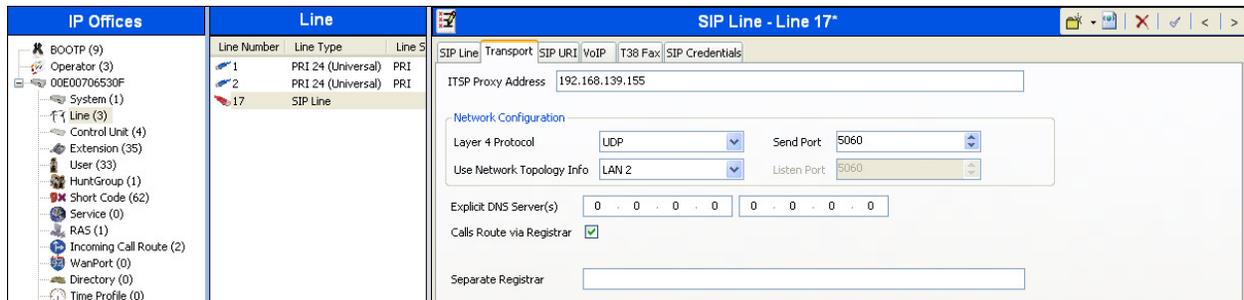
The screenshot displays the Avaya IP Office configuration interface. The left pane shows a tree view of IP Offices, with 'Line 17' selected under the 'Line' category. The main pane shows the configuration for 'SIP Line - Line 17'. The configuration is as follows:

Field	Value	Field	Value
Line Number	17	In Service	<input checked="" type="checkbox"/>
ITSP Domain Name	tsstt.co.tt	Use Tel URI	<input type="checkbox"/>
Prefix		Check OOS	<input checked="" type="checkbox"/>
National Prefix	0	Call Routing Method	Request URI
Country Code		Originator number for forwarded and twinning calls	
International Prefix		Name Priority	System Default
Send Caller ID	Diversion Header	Caller ID from From header	<input checked="" type="checkbox"/>
Association Method	By Source IP address	Send From In Clear	<input type="checkbox"/>
REFER Support	<input type="checkbox"/>	User-Agent and Server Headers	
Incoming	Always		
Outgoing	Always		
UPDATE Supported	Allow		

## 5.6.2. Transport Tab

Select the **Transport** tab and set the following:

- Set the **ITSP Proxy Address** to the IP address of the TSTT proxy server.
- Set the **Layer 4 Protocol** to **UDP**.
- Set **Use Network Topology Info** to **LAN2** as configured in **Section 5.2**.
- Set the **Send Port** to **5060**.
- Default values may be used for all other parameters.



### 5.6.3. SIP URI Tab

A SIP URI entry needs to be created to match each incoming number that Avaya IP Office will accept on this line. Select the **SIP URI** tab, and then click the **Add** button and the **New Channel** area will appear at the bottom of the pane. To edit an existing entry, click an entry in the list at the top, and click the **Edit...** button. In the example screen below, a previously configured entry was edited. For the compliance test, a single SIP URI entry was created that matched any DID number assigned to an Avaya IP Office user. The entry was created with the parameters shown below:

- Set **Local URI**, **Contact** and **Display Name** to **Use Internal Data**. This setting allows calls on this line whose SIP URI match the number set in the **SIP** tab of any User as shown in **Section 5.8**.
- Associate this line with an incoming line group by entering a line group number in the **Incoming Group** field. This line group number will be used in defining incoming call routes for this line. Similarly, associate the line to an outgoing line group using the **Outgoing Group** field. The outgoing line group number is used in defining short codes for routing outbound traffic to this line. For the compliance test, a new incoming and outgoing group **17** was defined that only contains this line (line 17).
- Set **Max Calls per Channel** to the number of simultaneous SIP calls that are allowed using this SIP URI pattern.

The screenshot displays the Avaya IP Office configuration interface. On the left, a tree view shows the hierarchy of IP Offices, including BOOTP, Operator, System, Line, Control Unit, Extension, User, HuntGroup, Short Code, Service, RAS, Incoming Call Route, WanPort, Directory, Time Profile, Firewall Profile, IP Route, Account Code, License, Tunnel, User Rights, ARS, RAS Location Request, and E911 System. The main window is titled 'SIP Line - Line 17' and shows a table of SIP Line entries. The table has columns for Channel, Groups, Via, Local URI, Contact, Display Name, PAI, Credential, and Max Calls. A single entry is shown with Channel 1, Groups 17 17, Via 1..., Local URI 1..., Contact 0: <Non..., Credential 0: <Non..., and Max Calls 10. Below the table, the 'Edit Channel' dialog is open, showing the following fields: Via (172.16.157.190), Local URI (Use Internal Data), Contact (Use Internal Data), Display Name (Use Internal Data), PAI (Use Internal Data), Registration (0: <None>), Incoming Group (17), Outgoing Group (17), and Max Calls per Channel (10). Buttons for 'Add...', 'Remove', 'Edit...', 'OK', and 'Cancel' are visible.

SIP Line	Transport	SIP URI	VoIP	T38 Fax	SIP Credentials			
Channel	Groups	Via	Local URI	Contact	Display Name	PAI	Credential	Max Calls
1	17 17	1...			0: <Non...		0: <Non...	10

**Edit Channel**

Via: 172.16.157.190

Local URI: Use Internal Data

Contact: Use Internal Data

Display Name: Use Internal Data

PAI: Use Internal Data

Registration: 0: <None>

Incoming Group: 17

Outgoing Group: 17

Max Calls per Channel: 10

## 5.6.4. VoIP Tab

Select the **VoIP** tab to set the Voice over Internet Protocol parameters of the SIP line. Set the parameters as shown below:

- In the sample configuration, the **Codec Selection** was configured using the **Custom** option, allowing an explicit ordered list of codecs to be specified. The buttons allow setting the specific order of preference for the codecs to be used on the line, as shown. TSTT supports codec's G.711MU and G.729A, during the testing TSTT was rejecting calls with G.729A codec offers with **488 Invalid Media Type**, as described in **Section 2.2**
- Set **Fax Transport Support** to **None**. **T.38 or G.711** fax transports **are not** recommended for this solution, as described in **Section 2.2**.
- Set the **DTMF Support** field to **RFC2833**. This directs Avaya IP Office to send DTMF tones using RTP events messages as defined in RFC2833.
- Check the **Re-invite Supported** box to allow for codec re-negotiation in cases where the target of an incoming call or transfer does not support the codec originally negotiated on the trunk.
- Check the **PRACK/100rel Supported** box, to advertise the support for provisional responses and Early Media to TSTT.
- Default values may be used for all other parameters.

The screenshot displays the Avaya IP Office configuration interface for a SIP line. The left pane shows a tree view of the system configuration, including IP Offices, Lines, and various system components. The main pane is titled "SIP Line - Line 17" and shows the configuration for this specific line. The "VoIP" tab is selected, and the "Codec Selection" is set to "Custom". The "Unused" list contains G.711 ALAW 64K, G.722 64K, and G.723.1 6K3 MP-MLQ. The "Selected" list contains G.711 ULAW 64K and G.729(a) 8K CS-ACELP. The "Fax Transport Support" is set to "None", the "Call Initiation Timeout (s)" is 4, and the "DTMF Support" is set to "RFC2833". The "Re-invite Supported" and "PRACK/100rel Supported" checkboxes are checked.

Line Number	Line Type	Line S
1	PRI 24 (Universal) PRI	
2	PRI 24 (Universal) PRI	
17	SIP Line	

SIP Line	Transport	SIP URI	VoIP	T38 Fax	SIP Credentials
Custom					

Unused	Selected
G.711 ALAW 64K	G.711 ULAW 64K
G.722 64K	G.729(a) 8K CS-ACELP
G.723.1 6K3 MP-MLQ	

Fax Transport Support: None  
Call Initiation Timeout (s): 4  
DTMF Support: RFC2833

VoIP Silence Suppression:   
Re-invite Supported:   
Use Offerer's Preferred Codec:   
Codec Lockdown:   
PRACK/100rel Supported:

## 5.7. Extension

In this section, an example of an Avaya IP Office Extension will be illustrated. In the interests of brevity, not all users and extensions shown in **Figure 1** will be presented, since the configuration can be easily extrapolated to other users and extensions. To add an Extension, right click on **Extension** then select **New** → **Select H323 or SIP**.

