Avaya Distributed Office Central Manager Online Help System Printout - THIS IS NOT A DOCUMENT

Release 1.2 DRAFT 05/05/2008

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Introduction

Important New Features

The following new features and enhancements are available in Avaya Distributed Office, Release 1.2:

- Support for the new i40-A14 branch platform, which provides 8 analog trunks and 6 analog lines.
- Support for the following Avaya wireless IP telephones:
    - Avaya 3645 - Rugged, liquid resistant, backlight keys & display, headset ready, push-to-talk.
    - Avaya 3641 - Rugged, liquid resistant, backlight keys & display, headset ready.
    - Avaya 3631 - Backlight keys, backlight color display, one-X user interface, headset ready, perfect for office environments.
- Support for Motorola CA50 devices, which provide basic IP telephony communications, in addition to scanning, push-to-talk, and data.
- The i120 now supports up to 120 voice mail boxes.
- Collective Ringing Group (CRG). You can use the Collective Ringing Groups (CRG) feature to define a group of up to eight members who act as a coverage point for another user. When a caller dials a specific extension number, all the extensions associated with the group ring simultaneously and any member of the group can answer the call.
- Native TTY support.
    - On calls to auto attendant.
    - On calls to Voice Mail
- Turn SNMP On or OFF: SNMP can be toggled on SIP or IP phones. This is useful for debugging network problems.
- Improved Graphic User Interface (GUI):
    - New navigation tree for easier navigation between management screens.
    - Automatic Route Selection (ARS) tables are now more manageable.
- Localization provides pre-configured and enforced features based on location. In particular, India has many local restrictions that are now enforced.
    - Caller ID on analog trunks. This is administered in Local Manager.
    - R2-MFC Trunk Support. DIOD trunk groups are defined in Local Manager. Central Manager considers them just another trunk group.
    - Station Tone Forward Disconnect broadcasts a busy signal for 45 seconds after one party in the conversation disconnects.
    - Additional Countries:
        - Germany
        - Italy
        - Brazil
        - Argentina
        - Mexico

        - Chile
        - Costa Rica
        - Colombia
        - China
        - India
        - Russia

- Security
    - Authorization Codes provide privilege override for specific stations, or for public use.
    - Station Lock allows you to selectively lock and unlock a station to prevent unauthorized usage.
    - Block incoming collect calls. You can use this feature to block incoming collect calls from COs in Brazil.
    - Secure LDAP for for user administration and authentication.
    - Unique Certificates offer significant security improvement over existing scheme where all Distributed Offices are shipped with one common certificate. Unique certificates are administered through Local Manager. This feature is not accessible through Central Manager.
- Trunking
    - SIP Trunks
        - Direct SIP Trunks to branches via SES.
        - Branch SIP to PSTN failover.
    - R2-MFC Trunking where locally supported. DIOD trunk groups are defined in Local Manager. Central Manager considers them just another trunk group.
- Voice Mail
    - Modular Messaging Integration stores all voice mail messages in a centralized location.

Introduction to Central Branch Administration

The concepts behind central management of the Avaya Distributed Office systems are simple:

- Most distributed offices consist of a large number of branches (or stores) that are similar or fall into a small number of types.
- Most individual branches (or stores) are too small to require (or pay for) full-time administrative staffing for telephony. They must have plug and play equipment with robust central support at a reasonable cost.

These concepts lead directly to the **Avaya Distributed Office Central Manager (Central Manager)**. It is a remote administration application that provides:

- Remotely administered templates for each specialized type of branch. (Almost everything except special localization functions and local trunk service parameters can be set by template.)
- Remote administration tuning to customize each branch as necessary (for station user names and similar data, for auto attendants and voice mail, and for totally unique situations that apply to special branches).

There are only a few features that must be administered locally such as trunk service parameters. For those specific situations, the same PC that is accessing **Central Manager** can also access **Avaya Distributed Office Local Manager (Local Manager)** and log in to the specific branch. In general:

- Local Manager is used for installation, alarm management, troubleshooting, backup, and restore.
- Central Manager is used for day-to-day operation.

Note: The Distributed Office Branch Platform can not connect to both Central Manager and Local Manager at the same time.

Before Initial Configuration

1. Before installation of Central Manager, install and administer the SIP Enablement Server (SES). See separate documentation for procedures.
2. Install Central Manager. See separate documentation for procedures. (You may do this before or after the next step.)
3. Install two or more Distributed Office platforms in local branches. See separate documentation for procedures. This includes local configuration using Local Manager.

Initial Configuration

1. If you are not using private networking, skip directly to step 3. (A small system with stand-alone branches may not need private networking.) Otherwise, in Central Manager, under **Managed Objects**, go to **Enterprise > Private Networking** and:
    - Check global Enable Private Networking checkbox.
    - General Tab - Specify the **Domain Name** and dial code **Prefix Length** for routing calls to branches. All branches must have the same length prefix. The domain name must match exactly with the domain name specified for the SES core router.
    - SES Tab - Specify how to find the SES (IP address, login, password).

      Test connectivity to the SES as you add it.

    - SIP Servers Tab - Specify where to find any SIP Servers (IP address and dial code prefix).
    - Branches Tab - Displays branch information after branches are added.

    All of this information should be provided as part of the design and provisioning work for each site, and for the network. Please see the *Design and Provisioning Guide for Avaya Distributed Office.*

    This establishes Ethernet private networking connections between the **SES** (SIP Enablement Server) and the branches.

2. If you are not using private networking, skip directly to step 3. In Central Manager, load the **Branches List**. Add all branches. For each branch, you need the following information:
    - **IP Address** - the branch IP address.
    - **Admin Username** - the administrative account for the branch.
    - **Admin Password** - the administrative password for the branch.

      Test connectivity to each branch as you add it. The Central Manager will force synchronization to fill in most branch information. The private networking fields are not available until after the synchronization.
    - **Include in Private Network** - this checkbox must be checked.
    - **Branch Prefix** - the dial access code used to route calls to the branch.

    All of this information should be provided as part of the design and provisioning work for each site, and for the network. Please see the *Design and Provisioning Guide for Avaya Distributed Office*.

    Make any necessary changes to the branch information after the synchronization.
3. Define groups of branches that use the same templates. **Managed Objects > Groups.**
4. Define templates for each group of branches. **Managed Objects > Templates.**
5. Distribute templates by group. **Managed Objects > Templates.**
6. Make detailed changes in each branch and each station as needed.
7. For things you can't do with **Central Manager** because of their local nature, use **Local Manager** to connect to the specific branch.

    Note: The Distributed Office Branch Platform can not connect to both Central Manager and Local Manager at the same time.

Work Flow

Work flow in **Central Manager** is based on two models:

- Each set of changes that must be downloaded to one or more branches is stored as a job to be run at a scheduled time. This allows you to set up changes today to be run at midnight Sunday when the office is closed.

  Note:

  Changes associated with a job will not show until the job has finished. This may be confusing when the job has been scheduled to run at a later time.
- For those changes that are local to **Central Manager** (like updating a template), the changes are made directly and immediately upon commitment.

Navigation

All navigation in **Central Manager** uses the **Managed Object Pane**. The following objects (and processes) can be selected:

- Branches
- Stations
- Announcements/AA
  - Announcements
  - Auto Attendants
  - Sub Menus
- Jobs
- Templates
- Groups
- Private Networking
- Utilities
  - Administrators
  - Change Password
  - Bulk Import
  - Backup
  - Alarm Manager
  - Log Viewer
- Maintenance
  - Network Management Console
  - Software Update Manager
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Template & Objects

Almost everything not location dependent on a local telephone system can be set by downloading templates or specific objects. (Location dependent items such as trunks require specific settings depending on what was ordered and what was installed, and do not change.)

The following templates are used for initial system setup:

- **System Parameters Template** - Information about the identity and functioning of the branch hardware.
- **Dial Plan & Feature Access Code Templates** - Define the local Dial-Plan and Feature Access Codes.
- **Password Management Templates** - Define the administrative user accounts and passwords.
- **Voice Mail System Parameters Template** - Information about the voice mail system.
- **Authorization Codes Template** - Defines authorization codes for access to features.

- **SIP Trunk Template** - Defines SIP trunk parameters.
- **Announcements Template** - Defines files associated with announcements.
- **ARS Template** - Defines Automatic Route Selection

The following templates allow setting up each station by function.

- **Station Template** - Each station defined by function for the branch type.
- **Coverage Path Template** - Each coverage path defined by function for the branch type.
- **Voice Mailbox Template** - Each voice mailbox type defined by function for the branch type.

The following objects can be downloaded as required by the branch.

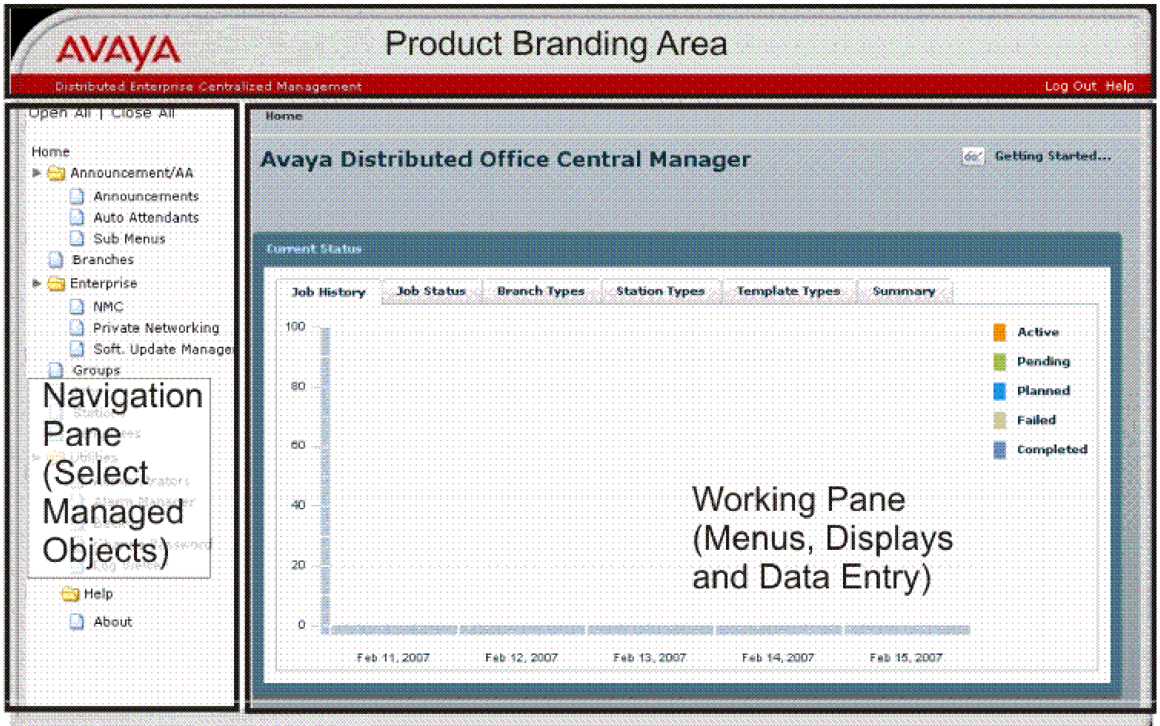
- **Announcements, Auto Attendants and Sub Menus** - Provide similar call processing at multiple branches.
- **Stations** - Provide centralized moves, adds, and changes.

See also:

- Navigation
- Avaya Distributed Office Local Manager (Local Manager)

Screen Layout

The main screen has three areas:



- **Product Branding Area:** Identifies the Avaya software product.
- **Navigation Pane:** Provides links to processing screens for each type of managed object.
- **Working Pane:** Displays menus and lists. Collects data for adding and editing managed objects.

See also:

- Managed Object Pane (Navigation)
- Home Screen (Working Pane)

Navigation Pane

The Navigation Pane on the left contains a list of links to the screens for managed objects. It contains the following links:

- Branches
- Stations
- Announcements/AA
- Announcements
- Auto Attendants
- Sub Menus
- Jobs
- Templates
- Groups
- Private Networking
- Utilities
- Administrators
- Change Password
- Bulk Import
- Backup
- Alarm Manager
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- Help
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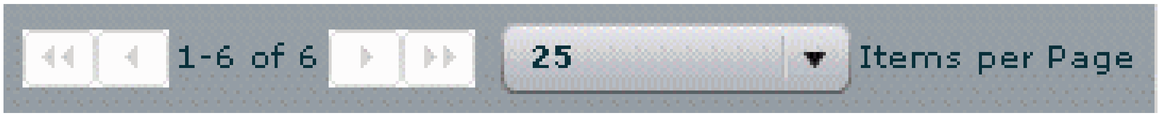
- About DOCM

Working With Lists

Paging Through Lists

Many tables have more rows than will fit on the screen. Paging controls are at the bottom right of every table that may exceed the screen size.



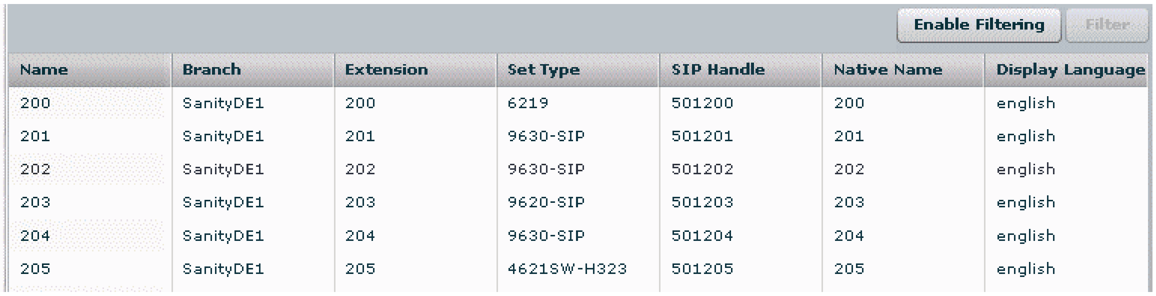
To use paging, set the number of Items per Page (rows) to one of the values on the drop down list, then use the buttons to move between pages.

Button / Field	Action / Description
<<	Go to first page of list.
<	Go to previous page of list.
<first> - <last> of <total>	Shows the first and last row number on this page and the total number of rows in the table.
>	Go to next page of list.
>>	Go to last page of list.
Items per Page	Select the number of items to display per page: • **20** - a maximum of 20 rows appear on each page. You may have to use the vertical scroll bar to view all rows. • **35** - a maximum of 35 rows appear on each page. You may have to use the vertical scroll bar to view all rows. • **50** - a maximum of 50 rows appear on each page. You may have to use the vertical scroll bar to view all rows. • **100** - a maximum of 100 rows appear on each page. You may have to use the vertical scroll bar to view all rows. • **200** - a maximum of 200 rows appear on each page. You may have to use the vertical scroll bar to view all rows.

Filtering Lists

Most tables can be filtered to display a subset of entries that are easier to use than the full table.

The **Enable Filtering** and **Filter** buttons are located at the top-right of each filterable table. The **Filter** button is disabled until you click the **Enable Filtering** button.

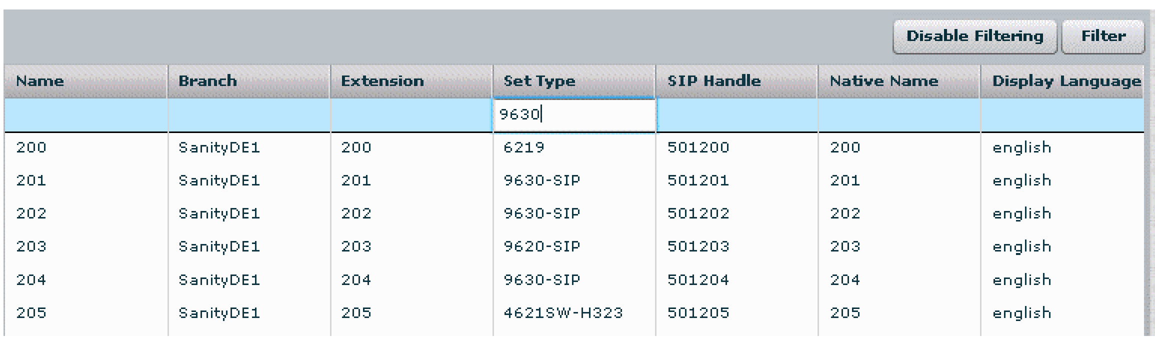


Name	Branch	Extension	Set Type	SIP Handle	Native Name	Display Language
200	SanityDE1	200	6219	501200	200	english
201	SanityDE1	201	9630-SIP	501201	201	english
202	SanityDE1	202	9630-SIP	501202	202	english
203	SanityDE1	203	9620-SIP	501203	203	english
204	SanityDE1	204	9630-SIP	501204	204	english
205	SanityDE1	205	4621SW-H323	501205	205	english

Clicking the **Enable Filtering** button opens a filter row at the top of the table where you can enter examples of what you want to see in each column. In addition to displaying the filter-by-example row, clicking the **Enable Filtering** button changes its button name to **Disable Filtering** and enables the **Filter** button.

Note:

You can sort the list on any column by clicking the column name. Click a second time to reverse the sort order on the same column.



Name	Branch	Extension	Set Type	SIP Handle	Native Name	Display Language
			9630			
200	SanityDE1	200	6219	501200	200	english
201	SanityDE1	201	9630-SIP	501201	201	english
202	SanityDE1	202	9630-SIP	501202	202	english
203	SanityDE1	203	9620-SIP	501203	203	english
204	SanityDE1	204	9630-SIP	501204	204	english
205	SanityDE1	205	4621SW-H323	501205	205	english

Click in each column you wish to filter and enter sample data. Matching starts at the left and continues as far as you type characters.

For example, entering "9630" in the **Set Type** column will filter the table so that only rows containing "9630" in the **Set Type** column will appear.

You may filter by multiple columns simultaneously. When you have entered as many examples of what you want in one or more columns, click the **Filter** button to activate the filter.

Disable Filtering Filter

Name	Branch	Extension	Set Type	SIP Handle	Native Name	Display Language
			9630			
201	SanityDE1	201	9630-SIP	501201	201	english
202	SanityDE1	202	9630-SIP	501202	202	english
204	SanityDE1	204	9630-SIP	501204	204	english

All rows that do not match the filter-by-example values are hidden.

To return the table to its original state, click the **Disable Filtering** button. The table is restored, the filter-by-example row is removed, the button name changes back to **Enable Filtering**, and the **Filter** button is disabled.

Enable Filtering Filter

Name	Branch	Extension	Set Type	SIP Handle	Native Name	Display Language
200	SanityDE1	200	6219	501200	200	english
201	SanityDE1	201	9630-SIP	501201	201	english
202	SanityDE1	202	9630-SIP	501202	202	english
203	SanityDE1	203	9620-SIP	501203	203	english
204	SanityDE1	204	9630-SIP	501204	204	english
205	SanityDE1	205	4621SW-H323	501205	205	english

Refreshing Lists

Central Manager allows multiple simultaneous user logins, and processes jobs asynchronously. Central Manager also receives certain types of configuration information asynchronously or when synchronization with a branch is forced. The **Refresh** button causes the current list display to refresh to show the most recent status of all listed items. This is a convenient way of checking if the most recent action (such as adding or removing a managed object) was successful. The refreshed list screen should show new items and should not show removed items.

To refresh any type of list, click **Refresh**.

All current filtering and paging settings remain in effect for the refreshed page.

Note:

> Changes associated with a job will not show until the job has finished. This may be confusing when the job has been scheduled to run at a later time.

Auto Refresh Job Status List

The **Jobs List** has the ability to auto-refresh. Set the number of **Refreshes per Minute** to a convenient value to track the status of jobs in progress. (Set to "0" to stop auto-refresh.) Maximum 5, default 0.

All current filtering and paging settings remain in effect for the refreshed page.

Note:

> When auto refresh is on, automatic log off for inactivity cannot occur. The inactivity timeout period will not expire.

Working Pane

Home Screen (Working Pane)

This screen provides system status information. The exact display depends on which tab has been selected.

See Also:

- Job History Tab
- Job Status Tab
- Branch Types Tab
- Station Types Tab
- Template Types Tab

Current Status - Job History Tab

This display shows job history for today, the previous two days, and the next two days.

Jobs are categorized as:

- **Active** - running.
- **Pending** - defined, but not yet scheduled.
- **Planned** - scheduled (waiting to run).
- **Failed** - job did not run, or ran partially.
- **Completed** - job finished.

See Also:

- Job Status Tab
- Branch Types Tab
- Station Types Tab
- Template Types Tab

Current Status - Job Status Tab

This screen shows job status for all jobs in the Jobs List. It shows the number of jobs in each category:

- **Pending** - defined, but not yet scheduled.
- **Planned** - scheduled (waiting to run).
- **Active** - running.
- **Completed** - job finished.
- **Failed** - job did not run, or ran partially.

See Also:

- Job History Tab
- Branch Types Tab
- Station Types Tab
- Template Types Tab

Current Status - Branch Types Tab

This screen shows the number of branches of each type (based on branch platform type), and indicates the number of branches that are out-of-sync or whose status is unknown.

Mouse over each segment of the pie to get exact data for that segment.

See Also:

- Job History Tab
- Job Status Tab
- Station Types Tab
- Template Types Tab

Current Status - Station Types Tab

This screen shows the number of stations of each type (based on station templates).

Mouse over each segment of the pie to get exact data for that segment.

See Also:

- Job History Tab
- Job Status Tab
- Branch Types Tab
- Template Types Tab

Current Status - Template Types Tab

This screen shows the number of templates of each type.

Mouse over each segment of the pie to get exact data for that segment.

See Also:

- Job History Tab
- Job Status Tab
- Branch Types Tab
- Station Types Tab

Avaya Distributed Office Local Manager

The Avaya Distributed Office Local Manager provides local management capabilities for the individual branch or store. In the Distributed Office, it is used primarily for setting local parameters such as trunk groups, abbreviated dialing lists, etc., which are not easily accommodated in the Central Manager. It also provides diagnostic utilities that are not available in Central Manager.

Local Manager enables you to manage and maintain the Avaya Distributed Office system located at a branch location.

Using this application, you can:

- manage users (for example, add, modify, and move extensions)
- manage system features
- manage the built-in voice mail system
- manage the built-in automated attendant system
- create system "profiles" that you can program to Avaya Distributed Office systems at other locations in your company
- back up the programming from the system
- restore the programming from a back up
- view and troubleshoot alarms
- view diagnostic information from the Avaya Distributed Office system
- generate reports

The same PC that is logged in to Central Manager can also log in as remote administrator to Local Manager when necessary.

Note: The Distributed Office Branch Platform can only connect to one manager at a time.

Help Center

Central Manager Help Center

Add a New Branch

- Add Branch (Branch Details - General Tab)
- Base Templates
    - Create Dial Plan & FAC Template
    - Create Password Management Template
    - Create General System Parameters Template
    - Create Voice Mail System Parameters Template
    - Set Branch Base Templates (Branch Details - Templates Tab)
    - Create ARS Template
    - Create SIP Trunk Template
    - Create Authorization Codes Template
- Coverage Path Templates
    - Create Coverage Path Templates
    - View Coverage Path Templates in use at a Branch
    - Set Branch Coverage Path Templates (Station Details - General Tab)
- Auto Attendants
    - Setting up Auto Attendants and Announcements
    - Create or Select Auto Attendants
    - Create or Select Sub Menus
    - Create or Select Announcements
    - Distribute Auto Attendants, Sub Menus, and Announcements to the new branch (Auto Attendants List, Sub Menus List, Announcements List)
- Stations
    - Create Station Templates
    - Distribute Station Templates to the new branch (Templates List)
    - Define Stations
        - Station Details - General Tab
        - Station Details - Abbreviated Dialing Tab
        - Station Details - Voicemail Tab
        - Station Details - Groups Tab
        - Station Details - Template/Parameters Tab
        - Station Details - Template/Phone Tab

Moves, Adds, and Changes

- Stations List
  - Station Details - General Tab
  - Station Details - Abbreviated Dialing Tab
  - Station Details - Voicemail Tab
  - Station Details - Groups Tab
  - Station Details - Template/Parameters Tab
  - Station Details - Template/Phone Tab

Auto Attendants

- Setting up Auto Attendants and Announcements
- Auto Attendants List
- Sub Menus List
- Announcements List

Templates

- Templates List
  - Announcement Template
  - ARS Template
  - Authorization Codes Template
  - Coverage Path Template
  - Dial Plan & FAC Template
  - Password Management Template
  - SIP Trunk Template
  - Station Template
  - System Parameters Template
  - Voice Mail System Parameters Template
  - Voice Mailbox Template

Utilities

- Administrators
- Alarm Manager
- Backup
- Change Password
- Log Viewer
- Bulk Import

Maintenance

- Network Management Console
- Software Update Manager
- Configuration Manager

Branches

Branches List

This screen displays a list of branches.

