NetVanta Unified Communications Technical Note

Configuring the SJphone

Introduction

The SJphone from SJ Labs provides an easy-to-use interface, modern style, and broad range of features. The SJphone is fully interoperable with the NetVanta Enterprise Communications Server, but cannot be automatically configured. This guide provides instructions for manually configuring the SJphone to operate with the UC server.

Known Integration Issues

ADTRAN has identified the following integration issues with the SJphone:

- The SJphone does not operate properly if it is installed on the same machine as the UC server.
- When Music-on-Hold is disabled and a call from an SJphone is parked and then picked up by a Cisco IP Phone 7912, only one-way audio is established. You must enable Music-on-Hold to avoid this issue.

Preparation

Checking the Software Version

Refer to *NetVanta UC Server Interoperable SIP Device Features and Comparisons* technical note available online at *http://kb.adtran.com* to determine the most recently supported version of software for the SJphone.

To determine what version of SJphone you have:

1. Start the SJphone application.
2. Select **Menu** > **About**.
3. Scroll down to **Application Load ID**.

If the software version on the phone is earlier than the version noted in *NetVanta UC Server Interoperable SIP Device Features and Comparisons* technical note available online at *http://kb.adtran.com*, upgrade the SJphone.

Obtaining the Current Software Version

To obtain the current software version:

1. Download the appropriate version from *http://www.sjlabs.com/.*
2. Install the file.

Telephone Configuration

Gathering Information

To configure the SJphone, you need the following information:

Name Equivalent to the name of the identity you want to associate with the SJphone.

Account The Session Initiation Protocol (SIP) authentication identifier associated with the above identity. This is required by any SIP endpoint to register with the SIP private branch exchange (PBX).

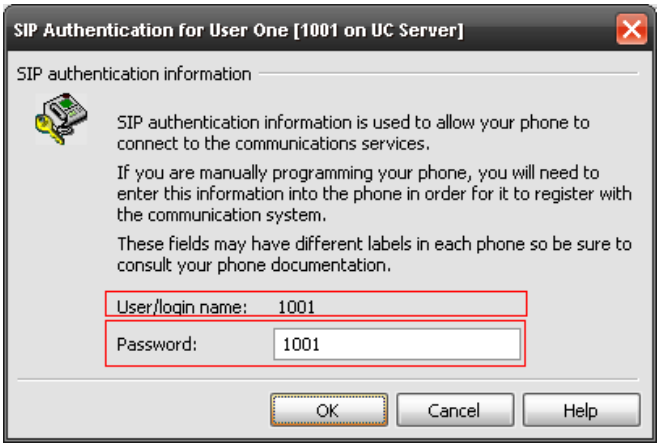
Password The SIP authentication password associated with the above identity. This is typically (but not always) the same value as your voicemail access PIN.

Determining the Authentication ID and Password as the User (that owns the identity)

1. Launch the UC client.
2. Log in as the user you want to associate to the phone.
3. In the left bottom pane, take note of the identity name.

4. Select the icon on the right and select **SIP Authentication**.

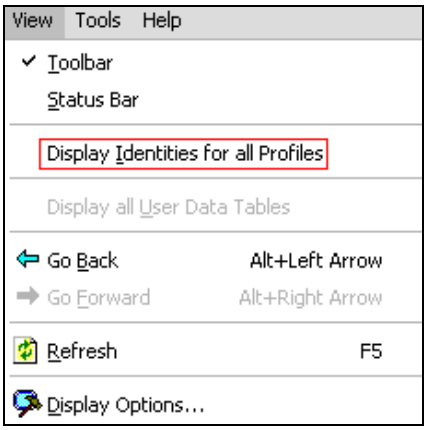
5. Record the **User/login name** and **Password** from the following menu. You will need them when you configure the phone.



