

# **Local Manager On-Line Help Printout - This is NOT a Document**

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Release 1.2

DRAFT

06/02/2008



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# Introduction to Distributed Office Local Manager

## 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 Routing System](#) (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 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.
  - [R2MFC 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.

## Overview of Avaya Distributed Office Local Manager

Avaya Distributed Office 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

# Local Manager Help Center

## Configuration

- Defining the specifics of your telephony system.
  - [Defining Your Voice System](#)
  - [Defining Your Infrastructure](#)
  - [Computerized Telephony](#)
- Defining the characteristics of your telephony platform.
  - [Network Connections](#)
  - [Platform Date and Time](#)
  - [Authentication and Authorization](#)
  - [Ethernet Switch](#)
  - [Data Services](#)
  - [Physical Configuration](#)
  - [Logging](#)
  - [Modem Dial-In](#)
  - [Avaya Global Services](#)

## Maintenance & Monitoring

Special tools for maintenance and monitoring.

- [System Summary](#)
- [Alarms](#)
- [Logs](#)
- [Reboot](#)
- [Network Diagnostics](#)
- [Telephony Elements Status](#)
- [Platform Status and Administration](#)
- [USB Devices](#)
- **Security**
  - [Trusted Certificate](#)
  - [Server Certificate](#)
  - [Authentication File](#)
- **Configuration Administration**
  - [Backup & Restore](#)
  - [Master Encryption Key](#)
  - [Restore Factory Defaults](#)
  - [Create Installation Profile](#)
  - [Configuration File Management](#)

- [Firmware Management](#)
- [Reports](#)

**Favorites**

**Search**

# Help Center: Configuration / Telephony

## Configuration / Telephony

- **Defining Your Voice System**
  - [Users and Extensions](#)
  - [Groups](#)
  - [Auto Attendants](#)
  - [Public Networking](#)
- **Defining Your Infrastructure**
  - [Dial Plan](#)
  - [Feature Access Codes](#)
  - [Service Numbers](#)
  - [System Parameters](#)
- **Computerized Telephony**
  - [CTI \(Computer Telephony Integration\) Configuration](#)
  - [Media Services](#)



# Help Center: Users and Extensions

## Help Center

- [The Users List](#)
- [Adding a New User](#)
- [Editing a User](#)
- [Removing a User](#)
- **User Details**
  - [General User Information](#)
  - [User Voicemail](#)
  - [User Stations](#)
    - ⊙ [Supported Set Types](#)
    - ⊙ [Buttons](#)
      - [Available Features for Buttons](#)
  - [Grouping Users](#)
- **Coverage Paths**
  - [The Coverage Paths List](#)
  - [Adding a Coverage Path](#)
  - [Editing a Coverage Path](#)
  - [Removing a Coverage Path](#)
- **User/Station Status and Tracing**
  - [User Status](#)
  - [Malicious Call Trace](#)

# Help Center: Groups

## Help Center

- **Hunt Groups**
  - [The Hunt Groups List](#)
  - [Adding a Hunt Group](#)
  - [Editing a Hunt Group](#)
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  - [Hunt Group Details](#)
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  - [Adding a Pickup Group](#)
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  - [Adding an Intercom Group](#)
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- **Collective Ringing Groups**
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- [Abbreviated Dialing Group Details](#)
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# Help Center: Auto Attendants

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  - [Editing an Auto Attendant](#)
  - Auto Attendant Details
    - ⊙ [General Auto Attendant Information](#)
    - ⊙ [Fixed Schedule](#)
    - ⊙ [Temporary Schedule](#)
    - ⊙ [Day Menu](#)
    - ⊙ [Night Menu](#)
- **Sub-Menus**
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  - [Removing a Sub-Menu](#)
  - [Sub-Menu Details](#)
- **Announcements**
  - [The Announcements List](#)
  - [Recording Announcements](#)
  - [Adding an Announcement](#)
  - [Editing an Announcement](#)
  - [Removing an Announcement](#)
  - [Announcement Details](#)

# Help Center: Public Networking

## Help Center

- **Trunk Groups**
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  - [Adding a Trunk Group](#)
    - ⊙ [Trunk Group Add Dialog](#)
  - [Editing a Trunk Group](#)
  - [Removing a Trunk Group](#)
  - CO Trunk Group Details
    - ⊙ [General CO Trunk Group Information](#)
    - ⊙ [Ports](#)
    - ⊙ [Trunk Parameters](#)
    - ⊙ [End-to-End Signaling](#)
    - ⊙ [Outpulsing](#)
    - ⊙ [Timers](#)
  - CO-TIE Trunk Group Details
    - ⊙ [General CO-TIE Trunk Group Information](#)
    - ⊙ [Ports](#)
    - ⊙ [Trunk Parameters](#)
    - ⊙ [End-to-End Signaling](#)
    - ⊙ [Outpulsing](#)
    - ⊙ [Timers](#)
  - DID Trunk Group Details
    - ⊙ [General DID Trunk Group Information](#)
    - ⊙ [Ports](#)
    - ⊙ [Trunk Parameters](#)
    - ⊙ [Timers](#)
  - DIOD Trunk Group Details
    - ⊙ [General DIOD Trunk Group Information](#)
    - ⊙ [Ports](#)
    - ⊙ [Trunk Parameters](#)
    - ⊙ [End-to-End Signaling](#)
    - ⊙ [Timers](#)
  - ISDN BRI Trunk Group Details
    - ⊙ [General BRI Trunk Group Information](#)
    - ⊙ [Ports](#)

- [Trunk Parameters](#)
- ISDN PRI Trunk Group Details
  - [General PRI Trunk Group Information](#)
  - [Ports](#)
  - [Trunk Parameters](#)
- SIP Trunk Group Details
  - [Adding a SIP Trunk Group](#)
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  - [Servers](#)
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  - [Removing an Outside Line Group](#)
  - CO Outside Line Group Details
    - [General CO Outside Line Group Information](#)
    - [Trunk Parameters](#)
    - [Timers](#)
    - [Members](#)
  - BRI Outside Line Group Details
    - [General BRI Outside Line Group Information](#)
    - [Trunk Parameters](#)
    - [Members](#)
- **Incoming Called Number Manipulation**
  - [Incoming Called Number Manipulation List](#)
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  - [Editing an Incoming Called Number Manipulation](#)
  - [Removing an Incoming Called Number Manipulation](#)
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  - [Editing an Outgoing Calling Number Manipulation](#)
  - [Removing an Outgoing Calling Number Manipulation](#)

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  - [Editing a Route Pattern](#)
  - [Removing a Route Pattern](#)
  - [Route Pattern Details](#)
- **Automatic Route Selection**
  - [Automatic Route Selection List](#)
- **[Cama Numbering](#)**
- **[Multi Frequency Signaling](#)**
- **DS-1 (T1/E1) Resources**
  - [DS-1 Resources List](#)
  - [Adding a DS-1](#)
  - [Editing a DS-1](#)
  - [Removing a DS-1](#)
  - [DS-1 Resource Details](#)
- **BRI (ISDN) Resources**
  - [BRI Resources List](#)
  - [Adding a BRI](#)
  - [Editing a BRI](#)
  - [Removing a BRI](#)
  - [BRI Resource Details](#)