Column	Displays
Name	Administered branch name.
IP Address	Administered branch IP address
Location	Administered description of the location of the branch.
Gateway Type	• **i40** • **i120**
Version	Gateway firmware version number.
Prefix	A fixed-length dialing code for access to the branch.
Synced?	**Yes** indicates that the branch hardware and software configuration has been copied to the Central Manager data repository (database). **No** indicates that one or more jobs are scheduled to download to the branch. **Unknown** indicates that communication with the branch has been lost.
Notes	Comments added when creating or modifying the branch to help clarify its purpose or use.

Button	Action
Add	Opens **Branch Details** screen to add a new branch.
Edit	Opens **Branch Details** screen pre-populated with the highlighted branch.
Remove	Deletes the highlighted branch.
Force Sync	Central Manager requests synchronization information from the highlighted branch. The synchronization becomes a scheduled job and can be scheduled to run after other update steps.

Action	See
Filtering	Filtering Lists
Paging	Paging Through Lists
Refresh	Refreshing Lists

Adding a Branch

1. Navigate to the **Branches List** screen: **Managed Objects > Branches.**
2. Click **Add** to open the **Branch Details** screen.
3. Fill in the **IP Address, Admin Username,** and **Admin Password.**
4. Click **Test Connectivity.** The Central Manager checks connectivity and verifies **Admin Username,** and **Admin Password** by logging in.
5. Click **Save Changes** to add the new branch to the **Branches List**. The Central Managers requests a full synchronization with the local branch hardware and software. The remaining fields are filled in with information obtained from the branch during the synchronization. The full synchronization also enables the **Templates, Coverage Path Templates,** and **Auto Attendant** tabs.
6. Fill in any necessary information on the **Templates** and **Coverage Path Templates** tabs. The remaining fields on the **General** and **Auto Attendants** tabs are display only.
7. Click **Save Changes** to update the branch with any changed information. This may also schedule jobs to download changes to the branch.

Editing a Branch

1. Navigate to the **Branches List** screen: **Managed Objects > Branches.**
2. Click an existing branch to highlight its row.
3. Click **Edit** (or double-click the row). The **Branch Details** screen displays the highlighted branch.
4. Make changes as necessary to the information on the **General**, **Templates**, and **Coverage Path Templates** tabs. **The Auto Attendants** tab is display only..
5. Click **Save Changes** to update the branch in the **Branches List**. This may also schedule jobs to download changes to the branch.

Removing a Branch

1. Navigate to the **Branches List** screen: **Managed Objects > Branches.**
2. Click an existing branch to highlight its row.
3. Click **Remove.** A **Confirm Removal** dialog box displays.

4. Click **Continue** to confirm the deletion.

Forced Synchronizing a Branch

1. Navigate to the **Branches List** screen: **Managed Objects > Branches.**
2. Click an existing branch to highlight its row.
3. Click **Force Sync.** Central Manager will request synchronization information from the branch.

Branch Details - General Tab

This screen configures general information about the branch. When adding a branch, you specify **IP Address, Admin Username,** and **Admin Password.** For a new branch, when you click **Save Changes**, the Central Managers requests a full synchronization with the local branch hardware and software. The other fields are filled in with information obtained from the branch during the synchronization. The full synchronization also enables the **Templates, Coverage Path Templates,** and **Auto Attendant** tabs.

Global Button	Action (Applies across all tabs)
Save Changes	Saves changes to the branch in the **Branches List**. Schedules any job necessary to synchronize edited fields or to synchronize new branches.
Cancel	Returns to the **Branches List** screen without adding or updating the displayed branch.

Field	Contains before Synchronization
Branch Name	Administered branch name. (This field is not required. It will be filled upon synchronization.)
IP Address	Administered branch IP address. Required.
Admin Username	Administrator's account name. Required.
Admin Password	Administrator's password. Required.

Field	Displays after Synchronization
Branch Name	Administered branch name.
IP Address	Administered branch IP address. Not editable.
Admin Usename	Administrator's account name. Not editable.
Admin Password	Administrator's password. Not editable.
Branch	Administered description of the location of the branch.

Location	
Firmware Version	Firmware version on the branch platform. Display only.
Country Name	The country where the branch platform is located. Display only.
Extension Length	Number of digits in extensions. Display only.
Voicemail Extension	Extension for branch general mailbox. Display only.
Announcement Extension	The extension assigned to the general branch announcement.
Operator Number	The extension assigned to the branch operator.
Contact Information	Administrable name and contact information for the branch.
Notes	Comments added when creating or modifying the branch to help clarify its purpose or use.
Include in Private Network	This box must be checked if this branch is not a standalone location and you wish it to be able to send and receive SIP messages in your network.
Branch Prefix	This is the unique number identifying this branch to other locations for routing purposes. It must be the same number of digits in length as all other branch prefixes in your Distributed Office network.
Number of PN Trunks	This value represents the limit of simultaneous private-network calls, and may depend on network bandwidth or IP call quality considerations, or on the individual branches' PN communication needs. You may wish to verify with your enterprise's network administrator that the number you use here is appropriate. (This can be configured for each branch platform; the range is 1 to 40, with a default value of 20.)

Button	Action
Select Device...	Opens a list of branches found on the Network Management Console. Lists only those locations in your network that have not already been configured as branches in Central Manager. Select a name and/or IP Address from the list that you want to add as a branch location, and then click **OK** to populate the fields. You must still specify the **Admin Username** and **Admin Password**.

Test Connectivity...	Tests network connectivity and login access to the branch. Any errors are indicated in a pop-up message box. **Note:** *You should test connectivity for each branch as you add it.*

Branch Details - Templates Tab

This screen provides a list of the major templates that have been assigned to the branch, and indicates which of them need to be distributed to the branch.

Global Button	Action (Applies across all tabs)
Save Changes	Saves changes to the branch in the **Branches List**. Schedules any job necessary to synchronize edited fields or to synchronize new branches.
Cancel	Returns to the **Branches List** screen without adding or updating the displayed branch.

Field / Column	Description
Dial Plan/FAC	Drop-down list of available **Dial-Plan/FAC** templates. List box shows currently assigned template.
Password Management	Drop-down list of available **Password Management** templates. List box shows currently assigned template.
Voice Mail System Parameters	Drop-down list of available **Voice Mail System Parameters** templates. List box shows currently assigned template.
System Parameters	Drop-down list of available **System Parameters** templates. List box shows currently assigned template.
SIP Trunk	Drop-down list of available **SIP Trunk** templates. List box shows currently assigned template. This field appears only for branches running *Local Manager Release 1.2* or later.
ARS	Drop-down list of available **ARS** templates. List box shows currently assigned template. This field appears only for branches running *Local Manager Release 1.2* or later.
Authorization Codes	Drop-down list of available **Authorization Codes** templates. List box shows currently assigned template. This field appears only for branches running *Local Manager Release 1.2* or later.
Distribute	When checked, indicates that one of the selected templates should be scheduled for a download. When you click **Save Changes**, a job will be scheduled.
Version	Version of the selected template that was last downloaded.

Status	• **In sync** • **Out of sync (Template change)** Template modified but not yet downloaded. • **Out of sync (Branch change)** Modified by Local Manager and not yet synched.

Button	Action
Save Changes	Saves changes to the branch in the **Branches List**. May schedule a job to download changes.
Cancel	Returns to the **Branches List** screen without adding or updating the displayed branch.

Branch Details - Coverage Path Templates Tab

This screen configures coverage path templates for the branch.

Global Button	Action (Applies across all tabs)
Save Changes	Saves changes to the branch in the **Branches List**. Schedules any job necessary to synchronize edited fields or to synchronize new branches.
Cancel	Returns to the **Branches List** screen without adding or updating the displayed branch.

Column	Description
Coverage Path Templates for Branch <IP address>	
Name	Administered coverage path template name.
Status	Status of the distribute or retract jobs: **Planned, Active, Completed, Failed**.
Distribute	**Yes** indicates that the coverage path template in the same row is to be downloaded to the branch. The coverage path template is queued for association with this branch. **Note:** A coverage path template is queued to a branch when it is used in a station at the branch. Saving the station generates jobs to download the station details and distribute the coverage path template to the branch. Completion of the distribute job updates this table.
Retract	**Yes** indicates that a job has been scheduled to remove the coverage path template from the branch. When the last station in the branch using the coverage path template has been updated to a different coverage path, saving that station generates jobs to download the station details and retract the coverage path template from the branch. Completion of the retract job updates this table.

Branch Details - Auto Attendants Tab

This screen displays a list of auto attendants defined in the branch. All information is display-only. For information about distributing auto attendants, please see: Auto Attendants List.

Global Button	Action (Applies across all tabs)
Save Changes	Saves changes to the branch in the **Branches List**. Schedules any job necessary to synchronize edited fields or to synchronize new branches.
Cancel	Returns to the **Branches List** screen without adding or updating the displayed branch.

Column	Displays
Auto Attendants	
Name	Administered auto attendant name. The **Name** of the most recently distributed auto attendant when **Version** is specified, or, when **Version** is empty, the original auto attendant at the branch equipment.
Number	System assigned ID number (1-4 within the branch).
Version	Latest version of the auto attendant downloaded.
Status	• **N/A** - No template. • **in sync** • **out of sync**
Sub Menus	
Name	Administered sub menu name. The **Name** of the most recently distributed sub menu when **Version** is specified, or, when **Version** is empty, the original sub menu at the branch equipment.
Number	System assigned ID number (1-99 within the branch).
Version	Latest version of the sub menu downloaded.
Status	• **N/A** - No template. • **in sync** • **out of sync**

Stations

Stations List

This screen displays a system-wide list of stations. Use the Filter for a smaller subset.

Synchronization jobs are generated whenever **Add**s, **Edit**s, or **Remove**s are made to this list.

Column	Displays
Name	Administered user or station name.
Branch	Branch containing the user or station.
Extension	User's or station extension number.
Set Type	Station set type.
IM Handle	Displays the user's IM handle.
Native Name	The user or station name as it will display as calling party at other stations.
Display Language	The language in which display messages will appear on the telephone set at this extension. Possible values are: • **English** • **French** • **Italian** • **Spanish** • **Unicode** Unicode is the translation in the loaded Unicode file (avaya_unicode.txt). Refer to Phone Message Files for more details.

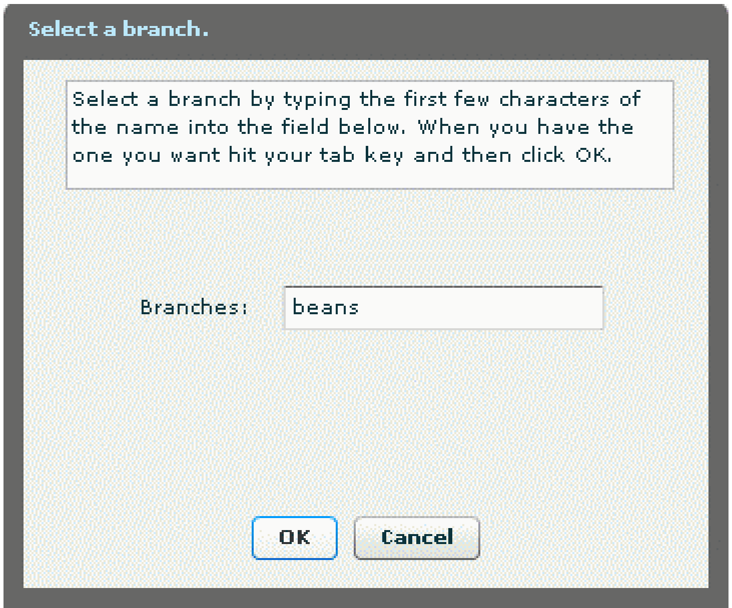
Button	Action
Add	Opens **Station Details** screen to add a new station.
Edit	Opens **Station Details** screen pre-populated with the highlighted station.
Remove	Deletes the highlighted station.

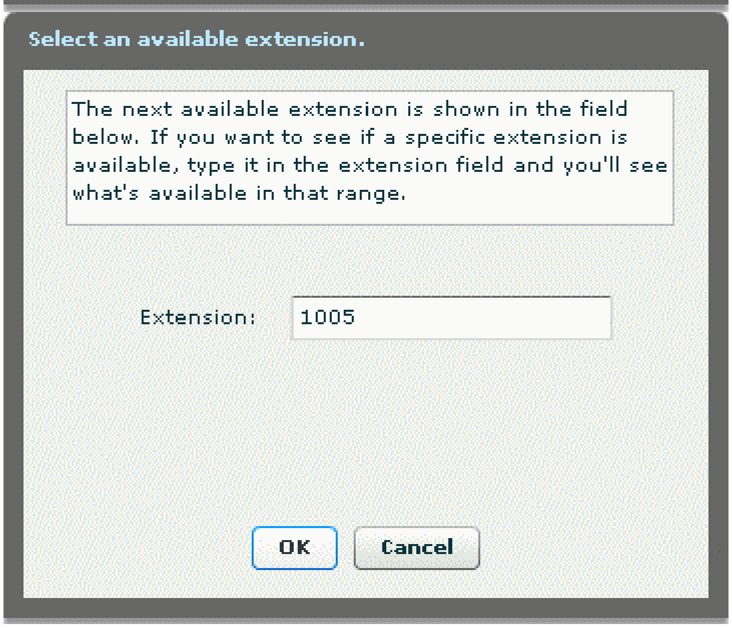
Duplicate	Adds a new station that is a duplicate of the highlighted station except for the station **Name** and **Extension**.

Action	See
Filtering	Filtering Lists
Paging	Paging Through Lists
Refresh	Refreshing Lists

Adding a Station

1. Navigate to the **Stations List** screen: **Managed Objects > Stations.**
2. Click **Add**. The **Add Station** dialog box will request the new **Branch** and **Extension**.

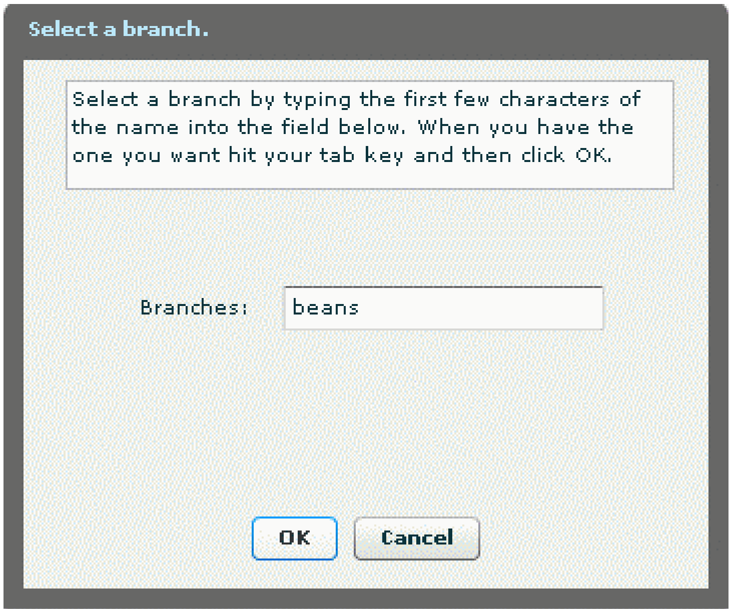


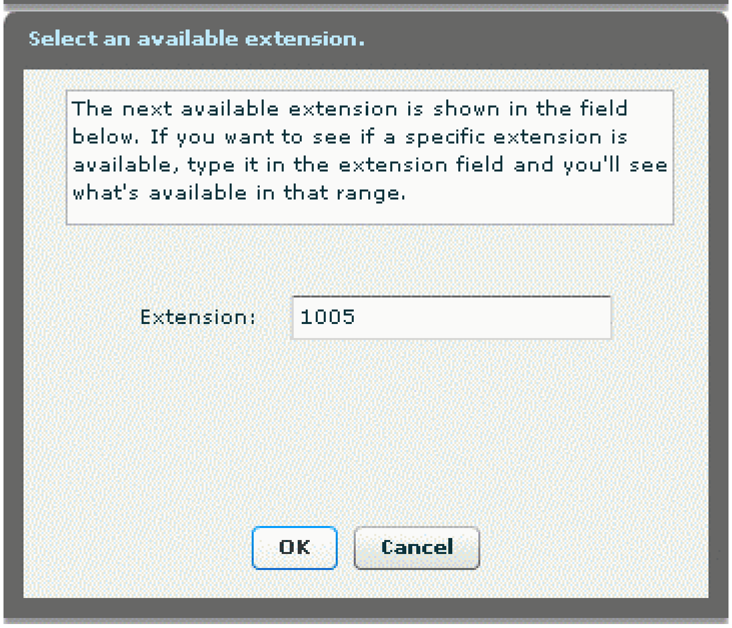


3. Enter the required information and click **OK** to open the **Station Details** screen, or click **Cancel** to return to the **Stations List** screen immediately.
4. Fill in the remaining information on the **General**, **Voicemail**, and **Abbreviated Dialing** tabs.
5. Click **Save Changes** to add the new station to the **Stations List**.

Duplicating a Station

1. Navigate to the **Stations List** screen: **Managed Objects > Stations.**
2. Click an existing station to highlight its row.
3. Click **Duplicate**. The **Add Station** dialog box will request the new **Branch** and **Extension**.





4. Enter the required information and click **OK** to open the **Station Details** screen, or click **Cancel** to return to the **Stations List** screen immediately.
5. The remaining information on the General, Voicemail, and Abbreviated Dialing tabs is duplicated from the highlighted station.
6. Make any changes as necessary.
7. Click **Save Changes** to add the new station to the **Stations List**.

Editing a Station

1. Navigate to the **Stations List** screen: **Managed Objects > Stations.**
2. Click an existing station to highlight its row.
3. Click **Edit**. The **Station Details** screen displays the highlighted station.

4. Make changes as necessary to the information on the **General**, **Voicemail**, and **Abbreviated Dialing** tabs.
5. Click **Save Changes** to update the station in the **Stations List**.

Removing a Station

1. Navigate to the **Stations List** screen: **Managed Objects > Stations.**
2. Click an existing branch to highlight its row.
3. Click **Remove.** A **Confirm Removal** dialog box displays.
4. Click **Continue** to confirm the deletion.

Station Details - General Tab

This screen configures general information about a station.

Global Button	Action (Applies across tabs)
Save Changes	Saves changes to the station in the **Station List**. May schedule a job to download update to branch.
Cancel	Returns to the **Station List** screen without adding or updating the displayed station.

Field	Description
Last Name	Enter the station user's last name.
First Name	Enter the station user's first name.
Native Name	Enter the name that displays on this telephone set. This may differ from the **Name (ASCII)** field if the display language selected for this station uses non-ASCII characters.
Last, First?	Check this option to generate the **Name (ASCII)** field as the **Last Name** followed by a comma, a space, and the **First Name**. Leave unchecked to generate the **Name (ASCII)** field as **First Name** followed by a space and **Last Name**.
Name (ASCII)	Administered user or station name. Enter the name that will be displayed on other telephones when the user makes a call (that is, the calling name for internal calls). This name will be displayed in the directory for this user. This is a required field. If you do not want to include the user's name in the directory, enter the tilde character (~) as the first two characters before entering the name (for example, ~~John Smith).
Branch Name	Display only.
Extension	Select the extension you want to assign to the user. Only available extensions are displayed. If you are adding a new user, the first available extension is selected by default
Security Code	Enter the security code you want to assign to this extension. This field is enabled only if an Analog or H323 set is selected in the Set Type box.
Authorization	A private authorization code can be associated with a user. When a

Code	private authorization code is associated with a user, it will show in the Authorization Codes page with the **Branch User Privileges** value defined on this tab.
EC500	Select this checkbox to enable the Extension to Cellular (EC500) feature. When the feature is active, calls will be routed to a specified cellular number. **Note:** When the branch platform is located in India, you cannot select both EC500 (on this tab) and IP Softphone (on the Station Template/Station Parameters tab) for the same phone.
Cellular Number	The cellular number to which calls are routed when the EC500 feature is active.
IM Handle	Enter the user's IM handle. Also used for Instant Messaging (IM). This field is enabled only for softphone types that have IM capability.
Branch User Privileges	Select the privilege level you want to assign to the user. The privilege level determines the features the user can use and the activities in which the user can participate. Choices are: • **Admin** This is the highest (least restrictive) privilege level. The user has access to all possible privileges for all features. Avaya recommends that only a limited number of users on each site have this level of access. • **High** This privilege level is usually assigned to executives and managers. Permissions are the same as that of the Admin level, but this level cannot invoke features on behalf of other telephones. • **Medium** This privilege level is assigned to generally trusted staff at the branch. Permissions are similar to the privileges of a High-privileged user, but this level cannot forward calls to outside numbers, initiate a trunk-to-trunk transfer with two public trunks, or make toll calls. A Medium-privileged user also cannot override restrictions on conference, transfer, or forward calls. • **Low** This is a limited privilege level that is usually assigned to extensions in a common room. For example, a Low-privileged user level might be assigned to a telephone in a break room. A Low-privileged user cannot access voice mail, call forwarding, priority calling, data privacy, or directed call pickup. • **None** This is the lowest (most restrictive) privilege level. The No

	privilege level is similar to the Low privilege level with some additional restrictions. For example, a No-privileged user level might be assigned to a telephone in a copy room or a lobby. A No-privileged user can only make calls to emergency numbers and internal extensions.
Station Template	Select a station template. The drop-down list contains available station templates for the branch. Until specified, this is blank, and the station definition for existing stations comes from the branch synchronization.
Station Type	The assigned station type. Determined by the selected **Station Template**.
Coverage Path	Select a coverage path template. The drop-down list contains available coverage path templates. **Note** The template must be distributed to the branch before it can be assigned to a station. **Note** When the branch platform is located in India, the coverage path cannot contain any coverage points that are "remote," including collective ringing groups. A station may not have both **EC500** and a **Coverage Path**.
Display Language	Select the language in which display messages will appear on the telephone set at this extension. Choices are: • **English** • **French** • **Italian** • **Spanish** • **Unicode** Unicode is the translation in the loaded Unicode file (avaya_unicode.txt). Refer to Phone Message Files for more details.
Station Port	The drop-down list contains available ports for the station type. SIP and H323 stations always show **IP**. Analog stations may show a specific port or **X** indicating that the port will be assigned later.
Call Waiting Indication	When checked, call waiting indication is sent to the set. Applies to single-line sets.

Button	Action
Select (branch)	Displays a list of branch names for selection.
Select (extension)	Displays a list of available extensions within the selected branch.

Station Details - Abbreviated Dialing Tab

This screen configures abbreviated dialing group information for a station.

Global Button	Action (Applies across tabs)
Save Changes	Saves changes to the station in the Station List. May schedule a job to download update to branch.
Cancel	Returns to the Station List screen without adding or updating the displayed station.

Field	Description
Abbreviated Group Dialing List	Drop-down list contains available abbreviated group dialing lists for the station.
Hot Line Abbreviated Dialing List	The Hot Line Service feature uses abbreviated dialing to connect a target destination as soon as you lift the handset. The call is immediately routed to the stored number as if you dialed the call. For example, customer service telephones throughout a large retail store might immediately connect to a store operator. You can use Hot Line Service on analog telephones only. This field and **Hot Line Target** are disabled for other telephone types. For automatic dialing, the Abbreviated Dialing List that contains the hot line number.
Hot Line Target	The dial code within the selected Abbreviated Dialing List that identifies the hot line dial string. Disabled for non-analog telephone sets.

