



Avaya Solution & Interoperability Test Lab

Application Notes for VTech NG-S3211W Corded SIP Hospitality Room Phone with Avaya IP Office 11.1 – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for VTech NG-S3211/NG-S3211W Corded SIP Hotel Room Phones v3.2.4.5 to interoperate with Avaya IP Office Server Edition 11.1 and Avaya IP Office 500 V2 Expansion System 11.1. VTech NG-S3211/NG-S3211W Hotel Phones register directly with Avaya IP Office 11.1.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as any observations noted in **Section 2.2**, to ensure that their own use cases are adequately covered by this scope and results.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

1. Introduction

These Application Notes describe the configuration steps required for VTech NG-S3211/NG-S3211W Corded SIP Hotel Room Phones to interoperate with Avaya IP Office Server Edition 11.1 and Avaya IP Office 500 V2 Expansion System 11.1. VTech NG-S3211/NG-S3211W SIP Hotel Room Phones register to Avaya IP Office Server Edition 11.1 or Avaya IP Office 500 V2 Expansion System 11.1 as a SIP endpoint. Compliance testing used the VTech NG-S3211W Corded SIP Hotel Room Phone as a representative model. VTech NG-S3211 is a cordless, one line SIP endpoint with optional wireless ethernet connectivity. See **Attachment 1** which provides details of VTech NG-S3211W Corded SIP Hotel Phone equivalency to the VTech NG-S3211 Hotel Phone model.

2. General Test Approach and Test Results

The general test approach was to place calls to and from VTech NG-S3211W to PSTN, Avaya SIP, and Avaya H.323 endpoints and exercise basic telephone operations.

As the purpose of these phones is for hotel guest rooms, certain functionality considered to be standard on Avaya endpoints is not supported, and therefore, was not tested. For example, VTech NG-S3211W does not support transfers or conferences. More details on these limitations are described in the Test Results in **Section 2.2**.

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

Avaya recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in these DevConnect Application Notes included the enablement of supported encryption capabilities in the Avaya products. Readers should consult the appropriate Avaya product documentation for further information regarding security and encryption capabilities supported by those Avaya products.

Support for these security and encryption capabilities in any non-Avaya solution component is the responsibility of each individual vendor. Readers should consult the appropriate vendor-supplied product documentation for more information regarding those products.

For the testing associated with these Application Notes, the interface between Avaya systems and VTech NG-S3211W utilized enabled capabilities of TLS/SRTP.

2.1. Interoperability Compliance Testing

The following features and functionality were evaluated in the interoperability compliance test:

- Registration of VTech NG-S3211W to IP Office Server Edition and IP Office Expansion System.
- Basic call features: Answer, Hold/Resume, Mute/Un-mute, Drop, Message Waiting Indicator, DTMF, and Call Forward.
- G.711 and G.729 codec support, codec negotiation, and Direct Media Path.
- Media (Shuffling) enabled and disabled.
- TLS transport and SRTP media encryption.
- Hospitality features: Automatic Wakeup Call and Do Not Disturb.
- Serviceability testing to validate recovery from network connectivity loss.

2.2. Test Results

All test cases passed with the following observations:

- VTech NG-S3211W does not support the following features
 - Call Park/Unpark
 - Call Pickup
 - Call Waiting
 - Hold Timeout
 - Transfer
 - Conference
 - VTech NG-S3211W programmable buttons do not support short codes requiring secondary input.
- VTech NG-S3211W does not support multiple call handling capabilities, e.g., answering a second incoming call while on a call by putting the existing call on hold. A second incoming call will receive busy or forward to voicemail if enabled.
- VTech NG-S3211W does not support SDP negotiation capabilities per (RFC5939) between SRTP and non-SRTP modes. Media Security for the associated extensions should be set to Enforced.
- VTech NG-S3211W does not validate the offered identity certificate for IP Office during TLS handshake. This is a known problem that will also be fixed in a future release of VTech NG-S3211W firmware.
- A separate but related observation is that the web administration user interface setting **Only accept trusted certificates** must also be set for VTech NG-S3211W to validate IP Office identity certificate during TLS session setup. Subsequent access to the web administration's **Trusted Certificates** page will not show that it has been set. This will be fixed in a future release of VTech NG-S3211W firmware.

2.3. Support

Technical support for VTech NG-S3211W SIP Hotel Phones can be obtained at:

- Phone: 1 (888) 907-2007
- <https://vtechhotelphones.com>

3. Reference Configuration

Figure 1 illustrates the test configuration diagram for VTech NG-S3211W integrated with Avaya IP Office Server Edition and Avaya IP Office 500 V2 Expansion System.

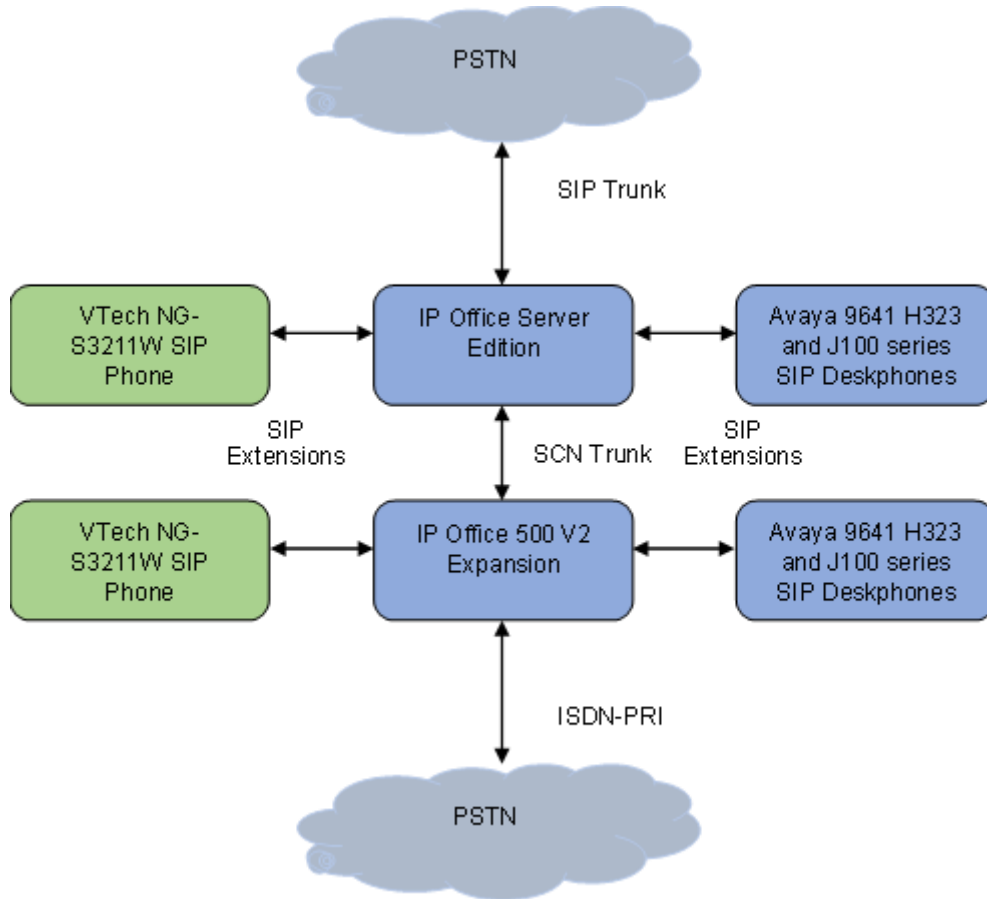


Figure 1: Avaya Interoperability Test Configuration for VTech NG-S3211W Corded SIP Hotel Room Phones

4. Equipment and Software Validated

The following equipment and software were used for the sample configuration provided:

Equipment/Software	Release/Version
Avaya IP Office 500 V2 Expansion	11.1.2.2
Avaya IP Office Server Edition running on Virtual Machine	11.1.2.2
Avaya 9641G IP Deskphones	6.8502 (H.323)
Avaya J129 IP Phone	4.0.7.0.7 (SIP)
VTech NG-S3211W Corded SIP Hotel Phone	3.2.4.5

Compliance Testing is applicable when the tested solution is deployed with a standalone IP Office 500 V2 and also when deployed with IP Office Server Edition in all configurations.

