



DevConnect Program

Application Notes for VTech NG-S3311/S3412 SIP Slim Hotel Phone Version 3.3.3.12 with Avaya IP Office Server Edition Release 11.1.3 – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for VTech NG-S3311/S3412 SIP Slim Hotel Phones to interoperate with Avaya IP Office Server Edition Release 11.1.3 and Avaya IP Office 500V2 Release 11.1.3. VTech NG-S3311 hospitality phones register with Avaya IP Office as a SIP endpoint in support of voice communications.

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 Avaya DevConnect Program.

1. Introduction

These Application Notes describe the configuration steps required for VTech NG-S3311/S3412 SIP Hotel Phones to interoperate with Avaya IP Office Server Edition 11.1.3 and Avaya IP Office 500V2 11.1.3. VTech NG-S3311/S3412 SIP Hotel Phones register to Avaya IP Office Server Edition as a SIP endpoint. Compliance testing used the VTech NG-S3311 1-line corded Hotel Phone as a representative model. See **Attachment 1** which provides details of VTech NG-S3412 SIP Hotel Phone equivalency to the NG-S3311 SIP Hotel Phone model.

In the compliance testing, Avaya IP Office Server Edition system consists of Avaya IP Office Primary Linux running on Virtualized Environment and a 500V2 Expansion.

2. General Test Approach and Test Results

The general test approach was to place calls to and from VTech NG-S3311 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-S3311 does not support hold, transfer and conference. 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-S3311 enabled capabilities of TLS/SRTP.

2.1. Interoperability Compliance Testing

The following areas were evaluated in the interoperability compliance test:

- Registration of VTech NG-S3311 to IP Office.
- Basic call features: Answer, Mute/Un-mute, Drop, Message Waiting Indicator, DTMF, Call Pickup, Call Waiting, and Call Forward.
- Codec negotiation, Media Shuffling, and Session Refresh Interval.
- 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 were executed. The following observations were made during the testing:

- VTech NG-S3311 does not support the following features.
 - Call Park
 - Hold and Resume
 - Transfer
 - Conference
 - VTech NG-S3311 programmable buttons do not support feature access codes requiring secondary input.
- VTech NG-S3311 does not support SDP negotiation capabilities per (RFC5939) between SRTP and non-SRTP modes so codec sets for the phones must not offer both modes. Media Security for the associated extensions should be set to Enforced.

2.3. Support

Technical support for VTech NG-S3311/S3412 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-S3311 SIP Slim Hotel Phone integrated with Avaya IP Office Server Edition and Avaya IP Office 500V2.

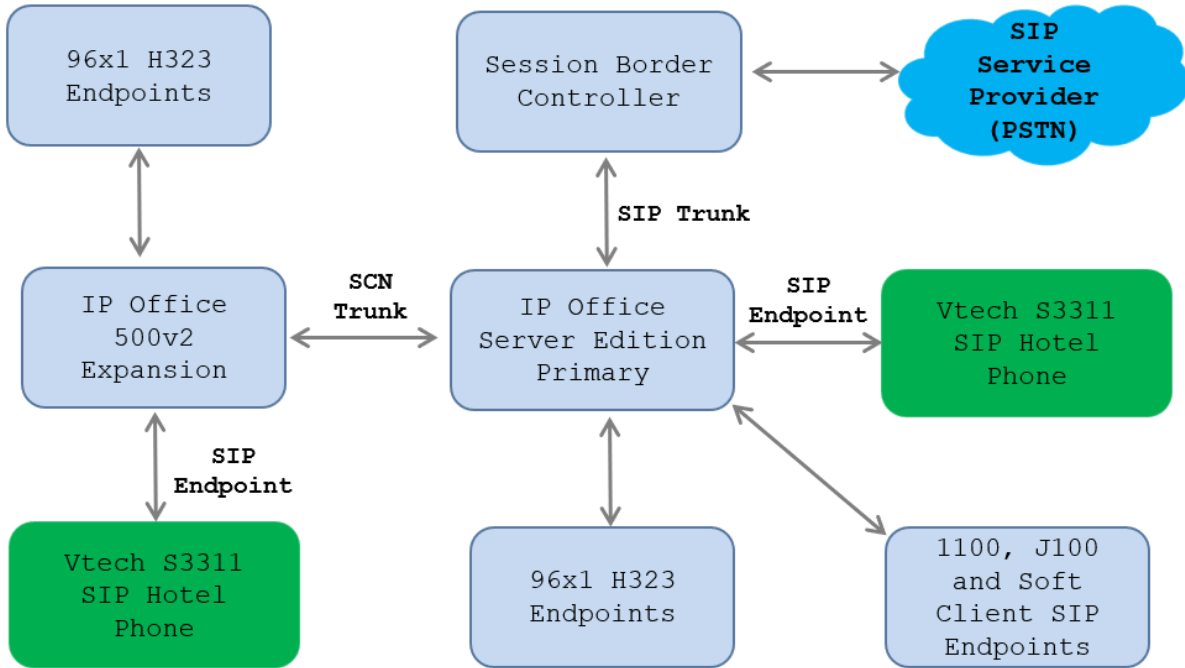


Figure 1: Avaya Test Configuration for VTech NG-S3311

4. Equipment and Software Validated

The following equipment and software were used for the compliance test provided:

Equipment/Software	Release/Version
Avaya IP Office Server Edition Running on Virtual Environment	11.1.3 Build 23
Avaya IP Office 500V2 Expansion System	11.1.3 Build 23
Avaya Session Border Controller	10.1.2.0-64-23285
Avaya IP Office Manager	11.1.3 Build 23
Avaya J100 Series Deskphones	4.1.2.0.11 (SIP) 6.8.5.4.10 (H.323)
Avaya 96x1 Deskphones	7.1.15 (SIP) 6.8.5.4.10 (H.323)
VTech NG-S3311/S3412 SIP Slim Hotelphone	3.3.3.12

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:

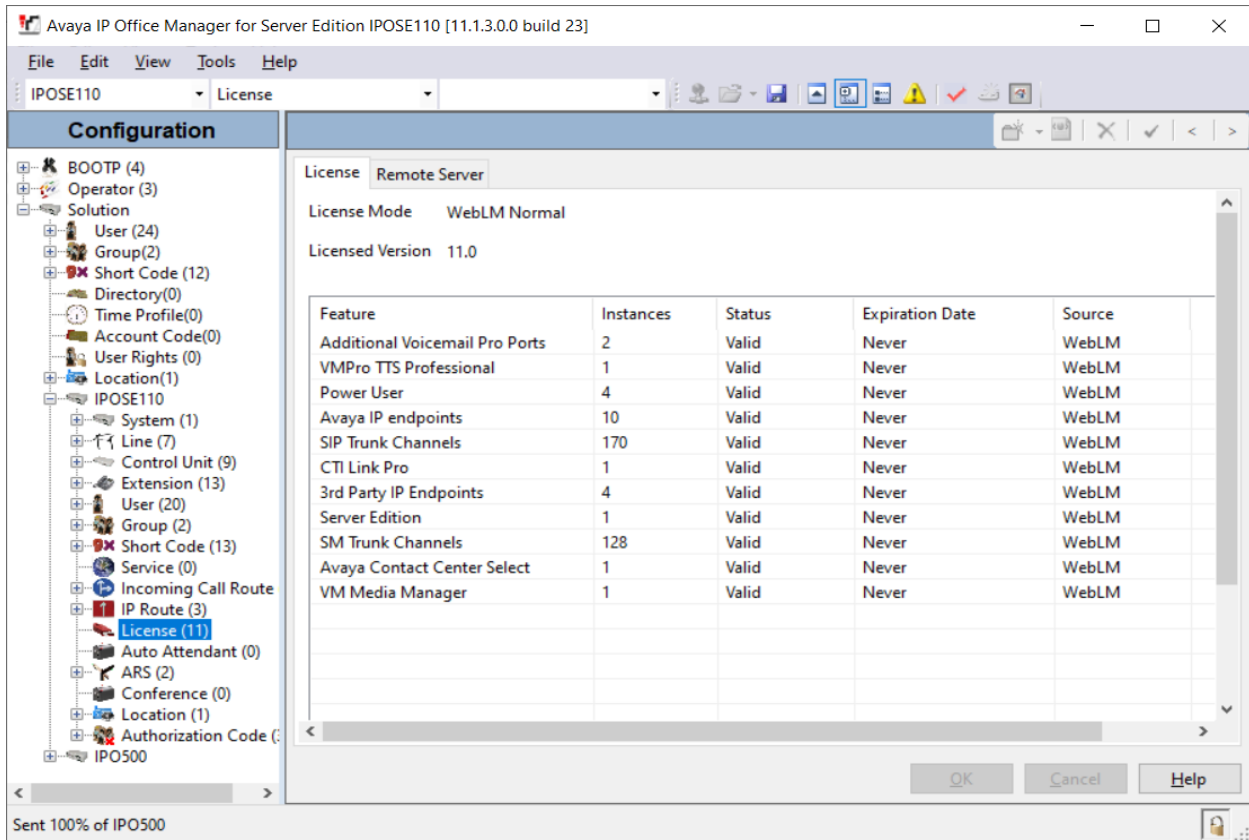
- Verify License
- Obtain LAN IP address
- Administer SIP registrar
- Administer SIP extensions
- Administer SIP users

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** installed, 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.

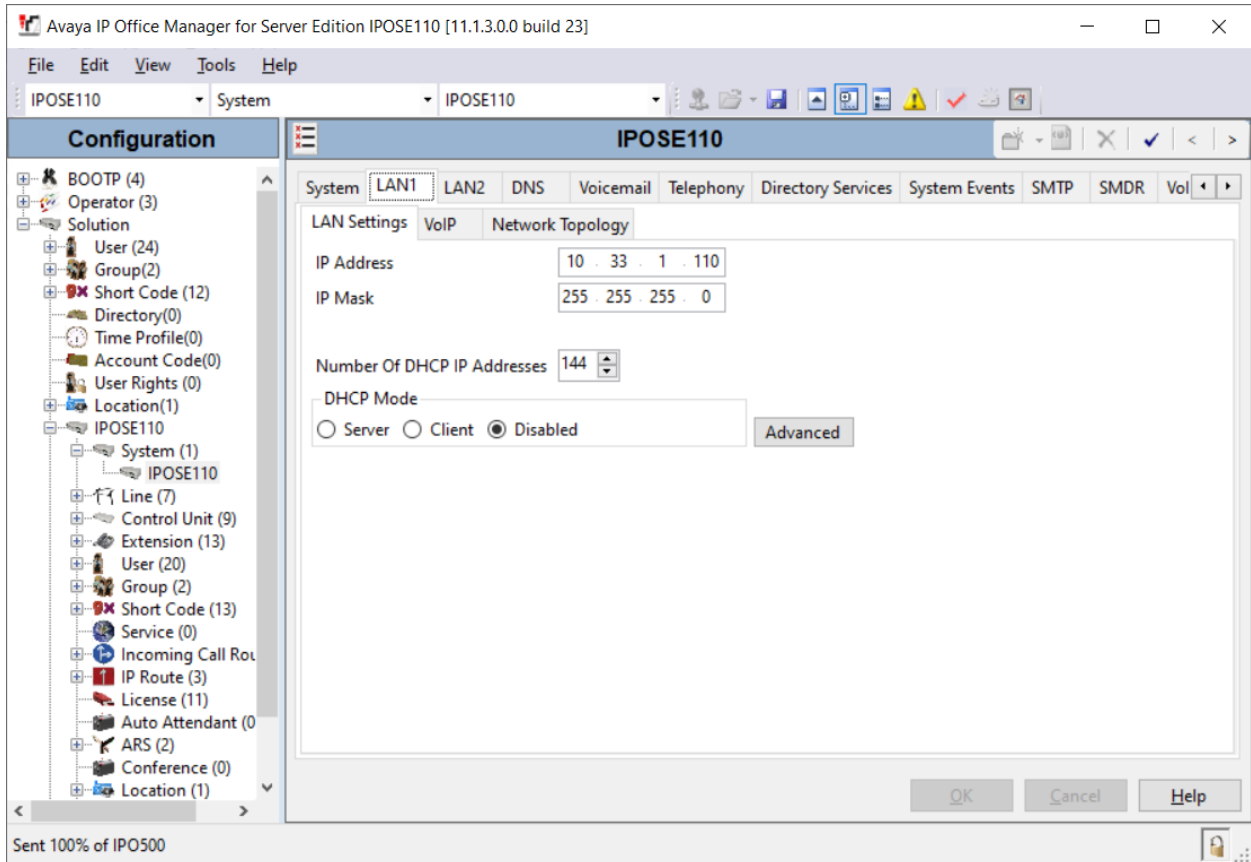


The screenshot shows the Avaya IP Office Manager for Server Edition interface. The left pane displays a configuration tree with 'License' selected under 'IPOSE110'. The right pane shows the 'License Remote Server' configuration page. The 'License Mode' is set to 'WebLM Normal' and the 'Licensed Version' is '11.0'. A table lists the following licenses:

Feature	Instances	Status	Expiration Date	Source
Additional Voicemail Pro Ports	2	Valid	Never	WebLM
VMPro TTS Professional	1	Valid	Never	WebLM
Power User	4	Valid	Never	WebLM
Avaya IP endpoints	10	Valid	Never	WebLM
SIP Trunk Channels	170	Valid	Never	WebLM
CTI Link Pro	1	Valid	Never	WebLM
3rd Party IP Endpoints	4	Valid	Never	WebLM
Server Edition	1	Valid	Never	WebLM
SM Trunk Channels	128	Valid	Never	WebLM
Avaya Contact Center Select	1	Valid	Never	WebLM
VM Media Manager	1	Valid	Never	WebLM

