AudioCodes 400HD IP Phones Series

IP Phone Manager Express

Version 7.2





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Notice

This document shows how to use AudioCodes' IP Phone Manager Express.

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Abbreviations and Terminology

Each abbreviation, unless widely used, is spelled out in full when first used.

Related Documentation

Manual Name
420HD IP Phone User's Manual
430HD and 440HD IP Phone User's Manual
405 IP Phone User's Manual
400HD Series IP Phones Administrator's Manual
400HD Series IP Phone with Microsoft Lync Administrator's Guide
420HD IP Phone Quick Guide
430HD IP Phone Quick Guide
440HD IP Phone Quick Guide
405 IP Phone Quick Guide

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91180	Initial document release

1 Introducing the IPP Manager Express -Windows Edition

AudioCodes' IP Phone Manager Express features a user interface that enables enterprise network administrators to effortlessly and effectively set up, configure and update up to 500 400HD Series IP phones in globally distributed corporations.

The IP Phone Manager Express client, which network administrators can use to connect to the server, can be any standard web browser supporting HTML5:

- Internet Explorer version 11 and later
- Chrome
- Firefox

REST (Representational State Transfer) based architecture enables statuses, commands and alarms to be communicated between the IP phones and the server. The IP phones send their status to the server every hour for display in the user interface.

The IP Phone Management Express provides zero touch provisioning capabilities for AudioCodes' 400HD Series IP Phones for Skype for Business.

A configuration file template feature lets network administrators customize configuration files per phone model, region, and device.

The IP Phone Manager Express shows in real time the statuses of the phones and can remotely perform actions such as reset and login to the IP phone web page.



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2 System Prerequisites

2.1 Small Profile

The following minimum requirements must be met in order to install the IP Phone Manager for up to 100 devices:

- Clean installation of Windows 2012 R2
- 2 GHz 64-bit processor (minimum)
- 4 GB RAM (minimum)

2.2 Large Profile

The following minimum requirements must be met in order to install the IP Phone Manager for up to 500 devices:

- Clean installation of Windows 2012 R2
- 4 GHz 64-bit processor (minimum)
- 4 GB RAM (minimum)



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3 Installation

You can download the IP Phone Manager setup file from AudioCodes' web site: <u>http://www.audiocodes.com/ip-phone-manager</u>

After the download, run the IP Phone Manager's latest setup:

 $\label{eq:linear} \ensuremath{\mathsf{IP}_\mathsf{Phone}_\mathsf{Manager}_\mathsf{Express}_\mathsf{setup}_\mathsf{VERSION}.\mathsf{exe}$

Follow the installer instructions to finish the installation.



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4 Getting Started

This section shows how to get started with the IP Phone Manager Express.

- To get started:
- 1. Set DHCP Option 160 (see the next section)
- 2. Plug phones into the network (see Section 0)
- 3. Open the Web Admin (see Section 4.3)

4.1 Configure DHCP Server Option 160

You need to configure DHCP server Option 160.

- > To configure DHCP server Option 160:
- On your DHCP server, configure DHCP Option 160 as follows: http://<IP_address>/firmwarefiles;ipp/dhcpoption160.cfg

where **<IP_address>** is the IP address of the IP Phone Manager server.

When the phones are then powered up, they contact the DHCP server which sends them this URL (using Option 160).

The phones use the URL to contact the IP Phone Manager from where they can download their firmware and configuration files.

4.2 Plug Phones into the Network

Plug the phones into the network.

4.3 **Open Web Admin**

You need to open the Web Admin.

- > To open the Web Admin:
- 1. Open the Web Admin from the URL http:/ <SERVER_IP_ADDRESS>/ipp
- 2. Replace SERVER_IP_ADDRESS with the server IP address.
- 3. Login as Admin / Admin; you'll view AudioCodes' IP phones in the Welcome page.