5. Configure Avaya IP Office Server Edition

This section provides the procedures for configuring Avaya IP Office Server Edition. The procedures include the following areas:

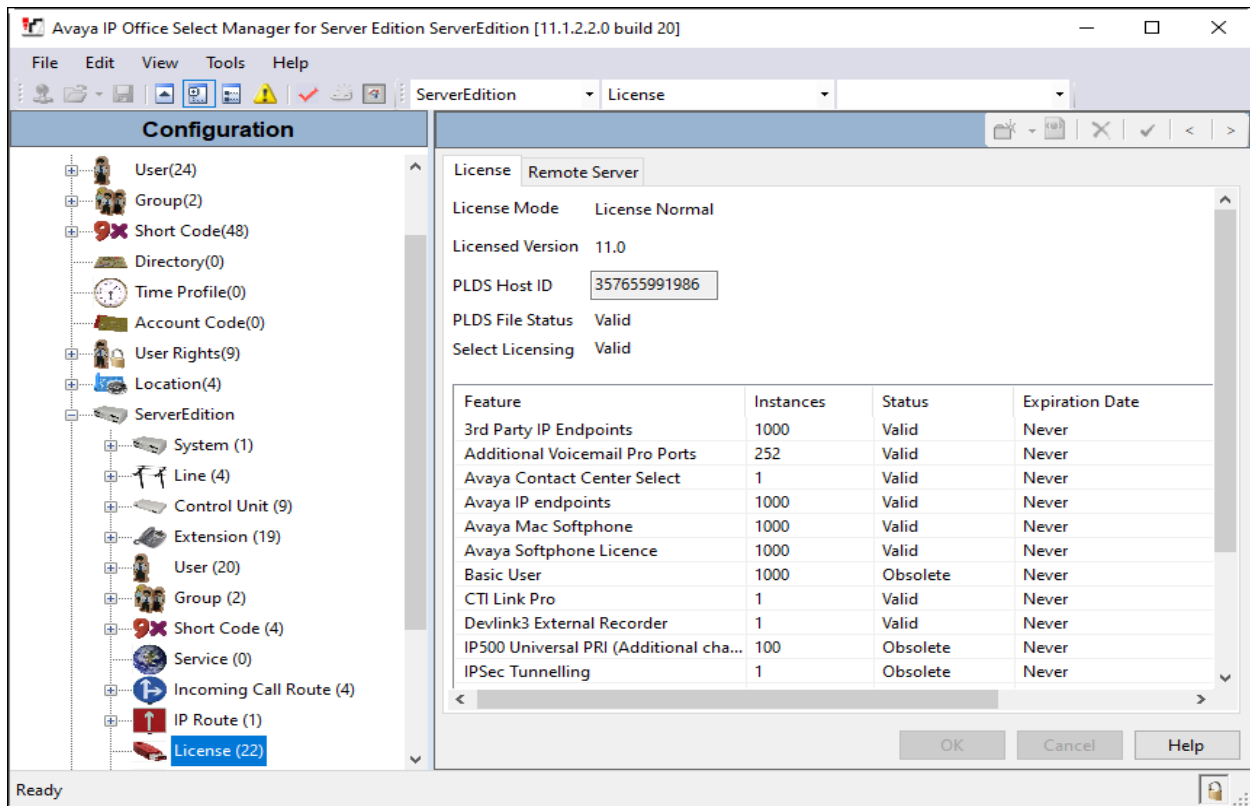
- Verify License
- Obtain LAN IP address
- Administer SIP registrar
- Administer SIP extensions
- Administer SIP users

Note: This section covers the configuration of Avaya IP Office Server Edition, but the configuration is the same for Avaya IP Office 500 V2 Expansion System.

5.1. Verify License

From a PC running the **IP Office Admin Suite**, invoke **IP Office Manager**. Select the proper primary IP Office system, and log in using the appropriate credentials. The Avaya IP Office Manager for Server Edition screen is displayed.

From the configuration tree in the left pane, select **License** under the IP Office system that will be used to display a list of licenses in the right pane. Verify that there are sufficient licenses for **3rd Party IP Endpoints** as shown below.

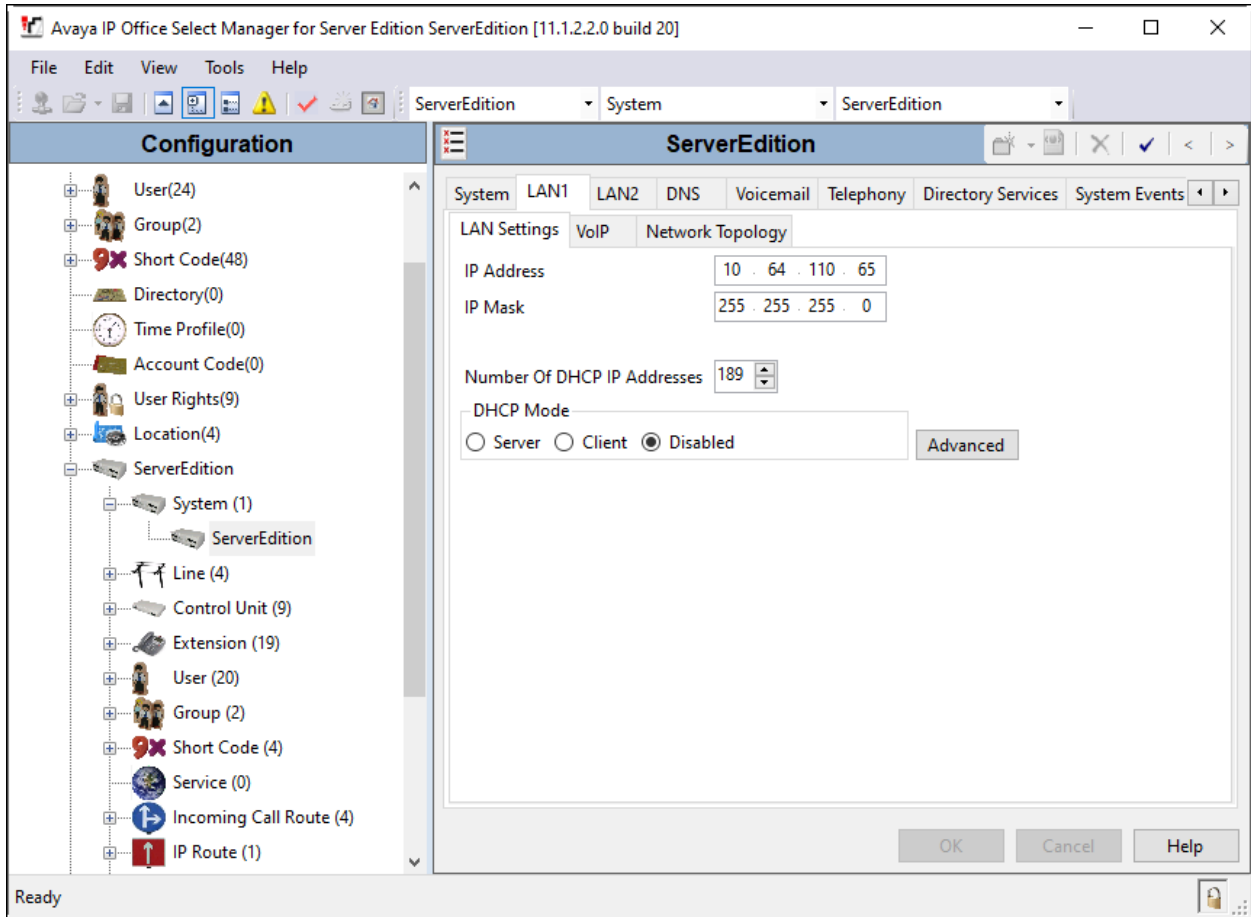


The screenshot shows the Avaya IP Office Select Manager for Server Edition interface. The left pane displays the Configuration tree with 'License (22)' selected. The right pane shows the License configuration details for a Remote Server. The License Mode is License Normal, Licensed Version is 11.0, PLDS Host ID is 357655991986, PLDS File Status is Valid, and Select Licensing is Valid. A table lists the license features, instances, status, and expiration dates.