Station Details - Voicemail Tab

This screen configures station voice mail information.

Global Button	Action (Applies across tabs)
Save Changes	Saves changes to the station in the **Station List**. May schedule a job to download update to branch.
Cancel	Returns to the **Station List** screen without adding or updating the displayed station.

Field	Description
Personal Mailbox	**S**elect the type of mailbox you want to assign to the user. Choices are: • **None** - the user does not have a voicemail mailbox, and all of the remaining fields on this screen are disabled. • **Local Voice Mail** - the user's mailbox is on the branch platform. • **Remote Voice Mail** - the user's mailbox is on a remote mail server. Choosing this option requires additional configuration on the remove voice mail server. Deleting this station will not delete the user account on the remote voice mail server.
User Voice Mail Template	Select a voice mail template. Drop-down list contains available user voicemail template choices for this branch. This field is enabled only when **Local Voice Mail** has been selected for **Personal Mailbox**.

Station Details - Groups Tab

This screen configures groups to which the station belongs. It allows assignment of groups to stations.

Global Button	Action (Applies across tabs)
Save Changes	Saves changes to the station in the **Station List**. May schedule a job to download update to branch.
Cancel	Returns to the **Station List** screen without adding or updating the displayed station.

Field	Description
Group Type	• **Collective Ringing Groups** • **Hunt Groups** • **Intercom Groups** • **Paging Groups** • **Pickup Groups**
<type> Groups on Branch	Displays a list of groups of **Group Type** at this branch where this extension is not a member.
Add new station to these <type> Groups	Displays a list of groups of **Group Type** where this extension is a member.

Button	Action
>	Move the highlighted groups from the **Groups on Branch** list to the **Add new station to these groups** list.
>>	Move ALL groups from the **Groups on Branch** list to the **Add new station to these groups** list.
<	Remove the highlighted groups from the **Add new station to these groups** list to the **Groups on Branch** list.
<<	Remove ALL groups from the **Add new station to these groups** list to the **Groups on Branch** list.

Station Details - Station Template Tab - Station Parameters

This screen configures parameters for the specific station.

Global Button	Action (Applies across tabs)
Save Changes	Saves changes to the station in the **Station List**. May schedule a job to download update to branch.
Cancel	Returns to the **Station List** screen without adding or updating the displayed station.

Field	Description
Audible Message Waiting	Select this check box if you want the user to receive stutter dial tone when the user has a waiting message and goes off-hook.
Idle Appearance Preference	Select this check box if you want the user to connect to an idle call appearance when the user goes off-hook. An idle call appearance will be selected even if there is a ringing incoming call on the telephone. If you want the user to connect to the ringing call when the user goes off-hook, make sure the check box is not selected.
Expansion Module	Enabled based on **Set Type** for sets that can accept supported expansion modules. When checked, indicates that an expansion module is present and features should be assigned to the expansion module buttons.
IP Softphone	Select this check box if you want to allow the user to use Avaya IP Softphone to "take over" (log into) the extension. When the user logs into the extension with Avaya IP Softphone, the user's IP telephone is out of service. **Note:** When the branch platform is located in India, you cannot select both EC500 (on the General tab) and IP Softphone (on the this tab) for the same phone.
Restrict Last Appearance	Select this check box if you want to restrict the last idle call appearance for incoming priority calls and outgoing call originations only.

Specific Line Select FAC Allowed.	Check this box to enable the user to dial the Specific Line Originate FAC or Specific Line Pickup FAC to access an Outside Line Group (without requiring use of a Line Appearance button). When this box is not checked, the feature is not available to the user's telephone.

Station Details - Template/Phone Tab

This screen configures button information for the station.

For single line telephone sets, one button is shown with a limited number of choices. For multi-button sets, specific pictures show all configurable buttons where they appear on the set. Select the button for a drop-down list of assignable features. In all cases, the available selections are dependent upon the telephone set selected and the system configuration. The selections are also subject to limits on the same telephone set, in the same group, or on a per system basis.

Global Button	Action (Applies across tabs)
Save Changes	Saves changes to the station in the **Station List**. May schedule a job to download update to branch.
Cancel	Returns to the **Station List** screen without adding or updating the displayed station.

Field	Description
<button number>	Button number (not always present).
<button assignment>	Drop-down list contains available assignments for button.

Button Assignments for Single-Line Sets

Single-line sets have a very limited set of possible button assignments.

Assignment	
Unused	**Bridged Appearance**
Analog Bridged Appearance	**Call Appearance**

Button Assignments for Multi-Line Sets

Multi-line sets have a wide set of possible buttons assignments. In all cases, the available selections are dependent upon the telephone set selected and the system configuration. The selections are also subject to limits on the same telephone set, in the same group, or on a per system basis. (Selections disappear from the drop-down list when limits have been reached.)

Assignment

Unused	Call Appearance	Dial Intercom	MCT Control
Analog Bridged Appearance	Call Displayed Number	Directory	Next
Abbreviated Dialing	Call Forward (All Calls)	Directed Call Pickup	Priority
Account	Call Forward (Busy/Don't Answer)	EC500	Ringer Cutoff
Abbreviated and Delayed Ring	Call Park	Exclusion	Send All Calls
Automatic Message Waiting	Call Pickup	Extend Call to Cellular	Facility Test Call Alarm
Automatic Call Back	Conference Display	Far-End Mute	Trunk ID
Automatic Intercom	Consult	Group Page	Trunk Name
Bridged Appearance	CPN Block	Inspect	Busy Verification
Busy Indication	Crisis Alert	Line Appearance	Voice Announce Answer
Busy Indication and Transfer	Date and Time	MCT Activation	Whisper Page Activation
			Whisper Page Answerback

Announcements/AA

Setting Up Auto Attendants and Announcements

Announcements are handled in Central Manager based on tables of different types of announcements that are downloaded to branch platforms. The emphasis is on reusing the same tables for multiple branches. A different model is used by Local Manager that relates announcements to where they are used. As a result, both announcements and automated attendants are handled somewhat differently in the two managers.

There are four types of announcements in Central Manager:

- **System Announcements** - Local Feature Server announcements.
- **Auto Attendant Announcements** - Local Voice Mail/Local Auto Attendant announcements.
- **Prompt** - Auto Attendant Day Menu, Night Menu, Sub Menu, or Temporary Greeting prompts.
- **System Language Files** - Language Packs.

Central Manager treats all announcement types the same way to promote usability for multiple branches.

Local Manager treats each announcement type differently for convenience in defining local systems.

Since the same administrator will likely use both Central Manager and Local Manager, it is important to understand how they differ. The descriptions in the Central Manager column will help you understand the work flow in setting up auto attendants and announcements.

Item	Description	Invoked by	Local Manager	Central Manager
Day Menu / Night Menu / Temp Greeting	One of four auto attendants in a branch. Day Menu, Night Menu, and Temp Greeting each have up to two prompts (Primary and Secondary).	Call to auto attendant's extension starts Day Menu, Night Menu, or Temp Greeting prompt. Response to the prompt is interpreted by Day Menu or Night Menu digit selections.	Prompt is selected on the same tab where Day/Night Menu actions are defined. Temporary Greeting is selected on same tab as Temporary Schedule actions are defined. ***Menu has Prompt attached to it. The same prompt may be attached to multiple menus.***	Prompts are listed in a table. Selecting a prompt allows specification of which menu, sub menu, or temp greeting is associated with the prompt. ***Prompt has Menu attached to it. The same prompt may have multiple menus attached.***
Sub Menu	One of 98 sub	Selection of	Sub menus are	Sub menus are

	menus of the four auto attendants. Referenced by index from the Day or Night Menu when used.	**Play a Sub Menu** on Day Menu, Night Menu, or another Sub Menu starts sub menu prompt for the new sub menu. Response is interpreted by new Sub Menu digit selections.	selected on higher level menus or sub menus. ***Prompts are selected on the same tab where the Sub Menu actions are defined.***	selected on higher level menus or sub menus. ***Prompts are specified by selecting from a table and attaching a Menu or Sub Menu.***
Prompt - An auto attendant menu or submenu prompt or temporary greeting.	Prompt identifying the digit selections on the Day or Night Menu, or used as the Temp Greeting instead.	A call to the AA starts Day Menu, Night Menu, or Temp Greeting prompt. Selection of **Play a Sub Menu** starts sub menu prompt for the new sub menu.	No special handling required. ***Menu has Prompt attached to it. The same prompt may be attached to multiple menus.***	Prompts are listed (general announcements, type **Prompt**) and must be downloaded to branch platform. Selecting a prompt allows specification of which menu, sub menu, or temp greeting are associated with the prompt. ***Prompt has Menu attached to it. The same prompt may have multiple menus attached.***
Auto Attendant Announcement - Local Voice Mail/Local Auto Attendant announcements.	One of 98 (dual language) announcements referenced by index from a Day Menu, Night Menu, or Sub Menu.	Selection of **Play an Announcement** on Day Menu, Night Menu, or a Sub Menu plays the announcement selected.	Announcements are listed (under Auto Attendant) and must be downloaded to branch platform.	Announcements are listed (general announcements, type **LVM/LAA**) and must be downloaded to branch platform.
System Announcement - Local Feature Server announcements.	An announcement that plays when a specific extension receives a call.	Connecting to the designated extension plays announcement.	Announcements and extensions are listed under Media Services (Announcements) and must be downloaded to branch platform.	Announcements are listed (general announcements, type **LFS**) and must be downloaded to branch platform.

			Announcement characteristics are specified with announcement.	***Announcement characteristics are specified by an associated template.***
System Language Files - Language Packs.	Platform associated announcements.	Platform activities.	***Language pack is loaded using the firmware update facility.***	***Announcements are listed (general announcements, type* System Language Files*) and must be downloaded to branch platform.***

Note:

In Central Manager, the Announcement - Select Tab and Announcements List change format depending on the type of announcement specified in the drop-down list. In Local Manager, each announcement type is specified on a different screen related to how the announcement is used.

Announcements

Announcements List

This screen displays a list of announcements stored at each branch filtered by **Announcement Type**.

Note:

Selecting an announcement type in the **Announcement Type** drop-down list changes the format of this screen as appropriate for the selected announcement type.

Field	Description
Announcement Type	Filters the list by type of announcement: • **System Announcement** - Local Feature Server announcements (System Announcements initiated by connecting to an extension). • **Auto Attendant Announcement** - Local Voice Mail/Local Auto Attendant announcements (**Play an Announcement** digit select). • **Prompt** - Auto attendant Day Menu, Night Menu, Sub Menu, or Temporary Greeting prompt. • **System Language Files** - Language Packs. **Note:** Selecting an announcement type changes the format of this screen as appropriate for the selected announcement type.

Column	Displays
System Announcements	
Extension	The extension that plays this announcement.
Branch Name	Administered branch name at which this announcement resides.
Name	Administered announcement name.
Size (sec)	Length of the announcement in seconds.
Notes	Comments added when creating or modifying the announcement to help clarify its purpose or use.
Auto Attendant Announcement	
Index	The announcement number.

Branch Name	Administered branch name at which this announcement resides.
Primary Name	Administered name of the .wav file containing the announcement in the primary language.
Primary Size (sec)	Announcement length in seconds.
Primary Notes	Comments added when creating or modifying the announcement to help clarify its purpose or use.
Secondary Name	Administered name of the .wav file containing the announcement in the secondary language.
Secondary Size (sec)	Announcement length in seconds.
Secondary Notes	Comments added when creating or modifying the announcement to help clarify its purpose or use.
Prompt	
Index	The prompt number.
Subtype	• **Day Menu** • **Night Menu** • **Temp Menu** • **Sub Menu.**
Branch Name	Administered branch name at which this prompt resides.
Primary Name	Administered name of the .wav file containing the announcement in the primary language.
Primary Size (sec)	Announcement length in seconds.
Primary Notes	Comments added when creating or modifying the announcement to help clarify its purpose or use.
Secondary Name	Administered name of the .wav file containing the announcement in the secondary language.
Secondary Size (sec)	Announcement length in seconds.
Secondary Notes	Comments added when creating or modifying the announcement to help clarify its purpose or use.
System Language Files	

Branch Name	Administered branch name at which this language pack resides.
Primary Name	Administered name of the .lng file containing the language pack.
Primary Notes	Comments added when creating or modifying the language pack to help clarify its purpose or use.
Secondary Name	Administered name of the .lng file containing the language pack.
Secondary Notes	Comments added when creating or modifying the language pack to help clarify its purpose or use.

Button	Action
Add	Opens the **Announcements - Upload Tab** to add new announcements.
Remove	Deletes the highlighted announcement.

Action	See
Filtering	Filtering Lists
Paging	Paging Through Lists
Refresh	Refreshing Lists

Recording Announcements

Announcements can be recorded with a third party sound recording program. For best results, the parameters should be set as follows:

Announcement Type	Acceptable Format	Bit Rate
System Announcement	A-law Mu-law	64kbps (8 kHz, 8 Bit, Mono)
Auto Attendant Announcement	PCM (.wav files)	64kbps (8 kHz, 8 Bit, Mono)
Prompt	PCM (.wav files)	64kbps (8 kHz, 8 Bit,

		Mono)
System Language Files	Language Pack (.lng files)	Not/Applicable

Note:

Failure to format the files properly is indicated by an error message that says a file could not be uploaded. Check the format of the files before attempting other remedies.

Files will require about 7kb/sec.

After announcements have been recorded, they can be imported and distributed through the **Announcements - Upload Tab**, **Announcements Select Tab**, and **Announcements - Distribute Tab** screens.

Adding New Announcements (Uploading)

1. Navigate to the **Announcements List** screen: **Managed Objects > Announcements/AA > Announcements.**
2. Click **Add** to open the **Announcements - Upload** screen.
3. Click **Browse** to open a **File Open** dialog box.
4. Locate and highlight one or more new announcement files.
5. Click **Open**.

   The selected files will be copied to the list in the lower part of the **Announcements - Upload** screen.
6. Repeat steps 3, 4 and 5 as necessary.
7. When the list in the lower part of the **Announcements - Upload** screen is complete, Click **Upload Selected Files**.

   The files listed on the lower part of the **Announcements - Upload** screen are added to the **Announcements - Select** screen. They will not be visible unless the **Select Type** field on the **Announcements - Select** screen matches the **Associate Type** field on the **Announcements - Upload** screen when the announcements were uploaded.
8. Click the **Select** tab.
9. On the **Select** tab, select the announcements to be distributed. You may filter the **Available Announcements** list by **Select Type**. You may select by using the buttons provided.
10. Click the **Distribute** tab.
11. On the **Distribute** tab, select the branches to receive the previously selected announcements. Use the checkboxes to select:
    - **All Branches** - Distributes the selected announcements to all branches. When **All Branches** is selected, the following options are disabled.
    - **The following selected groups** - Highlight one or more groups. Highlight a single group by clicking on it. Highlight a range by clicking the starting group and shift-clicking the ending group. Add to selected groups by ctrl-clicking additional groups.

- **Additional branches selected below** - Branches (or highlighted groups) are selected by moving them from the **Available Branches** list to the **Selected Branches** list. You can select or deselect branches by dragging and dropping them between the lists, or you can use the buttons provided

12. Click **Save Changes** to schedule a job to distribute (download) the selected announcement files to the selected branches. Specify in the scheduling dialog box when you want the job to run. Click **Cancel** to return to the **Announcements List** page without distributing the announcements.

Removing an Announcement

1. Navigate to the **Announcements List** screen: **Managed Objects > Announcements/AA > Announcements.**
2. Highlight an announcement by clicking on its row.
3. Click **Remove.** A **Confirm Removal** dialog box displays.
4. Click **Continue** to confirm the deletion.

Announcements - Upload Tab

This screen allows you to compile a list of announcement files on your local machine or network. Once you have found the files, you can select which of them to upload to the **Announcements Select Tab** screen. After you have uploaded the files, you can select (on the **Select** tab) and distribute them (on the **Distribute** tab) back to the branches in your network.

Field	Description
Associate Type	Associates the new files with this specific type: • **System Announcement** - Local Feature Server announcements (System Announcements initiated by connecting to an extension). • **Auto Attendant Announcement** - Local Voice Mail/Local Auto Attendant announcements (**Play an Announcement** digit select). • **Prompt** - Auto attendant Day Menu, Night Menu, Sub Menu, or Temporary Greeting prompt. • **System Language Files** - Language Packs.
Specify Language	Associates the new files (except **System Announcement**) with the specified language: • **Primary** • **Secondary**

Column	Displays
File Name	Name of the .wav or .lng file containing the announcement or music.
Size (in Kb)	Size in Kb of the announcement file.
Last Modified	Date and time when the announcement was last modified.
Notess	Comments added when creating or modifying the announcement to help clarify its purpose or use.

Button	Action
Browse	Displays an **Open File** dialog box to select files on the local PC or network. The selected files are added to the list of possible upload files on this tab.
Upload Selected Files	Uploads the selected files to the **Announcements - Select Tab** screen. The uploaded files will be associated with the **Associate Type** and language selected. They will not display unless the **Select Type** on the **Select** tab matches the **Associate Type**

	assigned when the files were uploaded.
Clear All	Clears the list of announcements on the **Upload** tab.
Save Changes	Disabled.
Cancel	Discard data and return to the Announcements List screen.

Announcements - Select Tab

This screen allows you to select announcement files from among those announcements previously uploaded to the list shown on this screen. After you select the announcements, you can distribute them (on the **Distribute** tab) to the branches in your network.

Note:

Selecting an announcement type in the **Select Type** drop-down list changes the format of this screen as appropriate for the selected announcement type.

Field	Description
Select Type	Filters the list by type of announcement: • **System Announcement** - Local Feature Server announcements (System Announcements initiated by connecting to an extension). • **Auto Attendant Announcement** - Local Voice Mail/Local Auto Attendant announcements (**Play an Announcement** digit select). • **Prompt** - Auto attendant Day Menu, Night Menu, Sub Menu, or Temporary Greeting prompt. • **System Language Files** - Language Packs. **Note:** Selecting an announcement type changes the format of this screen as appropriate for the selected announcement type.
System Announcement	
Select Template	Select one of the defined announcement templates from the drop-down list. All parameters for system announcements are set by the template.
Available System Announcements	A list (filtered by **Select Type**) of announcements that have been uploaded.
Selected System Announcements	A user-selected subset of the **Available System Announcements**. You can select or deselect announcements by dragging and dropping them between the lists, or you can use the buttons provided.
Auto Attendant Announcement	
Select Language	**Primary** or **Secondary**.
Available Auto Attendant Announcements	A list (filtered by **Select Type**) of announcements that have been uploaded.

Selected Auto Attendant Announcements	A user-selected subset of the **Available Auto Attendant Announcements**. You can select or deselect announcements by dragging and dropping them between the lists, or you can use the buttons provided.
Prompt	
Select Language	**Primary** or **Secondary**.
Available Prompts	A list (filtered by **Select Type**) of prompts that have been uploaded.
Selected Prompts	A user-selected subset of the **Available Prompts**. You can select or deselect prompts by dragging and dropping them between the lists, or you can use the buttons provided.
System Language Files	
Select Language	**Primary** or **Secondary**.
Available System Language Filess	A list (filtered by **Select Type**) of language packs that have been uploaded.
Selected System Language Files	A user-selected subset of the **Available System Language Files**. You can select or deselect language packs by dragging and dropping them between the lists, or you can use the buttons provided.

Column	Description
System Announcement	
File Name	Administered name of the .wav file containing the announcement or music.
Notes	Comments added when creating or modifying the announcement to help clarify its purpose or use.
Extension	The extension that plays this announcement.
Auto Attendant Announcement	
File Name	Administered name of the .wav file containing the announcement.
Notes	Comments added when creating or modifying the announcement to help clarify its purpose or use.

Index	The announcement number.
Prompt	
File Name	Administered name of the .wav file containing the prompt.
Notes	Comments added when creating or modifying the prompt to help clarify its purpose or use.
Day Menu	Indicates that this prompt is attached to the **Day Menu** of the automated attendant whose index is specified. May be combined with **Night Menu** and **Temp Menu**, but **not** with **Sub Menu**.
Night Menu	Indicates that this prompt is attached to the **Night Menu** of the automated attendant whose index is specified. May be combined with **Day Menu** and **Temp Menu**, but **not** with **Sub Menu**.
Temp Menu	Indicates that this prompt is attached to the **Temp Menu** of the automated attendant whose index is specified. May be combined with **Day Menu** and **Night Menu**, but **not** with **Sub Menu**.
Sub Menu	Indicates that this prompt is attached to the **Sub Menu** whose index is specified. May **NOT** be combined with **Day Menu, Night Menu,** or **Temp Menu**.
Index	Displays the index of the automated attendant or sub menu that is associated with the prompt. Note: The meaning of this field changes based on selections of **Menu** or **Sub Menu**.
System Language Files	
File Name	Administered name of the .lng file containing the language pack.
Notes	Comments added when creating or modifying the language pack to help clarify its purpose or use.

Button	**Action**
>	Move the highlighted announcements from the **Available Announcements** list to the **Selected Announcements** list.
>>	Move all announcements from the **Available Announcements** list to the **Selected Announcements** list.
<	Remove the highlighted announcements from the **Selected Announcements** list and return them to the **Available Announcements** list.

<<	Remove all announcements from the **Selected Announcements** list and return them all to the **Available Announcements** list.
Save Changes	Disabled.
Cancel	Discard data and return to the Announcements List screen.

Announcements - Distribute Tab

This screen allows you to distribute a selected list of announcement files to selected branches in your network.

Field	Description
Distribute announcements to the following groups/branches:	Select check box: • **All Branches** - Distributes the selected announcements to all branches. *When this is checked, the following two options are disabled.* • **The following selected groups** - Checkbox enables selection of branches by pre-defined group. • **Additional branches selected below** - Checkbox enables selection of branches individually.
The following selected groups	Select check box to enable. List contains pre-defined groups (of branches). See also **Groups (of Branches)**. You may select multiple groups.
Additional branches selected below	Select check box to enable. Branches are selected by moving them from the **Available Branches** list to the **Selected Branches** list. You can select or deselect branches by dragging and dropping them between the lists, or you can use the buttons provided.

Column	Displays
Name	Administered branch name.
IP Address	Administered IP Address for the branch.
Location	Administered description of the location of the branch.

Button	Action
>	Move highlighted branches from the **Available Branches** list to the **Selected Branches** list.
>>	Move all branches from the **Available Branches** list to the **Selected Branches** list.
<	Remove highlighted branches from the **Selected Branches** list and return them to the **Available Branches** list.
<<	Remove all branches from the **Selected Branches** list and return

	them all to the **Available Branches** list.
Save Changes	Schedules a job to distribute (download) the selected announcement files to the selected branches. Specify in the scheduling dialog box when you want the job to run.
Cancel	Discard data and return to the Announcements List screen.

Auto Attendants

Auto Attendants List

This screen displays a list of auto attendants. The auto attendants on this list are available for distribution (download) to branches.

Column	Displays
Name	Administered auto attendant name.
Extension	Extension answered by this auto attendant.
Distributed	Indicates that the auto attendant was downloaded to at least one branch after the last modification.
Version	The current version number. Incremented each time the auto attendant is modified. (Not including changes to comments.)
Last Modified	The date and time when the auto attendant was last modified.
Notes	Comments added when creating or modifying the auto attendant to help clarify its purpose or use.

Button	Action
Add	Opens the **Auto Attendant Details** screen to add a new auto attendant.
Edit	Opens **Auto Attendant Details** screen pre-populated with the highlighted auto attendant.
Remove	Deletes the highlighted auto attendant.
Duplicate	Adds a new auto attendant that is a duplicate of the highlighted auto attendant except for the auto attendant **Name**.
Distribute	Opens the **Auto Attendant Distribute dialog box** to download the highlighted auto attendant.