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5 Monitoring and Maintaining the IP Phones Network

This section shows how to monitor and maintain the phone network in the enterprise. The following Dashboard and Users pages let you monitor and maintain the phone network:

Figure	5-1:	Dash	board	and	Users

Navigation Tree			Navigation Tree		
Dashboard	-		Dashboard	+	
Dashboard			Regions	+	
Devices Status			Users	-	
Devices Status			Manage Users		
Alarms			Manage Multiple Users		
Regions	+		Manage Multiple Devices		
lleare			Import Users & Devices		
Users	+				
Phones Configuration	+		Phones Configuration	+	
System Diagnostics	+		System Diagnostics	+	

The sections below show what each page lets you do.

5.1 Monitoring the Network from the Dashboard

The Dashboard page lets you quickly identify

- which phones in the network are registered
- which phones in the network are non-registered
- # of registered and non-registered phones (in terms of SIP registration)
- % of registered phones
- MAC and IP address of each phone
- the time the information was reported
- the firmware version
- > To open the Dashboard page:
- In the navigation tree, click **Dashboard** > **Dashboard**.

Figure 5-2: Dashboard



If a Skype for Business IP phone is signed out (offline, or not registered), you'll see a grey circle icon with an x inside, and the 'User' column will be blank, as shown in the figure below.

It will be counted as a Non Registered Device.

Figure 5-3: Dashboard - Skype for Business IP Phone Not Registered

🗹 Recent Repo	rts			
~	User 🖨	Time ≑	MAC Addr 🗢	IP \$
٥	_	03.01.2016 23:09:48	00908f6004fe	172.17.188.62
offline	EMS_01	03.01.2016 09:39:03	00908f60a1e7	172.17.188.74

Point your mouse over the icon to view the 'offline' indication (see the figure above).

View the following status thumbnails on the Dashboard (left to right, top down):

 Table 5-1: Dashboard – Status Thumbnails

Status Thumbnail	Description
259 Registered Devices Devices Status	The number of registered devices. Click the Devices Status link to quickly access the Devices Status page.
A 1 Non Registered Devices Devices Status	The number of non-registered devices. Click the Devices Status link to quickly access the Devices Status page.
Image: Status	The number of disconnected devices. Click the Devices Status link to quickly access the Devices Status page.
Registered 07 27%	The percentage of registered devices.
Norm	Pie chart showing the number of devices per region that are registered.
10ah	Pie chart showing how many phones of each model are registered.
TA Vacens Constant Legan Bride	Pie chart showing how many phones of each firmware version are registered.

5.2 Checking Devices Status

The Devices Status page lets you check a phone's status

- > To check a phone's status:
- 1. Open the Devices Status page (Dashboard > Devices Status)

Figure 5-4: Devices Status

Se Devices Status & Export 2 Relo											C Reload			
Fits	t - Prev	nous	1 Net	Last							Q			Q Filter
Snow	ving 1 to 8	or se	User •	Phone Number +	Lest Update Status	MAC -	ip +	Model -	Firmware Version +	Region -	Report Time	Location ~	Subnet -	VLAN ID
	Actions	8	spanishñ ab	+4467777778	27.12.2015 22:02:57	00908f5ffe11	10.21.2.16	430HD	UC_2.0 13 121	Lod	28 12 2015 16:03:07		255.255.0.0	
	Actions		Yacov Alster	+97239764725	27 12 2015 10:07:49	00908155fc8a	10.38.2.3	440HD	UC_2.0.13.121	NewYork	28 12 2015 16:08:08		255 255 0 0	
	Actions	0	EMS_05	+97239766605	27.12.2015 10.05.54	00908148794e	172.17.188.63	420HD	UC_2.0.13.121	NewYork	27.12.2015 10.05.54		255.255.255.0	
	Actions	3	Shay Harel	+97239764720	27 12 2015 09:45:31	00908!484688	10.38.2.8	440HD	UC_2.0.13.121	NewYork	27 12 2015 09:45:31		255 255 0 0	
	Actions	-	EMS_02		27.12.2015 09:18:40	00908/5//919	172 17 188.62	430HD	UC_2.0.13.121	NewYork	27 12 2015 09 18:40		255 255 255 0	
	Actions	15	EMS_03	+97239766603	27.12.2015 07.24.00	00908148064d	172.17.188.64	420HD	UC_2.0.13.121	NewYork	27.12.2015 19:24.13		255.255.255.0	

