



IP Office™ Platform 9.1

Installing IP Office Video Softphone

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Chapter 1.

IP Office Video Softphone

1. IP Office Video Softphone

This guide covers the installation of the IP Office Video Softphone application. Though the application installs on individual user PCs, it also requires configuration changes on the IP Office system. Therefore, only installers with system configuration experience should install the application.

Support

This installation manual covers installation of the Version 4.0 softphone on IP Office Release 9.1 systems:

- Existing legacy Version 3.2 softphones are only supported for existing users on systems upgraded to IP Office Release 9.1. When upgraded, a **Legacy Softphone** license is created for every existing **Teleworker**, **Office Worker**, **Mobile Worker** and **Power User** license. The **Legacy Softphone** licenses are then used to enable softphone users.
- The new Version 4.0 softphone is supported for new Mac users.
 - It supports Mac OS 10.8 (Mountain Lion), 10.9 (Mavericks) and 10.10 (Yosemite). Existing legacy Version 3.2 softphone users wanting to use those OS's should also be upgraded to Version 4.0.
 - The Mac IP Office Video Softphone Version 4.0 uses a separate **Mac IP Softphone** license. It can also use the **Legacy Softphone** licenses if no further **Mac IP Softphone** licenses are available.
- New Windows users should be installed with Avaya Communicator.

Softphone Operation

- When the IP Office Video Softphone starts and registers with the IP Office system, the system creates a temporary extension record using the next available extension number. You cannot edit the temporary extension record. The system automatically deletes the temporary record a few minutes after the IP Office Video Softphone logs off.
- The user logs into IP Office Video Softphone using their extension number in the same way as for users hot desking onto a physical phone extension. Their extension number become the IP Office Video Softphone extension number whilst they use the application.
- If the user was previously using another extension, the system automatically logs them off that extension when they login to the IP Office Video Softphone.
 - If the user logs into IP Office Video Softphone on another PC having already logged in on one PC, the system automatically logs out the previous session. It takes up to 3 minutes for the previous session to be reflected that. However, the system immediately redirects incoming calls to the new session.

1.1 User PC Requirements

The following are the minimum and recommended requirements for IP Office Video Softphone Version 4.0.

- **Operating System:** Mac OS 10.8 (Mountain Lion) to 10.10 (Yosemite).
- **Processor:** Intel Core i5.
- **Memory:**
 - **Minimum:** 1GB RAM.
 - **Optimal:** 2GB RAM.
- **Hard Disk Space:** 50MB.
- **Sound Card:** Full-duplex, 16-bit or use USB headset.

Multimedia Device Requirements

The IP Office Video Softphone requires both speakers and a microphone to make calls. Any of the following configurations are acceptable:

- External speakers and microphone.
- Built-in speakers and microphone.
- Dual-jack multimedia headset.
- USB multimedia headset.
- USB phone.

You can configure HID-compliant devices to work with the IP Office Video Softphone to support functions such as hook-switch control.

Video Cameras

Calls made with the IP Office Video Softphone will work without a video camera, but a video camera is necessary to allow other parties to see your image. The IP Office Video Softphone works with most USB video cameras.

1.2 General Requirements

Hardware

- The IP Office system must include VCM channels.
 - For IP500 V2 systems, these are provided by installation of a IP500 VCM or IP500 Combination cards.
 - For Linux based servers, these are provided automatically.

General

- IP Office details: IP address and subnet mask.
- User name and password for IP Office configuration access using IP Office Manager.
 - If HTTPS is required: User name and password for IP Office security settings access.
- IP Office Video Softphone user details. The IP Office user name and password for each user.
- For presences and IM functions:
These features use the one-X Portal for IP Office application. The IP Office Video Softphone user needs to be configured as a one-X Portal for IP Office user. In addition, for installation you require:
 - The user name and password for one-X Portal for IP Office administration access.
 - The XMPP domain that the one-X Portal for IP Office and IP Office Video Softphone applications should use.