Feature	Instances	Status	Expiration Date
3rd Party IP Endpoints	1000	Valid	Never
Additional Voicemail Pro Ports	252	Valid	Never
Avaya Contact Center Select	1	Valid	Never
Avaya IP endpoints	1000	Valid	Never
Avaya Mac Softphone	1000	Valid	Never
Avaya Softphone Licence	1000	Valid	Never
Basic User	1000	Obsolete	Never
CTI Link Pro	1	Valid	Never
Devlink3 External Recorder	1	Valid	Never
IP500 Universal PRI (Additional cha...	100	Obsolete	Never
IPSec Tunnelling	1	Obsolete	Never

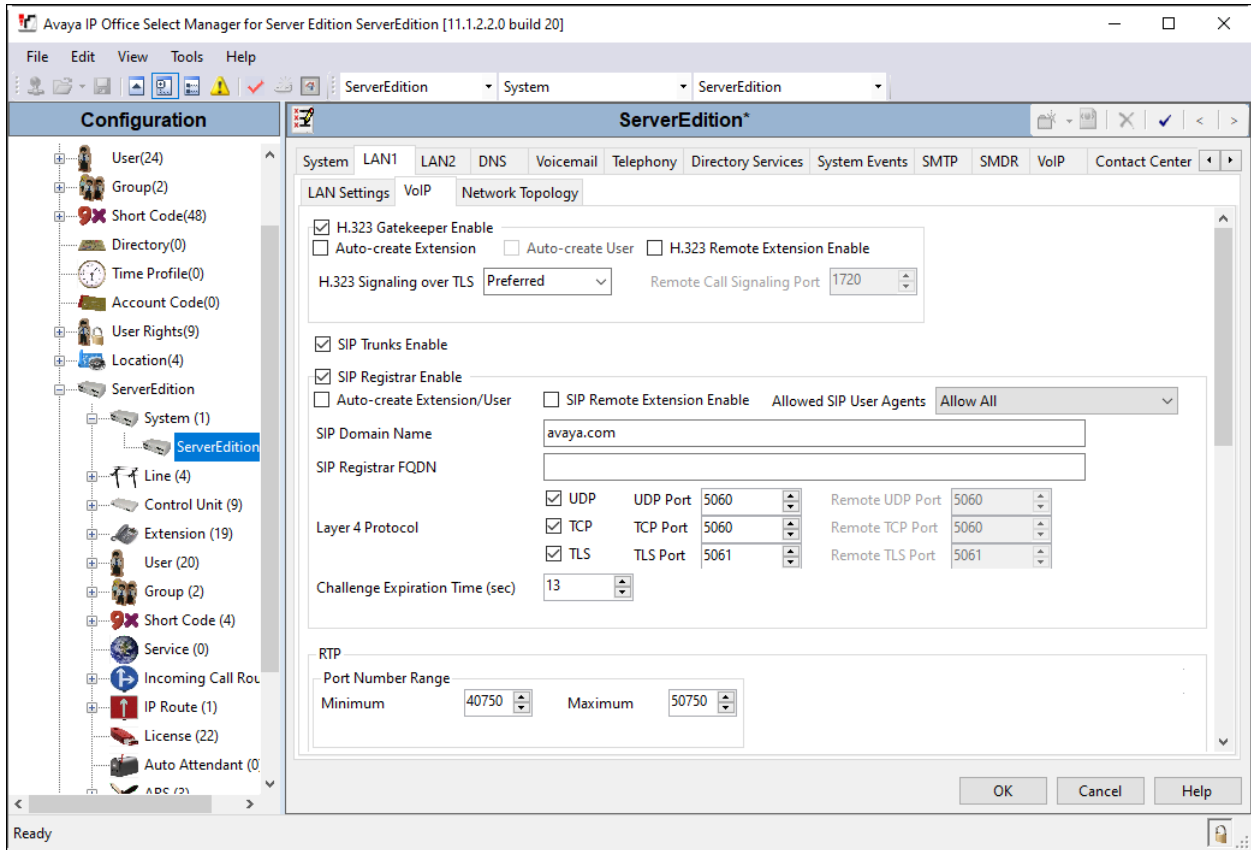
5.2. Obtain LAN IP Address

From the configuration tree in the left pane, select **System** to display the System screen for the IP Office Server Edition in the right pane. Select the **LAN1** tab, followed by the **LAN Settings** sub-tab in the right pane. Make a note of the IP Address (*e.g., 10.64.110.65*), which will be used in **Section 6.3** to configure VTech NG-S3211W.