2. Click the **Filter**; the filter lets you quickly access specific information in the page.

Figure 5-5: Devices Status Filter

User	User Name		
Phone Number	Phone Number		
MAC Address	MAC Address		
IP Address	IP Address		
28.12.2015 16 Model	03:07		
	430HD 420HD 440HD	255.255.0.0	
Version 27 12.2015 10	05:54	265 265 255 0	
	UC_2.0.13.121	255,255.0.0	
Vork Status 27 12:2015:09	18.40		
Approve	24.13	265,255,255,0	
User With Multiple Dev	rices	255.255.0.0	
28 12 2015 18 Region	07-04 telaviv newyork lod	255 255 255 0	
Max Devices In Page	50	~	
Filter	Clear Filter		

- **3.** You can filter per user, phone #, MAC, IP address, model, version, status (registered, offline or disconnected), approved or approval pending, users with multiple devices, region, or maximum devices shown in the page.
- Non-Skype for Business and Skype for Business phones are displayed differently. The format of 'User Agent' for non-Skype for Business phones is for example AUDC-IPPhone/2.0.4.30 (430HD; 00908F4867AF) while the format for Skype for Business

phones is AUDC-IPPhone-430HD_UC_2.0.7.70/1.0.0000.0

Only Skype for Business phones are displayed under 'Location', non-Skype for Business phones are not.

5. You can click an individual user's **Actions** link; the following menu is displayed:

Figure 5-6: Actions Menu - Single User

Check Status
Change Region
Update Firmware
Open Web Admin
Reset Phone
Update Configuration
Send Message
Delete

Table 5-2: Actions Menu

Action	Description					
Check Status	Select the 'Check Status' option; the status is displayed:					
	Status					
	Register: 🗢					
	User Name: ofir19-ac5					
	MAC: 00908/480b62					
	IPP Model: 420HD					
	VLAN ID:					
	Firmware Version: UC_2.0.13.160					
	STE Plaxy: audio-codes.inito					
	Ok					
Change Region	Select the 'Change Region' option:					
	Change Region ×					
	Please select a region: Region Sha Region					
	Ok Cancel					
	From the dropdown, select the region, and then click Ok .					

Action	Description						
Update Firmware	You can update firmware per device, or for multiple selected devices (see step 6 below). Select the 'Update Firmware' menu option:						
	Update Firmware						
	Please select a firmware: ✓ Update IP phone configuaration file and restart the phone						
	Ok Cancel						
	From the dropdown, select the firmware file, and then click Ok .; the firmware file is updated.						
Open Web Admin	Opens the Web interface (see the phone's <i>Administrator's Manual</i>). By default, the Web interface opens in HTTPS.						
Reset Phone	Sends a reset command to the selected device/s. Note that some phone models wait for the user to finish an active call, while others may perform an immediate restart.						
Update configuration	Sends a command to the phone to check whether there is a new configuration file to upload and updates the phone after a configurable 'Delay Time' (Default = 2 seconds).						
Send Message	Lets you send a message to the LCD/s of the selected device/s. Enter the message in the 'Text' field. You can configure for how long the message will be displayed in the LCD/s.						
Delete	Deletes the devices from the Status table.						

6. You can select multiple users and then click the **Selected Rows Actions** link; the following menu is displayed:

Figure 5-7: Actions Menu - Selected Rows



See the table above for descriptions. Any action you choose will apply to all selected rows. For example, select rows, click the **Selected Rows Actions** link, and then select the **Update Firmware** option; all selected devices will be updated with the firmware file you select.

5.3 Monitoring Alarms

AudioCodes IP phones send alarms via the REST protocol. The EMS forwards them as mail, SNMP traps, etc.

The Alarms page (Dashboard > Alarms) shows you

- each phone alarm in the network
- a description of each alarm
- MAC address of the phone (source)
- alarm severity
- IP address of the phone
- last action time
- date and time of receipt of the alarm

Figure 5-8: Alarms

RA	larms							
Fin	t \leftarrow Previous 1 Next \rightarrow Last ving 1 to 2 of 2 entries							٩
	Name 2	Region ¢	Description #	Source C	Severity \$	Remote Host \$	Last Action Time ©	Received Time 2
	IPPhone Lync Login Failure	Region1	This Alarm is activated when f ()	IPPhone/00908f486a92	Critical	10.21.2.24		29.12.2015 18:02:31
	IPPhone Registration Failure	IPP phone	This Alarm is activated upon r 1	IPPhone/00908/75754e	Critical	10.59.160.77		24.12.2015 17:35:20
								Delete Selected

The management server displays *active* alarms, not historical alarms.