Select the **Extn** tab. Following is an example of extension 3042; this extension corresponds to a H.323 extension.

The screenshot displays the Avaya IP Office configuration interface. On the left, a tree view shows the 'IP Offices' structure, with 'Extension' selected. The main area is divided into two panes. The left pane shows a table of extensions, and the right pane shows the configuration for the selected extension, 'H323 Extension: 8009 3042'.

Id	Extension	Module	Port
25	3049	BP2	1
26	4002	BP2	2
27	4003	BP2	3
28	4004	BP2	4
29	4005	BP2	5
30	4006	BP2	6
31	4007	BP2	7
32	4008	BP2	8
101	3043	1	1
102	3044	1	2
103	4011	1	3
104	4012	1	4
105	4013	1	5
106	4014	1	6
107	4015	1	7
108	4016	1	8
109	4017	1	9
110	4018	1	10
111	4019	1	11
112	4020	1	12
113	4021	1	13
114	4022	1	14
115	4023	1	15
116	4024	1	16
8000	3047	0	0
8001	3050	0	0
8002	3041	0	0
8003	3040	0	0
8004	5001	0	0
8005	4028	0	0
8006	4027	0	0
8007	4029	0	0
8008	3048	0	0
8009	3042	0	0
8010	3055	0	0

The configuration for extension 8009 3042 is shown in the right pane:

- Extension Id: 8009
- Base Extension: 3042
- Caller Display Type: On
- Reset Volume After Calls:
- Device Type: Avaya 9620
- Module: 0
- Port: 0
- Disable Speakerphone:

Select the **VOIP** tab. Use default values on VoIP tab. Following is an example for Extension 3042; this extension corresponds to a H.323 extension.

The screenshot displays the Avaya IP Office configuration interface. On the left, a tree view shows the system hierarchy, with 'Extension (35)' selected. The main window is titled 'H323 Extension: 8009 3042' and has the 'VoIP' tab active. The configuration fields are as follows:

- IP Address: 0 . 0 . 0 . 0
- MAC Address: 00 00 00 00 00 00
- Codec Selection: System Default
- Unused codecs: G.711 ALAW 64K, G.722 64K, G.723.1 6K3 MP-MLQ
- Selected codecs: G.711 ULAW 64K, G.729(a) 8K CS-ACELP
- TDM->IP Gain: Default
- IP->TDM Gain: Default
- Supplementary Services: None
- VoIP Silence Suppression:
- Enable Faststart for non-Avaya IP phones:
- Out Of Band DTMF:
- Local Tones:
- Allow Direct Media Path:
- Reserve Avaya IP endpoint license:
- Reserve 3rd party IP endpoint license:

Below the configuration fields is a table listing all extensions in the system:

Id	Extension	Module	Port
25	3049	BP2	1
26	4002	BP2	2
27	4003	BP2	3
28	4004	BP2	4
29	4005	BP2	5
30	4006	BP2	6
31	4007	BP2	7
32	4008	BP2	8
101	3043	1	1
102	3044	1	2
103	4011	1	3
104	4012	1	4
105	4013	1	5
106	4014	1	6
107	4015	1	7
108	4016	1	8
109	4017	1	9
110	4018	1	10
111	4019	1	11
112	4020	1	12
113	4021	1	13
114	4022	1	14
115	4023	1	15
116	4024	1	16
8000	3047	0	0
8001	3050	0	0
8002	3041	0	0
8003	3040	0	0
8004	5001	0	0
8005	4028	0	0
8006	4027	0	0
8007	4029	0	0
8008	3048	0	0
8009	3042	0	0
8010	3055	0	0

## 5.8. Users

Configure the SIP parameters for each user that will be placing and receiving calls via the SIP line defined in **Section 5.6**. To configure these settings, first navigate to **User** in the left Navigation Pane, and then select the name of the user to be modified in the center Group Pane. In the example below, the name of the user is **Ext3042 H323**.

The screenshot displays the Avaya SIP configuration interface. On the left, the 'IP Offices' navigation pane shows a tree structure with 'User' selected. The center pane shows a list of users under the 'User' heading, with 'Ext3042 H323' selected. The right pane shows the configuration details for this user.

Name	Extension
Ext3040 H323	3040
Ext3041 H323	3041
Ext3042 H323	3042
Ext3043 Digital	3043
Ext3044 Digital	3044
Ext3047 SIP	3047
Ext3048 H323	3048
Ext3049 Fax	3049
Ext3055 H323	3055
Extn4002	4002
Extn4003	4003
Extn4004	4004
Extn4005	4005
Extn4006	4006
Extn4007	4007
Extn4008	4008
Extn4011	4011
Extn4012	4012
Extn4013	4013
Extn4014	4014
Extn4015	4015
Extn4016	4016
Extn4017	4017
Extn4018	4018
Extn4019	4019
Extn4020	4020
Extn4021	4021
Extn4022	4022
Extn4023	4023
Extn4024	4024
NoUser	
RemoteManager	
slp3050	3050

The configuration details for 'Ext3042 H323' are as follows:

- Name: Ext3042 H323
- Password: \*\*\*\*
- Confirm Password: \*\*\*\*
- Full Name: Ext3042 H323
- Extension: 3042
- Email Address: [Empty]
- Locale: [Dropdown]
- Priority: 5
- System Phone Rights: None
- Profile: Basic User
- Receptionist:
- Enable Softphone:
- Enable one-X Portal Services:
- Enable one-X TeleCommuter:
- Enable Remote Worker:
- Enable Flare:  Flare Mode: Standalone
- Ex Directory:
- Device Type: Avaya 9620
- User Rights view: User data
- Working hours time profile: <None>
- Working hours User Rights: [Dropdown]
- Out of hours User Rights: [Dropdown]

Select the **SIP** tab. The values entered for the **SIP Name** and **Contact** fields are used as the user part of the SIP URI in the From and Contact headers for outgoing SIP trunk calls. In addition, these settings are used to match against the SIP URI of incoming calls without having to enter this number as an explicit SIP URI for the SIP line (**Section 5.6**). The example below shows the settings for user “Ext3042 H323”. The **SIP Name** and **Contact** are set to one of the DID numbers assigned to the enterprise by TSTT. In the example, DID number **1111234** was used. Only the last seven digits of the DID were assigned since TSTT only sends seven digits without the area code (868). The **SIP Display Name (Alias)** parameter can optionally be configured with a descriptive name.

If all calls involving this user and a SIP Line should be considered private, then the **Anonymous** box may be checked to withhold the user’s information from the network.

The screenshot displays the Avaya IP Office configuration interface. On the left, a tree view shows the hierarchy of IP Offices, with 'User' selected. The main window shows a list of users with columns for Name and Extension. The user 'Ext3042 H323' with extension 3042 is selected. The right pane shows the configuration for this user, with the 'SIP' tab active. The 'SIP Name' field is set to '1111234', the 'SIP Display Name (Alias)' is set to 'Ext3042 H323', and the 'Contact' field is also set to '1111234'. There is an unchecked checkbox for 'Anonymous'.