# Help Center: Infrastructure

## Help Center

- **Dial Plan**
  - [Dial Plan](#)
  - [Dial Plan Analysis](#)
- **Feature Access Codes**
  - [Feature Access Codes](#)
  - [Features List](#)
  - [Setting Up Feature Access Codes](#)
- **[Service Numbers](#)**
- **System Parameters**
  - [General System Parameters](#)
  - [Tone Generation](#)
  - [VoIP Options](#)
  - [Miscellaneous System Parameters](#)
  - [Loss Plan](#)
  - [VoIP Parameters](#)
  - [Voicemail System Parameters](#)



# Help Center: Resources

## Help Center

- [DS-1](#)
- [BRI](#)
- [CTI Configuration](#)
- [Loudspeaker Devices](#)
- [Custom Tones](#)
- [System Announcements](#)
- [Recording System Announcements and Music on Hold](#)
- [Busy Tone Disconnect](#)

# Help Center: Configuration / Platform

## Configuration / Platform

- **Network Connections**
  - [General Setup](#)
  - [DNS Setup](#)
  - [HTTP Setup](#)
  - [SMTP Setup](#)
- Platform Date and Time
- **Authentication and Authorization**
  - [Administrative User Accounts List](#)
  - [RADIUS Client Setup](#)
- **Ethernet Switch**
  - [System Parameters](#)
  - [Ethernet Ports](#)
  - [Ethernet VLANs](#)
- **Data Services**
  - [Data Services Status](#)
  - [DHCP Services](#)
  - SNMP Agent
    - ⊙ [General](#)
    - ⊙ [SNMPv3 Users](#)
    - ⊙ [SNMPv3 Trap Managers](#)
- Physical Configuration
- **Logging**
  - [Servers](#)
  - [Filters](#)
- Modem Dial-In
- Avaya Global Services

# Help Center: Maintenance & Monitoring

## Maintenance & Monitoring

- System Summary
- Alarms
- Logs
- Reboot
- Network Diagnostics
- **Telephony**
  - [User Status](#)
    - ⊙ [Malicious Call Trace](#)
  - [Trunk Group Status](#)
  - [Outside Line Group Status](#)
  - [Remote CDR Status](#)
  - [SIP Traces](#)
  - [IP Phone Message Files](#)
  - Voicemail & Auto Attendants
    - ⊙ [General](#)
    - ⊙ [Mailboxes](#)
    - ⊙ [System Language Files](#)
  - [Media Services](#)
  - [System Announcements](#)
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  - [Server Certificates](#)
  - [Authentication File](#)
- Configuration Administration
  - [Backup & Restore](#)
  - [Master Encryption Key](#)
  - [Restore Factory Defaults](#)

- [Installation Profile](#)
- [Configuration File Management](#)
- [Firmware Management](#)
- [Reports](#)

# Help Center: Alarms and Error Codes

## Help Center

- [Analog CO Trunk Alarms](#)
- [Analog DID Trunk Alarms](#)
- [Analog Telephone Alarms](#)
- [CDR Collection Server Alarms](#)
- [Digital CO Trunk Alarms](#)
- [Digital DID Trunk Alarms](#)
- [Digital TIE Trunk Alarms](#)
- [H.323 Telephone Alarms](#)
- [ISDN BRI Port Alarms](#)
- [ISDN BRI Trunk Alarms](#)
- [ISDN PRI B-Channel Alarms](#)
- [ISDN PRI D-Channel Alarms](#)
- [Media Gateway Alarms](#)
- [SIP Trunk Alarms](#)
- [Download Error Codes](#)

## Navigation Pane

The Navigation Pane on the left side of all screens contains a list of links to the screens for managed objects. This help system is arranged in exactly the same order as presented in Local Manager so that you get to the screen in the navigation pane and you get to the help in an identically structured table of contents.

The Navigation Pane has four major sub-panels organized by function. Only one of the sub-panels can be open at a time.

The navigation pane contains the following links:

### Managed Objects

- **Configuration Sub-Panel**

The Configuration sub-panel points to the managed objects used to define the specifics of your telephony system (users, group communications, and automated attendants) and to the managed objects used to define the specifics of your telephony platform (call handling, public networking, resources, system parameters, and platform setup).

- [Users](#)
- Group Communications
  - ◎ [Hunt Groups](#)
  - ◎ [Pickup Groups](#)
  - ◎ [Paging Groups](#)
  - ◎ [Intercom Groups](#)
  - ◎ [Abbreviated Dialing Groups](#)
  - ◎ [Collective Ringing Groups](#)
- Call Handling
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  - ◎ [Service Numbers](#)
  - ◎ [Abbreviated Dialing System List](#)
  - ◎ [Authorization Codes](#)
- Automated Attendant Service
  - ◎ [Automated Attendants](#)
  - ◎ [Sub Menus](#)
  - ◎ [Announcements](#)
- Public Networking

- ⊙ [Trunk Groups](#)
- ⊙ [Outside Line Groups](#)
- ⊙ [Incoming Called Number Manipulation](#)
- ⊙ [Outgoing Calling Number Manipulation](#)
- ⊙ [Route Patterns](#)
- ⊙ [Automatic Route Selection](#)
- ⊙ [Multi-Frequency Signaling](#)
- Resources
  - ⊙ [DS-1 Resources](#)
  - ⊙ [BRI Resources](#)
  - ⊙ [CTI Configuration](#)
  - ⊙ [Loudspeaker Devices](#)
  - ⊙ [Custom Tones](#)
  - ⊙ [System Announcements](#)
  - ⊙ [Busy Tone Disconnect](#)
- System Parameters
  - ⊙ [General](#)
  - ⊙ [Loss Plan](#)
  - ⊙ [VoIP Parameters](#)
  - ⊙ [Voicemail & Automated Attendant](#)
- Platform
  - ⊙ [Network Connections](#)
  - ⊙ [Date & Time](#)
  - ⊙ [Administrative Users Accounts](#)
  - ⊙ [RADIUS Client](#)
  - ⊙ [Ethernet Switch](#)
  - ⊙ [VLANs](#)
  - ⊙ [Ethernet Ports](#)
  - ⊙ [Data Services Status](#)
  - ⊙ [DHCP Services](#)
  - ⊙ [SNMP Agent](#)
  - ⊙ [SNMPv3 Users](#)
  - ⊙ [Trap Managers](#)
  - ⊙ [Physical Configuration](#)
  - ⊙ [Logging](#)
  - ⊙ [Modem Dial-In](#)
  - ⊙ [Avaya Global Services](#)

- **Maintenance & Monitoring Sub-Panel**

The Maintenance & Monitoring sub-panel points to the managed objects used to monitor (system summary, alarms, logs, etc.) and maintain (network diagnostics, traces, backup and restore, etc.) your telephony system.