Red indicates a severity level of Critical

Orange indicates a severity level of Major

Click (1) for more information about the alarm

After an alarm is cleared, it disappears from the Alarms screen.

The table below shows the three alarms that users can receive.

Table 5-3: Alarms

Alarm Name	IP Phone Type	Severity
Login Failure	Microsoft Skype for Business	Critical
Registration Failure	Generic (non Skype for Business)	Critical
Survivable Mode Start	Microsoft Skype for Business	Major

6 Setting Global IP Phone Configurations

Templates and Placeholders are used to update the phone configuration file. In this way, you can change the configuration file for a group of phones.

6.1 Setting Placeholders

This section shows how to set Placeholders.

- > To set the Placeholder value:
- 1. Click Phone Configuration > Phone Model Placeholders.

Figure 6-1: Placeholders

	AudioCodes IP Phone manager windows edition 😨 Home 🚱 Help 🗁 Log off 7.0.28.41093									
	-		Ten	nplate Placeholders						
							Add new placeholder			
			Phone	e Model: Audiocodes_405_LYNC The Show Place	e Holders					
Navigation Tree										
Dashboard	+		Filter							
Regions	+			Placeholder	Value	Description				
Administrator	+		1	%ITCS_DayLightActivate%	Disable	Day Light Activate - Enable/Disable	Edit Delete			
Users	+		2	%ITCS_DayLightEndDay%	14	Day Light End Day	Edit Delete			
Phones Configuration			3	%ITCS_DayLightEndMonth%	9	Day Light End Month	Edit Delete			
Templates			4	%ITCS_DayLightStartDay%	26	Day Light Start Day	Edit Delete			
System Settings			5	%ITCS_DayLightStartMonth%	3	Day Light Start Month	Edit Delete			
Default Placeholders Va	lues		6	%ITCS_FirmwareFile%		Firmware File Name	Edit Delete			
Phone Model Placehold	ers		7	%ITCS_SipDigitMap%	**xxxx	Digit map for the IPP e.g 4xxx for 4 digit	Edit Delete			
Region Placeholders				·						
Devices Placeholders										
Phone Configuration Fil	es									
Phone Firmware Files										
System Diagnostics	+									

- 2. Choose a Phone Model and click Add new placeholder.
- 3. Enter the placeholder name (e.g., language), value and description, and click **Submit**.

Figure 6-2: Placeholders

ź			ÎP P	hone manage	r windows edition	Home (🕐 Help	🗲 Log off
(-		Add new placel	holder			
	Sacada Better			IP	Phone Model - Audiocod	des_405_LYNC		
		~		Name:	Language			
	Navigation Tree		\otimes	Value:	VLANID %ITCS_VLANID%	6 - network/lan/v	lan/id	
	Dashboard	+		Description:	VLANMode	le 0/ en et en et /le	-(-1(4-	
	Regions	+			VI ANDriority	ie% - network/la	n/ vian/ mode	
	Administrator	+			%ITCS_VLANPrio	rity% - network/	lan/vlan/prior	
	Users	+			Language			
	Phones Configuration				%ITCS_Language	e% - personal_se	ttings/languag	
	Templates				4		•	
	System Settings							
	Default Placeholders Va	lues						
	Phone Model Placeholde	ers						
	Region Placeholders							
	Devices Placeholders							
	4. Generate	e the	configu	uration files for	r the relevant phor	nes (see the	e next section	on).

AudioCodes

6.2 Generating New Configuration Files

This section shows how to generate new configuration files.

