UCedge Server Setup

UC edge features are available on IPedge and VIPedge systems running R1.6.2 and later software.

UCEDGE SETUP

System:

- A public domain name (such as; example.com)

    - The IPedge FQDN must be registered. The IPedge system(s) must have a public IP address (your router must have a public IP address and be setup for port fowarding to the IPedge system private IP address (ports listed in Table 1).

        - VIPedge systems already have a FQDN (for example: cp2333344.vipedge.com)

        - For Strata CIX the MIPU card public IP address can have an FQDN but, it is not required.

- The router connecting the IPedge system WAN must have a static, public IP address. The FQDN resolves to that IP address. Refer to Figure 1, Figure 2, and Figure 3.

- The router must have DNS capability to resolve the FQDN to the private IP address of the IPedge system. Toshiba recommends the Adtran 3120 and 3448.

    Important! All servers (nodes) must have the same level of sub-domain. For example; If Node 1 is a.company.com, the other nodes can be x.company.com or a.company2.com. Do not use a.b.company.com for any of the nodes.

- The router must be setup with port forwarding

- The IPedge system(s) must have a static, private IP address behind the router.

- The UCedge client must be able to access a DNS server to resolve the IPedge or VIPedge FQDN.

Note: If ONLY Call Manager client is used, a FQDN is not required.

- The UCedge client must be able to access the IPedge server via Wireless access point(s) or a cellular data network.