1.3 License Requirements

Use of IP Office Video Softphone requires the following IP Office system licenses:

- **System Licenses**
Non-IP Office Server Edition systems must have **Essential Edition** and **Preferred Edition** licenses.
- **User Licenses**
Users can only be enabled for softphone usage by first setting their profile to **Power User** or **Teleworker**. These are user modes licensed by the following licenses:
 - **Power User** license.
 - **Teleworker** license.
- **Application License**
The softphone applications also uses one of the following additional licenses:
 - **IP Mac Softphone**
Version 4.0 softphones uses a separate **Mac IP Softphone** license. It can also use **Legacy Softphone** licenses if no further **Mac IP Softphone** licenses are available.
 - **Legacy Softphone**
Version 3.2 legacy softphones are only supported with a **Legacy Softphone** license. For systems upgraded to IP Office Release 9.1, a **Legacy Softphone** license is automatically created for every existing **Power User**, **Teleworker**, **Upgrade Mobile Worker to Power User** and **Upgrade Office Worker to Power User** license.

1.4 Software

The following software is required for installation of the IP Office Video Softphone application:

- **IP Office Manager**

A PC with IP Office Manager is required for configuration of the IP Office system. This is only required during installation.

- **IP Office Video Softphone Software**

- The IP Office Video Softphone installation software is part of the IP Office Administrator Applications suite. On the IP Office Applications DVD, the IP Office Video Softphone software is located in the **AdminCD/Softphone** folder. The DVD can be downloaded from support.avaya.com.
- On Linux based servers, the softphone installer is available from the **Apps Center** tab of the server's web control menus.

- **Other Software Pre-Requisites**

The following software items are pre-requisites for the IP Office Video Softphone. If not already installed, the IP Office Video Softphone installer will attempt to download and install these items before allowing IP Office Video Softphone installation:

- If the user PC is not able to connect to the Internet, the pre-requisites must be manually pre-installed. The necessary files can be downloaded from Microsoft (<http://download.microsoft.com>). Ensure that you download the full package for each rather than just the initial installer setup package.

Chapter 2.

Installing IP Office Video Softphone

2. Installing IP Office Video Softphone

The following processes cover the general installation of IP Office Video Softphone.

Process Summary

1. [Add licenses](#) ¹⁴
2. [System configuration](#) ¹⁵
3. [User configuration](#) ¹⁶
4. [IP Office Video Softphone software installation](#) ¹⁸
5. [XMPP Domain Configuration](#) ¹⁹

2.1 Adding Licenses

Use of IP Office Video Softphone requires the following IP Office system licenses:

- **System Licenses**
Non-IP Office Server Edition systems must have **Essential Edition** and **Preferred Edition** licenses.
- **User Licenses**
Users can only be enabled for softphone usage by first setting their profile to **Power User** or **Teleworker**. These are user modes licensed by the following licenses:
 - **Power User** license.
 - **Teleworker** license.
- **Application License**
The softphone applications also uses one of the following additional licenses:
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Version 4.0 softphones uses a separate **Mac IP Softphone** license. It can also use **Legacy Softphone** licenses if no further **Mac IP Softphone** licenses are available.
 - **Legacy Softphone**
Version 3.2 legacy softphones are only supported with a **Legacy Softphone** license. For systems upgraded to IP Office Release 9.1, a **Legacy Softphone** license is automatically created for every existing **Power User**, **Teleworker**, **Upgrade Mobile Worker to Power User** and **Upgrade Office Worker to Power User** license.

To add and check licenses:

1. Using IP Office Manager, receive the current configuration from the IP Office.
2. Click on  **License** in the navigation pane.
3. Click **Add**.
4. Paste the license key into the field for the new license and click **OK**.
5. The name of the license and the number of users it enables should be displayed. The **Status** will be listed as **Unknown**.
6. Click **OK**.
7. Click on  to save the configuration back to the IP Office system.
8. Receive the configuration from the IP Office again.
9. Check that the **Status** of the newly added license is now listed as **Valid**.