Action	See
Filtering	Filtering Lists
Paging	Paging Through Lists

Refresh	Refreshing Lists

Adding an Auto Attendant

1. Navigate to the **Auto Attendants List** screen: **Managed Objects > Announcements/AA > Auto Attendants.**
2. Click **Add** to open the **Auto Attendant Details** screen.
3. Fill in the information on the **General**, **Day Menu**, **Night Menu** , **Fixed Schedule**, and **Temporary Schedule** tabs.
4. Click **Save Changes** to add the new auto attendant to the **Auto Attendants List**.

Note: *Be sure to add any necessary* ***sub menus*** *before distributing the new auto attendant.*

Duplicating an Auto Attendant

1. Navigate to the **Auto Attendants List** screen: **Managed Objects > Announcements/AA > Auto Attendants.**
2. Click an existing auto attendant to highlight its row.
3. Click **Duplicate** to open the **Auto Attendant Details** screen.
4. Enter the new auto attendant **Name** and **Extension**. The remaining information on the **General**, **Day Menu**, **Night Menu** , **Fixed Schedule**, and **Temporary Schedule** tabs is duplicated from the highlighted auto attendant.
5. Make any changes as necessary.
6. Click **Save Changes** to add the new auto attendant to the **Auto Attendants List**.

Note: *Be sure to add any necessary* ***sub menus*** *before distributing the new auto attendant.*

Editing an Auto Attendant

1. Navigate to the **Auto Attendants List** screen: **Managed Objects > Announcements/AA > Auto Attendants.**
2. Click an existing auto attendant to highlight its row.
3. Click **Edit**. The **Auto Attendant Details** screen displays the highlighted auto attendant.
4. Make changes as necessary to the information on the **General**, **Day Menu**, **Night Menu** , **Fixed Schedule**, and **Temporary Schedule** tabs.
5. Click **Save Changes** to update the auto attendant on the **Auto Attendants List**.

Removing an Auto Attendant

1. Navigate to the **Auto Attendants List** screen: **Managed Objects > Announcements/AA > Auto Attendants.**
2. Click an existing auto attendant to highlight its row.
3. Click **Remove.** A **Confirm Removal** dialog box displays.

4. Click **Continue** to confirm the deletion.

Note: *Be sure to add any necessary* ***sub menus*** *before distributing an auto attendant.*

Distributing an Auto Attendant

1. Navigate to the **Auto Attendants List** screen: **Managed Objects > Announcements/AA > Auto Attendants.**
2. Click an existing auto attendant to highlight its row.
3. Click **Distribute**. The **Distribute** dialog box displays.
4. In the **Distribute** dialog box, select the branches to receive the previously selected auto attendants. Use the checkboxes to select:
    - **All Branches using the script** - Distributes the selected auto attendant to all branches using the specified auto attendant script.
    - **All branches selected below** - Group selection and individual branch selection.
5. Click **Save Changes** to schedule a job to distribute (download) the selected auto attendant files to the selected branches. Specify in the scheduling dialog box when you want the job to run. Click **Cancel** to return to the **Auto Attendants List** screen without distributing the auto attendants.

Auto Attendant Distribute Dialog Box

This dialog schedules a job to distribute auto attendants to branches.

Field	Description
Distribution of the Auto Attendant Script	Administered auto attendant name.
Apply this script to the following auto attendant	Select the branch auto attendant index (1-4) that this script replaces.
Overwrite the script modified locally?	Select to overwrite locally modified scripts. When not selected, branches with locally modified scripts will be skipped.
Apply this script to the following branches	
All branches using the script	Option button enables a drop-down list of existing auto attendant script names and a **View** button for viewing the list of stations using that script. **Note:** You can distribute a new script to all branches using a different (specified here) script than the one you have selected for distribution.
All branches selected below	Option button enables **Choose Distribution group** selection and **Choose additional branches**.
Choose Distribution group (Optional)	Enabled when **All branches selected below** option is selected. Select a distribution group by highlighting its row.

Column	Description
Choose additional branches (Optional)	A scrolling list of branches.
Selected branches	A list of branches selected. Use the buttons to move branches in and out of this list.

Name	Administered branch name.
IP Address	Administered branch IP Address.
Location	Administered branch location.

Button	Action
>	Move the highlighted branch from the **Choose additional branches** list to the **Selected branches** list.
>>	Move all announcements from the **Choose additional branches** list to the **Selected branches** list.
<	Remove the highlighted announcements from the **Selected branches** list and return them to the **Choose additional branches** list.
<<	Remove all announcements from the **Selected branches** list and return them all to the **Choose additional branches** list.
Save Changes	Opens the Schedule Job dialog box. Select when you want the distribute job to run.
Cancel	Discard data and return to the Auto Attendants List screen.

Auto Attendant Details: General Tab

This screen configures a selected or new auto attendant. The **General** tab configures basic information.

Global Button	Action (Applies across all tabs)
Save Changes	Saves changes to the auto attendant in the **Auto Attendant List**.
Cancel	Returns to the **Auto Attendant List** screen without adding or updating the displayed auto attendant.

Field	Description
Name	Administered auto attendant name.
Notes	Enter comments when creating or modifying the auto attendant to help clarify its purpose or use. (Updating this field does not increment the version number.)
Extension	Extension answered by this auto attendant.
Enable TTY	Enable support for TTY message storage and retrieval on Voice Mail.
Enable Password Change	Select this check box if you want to allow the password to be changed for the automated attendant's mailbox.
Enable Outcalling	Select this check box if you want to allow the user to use the outcalling feature. If outcalling is enabled, the user must log into the voicemail mailbox and configure the outcalling number. Disabled when mailbox **Type = Informational**.
Fax Coverage	Specify where you want the auto attendant to transfer fax calls it receives. Choices are: • **Disabled** Select this option if you want to drop incoming fax calls as soon as a fax tone is detected. • **Extension** Select this option if you want the auto attendant to transfer faxes to the extension provided in the **Fax Extension** box. • **Email** Select this option if you want the auto attendant to transfer faxes to the email address provided in the **Outgoing Email** text box. Fax messages will also be saved in the automated attendant's mailbox.

	NOTE: You cannot configure fax coverage to email together with an **Informational** mailbox type.
Fax Extension	Select the extension to which the auto attendant will transfer faxes. This box appears only if **Extension** is selected in the **Fax Coverage** box.
Outgoing Email	Enter the email address to which the auto attendant will transfer faxes. Fax message will also be saved in the mailbox of the auto attendant. This box appears only if **Email** is selected in the **Fax Coverage** box.
Message Waiting Indicator Extension	Extension where the Message Waiting indicator appears for this auto attendant.
Mailbox Type	Select the type of mailbox you want to assign. Choices are: • **Regular** A Regular mailbox can contain at least 20 minutes of voice messages or at least 10 MB of fax messages. The maximum length for a single message is 4 minutes. • **Extended** An Extended mailbox can contain at least 40 minutes of voice messages or at least 20 MB of fax messages. The maximum message length for a single message is 8 minutes. • **Informational** An Information mailbox plays an announcement to the caller, but does not record incoming voice or fax messages. **NOTE:** You cannot configure fax coverage to email together with an **Informational** mailbox type.

Auto Attendant Details: Day Menu Tab

This screen configures the Day Menu for the selected auto attendant. Using this screen, you can:

- Create or modify the selector code actions for the selector codes
- Create or modify the Dial 0/Timeout actions for the selector codes

Note:

Use the Announcements - Select Tab screen to associate a prompt with this menu. See Setting Up Auto Attendants and Announcements for more information.

Global Button	Action (Applies across all tabs)
Save Changes	Saves changes to the auto attendant in the **Auto Attendant List**.
Cancel	Returns to the **Auto Attendant List** screen without adding or updating the displayed auto attendant.

Column	Description
Selector Code	The digit pressed by the caller.
Action	Select from the drop-down list. • **Digits 1-9**. Select the action for the associated selector code. You can program one of the following actions to a selector code: ○ **Unused** Select this option if you want the associated selector code to do nothing. ○ **Play a submenu** Select this option if you want to play a submenu. You must then select the submenu from the corresponding box. ○ **Play an announcement** Select this option if you want to play an announcement. You must then select the announcement from the corresponding box. ○ **Direct extension transfer** Select this option if you want a caller to enter the extension to which the call want to be transferred. ○ **Transfer to extension** Select this option if you want the call to be transferred to a specific extension. You must then select the extension from the corresponding box. ○ **Transfer to mailbox**

	Select this option if you want the caller to be transferred to a voicemail mailbox in order to leave a message. You must then select the destination voicemail mailbox from the corresponding box. ○ **Transfer to voicemail** Select this option if you want the caller to be transferred to the voicemail system. • **Digit 0/Timeout.** Select the action that the Auto Attendant will perform when the user dials **0** or does not press any button. You can program one of the following actions for **0/Timeout**: ○ **Transfer to extension** Select this option if you want the call to be transferred to a specific extension. You must then select the extension from the corresponding box. ○ **Transfer to mailbox** Select this option if you want the caller to be transferred to a voicemail mailbox in order to leave a message. You must then select the destination voicemail mailbox from the corresponding box. ○ **Transfer to general mailbox** Select this option if you want the caller to be transferred to the general mailbox in order to leave a message. ○ **Transfer to call answer service operator** Select this option if you want the caller to be transferred to the operator extension. You specify the operator extension in the System Parameters - General tab. ○ **Disconnect** Select this option if you want the caller to be disconnected.
Action Parameter	Used for extension, mailbox, or sub menu, depending upon the **Action** selected.

SEE ALSO:

- Announcements - Select Tab
- Setting Up Auto Attendants and Announcements

Auto Attendant Details: Night Menu Tab

This screen configures the Night Menu for the selected Auto Attendant. Using this screen, you can:

- Create or modify the selector code actions for the selector codes
- Create or modify the Dial 0/Timeout actions for the selector codes

Note: Use the Announcements - Select Tab screen to associate a prompt with this menu. See Setting Up Auto Attendants and Announcements for more information.

Global Button	Action (Applies across all tabs)
Save Changes	Saves changes to the auto attendant in the **Auto Attendant List**.
Cancel	Returns to the **Auto Attendant List** screen without adding or updating the displayed auto attendant.

Column	Description
Selector Code	The digit pressed by the caller.
Action	Select from the drop-down list. • **Digits 1-9**. Select the action for the associated selector code. You can program one of the following actions to a selector code: ○ **Unused** Select this option if you want the associated selector code to do nothing. ○ **Play a submenu** Select this option if you want to play a submenu. You must then select the submenu from the corresponding box. ○ **Play an announcement** Select this option if you want to play an announcement. You must then select the announcement from the corresponding box. ○ **Direct extension transfer** Select this option if you want a caller to enter the extension to which the call want to be transferred. ○ **Transfer to extension** Select this option if you want the call to be transferred to a specific extension. You must then select the extension from the corresponding box. ○ **Transfer to mailbox**

	Select this option if you want the caller to be transferred to a voicemail mailbox in order to leave a message. You must then select the destination voicemail mailbox from the corresponding box. ○ **Transfer to voicemail** Select this option if you want the caller to be transferred to the voicemail system. • **Digit 0/Timeout.** Select the action that the Auto Attendant will perform when the user dials **0** or does not press any button. You can program one of the following actions for **0/Timeout**: ○ **Transfer to extension** Select this option if you want the call to be transferred to a specific extension. You must then select the extension from the corresponding box. ○ **Transfer to mailbox** Select this option if you want the caller to be transferred to a voicemail mailbox in order to leave a message. You must then select the destination voicemail mailbox from the corresponding box. ○ **Transfer to general mailbox** Select this option if you want the caller to be transferred to the general mailbox in order to leave a message. ○ **Transfer to call answer service operator** Select this option if you want the caller to be transferred to the operator extension. You specify the operator extension in the System Parameters - General tab. ○ **Disconnect** Select this option if you want the caller to be disconnected.
Action Parameter	Used for extension, mailbox, or sub menu, depending upon the **Action** selected.

SEE ALSO:

- Announcements - Select Tab
- Setting Up Auto Attendants and Announcements

Auto Attendant Details: Fixed Tab

This screen displays the details for a selected or new auto attendant. The **Fixed Schedule** tab configures normal (or usual) days and hours of operation information.

Global Button	Action (Applies across all tabs)
Save Changes	Saves changes to the auto attendant in the **Auto Attendant List**.
Cancel	Returns to the **Auto Attendant List** screen without adding or updating the displayed auto attendant.

Column	Description
Day	The days of the week from Sunday to Saturday.
Open/Closed	Specify whether the auto attendant will be active (Open) on the associated day. Choices are: • **Open** Select this option if you want the auto attendant to be active on the associated day. If you select this option, you must specify the **Opening Time** and the **Closing Time**. The **Day Menu** is used from **Opening Time** to **Closing Time** and the **Night Menu** is used all other hours. Enables **Opening Time** and **Closing Time** fields. • **Closed** Select this option if you do not want the auto attendant to be active on the associated day. The **Night Menu** is used 24 hours on this day of the week. Disables **Opening Time** and **Closing Time** fields.
Opening Time	Enter the time of day (in 24-hour format) the auto attendant will become active on the associated day. If you want the auto attendant to be active all day, enter 00:00 in the Opening Time box and 23:59 in the Closing Time box. Specifies when the **Night Menu** ends and the **Day Menu** begins.
Closing Time	Enter the time of day (in 24-hour format) the auto attendant will become inactive on the associated day.

Auto Attendant Details: Temporary Tab

This screen enables you to specify a Temporary Schedule for the auto attendant. The Temporary Schedule allows the auto attendant to operate in temporary closure mode or temporary open mode. The Temporary Schedule overrides the Fixed Schedule. For each day with a temporary opening or temporary closing schedule, you specify the start and end time of the special schedule. During other periods of that day, the auto attendant operates in the appropriate Fixed Schedule settings.

The Temporary Schedule can be programmed for the current day and/or the following six days. It also can be cancelled any time before or while the Temporary Schedule is in effect.

A Temporary Schedule is typically administered prior to when it is needed, such as before holidays.

Note: Use the Announcements - Select Tab screen to associate a prompt (temporary greeting) with this menu. See Setting Up Auto Attendants and Announcements for more information.

Global Button	Action (Applies across all tabs)
Save Changes	Saves changes to the auto attendant in the **Auto Attendant List**.
Cancel	Returns to the **Auto Attendant List** screen without adding or updating the displayed auto attendant.

Column	Description
Day	The week from Sunday to Saturday.
Status	Specify whether the Temporary Schedule is used on the associated day. Choices are: • **On** Select this option if you want to use the Temporary Schedule on the associated day. Enables **Open/Closed** field. • **Off** Select this option if you do not want to use the Temporary Schedule on the associated day. Disables **Open/Closed** field.
Open/Closed	Specify whether you want to set a Temporary Opening Schedule (Open) or a Temporary Closing Schedule (Closed) for the associated day. Choices are: • **Open** Select this option if you want to set a Temporary Opening Schedule. Enables **Opening Time** and **Closing Time** fields. • **Closed** Select this option if you want to set a Temporary Closing

	Schedule. Disables **Opening Time** and **Closing Time** fields.
Opening Time	Enter the time of day (in 24-hour format) the Temporary Schedule will become active on the associated day. If you want the Temporary Schedule to be active all day, enter 00:00 in the Opening Time box and 23:59 in the Closing Time box.
Closing Time	Enter the time of day (in 24-hour format) the Temporary Schedule will become inactive on the associated day.
Use Temp Greeting?	If you want to use a Temporary greeting, select **Yes**.

SEE ALSO:

- Announcements - Select Tab
- Setting Up Auto Attendants and Announcements

Sub Menus

Auto Attendant Sub Menu List

This screen displays a list of sub menus for all auto attendants.

Column	Displays
Number	System assigned sub menu number.
Name	Administered sub menu name.
Distributed	Indicates that the sub menu was downloaded to at least one branch after the last modification.
Version	The current version number. Incremented each time the sub menu is modified.
Last Modified	The date and time when the sub menu was last modified.
Notes	Comments added when creating or modifying the sub menu to help clarify its purpose or use. (Changes to this field do not increment the **Version** number.)

Button	Action
Add	Opens **Sub Menu Details** screen to add a new sub menu.
Edit	Opens **Sub Menu Details** screen pre-populated with the highlighted sub menu.
Remove	Deletes the highlighted sub menu.
Duplicate	Adds a new sub menu that is a duplicate of the highlighted sub menu except for the sub menu **Name**.
Distribute	Opens a **Distribute** dialog box to download the highlighted sub menus.

Action	See
Filtering	Filtering Lists
Paging	Paging Through Lists

Refresh	Refreshing Lists

Adding a Sub Menu

1. Navigate to the **Sub Menus List** screen: **Managed Objects > Announcements/AA > Sub Menus.**
2. Click **Add** to open the **Sub Menu Details** screen.
3. Fill in the information on the **Sub Menu Details** screen.
4. Click **Save Changes** to add the new sub menu to the **Sub Menus List**.

Duplicating a Sub Menu

1. Navigate to the **Sub Menus List** screen: **Managed Objects > Announcements/AA > Sub Menus.**
2. Click an existing sub menu to highlight its row.
3. Click **Duplicate** to open the **Sub Menu Details** screen.
4. Enter the new sub menu **Name**. The remaining information on the **Sub Menu Details** screen is duplicated from the highlighted sub menu.
5. Make any changes as necessary.
6. Click **Save Changes** to add the new sub menu to the **Sub Menus List**.

Editing a Sub Menu

1. Navigate to the **Sub Menus List** screen: **Managed Objects > Announcements/AA > Sub Menus.**
2. Click an existing sub menu to highlight its row.
3. Click **Edit**. The **Sub Menu Details** screen displays the highlighted sub menu.
4. Make changes as necessary to the information on the **Sub Menu Details** screen.
5. Click **Save Changes** to update the sub menu on the **Sub Menus List**.

Removing a Sub Menu

1. Navigate to the **Sub Menus List** screen: **Managed Objects > Announcements/AA > Sub Menus.**
2. Click an existing sub menu to highlight its row.
3. Click **Remove.** A **Confirm Removal** dialog box displays.
4. Click **Continue** to confirm the deletion.

Distributing a Sub Menu

1. Navigate to the **Sub Menus List** screen: **Managed Objects > Announcements/AA > Sub Menus.**
2. Highlight a single sub menu by clicking on its row. Use **shift-click** or **ctrl-click** to highlight multiple rows.
3. Click **Distribute**. The **Distribute** dialog box displays.
4. In the **Distribute** dialog box, select the branches to receive the previously selected sub menu. Use the checkboxes to select:
   - **All Branches using the script** - Distributes the selected sub menus to all branches using the specified sub menu script.
   - **All branches selected below** - Group selection and individual branch selection.
5. Click **Save Changes** to schedule a job to distribute (download) the selected sub menu files to the selected branches. Specify in the scheduling dialog box when you want the job to run. Click **Cancel** to return to the **Home** page without distributing the sub menus.

Sub Menu Distribute Dialog Box

This dialog schedules a job to distribute auto attendant sub menus to branches.

Field	Description
Selected Sub Menu scripts for distribution	A list of sub menus that were selected on the Sub Menus List screen before clicking **Distribute**.
Action	
Set	The Sub Menus are to be distributed to the selected branches.
Overwrite the script modified locally?	Select to overwrite locally modified scripts. When not selected, branches with locally modified scripts will be skipped.
Delete	The Sub Menus are to be removed from the selected branches.
Apply this script to the following branches	
All branches using the script	Option button enables a drop-down list of existing sub menu script names and a **View** button for viewing the list of stations using that script. Select one of the sub menus to get a list of branches. **Note:** You can distribute new sub menu scripts to all branches using a different (specified here) sub menu script than the one you have selected for distribution.
All branches selected below	Option button enables **Choose Distribution group** selection and **Choose additional branches**.
Choose Distribution group (Optional)	Enabled when **All branches selected below** option is selected. Select a distribution group by highlighting its row.

Column	Description
Choose additional branches (Optional)	A scrolling list of branches.
Selected branches	A list of branches selected. Use the buttons to move branches in and out of this list.

Name	Administered branch name.
IP Address	Administered branch IP Address.
Location	Administered branch location.

Button	**Action**
>	Move the highlighted branch from the **Choose additional branches** list to the **Selected branches** list.
>>	Move all announcements from the **Choose additional branches** list to the **Selected branches** list.
<	Remove the highlighted announcements from the **Selected branches** list and return them to the **Choose additional branches** list.
<<	Remove all announcements from the **Selected branches** list and return them all to the **Choose additional branches** list.
Save Changes	Opens the Schedule Job dialog box. Select when you want the distribute job to run.
Cancel	Discard data and return to the Sub Menus List screen.

Auto Attendant Sub Menu Details

This screen configures details of a submenu.

Note:

Use the Announcements - Select Tab screen to associate a prompt with this menu. See Setting Up Auto Attendants and Announcements for more information.

Field	Description
Number	The submenu ID number. When adding a new submenu, the first available number is shown. You may choose a different number in the range 1-99.
Name	Administrated submenu name.
Notes	Comments added when creating or modifying the sub menu to help clarify its purpose or use.

Column	Description
Code Selector	The digit pressed by the caller. Range 1-9. (A digit press of "0" uses the main menu selection for "0/Timeout.")
Action	• **Digits 1-9**. Select the action for the associated selector code. You can program one of the following actions to a selector code: ○ **Unused** Select this option if you want the associated selector code to do nothing. ○ **Play a submenu** Select this option if you want to play a submenu. You must then select the submenu from the corresponding box. ○ **Play an announcement** Select this option if you want to play an announcement. You must then select the announcement from the corresponding box. ○ **Direct extension transfer** Select this option if you want a caller to enter the extension to which the call want to be transferred. ○ **Transfer to extension** Select this option if you want the call to be transferred to a specific extension. You must then select the extension from the corresponding box. ○ **Transfer to mailbox**

	Select this option if you want the caller to be transferred to a voicemail mailbox in order to leave a message. You must then select the destination voicemail mailbox from the corresponding box. ○ **Transfer to voicemail** Select this option if you want the caller to be transferred to the voicemail system.
Action Parameter	Used for extension or identifier, depending upon the **Action** selected.

Button	Action
Save Changes	Saves changes to the sub menu in the **Sub Menu List**.
Cancel	Returns to the **Sub Menu List** screen without adding or updating the displayed sub menu.

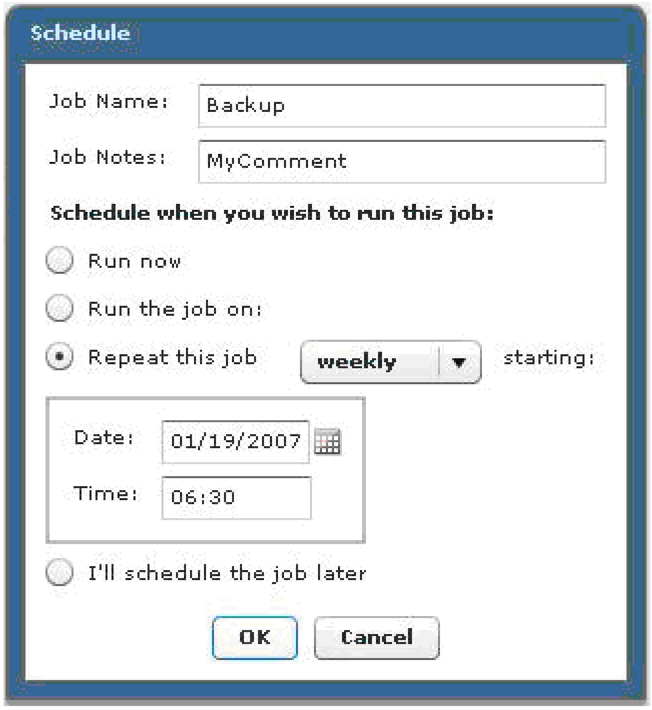
SEE ALSO:

- Announcements - Select Tab
- Setting Up Auto Attendants and Announcements

Jobs

Scheduling Jobs

The Schedule Job dialog box allows you to specify when a job is to run.