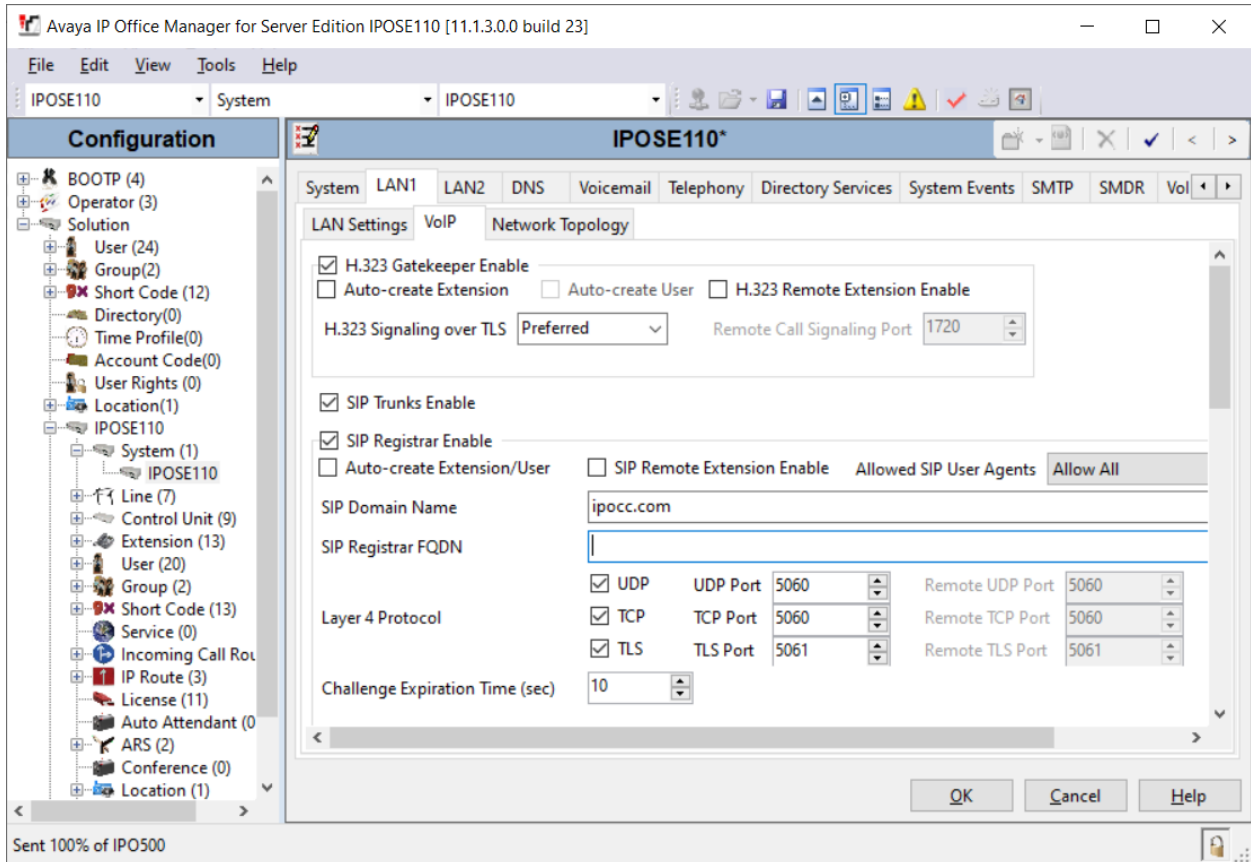
5.2. Obtain LAN IP Address

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., 10.33.1.110*), which will be used in **Section 6.3** to configure VTech NG-S3311.



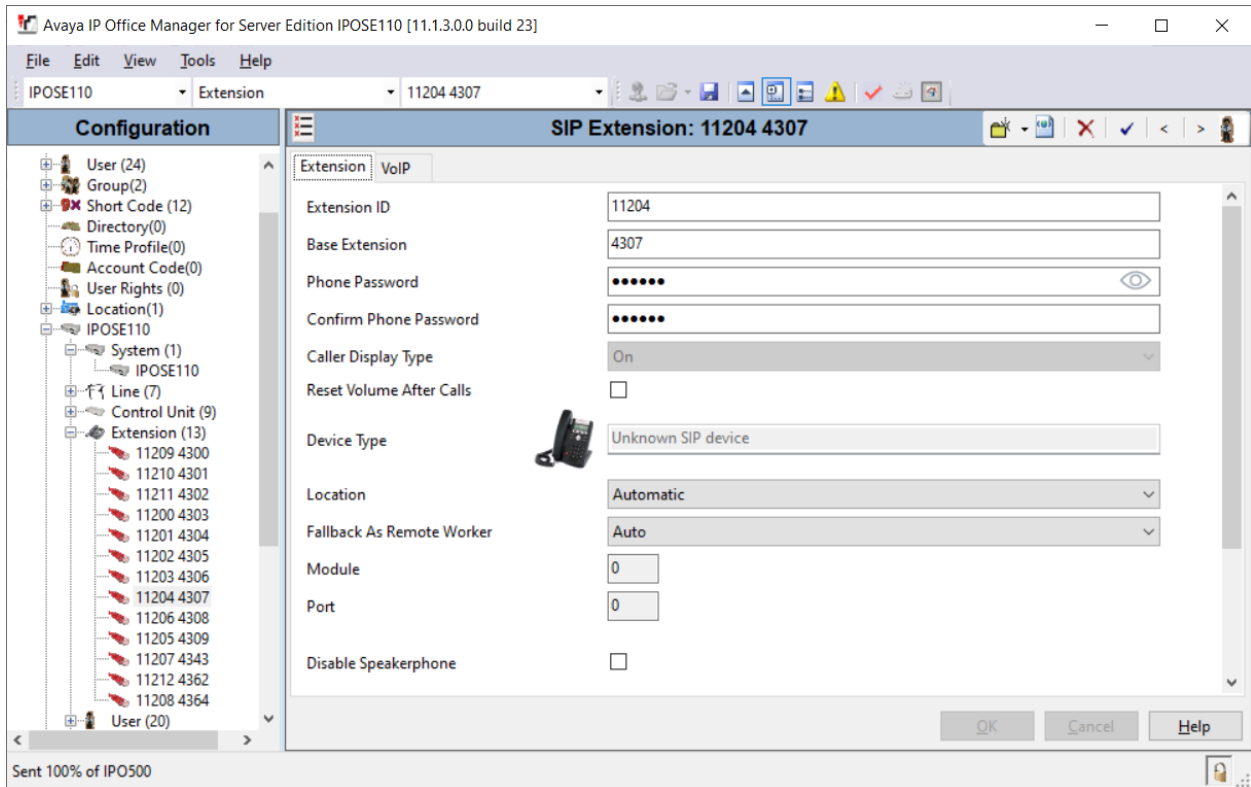
5.3. Administer SIP Registrar

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 *ipocc.com*. TLS transport protocol was enabled for the **Layer 4 Protocol**, which was also used by VTech NG-S3311W.

