

**TECHNICAL COMMUNICATION****No. TC1252****Ed. 02****OmniPCX Enterprise****Nb of pages : 8****Date : 07 January 2009****URGENT****NOT URGENT**☐ **TEMPORARY**☒ **PERMANENT****SUBJECT: INSTALLATION, UPGRADE AND TROUBLESHOOTING ON OMNITOUCH 4135 IP**

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## OmniPCX Enterprise

### INSTALLATION, UPGRADE AND TROUBLESHOOTING ON OMNITOUCH 4135 IP

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## 1. INTRODUCTION

This technical communication presents the installation of the OmniTouch 4135 IP audio conference equipment, its upgrade and its troubleshooting. It completes the following documents:

- RD1: "110132-61-001: Installation and Administration of OmniTouch 4135 IP"
- RD2: "110126-61-001: The OmniTouch 4135 IP User Guide"

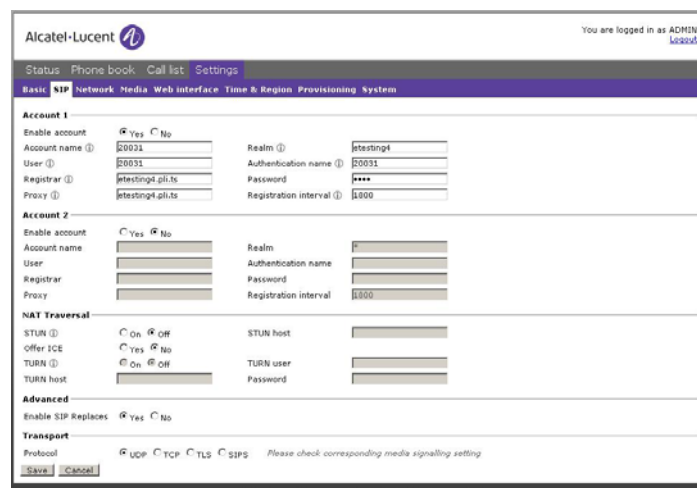
available in the Technical Knowledge Base on BPWS.

## 2. INSTALLATION

### 2.1 Installation of the OmniTouch 4135 IP

By default, the set is configured to use DHCP configuration without VLAN. If you need to configure a static network address, you have to follow the process describes in the document RD1 (section "Obtaining a network address"). After this action, the equipment will automatically restart.

After this action, you can use the integrated web interface to perform remaining configurations. This site is available using HTTP protocol at the equipment IP address. The login is "Admin" (default password: 1234). If a VLAN is needed to access the network, you must enter it in the "Settings> SIP" by selecting "On" in VLAN line and entering the "VLAN ID". Then, you have to complete SIP Account information in the "Setting > SIP" part.



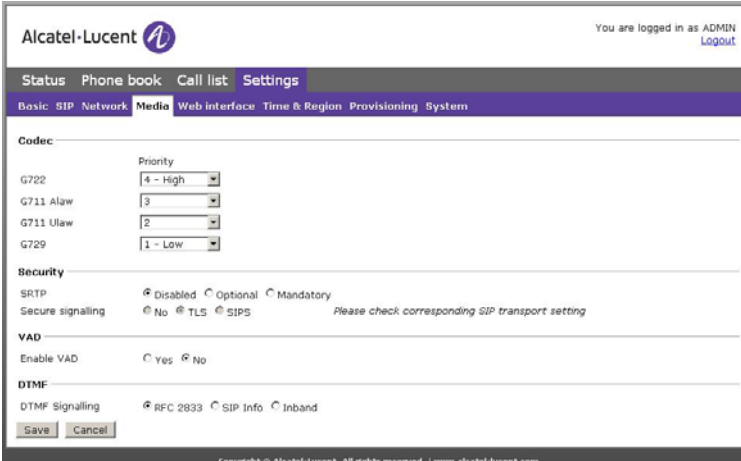
### SIP account configuration

You have to enter in this section SIP account information to use: user, registrar, proxy, domain, authentication parameters and registration interval. It may be necessary to change the default settings in the sections "NAT traversal", "Advanced" and "Transport". After these manipulations, the equipment will automatically restart.