Note: The user's cellular data plan charges will apply.
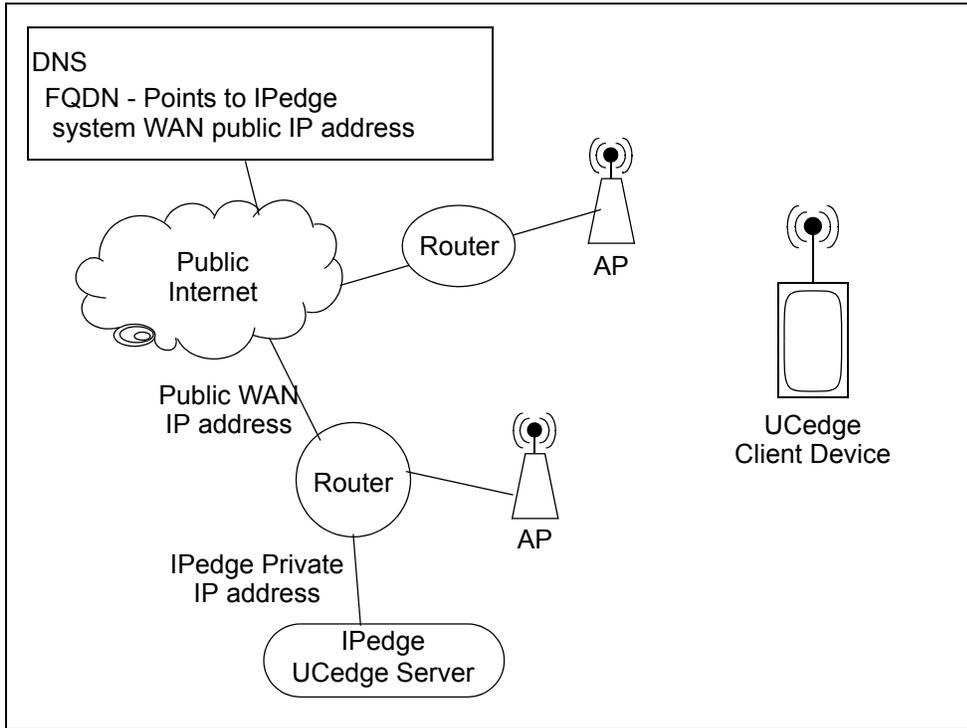
Figure 1   Basic IPedge System Network Diagram
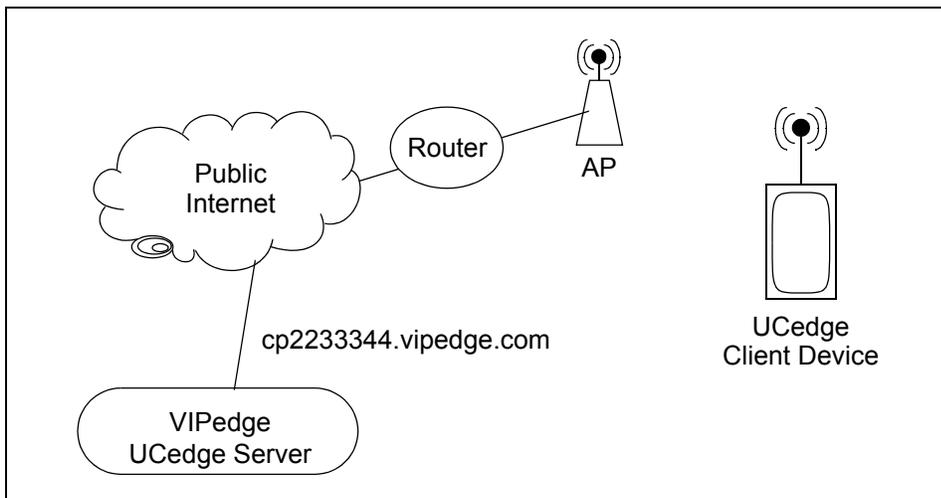
Figure 2   Basic VIPedge System Network Diagram
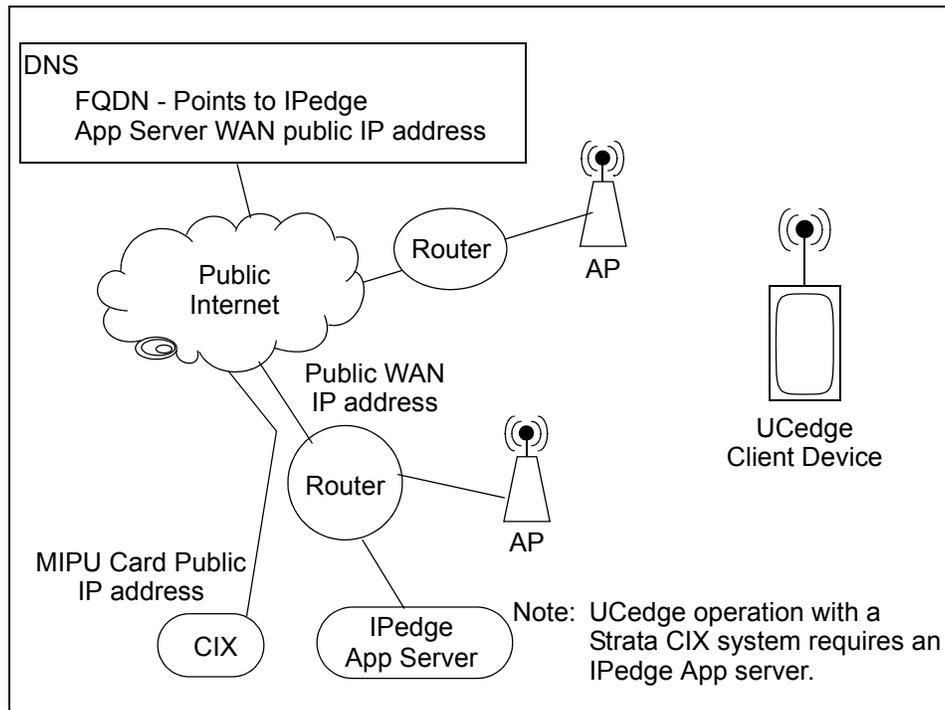
Figure 3   Basic Strata CIX System Network Diagram

Table 1   Open Router Ports to Allow UCedge Client Access

Function	Type	Use
90	TCP	IPedge Messaging Mobile App Port
1718 ~ 1719	UDP	Remote IP Telephone set registration
2944	TCP	MEGACO
5222	TCP	XMPP Client
5269	TCP	XMPP Server
5280	TCP	XMPP Client
8767 and 8768	TCP	Net Server
21000 to 22999	UDP	Remote IP or SIP telephone audio

Note: The ports listed above are used by the UCedge client. Some of these ports are opened while installing the IPedge system with or without UCedge.