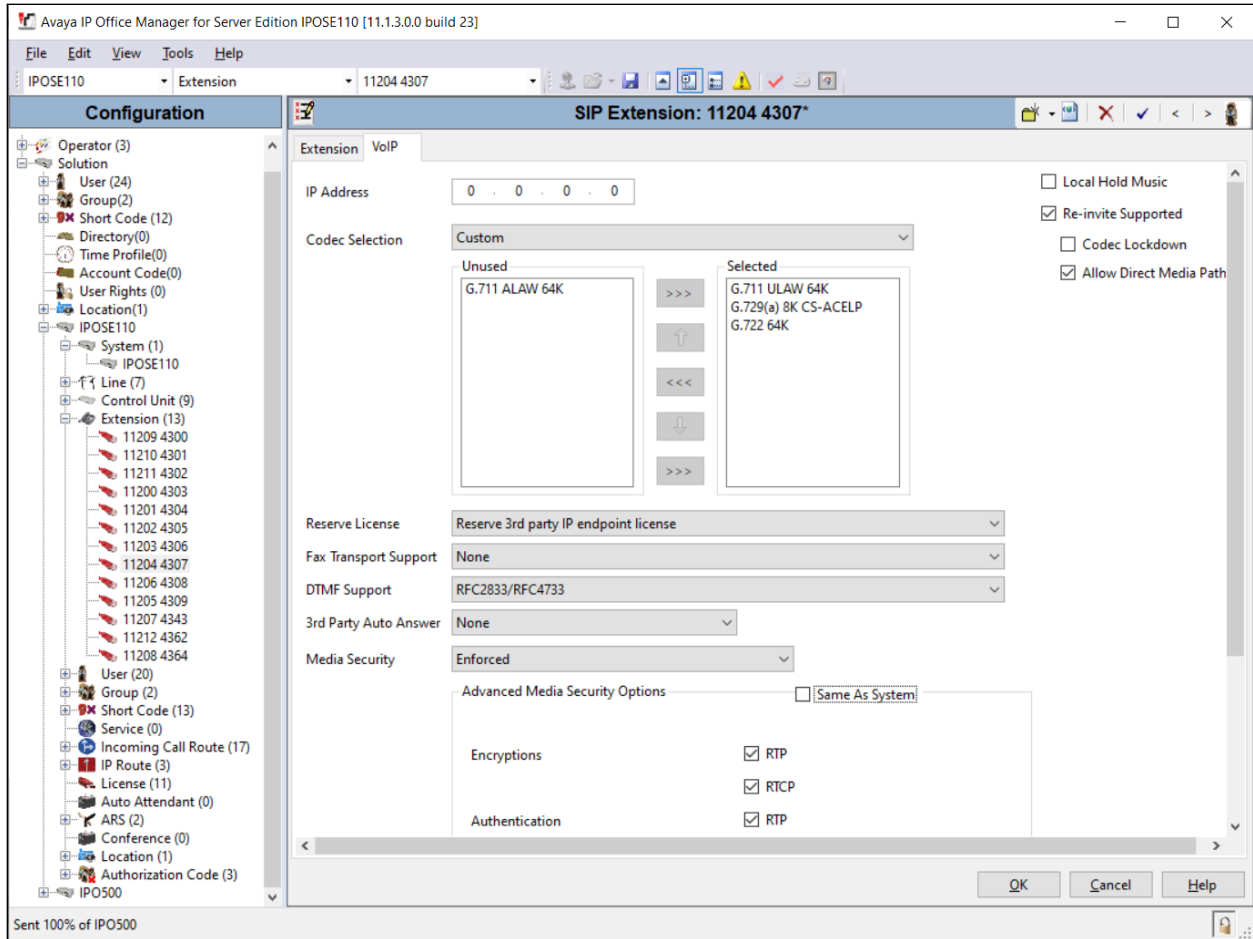


5.4. Administer SIP Extensions

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-S3311 was assigned extension **4307**. This is the extension that VTech NG-S3311 will use to register with IP Office Server Edition. Enter an appropriate password. This will be used by VTech NG-S3311 to register to IP Office Server.