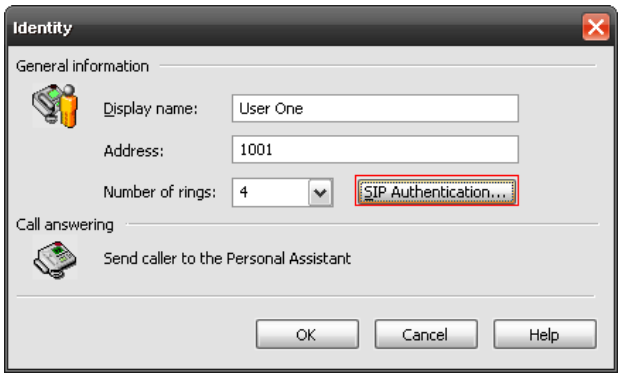
Determining the Authentication ID and Password as the Administrator

1. Launch the UC client.
2. Log in as the admin user.
3. Select the **Identities** tab in the left pane.

4. From the menu bar, select **View > Display Identities for all Profiles**.



5. Find the identity in the list that you want to use and double-click the entry.
6. Select **SIP Authentication**.



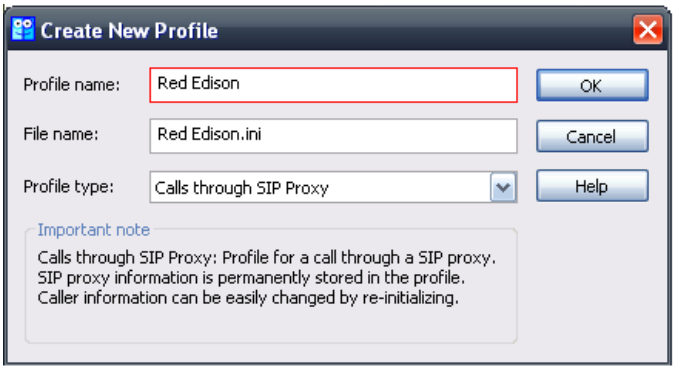
7. Record the **User/login name** and **Password** from the following menu. You will need them when you configure the phone.

Phone Configuration

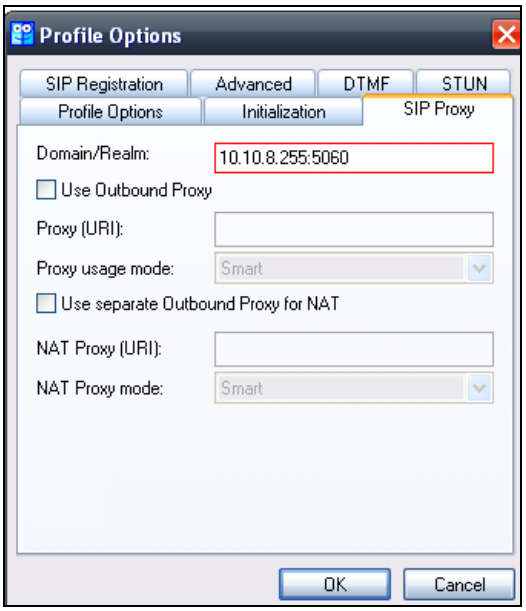
The SJphone is configured through the options panel. From there, you can configure an identity.

To configure the phone:

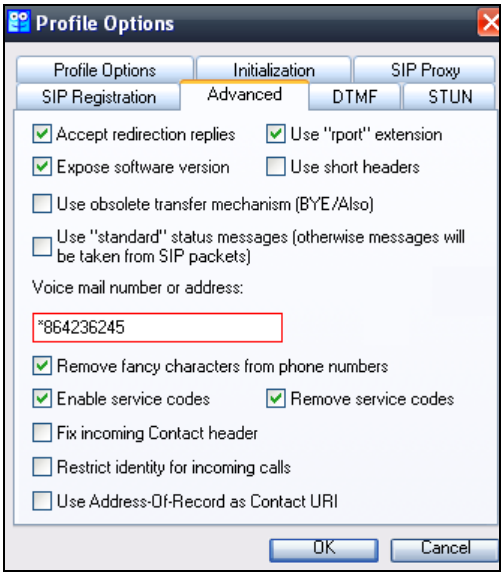
1. Select **Menu** > **Options**, select the **Profiles** tab, and then select **New**.
2. In the **Profile name** field, enter the name of the user. Make sure that **Calls through SIP Proxy** is selected for **Profile type** and select **OK**.



