



*eircom* Advantage  
Softphone *Installation Guide*



Specifications subject to change without notice.

This manual is based on eircom Advantage Softphone version 02.53 and eircom Advantage 4800 software version 56.348 or eircom Advantage 4IP/20IP Version 10.320

DM-1017 Rev 1

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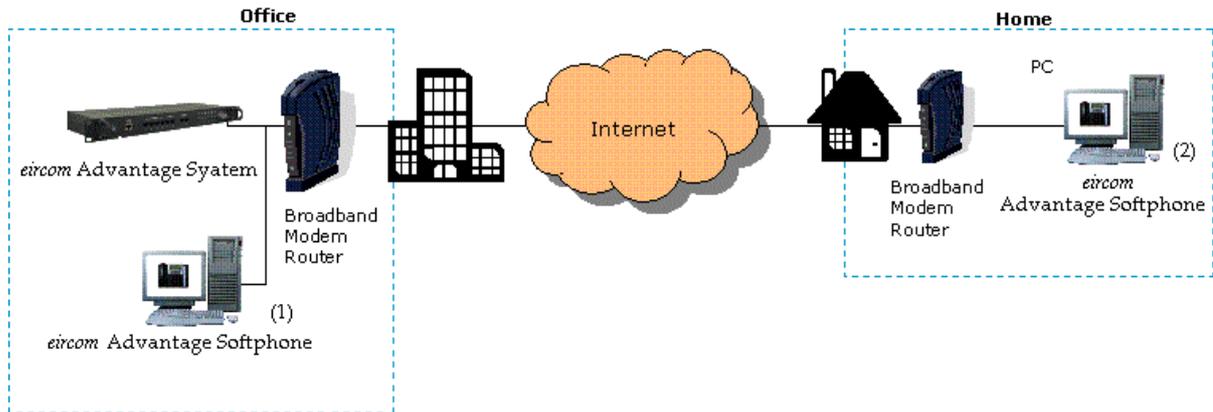
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## **1. Introduction**

The eircom Advantage Softphone is a user-friendly Voice Over IP (VoIP) soft phone, which can be connected to eircom Advantage Systems via the Internet or locally via a LAN. Whether locally or remotely connected, the eircom Advantage Softphone can be used as a fully featured system telephone with LED's indicating line and user status and with access to the full range of functions.

## 2. Installation

The Softphone is typically installed on a PC locally connected on the LAN (1) or a PC remotely connected over the Internet (2) as shown below. It may be registered to the *eircom* Advantage System as follows.



### Step 1 Install the Software on your PC

Run the *eircom* Advantage Softphone Installation software on your PC and follow the instructions

**Note:** System Requirements - Windows XP or Vista, 1GHz Processor or higher, 512MB Ram or higher.

## Step 2 Input your registration details

You will be asked to complete the following screen with the registration information which should be obtained from the administrator of the *eircom* Advantage system.

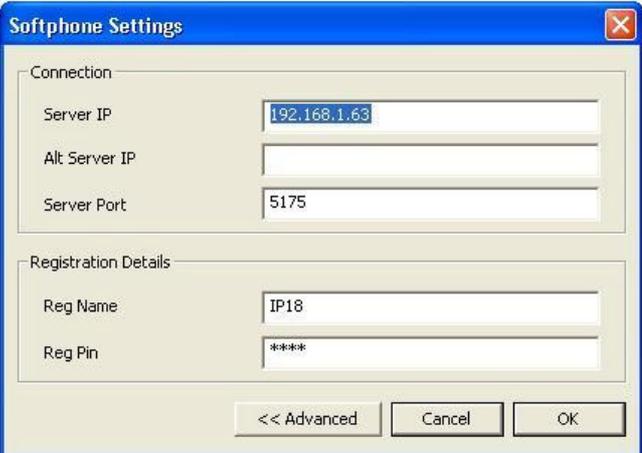
**Server IP:** Enter the public IP address of the *eircom* Advantage System.

**Second IP:** If you wish to use the *eircom* Advantage Softphone when you are inside the company LAN you may enter the private LAN address of the *eircom* Advantage System here.

