

Connecting a Desktop Telephone (Avaya E129)

BRIEFING

Zang Office supports both hardware telephones and a softphone. The Avaya E129 SIP phone and the Avaya B179 SIP Conference phone are, currently, the only telephones supported.

When you purchase your original package, you were required to include at least one desktop telephone with the order.

LAUNCH

Telephones purchased through Zang Office have been pre-configured at the factory to work with your corporate account. Plug them in to your Internet / network Ethernet connector and the phone will automatically connect to the system.

The phone is powered by a connection with Power Over Ethernet (POE). If your network / Internet connection is not configured for POE, then the display on your phone will not light up when it is plugged in. In this case, connect the telephone set to an electrical outlet using the AC adapter included with the phone.

If you have an existing Avaya E129 SIP phone that you would also like to use, follow these steps to setup that phone.

Note to Admins: Add a new Desk Phone device to the user before they start programming their phone. Record the following information and pass it along to the user.

Realm -> SIP Server. This will take the form *somethingsomething.zangoffice.com*

Username -> SIP User ID & Authenticate ID. Password -> Authenticate Password.

- Optional but Recommended: Perform a factory reset of the telephone to make sure you are starting from a known state. Consult the telephone manual for full details.
- When the phone has booted up and the screen shows **Username**, push the Conference Call button to display the IP address for the phone. Write it down (i.e. 192.168.1.10).
- Open a web browser on your computer and enter the IP address for the phone in the address bar. This opens that phone's programming page. Login with the password **admin**.
- On the **Accounts** tab, give the phone a name. Enter values for the **SIP Server**, **SIP User ID**, **Authenticate ID** and the **Authenticate Password** provided by your site admin. To the end of the SIP Server field, add **:7000** to specify the port to use (e.g. *somethingsomething.zangoffice.com:7000*). For **Name**, enter the caller ID name you want to appear when calling other people. Enter ***98** for the **Voice Mail UserID**.
- When ready, choose **Save and Apply**.

The telephone will reboot and it will automatically connect to the Zang Office servers.

NEXT MISSION

- Now you can setup a desktop phone, you should learn about configuring a conference phone.