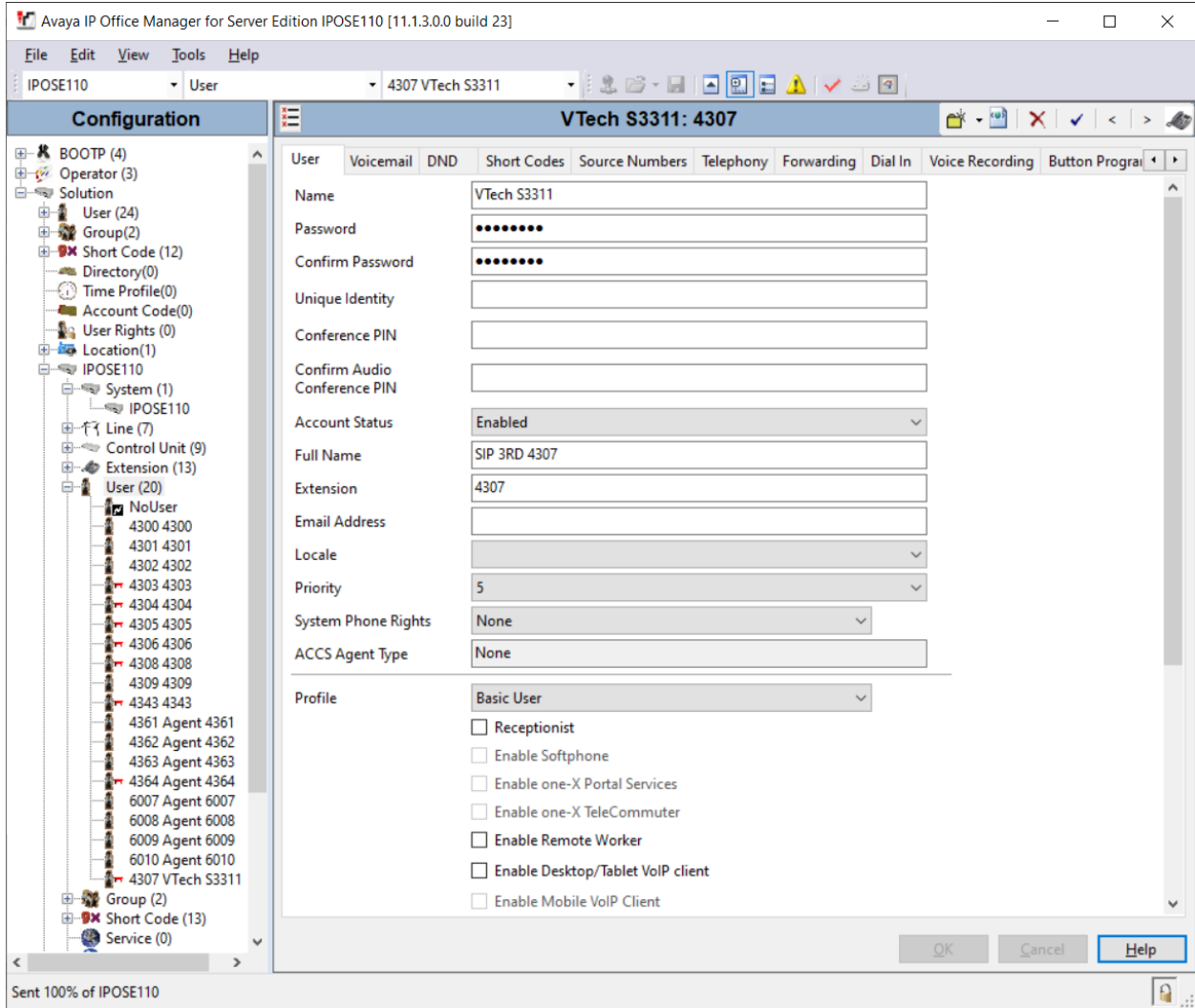


Select the **VoIP** tab. The codec selection shown below is configured with *G.711 ULAW*, *G.729* and *G.722*. Enable **Allow Direct Media Path** so that audio/RTP may flow directly between two SIP endpoints without using media resources in Avaya IP Office Server Edition. Select *Enforced* for **Media Security** with **Advanced Media Security Options** as seen below.

