IPO Office Essential

Enabling Small Community Networking

The process below adds an H323 SCN Line to the system configuration. It is assumed that data routing between the systems has already been configured and tested. For Manager 8.1, adding SCN connections between systems can also be done using Manager's SCN Management mode.

A working H323 trunk between the systems, that has been tested for correct voice and data traffic routing.
The arrangement the H323 trunks must meet the requirements detailed in Supported SCN Network Layouts.
On IP500 and IP500v2 systems, H323 trunks require the entry of IP500 Voice Networking licenses. VCM channels are required in all systems.
The extension, user and group numbering on each system must be unique.
The user and group names on each system must be unique.
We also recommend that all names and numbers (line, services, etc) on the separate systems are kept unique. This will reduce potential maintenance confusion.
The Outgoing Group ID on the SCN lines should be changed to a number other than the default 0.
All systems should use the same set of telephony timers, especially the Default No Answer Time.
Only one system should have its Voicemail Type set to Voicemail Pro/Lite. All other systems must be set to either Centralized Voicemail or Distributed Voicemail. No other settings are supported.

A. Setup the VoIP Line from System A to System B

Receive the system configuration for System A. Prepare the system for addition to the SCN:
For IP500 and IP500v2 systems, check that the Voice Networking license is present and valid.
Change all extensions numbers and names to values that will be unique within the SCN.
For users and extensions this can be done using the Extension Renumber tool. That will adjust all users and extension and all items using those numbers, for example hunt group memberships and incoming call routes.
For hunt groups, each hunt group must be change individually.
Click Line to display a list of existing lines.
Right-click on the displayed list and select New and then H323 Line.
Select the Line tab and set the following:
In the Telephone Number field, enter a description of the link. For example System B SCN.
Set the Outgoing Group ID to a unique value. For example match the automatically assigned Line Number value shown above.
Select the VoIP Settings tab and set the following:
For the Gateway IP Address, enter the IP address of the remote System B.
In the Supplementary Services field select IP Office SCN. Use of IP Office SCN - Fallback is detailed in SCN Fallback.

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Select the preferred Compression Mode. The same mode must be used by all VoIP lines and extensions within the network.
The other option can be configured as required but must be matched by the other H323 SCN lines in the network.
Select System | Voicemail.
Only one system should have its Voicemail Type set to Voicemail Pro/Lite. The Voicemail IP Address will be the IP address of the central voicemail server PC.
Any other system with its own Voicemail Pro server PC should have its Voicemail Type set to Distributed Voicemail. The Voicemail IP Address should be the IP address of the distributed voicemail server PC. The Voicemail Destination should be set to the Outgoing Group ID used for the SCN line to the system that is set as Voicemail Pro/Lite.
All other systems should have their Voicemail Type set to Centralized Voicemail. The Voicemail Destination should be set to the Outgoing Group ID used for the SCN line to the system that is set as Voicemail Pro/Lite.
Save the configuration and reboot System A.

B. Setup the VoIP Line from System B to System A

On the remote system, repeat the previous steps to create an H323 SCN line to System A.
Load the configuration and reboot the remote system.

C. Test Small Community Networking

Test by making calls between extensions on the different systems.