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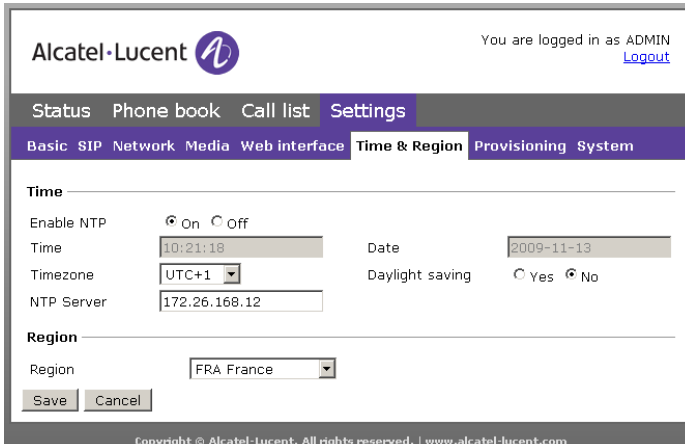
In menu "Settings> Media", it is possible to indicate a priority on codecs to use, security and voice detection. Further details can be obtained in the document DR1 in "Media" section.



The screenshot shows the Alcatel-Lucent web interface with the user logged in as ADMIN. The navigation menu includes Status, Phone book, Call list, and Settings. Under Settings, the sub-menu includes Basic, SIP, Network, Media, Web interface, Time & Region, Provisioning, and System. The Media configuration page is active, showing sections for Codec, Security, VAD, and DTMF. The Codec section lists G722, G711 Alaw, G711 Ulaw, and G729 with their respective priorities. The Security section shows SRTP and Secure signalling settings. The VAD section has an 'Enable VAD' checkbox. The DTMF section shows 'DTMF Signalling' options. Save and Cancel buttons are at the bottom.

#### Media parameter configuration

In menu "Settings> Time & Region", you have to enter system time parameters. Omni PCX Enterprise address must be positioned as NTP server. You have also to enter the "Timezone", activate "Daylight Saving" and specify the region.



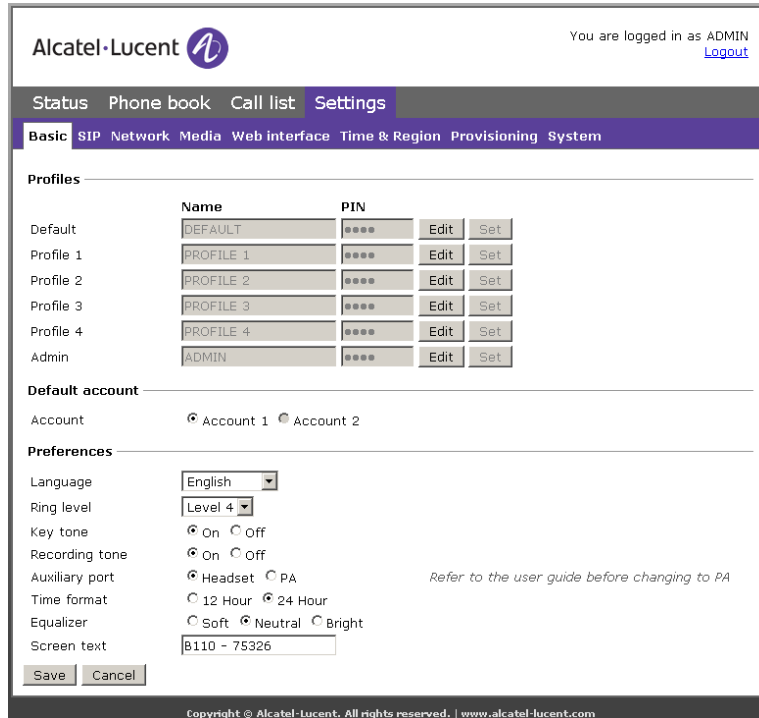
The screenshot shows the Alcatel-Lucent web interface with the user logged in as ADMIN. The navigation menu is the same as the previous screenshot. Under Settings, the sub-menu includes Basic, SIP, Network, Media, Web interface, Time & Region, Provisioning, and System. The Time & Region configuration page is active, showing sections for Time and Region. The Time section includes 'Enable NTP' (set to On), 'Time' (10:21:18), 'Date' (2009-11-13), 'Timezone' (UTC+1), 'Daylight saving' (set to No), and 'NTP Server' (172.26.168.12). The Region section includes a 'Region' dropdown menu set to 'FRA France'. Save and Cancel buttons are at the bottom.