- > To generate new configuration files:
- 1. Open menu Users > Manage Multiple Users.
- 2. Use the search option to locate the relevant users.
- 3. Move the users from the 'Available Users' to the 'Selected Users'.
- Select the action Generate IP Phones Configuration Files for the action to take effect. Leave the Updating IP Phones and restarting IP Phones after generating files option cleared.
- 5. Click Generate IP Phones Configuration Files



	Manage Multiple Users
	Region Search Go
Navigation Tree	
Dashboard+Regions+Administrator+Users-Manage Users-Manage Multiple Devices-Import Users & Devices-Phones Configuration+System Diagnostics+	Available Users Selected Users 12:10
	Showing 1 to 32 of 32 users Action Generate IP Phones Configuration Files Delay, Time 2 sec V Updating IP Phones and restarting IP Phones after generating files Centrate IP Phones Configuration Files

7 Changing IP Phone Firmware

This section shows how to change the IP phone firmware.

7.1 Upload New Firmware

This section shows how to upload new firmware.

- > To upload new firmware:
- 1. Click Phone Configuration > Phone firmware files > Edit.

Figure 7-1: Upload New Firmware

ð	AudioCodes		ĬP P	hon	e manager window	vs edition 💼 Home 🛞 Help 😁 Log off 7	.0.26.41093		
	Dwee			Ph	none firmware files				
500								Add new IP Ph	ione firmwai
			10		Name	Description	Version	File Name	
	Navigation Tree			1	405	405 - default firmware	UC_2.0.13.205.7	405.img	Edit Dele
	Dashhaand			2	405HD	405HD - default firmware			Edit Dele
	Dashboard	T		3	420HD	420HD - default firmware	UC_2.0.13.205.7	420HD.img	Edit Dele
	Regions	+		4	430HD	430HD - default firmware	UC_2.0.13.205.7	430HD.img	Edit Dele
	Administrator	+		5	440HD	440HD - default firmware	UC_2.0.13.205.7	440HD.img	Edit Dele
	Users	+							
	Phones Configuration								
	Templates								
	System Settings								
	Default Placeholders Val	lues							
	Phone Model Placeholde	rs							
	Region Placeholders								
	Devices Placeholders								
	Phone Configuration File	es							
	Phone Firmware Files								
	System Diagnostics	+							

2. Click Upload firmware file.

Figure 7-2: Upload Firmware File

VoIP	IP Phone 440HD Fi	rmware
		IP Phone 440HD Firmware
	Name:	440HD
Navigation Tree	Description :	440HD - default firmware
Dashboard +	Version:	UC_2.0.13.205.7
Regions + Administrator +	File Name:	440HD.img
Users +		
Phones Configuration		
Templates	Download:	Download firmware file
System Settings		
Default Placeholders Values	Upload:	Upload firmware file
Phone Model Placeholders		
Region Placeholders		
Devices Placeholders		
Phone Configuration Files		
Phone Firmware Files		
System Diagnostics +		

7.2 Update Firmware to the Phones

This section shows how to update firmware to the phones.

- > To update firmware to the phones:
- 1. Open the Device Status page.
- 2. Filter for relevant devices using the filter button or the search text,
- 3. Select all devices and click Selected Rows Actions.
- 4. Choose Update Firmware.
- 5. In the popup, choose the firmware and click **OK**.