Name	Extension
Ext3040 H323	3040
Ext3041 H323	3041
Ext3042 H323	3042
Ext3043 Digital	3043
Ext3044 Digital	3044
Ext3047 SIP	3047
Ext3048 H323	3048
Ext3049 Fax	3049
Ext3055 H323	3055
Extn4002	4002
Extn4003	4003
Extn4004	4004
Extn4005	4005
Extn4006	4006
Extn4007	4007
Extn4008	4008
Extn4011	4011
Extn4012	4012
Extn4013	4013
Extn4014	4014
Extn4015	4015
Extn4016	4016
Extn4017	4017
Extn4018	4018
Extn4019	4019
Extn4020	4020
Extn4021	4021
Extn4022	4022
Extn4023	4023
Extn4024	4024
NoUser	
RemoteManager	
sip3050	3050

Select the **Voice Mail** tab. The following screen shows the **VoiceMail** tab for the user with extension 3042. The **VoiceMail On** box is checked. Voicemail password can be configured using the **VoiceMail Code** and **Confirm Voicemail Code** parameters. In the verification of these Application Notes, incoming calls from TSTT SIP Trunk to this user were redirected to Voicemail Pro after no answer. Voicemail messages were recorded and retrieved successfully. Voice mail navigation and retrieval was performed locally and from PSTN telephones to test DTMF using RFC 2833.

IP Offices	User	Ext3042 H323: 3042*
BOOTP (9)	Name	Extension
Operator (3)	Ext3040 H323	3040
00E00706530F	Ext3041 H323	3041
System (1)	Ext3042 H323	3042
Line (3)	Ext3043 Digital	3043
Control Unit (4)	Ext3043 Digital	3044
Extension (35)	Ext3044 Digital	3044
User (33)	Ext3047 SIP	3047
HuntGroup (1)	Ext3048 H323	3048
Short Code (62)	Ext3049 Fax	3049
Service (0)	Ext3055 H323	3055
RAS (1)	Extn4002	4002
Incoming Call Route (2)	Extn4003	4003
WanPort (0)	Extn4004	4004
Directory (0)	Extn4005	4005
Time Profile (0)	Extn4006	4006
Firewall Profile (1)	Extn4007	4007
IP Route (4)	Extn4008	4008
Account Code (0)	Extn4011	4011
License (74)	Extn4012	4012
Tunnel (0)	Extn4013	4013
User Rights (8)	Extn4014	4014
ARS (1)	Extn4015	4015
RAS Location Request (0)	Extn4016	4016
E911 System (1)	Extn4017	4017
	Extn4018	4018
	Extn4019	4019
	Extn4020	4020
	Extn4021	4021
	Extn4022	4022
	Extn4023	4023
	Extn4024	4024
	NoUser	
	RemoteManager	
	sip3050	3050

Select the **Telephony** tab, then **Call Settings** tab as shown below. Check the **Call Waiting On** box to allow an Avaya IP Office phone logged in as this extension to have multiple call appearances. Note: **Call Waiting On** is necessary for call transfer.

The screenshot shows the Avaya IP Office configuration interface. On the left, a tree view shows the hierarchy: IP Offices > User > Ext3042 H323 3042. The main window displays the configuration for this user. The 'Telephony' tab is selected, and the 'Call Settings' sub-tab is active. The following settings are visible:

- Outside Call Sequence: Default Ring
- Inside Call Sequence: Default Ring
- Ringback Sequence: Default Ring
- No Answer Time (secs): System Default (15)
- Wrap-up Time (secs): 2
- Transfer Return Time (secs): Off
- Call Cost Mark-Up: 100
- Call Waiting On
- Answer Call Waiting On Hold
- Busy On Held
- Offhook Station

Select the **Mobility** tab. In the sample configuration user 3042 was one of the users configured to test the Mobile Twinning feature. The following screen shows the **Mobility** tab for User 3042. The **Mobility Features** and **Mobile Twinning** boxes are checked. The **Twinned Mobile Number** field is configured with the number to dial to reach the twinned telephone, in this case **91919111234**. Other options can be set according to customer requirements.

The screenshot shows the Avaya IP Office configuration interface for user 3042. The 'Mobility' tab is selected. The following settings are visible:

- Internal Twinning
  - Twinned Handset: <None>
  - Maximum Number of Calls: 1
  - Twin Bridge Appearances
  - Twin Coverage Appearances
  - Twin Line Appearances
- Mobility Features
  - Mobile Twinning
    - Twinned Mobile Number (including dial access code): 91919111234
    - Twinning Time Profile: <None>
    - Mobile Dial Delay (secs): 4
    - Mobile Answer Guard (secs): 0
    - Hunt group calls eligible for mobile twinning
    - Forwarded calls eligible for mobile twinning
    - Twin When Logged Out
    - one-X Mobile Client
    - Mobile Call Control
    - Mobile Callback

To program a key on the telephone to turn Mobile Twinning on or off, select the **Button Programming** tab on the user, then select the button to program to turn Mobile Twinning on and off, click on **Edit → Emulation → Twinning**. In the sample below, button 4 was programmed to turn Mobile Twinning on and off on user 3042.

The screenshot displays the Avaya IP Office configuration interface. On the left, a tree view shows the hierarchy of IP Offices, including various system components like Operator, System, Line, Control Unit, Extension, User, HuntGroup, Service, RAS, Incoming Call Route, WanPort, Directory, Time Profile, Firewall Profile, IP Route, Account Code, License, Tunnel, User Rights, RAS, and E911 System. The main window shows the configuration for user 'Ext3042 H323: 3042'. The 'Button Programming' tab is selected, displaying a table of buttons:

Button ...	Label	Action	Action Data
1		Appearance	a=
2		Appearance	b=
3		Appearance	c=
4		Twinning	
5		Bridged Appearance	Ext3040 H323;1
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			
24			
25			
26			
27			

The 'Edit Button' dialog is open, showing the configuration for button 4:

- Button No.: 4
- Label: (empty)
- Action: Twinning
- Action Data: (empty)

Buttons for 'Remove', 'Edit...', 'Copy', and 'Paste' are visible on the right side of the main window. A checkbox for 'Display all buttons' is also present.

## 5.9. Incoming Call Route

An incoming call route maps inbound DID numbers on a specific line to internal extensions, hunt groups, short codes, etc, within the IP Office system. Incoming call routes should be defined for each DID number assigned by the service provider.

In a scenario similar to the one used for the compliance test, only one incoming route is needed, which allows any incoming number arriving on the SIP trunk to reach any predefined extension in IP Office. The routing decision for the call is based on the parameters previously configured for **Call Routing Method** and **SIP URI (Section 5.6)** and the users **SIP Name** and **Contact**, already populated with the assigned TSTT DID numbers (**Section 5.8**)

From the left Navigation Pane, right-click on **Incoming Call Route** and select **New**. On the Details Pane, under the **Standard** tab, set the parameters as show bellow:

- Set **Bearer Capacity** to **Any Voice**.
- Set the **Line Group Id** to the incoming line group of the SIP line defined in **Section 5.6**.
- Default values may be used for all other parameters.

The screenshot displays the IP Office configuration interface. On the left, the 'IP Offices' navigation pane shows a tree structure with 'Incoming Call Route (2)' selected. The main area is divided into two panes: 'Incoming Call Route' and 'Details'. The 'Incoming Call Route' pane shows a table with two entries: '0' and '17', both with 'DialIn' as the destination. The 'Details' pane is currently on the 'Standard' tab and shows the following configuration:

Parameter	Value
Bearer Capacity	Any Voice
Line Group ID	17
Incoming Number	
Incoming Sub Address	
Incoming CLI	
Locale	
Priority	1 - Low
Tag	
Hold Music Source	System Source

- Under the **Destinations** tab, enter “.” for the **Default Value**. This setting will allow the call to be routed to any destination with a value on its **SIP Name** field, entered on the **SIP** tab of that **User**, which matches the number present on the user part of the incoming Request URI.

IP Offices Incoming Call Route 17

Line Group ID	Incoming Number	Dest
0		DialTr
17		

Standard Voice Recording Destinations

TimeProfile	Destination	Fallback Extension
Default Value	.	

