

# **IPO Office Essential 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 Unit:**

**A Static LAN IP Address for the IP Office** \_\_\_\_\_

**Subnet Mask** \_\_\_\_\_

**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.**

**If you don't have a Static Public IP Address, check and see if the router has Dynamic DNS ability.**

**If it does, then create a free account at [www.dyndns.com](http://www.dyndns.com), document it and send the URL to us.**

---

## **For the IT Person**

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

**Port 50802 TCP, 50804 TCP, 50805 TCP, 50808 TCP, 50812 TCP, 50813 TCP.**

**This allows access to the configuration settings.**

**If you are using SIP Trunks, then add these ports:**

**Ports 49152 through 53247 UDP for RTP Voice packets**

**Port 5060 UDP SIP Signaling**

## IPO Office Remote Programming

Click on the System Icon



Click on LAN1 tab

The screenshot shows the LAN1 configuration page with the following fields and annotations:

- IP Address:** 192 . 168 . 111 . 130 (Annotated: From Page 1)
- IP Mask:** 255 . 255 . 255 . 0 (Annotated: From Page 1)
- Primary Trans. IP Address:** 0 . 0 . 0 . 0 (Annotated: This is NOT the Router Address)
- RIP Mode:** None (Dropdown menu)
- Enable NAT:** ☐ (Checkbox)
- Number Of DHCP IP Addresses:** 1 (Spin box)
- DHCP Mode:** ☐ Server ☐ Client ☐ Dialin ☒ Disabled
- Advanced:** Button

Setting this to Disabled will make it a Static Address

Click the OK button on the lower right hand corner of the screen.

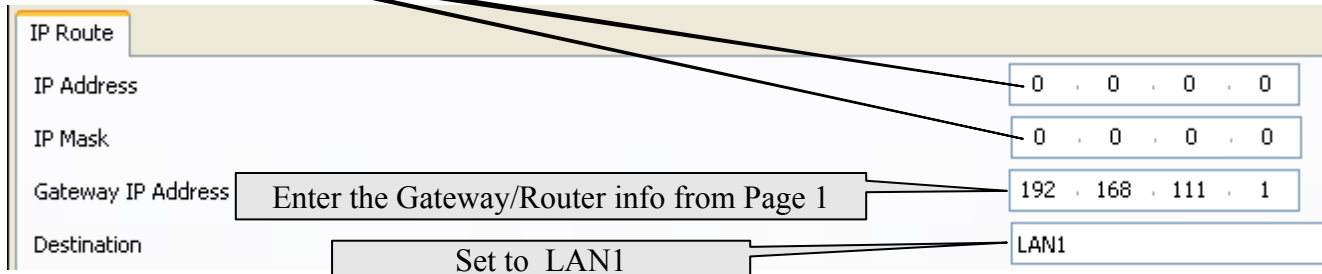
## IPO Office Remote Programming

Click on the IP Route Icon



This is the area where we enter the Router/Gateway information

Enter Zeros as indicated

A screenshot of the "IP Route" configuration window. It has a tab labeled "IP Route". Below the tab are five input fields: "IP Address" with value "0 . 0 . 0 . 0", "IP Mask" with value "0 . 0 . 0 . 0", "Gateway IP Address" with value "192 . 168 . 111 . 1", and "Destination" with value "LAN1". A callout box points to the "Gateway IP Address" field with the text "Enter the Gateway/Router info from Page 1". Another callout box points to the "Destination" field with the text "Set to LAN1".

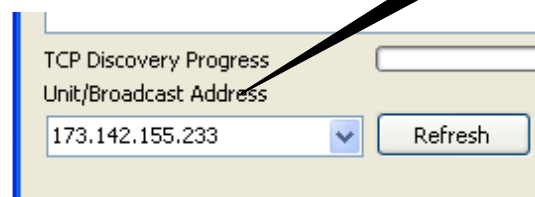
Click the OK button on the lower right hand corner of the screen.

Click the Blue Floppy Icon at the top of the screen



## Connecting to a Remote Location

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

A screenshot of the "TCP Discovery Progress" window. It has a label "Unit/Broadcast Address" above a text input field containing "173.142.155.233". To the right of the input field is a "Refresh" button. A large black arrow points from the text "Public IP Address here" in the previous block to the input field.