- [System Summary](#)
- [Alarms](#)
- [Logs](#)
- [Reboot](#)
- [Network Diagnostics](#)
- Telephony
  - ⊙ [Users](#)
    - [Malicious Call Trace](#)
  - ⊙ [Trunk Groups](#)
  - ⊙ [Outside Line Groups](#)
  - ⊙ [Remote CDR](#)
  - ⊙ [SIP Traces](#)
  - ⊙ [CTI](#)
  - ⊙ [Phone Messages Files](#)
  - ⊙ Voicemail & Automated Attendant
    - [General](#)
    - [Mailboxes](#)
    - [System Language Files](#)
  - ⊙ [Media Services](#)
  - ⊙ [System Announcements](#)
- Platform
  - ⊙ [Ethernet Ports](#)
  - ⊙ [Ethernet Statistics](#)
  - ⊙ [Ethernet CAM Table](#)
  - ⊙ [DHCP Server](#)
    - IP Phones File Server
      - [IP Phones Files](#)
- [USB Devices](#)
- Security
  - ⊙ [Trusted Certificate](#)
  - ⊙ [Server Certificate](#)
  - ⊙ [Authentication File](#)
- Configuration Administration



- ⊙ [Backup & Restore](#)
  - ⊙ [Master Encryption Key](#)
  - ⊙ [Restore Factory Defaults](#)
  - ⊙ [Create Installation Profile](#)
  - ⊙ [Configuration File Management](#)
- [Firmware Management](#)
- [Reports](#)
- **Favorites Sub-Panel**
  - [Favorites](#)
- Search Sub-Panel

The Search sub-panel is used to find Local Manager pages. It does not find configuration data.

- Search

## Main Menu

The system starts with the main menu displayed in the working pane on the right side of the main screen. The entries on the main menu are shortcuts for the most frequently used functions.

Link	Usage
<a href="#">Users &amp; Extensions</a>	Select this entry to move, add, and change users. Links to the <b>Users List</b> for moves, adds, and changes.
<a href="#">Features</a>	Select this entry to manage abbreviated dialing lists.
<a href="#">Announcements</a>	Select this entry to manage voice announcements.
<a href="#">Hunt Groups</a>	Select this entry to set up hunt groups for managing incoming call distribution.
<a href="#">Reports</a>	Select this entry to generate, list, print, and schedule basic reports.
<a href="#">Dial Plan</a>	Select this entry to set up and change your dial plan.
<b>Outgoing Calls</b>	Select this entry to set up Automatic Route Selection.
<a href="#">Trunks</a>	Select this entry to add a trunk group to your system.
<a href="#">Night Service</a>	Select this entry to manage the automated attendants.
<a href="#">Networking</a>	Select this entry to manage public and private networking.
<a href="#">Profile Creation</a>	Select this entry to manage profile creation and customization wizard modeling.

**SEE ALSO:**

- [Users & Extensions](#)
- [Features](#)
- [Announcements](#)
- [Hunt Groups](#)
- [Reports](#)
- [Dial Plan](#)
- [Outgoing Calls](#)
- [Trunks](#)
- [Night Service](#)
- [Networking](#)
- [Profile Creation](#)

## Logon

Enables you to log onto the Avaya Distributed Office system.

Field	Description
Logon	Enter your logon ID.
Password	Enter your password.



# Configuration

## Users

### Users List

This screen displays a list of all the users administered in this system. From this screen, you can:

- add users
- modify users
- delete users

Column	Description
<b>Select</b>	Select the check box of the user you want to duplicate or remove.  The duplication feature is useful when you want to add a user that requires an extension configuration similar to an existing user.  If you want to remove multiple users at one time, select the check box for each user you want to remove.
<b>Extension</b>	Displays the extension of the user.
<b>Name</b>	Displays the name administered in the <b>Name (ASCII)</b> field on the <a href="#">User Details - General Tab</a> screen for this extension.  Click on this field to open a <a href="#">User Details</a> screen for this user.
<b>Set Type</b>	Displays the telephone set type administered for the user. See <a href="#">Supported Set Types</a> for more information.
<b>Port ID</b>	Displays the Port ID for the user's telephone set. <ul style="list-style-type: none"><li>• For analog sets, the Port ID displays the port identifier (that is, the location where the set is connected).</li><li>• For SIP and H323 sets, the Port ID always displays "IP."</li></ul>
<b>IM Handle</b>	Displays the instant messaging handle assigned to the user.  <b>NOTE:</b> The IM handle is configured through Avaya Distributed Office Central Manager.

Button/Link	Action
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<b>Add New User</b>	Opens the <a href="#">User Details</a> screen for adding a new user.
<b>Remove User</b>	Deletes (with confirmation) all selected users.
<b>Duplicate User</b>	Enables you to add new user that is based on the configuration of the selected user. Opens a new <a href="#">User Details</a> screen that contains the configuration information of the selected user. You must enter a new user name and extension.
<b>&lt;Name&gt;</b>	Click on the <b>Name</b> field to open a <a href="#">User Details</a> screen for the selected user.

## Accessing the Users List Screen

In the [Navigation Pane](#), select **Configuration > Users**.

### Adding a New User

1. In the [Navigation Pane](#), select **Configuration > Users**.
2. Do one of the following:
  - If you want to add a new user that has the default settings, click **Add New User**.
  - If you want to add a new user that is based on the configuration of an existing user, select the check box of the user you want to duplicate, and then click **Duplicate User**.

The [Edit User: General Tab](#) screen appears.

3. Enter the appropriate information in this tab. By default, the Extension box displays the next available extension.
4. Click the [Voicemail](#) tab and enter the appropriate information.
5. Click the [Station](#) tab and enter the appropriate information.
6. Click the [Buttons](#) tab and enter the appropriate information.
7. Click the [Groups](#) tab and enter the appropriate information.
8. When finished, click **Apply Changes** to save the changes. To discard unsaved changes, click **Back to List** or another entry in the Navigation pane.

### Editing a User

1. In the [Navigation Pane](#), select **Configuration > Users**.
2. Click on the user's name in the Name field.

The [User Details: General Tab](#) screen displays.
3. Make your changes (if necessary) in the [General](#) tab.
4. Click the [Voicemail](#) tab and make your changes (if necessary).
5. Click the [Station](#) tab and make your changes (if necessary).
6. Click the [Buttons](#) tab and make your changes (if necessary).
7. Click the [Groups](#) tab and make your changes (if necessary).

8. When finished, click **Apply Changes** to save the changes. To discard unsaved changes, click **Back to List** or another entry in the Navigation pane.

### Removing a User

1. In the [Navigation Pane](#), select **Configuration > Users**.
2. Select the check box of each user you want to delete.
3. Click **Remove User**. A confirmation dialog box appears.
4. Do one of the following:
  - To delete the selected user(s), click **OK**.
  - To cancel the deletion, click **Cancel**.