Multi-Node System network configuration.
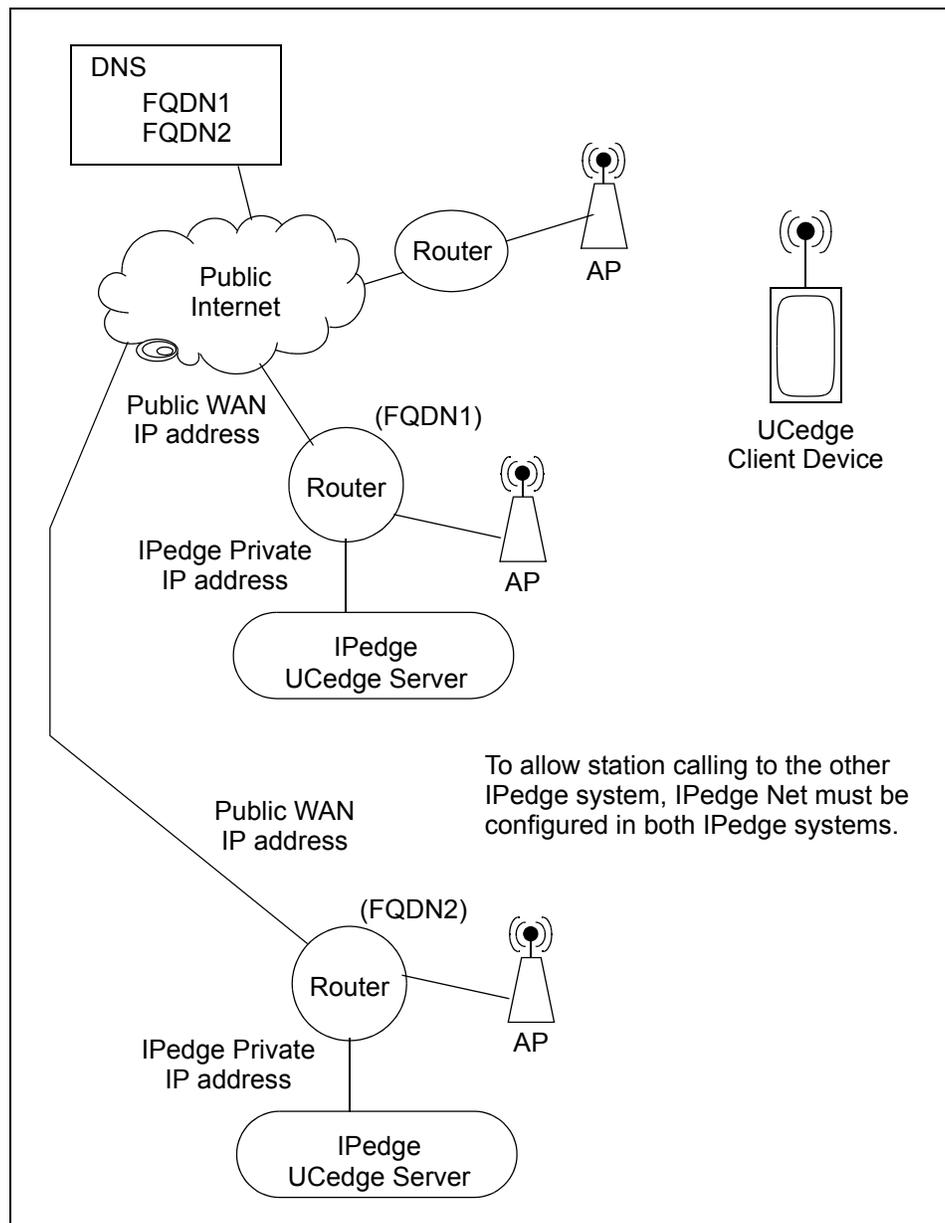
Figure 4 Multi-node System Network Configuration

The FQDN for the IPedge server must be registered with a DNS service to resolve to the public IP address of the system router, the DNS server on the system network must resolve the FQDN to the private address of the IPedge server. Refer to Figure 4.

When the DNS service is setup the FQDN must setup in Enterprise Manager.