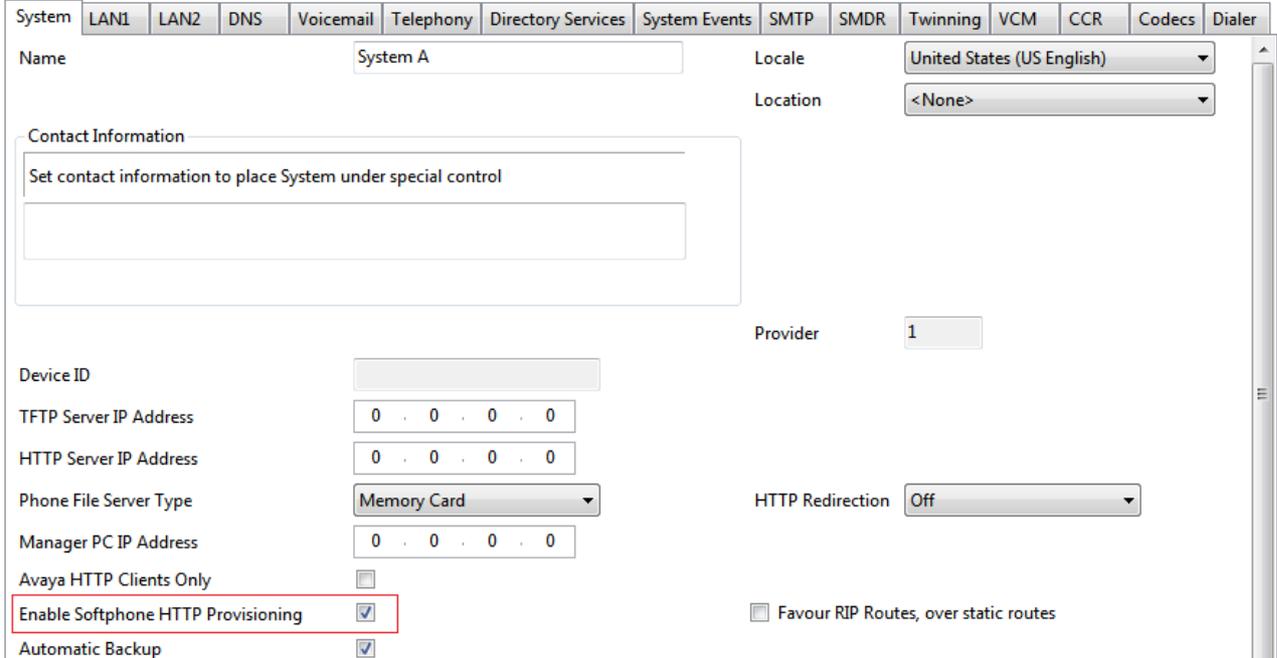
2.2 IP Office System Configuration

The following changes are required for the IP Office system to support the logging in and out of IP Office Video Softphone extensions.

-  **Warning:** To complete this process requires rebooting the IP Office system.

To enable system IP Office Video Softphone support:

1. Using IP Office Manager receive the current configuration from the IP Office system.
2. Select **System**.



System | LAN1 | LAN2 | DNS | Voicemail | Telephony | Directory Services | System Events | SMTP | SMDR | Twinning | VCM | CCR | Codecs | Dialer