#### Date parameter configuration

In menu "Settings> Basic", it is possible to change access settings for different accounts. For example to change "Admin" access code, you should click on "Edit" in line "Admin", enter a new PIN and confirm with button "Set".

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Alcatel-Lucent  You are logged in as ADMIN [Logout](#)

Status Phone book Call list **Settings**

Basic SIP Network Media Web interface Time & Region Provisioning System

**Profiles**

	Name	PIN	Edit	Set
Default	DEFAULT	****	Edit	Set
Profile 1	PROFILE 1	****	Edit	Set
Profile 2	PROFILE 2	****	Edit	Set
Profile 3	PROFILE 3	****	Edit	Set
Profile 4	PROFILE 4	****	Edit	Set
Admin	ADMIN	****	Edit	Set

**Default account**

Account ☒ Account 1 ☐ Account 2

**Preferences**

Language

Ring level

Key tone ☒ On ☐ Off

Recording tone ☒ On ☐ Off

Auxiliary port ☒ Headset ☐ PA *Refer to the user guide before changing to PA*

Time format ☐ 12 Hour ☒ 24 Hour

Equalizer ☐ Soft ☒ Neutral ☐ Bright

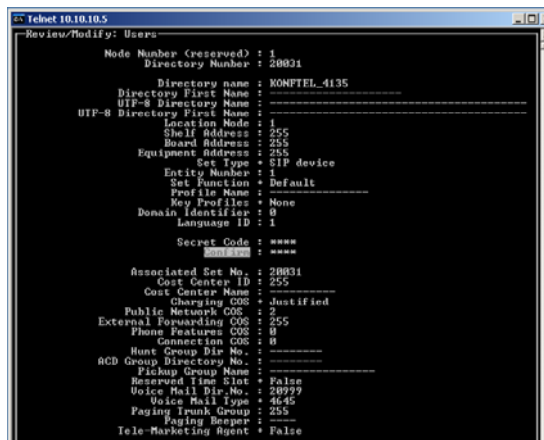
Screen text

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### Access configuration

#### 2.2 Set configuration on Omni PCX Enterprise

This section discusses the configuration of the set on the Omni PCX Enterprise. With the management tool, in the creation of the user, you must enter at least the following: Set name (Directory Name), SIP Device as standard equipment (Pool Type), Voice Mail number, and any security settings (Secret Code). The following snapshot shows an example configuration.



```
Telnet 10.10.10.5
Review/Modify: Users
Node Number (Reserved) : 1
Directory Number : 20031
Directory Name : KONFTEL_4135
SIP Device :
UTP-S Directory First Name :
Location Mode : 1
Shelf Address : 255
Board Address : 255
Equipment Address : 255
Set Type : SIP device
Entity Number : 1
Set Function : Default
Profile Name :
Key Profile : None
Domain Identifier : 0
Language ID : 1
Secret Code : ****
Associated Set No. : 20031
Cost Center ID : 255
Cost Center Name :
Public Charging COS : Justified
Public Network COS : 2
External Forwarding COS : 255
Phone Features COS : 0
Connection COS : 0
Hunt Group Dir No. :
ACD Group Directory No. :
Pickup Group Name :
Reserved Time Slot : False
Voice Mail Dir No. : 20999
Voice Mail Type : 4645
Paging Trunk Group : 255
Paging Beeper :
Tele-Marketing Agent : False
```