**Server Port:** You should not change this setting unless instructed to by the system administrator of the *eircom* Advantage System.

**Reg Name** :Enter the IP Registration name here. This can be obtained from the system administrator of the *eircom* Advantage System.

**Reg PIN** :Enter the IP Registration Password here. This can be obtained from the administrator of the *eircom* Advantage System.



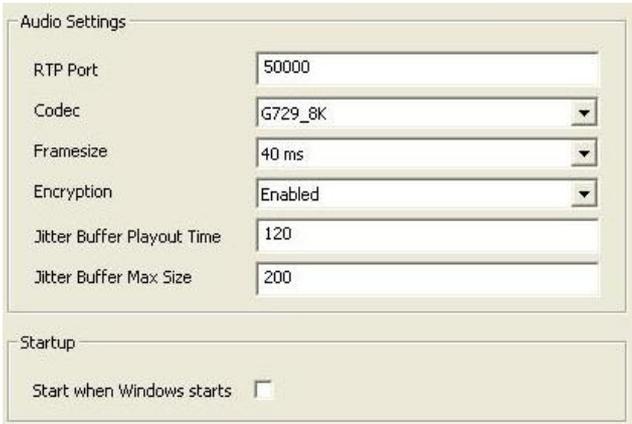
Softphone Settings	
Connection	
Server IP	192.168.1.63
Alt Server IP	
Server Port	5175
Registration Details	
Reg Name	IP18
Reg Pin	****
<< Advanced	
Cancel	
OK	

## Advanced Settings

Click the Advanced button to see the advanced options, which are Audio settings and Startup.

**Audio Settings:** Changing these settings could effect the quility of calls, so you should not change these settings unless instructed to by the system administrator of the *eircom* Advantage System.

**Startup:** If you wish the *eircom* Advantage Spftphone to run automatically each time Windows is started up, then tick the box for "Start when Windows Starts"



Audio Settings	
RTP Port	50000
Codec	G729_8K
Framesize	40 ms
Encryption	Enabled
Jitter Buffer Playout Time	120
Jitter Buffer Max Size	200
Startup	
Start when Windows starts	<input type="checkbox"/>

### Step 3 Connect to *eircom* Advantage System

Press the OK button to register the *eircom* Advantage Softphone to the *eircom* Advantage System. When the registration is successful the screen will display the Time, Date and your extension Number.



### Uninstalling *eircom* Advantage Softphone

To uninstall the *eircom* Advantage Softphone, you should use the "add remove programs" option in Windows control panel. Alternatively you can re-run the install program, where you will now get an option to remove.

### 3. Operation

Once connected the *eircom* Advantage Softphone operates in the same way as the physical *eircom* Advantage IP Exrcutive. The quick guide *eircom-advantage-Executive-quick-ref-guide.pdf* , and the Full user guide *eircom-advantage-Executive-phone-user-guide.pdf* can be downloaded from the online guide web page.

#### Keyboard Short-cuts

All the actions for the Softphone can be carried out by clicking on the graphical buttons with your mouse, however sometimes the keyboard is more convenient, so here is a list of the keyboard short-cuts.



1,2,3,4,5,6,7,8,9,0,\*,# Keys use the number, \*, # keys on your keyboard



Green Key use the Enter Key on your keyboard



Red Key use the Esc Key on your keyboard



Up, Down, Left and Right use the Arrow Keys on your keyboard



Message key use the Ctrl+M Keys on your keyboard



Mute Key key use the Ctrl+U Keys on your keyboard



Redial Key key use the Ctrl+R Keys on your keyboard



Park call Key key use the Ctrl+P Keys on your keyboard



Divert all Key key use the Ctrl+F Keys on your keyboard



Hold Key key use the Ctrl+H Keys on your keyboard



Lines Keys 1-6 use the Ctrl+1 to Ctrl+6 Keys on your keyboard



Extension Keys 1-6 use the Ctrl+Shift+1 to Ctrl+Shift+6 Keys on your keyboard

### Options Menu:

There are a number of options available to the user by right clicking, anywhere on the softphone



### Hide Handset:

Depending on the size and resolution of your screen, you may find it convenient to hide the handset part of the softphone. If you select this option you will be asked to confirm, and if you do so, the softphone will shut down. Next time you run the softphone, the handset will not be visible. You can get the handset back at any time by selection the Show Handset item in the option menu



**Setting:**

This option displays the settings window, where you can change the settings you entered when you first installed the softphone.



