

IPO Office Partner Edition Remote Programming

Port Forwarding Info

Telquest Tech Support (877 342-5832)

Customer Name: _____

We need the following information to set up the Avaya IP Office Key Service Unit:

Router/Gateway IP Address _____

DNS Server _____

Static Public IP Address _____

If you don't have a Static Public IP Address, provide the current Dynamic Public IP Address.

For the IT Person

Please Forward the following Range of Ports to the Avaya IP Office Key Service Unit:

Port 50802 TCP, 50805 TCP, 50808 TCP, 50812 TCP, 50813 TCP.
This allows access to the configuration settings.

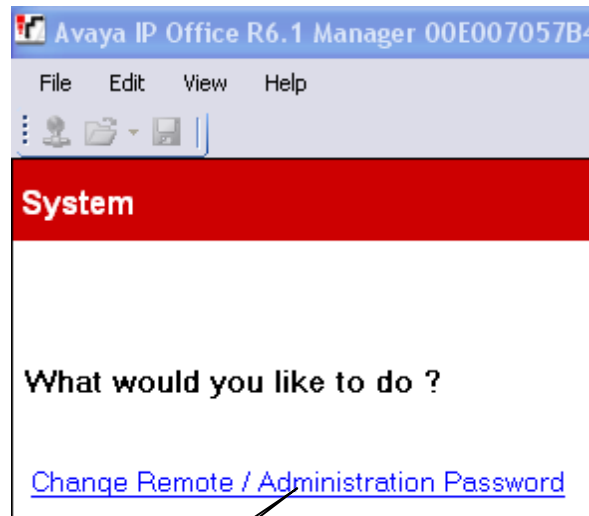
Port 5060 UDP (only needed if SIP Trunks are used)

The LAN IP Address of the Avaya telephone system is _____
(to be filled in by telecom tech)

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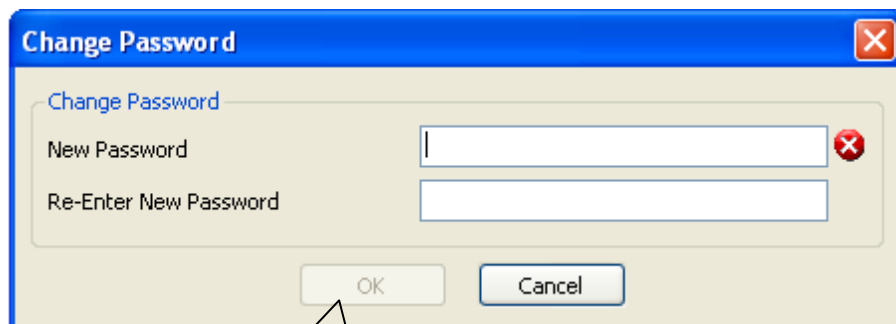
This part is done while you are on site at the KSU. You will change the password.

Run the Manager program, log on as Administrator and connect to your KSU locally. You will log on as Administrator and password is Administrator.



Once you are connected, click [here](#).

Change your password.

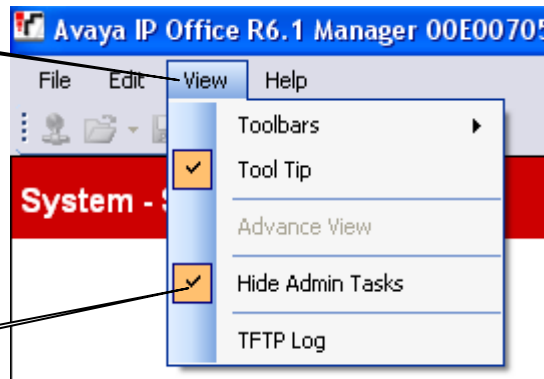


Then Click OK...

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Next...

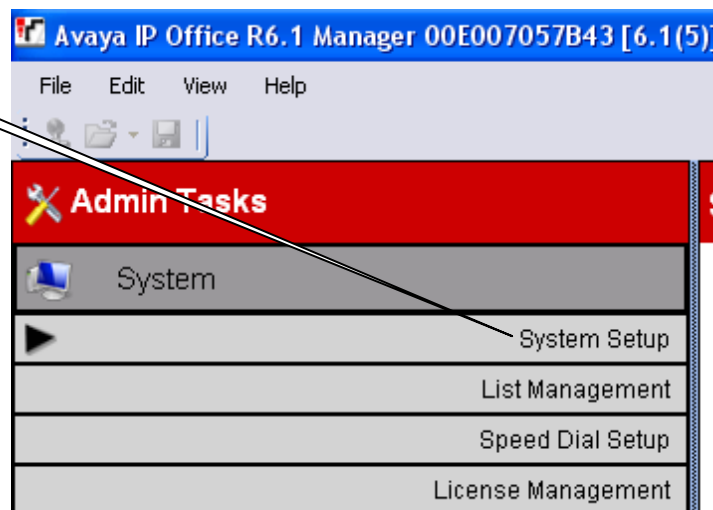
Click here.