BOOTP (9)  
 Operator (3)  
 00E00706530F  
 System (1)  
 Line (3)  
 Control Unit (4)  
 Extension (35)  
 User (33)  
 HuntGroup (1)  
 Short Code (62)  
 Service (0)  
 RAS (1)  
 Incoming Call Route (2)  
 WanPort (0)  
 Directory (0)  
 Time Profile (0)  
 Firewall Profile (1)  
 IP Route (4)  
 Account Code (0)  
 License (74)  
 Tunnel (0)  
 User Rights (8)  
 ARS (1)  
 RAS Location Request (0)  
 E911 System (1)

## 5.10. Short Code

Define a short code to route outbound traffic to the SIP line. To create a short code, right-click on **Short Code** in the Navigation Pane and select **New**. On the **Short Code** tab in the Details Pane, configure the parameters as shown below.

- In the **Code** field, enter the dial string which will trigger this short code, followed by a semi-colon. In this case, **8N;**. This short code will be invoked when the user dials 8 followed by any number.
- Set **Feature** to **Dial**. This is the action that the short code will perform.
- Set **Telephone Number** to **N"@192.168.139.155"**. This field is used to construct the Request URI and To headers in the outgoing SIP INVITE message. The value **N** represents the number dialed by the user. The IP address 192.168.139.155 represents the IP address of the TSTT SIP proxy.
- Set the **Line Group Id** to the outgoing line group number defined on the **SIP URI** tab on the **SIP Line** in **Section 5.6.3**. This short code will use this line group when placing outbound calls.
- Default values may be used for all other parameters.

The screenshot displays the Avaya configuration interface. On the left, a tree view under 'IP Offices' shows 'Short Code (62)' selected. The main area is split into two panes. The left pane shows a list of short codes with columns for 'Code' and 'Telephone Number'. The right pane is the 'Short Code' configuration window, titled '8N;: Dial'. It contains the following fields:

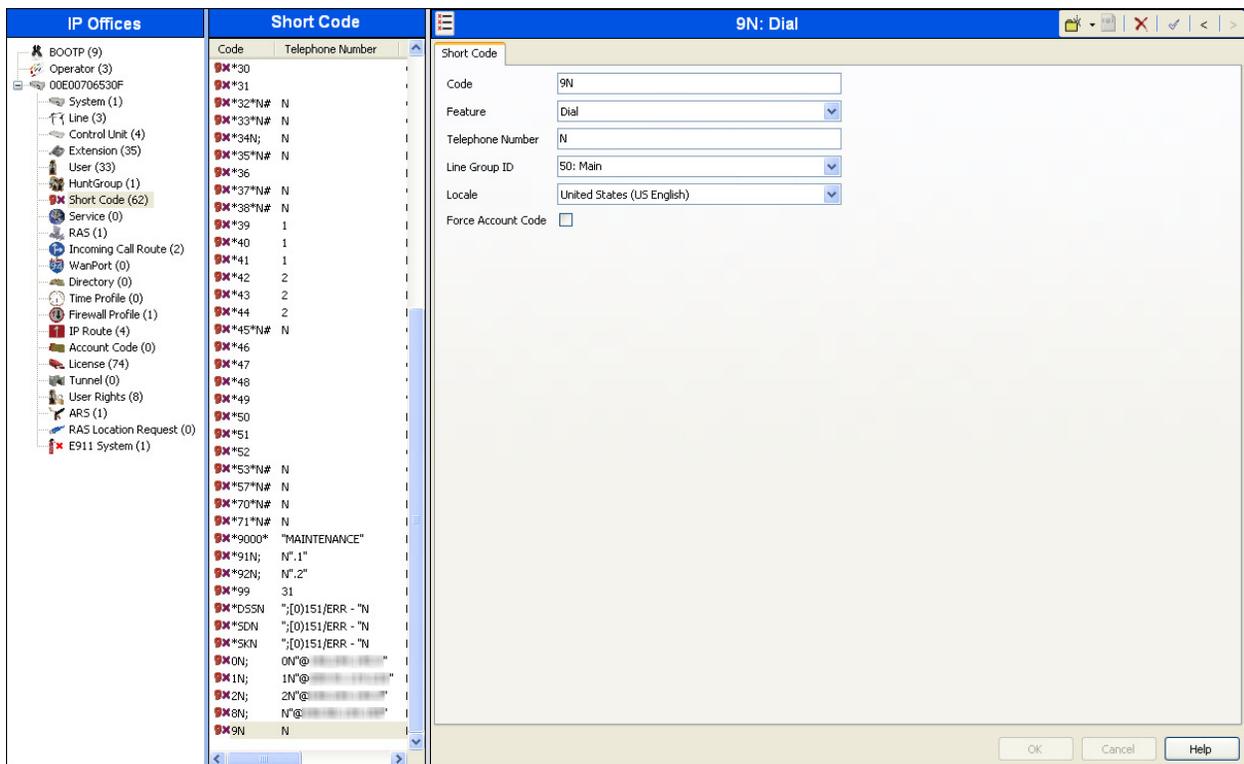
- Code:** 8N;
- Feature:** Dial
- Telephone Number:** N"@192.168.139.155"
- Line Group ID:** 17
- Locale:** United States (US English)
- Force Account Code:**

At the bottom of the configuration window are 'OK', 'Cancel', and 'Help' buttons.

## 5.11. Automatic Route Selection

Optionally, Automatic Route Selection (ARS) can be used rather than the simple short code approach described above. With ARS, secondary dial tone can be provided after the access code. Other features like time-based routing criteria and alternate routing can be specified so that a call can re-route automatically if the primary route or outgoing line group is not available. ARS also facilitates a more granular treatment for different types of calls, and permits a more specific matching of the telephone number dialed following the access code. While detailed coverage of ARS is beyond the scope of these Application Notes, and alternate routing was not used in the reference configuration, this section includes some basic screen illustrations of the ARS settings used during the compliance test.

To create a short code to be used for ARS, right-click on **Short Code** in the Navigation Pane and select **New**. The screen below shows the short code **9N** created. Note that the semi-colon is not used here. In this case, when the Avaya IP Office user dials **9** plus any number **N**, instead of being directed to a specific Line Group ID, the call is directed to **Line Group 50: Main**, which is configurable via ARS.



The following screen shows the example ARS configuration for the route **Main**. Note the sequence of **Xs** used in the **Code** column of the entries to specify the exact number of digits to be expected, following the access code and the first digit on the string. This type of setting results in a much quicker response in the delivery of the call by the IP Office. The example below shows that for local calls, the user dialed 9, then 10 digit numbers starting with an 8. For calls to other area codes in the North American Numbering Plan, the user dialed 9, followed by 11 digits, starting with a 1.

The screenshot displays the Avaya IP Office configuration interface for the ARS (Automatic Route Selection) configuration of the 'Main' route. The interface is divided into three main sections: a tree view on the left, a central configuration panel, and a table of ARS entries.

**Tree View (Left):** Shows the hierarchy of the IP Office configuration, including IP Offices, ARS, and various system components like BOOTP, Operator, System, Line, Control Unit, Extension, User, HuntGroup, Short Code, Service, RAS, Incoming Call Route, WanPort, Directory, Time Profile, Firewall Profile, IP Route, Account Code, License, Tunnel, User Rights, RAS Location Request, and E911 System.

**Central Configuration Panel (Main):** Shows the configuration for the 'Main' route. Key settings include:

- ARS Route Id: 50
- Route Name: Main
- Dial Delay Time: System Default (3)
- In Service:
- Time Profile: <None>
- Secondary Dial tone:  SystemTone
- Check User Call Barring:
- Out of Service Route: <None>
- Out of Hours Route: <None>
- Alternate Route Priority Level: 3
- Alternate Route Wait Time: 30
- Alternate Route: <None>

**ARS Entries Table:** A table showing the ARS entries for the 'Main' route. The table has four columns: Code, Telephone Number, Feature, and Line Group ID.