#### SEE ALSO:

- [Edit User - General Tab](#)
- [Edit User - Voicemail Tab](#)
- [Edit User - Station Tab](#)
- [Edit User - Buttons Tab](#)
- [Edit User - Groups Tab](#)

## Edit User - General Tab

This screen enables you to specify the following information for the selected user:

- first and last name
- name that appears in the directory
- name that is displayed on other telephones when the user makes a call
- extension
- privilege level
- language that appears on the display of the user's telephone set

Field	Description
<b>Last Name</b>	Enter the station user's last name. This is a required field.
<b>First Name</b>	Enter the station user's first name. This is a required field.
<b>Native Name</b>	<p>Enter the station user's name (or function) in your native writing script. (Your keyboard and keyboard driver must be capable of switching to the appropriate code page while entering this information. See the <b>Script Tab for Native Names</b> field on the <a href="#">General System Parameters – Localization tab</a>.)</p> <p>On calls to other telephones with Unicode capabilities and the same <b>Script Tab for Native Names</b> value, the <b>Native Name</b> is displayed as the calling name for internal calls.</p> <p>This is a required field. It may contain up to 27 characters.</p>
<b>Name (ASCII)</b>	<p>On calls to other telephones that do not have Unicode capabilities, or have a different <b>Script Tab for Native Names</b> value, the <b>Name (ASCII)</b> field is displayed as the calling name for internal calls.</p> <p>The Name (ASCII) field is also displayed as the station user's name on all Local Manager screens and reports including the directory.</p> <p>This is a required field. It may contain up to 27 characters.</p> <p>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).</p>
<b>Extension</b>	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.
<b>Privileges</b>	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:



	<ul style="list-style-type: none"> <li>• <b>Admin</b> 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.</li> <li>• <b>High</b> 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.</li> <li>• <b>Medium</b> 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.</li> <li>• <b>Low</b> 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.</li> <li>• <b>None</b> 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.</li> </ul> <p>Please see: <a href="#">User Privilege Summary</a> for additional information.</p>
<b>Security Code</b>	<p>A Station Security Code provides security to a station user by preventing other users from accessing functions associated with the user's station.</p> <p>Enter the security code required by users for specific system features and functions, including the following: Personal Station Access, Redirection of Calls Coverage Off-Net, Leave Word Calling, Extended Call Forwarding, Station Lock, and Message Retrieval.</p> <p>The security code may be 3 (minimum length) to 8 digits or blank. You should assign unique security codes for each user.</p>
<b>Confirm Security Code</b>	<p>Re-enter the security code.</p>

<p><b>Preferred Language</b></p>	<p>Select the language in which display messages will appear on the telephone set at this extension. Choices are:</p> <ul style="list-style-type: none"> <li>• <b>English</b></li> <li>• <b>French</b></li> <li>• <b>Italian</b></li> <li>• <b>Spanish</b></li> <li>• <b>Unicode</b></li> </ul> <p>Unicode display is only available for Unicode-supported telephones. To use Unicode display languages, you must have the appropriate Avaya Unicode Message file loaded. This file is named <code>avaya_unicode.txt</code>. The following languages are available using Unicode display: English, Japanese, Chinese, Russian, German, Hungarian, Dutch, and Czech. The Unicode Message files for each of these languages are available for download on the Avaya support Web site (<a href="http://www.avaya.com/support">http://www.avaya.com/support</a>). Additional languages are periodically becoming available, so check this site often for the most up-to-date message files.</p>
<p><b>IM Handle</b></p>	<p>Displays the instant messaging handle assigned to the user.</p> <p><b>NOTE:</b> The IM handle is configured through Avaya Distributed Office Central Manager.</p>
<p><b>Authorization Code</b></p>	<p>You can use authorization codes to enable callers to override a station's calling privileges. For example, you can give a supervisor an authorization code so they can make calls from a telephone that is usually restricted for these calls.</p> <p>Note that authorization codes do not override dialed strings that are denied. For example, if your ARS tables restrict users from placing calls to Colombia, a caller cannot override the restriction with an authorization code.</p> <p>A private authorization code can be associated with a user. When a private authorization code is associated with a user, it will show in the <a href="#">Authorization Codes</a> page with the user <b>Privileges</b> value defined on this tab.</p> <p>Enter exactly the number of digits specified in the <b>Authorization Codes Length</b> field of the <a href="#">General System Parameters - Features Tab</a>.</p>

<p><b>Button</b></p>	<p><b>Action</b></p>
<p><b>Back to List</b></p>	<p>Returns to the <a href="#">Users</a> screen without saving any changes.</p>
<p><b>Apply Changes</b></p>	<p>Saves the changes made so far.</p>

## User Privilege Summary

Feature	Admin	High	Med	Low	None
Station-to-Station Calls	✓	✓	✓	✓	✓
Emergency Calls	✓	✓	✓	✓	✓
Automatic Callback	✓	✓	✓	✓	
Outside Calls	✓	✓	✓	✓	
Directed Call Pickup	✓	✓	✓		
Facility Test Calls	✓	✓	✓		
Data Privacy	✓	✓	✓		
Priority Calling	✓	✓	✓		
Contact Closure	✓	✓	✓		
Call Forwarding	✓	✓	✓		
Toll Calls	✓	✓			
Trunk-to-Trunk Transfer	✓	✓			
Forward Off Net	✓	✓			
Console Permissions	✓				


### SEE ALSO:

- [Users screen](#)
- [Edit User - Voicemail Tab](#)
- [Edit User - Station Tab](#)
- [Edit User - Buttons Tab](#)
- [Edit User - Groups Tab](#)

## Edit User - Voicemail Tab

This screen enables you to configure the voice mail settings for the user. You can configure the following settings:

- whether the user will have a voicemail mailbox
- the type of voicemail mailbox
- the email address that will receive copies of voice mail messages
- whether the Outcalling feature is enabled for the user
- whether the Broadcast feature is enabled for the user
- whether the user can change the password for the voicemail mailbox

Field	Description
<b>Personal Mailbox</b>	<p>Select the location of the mailbox you want to assign to the user. Choices are:</p> <ul style="list-style-type: none"><li>• <b>None</b> If <b>None</b> is selected, the user does not have a voicemail mailbox, and all of the remaining fields on this screen are disabled.</li><li>• <b>Local Mailbox</b> The user's mailbox is located on the Distributed Office branch platform.</li><li>• <b>Remote Mailbox</b> The user's mailbox is on a remote Modular Messaging system and all of the remaining fields on this screen are disabled.</li></ul> <p> <b>Note:</b></p> <p>Choosing this option requires additional configuration on the remote voice mail server. Deleting this station will not delete the user account on the remote voice mail server.</p>
<b>Mailbox Type</b>	<p>This field is enabled only when <b>Local Mailbox</b> is selected.</p> <p>Select the type of mailbox you want to assign to the user. Choices are:</p> <ul style="list-style-type: none"><li>• <b>Regular</b> 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. The total number of personal mailboxes (Regular or Extended) is limited to 12 on the i40 and 40 on the i120.</li><li>• <b>Extended</b> An Extended mailbox can contain at least 40 minutes of voice messages or at least 20 MB of fax messages.</li></ul>