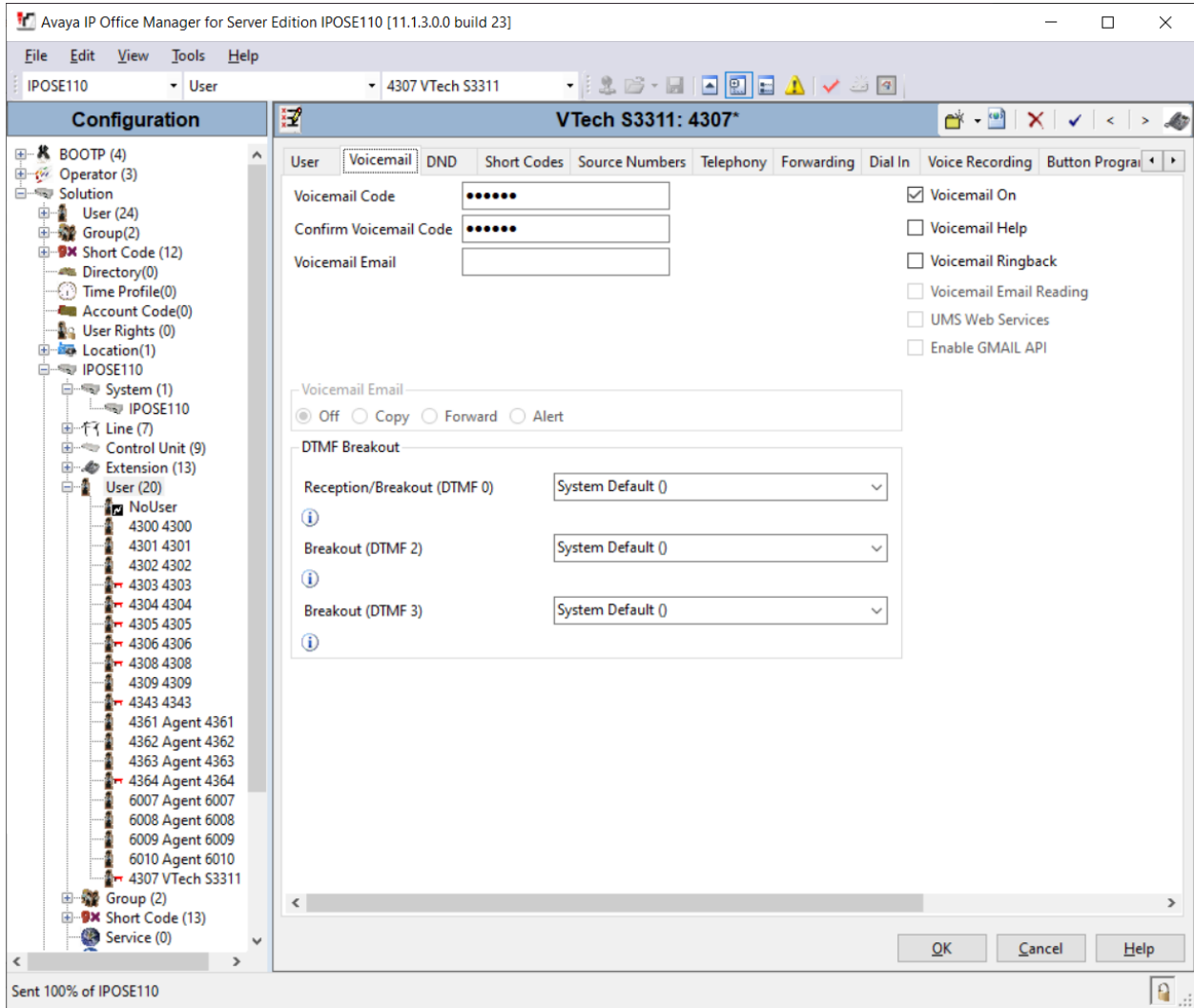


5.5. Administer SIP Users

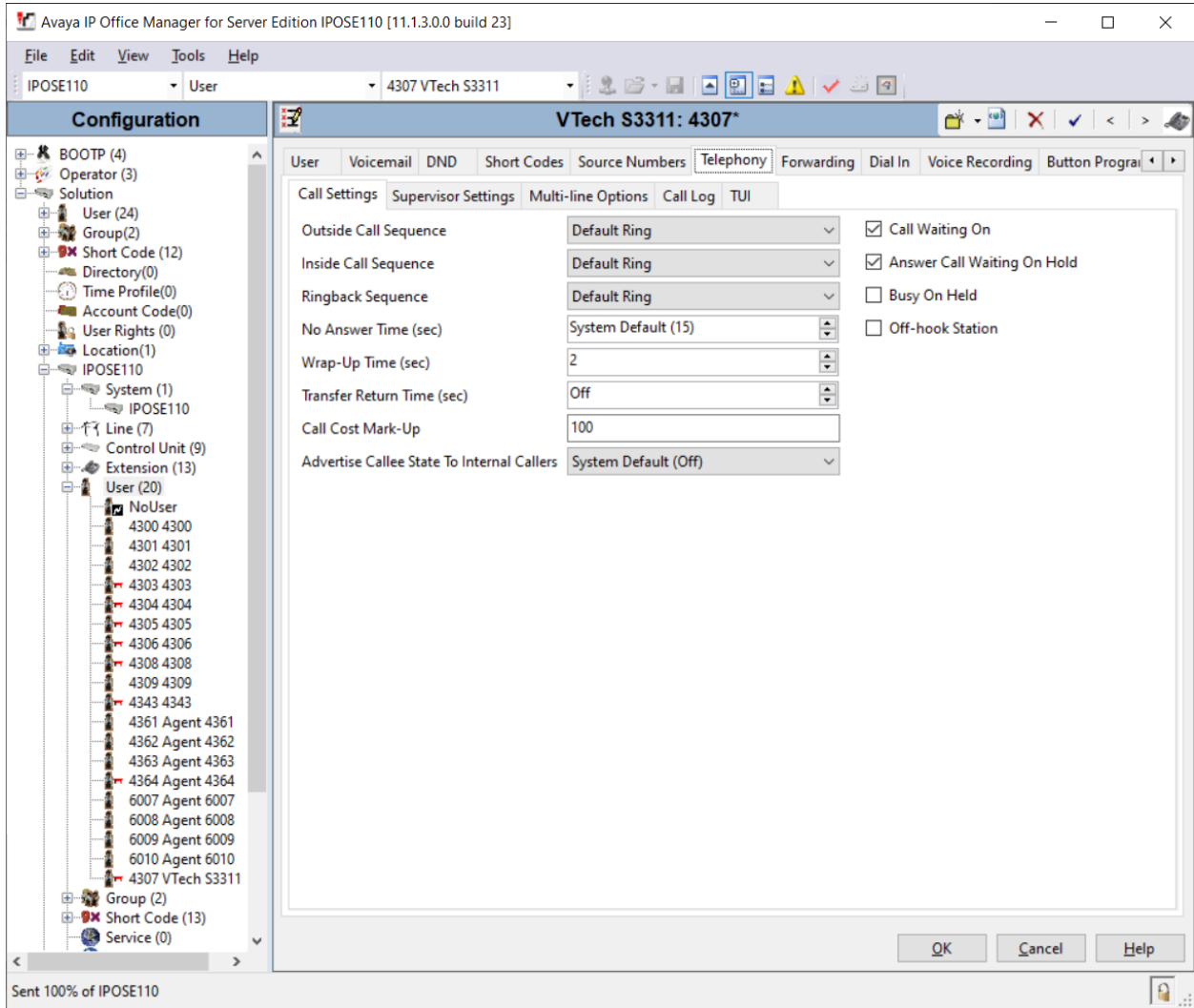
From the configuration tree in the left pane, right-click on **User** and select **New** from the pop-up list (not shown). Enter a value for the **Name** field (e.g., *VTech S3311*). For the **Extension** field, enter the SIP extension from **Section 5.4** (e.g., *4307*).



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-S3311 Hotel Phone

The steps to configure VTech NG-S3311 to integrate with Communication manager are as follows:

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

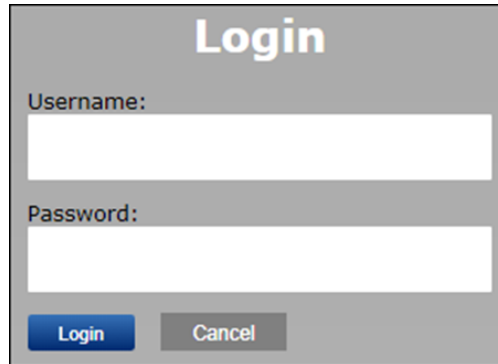
6.1. Configure IP Address

VTech NG-S3311 is configured for DHCP as a factory default. The following steps provide network connectivity and determine the phone's IP address for use in launching administration detailed in **Section 6.2**:

- Connect the NET port of VTech NG-S3311 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-S3311 user manual obtained at <http://vtechhotelphones.com>.

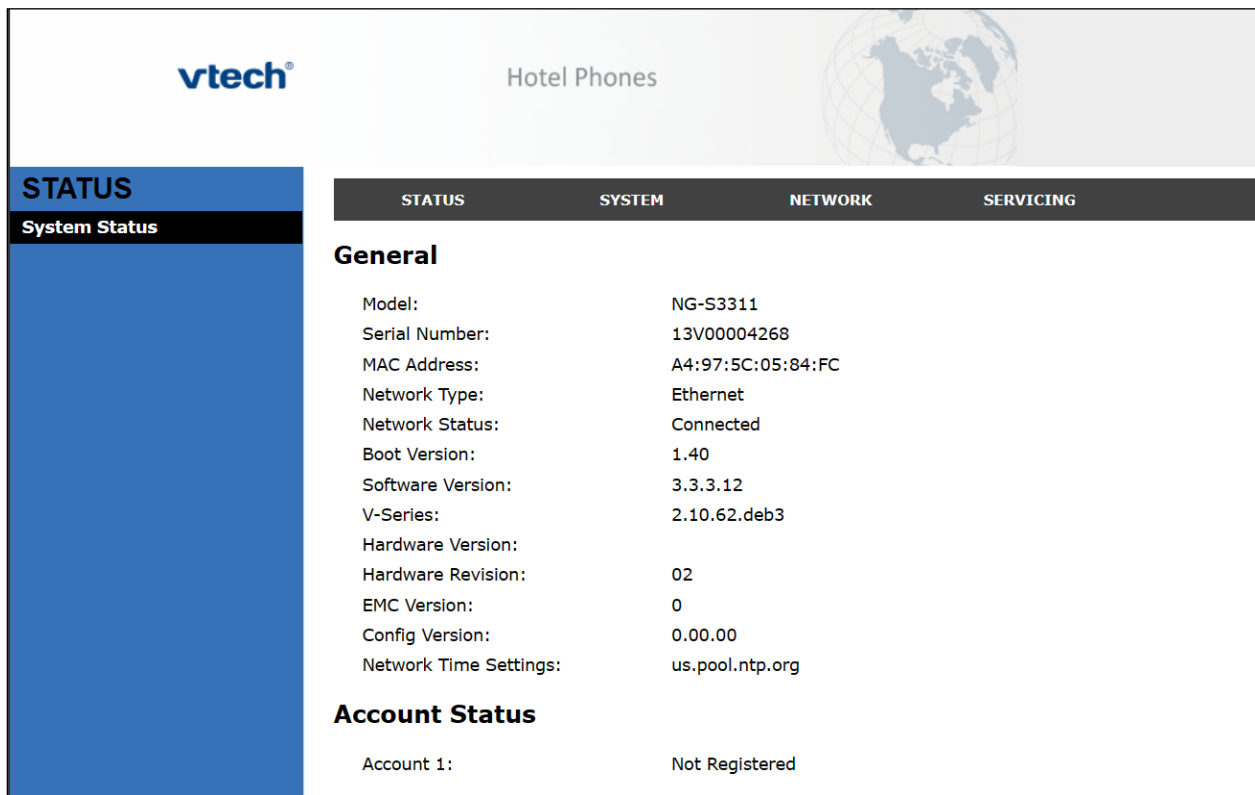
6.2. Launch Web Interface

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 form titled "Login". It contains two input fields: "Username:" and "Password:". Below the fields are two buttons: "Login" (highlighted in blue) and "Cancel".