Code	Telephone Number	Feature	Line Group ID
11	911	Dial Emergency	0
911	911	Dial Emergency	0
0XXXXXXXXXXXX	0N	Dial	17
6XXXXXX	6N	Dial	17
8XXXXXXXXXX	8N	Dial	17
1XXXXXXXXXX	1N	Dial	17

## 5.12. Privacy/Anonymous Calls

For outbound calls with privacy (anonymous) enabled, Avaya IP Office will replace the calling party number in the From and Contact headers of the SIP INVITE message with “restricted” and “anonymous” respectively. Avaya IP Office can be configured to use the P-Preferred-Identity (PPI) or P-Asserted-Identity (PAI) header to pass the actual calling party information for authentication and billing. By default, Avaya IP Office will use PPI for privacy. For the compliance test, PAI was used for the purposes of privacy.

To configure Avaya IP Office to use PAI for privacy calls, navigate to **User** → **NoUser** in the Navigation Pane. Select the **Source Numbers** tab in the Details Pane. Click the **Add** button.

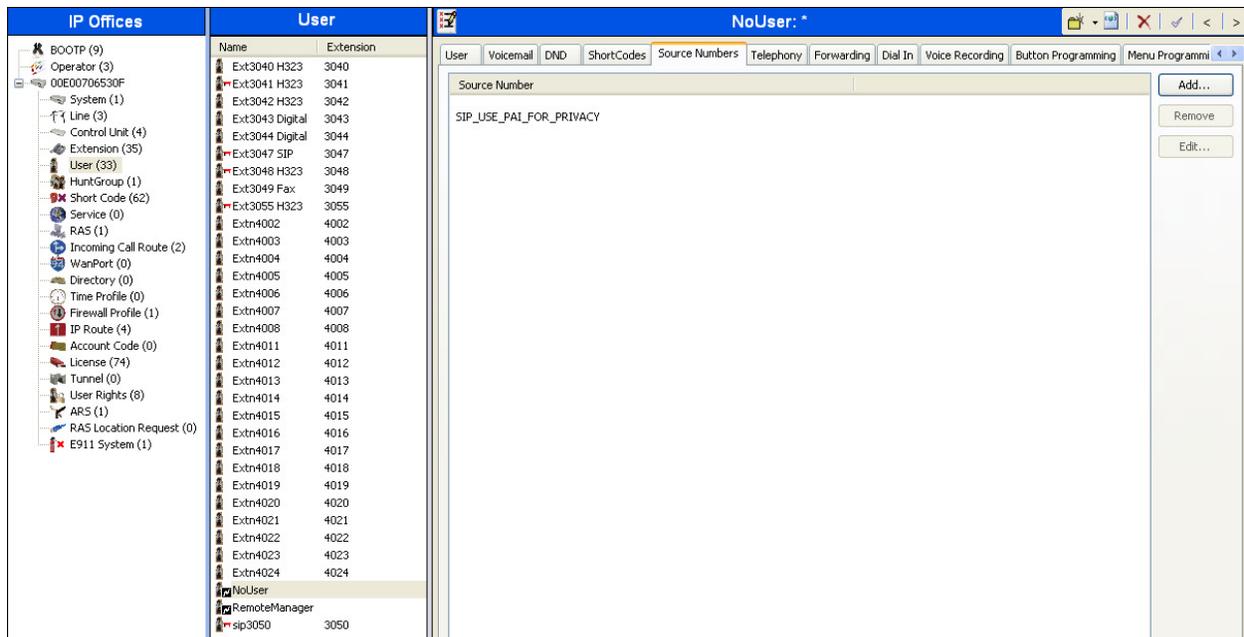
The screenshot shows the Avaya IP Office configuration interface. On the left is the 'IP Offices' navigation pane with a tree view. The main area is divided into two panes: 'User' and 'Details'. The 'User' pane shows a list of users with columns for 'Name' and 'Extension'. The 'NoUser' user is selected and highlighted. The 'Details' pane is active, showing the 'Source Numbers' tab. The 'Source Number' field is empty, and the 'Add...' button is visible.

Name	Extension
Ext3040 H323	3040
Ext3041 H323	3041
Ext3042 H323	3042
Ext3043 Digital	3043
Ext3044 Digital	3044
Ext3047 SIP	3047
Ext3048 H323	3048
Ext3049 Fax	3049
Ext3055 H323	3055
Extn4002	4002
Extn4003	4003
Extn4004	4004
Extn4005	4005
Extn4006	4006
Extn4007	4007
Extn4008	4008
Extn4011	4011
Extn4012	4012
Extn4013	4013
Extn4014	4014
Extn4015	4015
Extn4016	4016
Extn4017	4017
Extn4018	4018
Extn4019	4019
Extn4020	4020
Extn4021	4021
Extn4022	4022
Extn4023	4023
Extn4024	4024
NoUser	
RemoteManager	
slp3050	3050

At the bottom of the Details Pane, the **Source Number** field will appear. Enter **SIP\_USE\_PA1\_FOR\_PRIVACY**. Click **OK**.

The screenshot shows a dialog box titled 'New Source Number'. It has a 'Source Number' label and a text input field containing 'SIP\_USE\_PA1\_FOR\_PRIVACY'. There are 'OK' and 'Cancel' buttons on the right side.

The **SIP\_USE\_PA1\_FOR\_PRIVACY** parameter will appear in the list of Source Numbers as shown below.

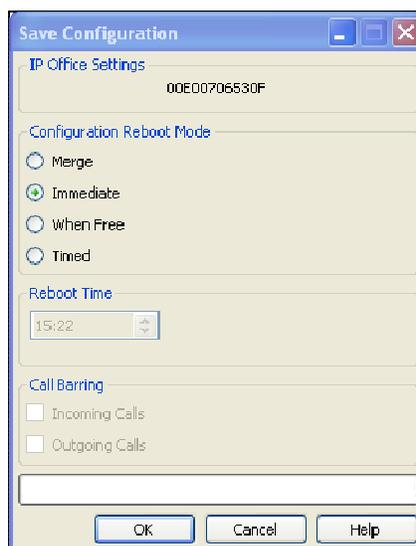


### 5.13. Save Configuration

When desired, send the configuration changes made in Avaya IP Office Manager to the Avaya IP Office server in order for the changes to take effect.

Navigate to **File**→**Save Configuration** in the menu bar at the top left of the screen to save the configuration performed in the preceding sections.

Once the configuration is validated, a screen similar to the following will appear, with either the **Merge** or the **Immediate** radio button chosen based on the nature of the configuration changes made since the last save. Note that clicking OK may cause a service disruption due to system reboot. Click OK if desired.



## 6. Telecommunications Services of Trinidad and Tobago SIP Trunking Configuration

TSTT is responsible for the configuration of the SIP Trunk Service. The customer will need to provide the IP address used to reach the Avaya IP Office at the enterprise. TSTT will provide the customer the necessary information to configure the Avaya IP Office SIP trunk connection, including:

- IP address of the TSTT SIP Proxy server.
- Supported codecs and order of preference.
- DID numbers.
- All IP addresses and port numbers used for signaling or media that will need access to the enterprise network through any security devices.

## 7. Verification Steps

The following steps may be used to verify the configuration:

- Use the Avaya IP Office System Status application to verify the state of the SIP connection. Launch the application from **Start → Programs → IP Office → System Status** on the PC where Avaya IP Office Manager was installed (not shown). Log in using the appropriate credentials and select the SIP line of interest from the left pane. On the **Status** tab in the right pane, verify that the **Current State** is **Idle** for each channel (assuming there are no active calls).