Field	Description
Job Name	Administered job name. Used as is for run once jobs. Used as base with appended day number or week number for cyclic jobs.
Job Notes	Comments added when creating or modifying the job to help clarify its purpose or use.
Schedule when you wish to run this job (option buttons)	
Run Now	Runs the job as soon as possible. (Other active jobs may prevent immediate run.) Job status becomes **Planned** and will change to **Active** as soon as the job is started by the scheduler. **Note:** If the client and server clocks are not correct, this will not work correctly.
Run the Job on	Specify the date and time to run the job. Job status becomes **Planned**. **Note:** Clock is in 24-hour format.

Repeat this job	Specify daily or weekly and starting date and time. Status becomes **Planned**. Completion automatically schedules next run. **Note:** Clock is in 24-hour format.
I'll Schedule the job later	Status becomes **Pending**.

Button	Action
OK	Commits the scheduled run.
Cancel	Returns to the previous screen without scheduling the job.

Jobs List

This screen displays a list of jobs that are **Pending, Planned, Active, Completed,** or **Failed.**

Column	Displays
ID	Job identification number (generated automatically).
Name	Job name assigned when the job was created.
Status	• **Pending** - **Schedule Later** picked in **Schedule** dialog box. • **Planned** - Scheduled for some time in the future. • **Active** - Job is currently running. • **Stopped** - Job has been stopped by user. • **Failed** - Job failed. See **Job Details** for details. • **Completed** - Job completed.
Scheduled Time	Date and Time when the job is scheduled to run.
Notes	Comments added when creating or modifying the job to help clarify its purpose or use.

Field	Description
Refreshes per Minute	The Job List has the ability to auto-refresh. Set the number of **Refreshes per Minute** to a convenient value to track the status of jobs in progress. (Set to "0" to stop auto-refresh.) Maximum 5, default 0. All current filtering and paging settings remain in effect for the refreshed page.

Button	Action
Edit	Opens **Job Details** screen pre-populated with the highlighted job. Editing jobs that are **active** may result in a new job.
Remove	Deletes the highlighted job. (Jobs may be multi-selected using **Shift-click** or **Ctrl-click**.) You cannot remove **Active** jobs.
Stop	Stops an active job.
Start	Starts the selected job immediately instead of waiting until the scheduled time. You can only start **Stopped, Pending,** or **Planned**

	jobs.
Re-Try	Retries a failed job immediately. (Retries only failed components.)

Action	See
Filtering	Filtering Lists
Paging	Paging Through Lists
Refresh	Refreshing Lists **Note:** When auto refresh is on (non zero), automatic log off for inactivity cannot occur. The inactivity timeout period will not expire.

Adding a Job

Jobs are added in the functional area. For example, announcements are distributed by submitting a "distribute" job from the announcements area.

Editing a Job

You can only jobs that are **Pending** or **Planned**. You can only edit comments and the scheduled time of a job. You cannot edit the functional changes to be made by a job. You cannot edit a job that is **Active**, **Stopped**, **Completed**, or **Failed**.

1. Navigate to the **Jobs List** screen: **Managed Objects > Jobs.**
2. Click an existing job to highlight its row.
3. Click **Edit**. The **Job Details** screen displays the highlighted job.
4. Click **Save Changes** to re-schedule the job. (Changes the schedule for a **Planned** job, duplicates the job and reschedules for **Active, Completed,** or **Failed** jobs.) Specify in the scheduling dialog box when you want the job to run. Click **Cancel** to return to the **Jobs List** screen without updating the job.

Starting a Job

You can only start a job whose **Status** is **Stopped, Planned** or **Pending**.

1. Navigate to the **Jobs List** screen: **Managed Objects > Jobs.**
2. **Filter** by **Planned** jobs if desired.
3. Click an existing job to highlight its row.
4. Click **Start Job**. The highlighted job starts immediately instead of waiting until its scheduled time.

Stopping a Job

You can only stop a job whose **Status** is **active**.

CAUTION:

Be aware that stopping a job can leave the system in an inconsistent state requiring future resolution and synchronization.

1. Navigate to the **Jobs List** screen: **Managed Objects > Jobs.**
2. **Filter** by **Active** jobs if desired.
3. Click an existing job to highlight its row.
4. Click **Stop Job**. The highlighted job stops at the end of the current step, and may fail due to user action if all steps have not completed.

Re-Trying a Job

You can only re-try a job that has **failed Status**. Only the failed steps are re-attempted. The completed steps are not re-run.

1. Navigate to the **Jobs List** screen: **Managed Objects > Jobs.**
2. **Filter** by **Failed** jobs if desired.
3. Click an existing job to highlight its row.
4. Click **Re-Try Job**. Specify in the scheduling dialog box when you want the job to run. Click **Cancel** to return to the **Jobs List** screen without re-trying the job.

Removing a Job

You can remove any job that is not **Active**. (To remove an **Active** job, **Stop Job** first.)

1. Navigate to the **Jobs List** screen: **Managed Objects > Jobs.**
2. Click an existing job to highlight its row.
3. Click **Remove.** A **Confirm Removal** dialog box displays.
4. Click **Continue** to confirm the deletion.

Job Details General Tab

This screen displays general information about a job.

Global Button	Action (Applies across all tabs)
Save Changes	Saves the changes to the Central Manager database and returns to the **Jobs List** screen
Cancel	Returns to the **Jobs List** screen without adding or updating the displayed job.

Field	Displays
ID	Job identification number (generated automatically).
Name	Job name assigned when the job was created.
Originator	Username of the administrator who created this job.
Priority	A system assigned priority based upon the type of job. Not editable.
Job Class	A system assigned job class indicating parallel or exclusive operation. Certain job types deal with interdependent data and require isolation while executing (**Singleton**). Not editable. • **Exclusive** - Only one job of the same kind will run at a time. • **Singleton** - This job runs all by itself. It will not start while other jobs are running, and no other job can start while it is running. • **Non Exclusive** - An independent, isolated set of changes that can safely run in parallel with other jobs.
Status	• **Pending - Schedule Later** picked in **Schedule** dialog box. • **Planned** - Scheduled for some time in the future. • **Active** - Job is currently running. • **Stopped** - Job has been stopped by user. • **Failed** - Job failed. See Job Details for details. • **Completed** - Job completed.
Creation Time	Date and time the job was created.
Scheduled Time	Date and time when the job is scheduled to run.

Start Time	Date and time when the job started.
End Time	Date and time when the job completed or failed.
Notes	Comments added when creating or modifying the job to help clarify its purpose or use.

Job Details Operations Tab

This screen displays step-by-step status for a job.

Global Button	Action (Applies across all tabs)
Save Changes	Saves the changes to the Central Manager database and returns to the **Jobs List** screen
Cancel	Returns to the **Jobs List** screen without adding or updating the displayed job.

Column	Displays
Name	Name of this operational step in the job.
Status	• **Pending - Schedule Later** picked in **Schedule** dialog box. • **Planned** - Scheduled for some time in the future. • **Active** - Job is currently running. • **Stopped** - Job has been stopped by user. • **Failed** - Job failed. See **Job Details** for details. • **Completed** - Job completed.
Start Time	Date and time when the step started.
End Time	Date and time when the step completed or failed.

Field	Description
Operation Details	Operation details for the step selected in the list. Displays as a tree with the information for the currently selected operation. For each step, shows passed/failed and an error message as appropriate.

Templates

Templates List

This screen displays a list of defined templates.

Column	Displays
Name	Administered template name.
Type	Type of template: • **Announcements** • **Coverage Path** • **Dial Plan + FAC** • **Password Management** • **Station** • **System Parameters** • **Voice Mailbox** • **Voice Mail System Parameters**
Owner	Username of the administrator who created or last modified this template.
Version	The current version number. Incremented each time the template is modified.
Last Modified	Date and time when the template was last modified.
Notes	Comments added when creating or modifying the template to help clarify its purpose or use.

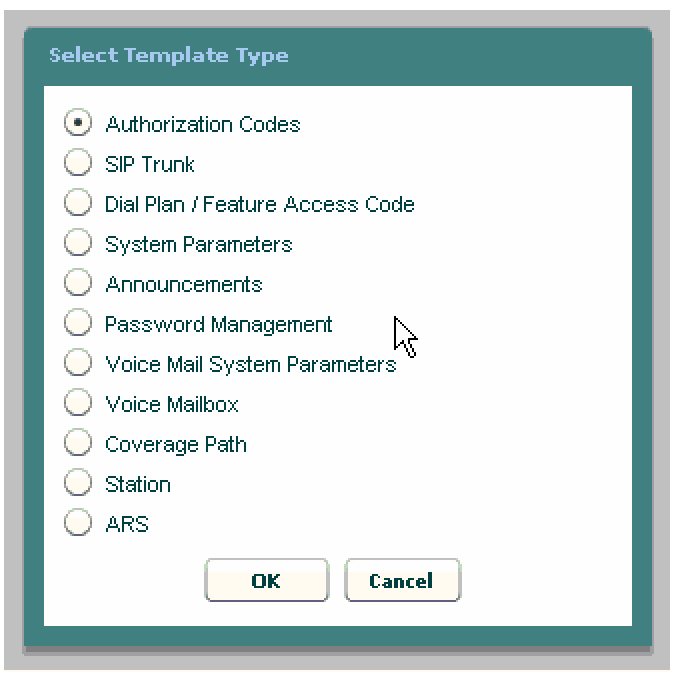
Button	Action
Add	Opens **Template Type** dialog box and **Template Details** screens to add a new template.
Edit	Opens **Template Details** screen pre-populated with the highlighted template.
Remove	Deletes the highlighted template.
Duplicate	Adds a new template that is a duplicate of the highlighted template except for the template **Name**.

Distribute	Opens a **Distribute** dialog box to download the highlighted templates.
Retract	Schedules a job to remove the highlighted templates from the branch.
View Subscribers	A list of all the branches subscribing to a template is available by highlighting a template from the list and then clicking the **View Subscribers** button. The list of branches will pop up in a scrolling list.

Action	See
Filtering	Filtering Lists
Paging	Paging Through Lists
Refresh	Refreshing Lists

Adding a Template

1. Navigate to the **Templates List** screen: **Managed Objects > Templates.**
2. Click **Add**. The **Template Type** dialog box will request the new **Template Type**.



3. Select the new template type and click **OK** to open the **Template Details** screen, or click **Cancel** to return to the **Templates List** screen immediately.

4. Fill in the remaining information on the **Template Details** screen. (There are variations of the **Template Details** screen for each **Template Type**.)
5. Click **Save Changes** to add the new template to the **Templates List**.

Duplicating a Template

1. Navigate to the **Templates List** screen: **Managed Objects > Templates.**
2. Click an existing template to highlight its row.
3. Click **Duplicate** to open the **Template Details** screen, or click **Cancel** to return to the **Templates List** screen immediately.
4. The information on the **Template Details** screen is duplicated from the highlighted template.
5. Make any necessary changes on the **Template Details** screen. (There are variations of the **Template Details** screen for each **Template Type**.)
6. Click **Save Changes** to add the new template to the **Templates List**.

Editing a Template

1. Navigate to the **Templates List** screen: **Managed Objects > Templates.**
2. Click an existing template to highlight its row.
3. Click **Edit**. The **Template Details** screen displays the highlighted template.
4. Make changes as necessary to the information on the **Template Details** screen.
5. Click **Save Changes** to update the template in the **Templates List**.

Removing a Template

1. Navigate to the **Templates List** screen: **Managed Objects > Templates.**
2. Click an existing template to highlight its row.
3. Click **Remove.** A **Confirm Removal** dialog box displays.
4. Click **Continue** to confirm the deletion.

Distributing Templates

1. Navigate to the **Templates List** screen: **Managed Objects > Templates.**
2. Highlight one of the templates by clicking on its row.
3. Click **Distribute**. The **Distribute** dialog box displays.
4. In the **Distribute** dialog box, select the branches to receive the previously selected templates. Use the checkboxes to select:
    - **All Branches** - Distributes the selected templates to all branches.
    - **The following selected groups** - Checkbox enables selection of branches by pre-defined group.

- **Additional branches selected below** - Checkbox enables selection of branches individually.

5. Click **Save Changes** to schedule a job to distribute (download) the selected template files to the selected branches. Specify in the scheduling dialog box when you want the job to run. Click **Cancel** to return to the **Home** page without distributing the templates.

Select (Add) Template Type Dialog Box

This dialog box allows selection of new template type. It is required since each type of template has a different format.

Select a template type using the option buttons. Then click **OK** to open a new template in the selected format.

Announcement Template Details - General Tab

This screen displays general information about an announcement template.

Global Button	Action (Applies across all tabs)
Save Changes	Saves changes to the announcement template in the **Templates List**. May create a job to download changes to the branches that use this template.
Cancel	Returns to the **Templates List** screen without adding or updating the displayed template.

Field	Displays
Template Name	Administered template name.
Owner	Username of the administrator who created or last modified this template.
Version	The current version number. Incremented each time the template is modified.
Last Modified	Date and time when the template was last modified.
Notes	Enter comments when creating or modifying the template to help clarify its purpose or use.

Announcement Template Details - Parameters Tab

This screen configures announcement templates.

Global Button	Action (Applies across all tabs)
Save Changes	Saves changes to the announcement template in the **Templates List**. May create a job to download changes to the branches that use this template.
Cancel	Returns to the **Templates List** screen without adding or updating the displayed template.

Field	Description
Type	• **Integrated** • **MOH** • **Integrated Repeating**
Queue	• **No** • **Yes** • **Bargein**
Group/Port	
COR/Privilege	Select the privilege level you want to assign to the announcement. The privilege level determines the features the user can use and the activities in which the user can participate. Choices are: • **Admin** • **High** • **Medium** • **Low** • **None**
Protected	• **No** • **Yes**

ARS Template - General Tab

This screen displays general information about an ARS (Automatic Routing System) template.

Global Button	Action (Applies across all tabs)
Save Changes	Saves changes to the ARS template in the **Templates List**. May create a job to download changes to the branches that use this template.
Cancel	Returns to the **Templates List** screen without adding or updating the displayed template.

Field	Displays
Template Name	Administered template name.
Owner	Username of the administrator who created or last modified this template.
Version	The current version number. Incremented each time the template is modified.
Last Modified	Date and time when the template was last modified.
Notes	Enter comments when creating or modifying the template to help clarify its purpose or use.

ARS Template - ARS Table Tab

This screen configures an ARS (Automatic Routing System) template.

Global Button	Action (Applies across all tabs)
Save Changes	Saves changes to the ARS template in the **Templates List**. May create a job to download changes to the branches that use this template.
Cancel	Returns to the **Templates List** screen without adding or updating the displayed template.

<table>
<tr><th>Column</th><th colspan="2">Displays</th></tr>
<tr><td><error></td><td colspan="2">Leftmost column displays when a row is in error. Mouse over to see detailed error message.</td></tr>
<tr><td>Dialed String</td><td>The predefined string to be matched by user-dialed numbers.</td><td rowspan="3">Restriction:
For the same string, you may not have two rows with any overlap in the Min and Max range.</td></tr>
<tr><td>Min</td><td>The minimum number of user-dialed digits to collect to match to the dialed string.</td></tr>
<tr><td>Max</td><td>The maximum number of user-dialed digits to collect to match to the dialed string.</td></tr>
<tr><td>Route</td><td colspan="2">The name of the route to use. Routes must be predefined on the branch platform or the template will not download.
Note:
The default route is auto which exists on all branches.
The route is selected from a drop-down list. You can add new routes to the list by clicking the Specify Route Patterns button. When the Route Patterns dialog box opens, use the Add button and type the route name in an input dialog, or the Import From Branch button and select the branch through an import dialog box.</td></tr>
<tr><td>Call Type</td><td colspan="2">The type of call. Selections include:
• deny</td></tr>
</table>

	• **local** • **international** • **emergency** • **crisis-alert**
Toll	Select this checkbox to allow toll calls. **Toll** and **Allow Calls for All** may not both be checked in the same row.
Allow Calls for All	Select this checkbox to allow dialing by a No-privileged user. **Toll** and **Allow Calls for All** may not both be checked in the same row.

Button	Action
Add	Adds a row at the end of the table.
Duplicate Row	Duplicates the highlighted row **<row count>** times, immediately following the highlighted row.
<row count>	Determines how many duplicate rows are created by the **Duplicate Row** button.
Remove	Deletes the highlighted row.
Specify Route Patterns	Opens the Route Pattern dialog box. You may add a new pattern name, remove an existing pattern name, or import the list of route patterns from a branch.

Authorization Codes Template - General Tab

This screen displays general information about an Authorization Codes template.

Global Button	Action (Applies across all tabs)
Save Changes	Saves changes to the Authorization Codes template in the **Templates List**. May create a job to download changes to the branches that use this template.
Cancel	Returns to the **Templates List** screen without adding or updating the displayed template.

Field	Displays
Template Name	Administered template name.
Owner	Username of the administrator who created or last modified this template.
Version	The current version number. Incremented each time the template is modified.
Last Modified	Date and time when the template was last modified.
Notes	Enter comments when creating or modifying the template to help clarify its purpose or use.

Authorization Codes Template - Parameters Tab

This screen configures templates for public Authorization Codes. (Private authorization codes are configured on the Station Details - General Tab.) There are a maximum of 500 Authorization Codes for each branch platform including both public and private codes.

Global Button	Action (Applies across all tabs)
Save Changes	Saves changes to the Authorization Codes template in the **Templates List**. May create a job to download changes to the branches that use this template.
Cancel	Returns to the **Templates List** screen without adding or updating the displayed template.

Field	Displays
Authorization Code Length for this Template	The **Authorization Code Length** is configured with the System Parameters Template. The value entered here is used only for verification of the codes specified in this template.

Column	Displays
<error>	Leftmost column displays  when a row is in error. Mouse over to see detailed error message.
Authorization Code	A digit string used as an authorization code. It must be the exact length specified in the **Authorization Code Length for this Template** field.
Privilege Level	Select the privilege level you want to assign to the authorization code. The privilege level determines the features the user can use and the activities in which the user can participate. Choices are: • **Admin** This is the highest (least restrictive) privilege level. The user has access to all possible privileges for all features. Avaya recommends that only a limited number of users on each site have this level of access. • **High** This privilege level is usually assigned to executives and managers. Permissions are the same as that of the Admin level, but this level cannot invoke features on behalf of other telephones.

	• **Medium** This privilege level is assigned to generally trusted staff at the branch. Permissions are similar to the privileges of a High-privileged user, but this level cannot forward calls to outside numbers, initiate a trunk-to-trunk transfer with two public trunks, or make toll calls. A Medium-privileged user also cannot override restrictions on conference, transfer, or forward calls. • **Low** This is a limited privilege level that is usually assigned to extensions in a common room. For example, a Low-privileged user level might be assigned to a telephone in a break room. A Low-privileged user cannot access voice mail, call forwarding, priority calling, data privacy, or directed call pickup. • **None** This is the lowest (most restrictive) privilege level. The No privilege level is similar to the Low privilege level with some additional restrictions. For example, a No-privileged user level might be assigned to a telephone in a copy room or a lobby. A No-privileged user can only make calls to emergency numbers and internal extensions.
Note	Enter comments when creating or modifying the authorization code to help clarify its purpose or use.

Button	Action
Add	Adds a blank row at the end of the table.
Remove	Deletes the highlighted row.

Coverage Path Template Details

This screen displays general information about a coverage path template.

Global Button	Action (Applies across all tabs)
Save Changes	Saves changes to the coverage path template in the **Templates List**. May create a job to download changes to the branches that use this template.
Cancel	Returns to the **Templates List** screen without adding or updating the displayed template.

Field	Displays
Template Name	Administered template name.
Owner	Username of the administrator who created or last modified this template.
Version	The current version number. Incremented each time the template is modified.
Last Modified	Date and time when the template was last modified.
Notes	Enter comments when creating or modifying the template to help clarify its purpose or use.

Coverage Path Template Details - Parameters Tab

This screen configures coverage path template details.

Global Button	Action (Applies across all tabs)
Save Changes	Saves changes to the coverage path template in the **Templates List**. May create a job to download changes to the branches that use this template.
Cancel	Returns to the **Templates List** screen without adding or updating the displayed template.

Field	Description
Internal Call Coverage (Primary and Secondary)	Option buttons with data fields: • **Extension #:** Select by user name. • **Hunt Group Name:** Select by hunt group name. • **Collective Ringing Group Name:** Select by collective ringing group name. • **Remote #:** Enter remote number. • **None** - disables coverage point.
External Call Coverage (Primary and Secondary)	Option buttons with data fields: • **Extension #:** Select by user name. • **Hunt Group Name:** Select by hunt group name. • **Collective Ringing Group Name:** Select by collective ringing group name. • **Remote #:** Enter remote number. • **None** - disables coverage point.

Dial Plan & FAC Template Details - General Tab

This screen configures general information for the Dial Plan & FAC Template.

Global Button	Action (Applies across all tabs)
Save Changes	Saves changes to the Dial Plan & FAC template in the **Templates List**. May create a job to download changes to the branches that use this template.
Cancel	Returns to the **Templates List** screen without adding or updating the displayed template.

Field	Displays
Template Name	Administered template name.
Owner	Username of the administrator who created or last modified this template.
Version	The current version number. Incremented each time the template is modified.
Last Modified	Date and time when the template was last modified.
Notes	Comments added when creating or modifying the template to help clarify its purpose or use.

Dial Plan & FAC Template Details - Dial Plan Tab

This screen configures dial plan template information. **Note:** the **Dial Plan** and feature access codes (**FAC**) are part of a single template.

Global Button	Action (Applies across all tabs)
Save Changes	Saves changes to the Dial Plan & FAC template in the **Templates List**. May create a job to download changes to the branches that use this template.
Cancel	Returns to the **Templates List** screen without adding or updating the displayed template.

Field	Description
Extension Length	All extensions within a dial plan must be the same length. **Note:** This field should not be used to change the extension length as there are many other factors involved. Please refer to the Design and Provisioning Guide for Avaya Distributed Office for additional information.

Column	Description
First Digit Dialed	First digit dialed by caller.
Total Dialed Digits	Number of digits to collect before proceeding.
Call Type	What to do with the digit string. • **Dialed Access Code** - treat digit string as a FAC. • **Extension** - treat digit string as an extension. • **(unused)** - ignore this digit. Available when **Total Dialed Digits** is "**1**".

Dial Plan & FAC Template Details - FAC Tab

This screen configures facility access code (FAC) template information. **Note:** the **Dial Plan** and feature access codes (**FAC**) are part of a single template.

Global Button	Action (Applies across all tabs)
Save Changes	Saves changes to the Dial Plan & FAC template in the **Templates List**. May create a job to download changes to the branches that use this template.
Cancel	Returns to the **Templates List** screen without adding or updating the displayed template.

Column	Description
<FAC Field Name>	Feature name.
<Dial String>	Dial string to access this feature. Two dial strings when feature uses both **Activation** and **Deactivation** as separate codes.

Features

Depending upon your equipment and how it is administered, your system may not have all of the features listed here available.

Feature			
Abbreviated System Dialing List	Call Park	Enhanced EC500	Malicious Call Trace
Abbreviated Group Dialing List	Call Pickup	Extended Call Fwd Busy D/A	Per Call CPN Blocking
Answer Back	CDR Account Code	Extended Call Fwd All	Refresh Terminal Parameters
Auto Alternate Routing	Contact Closure Open	Facility Test Calls	Send All Calls
Auto Route Selection	Contact Closure	Hold/Answer Hold/	Specific Line

	Close	Unhold	Originate
Automatic Callback	Contact Closure Pulse	Hunt Group Busy	Specific Line Pickup
Call Forwarding All	Data Privacy	Last Number Dialed	Terminal Dial-up Test
Call Forwarding Busy/DA	Directed Call Pickup	Station Lock	Voice Announce

Dial Plan & FAC Template Details - Branches Tab

This screen displays information about branches included in the dial plan. When the template is distributed, this information will be filled in based on the branches to which this template is distributed.