	<p>The maximum message length for a single message is 8 minutes. The total number of Extended personal mailboxes in the system is limited to four on the i40 and 10 on the i120.</p> <ul style="list-style-type: none"> <li> <b>Informational</b>                      An Informational mailbox plays an announcement to the caller, but does not record incoming voice or fax messages. The total number of Informational personal mailboxes in the system is limited to 10.                 </li> </ul>
<b>Outgoing Email Address</b>	<p>This field is enabled only when <b>Local Mailbox</b> is selected.</p> <p>If you want this user to receive copies of voicemail messages via email, enter the user's email address. When specified, email is sent to inform the user whenever a new voicemail is received (providing the system has outgoing email enabled.)</p>
<b>Allow Outcalling</b>	<p>This field is enabled only when <b>Local Mailbox</b> is selected.</p> <p>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. When outcalling is enabled, a call is sent to the configured outcalling number to inform the user that a new voicemail has been received.</p>
<b>Allow Broadcasting</b>	<p>This field is enabled only when <b>Local Mailbox</b> is selected.</p> <p>Select this check box if you want to allow the user to send voicemail broadcasts. A voicemail broadcast is a voicemail message that is sent directly to multiple voicemail mailboxes.</p>
<b>Allow Password Change</b>	<p>This field is enabled only when <b>Local Mailbox</b> is selected.</p> <p>Select this check box if you want to allow the user to change the mailbox password.</p>
<b>Allow Native TTY Support</b>	<p>This field is enabled only when <b>Local Mailbox</b> is selected.</p> <p>Select this check box to allow TTY support for the user's mailbox.</p>

Button	Action
<b>Back to List</b>	Returns to the <a href="#">Users</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far.

**SEE ALSO:**

- [Users screen](#)
- [Edit User - General Tab](#)

- [Edit User - Station Tab](#)
- [Edit User - Buttons Tab](#)
- [Edit User - Groups Tab](#)

## Edit User - Station Tab

This screen enables you to specify information about the user's extension.

Field	Description
<b>Set Type</b>	Select the type of telephone at this extension. See <a href="#">Supported Set Types</a> for more information.
<b>Port</b>	For analog sets, select the location where the set is connected. For SIP and H323 sets, "IP" is displayed automatically.
<b>EC500</b>	Select this check box if you want to assign the Extension to Cellular feature to this extension. When the user activates the Extension to Cellular feature, all incoming calls for that user will be forwarded to the cellular number specified in the Cellular Number box. If the cell phone is not answered, the call will be sent to local coverage. This feature is available for all telephone sets except Analog, 6211, 6219, and 6221 telephone sets.
<b>Cellular Number</b>	Configure the cellular number. This field is only enabled when <b>EC500</b> is selected.  There are separate fields for the prefix and the number because the number you need to send out to the PSTN is not always the same as the number the PSTN sends you. The number including the dial prefix is what we send out, but the number without the dial prefix is what we look for coming in (to map incoming calls to the associated station).  You would not normally put the ARS code here, since the ARS code is always used for EC500. If you put the ARS code here, we will send the ARS code to the PSTN, which won't understand it.  You might put the country code here, or the international access code, if the PSTN needs it but does not supply it. It depends on the dialing conventions of where you are.
<b>Audible Message Waiting</b>	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.
<b>Idle Appearance Preference</b>	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.
<b>Allow IP Softphone</b>	Select this check box if you want to allow the user to use

<b>override</b>	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.
<b>Coverage</b>	<p>Select the coverage for this extension. Choices are:</p> <ul style="list-style-type: none"> <li>• <b>None</b> Select this setting if you do not want incoming, unanswered calls on this extension to have coverage.</li> <li>• <b>VoiceMail</b> Select this setting if you want incoming, unanswered calls to go to the user's voicemail mailbox. This setting is available only if the user has a voicemail mailbox.</li> <li>• <b>Coverage path</b> Select a previously defined coverage path. See <a href="#">Coverage Paths</a>.</li> </ul>
<b>Abrv. Group Dialing List</b>	<p>Select the Abbreviated Dialing Group List this user can access. Choices are:</p> <ul style="list-style-type: none"> <li>• <b>None</b> Select this setting if you do not want this user to access an Abbreviated Dialing Group List.</li> <li>• <b>Abbreviated Dialing Group List</b> Select a previously defined Abbreviated Dialing Group List.</li> </ul>
<b>Fax or Modem</b>	Select this check box if this extension connects directly to a fax or modem. This prevents tones (such as call-waiting tones) from interrupting data calls. This check box is enabled only for Analog, 6211, 6219, and 6221 telephone sets.
<b>Call Waiting Indication</b>	Select this check box if you want the system to send a "call waiting indication" to the telephone set. (The method of indication depends on <b>Set Type</b> and local user settings.) This check box is enabled only for Analog, 6211, 6219, and 6221 telephone sets.
<b>Expansion Module</b>	Select this check box if a button module is connected to the telephone set. This check box is enabled only for 4621SW-H323, Softphone-H323, and 1616-H323 telephone sets.
<b>Hot Line Abbreviated Dialing List</b>	<p>Select the Abbreviated Dialing List that contains the hot line number you want to use for this extension. The hot line number is dialed automatically when the telephone set goes off hook. Choices are:</p> <ul style="list-style-type: none"> <li>• <b>System</b> Selects the System Abbreviated Dialing List.</li> <li>• <b>Group</b> Select a local Abbreviated Dialing Group.</li> </ul> <p>This field is enabled only for Analog, 6211, 6219, and 6221</p>



	telephone sets.
<b>Hot Line Target</b>	Select the entry number in the specified abbreviated dialing list where the hot line destination number is stored. The hot line number is dialed automatically when the set goes off hook. This field is enabled only for Analog, 6211, 6219, and 6221 telephone sets.
<b>Restrict Last Appearance</b>	Select this check box if you want to restrict the last idle call appearance for incoming priority calls and outgoing call originations only.
<b>Specific line FACs allowed</b>	Select this check box if you want to allow this user to access a specific line by entering the appropriate feature access code.

Button	Action
<b>Back to List</b>	Returns to the <a href="#">Users</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far.

### Supported Set Types

The following set types are supported in this release:

Set Type	Protocol
4610SW-H323	H323
4621SW-H323	H323
9620-SIP	SIP
9630-SIP	SIP
Softphone-H323	H323
6211	Analog
6219	Analog
6221	Analog
Analog	Analog
1603-H323	H323

1608-H323	H323
1616-H323	H323
3rd party SIP	SIP
3631-WiFi	IP
3641-WiFi	IP
3645-WiFi	IP
Motorola CA50	IP

**SEE ALSO:**

- [Users screen](#)
- [Edit User - General Tab](#)
- [Edit User - Voicemail Tab](#)
- [Edit User - Buttons Tab](#)
- [Edit User - Groups Tab](#)

## Edit User - Buttons Tab

This screen enables you to assign features to buttons. Keep in mind the following information:

- For telephone sets with more than eight buttons, a second page shows buttons 9 through 20 and a third page shows buttons 21 through 24 or 32). The page title on these pages may be **Button Assignment** or **Feature Button Assignment** depending on the telephone set type. The **Prev** and **Next** buttons move between pages.
- For telephone sets with an optional button expansion module, additional pages appear. Up to 12 buttons may appear on each page. The page title on these pages is **Expansion Button Assignment**. Note that the button numbering starts over at 1 for the button expansion module.

Field	Description
<b>Button Assignment</b> <b>Feature Button Assignment</b> <b>Expansion Button Assignment</b>	Select the feature you want to assign to the selected button. Depending on the feature you select, you may have to enter additional information in the Additional Parameters area.
<b>Additional Parameters (if required)</b>	Select the appropriate information for the feature you assigned to the selected button. For example, if you assigned <b>Call Appearance</b> to a button, you must select the ring type for that call appearance.