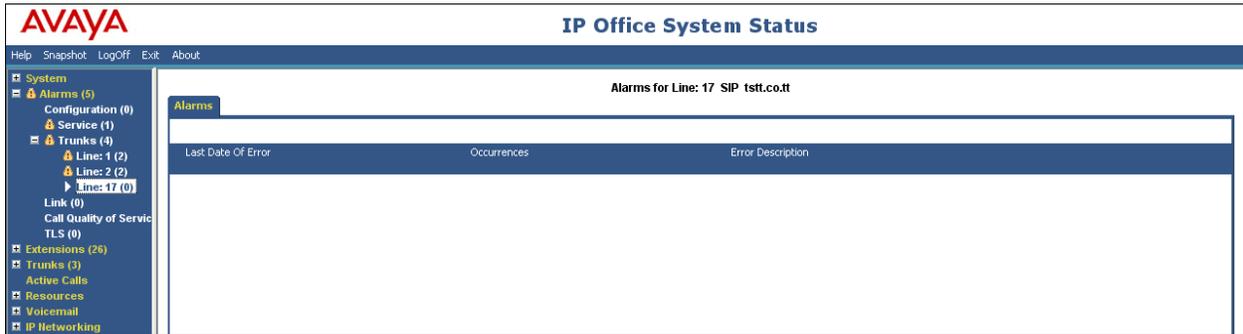
The screenshot displays the Avaya IP Office System Status application. The left sidebar shows navigation options: System, Alarms (5), Extensions (26), Trunks (3) with sub-items Line: 1, Line: 2, and Line: 17 (selected), Active Calls, Resources, Voicemail, and IP Networking. The main window is titled 'IP Office System Status' and has tabs for Status, Utilization Summary, and Alarms. The 'Status' tab is active, showing a 'SIP Trunk Summary' section with the following details:

- Peer Domain Name: tstt.co.tt
- Resolved Address: 192.168.139.155
- Line Number: 17
- Number of Administered Channels: 10
- Number of Channels in Use: 0
- Administered Compression: G711 Mu, G729 A
- Silence Suppression: Off
- SIP Trunk Channel Licenses: Unlimited
- SIP Trunk Channel Licenses in Use: 0 (indicated by a green circle and 0%)
- SIP Device Features:

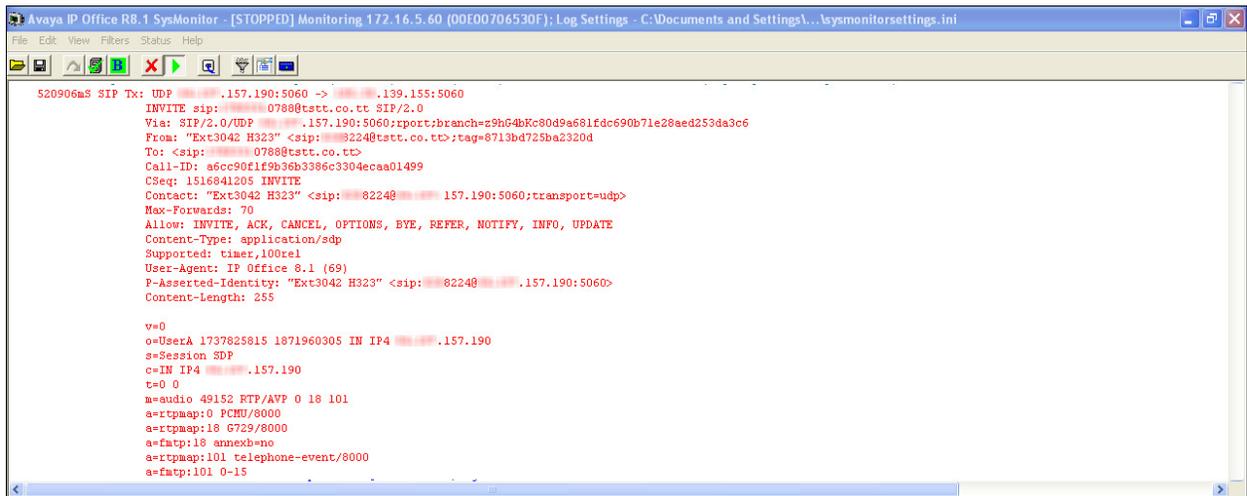
Below the summary is a table with the following columns: Channel Number, URI Gr..., Call Ref, Current State, Time In State, Remote Media Address, Codec, Connection Type, Caller ID or Dialed Digits, Other Party on Call, Direction of Call, Round Trip Delay, Receive Jitter, Receive Packet Los..., Transmit Jitter, and Transmit Packet Los... The table contains 10 rows, all with 'Idle' as the 'Current State' and '00:04:10' as the 'Time In State'.

Channel Number	URI Gr...	Call Ref	Current State	Time In State	Remote Media Address	Codec	Connection Type	Caller ID or Dialed Digits	Other Party on Call	Direction of Call	Round Trip Delay	Receive Jitter	Receive Packet Los...	Transmit Jitter	Transmit Packet Los...
1			Idle	00:04:10											
2			Idle	00:04:10											
3			Idle	00:04:10											
4			Idle	00:04:10											
5			Idle	00:04:10											
6			Idle	00:04:10											
7			Idle	00:04:10											
8			Idle	00:04:10											
9			Idle	00:04:10											
10			Idle	00:04:10											

- Select the **Alarms** tab and verify that no alarms are active on the SIP line.



- Verify that a phone connected to Avaya IP Office can successfully place a call to the PSTN with two-way audio.
- Verify that a phone connected to the PSTN can successfully place a call to an Avaya IP Office phone with two-way audio.
- The Avaya IP Office Monitor application can also be used to monitor and troubleshoot SIP signaling messaging between TSTT and IP Office. Launch the application from **Start → Programs → IP Office → Monitor** on the PC where Avaya IP Office Manager was installed. The sample screen below shows part of the messages on an outbound call.



## 8. Conclusion

These Application Notes describe the procedures required to configure SIP trunk connectivity between Avaya IP Office 8.1 and the Telecommunications Services of Trinidad and Tobago SIP Trunk Service, as shown in **Figure 1**.

Interoperability testing was completed successfully with the observations/limitations noted in **Section 2.2**.

## 9. Additional References

- [1] IP Office 8.1, Installing IP500/IP500 V2 Document Number 15-601042 - Issue 27n, 22 August 2013, <https://downloads.avaya.com/css/P8/documents/100162521>
- [2] IP Office Manager R8.1 FP1, Document Number 15-601011 - Issue 29v 0, Friday, August 30, 2013, <https://downloads.avaya.com/css/P8/documents/100162522>
- [3] IP Office Release 8.1 Implementing Voicemail Pro, Document Number 15-601064 – Issue 8b, Tuesday, December 11, 2012, <https://downloads.avaya.com/css/P8/documents/100163127>
- [4] IP Office 8.1 Using System Status, Document Number 15-601758 – Issue 07a, 24 May, 2013 <https://downloads.avaya.com/css/P8/documents/100150298>
- [5] Avaya IP Office Knowledgebase, <http://marketingtools.avaya.com/knowledgebase>

Product documentation for Avaya products may be found at <http://support.avaya.com>.

Product documentation for the TSTT SIP Trunk Service is available from Telecommunications Services of Trinidad and Tobago.

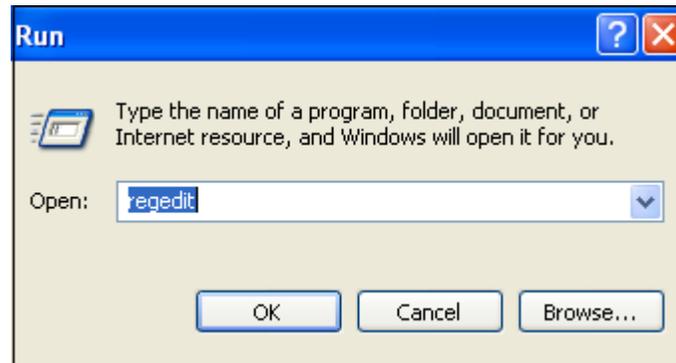
## Appendix: SIP Line Template

Avaya IP Office Release 8.1 supports a SIP Line Template (in xml format) that can be created from an existing configuration and imported into a new installation to simplify configuration procedures as well as to reduce potential configuration errors.