**About :**

This option displays information about the softphone.



**Manuals:**

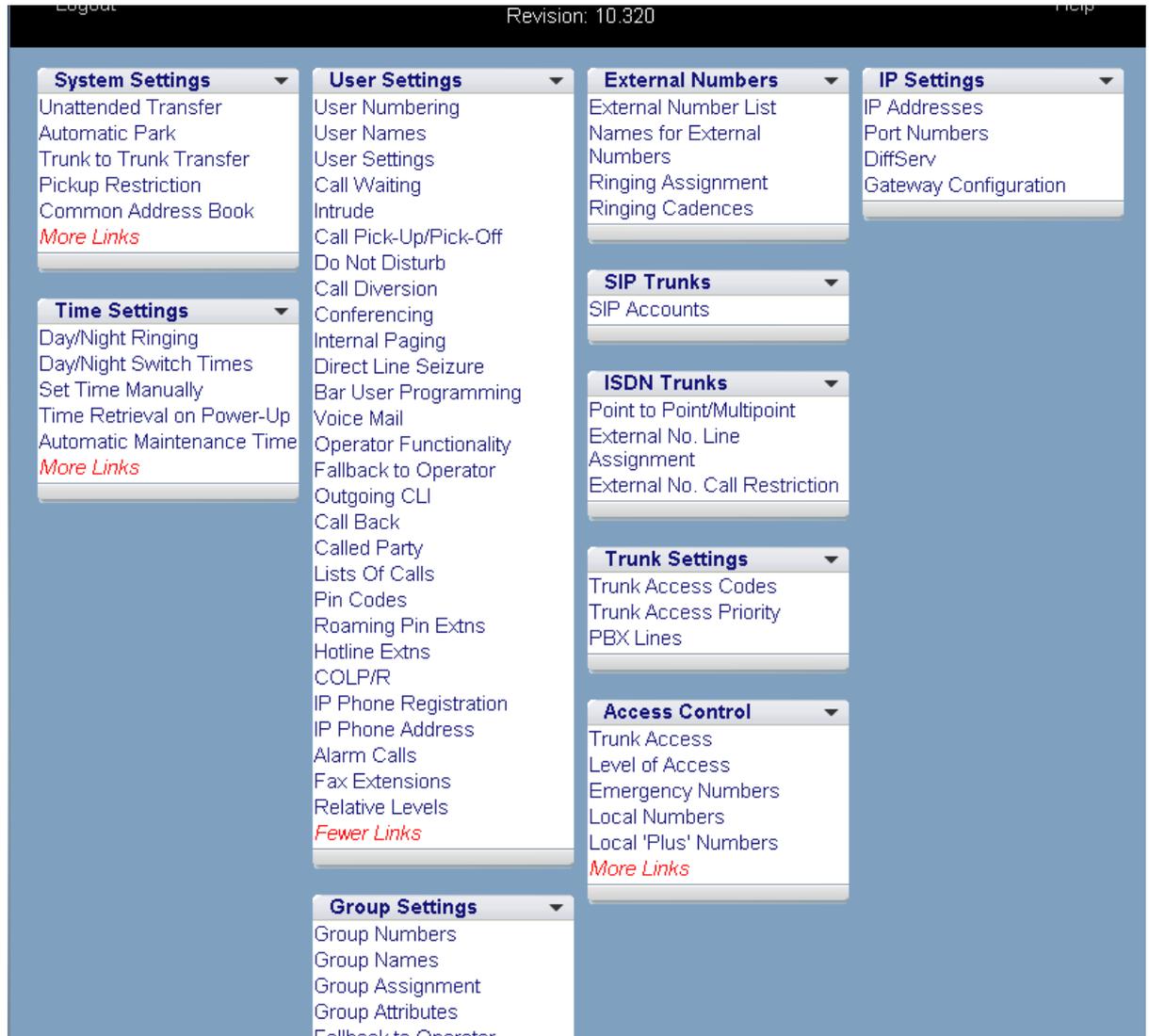
This option links off to the online System guide web page.