Button	Action
<b>Prev</b>	Displays the previous button page. This button is not present if telephone set type has eight or fewer buttons. When you click <b>Prev</b> on the first button page, the last button page will be displayed.
<b>Next</b>	Displays the next button page. This button is not present if the telephone set has eight or fewer buttons. When you click Next on the last button page, the first button page will be displayed.
<b>Back to List</b>	Returns to the <a href="#">Users</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far.

### Available Features for Buttons

Different telephone set types allow different button assignments. You will only be able to assign features that are supported for the selected telephone set type.

If you assign a feature that can only be assigned once per extension, that feature will not appear in the drop-down list box for the other buttons on this extension.

The following features are supported on buttons:

- [Analog Bridged Appearance](#)
- [Abrv. Dialing](#)
- [Abrv. Ring](#)
- [Account](#)
- [Automatic Message Waiting](#)
- [Automatic Callback](#)
- [Automatic Intercom](#)
- [Bridged Appearance](#)
- [Busy Indication](#)
- [Busy Indication and Transfer](#)
- [Busy Verification](#)
- [Call Appearance](#)
- [Call Displayed Number](#)
- [Call Forward \(All Calls\)](#)
- [Call Forward \(Busy/Don't Answer\)](#)
- [Call Park](#)
- [Call Pickup](#)
- [Conference Display](#)
- [Consult](#)
- [CPN Block](#)
- [Crisis Alert](#)
- [Date Time](#)
- [Dial Intercom](#)
- [Directory](#)
- [Directed Call Pickup](#)
- [EC500](#)
- [Exclusion](#)
- [Extend Call to Cellular](#)
- [Far End Mute](#)
- [FTC Alarm](#)
- [Group Page](#)
- [Inspect](#)
- [MCT Activation](#)
- [MCT Control](#)
- [Next](#)
- [Priority Call](#)
- [Ringer Cutoff](#)
- [Send All Calls](#)
- [Station Lock](#)
- [Trunk ID](#)
- [Trunk Name](#)

- [Voice Announce Answer](#)
- [Whisper Page Activation](#)
- [Whisper Page Answerback](#)

**SEE ALSO:**

- [Edit User screen](#)
- [Edit User - General Tab](#)
- [Edit User - Station Tab](#)
- [Edit User - Groups Tab](#)
- [Feature Access Codes](#)

## Edit User - Groups Tab

This screen enables you to assign users to groups.

Field	Description
Available List	Displays existing groups. To add the user to a group, select the appropriate group, and then click >. If you want to add the user to all of the groups, click >>.
Selected List	Displays the groups to which the user is a member. To remove the user from a group, select the appropriate group, and then click <. If you want to remove the user from all of the groups, click <<.

Button	Action
>	Moves the selected items in the <b>Available List</b> to the <b>Selected List</b> .
>>	Moves all items in the <b>Available List</b> to the <b>Selected List</b> .
<	Removes the selected items in the <b>Selected List</b> and returns them to the <b>Available List</b> .
<<	Removes all items in the <b>Selected List</b> and returns them to the <b>Available List</b> .
Back to List	Returns to the <b>Users</b> screen without saving any changes.
Apply Changes	Saves the changes made so far.

**SEE ALSO:**

- [Users screen](#)
- [Edit User - General Tab](#)
- [Edit User - Voicemail Tab](#)
- [Edit User - Station Tab](#)
- [Edit User - Buttons Tab](#)
- [Hunt Groups List](#)
- [Intercom Groups List](#)
- [Paging Groups List](#)
- [Pickup Groups List](#)
- [Abbreviated Dialing Groups List](#)

## Group Communication

### Hunt Groups

#### Hunt Groups

Hunt groups allow calls to be answered by users at a predefined group of telephones. Which telephone rings depends on the type of hunt group. This screen displays a list of hunt groups.

Column	Description
<b>Select</b>	Check multiple hunt groups to <b>Remove</b> at the same time.
<b>Name</b>	Displays the name administered in the <b>Name (ASCII)</b> field on the <a href="#">Hunt Group Details</a> screen, for this hunt group. Click on this field to open the <a href="#">Hunt Group Details</a> screen for this hunt group.
<b>Number</b>	System assigned hunt group number (6-24).
<b>Extension</b>	Extension that accesses the hunt group.
<b>Type</b>	<ul style="list-style-type: none"> <li>• <b>Round-Robin</b> - Circular Calls are sent to extensions in the order in which they appear in the hunt group list. If the last extension in the list is unavailable, the call is sent to the first extension on the list, completing the "circle."</li> <li>• <b>Sequential</b> - Sequential The call is always sent to the first agent administered in the hunt group (the "hot seat"). If that agent is busy, the call is sent to the next agent in the queue, and so on down the list. This method places a heavy call load on the first few agents.</li> <li>• <b>Uniform Distribution</b> - Most Idle Agent The call is sent to the available agent who has been idle the longest since that agent's last call. This is the default.</li> </ul>
<b>Number of Extensions</b>	Number of extensions in the hunt group.

Button/Link	Action
<b>Add New</b>	Opens a new <a href="#">Hunt Group Details</a> screen for additional editing.
<b>Remove</b>	Deletes (with confirmation) all selected hunt groups.

<Name>

Click on the **Name** field to open a  [Hunt Group Details](#) screen for the selected hunt group.

### Accessing the Hunt Group List Screen

In the  [Navigation Pane](#):

**Configuration > Group Communication > Hunt Groups.**

### Adding a Hunt Group

1. Navigate to the **Hunt Groups List: Configuration > Group Communication > Hunt Groups.**
2. Click **Add New** to open the  [Hunt Group Details](#) screen.
3. In the  [Hunt Group Details](#) screen, fill in the appropriate information for the new hunt group.

**Note:** When the maximum number of hunt groups (19, numbered 6-24) has been defined, you can no longer add new hunt groups. You must reuse an existing hunt group.

4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

### Editing a Hunt Group

1. Navigate to the **Hunt Groups List: Configuration > Group Communication > Hunt Groups.**
2. Click the **Name** of the hunt group you wish to edit.
3. In the  [Hunt Group Details](#) screen, change the information as necessary for the hunt group.
4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

### Removing a Hunt Group

1. Navigate to the **Hunt Groups List: Configuration > Group Communication > Hunt Groups.**
2. Check the **<select>** box at the beginning of each hunt group to be deleted. (You can delete multiple hunt groups in one step.)
3. Click **Remove**. A **Confirm Deletion** message box displays.
4. Click **Confirm** to delete the hunt group(s) or click **Back to List** to cancel the deletion and return to the **Hunt Groups List**.
5. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.



## Hunt Group Details

This screen enables you to configure a hunt group.

