Avaya IP Office Essential
Setting Up a 1616 H323 IP Phone
Telquest Tech Support

Before you can do anything with the 1616 IP Phone, you **<u>must</u>** have the following information:

The correct License(s) are installed in the KSU.
The Extension and User for the 1616 IP phone have been created in the KSU.
The LAN Port on the KSU is programed and connected correctly.
The Public IP Address of the Avaya IP Office Telephone System (KSU).
The Local IP Address you want to assign to the 1616 phone.
The Local IP Address of the Router/Gateway that the 1616 phone is connected to.
The Local Subnet Mask of the Router/Gateway that the 1616 phone is connected to.

The Extension Number to be assigned to the 1616 phone.
The Password assigned to the 1616 phone.

These are basic and general instructions. Your needs may be different.

I suggest that you read over these instructions first.

Watch the LCD on the 1616 phone closely... This happens fast...

Apply power to the phone by its power transformer or by POE via the network cable.

The Avaya 1616 phone will not pull an IP Address via a local DHCP.
It requires certain Options to be set in the DHCP Server for this to work.
Just be prepared assign it a Static IP Address.

On older 1616 phones:
When you see **"* to program"** on the screen, **press the * (STAR) button** on the dial.

On newer 1616 phones:
When you see **"* to program"** on the screen, enter **27238#** on the dial

If you miss it, just unplug the phone, wait 10 seconds, then plug it back in and try again.

The LCD will say:
Enter PROCPSWD:
#=OK   (Note: Avaya changed this area on the newer 1616 phones, you may not need to dial 27238)
Dial 27238 and then press the # (POUND) button on the dial.

The LCD will say:
Phone=0.0.0.0
New=
Enter the IP Address you want the 1616 phone to use on the network that it is plugged into.
Press the # button when done...

The LCD will say:
CallSv=0.0.0.0
New=
Enter the IP Address of the IP Office telephone system. (KSU) OR
If this is a **Non-VPN Remote Phone**, then enter the Public IP Address that the KSU is connected to.
Press the # button when done...

The LCD will say:
Router=0.0.0.0
New=
Enter the IP Address of the Router/Gateway on the network that the **1616 phone is plugged into**.
Press the # button when done...

The LCD will say:
Mask=0.0.0.0
New=
Enter the Subnet Mask of the LAN that the **1616 phone is plugged into**.
Press the # button when done...

The LCD will say:
FileSv=0.0.0.0
New=
Enter the IP Address of the IP Office telephone system. (KSU) OR
If this is a **Non-VPN Remote Phone**, then enter the Public IP Address that the KSU is connected to.
Press the # button when done...

The LCD will say:
802.1Q=auto
*=change #=ok
Press the # button...

The LCD will say:
VLAN ID=0
New=
If you are using a VLAN, enter the VLAN Number.
Press the # button when done...

The LCD will say:
Save new values?
*=no #=yes
Press the # button...

The LCD will say:
New values being saved

The LCD will say:
Restarting

When you see **"* to program"** on the screen, **don't do anything... Just wait...**

The phone will restart several times... Don't touch it......

When it says "Saving to flash" it is almost done...

After several restarts......

The LCD will say:
Enter Extension
Ext=
Enter the extension number to be used by the phone.
Press the OK button under the LCD

The LCD will say:
Enter the Password
Enter the password for the extension
Press OK again

The phone should come start working shortly.

Note:
You may need to place the IP Address of the 1616 phone in the DMZ area of the Router.