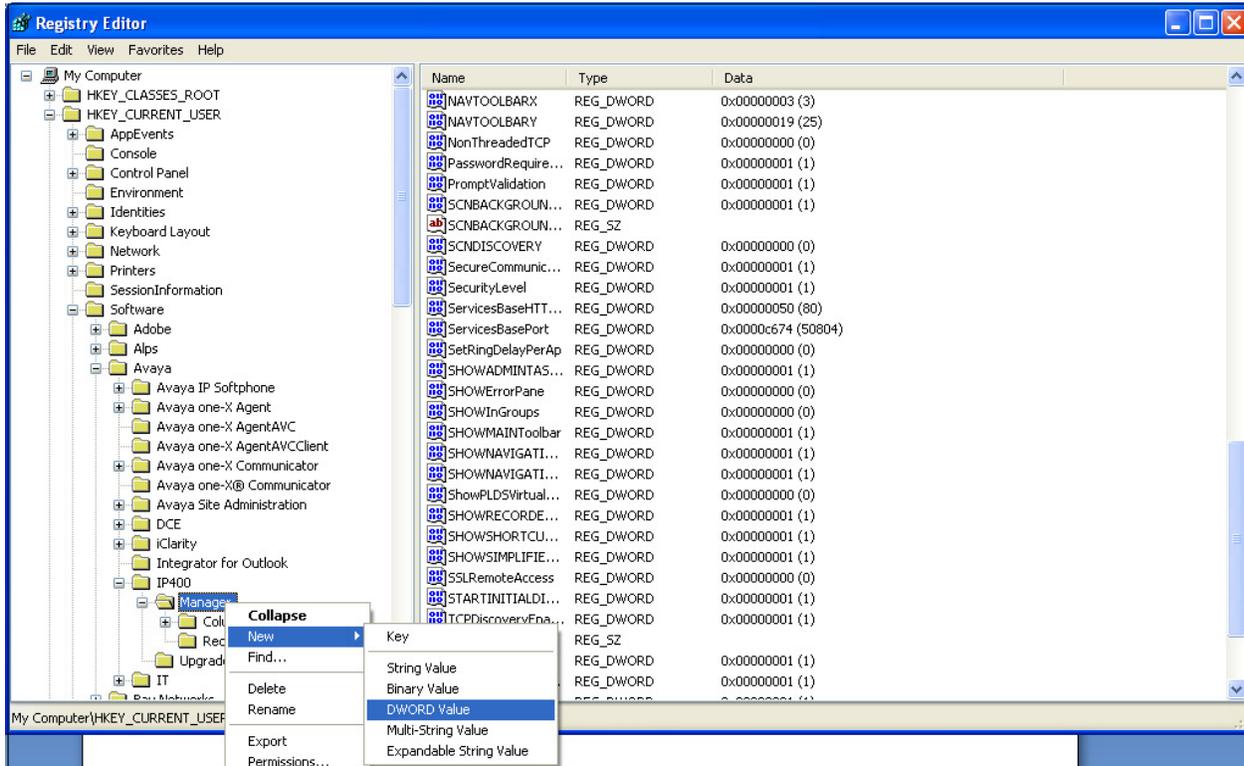
Not all of the configuration information is included in the SIP Line Template, therefore, it is critical that the SIP Line configuration be verified/updated after a template has been imported, and additional configuration be supplemented using **Section 5.6** in these Application Notes as a reference.

To create a SIP Line Template from the configuration described in these Application Notes, configure the parameters as described below.

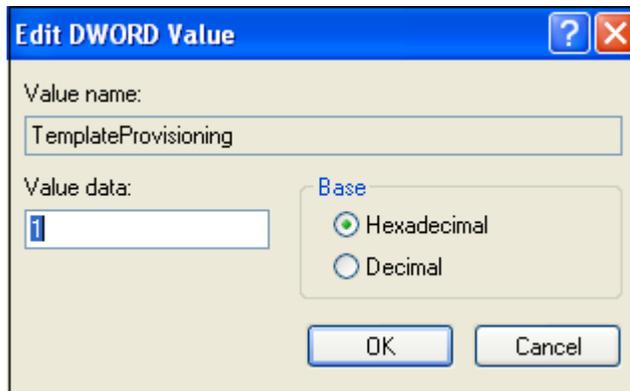
Use the Windows Registry Editor on the PC where Avaya IP Office Manager is installed to add a new **TemplateProvisioning** registry entry. Select **Start → Run**. Enter **regedit** in the **Open** box.



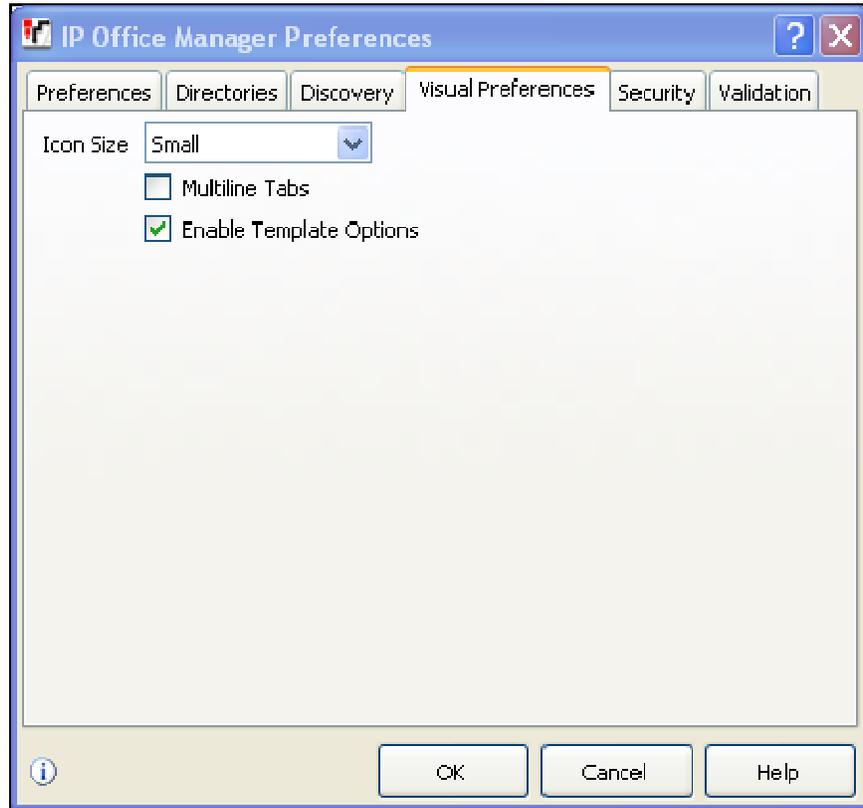
On the Registry Editor, navigate to **HKEY\_CURRENT\_USER** → **Software** → **Avaya** → **IP400**. Right click on **Manager** and select **New** → **DWORD Value**.



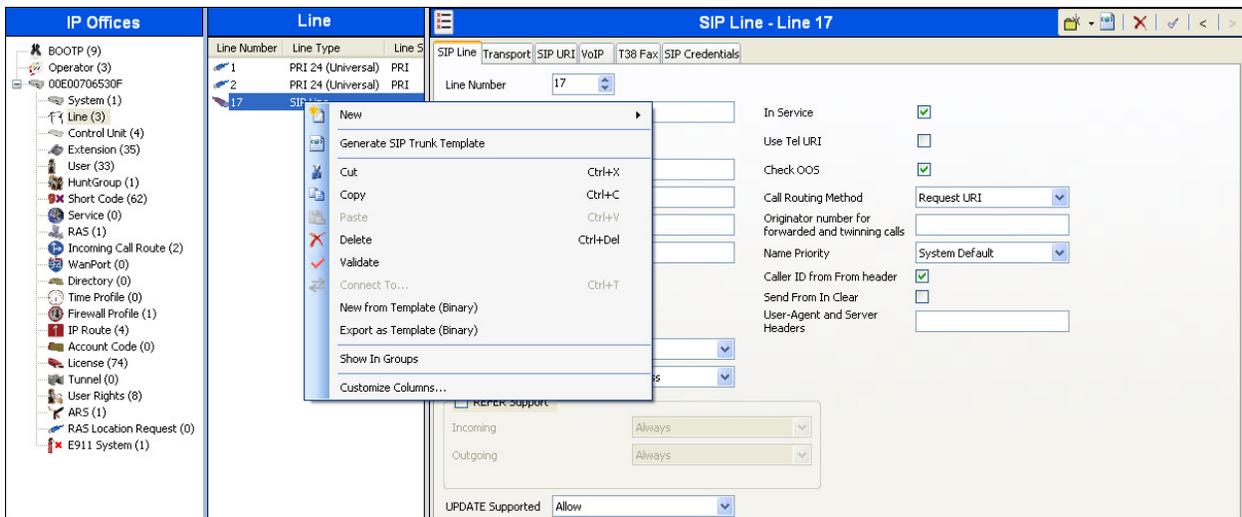
Right click the newly created entry and rename it to **TemplateProvisioning**. Double click the entry and change the value under **Value Data** from “0” to “1”. Restart the PC.



