

Module 1 Lesson 4 Endpoint Configuration

Objectives

The objectives of this lesson is to have you understand the different types of extensions supported by the IP Office System.

Learn how each type of extension gets configured, and the different types of extensions supported by the IP Office system



IP Office Endpoints - Supported Extensions

The IP Office system supports a total of 6 types of extensions with the following standards=

Analog

Digital

H.323

SIP/IP-DECT

Virtual Extension.

Analog

The IP Office provides services to analog devices through the analog extensions. They use a two wire configuration to connect Night Bells, Paging Systems, Fax machines, Third party voicemail systems, Property Management Systems or PMS, IVR systems, Fax Servers, and door phones.

Analog Configuration

Once connected to the IP Office system, from the Menu tree option, select “Extension”, then look for BP (Base Phone). For those using Phone expansion modules, select the module number then select the specific analog port to be configured.

Notice there are two tabs associated with the Analog Extension.

Extension Tab - The Base Extension field is where you assign the extension ID corresponding this particular extension. When numbering the stations, it is a good practice to keep them in a sequential order.

Analogue Tab - Depending in what type of device you are connecting to the analog port, you have to choose the “Equipment Classification”. For Paging systems, you might consider using “IVR Port”, and for those connecting Fax machines, etc, the “Standard Telephone” gets selected.



Digital

The next family of extensions are the digital extensions. these ports are used to connect digital phones to any type of digital ports supported by the IP Office.

The digital extension ports can be monitored by looking at the physical ports themselves. Each port will light a green LED whenever there is a digital phone attached to it. Each phone will also upgrade its files when they first get plugged into the IP500V2.

Unlike the Analog extension, the digital extension port has only one tab to configure. BD (Base Digital).

Digital Tab selection and options

Device Type - As soon as you have connected a digital phone, it will assign a Device Type, or Profile type to the extension reflecting an icon of the model telephone connected.

The Unknown Digital handset shows whenever the port is available.

Extension Field - It is where you get to assign the extension number to the digital port.

H.323 or IP

IP Phones get connected via an ethernet switch.

Files are delivered via HTTP, HTTPS or TFTP. An IP-Endpoint license is necessary for these type of sets to work. Refer to the IP Office release notes.

These extensions allow the system administrator to update the Extension ID and Extension Number under the Extension Tab.

VoIP Tab - The Allow Direct Media Path (Shuffling) can be enabled or disabled. For best practice you may want to disable this option to allow the IP Office system handle the VoIP transmission instead of the Customer's Switch or Network.

Auto-Extension Create - This feature can be enabled through the System/LAN1/VoIP Tab. This feature auto creates new extensions whenever you connect a new IP Phone to the system and enter the desired extension number.

Manual creation - If a new user gets created and there isn't an extension associated with it, the system will provide you with the option to select H.323, SIP or None.



Another way to create a new H.323 extension is by right-clicking over the Extension element under the Menu Tree and select new. and lastly under the H.323 Extension template, you can select the yellow folder (located in the top right corner of the Manager Application.) to add a new H.323 extension.

SIP

These type of extensions are very similar to the H.323. There is a slight difference when creating the extension by selecting “SIP Extension” instead of H.323. The rest of the features are the same as H.323.

IP-DECT - SIP-DECT

These extensions help integrate the IP-DECT/SIP-DECT handsets to the IP Office. The IP-DECT extension gets created the same way as the SIP extension. By right-clicking the Extension element, or selecting the yellow folder under the extension template, then select “IP DECT Extension”.

Virtual

A virtual user gets created for those people that don't need a physical hard phone on their desk, or maybe remote users. Some example of a remote user can be= OneX Portal or softphones, and mailboxes. A virtual user is needed in order to register to the IP Office system to access voicemail, or any telephony features through the user's application.

To create a new Virtual User, hover over the “User” in the Menu Tree, right-click then select new. Another way to create a new user is by selecting the yellow folder from the User template.

User Name - This assigns a new mailbox to user and it is used by the voicemail system to create its attributes including the Dial By Name capabilities.

Full Name - This field is used to enter the displayed name when calling extension to extension.

Extension - This field assigns the extension corresponding to this particular user.



Summary

In this lesson you have learned how the Analog stations can help you interconnect analog devices such as door phones, fax machines, paging system, night bells, etc.

Under the Digital section of this lessons, we went over the best practices to configure extension numbers and clues to identify the phone profile, and extension status.

IP / SIP Extensions - Here we covered how the extensions are flexible when it comes to the creation, and numbering of each port, and best practices when integrating them to the customer's LAN.

SIP/IP-DECT - Under this section we reviewed the creation and basic configuration of these extensions. and Finally under the Virtual extensions we covered the importance of these types of extensions. How the Virtual user helps the remote users collaborate with the IP Office system.