Field	Description
<b>Native Name</b>	<p>Enter the hunt group name or description in your native writing script. (Your keyboard and keyboard driver must be capable of switching to the appropriate code page while entering this information. See the <b>Script Tab for Native Names</b> field on the <a href="#">General System Parameters – Localization tab</a>.)</p> <p>On calls to other telephones with Unicode capabilities and the same <b>Script Tab for Native Names</b> value, the <b>Native Name</b> is displayed as the calling name for internal calls.</p> <p>This is a required field. It may contain up to 27 characters.</p>
<b>Name (ASCII)</b>	<p>On calls to other telephones that do not have Unicode capabilities, or have a different <b>Script Tab for Native Names</b> value, the <b>Name (ASCII)</b> field is displayed as the calling name for internal calls.</p> <p>The Name (ASCII) field is also displayed as the hunt group name on all Local Manager screens and reports including the directory.</p> <p>This is a required field. It may contain up to 27 characters.</p> <p>If you do not want to include the hunt group name in the directory, enter the tilde character (~) as the first two characters before entering the name (for example, ~~Sales).</p>
<b>Number</b>	<p>System assigned hunt group number (6-24). When adding a new hunt group, this field is set to the first available number, but can be changed by selecting another available number from the drop-down list. When editing, this is a read-only field.</p>
<b>Privilege Level</b>	<p>This field is enabled only when the system's country name is <b>Brazil</b>. Using this field users can block incoming collect calls to hunt groups by specifying <b>Low</b>, <b>None</b>, or <b>Medium</b>.</p> <p>Select the privilege level you want to assign to the hunt group. Choices are:</p> <ul style="list-style-type: none"> <li>• <b>Admin</b> Avaya recommends that hunt groups not have this level of access.</li> <li>• <b>High</b> Avaya recommends that hunt groups not have this level of access.</li> <li>• <b>Medium</b> Blocks collect calls to the hunt group.</li> <li>• <b>Low</b> Blocks collect calls to the hunt group.</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>None</b> Blocks collect calls to the hunt group.</li> </ul> <p>Please see: <a href="#">User Privilege Summary</a> for additional information.</p>
<b>Type</b>	<ul style="list-style-type: none"> <li>• <b>Round-Robin</b> - circular Calls are sent to extensions in the order in which they appear in the hunt group list. If the last extension is unavailable, the call is sent to the first extension on the list, completing the "circle."</li> <li>• <b>Sequential</b> - sequential The call is always sent to the first agent administered in the hunt group (the "hot seat"). If that agent is busy, the call is sent to the next agent in the queue, and so on down the list. This method places a heavy call load on the first few agents.</li> <li>• <b>Uniform Distribution</b> - Most Idle Agent The call is sent to the available agent who has been idle the longest time since that agent's last call. This is the default.</li> </ul>
<b>Extension</b>	Extension that access the hunt group
<b>Announcement</b>	This drop-down is applicable only for hunt groups of types <b>Sequential</b> or <b>Uniform Distribution</b> . The drop-down allows users to select a <a href="#">System Announcement</a> to be played to a caller while waiting for a hunt group member to pickup the call.
<b>Available List</b>	All available users are presented.
<b>Selected List</b>	Selected users are presented.

<b>Button</b>	<b>Action</b>
>	Moves the selected items in the <b>Available List</b> to the <b>Selected List</b> .
>>	Moves all items in the <b>Available List</b> to the <b>Selected List</b> .
<	Removes the selected items in the <b>Selected List</b> and return them to the <b>Available List</b> .
<<	Removes all items in the <b>Selected List</b> and return them to the <b>Available List</b> .
<b>Up</b>	Moves the selected member up one position in the <b>Selected List</b> .

<b>Down</b>	Moves the selected port down one position in the <b>Selected List</b> .
<b>Back to List</b>	Returns to the <a href="#"> Hunt Groups List</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

## Pickup Groups

### Pickup Groups List

Pickup groups allow a user to pick up a ringing telephone within the group. This screen displays a list of pickup groups.

Column	Description
<b>Select</b>	Check multiple pickup groups to <b>Remove</b> at the same time.
<b>Name</b>	Displays the name administered in the <b>Name</b> field on the <a href="#">Pickup Group Details</a> screen, for this pickup group. Click on this field to open a <a href="#">Pickup Group Details</a> screen for this pickup group.
<b>Number</b>	Displays the system assigned pickup group number (1-20).
<b>Number of Extensions</b>	Displays the number of extensions in the pickup group.

Button/Link	Action
<b>Add</b>	Opens a new <a href="#">Pickup Group Details</a> screen for additional editing.
<b>Remove</b>	Deletes (with confirmation) all selected pickup groups.
<b>&lt;Name&gt;</b>	Click on the <b>Name</b> field to open a <a href="#">Pickup Group Details</a> screen for the selected pickup group.

### Accessing the Pickup Groups List Screen

In the [Navigation Pane](#):

**Configuration > Group Communication > Pickup Groups.**

### Adding a Pickup Group

1. Navigate to the **Pickup Groups List: Configuration > Group Communication > Pickup Groups.**
2. Click **Add New** to open the [Pickup Group Details](#) screen.
3. In the [Pickup Group Details](#) screen, fill in the appropriate information for the new pickup group.  
**Note:** When the maximum number of pickup groups (20) has been defined, you can no longer add new pickup groups. You must reuse an existing pickup group.
4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

### Editing a Pickup Group

1. Navigate to the **Pickup Groups List: Configuration > Group Communication > Pickup Groups**.
2. Click the **Name** of the pickup group you wish to edit.
3. In the [Pickup Group Details](#) screen, change the information as necessary for the pickup group.
4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

### Removing a Pickup Group

1. Navigate to the **Pickup Groups List: Configuration > Group Communication > Pickup Groups**.
2. Check the **<select>** box at the beginning of each pickup group to be deleted. (You can delete multiple pickup groups in one step.)
3. Click **Remove**. A **Confirm Deletion** message box displays.
4. Click **Confirm** to delete the pickup group(s) or click **Back to List** to cancel the deletion and return to the **Pickup Groups List**.
5. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

## Pickup Group Details

This screen enables you to configure a pickup group.

Field	Description
<b>Name</b>	The <b>Name</b> field is displayed as the pickup group name on all Local Manager screens and reports including the directory. This is a required field. It may contain up to 27 characters. If you do not want to include the pickup group name in the directory, enter the tilde character (~) as the first two characters before entering the name (for example, ~~Sales).
<b>Number</b>	System assigned pickup group number (1-20). When adding a new pickup group, this field is set to the first available number, but can be changed by selecting another available number from the drop-down list. When editing, this is a read-only field.
<b>Available List</b>	All available users are presented.
<b>Selected List</b>	Selected users are presented.

Button	Action
>	Moves the selected items in the <b>Available List</b> to the <b>Selected List</b> .
>>	Moves all items in the <b>Available List</b> to the <b>Selected List</b> .
<	Removes the selected items in the <b>Selected List</b> and return them to the <b>Available List</b> .
<<	Removes all items in the <b>Selected List</b> and return them to the <b>Available List</b> .
<b>Back to List</b>	Returns to the <a href="#">Pickup Groups List</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

## Paging Groups

### Paging Groups List

This screen displays a list of paging groups.