Global Button	Action (Applies across all tabs)
Save Changes	Saves changes to the Dial Plan & FAC template in the **Templates List**. May create a job to download changes to the branches that use this template.
Cancel	Returns to the **Templates List** screen without adding or updating the displayed template.

Column	Displays
Name	Administered branch name.
IP Address	Branch IP address.
Location	Administered description of branch location.

Password Management Template - General Tab

This screen displays general information about a password management template.

Global Button	Action (Applies across all tabs)
Save Changes	Saves changes to the password management template in the **Templates List**. May create a job to download changes to the branches that use this template.
Cancel	Returns to the **Templates List** screen without adding or updating the displayed template.

Field	Displays
Template Name	Administered template name.
Owner	Username of the administrator who created or last modified this template.
Version	The current version number. Incremented each time the template is modified.
Last Modified	Date and time when the template was last modified.
Notes	Enter comments when creating or modifying the template to help clarify its purpose or use.

Password Management Template - Parameters Tab

This screen configures password management templates used to set up accounts on the local branch Distributed Office platform.

Note: If you change the **User Name** or **Password** that Central Manager uses to log on to the local branch platform, you must make the same changes both here and on the Branch Details - General Tab screen for any branches that use this template.

Field	Description
User Name	Account Name.
New Password	Enter new password.
Confirm Password	Re-enter new password.

SIP Trunk Template - General Tab

This screen displays general information about a SIP Trunk template.

Global Button	Action (Applies across all tabs)
Save Changes	Saves changes to the SIP Trunk template in the **Templates List**. May create a job to download changes to the branches that use this template.
Cancel	Returns to the **Templates List** screen without adding or updating the displayed template.

Field	Displays
Template Name	Administered template name.
Owner	Username of the administrator who created or last modified this template.
Version	The current version number. Incremented each time the template is modified.
Last Modified	Date and time when the template was last modified.
Notes	Enter comments when creating or modifying the template to help clarify its purpose or use.

SIP Trunk Template - Trunk Parameters Tab

This screen configures trunk parameters for a SIP Trunk template.

Global Button	Action (Applies across all tabs)
Save Changes	Saves changes to the SIP Trunk template in the **Templates List**. May create a job to download changes to the branches that use this template.
Cancel	Returns to the **Templates List** screen without adding or updating the displayed template.

Field	Displays
Name	Enter the name that displays on the telephone set. This may differ from the **Name (ASCII)** field if the display language selected uses non-ASCII characters.
Name (ASCII)	Administered SIP trunk group name.
Direction	• **Incoming** • **Outgoing** • **Two-way**

SIP Trunk Template - SIP Tab

This screen configures SIP parameters for a SIP Trunk template.

Global Button	Action (Applies across all tabs)
Save Changes	Saves changes to the SIP Trunk template in the **Templates List**. May create a job to download changes to the branches that use this template.
Cancel	Returns to the **Templates List** screen without adding or updating the displayed template.

Field	Displays
SIP Parameters	
Foreign Domain	Domain where the trunk terminates (far-end).
Near-End Domain	If the branch participates in private networking, then the default is the private network domain.
Session Refresh Interval (RFC4028)	Session refresh interval in seconds from 90, by 10, to 1800 seconds. Default 600 seconds.
Prepend E.164 '+' to calling number (PUN)	A "+" is placed at the beginning of the calling number string to indicate dialing the necessary E.164 country codes which are not included in the string.
Replace outgoing request-URI domain with selected server IP address	Outgoing URI domain will be replaced by the selected server IP address. For example for server 1.2.3.4, the URI example@domain.com will be changed to example@1.2.3.4
Fast Sequential Forking	
Timeout	Timeout in milliseconds, from 100, by 100, to 10,000. Default 2000.
Max Search Time	Maximum search time in milliseconds, from 100, by 100, to 10,000. Default 6000.

SIP Trunk Template - Servers Tab

This screen configures SIP parameters for a SIP Trunk template.

Global Button	Action (Applies across all tabs)
Save Changes	Saves changes to the SIP Trunk template in the **Templates List**. May create a job to download changes to the branches that use this template.
Cancel	Returns to the **Templates List** screen without adding or updating the displayed template.

Field	Displays
Address[:port]	IP address of the SIP server.
Transport	• **UDP** • **TCP** • **TLS**
Priority	Priority from 0, by 1, to 65525. Default is 100. The servers are used from the lowest priority (0) first. If two servers have the same priority, a random choice is made.

SIP Trunk Template - Media Tab

This screen configures media parameters for a SIP Trunk template.

Global Button	Action (Applies across all tabs)
Save Changes	Saves changes to the SIP Trunk template in the **Templates List**. May create a job to download changes to the branches that use this template.
Cancel	Returns to the **Templates List** screen without adding or updating the displayed template.

Field	Displays
Media Parameters	
Telephone Events RTP Payload Type (RFC2833)	From 96, by 1, to 127. Default 127.
Max Concurrent Calls	From 1, by 1, to 30. Default 30.
Direct Media	Normally in a Distributed Office system, all calls to an ITSP start with Distributed Office as a relay point for the media stream (voice-RTP packets). When **Direct Media** is selected, and the call is to/from an IP phone or a SIP phone, Distributed Office will attempt to remove itself from the media path; that is, to let the IP/SIP phone send voice-RTP packets directly to the ITSP.
Codec-Set	
Codec	• **G729** • **G.729a** • **G.729b** (includes silence suppression) • **G.729ab** • **G.711MU** • **G.711A**

	Note: A codec set may not contain more than one G.729 codec.
Frames per Packet (Packet size in msec)	• For **G711** - from 10 ms, by 10 ms, to 120 ms. • For **G729** - from 10 ms, by 10 ms, to 60 ms.
Silence Suppression	Check this box to suppress packets containing only silence. This check box is grayed out when **G.729b** is selected as the **Codec**.
Fax Parameters	
Mode	• **off** • **pass-through** • **relay** • **t-38 standard**
Redundancy	The number (if any) of duplicate T.38 packets to be sent. Sending duplicate T.38 packets can, in some cases, increase the reliability of fax transmission. 0 through 3. Default 0.

Station Template - General Tab

This screen configures general station template information. **Note:** the **Station Parameters** and **Button Features** are part of a single template.

Global Button	Action (Applies across all tabs)
Save Changes	Saves changes to the station template in the **Templates List**. May create a job to download changes to the branches that use this template.
Cancel	Returns to the **Templates List** screen without adding or updating the displayed template.

Global Field	Description (Applies across all tabs)
Set Type	Select station set type from drop-down list. This selection controls the number and arrangement of buttons on the **Buttons** tab. It also controls some other fields which are set-dependent.

Field	Displays
Template Name	Administered template name.
Owner	Username of the administrator who created or last modified this template.
Version #	The current version number. Incremented each time the template is modified.
Last Modified	Date and time when the template was last modified.
Notes	Enter comments when creating or modifying the template to help clarify its purpose or use.

Station Template - Station Parameters Tab

This screen configures station parameter values for all stations based on this template.

Global Button	Action (Applies across all tabs)
Save Changes	Saves changes to the station template in the **Templates List**. May create a job to download changes to the branches that use this template.
Cancel	Returns to the **Templates List** screen without adding or updating the displayed template.

Global Field	Description (Applies across all tabs)
Set Type	Select station set type from drop-down list. This selection controls the number and arrangement of buttons on the Phone/Buttons tab. It also controls some other fields which are set-dependent.

Field	Description
Audible Message Waiting	Select this check box if you want the user to receive stutter dial tone when the user has a waiting message and goes off-hook.
Idle Appearance Preference	Select this check box if you want the user to connect to an idle call appearance when the user goes off-hook. An idle call appearance will be selected even if there is a ringing incoming call on the telephone. If you want the user to connect to the ringing call when the user goes off-hook, make sure the check box is not selected.
Expansion Module	Enabled based on **Set Type** for sets that can accept supported expansion modules. When checked, indicates that an expansion module is present and features should be assigned to the expansion module buttons.
IP Softphone	Select this check box if you want to allow the user to use Avaya IP Softphone to "take over" (log into) the extension. When the user logs into the extension with Avaya IP Softphone, the user's IP telephone is out of service. **Note:**

	When the branch platform is located in India, you cannot select both EC500 (on the Station Details - General Tab) and IP Softphone (on this tab) for the same phone.
Restrict Last Appearance	Select this check box if you want to restrict the last idle call appearance for incoming priority calls and outgoing call originations only.
Specific Line Select FAC Allowed	Check this box to enable the user to dial the Specific Line Originate FAC or Specific Line Pickup FAC to access an Outside Line Group (without requiring use of a Line Appearance button). When this box is not checked, the feature is not available to the user's telephone.

Station Template - Phone/Buttons Tab

This screen configures default button template information. **Note:** the **Station Parameters** and **Phone/Buttons** are part of a single template.

For single line telephone sets, one button is shown with a limited number of choices. For multi-button sets, specific pictures show all configurable buttons where they appear on the set. Select the button for a drop-down list of assignable features. In all cases, the available selections are dependent upon the telephone set selected and the system configuration. The selections are also subject to limits on the same telephone set, in the same group, or on a per system basis.

Global Button	Action (Applies across all tabs)
Save Changes	Saves changes to the station template in the **Templates List**. May create a job to download changes to the branches that use this template.
Cancel	Returns to the **Templates List** screen without adding or updating the displayed template.

Global Field	Description (Applies across all tabs)
Set Type	Select station set type from drop-down list. This selection controls the number and arrangement of buttons on the Phone/Buttons tab. It also controls some other fields which are set-dependent.

Field	Description
<button number>	Button number (not always present).
<button assignment>	Drop-down list contains available assignments for button. If the feature requires data, a dialog box displays requesting the data.

Button Assignments for Single-Line Sets

Single-line sets have a very limited set of possible button assignments.

Assignment

Unused	Bridged Appearance
Analog Bridged Appearance	Call Appearance

Button Assignments for Multi-Line Sets

Multi-line sets have a wide set of possible buttons assignments. In all cases, the available selections are dependent upon the telephone set selected and the system configuration. The selections are also subject to limits on the same telephone set, in the same group, or on a per system basis. (Selections disappear from the drop-down list when limits have been reached.)

Assignment			
Unused	Call Appearance	Dial Intercom	Next
Analog Bridged Appearance	Call Displayed Number	Directory	Priority
Abbreviated Dialing	Call Forward (All Calls)	Directed Call Pickup	Ringer Cutoff
Account	Call Forward (Busy/Don't Answer)	EC500	Send All Calls
Abbreviated and Delayed Ring	Call Park	Exclusion	Facility Test Call Alarm
Automatic Message Waiting	Call Pickup	Extend Call to Cellular	Station Lock
Automatic Call Back	Conference Display	Far-End Mute	Trunk ID
Automatic Intercom	Consult	Group Page	Trunk Name
Bridged Appearance	CPN Block	Inspect	Busy Verification
Busy Indication	Crisis Alert	Line Appearance	Voice Announce Answer
Busy Indication and Transfer	Date and Time	MCT Activation	Whisper Page Activation
		MCT Control	Whisper Page Answerback

System Parameters Template - General Tab

This screen displays general information about a system parameters template.

Global Button	Action (Applies across all tabs)
Save Changes	Saves changes to the system parameters template in the **Templates List**. May create a job to download changes to the branches that use this template.
Cancel	Returns to the **Templates List** screen without adding or updating the displayed template.

Field	Displays
Template Name	Administered template name.
Owner	Username of the administrator who created or last modified this template.
Version	The current version number. Incremented each time the template is modified.
Last Modified	Date and time when the template was last modified.
Notes	Enter comments when creating or modifying the template to help clarify its purpose or use.

System Parameters Template Details - Features Tab

This screen configures system parameters for features.

Global Button	Action (Applies across all tabs)
Save Changes	Saves changes to the system parameters template in the **Templates List**. May create a job to download changes to the branches that use this template.
Cancel	Returns to the **Templates List** screen without adding or updating the displayed template.

Field	Description
Coverage	
Music/Tone on Hold	• **None** - Feature is not in use. • **Music** - Enables the **Type, Extension**, and **Port** fields. • **Tone** - This value is available only when the branch platform is running Distributed Office Release 1.2 or later.
Type	• **Extension** - an announcement (wav file) for music-on-hold is provided at a specific extension. • **Port** - an analog port is specified for the music-on-hold source.
Announcement Extension	Enabled when **Music/Tone on Hold** is **Music** and **Type** is **Extension**. Enter the extension that plays the announcement (wav file)
Port	Enabled when **Music/Tone on Hold** is **Music** and **Type** is **Port**. Select the port that has an analog music-on-hold source.
Subsequent Redir CFWD NoAnsInterval Rings	
Local	(Numeric, 1-99.) [default = 2] • The number of rings applied at an on-net coverage point before a call is redirected to the next coverage point • the number of rings applied at an on-net forwarded-to destination before the call is

	redirected to coverage.
Offnet	(Numeric, 1-99.) [default = 2] • The number of rings applied at an off-net coverage point before a call is redirected to the next coverage point • the number of rings applied at an off-net forwarded-to destination before the call is redirected to coverage.
Voice Mail Ring Count	The number of rings (5-second intervals) the system waits before covering the call to voice mail when voice mail is selected as the coverage path.
Conference Tone	When checked, provides conference tone as long as three or more parties are in a conference call.
AnswerSupervision by CallClassifier	When checked, the system detects tones and voice-frequency signals on the line and determines whether an outbound trunk call has been answered.
Timers	
Hold Redirect Timer (Seconds)	When a call has been placed on hold for too long, and has not been answered after re-alerting the original extension, this timer redirects the call to the **Operator/Hold Redirect Extension**. Enter a number between 0 and 999; 0 deactivates the timer. This value is the number of seconds a call can be on hold after the system re-alerts the user to remind them of the call and before the call is redirected to the **Operator/Hold Redirect Extension**.
Operator/Hold Redirect Extension	Enter the extension for the operator. This same extension will also be used to redirect calls placed on hold that are not answered after re-alerting the original extension.
Long Hold Recall Timer (Seconds)	You can administer the system to remind a user that a call has been on hold for too long. Enter a number between 0 and 999; 0 deactivates the timer. This value is the number of seconds a call can be on hold before the system re-alerts the user to remind them of the call.
Other	
enableInterbranchModemCalls	Default = checked. Turn it off if you find that fax calls are being mistaken for modem calls.

Automatic Exclusion Support	Most customers in Japan do not assign DID numbers to individuals, but to groups of phones sharing bridged appearances. These employees have an expectation of privacy on these calls. Achieving this with manual exclusion would not be accepted based on the normal phone operation in Japan. The customer, however, should be able to control whether automatic exclusion is used, since not every customer may want it. This feature applies to the entire branch and overrides any individual phone exclusion setting. This feature is available only When the branch platform is running Distributed Office Release 1.2 or later.

System Parameters Template Details - Localization Tab

This screen configures system parameters for location.

Global Button	Action (Applies across all tabs)
Save Changes	Saves changes to the system parameters template in the **Templates List**. May create a job to download changes to the branches that use this template.
Cancel	Returns to the **Templates List** screen without adding or updating the displayed template.

Field	Description
Site Parameters	
Custom Flashhook Interval	When checked, enables **Upper Bound (msec)** and **Lower Bound (msec)** fields to specify length of **Flashhook Interval**.
Upper Bound (msec)	(Numeric, 80-1250 in increments of 10.) [default = 1000] Specifies the upper bound of the flashhook interval. Specifies the upper bound of the station-to-switch recall signal timing interval in milliseconds. Enabled when the **Flashhook Interval** field is checked.
Lower Bound (msec)	(Numeric, 80-1250 in increments of 10.) [default = 200] Specifies the lower bound of the flashhook interval. Specifies the lower bound of the station-to-switch recall signal timing interval in milliseconds. Enabled when the **Flashhook Interval** field is checked.
Forward Disconnect Timer (msec)	(Numeric, 80-1250 in increments of 10.) [default = 600] Specify the duration of a momentary disconnect sent by the server/switch to an analog station user when that user is the last party still off-hook on a call.
Station Tone Forward Disconnect	Check this box to broadcasts a busy signal for 45 seconds when one party in a telephone conversation hangs up the phone. This feature is applicable in France and China. This feature is available only when the branch platform is running Distributed Office Release 1.2 or later.

DECT Mobility Manager IP	The IP address of the Avaya DECT (Digital Enhanced Cordless Telecommunication) Mobility Manager. The Avaya DECT Mobility Manager functions as a regular IP Base Station. Additionally, it is responsible for H.323 signalling between the IP DECT system, IP Office and a web management interface.
CAMA Numbering System CES ID Default	Enter the number that will be used to identify the calling terminal within an emergency service system. This field can represent a prefix to an extension or the entire CESID.
Country Options	
Tone Detection Mode	The country code specifies the type of tone detection used: • **1** - Precise Italian tone detection algorithm. • **2** - Precise Australian tone detection algorithm. • **3** - Precise UK tone detection algorithm. • **4** - Imprecise normal broadband filter algorithm. • **5** - Imprecise wideband filter algorithm.
InterDigit Pause	Select the maximum length of the inter-digit pause. Breaks lasting less than this range will be bridged or ignored. • **Short** - 5 to 30 milliseconds. • **Long** - 20 to 40 milliseconds.
Country Code	• **Argentina** • **Australia** • **Belgium** • **Brazil** • **Canada** • **Chile** • **China** • **Colombia** • **Costa Rica** • **Czech Republic & Slovakia** • **France** • **Germany** • **Greece** • **Hong Kong** • **India** **Note:** Once the branch platform has been initially installed, the Country Code cannot be changed to or from "India."

- **Ireland**
- **Italy**
- **Japan**
- **Mexico**
- **Netherlands**
- **Poland**
- **Russia**
- **Saudi Arabia**
- **Singapore**
- **South Africa**
- **Spain**
- **Sweden**
- **Thailand**
- **United Kingdom**
- **United States**

Note:

Localization affects the following features:

- **Local Trunking variants** (e.g. MFC R2) - All Caribbean and Latin America (CALA) (except Costa Rica) and India
- **Station Lock** - All CALA and all Europe, Middle East and Africa (EMEA)
- **Authorization Codes** - All CALA, China, India
- Busy Tone Disconnect for analog CO - All CALA, Russia, China
- Block Incoming Collect Calls - Brazil
- Incoming Digit Manipulation - Germany and Italy
- Station tone forward disconnect - France and China
- **Exclusion, automatic** - Japan (future), United States
- **DIOD Trunks** - Japan (future), all CALA
- Outgoing Digit Insertion - China, all CALA
- Hunt group announcements - All CALA
- **Tone on hold** - All EMEA (especially France), all CALA

Automatic Settings Based on Country

- Analog ringing cadence.
- Analog line transmission.
- Initial 2-party loss plan.

- Base parameter sets for phones.
- Internal companding. (Not interface companding which is still set individually by interface.)
    - A-Law
        - Australia
        - China
        - France
        - Germany
        - Ireland
        - Italy
        - Russia
        - Spain
        - UK
    - Mu-Law
        - Argentina
        - Brazil
        - Canada
        - Chile
        - Colombia
        - Costa Rica
        - India
        - Mexico
        - US

Features Based on Country

- R2-MFC
    - Argentian
    - Brazil
    - Chile
    - Colombia
    - Costa Rica
    - Mexico
    - India
- Station Lock
    - Argentian
    - Brazil
    - Chile
    - Colombia

	⦿ Costa Rica ⦿ Mexico ⦿ France ⦿ Ireland ⦿ Spain ⦿ UK ⦿ Germany ⦿ Italy ⦿ Russia ○ Authroization Codes ⦿ Argentian ⦿ Brazil ⦿ Chile ⦿ Colombia ⦿ Costa Rica ⦿ Mexico ⦿ China ⦿ India ○ Brazil Block Collect Calls ⦿ Brazil Features Blocked in India India has unique toll-bypass regulations that are solved invisibly by assigning calling restrictions based on type of trunk and attributes of station. ○ Outside Line Groups ○ Coverage to remote numbers, EC500 and softphones. ○ Certain bridged appearances ○ Authorization codes. ○ Forwarding to remote numbers.
Script Tag for Native Names	• **Latin** • **Cyrillic** • **S-Chinese** • **Japanese** • **Korean** • **HW Katakana** **Note:**

	This feature is available only when the branch platform is running Distributed Office Release 1.2 or later.
Station Date Format	• **mm/dd/yy** • **dd/mm/yy** • **yy/mm/dd**
Calling Party Number Prefix	
National	Prefix used to indicate national (versus local) calls. "1" in the USA. Allows you to apply prefixes to national calling numbers for display at receiving telephones. This is useful for those telephones that use or implement call back features based on incoming call numbers. When an ISDN-PRI call arrives, the incoming call setup is analyzed for: (1) whether the Type of Address (TOA) is national or international, and (2) whether the Numbering Plan Identifier (NPI) is Unknown or ISDN/Telephony. This administered prefix is applied to national calls. Prefixing applies to any subsequent display on the same server when the call is transferred, covered, or forwarded. The same prefixing applies to outgoing ISDN-PRI calls when the connected number information is returned and meets the same TOA and NPI criteria. The prefix plus the calling/connected number digit string is limited to 15 digits, with truncation occurring at the least significant digits.
International	Prefix used to indicate international calls. "011" in the USA. Allows you to apply prefixes to international calling numbers for display at receiving telephones. This is useful for those telephones that use or implement call back features based on incoming call numbers. When an ISDN-PRI call arrives, the incoming call setup is analyzed for: (1) whether the Type of Address (TOA) is national or international, and (2) whether the Numbering Plan Identifier (NPI) is Unknown or ISDN/Telephony. This administered prefix is applied to international calls. Prefixing applies to any subsequent display on the same server when the call is transferred, covered, or forwarded. The same prefixing applies to outgoing ISDN-PRI calls when the connected number information is returned and meets the same TOA and NPI criteria. The prefix plus the calling/connected number digit string is limited to 15 digits, with truncation occurring at the least significant digits.

System Parameters Template Details - CDR Tab

This screen configures system parameters for Call Detail Recording (CDR).

Global Button	Action (Applies across all tabs)
Save Changes	Saves changes to the system parameters template in the **Templates List**. May create a job to download changes to the branches that use this template.
Cancel	Returns to the **Templates List** screen without adding or updating the displayed template.

Field	Description
Date Format	Select a format compatible with your CDR system: • **Month/Day** • **Day/Month**
Output Format	Except for **Customized** and **Printer**, the remaining formats are standard record formats. The one you use must be compatible with your call accounting software. Verify this through your vendor or the accounting system documentation. Select a format compatible with your CDR system: • **unformatted** • **59-char** • **customized** Use this option if you have special call accounting needs that standard record formats do not accommodate. If you use a customized record format, you need to have call accounting software that is also customized to receive these records. Consult with your call accounting vendor before using this option. • **expanded** • **int direct** • **int process** • **isu** • **isu expand** • **printer** Use this option if you are sending the call detail records to a printer rather than to a record collection or call accounting system. • **teleseer**

Collector IP	The IP address of the server collecting Call Detail Records.
Port	Port on which to communicate with the CDR Collector.

System Parameters Template Details - VoIP Tab

This screen configures system parameters for IP options.

Global Button	Action (Applies across all tabs)
Save Changes	Saves changes to the system parameters template in the **Templates List**. May create a job to download changes to the branches that use this template.
Cancel	Returns to the **Templates List** screen without adding or updating the displayed template.