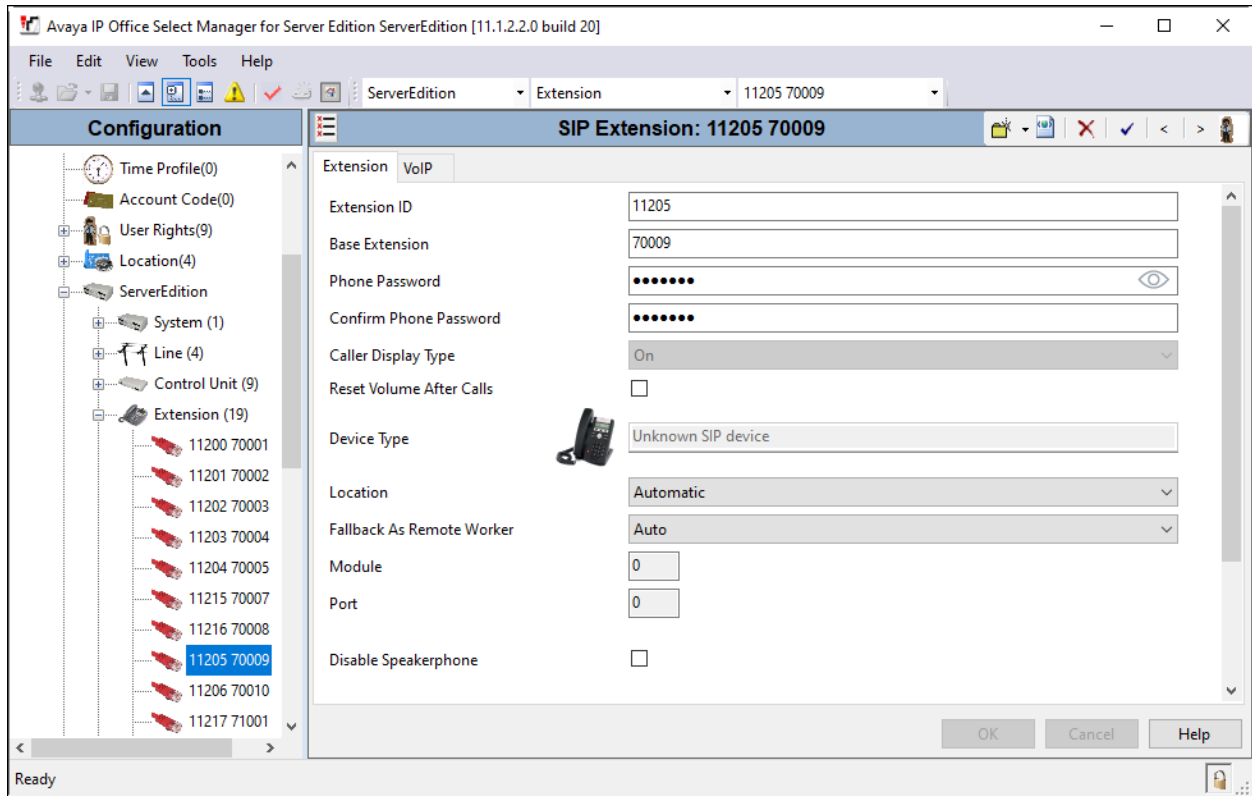
5.3. Administer SIP Registrar

Select the **VoIP** sub-tab. Ensure that **SIP Registrar Enable** is checked and enter a valid **Domain Name**. In the compliance testing, the **SIP Domain Name** field was set to *avaya.com*. TLS transport protocol was enabled for the **Layer 4 Protocol**, which was also used by VTech NG-S3211W.

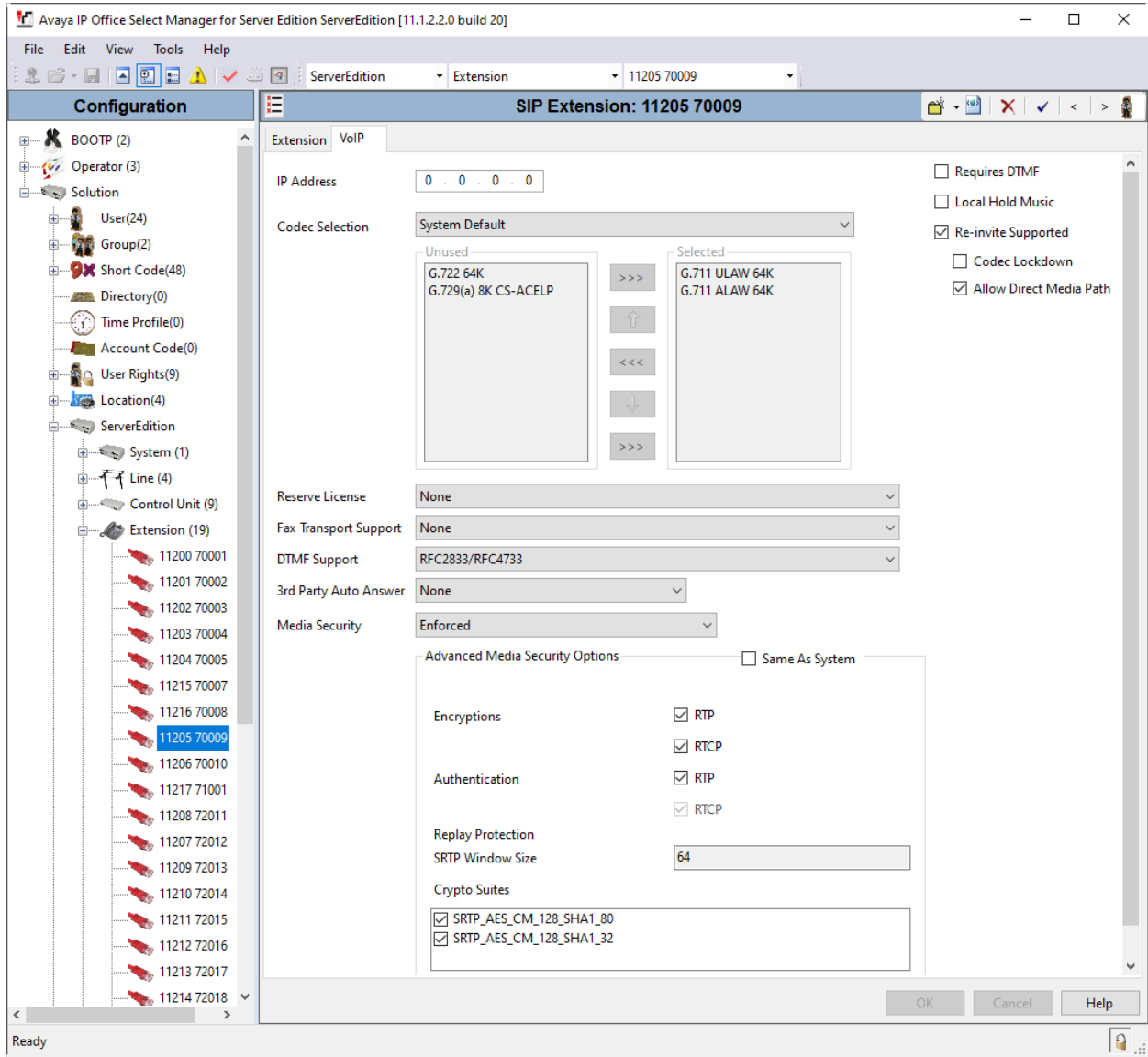


5.4. Administer SIP Extensions

From the configuration tree in the left pane, right-click on **Extension** and select **New** → **SIP Extension** from the pop-up list (not shown) to add a new SIP extension. Enter the desired extension for the **Base Extension** field as shown below. In this example, VTech NG-S3211W was assigned extension **70009**. This is the extension that VTech NG-S3211W will use to register with IP Office Server Edition. Enter an appropriate password. This will be used by VTech NG-S3211W to register to IP Office Server.