Enter the appropriate **Username** and **Password**. Once logged in, the default settings display. The status for VTech NG-S3311 is shown.



The screenshot displays the VTech Hotel Phones web interface. The top left features the VTech logo and the text "Hotel Phones" next to a globe icon. A navigation bar includes "STATUS", "SYSTEM", "NETWORK", and "SERVICING". The "STATUS" section is expanded to show "System Status". The main content area is titled "General" and lists various system parameters:

STATUS	SYSTEM	NETWORK	SERVICING
General			
Model:	NG-S3311		
Serial Number:	13V00004268		
MAC Address:	A4:97:5C:05:84:FC		
Network Type:	Ethernet		
Network Status:	Connected		
Boot Version:	1.40		
Software Version:	3.3.3.12		
V-Series:	2.10.62.deb3		
Hardware Version:			
Hardware Revision:	02		
EMC Version:	0		
Config Version:	0.00.00		
Network Time Settings:	us.pool.ntp.org		
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-S3311 to Session Manager, 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:** A descriptive string (e.g., *NG3311*)
- **Display Name:** The desired display name (e.g., *Vtech 4307*)
- **User Identifier:** An appropriate string (e.g., *4307*)
- **Authentication Name:** Enter the extension number (e.g., *4307*)
- **Authentication Password:** Enter the password
- Keep other fields as default

The screenshot shows the vtech Hotel Phones configuration interface. The top header includes the vtech logo, the text "Hotel Phones", and a globe icon. A "Logout" link is in the top right corner. Below the header is a navigation bar with tabs for "STATUS", "SYSTEM", "NETWORK", and "SERVICING". The "SYSTEM" tab is active. On the left is a blue sidebar menu with the following items: "SYSTEM", "SIP Account Management", "Account 1" (highlighted), "Call Settings", "Account 1", "User Preferences", "Speed Dial Settings", "Paging Zones", and "Emergency Dialing Settings". The main content area is titled "SYSTEM ACCOUNT MANAGEMENT ACCOUNT 1" and contains the "General Account Settings" section. This section includes a checked "Enable Account" checkbox and several input fields: "Account label" (VTech-S3311), "Display Name" (VTech 4307), "User Identifier" (4307), "Authentication Name" (4307), "Authentication Password" (masked with dots), "Dial Plan" (x+P), "Call Restriction Dial plan" (empty), "Inter-Digit Timeout (secs)" (3), "Line Type" (Private), "DTMF Method" (Auto), "Unregister After Reboot" (Disable), and "Call Rejection Response Code" (486). Below this is the "SIP Server" section.

Under the **SIP Server** heading, enter the following:

- **Server Address:** IP Office Server Edition LAN1 IP address (e.g., *10.33.1.110*)
- **Port:** *5061*

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

- **Server Address:** IP Office Server Edition LAN1 IP address (e.g., *10.33.1.110*)
- **Port:** *5061*

Under the **Outbound Proxy**

- **Server Address:** IP Office Server Edition LAN1 IP address (e.g., *10.33.1.110*)
- **Port:** *5061*

	SIP Server
	Server Address: <input type="text" value="10.33.1.110"/>
	Port: <input type="text" value="5061"/>
	Registration
	Server Address: <input type="text" value="10.33.1.110"/>
	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" value="10.33.1.110"/>
Port: <input type="text" value="5061"/>	
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"/>	
Audio	

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).

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"/>
<input checked="" type="checkbox"/> Enable Voice Encryption (SRTP)	
<input type="checkbox"/> Enable G.729 Annex B	
Preferred Packetization Time (ms):	<input type="text" value="20"/>
DTMF Payload Type:	<input type="text" value="101"/>
Quality of Service	
DSCP (voice):	<input type="text" value="46"/>
DSCP (signaling):	<input type="text" value="26"/>
Signaling Settings	
Local SIP Port:	<input type="text" value="5061"/>
Transport:	<input type="text" value="TLS"/>
Voice	
Min Local RTP Port:	<input type="text" value="18000"/>
Max Local RTP Port:	<input type="text" value="19000"/>
Voicemail Settings	
<input checked="" type="checkbox"/> Enable MWI Subscription	

6.4. Install CA Certificate

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. Click **Import**. The CA should appear in the **Trusted Certificate** list.

Note: The System Manager CA certificate file must be installed in the VTech NG-S3311 **Trusted Certificate** store for validation of the Session Manager identity certificate offered during the TLS handshake.

The screenshot shows the 'SERVICING' interface. On the left is a blue sidebar with the following menu items: Reboot, Time and Date, Firmware Upgrade (Auto Upgrade, Manual Upgrade), Provisioning, Security, Certificates (Device, **Trusted Certificates**), Tr069, System Logs, and SIP Trace. The main content area is titled 'Trusted Certificate' and has a 'STATUS' tab selected. It shows a table with 5 entries:

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	Apr 6 11:58:03 2048 GMT	<input type="checkbox"/>

Below the table are buttons for '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 text input field containing 'No file chosen', a 'Choose File' button, and an 'Import' button.

6.5. Modify Codec Settings

Modify the codec settings by selecting **SYSTEM** in the toolbar and **Account 1** in the left hand side selections. Under the **Audio** heading, select the desired codecs in priority.

The screenshot shows the 'Audio' configuration page. It features a list of seven 'Codec Priority' settings, each with a dropdown menu. The values are: G.711u, G.711a, G.729a/b, G.726, G.722, None, and iLBC. Below these are two checkboxes: 'Enable Voice Encryption (SRTP)' (checked) and 'Enable G.729 Annex B' (unchecked). At the bottom, there are two more settings: 'Preferred Packetization Time (ms)' with a dropdown set to 20, and 'DTMF Payload Type' with a text input set to 101.

6.6. General Call Settings

General call settings can be configured under **System** → **Call Settings** → **Account 1** such as anonymous call reject, enable anonymous call and call forward.