**Exit :**

This option cause the softphone to shut down.

## 4. Configuring the eircom Advantage 20IP system for IP Telephones

Log into the eircom Advantage system using the Install Or Admin login and password as described in the system manual. This results in the display of the page shown below



By Clicking on the IP Phone Registration in the User Settings column the following page is displayed.

IP Phone Registration Help

IP Extensions:

Extension	Name	IP Registration Name	IP Registration Password	Allocated
11	Extn 11	IP11	••••	No ▾
12	Extn 12	IP12	••••	No ▾
13	Extn 13	IP13	••••	No ▾
14	Extn 14	IP14	••••	No ▾
15	Extn 15	IP15	••••	No ▾
16	Extn 16	IP16	••••	No ▾
17	Extn 17	IP17	••••	No ▾
18	Extn 18	IP18	••••	No ▾

Save Back

#### 4.1 IP Registration Name and IP Registration Password

Select an unallocated extension and enter an IP Registration Name and a 4 digit IP Registration Password for each user.

#### 4.2 Default Gateway

The eircom Advantage system must be programmed with the IP address of the default gateway for Internet access, which is entered on the IP Addresses page. This allows the eircom Advantage system to direct outgoing traffic to the correct Internet gateway. This page is reached by clicking on the IP Address link in the IP Settings column.

IP Addresses Help

System Name	<input type="text" value="Opera 4IP"/>
IP Address	<input type="text" value="192.0.0.31"/>
Subnet Mask	<input type="text" value="255.255.255.0"/>
Default Gateway	<input type="text" value="192.168.1.1"/>
Preferred DNS Server	<input type="text" value="192.168.1.1"/>
Alternate DNS Server	<input type="text" value="0.0.0.0"/>

### 4.3 Port Forwarding

In the Office location, incoming VoIP calls to the eircom Advantage system are routed from the Internet through a gateway modem/router on the LAN to the eircom Advantage System. This modem/router must be configured to direct this traffic to the local IP address of the eircom Advantage system on the LAN

Port forwarding of the gateway router can be done from the eircom Advantage IP system via the UPNP protocol (Universal Plug and Play). Click on the link Gateway Configuration link in IP Settings and enable the port forwarding options for ports 5075 and 50000 to 50031 by ticking the boxes as shown below.

Local IP Address	192.0.0.229
UPNP Status	OK
WAN IP Address	213.190.156.142

Port	Enable Port Forwarding	WAN Port
Diagnostic Logging Port (5040)	<input checked="" type="checkbox"/>	5040
Streaming Diagnostic Logging Port (5041)	<input type="checkbox"/>	5041
Call Logging Port (5070)	<input type="checkbox"/>	5070
Http Port (80)	<input checked="" type="checkbox"/>	7000
VoIP Signalling Port (5075)	<input checked="" type="checkbox"/>	5075
VoIP RTP Ports (50000-50031)	<input checked="" type="checkbox"/>	50000-50031

[Save](#) [Back](#)



### System Properties

---

Software Version Number :	56.359 (UN)
Hardware Revision :	002
MAC Address :	00-09-19-0B-0C-0D
Number of Digital Extensions :	24 ( 8 + 8 + 8 )
Number of Analogue Extensions :	24 ( 8 + 8 + 8 )
Number of T Interfaces :	3 ( 0 + 3 )
Number of Primary Interfaces :	1
Applications Card Version Number :	5.9 <a href="#">more</a>
No DSL Card Connected	
Analogue Modem Not Present	

[Call History](#)                      [System Status](#)

---

Click in the link called 'more' after the Applications Card version number to display the following screen.