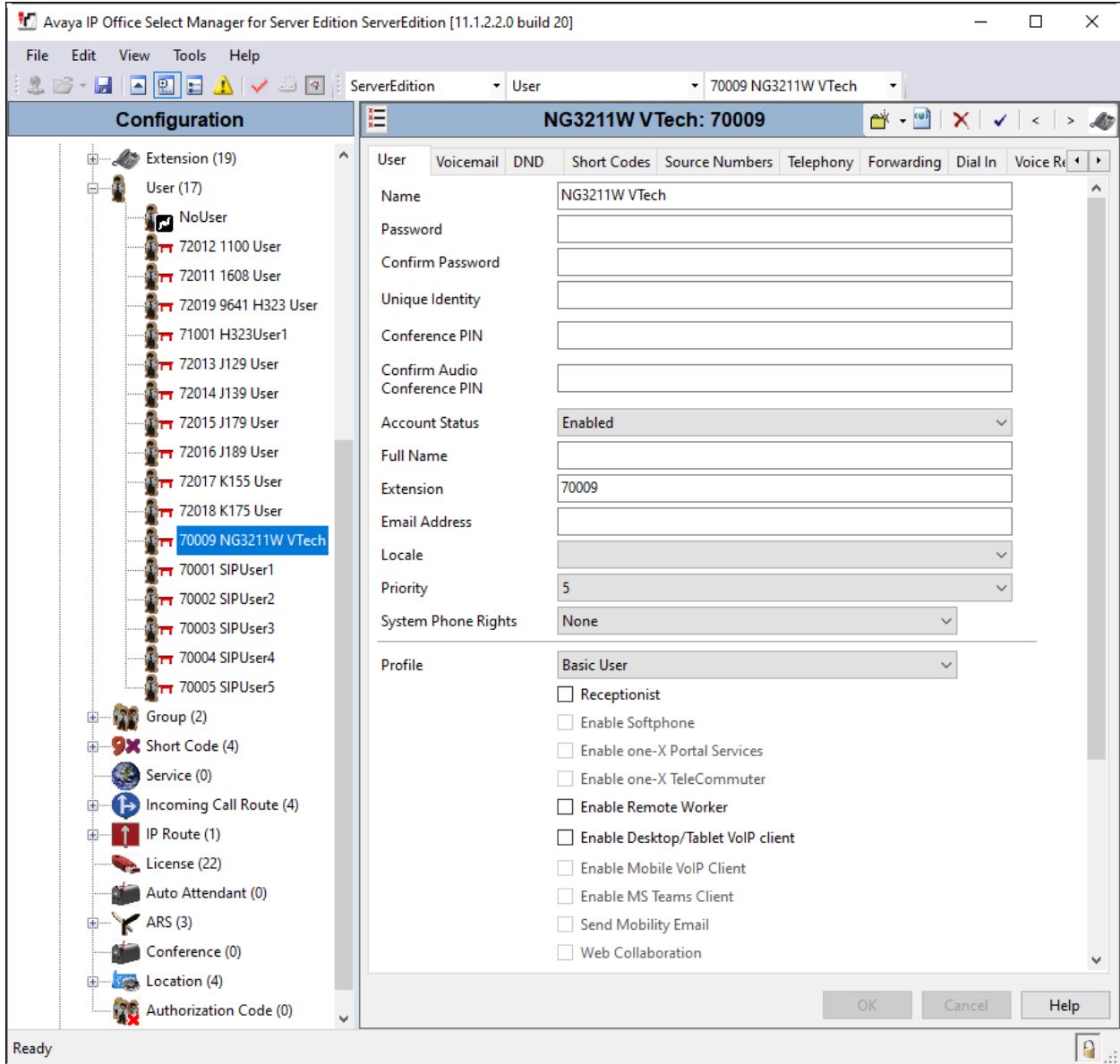


Select the **VoIP** tab. The codec selection shown below is configured with *G.711 ULAW* and *G.711 ALAW*. Enable **Allow Direct Media Path** so that audio/RTP may flow directly between two SIP endpoints without using media resources in Avaya IP Office Server Edition. Select *Enforced* for **Media Security** with **Advanced Media Security Options** as seen below.

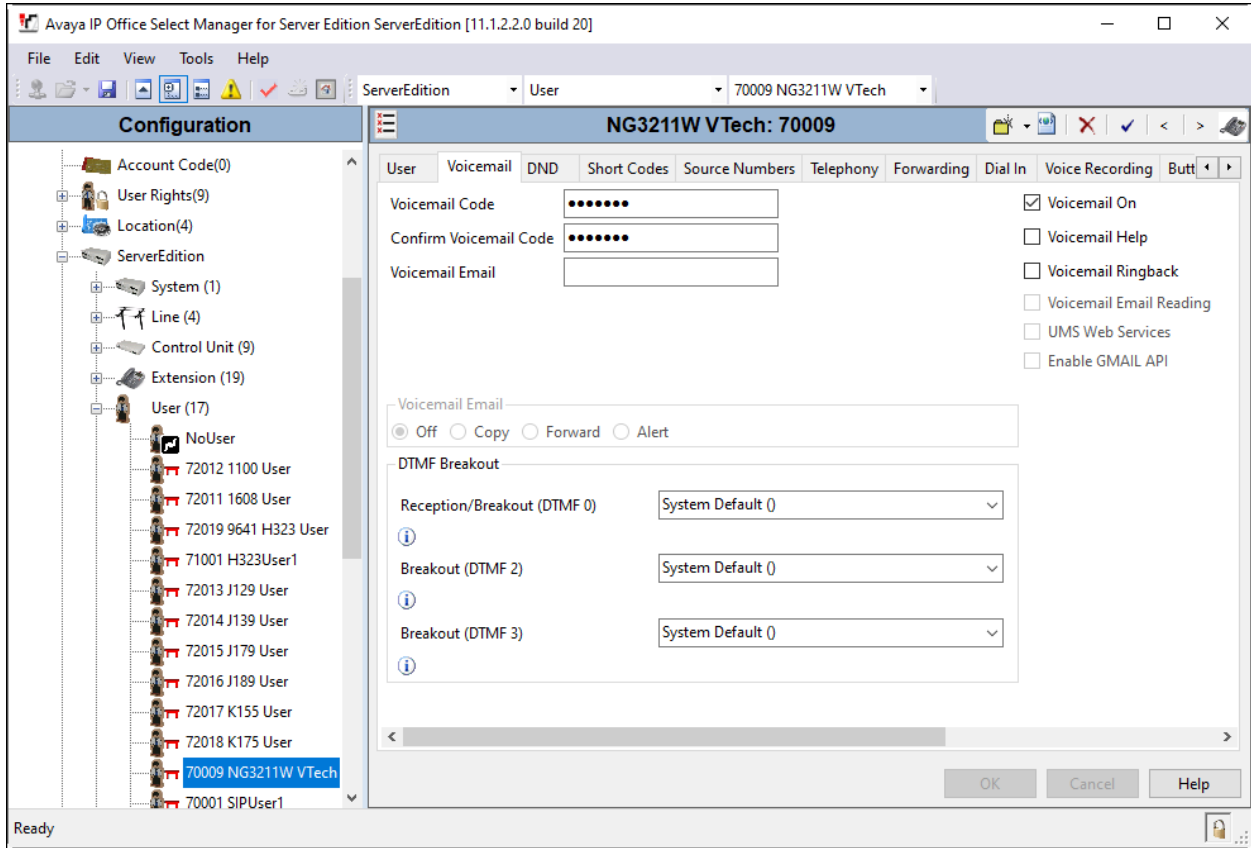


5.5. Administer SIP Users

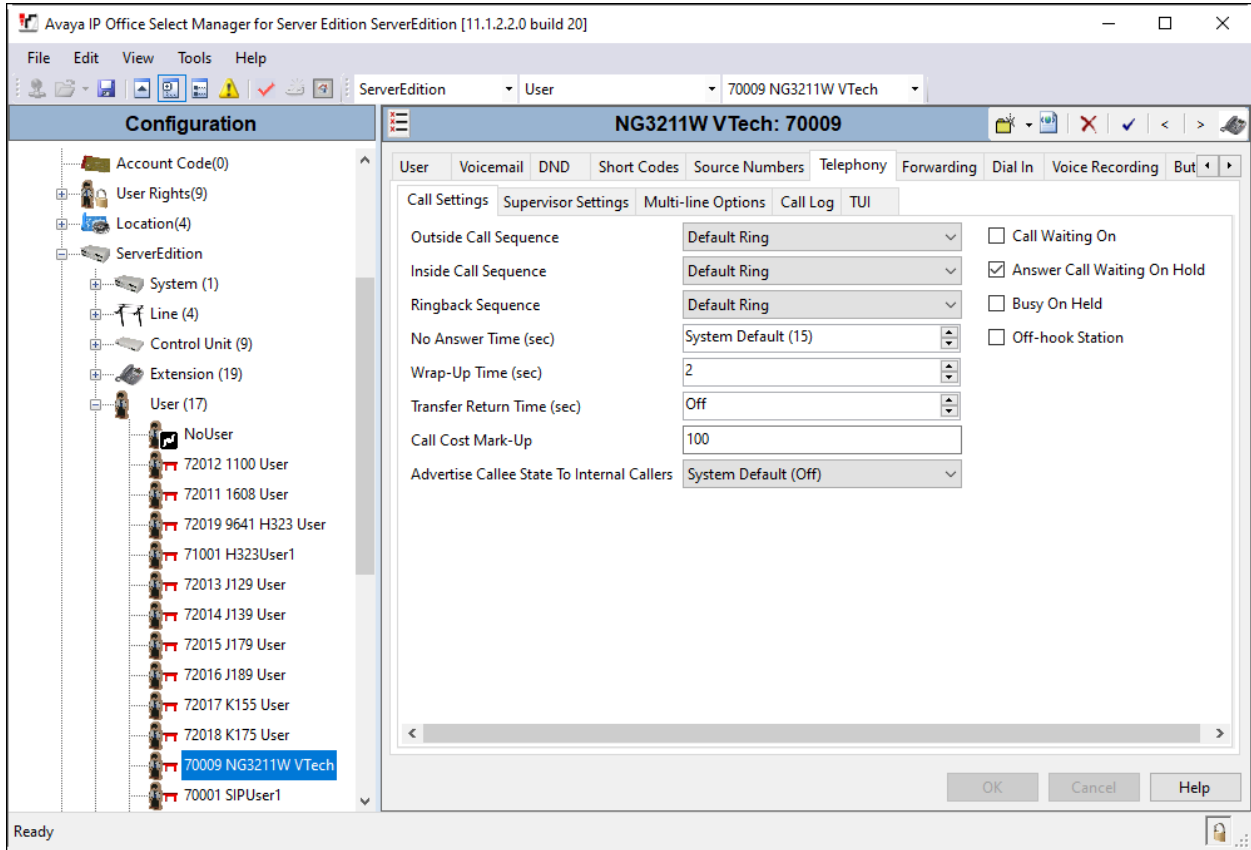
From the configuration tree in the left pane, right-click on **User** and select **New** from the pop-up list (not shown). Enter a value for the **Name** field (e.g., *NG3211W VTech*). For the **Extension** field, enter the SIP extension from **Section 5.4** (e.g., *70009*).