Then Here...

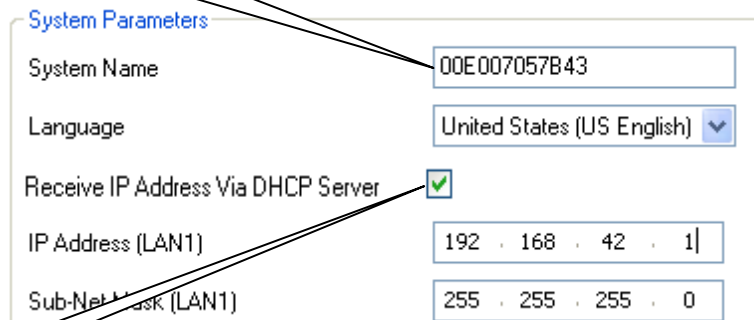
Next...

Click Here.



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Give the system a name. (like Westward Animal Clinic)



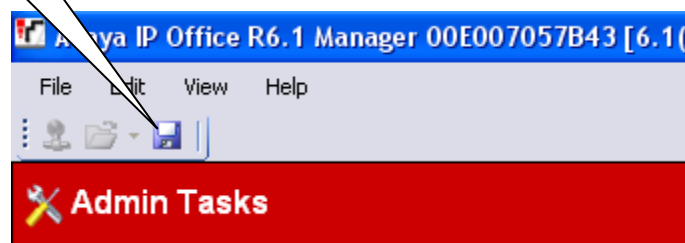
System Parameters	
System Name	00E007057B43
Language	United States (US English) ▼
Receive IP Address Via DHCP Server	<input checked="" type="checkbox"/>
IP Address (LAN1)	192 . 168 . 42 . 1
Sub-Net Mask (LAN1)	255 . 255 . 255 . 0

Check this box.

Next...

Click the Apply button on the lower right corner of the screen.

Click the Blue Floppy Icon at the top of the screen.



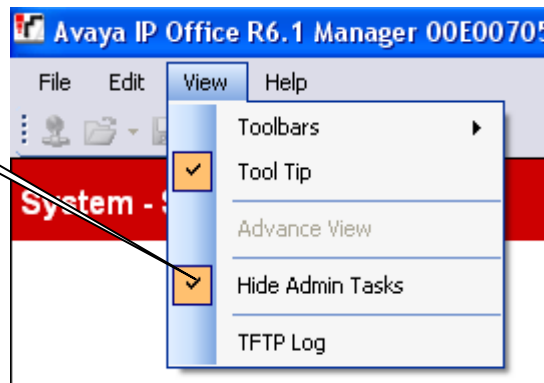
Enter your password (password) if you are asked

The KSU will reboot and return with a new IP address issued by your LAN.

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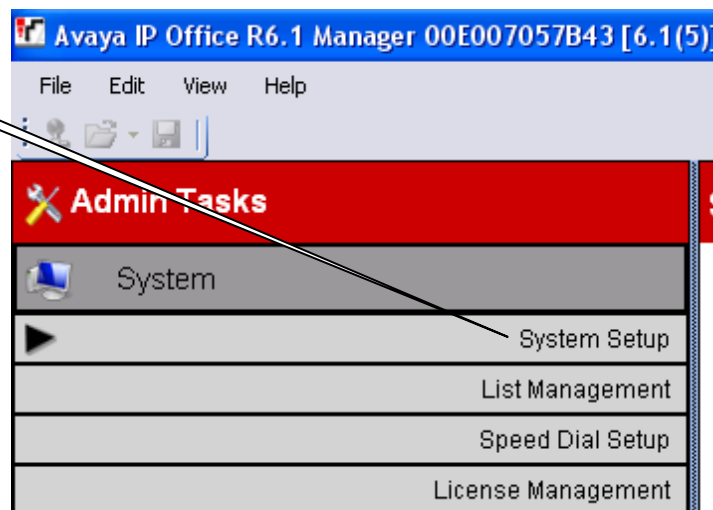
Open the configuration to the KSU again, then....

Click here.



Next...

Click Here.




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Your screen will now look something like this:

System Parameters

System Name	00E007057B43
Language	United States (US English)
Receive IP Address Via DHCP Server	<input type="checkbox"/>
IP Address (LAN1)	192 . 168 . 111 . 234
Sub-Net Mask (LAN1)	255 . 255 . 255 . 0
Default Gateway	0 . 0 . 0 . 0

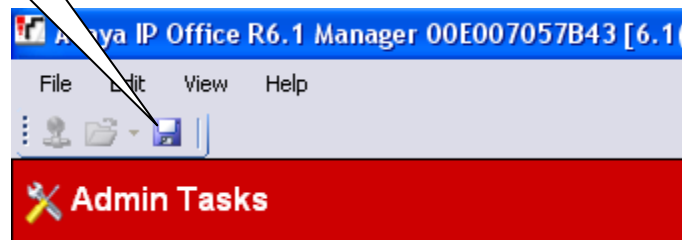
Uncheck this box...