### Applications Card Details

---

Applications Card Version Number :	5.9
Language :	English
Percentage Used :	31%
Capacity for Additional Messages :	875
Total Storage Capacity :	8 Hours
Number of Channels Available :	8
Number of Voice Mail Channels :	1
Number of Auto-Attendant Channels :	1
Number of Call Record Channels :	2
Number of IP Compression Channels :	3
Number of Music On Hold Channels :	1

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The number of active IP Compression channels is shown here. Each channel requires a software license, which can be purchased from your eircom Advantage System supplier.

## 5.2 User Name and User PIN

The eircom Advantage system administrator must configure a user name and user PIN for each eircom Advantage Softphone on the system. This is done by connecting to the eircom Advantage system, through the web browser interface, using the installer login and password as described in the eircom Advantage System Manual. This will result in the main Installation page being displayed as shown above.

In the second column headed 'User Settings', Click on the link 'User Names' and then on the link 'Digital' and the following page will be displayed.

Extension	Name
11	Extn 11
12	Extn 12
13	Extn 13
14	Extn 14
15	Extn 15
16	Extn 16
17	Extn 17
18	Extn 18
60	John
61	Extn 61
62	Extn 62
63	Extn 63
64	Extn 64
65	Extn 65
66	Extn 66
67	Extn 67

Digital [Analogue](#) [SBus](#)

[Save](#) [Back](#) [Help](#)

The user name is entered here opposite the relevant User number. In the example shown here the default numbering scheme has allocated users 60 to 67 as digital IP users with default names 'Extn 60' to 'Extn 67'. The Administrator types the name of the IP user opposite the user number and clicks on the 'Save' button. Press the 'Back' Button to return to the main page.

By clicking on the link 'Pin Codes' under the heading 'User Settings' and then on the link 'Digital' the following page is displayed. The pin code must be entered in the white box opposite the user number and name. Press Save and Back to exit

## Pin Codes

Digital Extensions:

Extension	Name	Pin Code
11	Extn 11	****
12	Extn 12	****
13	Extn 13	****
14	Extn 14	****
15	Extn 15	****
16	Extn 16	****
17	Extn 17	****
18	Extn 18	****
60	John	****
61	Extn 61	****
62	Extn 62	****
63	Extn 63	****
64	Extn 64	****
65	Extn 65	****
66	Extn 66	****
67	Extn 67	****

Digital **Analogue**

The user name and PIN code are now registered on the eircom Advantage system.

### 5.3 Default Gateway

The eircom Advantage system must be programmed with the IP address of the default gateway for Internet access, which is entered on the IP Addresses page. This allows the eircom Advantage system to direct outgoing traffic to the correct Internet gateway. This page is reached by clicking on the IP Addresses link in the Router Settings column.

## IP Addresses

System Name	<input type="text" value="iBox"/>
IP Address	<input type="text" value="192.0.0.85"/>
Subnet Mask	<input type="text" value="255.255.255.0"/>
Default Gateway	<input type="text" value="192.0.0.246"/>
Preferred DNS Server	<input type="text"/>
Alternate DNS Server	<input type="text"/>
RAS IP Address 1	<input type="text" value="192.0.0.207"/>
ADSL IP Address	<input type="text" value="192.0.0.16"/>

## 5.4 Port Forwarding

In the Office location, incoming VoIP calls to the eircom Advantage system are routed from the Internet through a gateway modem/router on the LAN to the eircom Advantage System. This modem/router must be configured to direct this traffic to the local IP address of the eircom Advantage system on the LAN.

Traffic on the following three ports must be sent to the local IP address of the eircom Advantage system:

Port 5075 for TCP packets (allows registration and signaling)  
Port 50000 for UDP packets (for speech)  
Port 50001 for UDP packets (for speech)

MDS Gateways, Clonshaugh Business and Technology Park, Dublin 17, Ireland.  
Tel +353-1-8160000  
Email: [info@mdsgateways.com](mailto:info@mdsgateways.com)  
Web: [www.mdsgateways.com](http://www.mdsgateways.com)  
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