1. Select **Administration > Enterprise > Servers**.
2. Click on the **Edit** icon.

3. Enter the FQDN in the **Host FQDN** field.
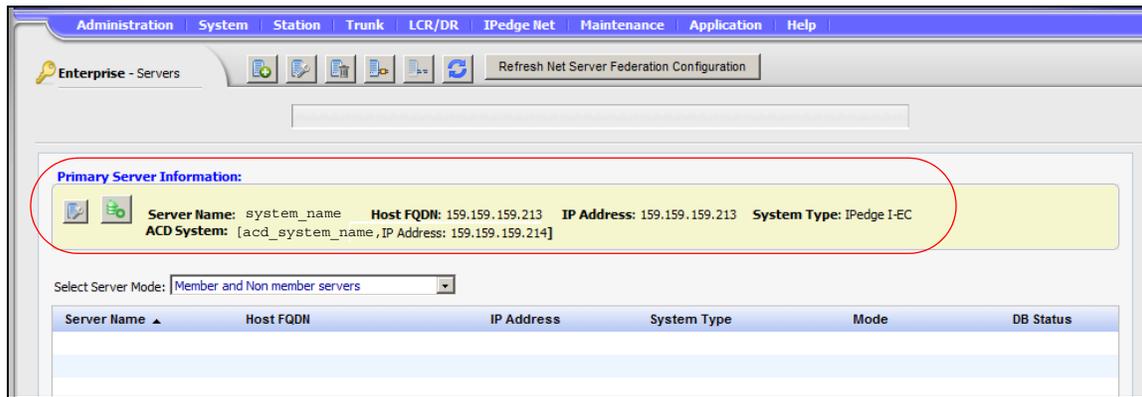
4. Enter the FQDN of the IPedge system in the **Host FQDN** field.
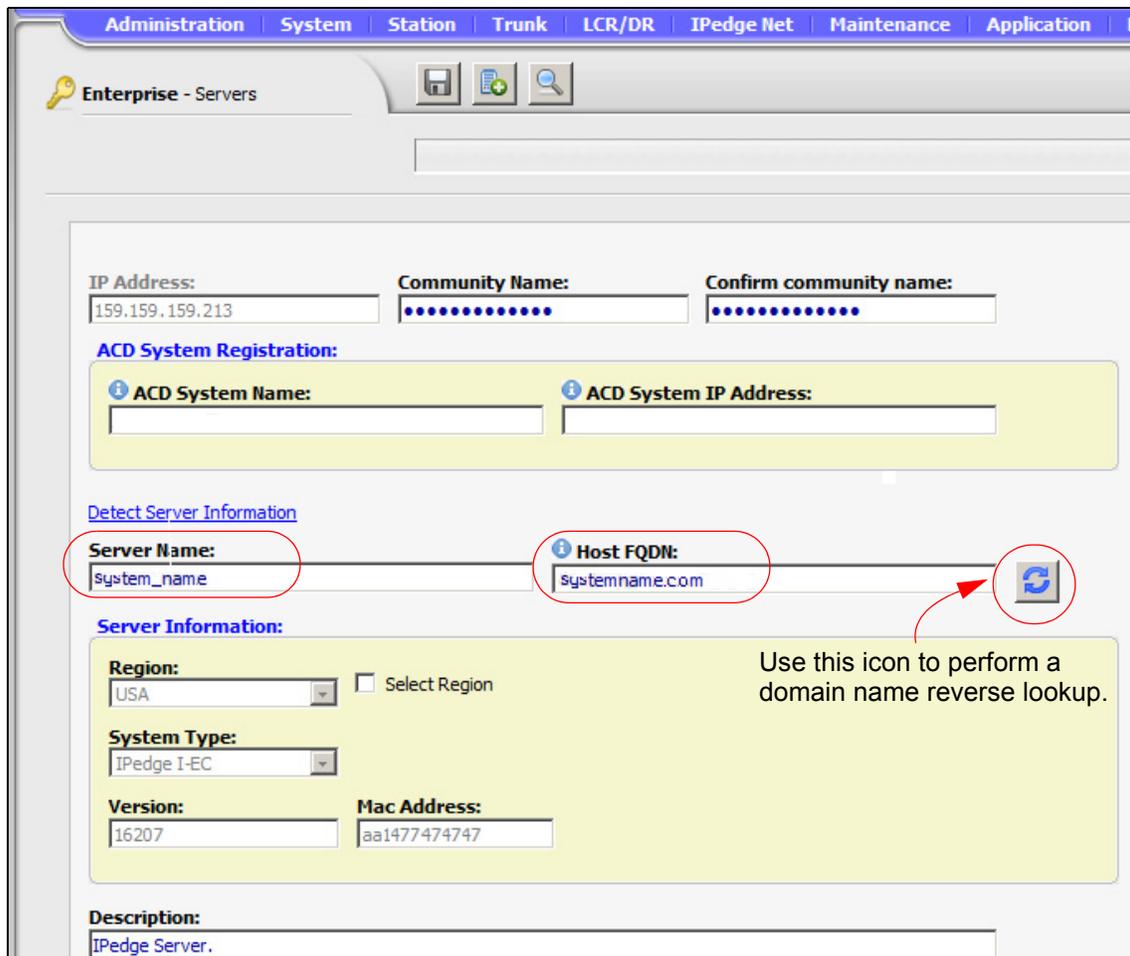
5. When the Save icon is clicked the system will perform an FQDN lookup. If the address returned does not match the address setup during the initial system configuration an error message will be displayed.
    Typically there is no need to use the Reverse Lookup icon. Some