Select the **Voicemail** tab and select **Voicemail On** to enable voicemail. Specify a **Voicemail Code** to be used when logging into voicemail.



Select the **Telephony** tab followed by the **Call Settings** sub-tab. Note the settings below for the user.



6. Configure VTech NG-S3211/NG-3211W Corded SIP Hotel Room Phones

The steps to configure VTech NG-S3211W to integrate with IP Office Server Edition are as follows:

- Configure IP Address
- Launch Web Interface
- Configure SIP Account
- Install CA Certificate
- Modify Codec Settings

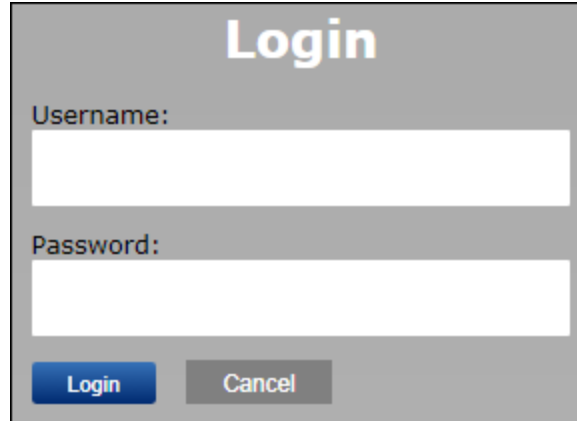
6.1. Configure IP Address

VTech NG-S3211W is configured for DHCP as a factory default. The following steps provide network connectivity and determine the phone IP address for use in launching administration detailed in **Section 6.2**:

- Connect the NET port of VTech NG-S3211W to a Power over Ethernet (PoE) switch
- Determine the assigned IP address. Use the built-in voice menu which will read out the IP address. The voice menu is accessed by pressing **SPEAKER * * * ***. For more information, refer to VTech NG-S3211W user manual obtained at <http://vtechhotelphones.com>.

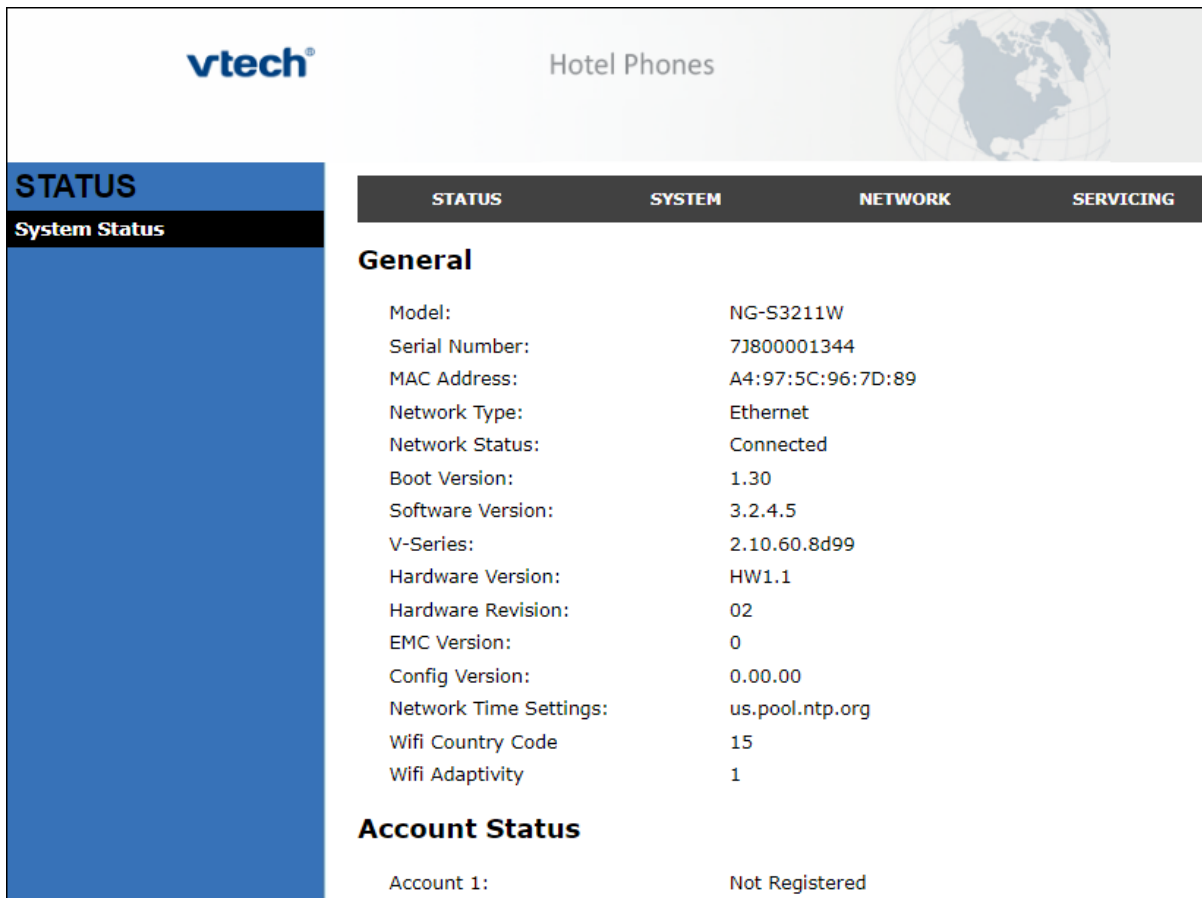
6.2. Launch Web Interface

The phone administration is done through a web interface. To access web administration, invoke the web login page using the **IP address** obtained from **Section 6.1** using the URL **https://<IP address>**. The login prompt is displayed.



The image shows a web login interface. At the top, the word "Login" is displayed in a large, bold, white font on a dark grey background. Below this, there are two input fields: "Username:" followed by a white text box, and "Password:" followed by a white text box. At the bottom of the form, there are two buttons: a blue "Login" button and a grey "Cancel" button.

Enter the appropriate **Username** and **Password**. Once logged in, the default settings display. The status for VTech NG-3211W is shown.