To enable template support in the IP Office Manager, select **File**, then **Preferences**. On the **Visual Preferences** tab, check the **Enable Template Options** box.



To create a SIP Line Template from the configuration, on the left Navigation Pane, right click the Sip Line (17), and select **Generate SIP Trunk Template**.



The trunk's settings are displayed as configured in **Section 5.6**. Enter a descriptive name for the template, adjust the settings if required, and then click on **Export**.

On the next screen, **Template Type Selection**, select the **Country**, enter the name for the **Service Provider**, and click **Generate Template**.

The following is the exported SIP Line Template file **TT\_TSTT\_SIPTrunk.xml**:

```
<?xml version="1.0" encoding="utf-8" ?>
<Template xmlns="urn:SIPTrunk-schema">
```

<TemplateType>**SIPTrunk**</TemplateType>  
 <Version>**20130913**</Version>  
 <SystemLocale>**enu**</SystemLocale>  
 <DescriptiveName>**TSTT IPO 8.1**</DescriptiveName>  
 <ITSPDomainName>**tsst.co.tt**</ITSPDomainName>  
 <SendCallerID>**CallerIDDIV**</SendCallerID>  
 <ReferSupport>**false**</ReferSupport>  
 <ReferSupportIncoming>**1**</ReferSupportIncoming>  
 <ReferSupportOutgoing>**1**</ReferSupportOutgoing>  
 <RegistrationRequired>**false**</RegistrationRequired>  
 <UseTelURI>**false**</UseTelURI>  
 <CheckOOS>**true**</CheckOOS>  
 <CallRoutingMethod>**1**</CallRoutingMethod>  
 <OriginatorNumber />  
 <AssociationMethod>**SourceIP**</AssociationMethod>  
 <LineNamePriority>**SystemDefault**</LineNamePriority>  
 <UpdateSupport>**UpdateAllow**</UpdateSupport>  
 <UserAgentServerHeader />  
 <CallerIDfromFromheader>**true**</CallerIDfromFromheader>  
 <PerformUserLevelPrivacy>**false**</PerformUserLevelPrivacy>  
 <ITSPProxy>**192.168.139.155**</ITSPProxy>  
 <LayerFourProtocol>**SipUDP**</LayerFourProtocol>  
 <SendPort>**5060**</SendPort>  
 <ListenPort>**5060**</ListenPort>  
 <DNSServerOne>**0.0.0.0**</DNSServerOne>  
 <DNSServerTwo>**0.0.0.0**</DNSServerTwo>  
 <CallsRouteViaRegistrar>**true**</CallsRouteViaRegistrar>  
 <SeparateRegistrar />  
 <CompressionMode>**AUTOSELECT**</CompressionMode>  
 <UseAdvVoiceCodecPrefs>**true**</UseAdvVoiceCodecPrefs>  
 <AdvCodecPref>**G.711 ULAW 64K,G.729(a) 8K CS-ACELP**</AdvCodecPref>  
 <CallInitiationTimeout>**4**</CallInitiationTimeout>  
 <DTMFSupport>**DTMF\_SUPPORT\_RFC2833**</DTMFSupport>  
 <VoipSilenceSupression>**false**</VoipSilenceSupression>  
 <ReinviteSupported>**true**</ReinviteSupported>  
 <FaxTransportSupport>**FOIP\_NONE**</FaxTransportSupport>  
 <UseOffererPrefferedCodec>**false**</UseOffererPrefferedCodec>  
 <CodecLockdown>**false**</CodecLockdown>  
 <Rel100Supported>**true**</Rel100Supported>  
 <T38FaxVersion>**3**</T38FaxVersion>  
 <Transport>**UDPTL**</Transport>  
 <LowSpeed>**0**</LowSpeed>  
 <HighSpeed>**0**</HighSpeed>  
 <TCFMethod>**Trans\_TCF**</TCFMethod>  
 <MaxBitRate>**FaxRate\_14400**</MaxBitRate>  
 <EflagStartTimer>**2600**</EflagStartTimer>  
 <EflagStopTimer>**2300**</EflagStopTimer>  
 <UseDefaultValues>**true**</UseDefaultValues>

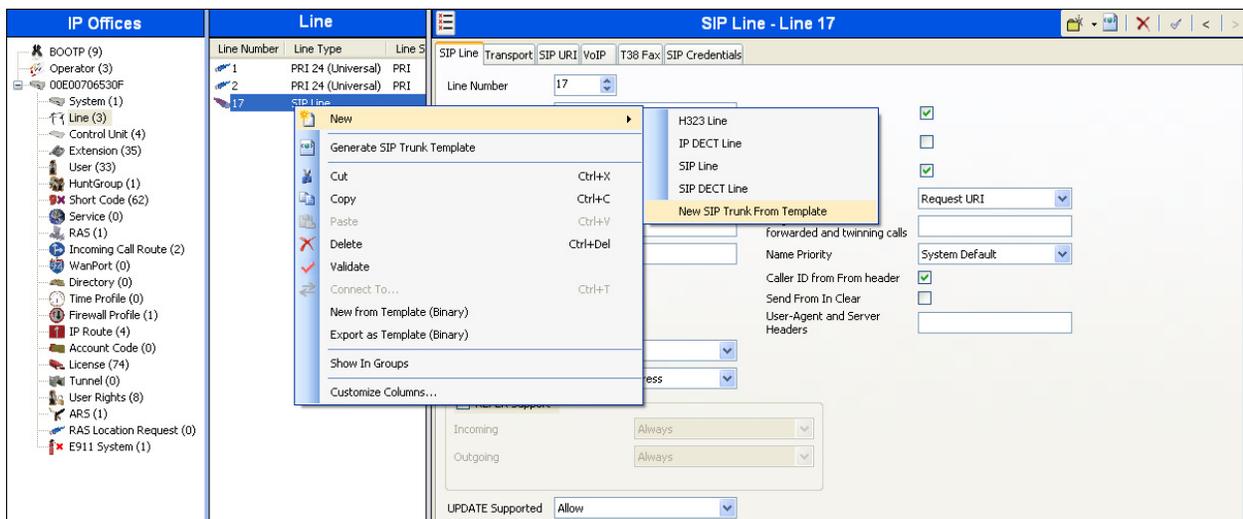
```

<ScanLineFixup>true</ScanLineFixup>
<TFOPEnhancement>true</TFOPEnhancement>
<DisableT30ECM>>false</DisableT30ECM>
<DisableEflagsForFirstDIS>>false</DisableEflagsForFirstDIS>
<DisableT30MRCompression>>false</DisableT30MRCompression>
<NSFOVERRIDE>>false</NSFOVERRIDE>
</Template>

```

To import the template into a new IP Office system, copy and paste the exported xml template file into the Templates directory (C:\Program Files\Avaya\IP Office\Manager\Templates) on the PC where IP Office Manager for the new system is running.

Next, import the template into the new IP Office system by creating a new SIP Line as shown in the screenshot below. In the Navigation Pane on the left, right-click on **Line** then navigate to **New, New SIP Trunk From Template**:



On the next screen, **Template Type Selection**, verify that the information in the **Country** and **Service Provider** fields is correct. If more than one template is present, use the drop-down menus to select the required template. Click **Create new SIP Trunk** to finish the process.



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