The screenshot shows the 'SYSTEM CALL SETTINGS 1' configuration page. The left sidebar contains a menu with 'SYSTEM' at the top, followed by 'SIP Account Management', 'Account 1', 'Call Settings', 'Account 1' (highlighted), 'User Preferences', 'Speed Dial Settings', 'Paging Zones', and 'Emergency Dialing Settings'. The main content area has a dark header with 'STATUS', 'SYSTEM', 'NETWORK', and 'SERVICING'. Below this is the title 'SYSTEM CALL SETTINGS 1' and the section 'General Call Settings'. It includes checkboxes for 'Anonymous Call Reject' and 'Enable Anonymous Call', and a 'Ringer Tone' dropdown set to 1. The 'Call Forward' section has checkboxes for 'Enable Call Forward Always', 'Enable Call Forward Busy' (checked), and 'Enable Call Forward No Answer'. Each has a 'Target Number' text input (4303, 4300, 4300) and a 'Delay' dropdown (4 rings). A 'Save' button is at the bottom.

7. Verification Steps

The proper configuration of VTech NG-S3311 with Avaya IP Office Server Edition is verified by the following steps.

7.1. Registration Status

Verify that VTech NG-S3311 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-S3311 extension and verify **Media Stream** is set to **SRTP**, **Layer 4 Protocol** is set to **TLS**, and **Current State** is shown as *Idle*.

The screenshot shows the Avaya IP Office System Status application window. The title bar reads "Avaya IP Office System Status - IPOSE110 (10.33.1.110) - IP Office Linux PC 11.1.3.0.0 build 23". The main window has a blue header with the Avaya logo and the title "IP Office System Status". Below the header is a menu bar with "Help", "Snapshot", "LogOff", "Exit", and "About". A left-hand navigation pane contains a tree view with categories: System, Alarms (35), Extensions (4) (with sub-items 4300, 4303, 4305, and 4307 selected), Trunks (7), Active Calls, Resources, Voicemail, IP Networking, and Locations. The main content area is titled "Extension Status" and displays the following configuration for extension 4307:

Extension Number:	4307
IP address:	192.168.11.2
Standard Location:	None
Registrar:	Primary
Telephone Type:	Unknown SIP Device
User-Agent SIP header:	Vtech Hotel SIP NG-S3311 3.3.3.12-0
Media Stream:	SRTP
Layer 4 Protocol:	TLS
Current User Extension Number:	4307
Current User Name:	VTech S3311
Forwarding:	Off
Twinning:	Off
Do Not Disturb:	Off
Message Waiting:	Off
Phone Manager Type:	None
SIP Device Features:	REFER,UPDATE
License Reserved:	Yes
Last Date and Time License Allocated:	1/19/2024 5:22:23 PM
Packet Loss Fraction:	
Jitter:	
Round Trip Delay:	
Connection Type:	
Codec:	
Remote Media Address:	

Below the configuration is a table showing call status:

Call Ref	Current State	Time in State	Calling Number or Called Number	Direction	Other Party on Call
	Idle	03:33:43			

At the bottom of the window, there are buttons for "Trace", "Trace All", "Pause", "Ping", "Call Details", "Print...", and "Save As...". The status bar at the bottom right shows the time "9:43:24 AM" and the status "Online".

Registration status can also be seen from the VTech NG-S3311 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 NG-S3311 web interface. At the top left is the vtech logo, and at the top center is the text "Hotel Phones". A globe icon is on the right. A navigation bar contains "STATUS", "SYSTEM", "NETWORK", and "SERVICING". The "STATUS" menu is expanded to show "System Status". The main content area is divided into sections: "General" with various system details, "Account Status" showing "Account 1: Registered", and "IPv4" at the bottom.

STATUS	SYSTEM	NETWORK	SERVICING
System Status			
General			
Model:	NG-S3311		
Serial Number:	13V00004268		
MAC Address:	A4:97:5C:05:84:FC		
Network Type:	Ethernet		
Network Status:	Connected		
Boot Version:	1.40		
Software Version:	3.3.3.12		
V-Series:	2.10.62.deb3		
Hardware Version:	Hardware Revision: 02		
EMC Version:	0		
Config Version:	0.00.00		
Network Time Settings:	us.pool.ntp.org		
Account Status			
Account 1:	Registered		
IPv4			

7.2. Basic Calls

Establish a call between VTech NG-S3311 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 main window title is "Avaya IP Office System Status - IPOSE110 (10.33.1.110) - IP Office Linux PC 11.1.3.0.0 build 23". The application header includes the Avaya logo and "IP Office System Status". A navigation menu on the left lists various system components, with "Extensions (5)" expanded to show extension 4307 selected.

The "Extension Status" section for extension 4307 provides the following details:

- Extension Number: 4307
- IP address: 192.168.11.2
- Standard Location: None
- Registrar: Primary
- Telephone Type: Unknown SIP Device
- User-Agent SIP header: Vtech Hotel SIP NG-S3311 3.3.3.12-0
- Media Stream: SRTP
- Layer 4 Protocol: TLS
- Current User Extension Number: 4307
- Current User Name: VTech S3311
- Forwarding: Off
- Twinning: Off
- Do Not Disturb: Off
- Message Waiting: On
- Number of New Messages: 2
- Phone Manager Type: None
- SIP Device Features: REFER,UPDATE
- License Reserved: Yes
- Last Date and Time License Allocated: 1/21/2024 5:47:28 PM
- Packet Loss Fraction: (empty)
- Connection Type: SRTP Direct Media
- Jitter: (empty)
- Codec: G711 Mu
- Round Trip Delay: (empty)
- Remote Media Address: 192.168.11.3

Below the extension status is a call log table:

Call Ref	Current State	Time in State	Calling Number or Called Number	Direction	Other Party on Call
6	Connected	00:01:39		Outgoing	Extn 4303, 4303

At the bottom of the interface, there are control buttons: Trace, Trace All, Pause, Ping, Back, Call Details, Print..., and Save As... The status bar at the bottom right shows the time as 5:55:44 and the user as Online.

8. Conclusion

These Application Notes describe the configuration steps required to integrate VTech NG-S3311/NG-S3412 SIP Slim Hotel Phones with Avaya IP Office Server Edition 11.1.3 and Avaya IP Office 500V2 11.1.3. The VTech NG-S3311/NG-S3412 SIP Slim Hotel Phones register to Avaya IP Office. 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. Additional References

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

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

VTech NG-S3311/NG-S3412 SIP Hotel Phones product documentation is available at <https://vtechhotelphones.com>.

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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.

Date: January 22, 2024

Declaration of Conformance

We, VTech Technologies Canada LTD., declare under sole responsibility that product series NG-S3311 and NG-S3412 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-S3311	NG-S3311	Next Gen Cordless SIP Hospitality Room Phone
NG-S3412	NG-S3412	Next Gen Cordless SIP Hospitality Room Phone

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



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