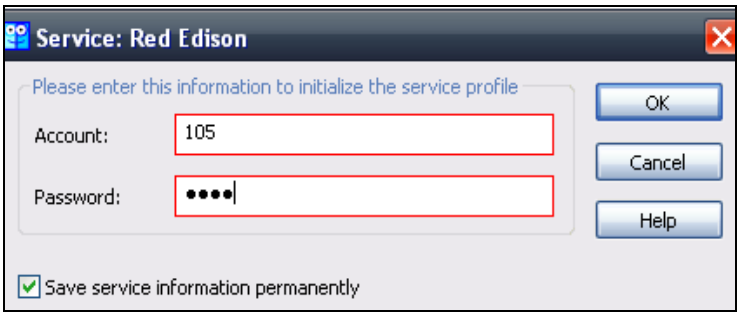
3. Select the **SIP Proxy** tab. Enter the IP address of the UC server followed by a colon (**:**) and **5060** into the **Domain/Realm** field.



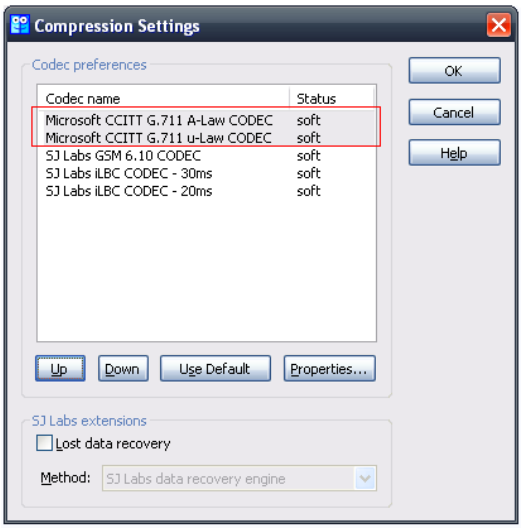
4. Select the **Advanced** tab, enter ***864236245** in the **Voice mail number or address** field, and then select **OK**.



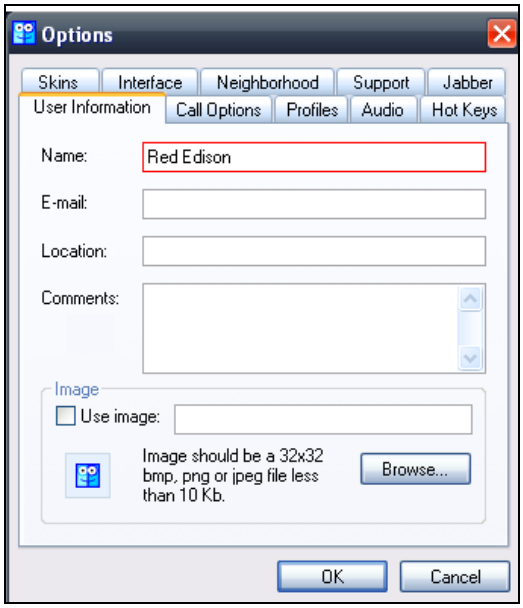
5. Enter the user/login name and password from *Gathering Information on page 2* in the **Account** and **Password** fields and select **OK**.



6. Select the **Audio** tab and select **Compression Settings**.
7. Hold the **Ctrl** key and select both **Microsoft CCITT G.711 A-Law CODEC** and **Microsoft CCITT G.711 u-Law CODEC**. Select **Up** until they are at the top of the list and then select **OK**.



8. Select the **User Information** tab, enter the user's name into the **Name** field, and select **OK**.



Troubleshooting

SJphone has problems placing, receiving, or transferring calls, or has one-way audio issues.

- Make sure that the SJphone is not running on the same computer as the UC server.
- Make sure that both **Microsoft CCITT G.711 A-Law CODEC** and **Microsoft CCITT G.711 u-Law CODEC** are at the top of the list as shown in Step 7 under *Phone Configuration on page 7*.
- Make sure that the version of software for the SJphone matches the supported version as indicated in *UC Server Interoperable SIP Device Features and Comparisons* technical note available online at *http://kb.adtran.com* for your corresponding version of the UC server.