service providers disable the reverse lookup feature.
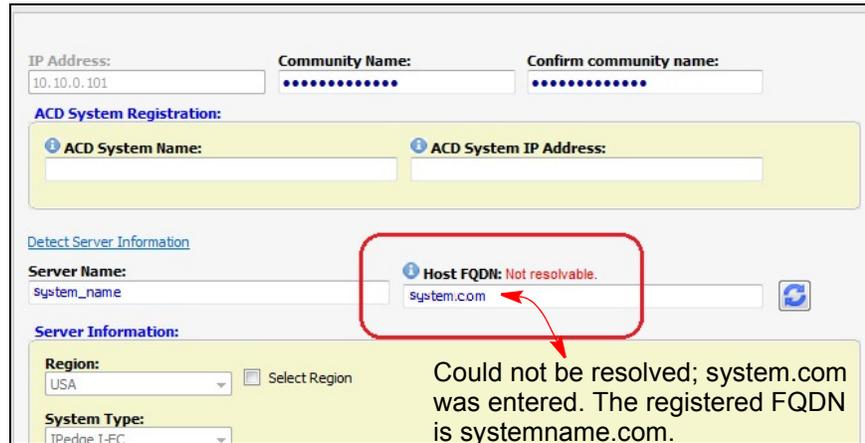
IP Address:	Community Name:	Confirm community name:
10.10.0.101	••••••••••••	••••••••••••

ACD System Registration:

ⓘ ACD System Name: ⓘ ACD System IP Address:

Detect Server Information

Server Name: ⓘ Host FQDN: Not resolvable.

system_name   system.com   ⟳

Server Information:

Region: ☐ Select Region
USA

System Type:
IPedge I-EC

Could not be resolved; system.com was entered. The registered FQDN is systemname.com.

USER ACCOUNT SETUP

The UCedge Client setup is done on the Station Assignment page in Enterprise Manager. UC Client stations are assigned as IPT stations.

Important! When the UCedge client softphone is paired with an IP telephone the IPT must not have assigned; PhDN, Multiple Line appearances, CO Line, Group CO-Line, Pooled Line key, or other features that require feature keys.

UCedge DNs must not be assigned as line appearances on IP telephones.

An IP telephone paired with a client must not have Multiple DNs.

1. In the Basic tab of the Station Assignment check-mark the Create New UC Client box. Refer to Figure 5.

2. Select the UC Client Account Name. The client account name can be up to 16 alpha-numeric characters, with no special characters.

   – Copy From Email uses the email account name. This uses the text to the left of the '@' in the email address. (i.e.: first.last@email.com would have first.last as the user name.)

   – Copy from Display Name uses the name entered in the Name to Display field of the station assignment.

   – Use uc+DN use the station DN (i.e.: uc2345 for station DN 2345).

   – Enter my own Account name uses the name you enter into the UC Client Account Name field.

Note: Enter the client account name using the First.Last name format.

When the UC Client is assigned it has a default password; DN+997. The system administrator must send the following information to each UC Client user.

• UC Client account name

• The default password

• If the station is assigned to an IPedge or VIPedge system; the system domain name.

• If the station is assigned to a Strata CIX system; the public IP address or FQDN to reach the router to the MIPU card.