The screenshot displays the VTech Hotel Phones web interface. The top left features the "vtech" logo, and the top right shows "Hotel Phones" next to a globe icon. A left-hand navigation menu is visible, with "STATUS" highlighted in blue and "System Status" listed below it. The main content area is titled "General" and contains a list of system parameters and their values:

STATUS	SYSTEM	NETWORK	SERVICING
General			
Model:	NG-S3211W		
Serial Number:	7J800001344		
MAC Address:	A4:97:5C:96:7D:89		
Network Type:	Ethernet		
Network Status:	Connected		
Boot Version:	1.30		
Software Version:	3.2.4.5		
V-Series:	2.10.60.8d99		
Hardware Version:	HW1.1		
Hardware Revision:	02		
EMC Version:	0		
Config Version:	0.00.00		
Network Time Settings:	us.pool.ntp.org		
Wifi Country Code	15		
Wifi Adaptivity	1		
Account Status			
Account 1:	Not Registered		

- **Note:** If firmware upgrades are needed, consult the configuration guide for instructions. Refer to <http://vtechhotelphones.com>.

6.3. Configure SIP Account

To register VTech NG-3211W to IP Office, Select **SYSTEM** from the toolbar, then **Account 1** from the left-hand side list. Under the **General Account Settings** heading, input the following:

- **Enable Account:** Click the corresponding checkbox.
- **Account Label:** Enter a descriptive string (e.g., *NG3211W*).
- **Display Name:** Enter a desired display name (e.g., *NG3211W IPO*).
- **User Identifier:** Enter An appropriate string (e.g., *70009*).
- **Authentication Name:** Enter the SIP extension from **Section 5.4** (e.g., *70009*).
- **Authentication Password:** Enter the password from **Section 5.4**.

The screenshot shows the configuration interface for a SIP account. The top navigation bar includes 'vtech' and 'Hotel Phones'. Below this is a secondary navigation bar with 'STATUS', 'SYSTEM', 'NETWORK', and 'SERVICING'. The main content area is titled 'SYSTEM ACCOUNT MANAGEMENT ACCOUNT 1' and contains a 'General Account Settings' section. The settings are as follows:

Field	Value
Enable Account	<input checked="" type="checkbox"/>
Account label:	NG3211W
Display Name:	NG3211W IPO
User Identifier:	70009
Authentication Name:	70009
Authentication Password:	*****
Dial Plan:	x+P
Call Restriction Dial plan:	
Inter-Digit Timeout (secs):	3
Line Type:	Private
DTMF Method:	Auto
Unregister After Reboot:	Disable
Call Rejection Response Code	486

Continuing on the same page, Under the **SIP Server** heading, enter the following:

- **Server Address:** IP Office Server Edition IP address (e.g., *10.64.110.65*).
- **Port:** *5061*

Under the **Registration** heading, enter the following:

- **Server Address:** IP Office Server Edition IP address (e.g., *10.64.110.65*).
- **Port:** *5061*

	SIP Server	
	Server Address:	<input type="text" value="10.64.110.65"/>
	Port:	<input type="text" value="5061"/>
	Registration	
	Server Address:	<input type="text" value="10.64.110.65"/>
	Port:	<input type="text" value="5061"/>
	Expiration (secs):	<input type="text" value="3600"/>
	Registration Freq (secs):	<input type="text" value="10"/>
	Outbound Proxy	
	Server Address:	<input type="text"/>
	Port:	<input type="text" value="5060"/>
	Backup Outbound Proxy	
	Server Address:	<input type="text"/>
	Port:	<input type="text" value="5060"/>
	Caller Identity	
Source Priority 1:	<input type="text" value="PAI"/> ▼	
Source Priority 2:	<input type="text" value="RPID"/> ▼	
Source Priority 3:	<input type="text" value="From"/> ▼	

Continuing on the same page, Under the **Audio** heading, select **Enable Voice Encryption (SRTP)**. Under the **Signaling Settings** heading, input the following:

- **Local SIP Port:** 5061
- **Transport:** TLS

Under the **Voicemail Settings** header, select **Enable MWI Subscription**. Click **Save** (not shown).

The screenshot displays a configuration interface with a blue sidebar on the left. The main content area is divided into several sections:

- Audio:** Contains seven dropdown menus for Codec Priority 1 through 7, with values G.711u, G.711a, G.729a/b, G.726, G.722, None, and iLBC respectively. It also includes checkboxes for 'Enable Voice Encryption (SRTP)' (checked) and 'Enable G.729 Annex B' (unchecked), a 'Preferred Packetization Time (ms)' dropdown set to 20, and a 'DTMF Payload Type' text field set to 101.
- Quality of Service:** Includes 'DSCP (voice):' and 'DSCP (signaling):' text fields with values 46 and 26.
- Signaling Settings:** Includes 'Local SIP Port:' and 'Transport:' text fields with values 5061 and TLS.
- Voice:** Includes 'Min Local RTP Port:' and 'Max Local RTP Port:' text fields with values 18000 and 19000.
- Voicemail Settings:** Includes a checked checkbox for 'Enable MWI Subscription'.

6.4. Install CA Certificate

Note: VTech NG-S3211W currently does not validate the server certificate during TLS handshake as noted in **Section 2.2**. This will be fixed in a future firmware release. As such, CA Certificate installation is not needed but is documented here.

Note: The CA certificate file should be installed in the VTech NG-S3211W Trusted Certificate store for validation of the IP Office identity certificate offered during the TLS handshake.

Note: After **Only accept trusted certificates** has been set and saved, subsequent access to the **Trusted Certificates** page will not reflect that it has been set. The setting can be verified by exporting the phone configuration to a text file in **Provisioning → Export Configuration**.

Review the file and verify the entry *provisioning.check_trusted_certificate = 1* exists.

To install the CA certificate, select **SERVICING** from the toolbar, then **Trusted Certificates** from the left-hand side list. Click on **Choose File** and select the CA certificate. Select **Only accept trusted certificates** (not shown). Click **Import** (not shown). The CA should appear in the **Trusted Certificate** list.

The screenshot shows the Vtech Hotel Phones web interface. The left sidebar contains a navigation menu with the following items: **SERVICING** (highlighted), Reboot, Time and Date, Firmware Upgrade, Auto Upgrade, Manual Upgrade, Provisioning, Security, Certificates, Device, **Trusted Certificates** (highlighted), Tr069, and System Logs. The main content area is titled "Hotel Phones" and has a sub-header "Trusted Certificate". Below this, there is a "Select All" checkbox. A table displays a list of certificates with columns: Total: 5, Issue to, Issue by, Expiration, and Protected. The table contains five rows of certificate information. Below the table are two buttons: "Delete Selected Entries" and "Protect Selected Entries". There is a checkbox for "Only accept trusted certificates" and a "Save" button. At the bottom, there is an "Import Trusted Certificate:" section with a file selection field (showing "No file chosen"), a "Choose File" button, and an "Import" button.

Total: 5	Issue to	Issue by	Expiration	Protected
<input type="checkbox"/>	Vtech Business Phone Intermediate CA	Vtech Business Phone Root CA	Feb 28 07:26:03 2036 GMT	<input checked="" type="checkbox"/>
<input type="checkbox"/>	thawte Primary Root CA - G3	thawte Primary Root CA - G3	Dec 1 23:59:59 2037 GMT	<input checked="" type="checkbox"/>
<input type="checkbox"/>	VeriSign Universal Root Certification Authority	VeriSign Universal Root Certification Authority	Dec 1 23:59:59 2037 GMT	<input checked="" type="checkbox"/>
<input type="checkbox"/>	DigiCert High Assurance EV Root CA	DigiCert High Assurance EV Root CA	Nov 10 00:00:00 2031 GMT	<input checked="" type="checkbox"/>
<input type="checkbox"/>	System Manager CA	System Manager CA	May 19 14:55:39 2047 GMT	<input type="checkbox"/>

6.5. Modify Codec Settings

Modify the codec settings by selecting **SYSTEM** (not shown) in the toolbar and **Account 1** (not shown) in the left hand-side selections. Under the **Audio** heading, select the desired codecs ordered by priority. The default selections are shown.