Name: System A | Locale: United States (US English) | Location: <None>

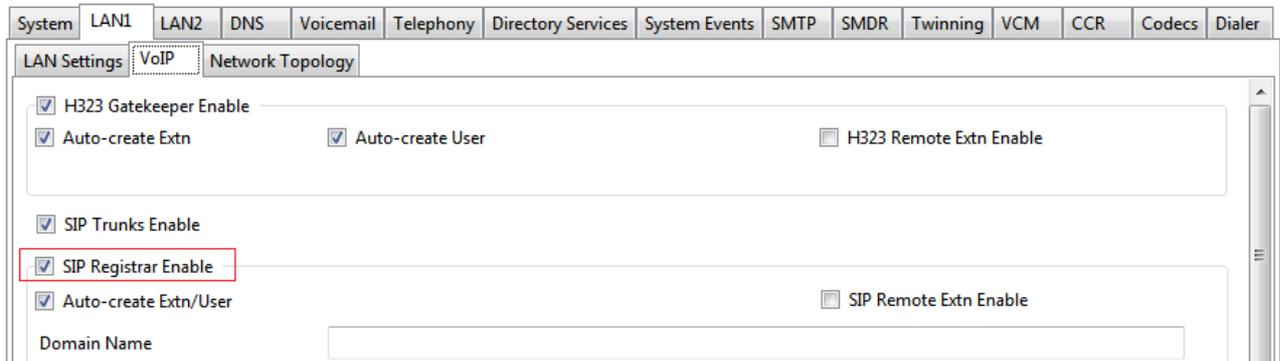
Contact Information: Set contact information to place System under special control

Device ID: | TFTP Server IP Address: 0 . 0 . 0 . 0 | HTTP Server IP Address: 0 . 0 . 0 . 0 | Phone File Server Type: Memory Card | HTTP Redirection: Off | Provider: 1

Manager PC IP Address: 0 . 0 . 0 . 0 | Avaya HTTP Clients Only: | Enable Softphone HTTP Provisioning: | Favour RIP Routes, over static routes: | Automatic Backup:

- Check that **Enable Softphone HTTP Provisioning** is enabled.

3. Select the **LAN1** or **LAN2** tab depending on which LAN interface will be used by IP Office Video Softphone users to connect to the IP Office.
4. Select the **VoIP** sub-tab.



System | LAN1 | LAN2 | DNS | Voicemail | Telephony | Directory Services | System Events | SMTP | SMDR | Twinning | VCM | CCR | Codecs | Dialer

LAN Settings | VoIP | Network Topology

H323 Gatekeeper Enable | Auto-create Extn | Auto-create User | H323 Remote Extn Enable

SIP Trunks Enable | SIP Registrar Enable | SIP Remote Extn Enable

Auto-create Extn/User | Domain Name:

- Check that **SIP Registrar Enable** is enabled. When enabled, a separate **SIP Registrar** sub-tab should also be visible.
- Check that the option **Auto-create Extn/User** is selected.

5. Click **OK**.

6. Click on  to save the configuration back to the IP Office system. If a reboot is requested allow the IP Office system to reboot.

2.3 IP Office User Configuration

The process below will vary depending on whether the user has a normal IP Office extension and only uses IP Office Video Softphone occasionally or whether they will be using the IP Office Video Softphone as their regular extension.

- **Occasional IP Office Video Softphone User**

If the user normally uses another IP Office extension, the existing user record and matching extension record can remain largely unchanged. The user is automatically logged off their normal extension when they log in to IP Office Video Softphone.

- **Regular IP Office Video Softphone User**

If the user uses IP Office Video Softphone as their main extension, do either of the following:

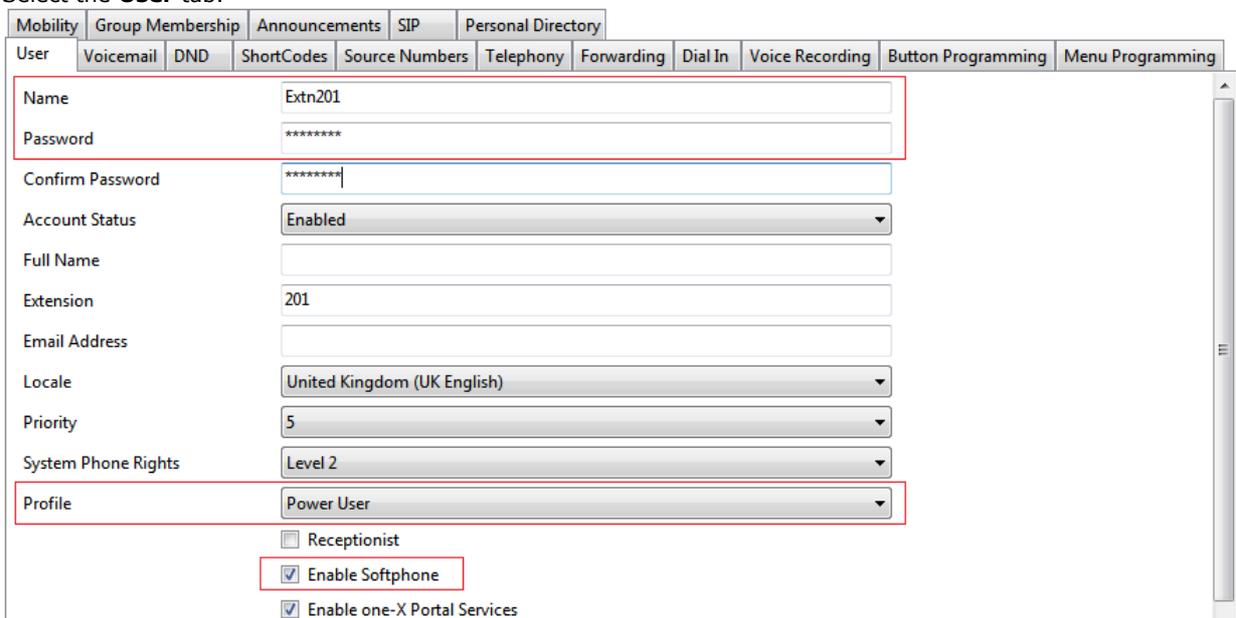
- If the user is new, create a new user record for the user. Do not create a matching extension record.
- If the user already exists, remove their extension number from any extension to which it is currently assigned. The user needs to log in to whichever telephone they want to use at any time.

To configure a user for IP Office Video Softphone:

1. Using IP Office Manager receive the current configuration from the IP Office system.

2. Select  **User** in the navigation pane. For a new user click on the  new icon and enter a **Name** and **Extension**. For an existing user locate and select their current entry.

3. Select the **User** tab.



The screenshot shows the 'User' configuration page in IP Office Manager. The 'User' tab is active. The 'Name' field contains 'Extn201' and the 'Password' field contains '*****'. The 'Confirm Password' field also contains '*****'. The 'Account Status' is set to 'Enabled'. The 'Extension' is '201'. The 'Locale' is 'United Kingdom (UK English)'. The 'Priority' is '5'. The 'System Phone Rights' are 'Level 2'. The 'Profile' is 'Power User'. The 'Enable Softphone' checkbox is checked. Other options include 'Receptionist' (unchecked) and 'Enable one-X Portal Services' (checked).

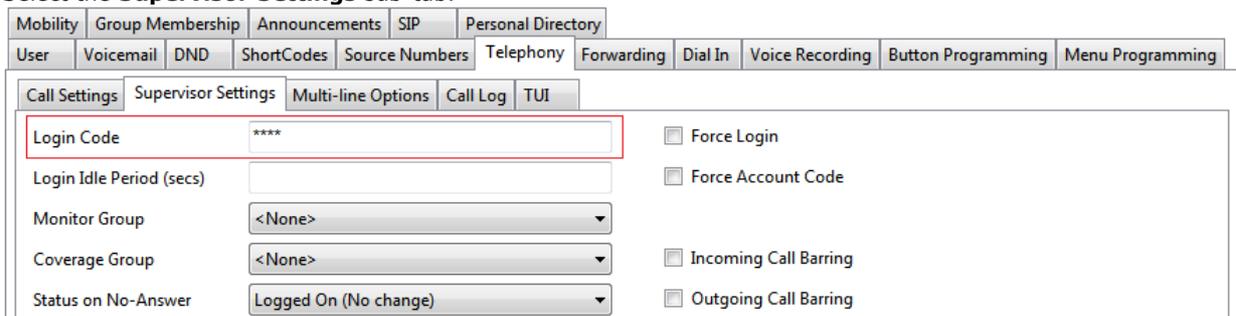
- The user's **Name** and **Password** (if set), are used for logging in to IP Office Video Softphone.

