Aastra IP Phones for Microsoft Lync – *Technical FAQ*

1 Management and Configuration

How is the firmware in the phones updated?

Firmware in the phones is updated directly from the Lync Server 2010, as configured by the System Administrator

Is there a Webui as with Aastra's Standards based SIP phones?

No. All configurations, other than local call forwarding options and device user preferences, are configured through the Lync Server 2010.

Contact
Date
Reference

What options can be configured locally at the phone?

Call forwarding options and user device preferences, such as volume, screen contrast, ringtones, time zone and date/time formats, can be directly configured on the phone through the keypad.

Note: DND cannot be configured on the phone directly, but can be configured through the Lync 2010 desktop client

How is support for additional languages added?

The phone firmware is updated from the Lync Server 2010, as support for additional languages is added. The selection of one of the available languages can then be done from the keypad of the local phone

How do you reset the phones?

There are 2 types of resets available with the Lync phones

Hard reset key - A hard reset will clean up the file system and delete any user created data (i.e. logs, credentials …)

Factory reset key - A factory reset will clean up the file system, delete any user created data (i.e. logs, credentials …) and will also revert the eboot and OS to the previous working version. So a factory reset causes the device to go back to the previous eboot and OS.

The procedure to perform these resets differs depending whether the phones were built during the beta phase or the production phase. Note: *Build date is located on the label on the back of the phone*

For phones built during Beta build - before or on August 16 2010

With the phone powered off – Press and hold down the appropriate keys altogether and power up the phone (plug-in).

Hard reset key sequence: Press and hold "#" "4" "BACK KEY"
Factory reset key sequence: Press and hold "*" "2" "HOME KEY"

For phones built for production – on or after August 17 2010

With the phone powered off – Press and hold down the appropriate keys altogether and power up the phone (plug-in).

Hard reset key sequence: Press and hold   "*" "#"
Factory reset key sequence: Press and hold"4" "6"

2 Network

What are the Ethernet ports specs of the phones?

Both the 6725ip and 6721ip include dual autosensing gigabit ports

How are VLANs configured?

The VLAN settings on the phones can be configured either through DHCP or LLDP-MED

Is there support for 802.1x authentication?

Not in the current release, but the PC connected to the switch port will be able to authenticate via 802.1x (pass-through)

What is the QoS support?

Both DSCP and 802.1p are supported on the phones today

What LLDP-MED facilities are supported?

Support includes, VLAN, Power, ChassisID, Port Sub Type and Port ID

Do the phones support IPV6?

IPv6 is not supported in the current release

What is the normal/max amount of bandwidth the Microsoft voice codec will use?

Including SRTP and FEC overhead, the bandwidth required can range from 10kbps to 174kbps. Real worst-case bandwidth requirement will be 10% above these figures, as extra bandwidth is required for RTCP and signaling. The worst case scenario is 174 + 10% = 191.4kbps

If bandwidth becomes limited during a call, will the bandwidth used by the phone adapt automatically?

Yes, however there will be a delay before adapting to the correct bandwidth. During this transition mode, audio quality could degrade.

What is the minimum bandwidth requirement (e.g. for a home worker)?

In general, a remote user with a reasonable broadband connection (128kbps+) will have no issues with a correctly configured Lync Server.

What tcp/udp ports are used by the phone to connect to the Lync 2010 server?

Ports used are 50000-50019.

What ports are required to be opened on a firewall in order to make the phones work?

There is no need to open any ports or do any firewall configuration in order to make the phones work.

Any NAT issues to be aware of?

If media relay (the edge server) is properly configured, the phones should be able to handle all different types of NATs.

Will the phone evaluate any DHCP options (other than IP address, mask, gw, router and DNS server)?

Yes, the following DHCP options are supported.

015 - Specifies the connection-specific DNS domain suffix to be used by the DHCP client.
119 - DNS Domain Search List option to specify the domain search list used when resolving hostnames with DNS.
43 -   CS Pool Certificate Provisioning Service URL
                        Vendor Class: MS-UC-Client
                         sub-option 1 <UC Identifier>
                         sub-option 2 <URL Scheme>
                         sub-option 3 <Web Server FQDN>
                         sub-option 4 <Port>
                         sub-option 5 <Relative Path for Cert Prov>
120 - FQDN for the CA Pool Registrar
43 - VLAN
42 - NTP

What's the DHCP vendor class (option 60)?

"CPE-OCPHONE".

What's the DHCP hostname (option 12)?

Local machine name from GetName function.

What is the PoE class of the phones?

The phones are Class 2 devices.

What are the default QoS settings (DSCP)?

The default QoS setting is VoiceDiffServTag: 40.

This value can be changed on the Lync 2010 Server by issuing the following command -
        "Set-CsUCPhoneConfiguration – VoiceDiffServTag <value>"

3 Security

How is the VoIP signaling secured?

Signaling is secured via TLS

How is the VoIP media secured?

Media is secured via a Microsoft proprietary encryption method

Is there support for 802.1x authentication?

Not in the current release, but the PC connected to the switch port will be able to authenticate via 802.1x (pass-through)

Is the software in the Lync phones digitally signed?

Yes, all Lync phone software released by Microsoft is digitally signed

4 Interfaces

What's the main purpose/reason of the USB cable between the phone and the PC?

The USB cable has 4 main purposes.
1. Allow user to signin into the phone from the desktop using Lync
    a. This is required where users are using username/password to sign-in into the phone
2. Allow users to control the phone calls on the phone from the PC using Lync
    a. Calls can be made on the phone from the PC (click-to-call)
    b. Mid-call controls can be done from PC (hold/resume, DTMF, end-call)
3. User the phone as a USB-HID audio device
    a. If a user is signed in on the phone, you can connect it to the PC and use it a USB-HID audio device
    b. You can use it as a speakerphone and headset.
4. Provide for enhanced configuration of some phone features including DND,

What will the second USB port be used for?

The second USB port is there for future use

Why does the phone have two MAC addresses (MAC PC and MAC LAN)?

This was a request from Microsoft – that each switch port have an MAC address. For shipping and inventory purposes, the LAN MAC address is used.

5 Accessoires

What power adapters do the phones use?

The Lync IP phones use the same universal power supply as Aastra's standards based SIP phones
-    D0023-1051-00-75

How do you install the high-angle stands on the Lync Phones?

The Lync phones use the same high angle stand as Aastra's standards based SIP phones. To use on a Lync phone, use must first remove the "t-bar" at the top of the stand - by removing the 2 Philips screws. You can then install the stand on the phone using 4 screws provided.

Is there a wall-mount stand for the phones?

We will have one available soon

What headsets are supported on the 6725ip?

The following headset models have been tested and confirmed to work on the 6725ip

- Plantronics HW261N – Part No 75101-04
- Plantronics HW251N – Part No 75100-04
- Jabra – GN 2000 Mono, NC, IP Flex boom, 82 E-STD – P/N 2013-82-05
- GN Netcom – GN 2010 IP ST, Mona NA/AP – P/N 2013-02-05

Do the phones support EHS/DHSG?

No, there is no EHS/DHSG support on either phone