Configuring Viking VoIP Phones and SIP Servers

Cisco Unified Communication Manager:

To connect a Viking VoIP Phone to Cisco's Unified Communication Manager, it is important to know that the phone is set up as a third party SIP device without Authentication ID. Cisco has created a write up for connecting most third party phones, which we have reformatted here specifically for Viking equipment.

Configuration Steps	
Step 1	Gather the following information about the phone: • MAC address • Physical location of the phone • Cisco Unified Communications Manager user to associate with the phone • Partition, calling search space, and location information, if used • Line number (DN) to assign to the phone
Step 2	Determine whether sufficient Device License Units are available. If not, purchase and install additional Device License Units. Third-Party SIP Devices (Basic) consume three Device License Units each.
Step 3	Configure the end user. Viking VoIP Phones do not support an authorization ID (digest user), so create a user with a user ID that matches the DN of the phone. For example, create an end user named 1000 and create a DN of 1000 for the phone. Assign this user to the phone (see step 9).
Step 4	Configure the SIP Profile or use the default profile. The SIP Profile gets added to the phone that is running SIP by using the Phone Configuration window. **Note:** Viking VoIP Phones use only the SIP Profile Information section of the SIP Profile Configuration window.
Step 5	Configure the Phone Security Profile. To use digest authentication, you must configure a new phone security profile. If you use one of the standard (non-secure) SIP profiles that are provided for auto-registration, you cannot enable digest authentication.
Step 6	Add and configure the Viking VoIP Phone by choosing Third-party SIP Device (Basic) from the Add a New Phone Configuration window.
Step 7	Add and configure lines (DNs) on the phone.
Step 8	In the End User Configuration window, associate the Viking VoIP Phone with the user by using Device Association and choosing the Viking VoIP Phone.
Step 9	In the Digest User field of the Phone Configuration window, choose the end user that you created in step 3.
Step 10	Provide power, install, verify network connectivity, and configure network settings for the Viking VoIP Phone. **Username** should match the user that was created in step 3. **Password** should match the password created for the digest user.
Step 11	Make calls with the Viking VoIP Phone.

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Iwatsu ECS:

To connect a Viking VoIP Phone to the Iwatsu ECS you can register the phone as a SIP extension. As of version 2.6 of the Viking VoIP Phone Firmware inbound calls to the door box are not supported. To connect the phone, please follow the following steps:

Configuration Steps	
Step 1	Gather the following information about the Viking Phone: • MAC address • Physical location of the Viking VoIP Phone • CCSU or LAN2 IP Address of the Iwatsu ECS System • Extension Number for the phone or hunt group that will be called when the button is pressed • Extension Number to assign to the Viking VoIP Phone
Step 2	Determine if the system is provisioned for SIP extensions; licenses are required to support SIP Phones on the Iwatsu ECS and they must be installed prior to deployment.
Step 3	Configure the SIP Extension in the Iwatsu ECS. The username will be the extension number and the password default is 1234.
Step 4	Provide power, install, verify network connectivity, and configure network settings for the Viking VoIP Phone. **Username** should match the user that was created in step 3. **Password** should match the password created for the extension. A Screen Capture of a working configuration is shown in Figure 1.
Step 5	Audio Call Progress must be set to 'Enabled.'
Step 6	Make calls with the Viking VoIP Phone.

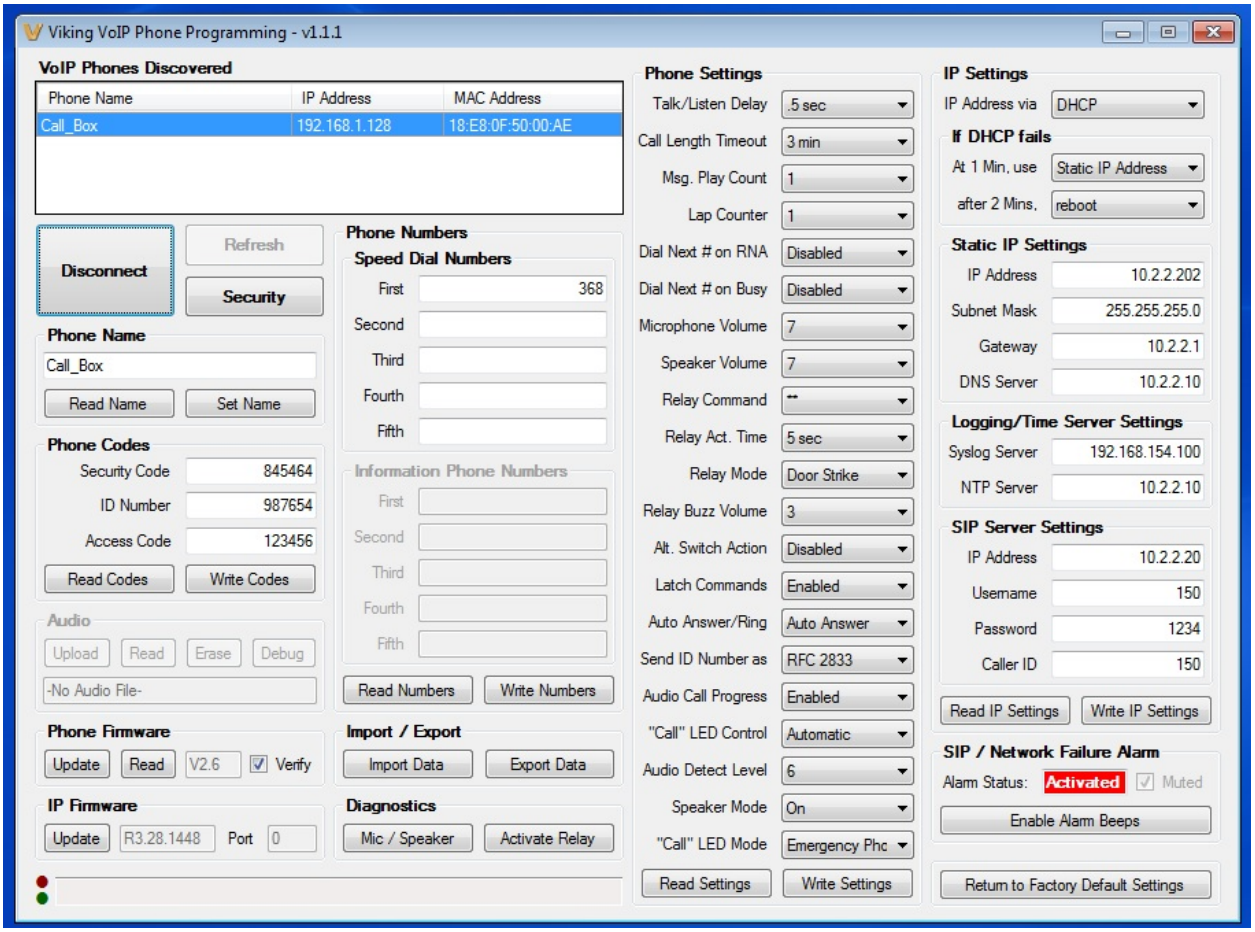

Figure 1 - Iwatsu ECS Sample Configuration