- **Using IP Office Video Softphone with no password**

User's can use IP Office Video Softphone even if they have no password set. However, in that case the IM and presence features do not work and display an error message if used.

- Depending on the user's requirements and the licenses entered into the system configuration, set the **Profile** to be either **Teleworker User** or **Power User**.
- Check that the **Enable Softphone** option is selected.

4. Select the **Supervisor Settings** sub-tab.



The screenshot shows the 'Supervisor Settings' sub-tab in IP Office Manager. The 'Login Code' field contains '****'. The 'Login Idle Period (secs)' field is empty. The 'Monitor Group' is set to '<None>'. The 'Coverage Group' is set to '<None>'. The 'Status on No-Answer' is set to 'Logged On (No change)'. The checkboxes for 'Force Login', 'Force Account Code', 'Incoming Call Barring', and 'Outgoing Call Barring' are all unchecked.

- In the **Login Code** field enter a login code for the user. Note that while this must be set it is not the password used for logging in to the IP Office Video Softphone application.

5. Click on **OK**.
6. Repeat the process for any other IP Office Video Softphone users.
7. Click on  to save the configuration back to the IP Office system.

2.4 Software Installation (Mac)

- **Warning:** Only install the software after having completed the preceding processes in this documentation.

To install the software on a Mac PC:

1. Double-click the Softphone setup file to begin installation. The installation window appears.
2. From the installation window, click and drag the **Softphone** icon to the **Applications** folder. A progress bar appears briefly to indicate the installation process.
3. When the installation is complete, double-click the **Softphone** icon in the **Applications** folder. The **Softphone Login** window appears.
4. Enter the user name, password and login server into the corresponding fields.
5. Select the appropriate bandwidth profile for the network:
 - use the standard setting **Default** to let IP Office select the best available transmission rate
 - select **Low Bandwidth** if the user is working at a location where bandwidth is limited
 - select **High Bandwidth** only if the user is connected to a network with no bandwidth limitation
6. If you are the only person who uses the PC, select the **Remember login information** setting to have IP Office Video Softphone remember the name and password.
7. Selecting the **Login automatically** option will allow you to skip the login process the next time the IP Office Video Softphone application is started. The login process is still displayed for a few seconds.
8. Click **Log in**. The progress of the login is displayed and details of which audio devices the IP Office Video Softphone is using are also shown.

2.5 Configuring the XMPP Domain

The IM and presence features of IP Office Video Softphone work via one-X Portal for IP Office. They require both applications configured with the same XMPP domain.

- **Supporting server federation**

The XMPP Domain name can be a DNS domain name or the IP address of the one-X Portal server. If you want to support server federation, or if you deploy the one-X Mobile Preferred for IP Office, then the XMPP domain name must be one that allows federated servers to resolve the DNS.

- **Using IP Office Video Softphone with no password**

User's can use IP Office Video Softphone even if they have no password set. However, in that case the IM and presence features do not work and display an error message if used.

To set the one-X Portal for IP Office XMPP domain:

This process assumes that you are familiar with one-X Portal for IP Office installation and configuration. For full details refer to the Installing one-X Portal for IP Office and Administering one-X Portal for IP Office manuals.