• The Security Code if the IP Phone Login Password parameter (in the Enterprise Manager Station Assignment) is set to Enable. Refer to Figure 5.

The user can install the UC Client application on a phone or tablet and setup the device as described in the User Guide.

The user can change the account password through the device profile setting.
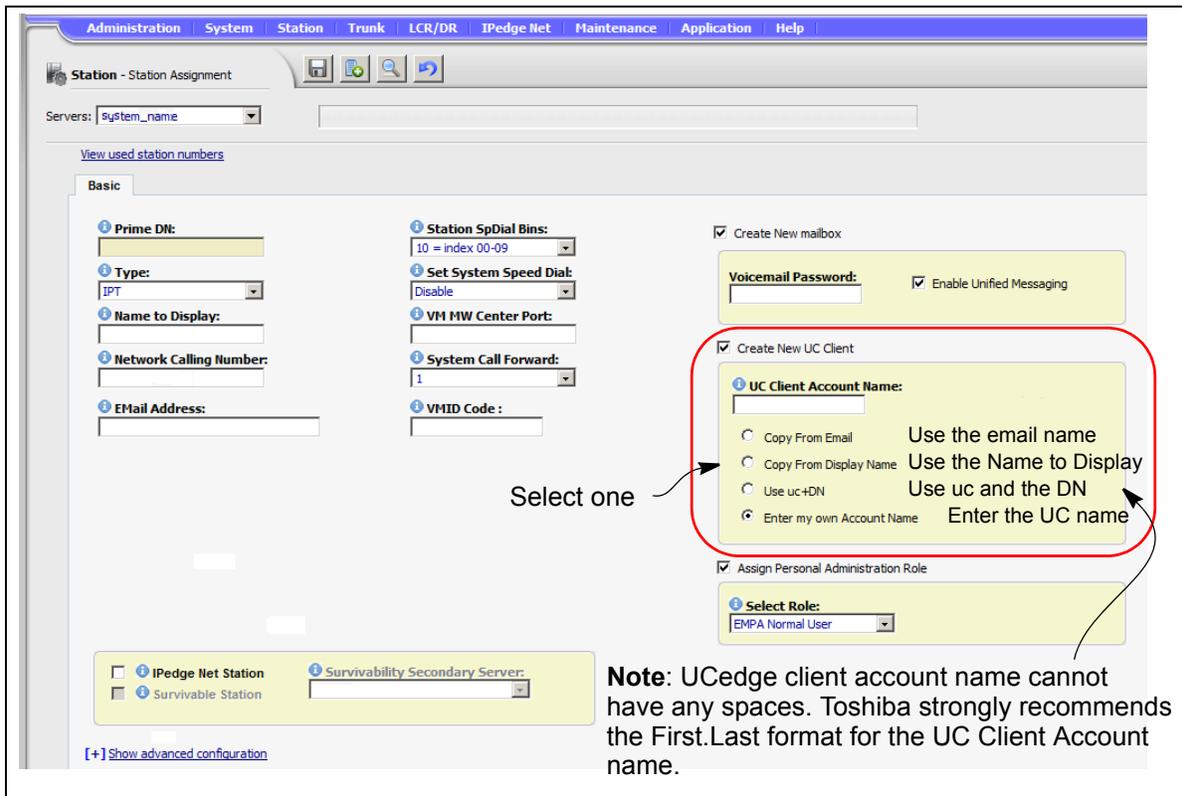
Figure 5   UCedge Client Station Assignment

PHONE ONLY USER ACCOUNT

A Phone Only account is a station, programmed as a UCedge client, that does not have a client device. The DN, an IPT station, will appear in the UCedge Users list. When a UCedge client subscribes, the phone only user's presence and availability will be displayed.

The Phone Only user account is programmed using the same procedure as all other UCedge accounts.

CREATE A RANGE OF STATIONS

In R1.6.2 and later system software Create New UCedge client is the default action when creating new stations. When a station is created as part of a range it is assigned as a UCedge client. The UCedge account number will be set to uc+DN.

UPDATING AN EXISTING SYSTEM

UCedge requires a client password. UCedge does not support spaces or special characters in the user name.

- Spaces in the user name will be changed to a period (.)
- All users with a blank password, no password, will have the default DN+997 password set.