### User configuration

## OmniPCX Enterprise

### INSTALLATION, UPGRADE AND TROUBLESHOOTING ON OMNITOUCH 4135 IP

### 3. LIMITATION

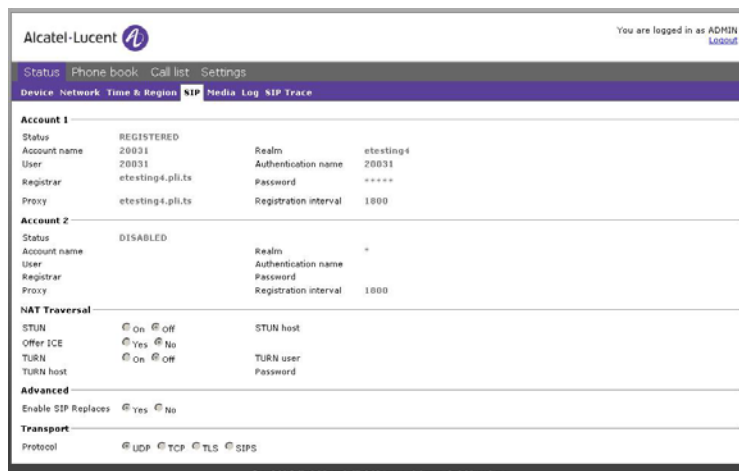
The OmniTouch 4135 IP does not support yet five lines conferences. It can establish a conference for three lines maximum.

### 4. TROUBLESHOOTING

#### 4.1 Status display

You can view the configuration of the set directly on the screen or using the web interface. To read the settings from the OmniTouch 4135 IP you must select MENU> STATUS and then one of the following sub-menus: ACCOUNTS> ACCOUNT 1, ACCOUNTS> ACCOUNT 2, ACCOUNTS> TRANSPORT NETWORK, NAT traversal, MEDIA, TIME or DEVICE. Detail of displayed parameters is given in the document RD2, section "Check status".

It is possible to obtain such information from the web interface (under the username "Admin") in "Status" part and then in the sub-menu "Device", "Network", "Time & Region", "SIP and Media".



The screenshot shows the Alcatel-Lucent web interface for the OmniTouch 4135 IP. The user is logged in as ADMIN. The interface displays the status of two accounts and various SIP configuration options.

Account 1	
Status	REGISTERED
Account name	20031
User	20031
Registrar	etesting4.pli.ts
Proxy	etesting4.pli.ts
Realm	etesting4
Authentication name	20031
Password	****
Registration interval	1800

Account 2	
Status	DISABLED
Account name	
User	
Registrar	
Proxy	
Realm	*
Authentication name	
Password	
Registration interval	1800

NAT Traversal	
STUN	<input checked="" type="radio"/> On <input type="radio"/> Off
Offer ICE	<input checked="" type="radio"/> Yes <input type="radio"/> No
TURN	<input checked="" type="radio"/> On <input type="radio"/> Off
STUN host	
TURN host	
TURN user	
Password	

Advanced	
Enable SIP Replaces	<input checked="" type="radio"/> Yes <input type="radio"/> No

Transport	
Protocol	<input checked="" type="radio"/> UDP <input type="radio"/> TCP <input type="radio"/> TLS <input type="radio"/> SIPs

Status example: SIP configuration

#### 4.2 Software restart

It is possible to restart the application from the web interface with the button "Restart" from the menu "Settings> System". This action is also available from the equipment by pressing the MENU button, then "SYSTEM > RESTART". Restarting takes about 30 seconds.