Field	Description
QoS Parameters	
Audio PHB Value	(numeric, 0-63.) [default=46] Provides scalable service discrimination in the Internet without per-flow state and signaling at every hop.
Call Control PHB Value	(numeric, 0-63.) [default=46] Provides scalable service discrimination in the Internet without per-flow state and signaling at every hop.
Audio 802.1p Priority	(numeric, 0-7.) [default=6] Provides Layer 2 priority for Layer 2 switches. The field Specifies the 802.1p priority value.
Call Control 802.1p Priority	(numeric, 0-7.) [default=6] Provides Layer 2 priority for Layer 2 switches. The field Specifies the 802.1p priority value
RTCP Monitor Server Options	
RTCP Monitor Server IP Address	IP address of the RTCP Monitor Server.
RTCP Monitor Server Port	Port on which to communicate with the RTCP Monitor Server.
Encryption	
Use media encryption for IP calls within	Specify whether you want to use media encryption for IP calls made within the branch. Choices are:

the branch?	• **Preferred** • **Not Preferred** • **Never**
Use media encryption for IP calls between the branch?	Specify whether you want to use media encryption for IP calls made between branches. Choices are: • **Always** **Note:** Selection of **always** may make it impossible to communicate with another branch that has selected "**Never**". • **Preferred** • **Not Preferred** • **Never** **Note:** Selection of **never** may make it impossible to communicate with another branch that has selected "**Always**".
H.323 Signaling Encryption?	Select this checkbox to include H.323. signaling encryption with media encryption when used.

System Parameters Template Details - Tone Generation Tab

This screen configures system parameters for tone generation.

Global Button	Action (Applies across all tabs)
Save Changes	Saves changes to the system parameters template in the **Templates List**. May create a job to download changes to the branches that use this template.
Cancel	Returns to the **Templates List** screen without adding or updating the displayed template.

Field	Description
8440 Hz PBX Dial Tone	Select this check box to provide 8440 Hz PBX dial tone on inside calls.
Remaining Frequency Slots	The branch platform supports a limited number of frequencies. The number of slots remaining in the frequency buffer is displayed here. Once a frequency has been used for any tone in the system, it may be reused as often as desired.
Customized Tones	
Add	Selecting one of the customizable tones from the drop-down list creates a Tone Details Tab for specification of **Step, Frequency/Level,** and **Duration.** • **1 Call Wait** • **2 Call Wait** • **3 Call Wait** • **busy** • **busy-verify** • **Call-Wait-Ringback** • **Conference** • **disable-dial** • **Immed-Ringback** • **Intercept** • **Intrusion** • **Mntr/rec-warning** • **PBX-Dial**

	• **Recall-Dial** • **Recall-Dont-Ans** • **Redirect** • **Reorder** • **Rep-Confirmation** • **Reset-Shift** • **Ringback** • **Secondary-Dial** • **Special-Dial** • **Whisper-Page** • **Zip**
Remove	Select one of the customized tones from the drop-down list to remove customization and delete the corresponding **Tone Details Tab**.

Tone Detail Tabs

Column	Description
Step	Sequential numbers for steps. There are a maximum of 15 steps per tone.
Tone Frequency / Level	Drop-down list with all **Frequency/Leve**l specifications available. (Some tones only allow frequencies at specific levels.) Each selection may include multiple frequencies with a separate level for each. Each selection also includes the required number of slots (0, 1, 2). The number of slots required may change to reflect already available frequencies.
Duration	Enter the **Duration** of this tone step in milliseconds.

System Parameters Template Details - Authorization Codes Tab

This screen configures system parameters for Authorization Codes.

Global Button	Action (Applies across all tabs)
Save Changes	Saves changes to the system parameters template in the **Templates List**. May create a job to download changes to the branches that use this template.
Cancel	Returns to the **Templates List** screen without adding or updating the displayed template.

Field	Description
Enable Authorization Codes	Select this checkbox to enable the Authorization Codes feature.
Authorization Code Length	The length of authorization codes for all branches using this template. **Note:** If the **Authorization Code Length** is changed and the template is sent to a branch, all existing authorization codes at the branch will be deleted.
SVN Authorization Code Violation Notification	Select this checkbox to send authorization code violation notices.
Referral Destination	Extension that receives authorization code violation notices.
Originating Extension	Extension that displays as call originator when an authorization code violation notice is sent.
Announcement Extension	Extension that plays the authorization denied announcement.

System Parameters Template Details - Phones SNMP Tab

This screen configures SNMP management for IP and SIP phones.

Global Button	Action (Applies across all tabs)
Save Changes	Saves changes to the system parameters template in the **Templates List**. May create a job to download changes to the branches that use this template.
Cancel	Returns to the **Templates List** screen without adding or updating the displayed template.

Field	Description
Enable IP and SIP phones SNMP	Select this checkbox to enable SNMP management of IP and SIP phones.
Community String	Enter the community string used for SNMP access.

Voice Mail System Parameters Template Details - General Tab

This screen displays general information about a voice mail system parameters template.

Global Button	Action (Applies across all tabs)
Save Changes	Saves changes to the voice mail system parameters template in the **Templates List**. May create a job to download changes to the branches that use this template.
Cancel	Returns to the **Templates List** screen without adding or updating the displayed template.

Field	Displays
Template Name	Administered template name.
Owner	Username of the administrator who created or last modified this template.
Version	The current version number. Incremented each time the template is modified.
Last Modified	Date and time when the template was last modified.
Notes	Enter comments when creating or modifying the template to help clarify its purpose or use.

Voice Mail System Parameters Template Details - Parameters Tab

This screen configures voice mail system parameters.

Global Button	Action (Applies across all tabs)
Save Changes	Saves changes to the voice mail system parameters template in the **Templates List**. May create a job to download changes to the branches that use this template.
Cancel	Returns to the **Templates List** screen without adding or updating the displayed template.

Field	Description
System Language Mode	• **Bilingual** • **Monolingual**
Minimum password length	Minimum number of digits in user mailbox passwords.
Broadcast aging time (days)	Number of days to retain broadcast messages.
Fax CSID	• **True** • **False**
CSID Name Format	• **Disabled** • **Organization Name** • **Organization and Directory Names**
Organization Name	The name that appears in the Fax CSID when enabled.
Primary Language	
Enable TTY Support for Primary Language	Select this checkbox to enable support for TTY message storage and retrieval on Voice Mail for the primary language. This feature is available only when the branch platform is running Distributed Office Release 1.2 or later.

Enable TTY Support for Secondary Language	Select this checkbox to enable support for TTY message storage and retrieval on Voice Mail for the secondary language. This feature is available only when the branch platform is running Distributed Office Release 1.2 or later.

Voice Mailbox Template Details - General Tab

This screen displays general information about a voice mailbox system parameters template.

Global Button	Action (Applies across all tabs)
Save Changes	Saves changes to the voice mail system parameters template in the **Templates List**. May create a job to download changes to the branches that use this template.
Cancel	Returns to the **Templates List** screen without adding or updating the displayed template.

Field	Displays
Template Name	Administered template name.
Owner	Username of the administrator who created or last modified this template.
Version	The current version number. Incremented each time the template is modified.
Last Modified	Date and time when the template was last modified.
Notes	Enter comments when creating or modifying the template to help clarify its purpose or use.

Voice Mailbox Template Details - Voice Mailbox Parameters Tab

This screen configures voice mailbox templates.

Global Button	Action (Applies across all tabs)
Save Changes	Saves changes to the voice mail system parameters template in the **Templates List**. May create a job to download changes to the branches that use this template.
Cancel	Returns to the **Templates List** screen without adding or updating the displayed template.

Field	Description
Mailbox Type	Select the type of mailbox you want to assign. Choices are: • **Regular** A Regular mailbox can contain at least 20 minutes of voice messages or at least 10 MB of fax messages. The maximum length for a single message is 4 minutes. • **Extended** An Extended mailbox can contain at least 40 minutes of voice messages or at least 20 MB of fax messages. The maximum message length for a single message is 8 minutes. • **Informational** An Information mailbox plays an announcement to the caller, but does not record incoming voice or fax messages.
Outcalling	Select **Enabled** if you want to allow the user to use the outcalling feature. If outcalling is enabled, the user must log into the voicemail mailbox and configure the outcalling number. Disabled when mailbox **Mailbox Type = Informational**.
Broadcasting	Select **Enabled** if you want to allow the user to use the broadcasting feature. If Broadcasting is enabled, the user must log into the voicemail mailbox to send broadcast voicemail to other users.
Password Change	Select **Enabled** if you want to allow the password to be changed for the user's mailbox.
TTY Support	Select this checkbox to turn on Native TTY calls on Voicemail & Auto-attendant. TTY messages are supported for storage and retrieval on Voice Mail.

	This feature is available only when the branch platform is running Distributed Office Release 1.2 or later.

Groups (of Branches)

Groups (of Branches) List

This screen displays a list of administered groups of branches.

Column	Displays
Name	Administered group name.
Type	• **Static** The group contains a static list of member branches. • **Dynamic** The group contains a dynamic list of member branches controlled by a boolean expression involving static groups.
Size	Count of branches in the group.
Owner	Username of the administrator who created this group.
Version	The current version number. Incremented each time the group is modified.
Last Modified	Date and time when the group (of branches) was last modified.
Notes	Comments added when creating or modifying the group (of branches) to help clarify its purpose or use.

Button	Action
Add	Opens Select Group Type Dialog Box to specify the type of group (Static or Dynamic) to add.
Edit	Opens **Static Group Details** or **Dynamic Group Details** screen pre-populated with the highlighted group.
Remove	Deletes the highlighted group.
Duplicate	Adds a new group of branches that is a duplicate of the highlighted group except for the group **Name**.

Action	See
Filtering	Filtering Lists

Paging	Paging Through Lists
Refresh	Refreshing Lists

Adding a Group

1. Navigate to the **Groups List** screen: **Managed Objects > Groups.**
2. Click **Add** to open the **Select Group Type** dialog box.
3. Select **Static** or **Dynamic** group. The appropriate **Group Details** screen opens.
4. Fill in the information on the **Group Details** screen.
5. Click **Save Changes** to add the new group to the **Groups List**.

Editing a Group

1. Navigate to the **Groups List** screen: **Managed Objects > Groups.**
2. Click an existing group to highlight its row.
3. Click **Edit**. The appropriate **Group Details** screen displays the highlighted group.
4. Make changes as necessary to the information on the **Group Details** screen.
5. Click **Save Changes** to add the new group to the **Groups List**.

Removing a Group

1. Navigate to the **Groups List** screen: **Managed Objects > Groups.**
2. Click an existing group to highlight its row.
3. Click **Remove.** A **Confirm Removal** dialog box displays.
4. Click **Continue** to confirm the deletion.

Static Group Details (Members)

This screen configures the list of group members for a static group.

Field	Description
Name	Administered group name.
Version	The current version number. Incremented each time the group is modified.
Owner	Username of the administrator who created or last modified this group.
Notes	Comments added when creating or modifying the group to help clarify its purpose or use.

Column	Displays
Choose Branches for this Group (Available Branches)	
Name	Administered branch name.
IP Address	Administered branch IP address.
Location	Administered description of branch location.
Selected Branches	
Name	Administered branch name.
IP Address	Administered branch IP address.

Button	Action
>	Move selected branches from the **Available Branches** list to the **Selected Branches** list.
>>	Move all branches from the **Available Branches** list to the **Selected Branches** list.
<	Remove selected branches from the **Selected Branches** list and return them to the **Available Branches** list.
<<	Remove all branches from the **Selected Branches** list and return

	them all to the **Available Branches** list.
Save Changes	Saves changes to the group in the **Groups List**.
Cancel	Returns to the **Groups List** screen without adding or updating the displayed group.

Add/Remove Static Group Members

1. Navigate to the **Groups List** screen: **Managed Objects > Groups.**
2. Click an existing static group to highlight its row.
3. Click **Edit**. The **Group Details** screen displays the highlighted group.
4. In the **Available Branches List**, highlight one or more branches. Highlight a single branch by clicking on it. Highlight a range by clicking the starting branch and shift-clicking the ending branch. Add to the highlighted branches by ctrl-clicking additional branches. Highlighted branches are selected by moving them from the **Available Branches** list to the **Selected Branches** list. You can select or deselect branches by dragging and dropping them between the lists, or you can use the buttons provided.
5. Click **Save Changes** to update the group to the **Groups List**.

Dynamic Group Details

This screen configures a dynamic group based on Boolean expressions involving static groups.

Field	Description
Name	Administered group name.
Version	The current version number. Incremented each time the group is modified.
Owner	Username of the administrator who created or last modified this group.
Notes	Comments added when creating or modifying the group to help clarify its purpose or use.
<Expression>	Displays expression resulting from datagrid.

Column	Description
Condition	• **Blank** - First line only. • **AND** - a branch must be in both the preceding and following group expression to be included in the final results. • **OR** - a branch may be in either (or both) the preceding and following group expression to be included in the final results. • **AND-NOT** - A branch must be in the preceding group expression and not be in the following group expression to be included in the final results.
(	Select "(" or blank as required to build a logical expression.
Group Name	Select one of the previously defined static groups from the drop-down list.
)	Select ")" or blank as required to build a logical expression.

Button	Action
Add Row	Adds an empty row at the end of the table.
Remove Row	Removes the selected row in the table.
Show Results	Displays the results (list of branches) of the logical expression.

Preview Logical Expression	Updates the result of the logical expression and displays the final logical expression in the **<Expression>** area.
Save Changes	Saves changes to the group in the **Groups List**.
Cancel	Returns to the **Groups List** screen without adding or updating the displayed group.

Setting Up Dynamic Groups

1. Navigate to the **Groups List** screen: **Managed Objects > Groups.**
2. Click an existing dynamic group to highlight its row, and click **Edit**, or click **Add** to create a new dynamic group.
3. The **Group Details** screen displays the group.
4. Construct a Boolean expression using **AND, OR, NOT**, parentheses, and static groups. You can **Add Row**s and **Remove Row**s as necessary, and you can previes the expression by clicking **Update Expression According to Datagrid,**
5. Click **Save Changes** to update the group to the **Groups List**.

Select (Add) Group Dialog Box

This dialog box requires that you select a Static Group or Dynamic Group to add.

After selecting the group type, click **OK** to continue or click **Cancel** to return to the **Groups List**.

Private Networking

Private Networking - General Tab

Private Networking is a Central Manager function for configuring your SES (SIP Enablement Server) for core routing in a Distributed Office network. Optionally, you may have one or two SES Home servers (typically serving SIP user needs in the main or headquarters location not served by a branch Distributed Office platform), in addition to the SES with core routing, and the number of branch locations can range from one to 1000.

This screen configures general information about private networking.

Global Field	Description (Applies across all tabs)
Enable Private Networking	Must be checked to enable private networking between branches.

Global Button	Action (Applies across all tabs)
Save Changes	Saves the information provided in the Private Networking screen. Creates a job to send any necessary updates to the branches.
Reset	Reloads the page from the Central Manager database overwriting any current edits or changes.

Field	Description
Domain Name	Enter the SIP Domain for your Distributed Office network. The domain must exactly match the Information on the System Properties screen that you entered in the SES Master Administration web interface.
Prefix Length	Enter the digit length for branch prefixes for your Distributed Office network. The range is 1 to 10 digits, and the default length is 3 digits. The branch prefix length must be the same for all Distributed Office locations, but the length of the extensions used at each of the branch locations may vary, so long as the total of the two is 15 digits or less.

Private Networking - SES Tab

For any Distributed Office network that is not a simple standalone construct, you must ensure that SIP Enablement Server (SES) is able to communicate with the rest of your Distributed Office network.

This screen configures parameters for SES access. A **Test Connectivity** button verifies the connection to the SES.

Global Field	Description (Applies across all tabs)
Enable Private Networking	Must be checked to enable private networking between branches.

Global Button	Action (Applies across all tabs)
Save Changes	Saves the information provided in the **Private Networking** screen. Creates a job to send any necessary updates to the branches.
Reset	Reloads the page from the Central Manager database overwriting any current edits or changes.

Field	Description
IP Address	Enter the IP address of the SES for your Distributed Office network.
Management System Access Login	Enter the Management Access login for the SES master database. This information must exactly match the Information you entered on the SES Master Administration interface.
Management System Access Password	Enter the Management Access password for the SES master database. This information must exactly match the Information you entered on the SES Master Administration interface.

Button	Action
Test Connectivity	Tests SES connectivity. Performs a login to ensure that the IP Address, login, and password are correct. Click the **Test Connectivity** button and a pop-up window should

	appear with the message “Successfully Connected to Core Router.” **Note:** If this test fails, so will any other changes you try to submit to the SES. Double-check that you have entered the login and password correctly, and that they exactly match those you entered in the SES Master Administration interface. You may also check your network for any IP connectivity issues.
Force Sync	Forces a synchronization between the SES and Central Manager. This ensures that the Central Manager's database is updated with the most recent network additions.

Private Networking - SIP Servers Tab

This screen configures each optional SIP server you may have installed to support Distributed Office network users in your main or headquarters location.

Global Field	Description (Applies across all tabs)
Enable Private Networking	Must be checked to enable private networking between branches.

Global Button	Action (Applies across all tabs)
Save Changes	Saves the information provided in the **Private Networking** screen. Creates a job to send any necessary updates to the branches.
Reset	Reloads the page from the Central Manager database overwriting any current edits or changes.

Column	Description
Name	Enter the Name for the SIP (home) server to identify it in Distributed Office Central Manager only.
IP Address	Enter the administered SIP server IP address
Prefix	Prefix (a numeric string) to uniquely identify the branch location containing the SIP server. The prefixes can be from 1 to 10 digits long, and the default length is 3 digits. The branch prefixes must be the same length for all locations in the network.
Extension Length	Extension Length (the number of digits for the extensions of the users supported by this SIP server). The length of these extensions may vary among the locations in your network, but the total length of Prefix plus Extension must be 15 digits or less.

Button	Action
Add Row	Adds a row to the table for input.
Remove Row	Removes the highlighted row.

Private Networking - Branches Tab

This screen displays information about each branch enabled for private networking in Distributed Office.

Global Field	Description (Applies across all tabs)
Enable Private Networking	Must be checked to enable private networking between branches.

Global Button	Action (Applies across all tabs)
Save Changes	Saves the information provided in the **Private Networking** screen. Creates a job to send any necessary updates to the branches.
Reset	Reloads the page from the Central Manager database overwriting any current edits or changes.

Column	Displays
Name	Administered branch name. Read-only from the Branch Details - General Tab.
IP Address	IP address for the Distributed Office platform at the branch. Read-only from the Branch Details - General Tab.
Prefix(<length>)	Prefix (a numeric string) to uniquely identify the branch. The branch prefixes must be the same length for all locations in the network. This is the only editable field. This field allows for modification of many branch prefix values at the same time in cases where the prefix length is being changed.
Extension Length	The length of extension numbers in the branch. Read-only from the Branch Details - General Tab.

Verify SES Routing

After configuring SES in Central Manager, test whether your configuration is correct and SES functions are performed properly with these steps.

Add a new branch location

To add a new branch location (one that is not yet listed when you View branch locations), select **Branches** from the navigation pane and specify information identifying each branch location, as follows:

1. On the General tab, enter information in the three enabled fields. (Optionally, you can click the **Select Device** button for a drop-down list of branches discovered on your network.)
2. Test connectivity to the Distributed Office platform using the button on the screen.
3. Click the **Save Changes** button. A job will be created to synchronize this new branch with SES. When the job completes successfully, you can make changes to other fields for this branch.
4. On the General tab of the Branches screen, complete the other fields enabled for data entry, as needed. These fields only become available after the branch has been added.

Include Added branches in Private Networking

Include the branches you just added in your Enterprise Private Network, as follows:

1. Select **Private Networking** from the navigation pane. Ensure that the checkbox **Enable Private Networking** is checked for this network.
2. Select the Branches Tab and enter the unique numeric branch prefix for the Distributed Office platform at this location. **Note** that the prefix must be the same number of digits in length for all branches in your enterprise private network.
3. Click the **Save Changes** button.

Add a Station and its Associated Extension to the Branch

Typically, users' stations are configured using Local Manager at each branch location and then synchronized with SES. When you add branches in Central Manager, existing branch users' stations are also synchronized here. You can also manually add users' stations and their associated extensions to the branches you have configured in Central Manager. You will need to add an IM handle to stations with supported IM clients to test Instant Messaging.

Test SIP Calls & Instant messaging

If you have configured stations, branches, and the SES, and set the prefix(es) for one or more branch locations with private networking enabled, then you can test the routing of SIP calls and Instant Messages, in these ways:

- Use supported IM clients to send instant messages between the main location and a branch location, or between two branches in the network.
- Make test SIP calls between the main location and a branch location, or between two branches in the network.

Utilities

Administrators

Administrators List

This screen displays a list of administrator accounts.

Column	Displays
Name	Account name.
Role	• **Administrator** - All privileges including user accounts and backups. • **Advanced** - All privileges except user accounts and backup. • **Standard** - All privileges except user accounts and backup. • **Backup Administrator** - Can create and run backups. **Note: Advanced** and **Standard** roles are identical for Distributed Office. They are both provided for legacy reasons.
Notes	Comments added when creating or modifying the account to help clarify its purpose or use.
Local User	When **true**, the administrator is a local user at the Central Manager server.
Expiration Date	Date password expires.
User Must Change Password	When **true**, a password change is required when the user next logs on. Cannot be true at the same time that **Password Not Changeable** is true.
Password Not Changeable	When **true**, the user is not allowed to change the password. Cannot be true at the same time that **Change Password** is true.
Account Locked	When **true**, the account is locked and cannot be used until unlocked by a user with **Role = Administrator**

Button	Action
Add	Opens **Administrator Details** screens to add a new administrator.
Edit	Opens **Administrator Details** screen pre-populated with the highlighted administrator.

Remove	Deletes the highlighted administrator. (Administrators may be multi-selected using **Shift-click** or **Ctrl-click**.)
Duplicate	Adds a new administrator that is a duplicate of the highlighted administrator except for the administrator **Name**.

Action	See
Filtering	Filtering Lists
Paging	Paging Through Lists
Refresh	Refreshing Lists

Adding an Administrator

1. Navigate to the **Administrators List** screen: **Managed Objects > Utilities > Administrators.**
2. Click **Add** to open the **Administrator Details** screen.
3. Fill in the information on the **Administrator Details** screen.
4. Click **Save Changes** to add the new administrator to the **Administrators List**.

Duplicating an Administrator

1. Navigate to the **Administrators List** screen: **Managed Objects > Utilities > Administrators.**
2. Click an existing administrator to highlight its row.
3. Click **Duplicate** to open the **Administrator Details** screen.
4. Enter the new administrator **Name** and **Password**. The remaining information on the **Administrator Details** screen is duplicated from the highlighted administrator.
5. Make any changes as necessary.
6. Click **Save Changes** to add the new administrator to the **Administrators List**.

Editing an Administrator

1. Navigate to the **Administrators List** screen: **Managed Objects > Utilities > Administrators.**
2. Click an existing administrator to highlight its row.
3. Click **Edit**. The **Administrator Details** screen displays the highlighted administrator .
4. Make changes as necessary to the information on the **Administrator Details** screen.
5. Click **Save Changes** to update the administrator on the **Administrators List**.

Removing an Administrator

1. Navigate to the **Administrators List** screen: **Managed Objects > Utilities > Administrators.**
2. Click an existing administrator to highlight its row.
3. Click **Remove.** A **Confirm Removal** dialog box displays.
4. Click **Continue** to confirm the deletion.

Administrator Details

This screen configures Central Manager administrator accounts.

Field	Description
Name	Account Name
Comment	Enter comments when creating or modifying this account to clarify its purpose or use.
Role	Select user account privilege for this account. • **Administrator** - All privileges including user accounts and backups. • **Advanced** - All privileges except user accounts and backup. • **Standard** - All privileges except user accounts and backup. • **Backup Administrator** - Can create and run backups. **Note: Advanced** and **Standard** roles are identical for Distributed Office. They are both provided for legacy reasons.
Local User	When **true**, the administrator is a local user at the Central Manager server.
Password Not Changeable	Select this check box to prevent the user from changing the password. Cannot be checked at the same time as **User must change password**.
Account Locked	Select this check box to lock the account. A locked account cannot be used until unlocked by a user with **Role = Administrator**
User must change Password	Select this check box to require a password change when the user next logs on. Cannot be checked at the same time that **Password Not Changeable** is checked.
Create New Password	Select this check box to enable the **Expiration Date**, **New Password**, and **Confirm New Password** fields.
Expiration Date	Enter date when password expires. Enabled when **Create New Password** is checked.
New Password	Enter new password. Enabled when **Create New Password** is checked.
Confirm New Password	Re-enter new password. Enabled when **Create New Password** is checked.