Figure 7-3: Upload Firmware File

AudioCodes	IP Ph	one manager windows o	edition 🙆 Home	0	Help 😁 Log off	7.0.26.41093				
		C Devices Status							ł	Export 🤁 Reloa
Navigation Tree		First - Previous 1	Next-+ Last			-		۹		QF
Dashboard Dashboard		Showing 1 to 40 of 40 e	ntries		Update Firmware		×			
Devices Status Alarms		Selected Rows Acti	One OChange Region	1	Please select a firmwar	e:	T	IP ×	Model +	Firmware Version
Regions	+	Actions	🛓 Update Firmware		Update IP phone config phone	uaration file and resta	art the	17.102.98.20	440HD_LYNC	UC_2.0.13.121
Administrator	+	Actions	C Reset Phone			Ok	Cancol	82.101.84.117	440HD_LYNC	UC_2.0.13.121
Users Phones Configuration	+	Actions	Update Configura		10.40_10-00-2010 III/0861 1-	2010-00-10 05:00.05	UUDUUIE I JUIH	60.52.32.122	440HD_LYNC	UC_2.0.13.121
System Diagnostics	+	Actions	● Send Message		13:3910-05-2016 myUser 3	2016-05-10 03:44:31	0090817ba85d	81.52.59.64	440HD_LYNC	UC_2.0.13.121
		Actions		N.	13:39_10-05-2016 myUser 2	2016-05-10 03:44:03	00908fd2f05f	10.62.77.80	440HD_LYNC	UC_2.0.13.121
		Actions		8	13:39_10-05-2016 myUser 1	2016-05-10 03:43:35	00908f6c5acc	125.97.88.78	440HD_LYNC	UC_2.0.13.121
		Actions		V	13:3110-05-2016 myUser 3	2016-05-10 03:36:31	00908f2f8f0c	114.25.10.7	440HD_LYNC	UC_2.0.13.121
		Actions		8	13:3110-05-2016 myUser 2	2016-05-10 03:36:08	00908f97f499	46.125.27.21	440HD_LYNC	UC_2.0.13.121
		Actions		Z	13:3110-05-2016 myUser 1	2016-05-10 03:35:44	00908faef003	56 53 54 66	440HD_LYNC	UC_2.0.13.121
		Actions		×	12:5510-05-2016 myUser 3	2016-05-10 02:59:52	00908fd471e0	80.101.99.12	440HD_LYNC	UC_2.0.13.121
		Actions		¥	12:55_10-05-2016 myUser 2	2016-05-10 02:59:24	00908fd80196	26.17.20.4	440HD_LYNC	UC_2.0.13.121

8 Migrating Phones to the EMS IP Phone Manager Pro

This section describes the flow when migrating phones from the IP Phone Manager Express to the EMS IP Phone Manager Pro. Follow the procedures described in the next sections.

8.1 Reconfigure DHCP Option 160

You need to reconfigure DHCP Option 160.

- > To reconfigure DHCP Option 160:
- On your DHCP server, reconfigure DHCP Option 160 to point to the EMS: http://<EMS_IP_address>/firmwarefiles;ipp/dhcpoption160.cfg where <EMS_IP_address> is the IP address of the EMS server.
- 2. Check that one of the phones can connect to the EMS (recommended).

8.2 Update Templates

You need to make the phones read DHCP Option 160 again.

- > To make the phones read DHCP Option 160 again:
- 1. Open the Templates page (Phone Configuration > Templates).
- 2. Click Edit and then click Edit Configuration Template.
- 3. Update row from 'provisioning/method=STATIC' to 'provisioning/method=DYNAMIC'.
- 4. Click Save and then click Generate Global Configuration Template.
- 5. Do this for all templates.

8.3 Update All Phones

You need to generate the phones' configuration files and upload them to the phones.

- > To generate the phones' configuration files and upload them to the phones:
- 1. Open the Manage Multiple Users page (Users > Manage Multiple Users).
- 2. Transfer all users from the 'Available Users' list to the 'Selected Users' list.
- 3. Choose the action Generate IP Phones Configuration Files
- 4. Make sure the checkbox Update IP Phones and restarting... is checked.
- 5. Click Generate IP Phones Configuration Files.

If a phone doesn't move to the EMS IP Phone Manager Pro after a few minutes, try restarting it.

8.4 Migrate Regions and Templates

Users who want to also migrate all regions and templates can **Export All** from the IP Phone Manager Express and **Import All** to the EMS IP Phone Manager Pro.

Note:



- Import/Export is available from version 7.2.2000 and later only. If you have an earlier version, you'll need to upgrade before the migration.
- The IP Phone Manager Express supports up to 500 phones. It does not support advanced features like Backup/Restore and HA. Best practice is therefore to migrate to the EMS IP Phone Manager Pro.

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International Headquarters

1 Hayarden Street, Airport City Lod 7019900, Israel Tel: +972-3-976-4000 Fax: +972-3-976-4040 AudioCodes Inc.

27 World's Fair Drive, Somerset, NJ 08873 Tel: +1-732-469-0880 Fax: +1-732-469-2298

Contact us: <u>www.audiocodes.com/info</u> Website: <u>www.audiocodes.com</u>

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