 IP Address obtained via DHCP

Enter the Router/Gateway IP Address info from page 1 here...

Click the Apply button on the lower right corner of the screen.

Click the Blue Floppy Icon at the top of the screen.



Enter your password (password) if you are asked

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If everything is correct, you should be able to connect to the KSU from a Remote Location.

If you are at a location and try to connect to it as if it were a Remote Location, it may or may not work.

This would require a “Hairpin” through the customers router and ITSP.

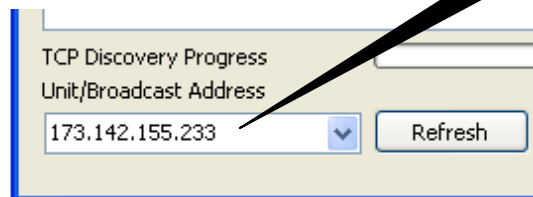
“Hairpin” can be defined as going out and returning on the same Public IP Address.

Some routers (or ITSP's) may allow this, some may not.

Testing your Remote Connection this way may lead to inconclusive/unreliable results.

Connecting to a Remote Location

When **OFF SITE**, run the Manager, Open a Configuration and put the **Public IP Address here** then click Refresh.



TCP Discovery Progress

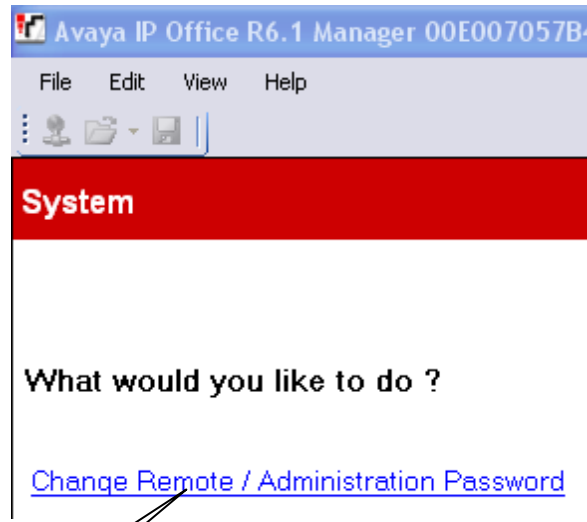
Unit/Broadcast Address

173.142.155.233

Refresh

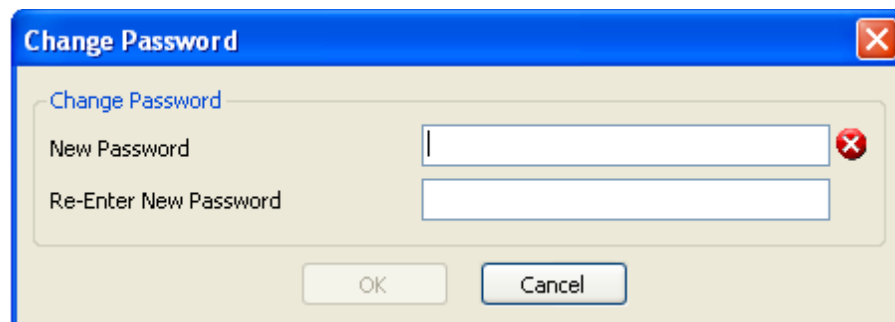
This is very important information to stop **unauthorized access** to the system programming.
There are 2 additional log on accounts that most techs do not know about.
They are Manager and Operator.
You will most likely never use them, but they can be used remotely if the passwords are not changed.

Run the Manager program, log on as **Manager and connect to your KSU locally.**
You will log on as **Manager and the password is **Manager****



Once you are connected, click **here**.

Change your password and click OK. Don't make it Administrator.



Save your changes with the Blue Floppy Disc icon.
Then Close your configuration.

Run the Manager program again and log on as **Operator and connect to your KSU locally.**
You will log on as **Operator and the password is **Operator****

Use the instructions above and change the Operator password.

Run the Manager program again and log on as **Maintainer** and connect to your KSU locally.
You will log on as **Maintainer** and the password is **Maintainer**

Use the instructions above and change the Maintainer password.

Remember, there are 4 different accouts that can log into the system.

Administrator

Manager

Operator

Maintainer (this is the secret “Backdoor” that only hackers, and you, know)

Make sure that you change the password on EACH ACCOUNT....

Use something like **2w9os24lls8**