1. Using a web browser, login to the one-X Portal for IP Office using the administrator access address.

- **New one-X Portal for IP Office Configuration**

If you are launching the one-X Portal for IP Office for the first time, the installation wizard is displayed. Proceed with installation as per the one-X Portal for IP Office Installation manual but with the following additional actions:

- a. In Step 2, after having checked the connection to the IP Office system, select **Advanced Installation** and click on **Advanced Provider Options**.
- b. Select the **IM/Presence** tab.
- c. In the **XMPP Domain Name** field enter the IP address or fully qualified domain name that should be used.
- d. Continue with the initial one-X Portal for IP Office configuration as per the one-X Portal for IP Office Installation manual

- **Existing one-X Portal for IP Office Configuration**

If the one-X Portal for IP Office has already been installed and configured

- a. Select **Configuration**.
- b. Select **IM/Presence**.
- c. In the **XMPP Domain Name** field enter the IP address or fully qualified domain name that should be used.
- d. Click Save.
- e. Restart the one-X Portal for IP Office server or service.

Creating Chat Rooms

As the system administrator, you can create chat rooms for softphone users to access. Chat rooms allow users to have a group IM session, usually on a regular basis. For example, you can create a chat room called "Marketing" so that members of the marketing staff can open the chat room on the IP Office Video Softphone and join the conference.

You can create a chat room by creating a user account to act as the conference host. In this example, the user account is "Marketing." When you create a user account, the system automatically creates a chat room. For information about how to create a user account, see IP Office Manager.

Chapter 3.

Additional Processes

3. Additional Processes

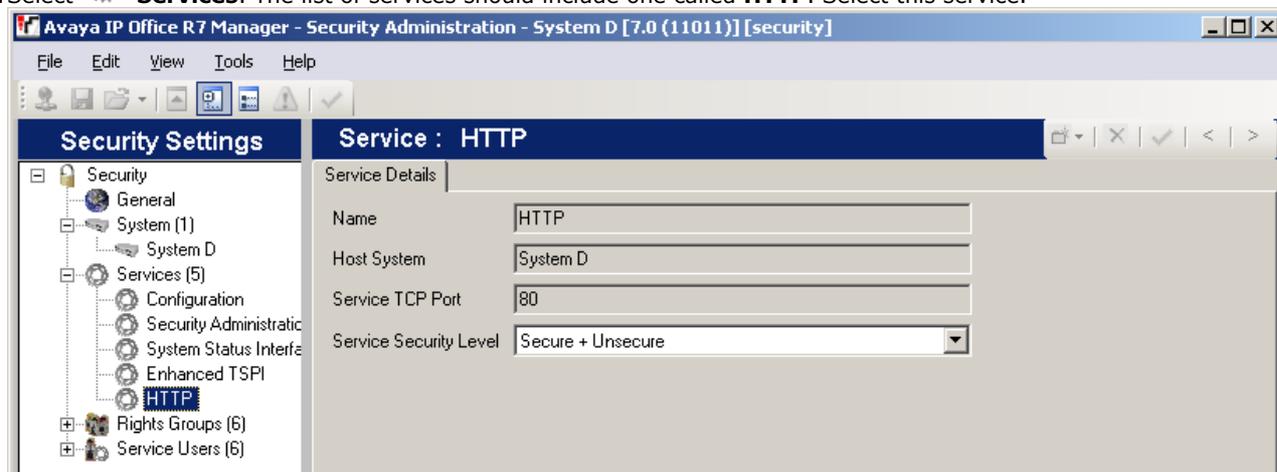
3.1 Using HTTPS

For additional security, IP Office Video Softphone users can be connected to the IP Office using HTTPS rather than HTTP. The IP Office Video Softphone users then need to prefix the **Login Server** address they use with **https://** .

In addition to the process below to enable HTTPS support, the IP Office may also require a security certificate. A certificate can either be generated by the IP Office or downloaded to it. If the IP Office generates its own certificate, while it does this the system may be unresponsive for up to 5 minutes. The same certificate then also needs to be installed on the IP Office Video Softphone user's PC.

To enable HTTPS:

1. Start IP Office Manager and receive the configuration from the system.
2. Receiving the configuration will switch IP Office Manager from simplified view mode to advanced view mode (security settings are not accessible in simplified view mode).
3. Select **File | Advanced | Security Settings....**
4. From the discovery menu select the IP Office and click **OK**.
5. Enter the systems user name and password for the security service user login. They will be different from the name and password used for IP Office configuration access.
6. Select  **Services**. The list of services should include one called **HTTP**. Select this service.