#### 4.3 Set restart

It is possible to restart the equipment from the web interface with the button "Reboot" in the menu "Settings> System". This action is also available from the equipment by pressing the MENU button, then "SYSTEM > REBOOT". Restarting takes about 2 minutes.

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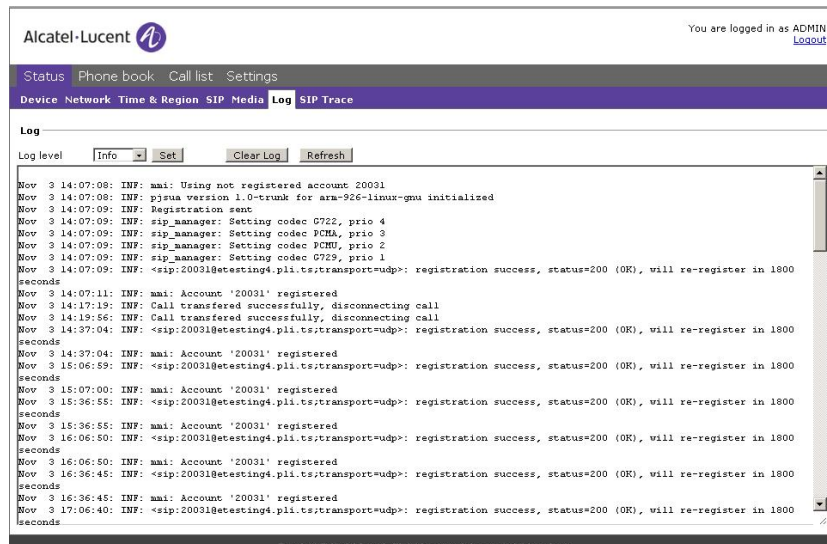
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#### 4.4 Reset

It is possible to restore the settings of the equipment from the web interface with the reset button in the menu "Settings > System". This action is also available from the equipment by pressing the MENU button, then "SYSTEM > FACTORY RESET". This action erases all personal settings, including network and SIP configurations made during installation.

#### 4.5 Log display

Using the web interface, you can view a log of events. This is available in the menu "Status > Log". On this page, it is displayed events since the reset of the list (button "Clear Log"). The display is not updated dynamically, it must use the "Refresh" button to view new events.

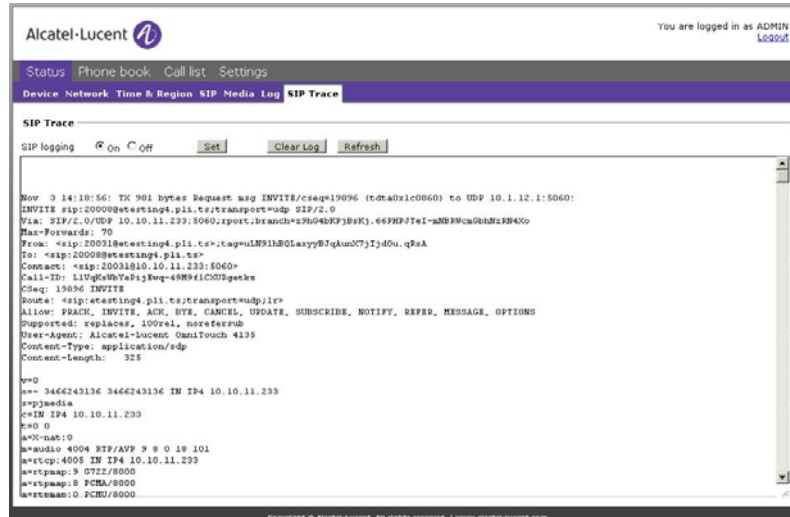


#### Events display

You can view SIP exchange involving this phone from the menu "Status > SIP Trace". It is displayed on this page SIP exchanges since the reset of the list (button "Clear Log"). To analyze an exchange, you have to zero the list (button "Clear Log"), achieving its communication, and reload the SIP trace ("Refresh" button). The page now only contains traces related to this communication.

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SIP traces display