Button	Action
Save Changes	Saves changes to the administrator in the **Administrators List**.
Cancel	Returns to the **Administrators List** screen without adding or updating the displayed sub menu.

Alarm Manager

Use the Alarm Manager to:

- Select options for sorting the alarm records to display in the alarm report
- Select the categories and severities of alarms to display in the alarm report
- Create an alarm report

After you have set the filtering and sorting parameters, click **OK** to create an alarm report.

Field	Description
System Name(s)	Select the system to view. Default is **All Systems**.
Status	Filters the list of alarms by status: • **Unacknowledged** - only alarms that have not yet been acknowledged. Default. • **Acknowledged** - only alarms that have been acknowledged. • **Retired** - only alarms that have been retired. • **All** - all alarms.
Sort by	Select the sort order: • **Time: newest first** • **Time: oldest first** • **Severity: highest first** • **Severity: lowest first** • **Category** • **System Name** • **Status** - sorts by actual status when filtered **Status** = **All**.
Search Keyword(s)	Enter text to search for in the alarm records. The default value is blank, which means that no text will be searched for.
Alarm Code(s)	Enter one or more alarm codes to use as filters. Separate alarm codes with a comma or a space. The default value is blank, which means that all alarm codes will be passed.
Date and Time (Option buttons)	
All Dates and Times	All records are included.
Last <number of> Days	The range for 1 - 99 days.

Between Start Date/Time and **End Date/Time**	If the specified end date occurs before the specified start date, or if the specified start date has not occurred yet, no report will be generated. If the date range exceeds the retention period for report data (specified on the Fault Settings page), a warning message displays, however, a report will be generated if alarm records are available for the requested time period.
Categories and Severities	
Categories	Select (check) one or more of the following alarm categories to include in the alarm report: • **Domain Manager** • **Administration** • **Startup and Shutdown** • **Branch Adapter** • **Core Router Adapter** • **Sync Manager** • **User Administration** • **LDAP Adapter** • **RADIUS Adapter** By default, all categories are selected.
Severities	Select (check) one or more of the following alarm severities to include in the alarm report: • **Critical** - Indicates a problem that is interrupting service. Immediate action is needed • **Major** - Indicates a potentially serious problem that should be fixed soon • **Minor** - Indicates that no immediate action is necessary, but the system condition should be monitored By default, all severities are selected.

Button	Action
OK	Generates an Alarm Report according to the parameters selected.

Backup

Backup List

This screen displays a list of existing backups.

Column	Displays
Backup Name	• For a non-cyclic job, the administered job name. • For a cyclic job, the **Cyclic Backup** (administered job name) followed by a day number or a week number.
Status	Status of the backup: **Planned, Running, OK, Failed.**
Cyclic Backup	The original administered job name. It becomes the base for a cyclic job name that includes a day number or week number.
Type	• **DOCM** - Backup to Central Manager server • **FTP** - Backup to FTP server.
Destination	Destination directory on the server where this backup will be stored.
Date	Date and time of backup.

Button	Action
Add	Opens **Backup Details** screen to add a new backup.
Remove	Deletes the highlighted backup.

Action	See
Filtering	Filtering Lists
Paging	Paging Through Lists
Refresh	Refreshing Lists

Recommended Backup Procedures

- Create a separate login for the Backup Administrator. Initiate all backup activities from this account.
- Make initial backups when all of the following are true:

- All of the distributed office is in place and running.
- Central Manager server installed and running.
- A full-sync job on the Central Manager server has successfully finished.

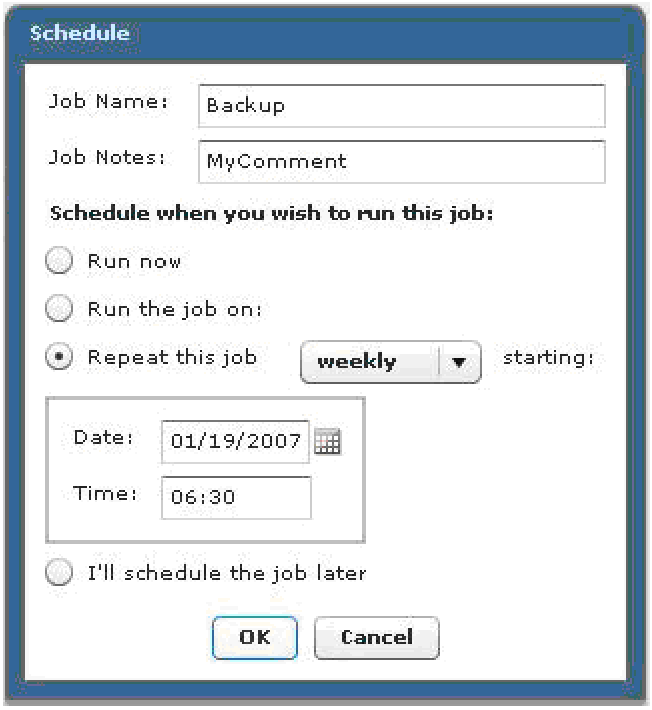
3. Make an additional manual Central Manager backup before executing a Central Manager upgrade (installation).
4. Use the cyclic backup feature to make regular backups.
5. Make backups to an external FTP server if possible. It provides better data security than making backups to the Central Manager server.
6. You must provide the destination directory name. For security reasons, you may not browse on either the Central Manager server or an FTP server. Establish this directory before you attempt to do backups. You must also provide an account name and password for an FTP server.

Backup Administrator Login

1. Navigate to the **Administrators List** screen: **Managed Objects > Utilities > Administrators.**
2. Click **Add** to open the **Administrator Details** screen.
3. Fill in the user account information on the **Administrator Details** screen. Set **Role** to **Backup Administrator**.
4. Click **Save Changes** to add the new **Backup Administrator** to the **Administrators List**.
5. To perform or schedule backups or to perform recoveries, log off and then log on as the **Backup Administrator**.

Manual Backups

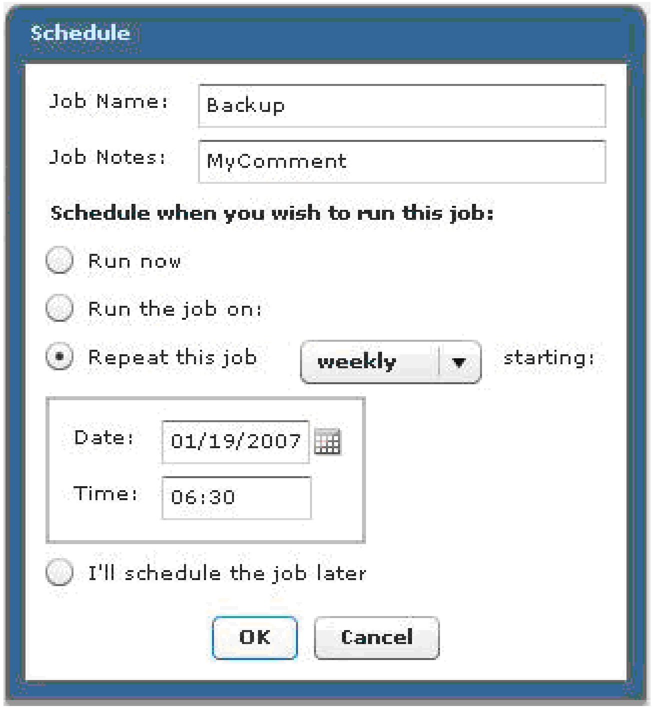
1. Log on as the **Backup Administrator**.
2. Navigate to the **Backups List** screen: **Managed Objects > Utilities > Backup.**
3. Click **Add** to open the **Backup Details** screen for a new backup job.
4. Fill in the name of the backup job and the target destination on the **Backup Details** screen. There are two variations of this screen for backup to the Central Manager server, or backup to a secure FTP server. Select an option and provide the required information.
5. Click **Save Changes** to add the new backup to the **Backups List**. A **Schedule** dialog box will open.



6. Select **Run Now** or **Run the job on** (and enter the date), and click **OK**.
7. Navigate to the **Jobs List** screen: **Managed Objects > Jobs**. Check the **Jobs List** for the status of the backup job.
8. When the job has completed, select the job by clicking on its row to highlight the row and click **Edit** to open the **Job Details** screen.
9. Select the **Operations** tab and check that all individual operations succeeded. If there are errors, consult the Troubleshooting documentation.

Cyclic Backups

1. Log on as the **Backup Administrator**.
2. Navigate to the **Backups List** screen: **Managed Objects > Utilities > Backup.**
3. **Add** to open the **Backup Details** screen for a new backup job.
4. Fill in the name of the backup job and the target destination on the **Backup Details** screen. There are two variations of this screen for backup to the Central Manager server, or backup to a secure FTP server. Select an option and provide the required information.
5. Click **Save Changes** to add the new backup to the **Backups List**. A **Schedule** dialog box will open.



6. Select **Repeat this job,** select daily or weekly, and enter the initial date and time. Then click **OK**.

   Check the **Jobs List** for the status of the backup job.

   We recommend scheduling cyclic backup job to run during the night when there is low traffic on the Central Manager server. The backup includes Network Management Console (NMC) data, requiring that the Avaya Network Management Server be stopped and restarted during backup job.

5. Navigate to the **Jobs List** screen: **Managed Objects > Jobs**. Check the **Jobs List** for the status of the backup job.
6. When the job has completed, select the job by clicking on its row to highlight the row and click **Edit** to open the **Job Details** screen.
7. Select the **Operations** tab and check that all individual operations succeeded. If there are errors, consult the Troubleshooting documentation.

Removing a Backup

1. Log on as the **Backup Administrator**.
2. Navigate to the **Backups List** screen: **Managed Objects > Utilities > Backup.**
3. Click an existing backup to highlight its row.
4. Click **Remove.** A **Confirm Removal** dialog box displays.
5. Click **Continue** to confirm the deletion.

Restoring Central Manager

If you need to restore Central Manager, you probably won't have access to this help system. Please see *Avaya Integrated Management Release 4.0.1 (or later) Enterprise Network Management for Distributed Office Configuration Guide* for documentation. ***The description provided here is just to give you an idea what to expect.***

Restore Central Manager databases only when:

- Postgres database has crashed.
- Central Manager upgrade installation has failed. (Reinstall Central Manager, then restore an old backup of Central Manager databases.)
- Central Manager databases are inconsistent (data inconsistency, which cannot be self-healed by full sync jobs).

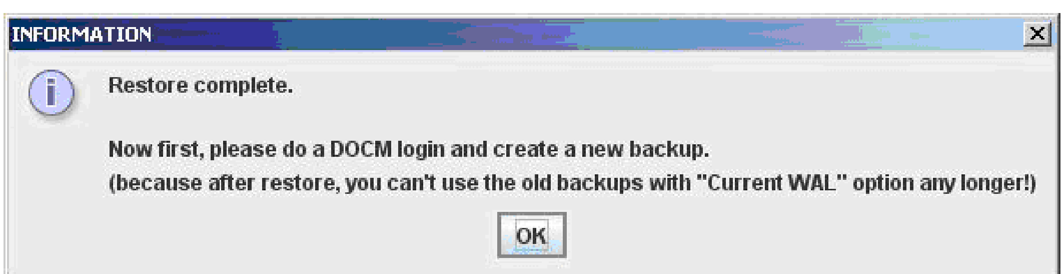
DOCM Restore is a standalone application installed on the Central Manager server. **DOCM Restore** needs administrator rights on the Central Manager server to be able to start and stop Central Manager services during restore. To restore Central Manager, follow these steps:

1. Launch **DOCM Restore** application.
2. Select backup source: **DOCM Server** or **FTP**. The screen will adjust for the required parameters.
3. If no backup files are shown in the drop-down list, click **Open** to browse for available backups.
4. Select backup file to restore from the drop-down list.
5. If you have selected the most recent backup file, you can also select **Current WAL** to restore the content of Central Manager databases since the most recent backup by making use of Postgres Write-Ahead-Log (WAL) files. This choice is not available if you have selected any but the most recent backup. Restoring without the current WAL results in a database that has lost all changes made since the backup.
6. Click **Restore**.

   During the restore, a progress bar displays, and detailed progress information displays and logs.

7. Check the restore for successful execution.

   The following message box displays, when the restore is successful:

8. Validate the successful restore in Central Manager:
   - Launch Central Manager. Select **Managed Objects > Jobs** and check all scheduled sync jobs.

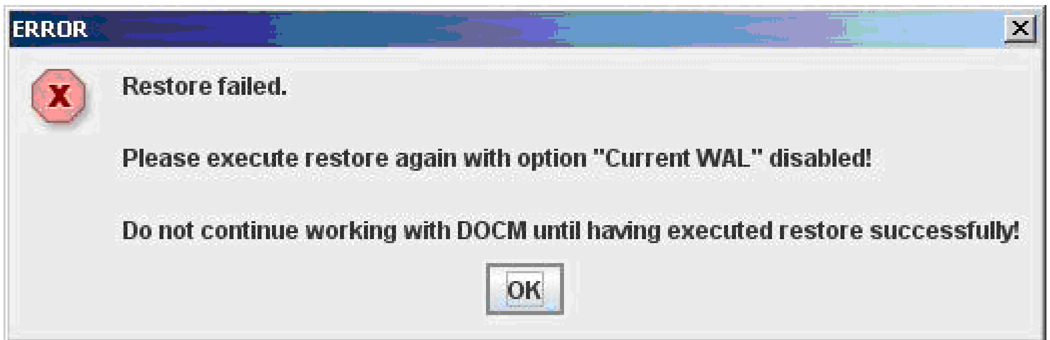
- Check for jobs, which might have be aborted due to the database crash. Determine for each job whether it is better to rescheduled the job or to recreate the job.

  Note: Be sure the SES and Central Manager are synchronized before scheduling any jobs. See next step.

9. Resynchronize Central Manager and the SES by selecting **Managed Objects > Private Networking > SES Tab** and clicking the **Force Sync** button. Do not proceed until the synchronization is complete.
10. Don't forget to execute a backup immediately after Central Manager has been restored successfully. This backup "after successful restore" will ensure that the database and the Postgres WAL file are synchronized again.

Restore Failure

In the event of a restore failure, the following message box displays:



A restore failure might be caused by:

- The current WAL file is corrupt.
- The backup is too old. It does not fit with the current WAL file any longer.

In that case, please execute **DOCM Restore** again with **Current WAL** unchecked. This restores the Central Manager database content at that point in time when backup was made without attempting to bring the database up to date. Because there might have been a lot of jobs scheduled between backup and restore, the restore application stops all planned and running jobs so that you can review them.

If you encounter any difficulties restoring the system, please consult the *Avaya Integrated Management Release 4.0.1 (or later) Enterprise Network Management for Distributed Office Configuration Guide* documentation.

Backup Details

This screen configures target information for backups. The format of the screen varies depending upon which option button is selected.

Field	Description
<option buttons>	Changes the format of the screen as appropriate: • **DOCM Server** • **FTP Server**
DOCM Server	
Target Directory	Target directory where backup will be stored (on the Central Manager server).
Backup Name	Administered backup name.
FTP Server	
Host Address	Host IP address and port for the FTP server.
Target Directory	Target directory where backup will be stored (on the FTP server).
Backup Name	Administered backup name.
User	FTP user account name.
Password	FTP account password.

Button	Action
Save Changes	Submits a job to run the backup. We recommend scheduling cyclic backup job to run during the night when there is low traffic on the Central Manager server. The backup includes Network Management Console (NMC) data, requiring that the Avaya Network Management Server be stopped and restarted during backup job.
Cancel	Returns to the **Backups List** screen without adding or updating the displayed backup.

Change Password

This screen enables the user to change his or her password.

Field	Description
Old Password	Enter old password.
New Password	Enter new password.
Confirm Password	Enter new password again.

Button	Action
Save Changes	Changes the current user's password.
Cancel	Cancels the password change.

Log Viewer

Use the Log Viewer page to:

- Select options for sorting the event records to display in the log report
- Select the categories and severities of event records to display in the log report
- Create a log report

After you have set the filtering and sorting parameters, click **OK** to create a log report.

Field	Description
System Name(s)	Select the system to view. Default is **All Systems**.
Sort by	Select the sort order: • **Time: newest first** • **Time: oldest first** • **Severity: highest first** • **Severity: lowest first** • **Category** • **System Name**
Search Keyword(s)	Enter text to search for in the alarm records. The default value is blank, which means that no text will be searched for.
Alarm Code(s)	Enter one or more alarm codes to use as filters. Separate alarm codes with a comma or a space. The default value is blank, which means that all alarm codes will be passed.
Date and Time (Option buttons)	
All Dates and Times	All records are included.
Last <number of> Days	The range for 1 - 99 days.
Between Start Date/Time and **End Date/Time**	If the specified end date occurs before the specified start date, or if the specified start date has not occurred yet, no report will be generated. If the date range exceeds the retention period for report data (specified on the Fault Settings page), a warning message displays, however, a report will be generated if alarm records are available for the requested time period.
Categories and Severities	

Categories	Select (check) one or more of the following alarm categories to include in the alarm report: • **Domain Manager** • **Administration** • **Startup and Shutdown** • **Branch Adapter** • **Core Router Adapter** • **Sync Manager** • **User Administration** • **LDAP Adapter** • **RADIUS Adapter** By default, all categories are selected.
Severities	Select (check) one or more of the following event severities to include in the log report: • **Info -** Indicates no error. This message provides information about the system or its resources • **Warning** - Indicates that no immediate action is necessary, but the system condition should be monitored • **Error** - Indicates a potentially serious problem that should be fixed soon • **Fatal -** Indicates a problem that is interrupting service. Immediate action is needed. By default, all severities are selected.

Button	Action
OK	Generates a Log Report according to the parameters selected.

Bulk Import

Bulk Import

This screens enables bulk import of branch or station/user definitions from XML files. A single XML file may contain multiple branches or multiple stations/users. The importation of each branch or station/user runs as a separate operation within a single import job.

Field	Description
Data to Import...	• **Branches** Imports branch records in XML format. Can do multiple branches in one file. • **Stations/Users** Imports station records in XML format. Can do multiple station/users in one file.
XML data file...	The full path of the XML data file to import. The file must be located on the Central Manager server. The file may contain either branch data or station/user data, but not both.

Button	Action
Show me the example	Displays an example of the XML statements used to define a branch or station/user (whichever is selected in the **Data to Import...** field). To create a new XML file, right-click the example screen, select View Source from the context (right click) menu. The sample file will open in Notepad. Save the Notepad file and modify it to create the new file.
Show me the schema	Displays the XML schema used to define a branch or station/user (whichever is selected in the **Data to Import...** field). It is easier to create new files based on the examples rather than the schemas.
Browse	Opens a file input dialog box to select the XML data file. The file must be located on the Central Manager server. The file may contain either branch data or station/user data, but not both.
Import	Imports the stations/branches defined in the specified XML data file. All input is validated before the job scheduling dialog. When the import job runs, each branch or station/user shows as a separate line in the Job Details Operations Tab. This helps you find errors easily. **Note:** An import failure may stop processing for any following branches or stations/users.

Branch Schema and Example

To view or save the example, click **Show me the Example** to display the example. Right-click the example screen, select **View Source** from the context (right click) menu. The example file will open in Notepad. Save the Notepad file to save the example. Modify the example to create bulk import files.

Example:

```
<?xml version="1.0" encoding="UTF-8"?>
<!-- example Bulk Branch Import XML -->

<branches xmlns:xs="http://www.w3.org/2001/XMLSchema">

    <branch>

        <branchIP>1.2.3.4</branchIP>
        <branchLogin>my1stLoginId</branchLogin>
        <branchPassword>my1stPassword</branchPassword>

    </branch>

    <branch>

        <branchIP>1.2.3.5</branchIP>
        <branchLogin>my2ndLoginId</branchLogin>
        <branchPassword>my2ndPassword</branchPassword>

    </branch>

</branches>
```

Only <branchIP>, <branchLogin>, and <branchPassword> are used to connect to the branch platform and request a synchronization. **Branch Name** and all other parameters are synchronized from the branch platform.

Note: Blank lines preceding the <?XML Version = "1.0" encoding="UTF-8"?> header will cause an error.

To view or save the schema, click **Show me the Schema** to display the schema. Right-click the schema screen, select **View Source** from the context (right click) menu. The schema file will open in Notepad. Save the Notepad file to save the schema.

Stations/Users Schema and Example

To view or save the example, click **Show me the Example** to display the example. Right-click the example screen, select **View Source** from the context (right click) menu. The example file will open in Notepad. Save the Notepad file to save the example. Modify the example to create bulk import files.

Example:

```
<?xml version="1.0" encoding="UTF-8"?>
<!-- example Bulk Users Import XML -->

<branchUsers xmlns:xs="http://www.w3.org/2001/XMLSchema">

    <branchUser>
```

```
                <firstname>myFirstName1</firstname>
                <lastname>myLastName1</lastname>
                <branchIP>135.9.78.60</branchIP>
                <nativeName>Совета Федерации</nativeName>
                <displayLanguage>english</displayLanguage>
                <extension>200</extension>
                <callWaitingIndication>true</callWaitingIndication>
                <securityCode>1234</securityCode>
                <IMHandle>myimhandle01</IMHandle>
                <privilegeLevel>Medium-privileged</privilegeLevel>
                <port>IP</port>
                <templates>
                    <stationTemplate>DEFAULT_1608</stationTemplate>
                </templates>
                <voiceMail>
                    <voiceMailUser>true</voiceMailUser>
                    <voiceMailUserConfig>local</voiceMailUserConfig>
                    <voiceMailTemplate>DEFAULT_VMAIL</voiceMailTemplate>
                    <voiceMailLanguage>English</voiceMailLanguage>
                </voiceMail>
            </branchUser>
            <branchUser>
                <firstname>myFirstName2</firstname>
                <lastname>myLastName2</lastname>
                <branchIP>135.9.78.60</branchIP>
                <nativeName>Böris ßecker</nativeName>
                <displayLanguage>unicode</displayLanguage>
                <extension>201</extension>
                <callWaitingIndication>true</callWaitingIndication>
                <securityCode>1234</securityCode>
                <IMHandle>myimhandle02</IMHandle>
                <privilegeLevel>Medium-privileged</privilegeLevel>
                <port>IP</port>
                <coveragePath>VoiceMail</coveragePath>
                <templates>
                    <stationTemplate>DEFAULT_1616</stationTemplate>
                </templates>
                <voiceMail>
                    <voiceMailUser>true</voiceMailUser>
                    <voiceMailUserConfig>local</voiceMailUserConfig>
                    <voiceMailTemplate>DEFAULT_VMAIL</voiceMailTemplate>
                    <voiceMailLanguage>German</voiceMailLanguage>
                </voiceMail>
            </branchUser>
        </branchUsers>
```


Note: Blank lines preceding the <?XML Version = "1.0" encoding="UTF-8"?> header will cause an error.

Note: Encoding must be UTF-8 for proper operation, especially if **Native Name** is specified.

To view or save the schema, click **Show me the Schema** to display the schema. Right-click the schema screen, select **View Source** from the context (right click) menu. The schema file will open in Notepad. Save the Notepad file to save the schema.

Help

Help

Selecting Help from the Managed Objects tree opens this online help system.

The opening topic is Introduction to Central Manager.

Help - About

This screen provides information about the Avaya Distributed Office Central Manager.

Maintenance

Network Management Console

The Network Management Console (NMC) helps manage various hardware components in your Avaya network. It performs network-node discovery and offers a single, consolidated view of the entire system. For more information, see the documentation for *Avaya Distributed Office Network Management Console.*

Software Update Manager

The Software Update Manager (SUM) is used to keep the software current on various platform components in your Avaya network. For more information, see the documentation for Avaya Distributed Office Software Update Manager.

Configuration Manager

The Configuration Manager helps manage the startup configuration for branch platforms in your Avaya network. It performs backup and restore functions. For more information, see the documentation for *Avaya Distributed Office Configuration Manager.*