- a. If the service is not present then the system has not been upgraded to run IP Office Release 7.0 or higher software.
- b. The HTTP service affects all HTTP connections provided by the IP Office system. Changing its setting will affect applications that use HTTP connections to the IP Office. The only option that change be changed is the **Service Security Level**. The default is **Secure + Unsecure**, meaning both http and https can be used.
 - **Unsecure Only**
HTTP port 80 available and used for phone files, embedded file manager, system file upgrade, one-X Portal directory services, DECT R4 provisioning, IP Office Video Softphone provisioning.
 - **Secure + Unsecure**
This mode (the default) allows both unsecure HTTP (see above) and secure HTTPS (see below) connections.
 - **Secure, Low**
HTTPS port 443 available and used for DECT R4 provisioning, IP Office Video Softphone provisioning. This option allows secure access to that service using TLS, and demands weak (for example DES_40 + MD5) encryption and authentication or higher. The service's unsecured TCP port is disabled.
 - **Secure, Medium**
This option allows secure access to that service using TLS, and demands moderate (for example DES_56 + SHA-1) encryption and authentication or higher. The service's unsecured TCP port is disabled.
 - **Secure, High**
This option allows secure access to that service using TLS and demands strong (for example 3DES + SHA-1) encryption and authentication, or higher. In addition, a certificate is required from the client (usually IP Office Manager). For further details of security certificates see the IP Office Security Mode section in the IP Office Manager manual.

7. Click on the  icon to save any changes you have made to the security settings.

3.2 Using DHCP

This manual shows the user login being performed by directly entering the IP address of the IP Office as the **Login Server**.

If the user PC is configured as a DHCP client, DHCP can be used to automatically provide the **Login Server** details to IP Office Video Softphone. This is done by adding an **Option 120** to the DHCP scope used for the user PCs. The option value should contain the IP address or the domain name of the IP Office.

Note that this method cannot be used for HTTP login to IP Office Video Softphone.

3.3 Troubleshooting

3.3.1 Frequently Asked Questions

The following are common questions regarding IP Office Video Softphone operation.

Problem: The IP Office Video Softphone cannot log into even though the username and password are correctly entered

- **Answer:** In many cases, this is because the **System/LAN1/SIP Registrar** tab has a **Domain Name** entered for SIP registration purposes that is not actually qualified on the network, in other words it is not a true DNS Name. The workaround is to delete this entry and just use the IP Address of the IP Office.

Problem: I see a number of SIP Extensions created in IP Office Manager that I cannot delete

- **Answer:** When you log in with IP Office Video Softphone, a temporary extension is created in the IP Office configuration. The extension record cannot be edited or deleted. The extension record is automatically deleted approximately 5 minutes after the IP Office Video Softphone is logged out.

Problem: After first use of IP Office Video Softphone, subsequent changes to users and group are not reflected in the IP Office Video Softphone directory until the IP office is rebooted

- **Answer:** The IP office can take up to an hour to update IP Office Video Softphone directories with IP Office directory changes.

3.3.2 Notes

The following special notes apply to softphone operation on IP Office compared to other phone types:

- When a video call is put on hold, any hold reminder call is audio only when answered.
- A softphone user can reject a reminder call, other type of phone users cannot.
- The IP Office Video Softphone does not support IP Office account codes.

Chapter 4.

Document History

4. Document History

Date	Issue	Change Summary
28th August 2014	05a	Update for Release 9.1.
25th November 2014	05b	Update of version 4.0 OS support to match official confluence source (now supports Mac 10.10).
3rd December 2014	05c	Minor text correction for 10.0 that should have been 10.10.
16th April 2015	05d	Correct appearance of old name for Avaya Communicator.
5th February 2016	05e	Clarification to license requirements ^[11] .

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