Audio

Codec Priority 1:	<input type="text" value="G.711u"/>
Codec Priority 2:	<input type="text" value="G.711a"/>
Codec Priority 3:	<input type="text" value="G.729a/b"/>
Codec Priority 4:	<input type="text" value="G.726"/>
Codec Priority 5:	<input type="text" value="G.722"/>
Codec priority 6:	<input type="text" value="None"/>
Codec priority 7:	<input type="text" value="iLBC"/>

Enable Voice Encryption (SRTP)

Enable G.729 Annex B

Preferred Packetization Time (ms):

DTMF Payload Type:

Click **Save**.

7. Verification Steps

This section provides the tests that can be performed to verify proper configuration of IP Office and VTech NG-S3211W.

7.1. Registration Status

Verify that VTech NG-S3211W has successfully registered with IP Office. From a PC with **IP Office Admin Suite** installed, invoke **IP Office System Status**. Navigate to the VTech NG-S3211W extension and verify **Media Stream** is set to **SRTP**, **Layer 4 Protocol** is set to **TLS**, and **Current State** is shown as *Idle*.

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System
Alarms (3)
Extensions (3)
 70009
 70010
 72013
Trunks (4)
Active Calls
Resources
Voicemail
IP Networking
Locations

Extension Status

Extension Number: 70009
IP address: 192.168.4.15
Standard Location: None
Registrar: Primary
Telephone Type: Unknown SIP Device
User-Agent SIP header: Vtech Hotel SIP NG-S3211W 3.2.4.5-0
Media Stream: SRTP
Layer 4 Protocol: TLS
Current User Extension Number: 70009
Current User Name: NG3211W VTech
Forwarding: Off
Twinning: Off
Do Not Disturb: Off
Message Waiting: Off
Number of New Messages: 0
Phone Manager Type: None
SIP Device Features: REFER,UPDATE
License Reserved: No
Last Date and Time License Allocated: 12/12/2022 11:17:20 AM
DTMF Required: No
Packet Loss Fraction: Connection Type: SRTP Direct Media
Jitter: Codec: G711 Mu
Round Trip Delay: Remote Media Address: 192.168.4.6

Call Ref	Current State	Time in State	Calling Number or Called Number	Direction	Other Party on Call
541	Connected	00:00:15		Outgoing	Extn 72013, J129 User

Trace Trace All Pause Ping Call Details Print... Save As...

11:30:44 AM Online

Registration status can also be seen from the VTech NG-S3211W web interface. Select **SYSTEM** from the toolbar, then **System Status** from the left-hand side list. Under **Account Status**, the account should show *Registered*.

The screenshot displays the VTech web interface for Hotel Phones. The top navigation bar includes the vtech logo, the title 'Hotel Phones', and a globe icon. Below this is a dark navigation menu with tabs for STATUS, SYSTEM, NETWORK, and SERVICING. The 'SYSTEM' tab is active, and the 'System Status' option is selected in the left-hand sidebar. The main content area is divided into two sections: 'General' and 'Account Status'. The 'General' section lists various system parameters, and the 'Account Status' section shows 'Account 1' as 'Registered'.

STATUS	SYSTEM	NETWORK	SERVICING
System Status			
General			
Model:	Serial Number:	Network Type:	Network Status:
NG-S3211W	7J800001344	Ethernet	Connected
MAC Address:	Boot Version:	Software Version:	V-Series:
A4:97:5C:96:7D:89	1.30	3.2.4.5	2.10.60.8d99
Hardware Version:	Hardware Revision:	EMC Version:	Config Version:
HW1.1	02	0	0.00.00
Network Time Settings:	Wifi Country Code	Wifi Adaptivity	
us.pool.ntp.org	15	1	
Account Status			
Account 1:	Registered		

7.2. Basic Calls

Establish a call between VTech NG-S3211W and a local Avaya SIP desk phone. In **IP Office System Status**, navigate to the SIP extension and verify the **Current State** is *Connected* as shown below.

The screenshot displays the AVAYA IP Office System Status application. The left sidebar contains a navigation menu with categories like System, Alarms (3), Extensions (3), Trunks (4), Active Calls, Resources, Voicemail, IP Networking, and Locations. The 'Extensions (3)' category is expanded, showing a list of extensions: 70009 (selected), 70010, and 72013.

The main content area is titled 'Extension Status' and displays the following details for extension 70009:

- Extension Number: 70009
- IP address: 192.168.4.15
- Standard Location: None
- Registrar: Primary
- Telephone Type: Unknown SIP Device
- User-Agent SIP header: Vtech Hotel SIP NG-S3211W 3.2.4.5-0
- Media Stream: SRTP
- Layer 4 Protocol: TLS
- Current User Extension Number: 70009
- Current User Name: NG3211W VTech
- Forwarding: Off
- Twinning: Off
- Do Not Disturb: Off
- Message Waiting: Off
- Number of New Messages: 0
- Phone Manager Type: None
- SIP Device Features: REFER,UPDATE
- License Reserved: No
- Last Date and Time License Allocated: 12/12/2022 11:17:20 AM
- DTMF Required: No
- Packet Loss Fraction: [blank]
- Connection Type: SRTP Direct Media
- Jitter: [blank]
- Codec: G711 Mu
- Round Trip Delay: [blank]
- Remote Media Address: 192.168.4.6

Below the extension details is a table showing active calls:

Call Ref	Current State	Time in State	Calling Number or Called Number	Direction	Other Party on Call
541	Connected	00:00:15		Outgoing	Extn 72013, 1129 User

At the bottom of the interface, there are several control buttons: Trace, Trace All, Pause, Ping, Call Details, Print..., and Save As... The status bar at the very bottom shows the time as 11:30:44 AM and the system status as Online.

8. Conclusion

These Application Notes describe the configuration steps required to integrate VTech NG-S3211/NG-S3211W Corded SIP Hotel Room Phones with Avaya IP Office Server Edition 11.1 and Avaya IP Office 500 V2 Expansion System 11.1. The VTech NG-S3211/NG-S3211W Corded SIP Hotel Room Phones register to Avaya IP Office Server Edition or Avaya IP Office 500 V2 Expansion System. Calls were then established with Avaya H.323 / SIP desk phones and the PSTN. In addition, basic telephony features were verified. All feature and serviceability test cases were completed successfully with observations noted in **Section 2.2**.

9. References

This section references the Avaya documentation relevant to these Application Notes.

Avaya product documentation is available at <https://support.avaya.com>.

[1] *Administering Avaya IP Office using Manager*, Release 11.1, available at <http://support.avaya.com> as an HTML document.

VTech NG-S3211/NG-S3211W Corded SIP Hotel Room Phones product documentation is available at <https://vtechhotelphones.com>.

[2] *VTech SIP Next Gen Series NG3211 User's Guide*, October 6, 2022.

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Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at devconnect@avaya.com.



VTech Technologies Canada Ltd.

Date: October 12, 2022

Declaration of Conformance

We, VTech Technologies Canada LTD., declare under sole responsibility that product series NG-S3211 and NG-S3211W all share the same hardware circuitry, software, SIP stack, and firmware version. Therefore the products are expected to behave in the same manner. Furthermore, these products are a functional superset of the other products in the NG series. The differences between the different models in the series are detailed in the table below.

Product Name	Model	Description
NG-S3211	NG-S3211	Next Gen Corded SIP Hospitality Room Phone
NG-S3211W	NG-S3211W	Next Gen Corded Wi-Fi Enabled SIP Hospitality Room Phone

Please do not hesitate to contact should you require further information.
Thank you,

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