Column	Description
<b>Select</b>	Check multiple paging groups to <b>Remove</b> at the same time.
<b>Name</b>	Displays the name administered in the <b>Name</b> field on the <a href="#">Paging Group Details</a> screen, for this paging group. Click on this field to open a <a href="#">Paging Group Details</a> screen for this paging group.
<b>Number</b>	System assigned paging group number (1-32).
<b>Extension</b>	Extension that accesses this paging group.
<b>Number of Members</b>	Number of members in the paging group.

Button	Action
<b>Add</b>	Opens a new <a href="#">Paging Group Details</a> screen for additional editing.
<b>Remove</b>	Deletes (with confirmation) all selected paging groups.
<b>&lt;Name&gt;</b>	Click on the <b>Name</b> field to open a <a href="#">Paging Group Details</a> screen for the selected paging group.

#### Accessing the Paging Groups List Screen

In the [Navigation Pane](#):

**Configuration > Group Communication > Paging Groups.**

#### Setting Up a Paging Group

- Up to 32 paging groups.
- Each group can contain up to 32 extensions.

#### Adding a Paging Group

1. Navigate to the **Paging Groups List: Configuration > Group Communication > Paging Groups.**
2. Click **Add New** to open the [Paging Group Details](#) screen.
3. In the [Paging Group Details](#) screen, fill in the appropriate information for the new paging group.

**Note:** When the maximum number of paging groups (32) has been defined, you can no longer add new paging groups. You must reuse an existing paging group.

4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

#### **Editing a Paging Group**

1. Navigate to the **Paging Groups List: Configuration > Group Communication > Paging Groups**.
2. Click the **Name** of the paging group you wish to edit.
3. In the [Paging Group Details](#) screen, change the information as necessary for the paging group.
4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

#### **Removing a Paging Group**

1. Navigate to the **Paging Groups List: Configuration > Group Communication > Paging Groups**.
2. Check the **<select>** box at the beginning of each paging group to be deleted. (You can delete multiple paging groups in one step.)
3. Click **Remove**. A **Confirm Deletion** message box displays.
4. Click **Confirm** to delete the paging group(s) or click **Back to List** to cancel the deletion and return to the **Paging Groups List**.
5. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.



## Paging Group Details

This screen enables you to configure a paging group.

Field	Description
<b>Name</b>	<p>The <b>Name</b> field is displayed as the paging group name on all Local Manager screens and reports including the directory.</p> <p>This is a required field. It may contain up to 27 characters.</p> <p>If you do not want to include the paging group name in the directory, enter the tilde character (~) as the first two characters before entering the name (for example, ~~Sales).</p>
<b>Number</b>	<p>System assigned paging group number (1-32). When adding a new paging group, this field is set to the first available number, but can be changed by selecting another available number from the drop-down list. When editing, this is a read-only field.</p>
<b>Extension</b>	<p>Extension that accesses this paging group.</p>
<b>Available List</b>	<p>All available users are presented.</p>
<b>Selected List</b>	<p>Selected users are presented.</p> <p>The number of members in a paging group is limited by the number of DSP channels in the local platform as follows:</p> <ul style="list-style-type: none"> <li>• 6 members on i40</li> <li>• 20 members on i120</li> </ul>

Button	Action
>	Moves the selected items in the <b>Available List</b> to the <b>Selected List</b> .
>>	Moves all items in the <b>Available List</b> to the <b>Selected List</b> .
<	Removes the selected items in the <b>Selected List</b> and return them to the <b>Available List</b> .
<<	Removes all items in the <b>Selected List</b> and return them to the <b>Available List</b> .
<b>Back to List</b>	Returns to the <a href="#">Paging Groups List</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by

clicking **Home** (in the menu bar) or another entry under **Managed Objects**.

## Intercom Groups

### Intercom Groups List

This screen displays a list of intercom groups.

Column	Description
<b>Select</b>	Check multiple intercom groups to <b>Remove</b> at the same time.
<b>Name</b>	Displays the name administered in the <b>Name</b> field on the <a href="#">Intercom Group Details</a> screen, for this intercom group. Click on this field to open an <a href="#">Intercom Group Details</a> screen for this intercom group.
<b>Number</b>	System assigned intercom group number (1-10).
<b>Dial Code Length</b>	Number of digits used for dialing (1 or 2).
<b>Number of Members</b>	Number of members in the intercom group.

Button/Link	Action
<b>Add</b>	Opens a new <a href="#">Intercom Group Details</a> screen for additional editing.
<b>Remove</b>	Deletes (with confirmation) all selected intercom groups.
<b>&lt;Name&gt;</b>	Click on the <b>Name</b> field to open an <a href="#">Intercom Group Details</a> screen for the selected intercom group.

#### Accessing the Intercom Group List Screen

In the [Navigation Pane](#):

**Configuration > Group Communication > Intercom Groups.**

#### Setting Up an Intercom Group

- Up to 10 intercom groups
- Each group can contain up to 32 extensions.
- You can assign the same extension to different groups.
- Intercom calls are possible only between extensions in the same group.
- Any group member with a feature button for Dial Intercom can make an intercom call to any other member in the group.

#### Adding an Intercom Group

1. Navigate to the **Intercom Groups List: Configuration > Group Communication > Intercom Groups.**

2. Click **Add New** to open the [Intercom Group Details](#) screen.
3. In the [Intercom Group Details](#) screen, fill in the appropriate information for the new intercom group.



**Note:**

*When the maximum number of intercom groups (10) has been defined, you can no longer add new intercom groups. You must reuse an existing intercom group.*

4. Click **Dial Codes** to open the [Intercom Group Dial Codes](#) screen.
5. Assign each member of the group a dial code.
6. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

### Editing an Intercom Group

1. Navigate to the **Intercom Groups List: Configuration > Group Communication > Intercom Groups**.
2. Click the **Name** of the intercom group you wish to edit.
3. In the [Intercom Group Details](#) screen and [Intercom Group Dial Codes](#) screen, change the information as necessary for the intercom group.
4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

### Removing an Intercom Group

1. Navigate to the **Intercom Groups List: Configuration > Group Communication > Intercom Groups**.
2. Check the **Select** box at the beginning of each intercom group to be deleted. (You can delete multiple intercom groups in one step.)
3. Click **Remove**. A **Confirm Deletion** message box displays.
4. Click **Confirm** to delete the intercom group(s) or click **Back to List** to cancel the deletion and return to the **Intercom Groups List**.
5. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

## Intercom Groups List

This screen displays a list of intercom groups.

Column	Description
<b>Select</b>	Check multiple intercom groups to <b>Remove</b> at the same time.
<b>Name</b>	Displays the name administered in the <b>Name</b> field on the <a href="#">Intercom Group Details</a> screen, for this intercom group. Click on this field to open an <a href="#">Intercom Group Details</a> screen for this intercom group.
<b>Number</b>	System assigned intercom group number (1-10).
<b>Dial Code Length</b>	Number of digits used for dialing (1 or 2).
<b>Number of Members</b>	Number of members in the intercom group.

Button/Link	Action
<b>Add</b>	Opens a new <a href="#">Intercom Group Details</a> screen for additional editing.
<b>Remove</b>	Deletes (with confirmation) all selected intercom groups.
<b>&lt;Name&gt;</b>	Click on the <b>Name</b> field to open an <a href="#">Intercom Group Details</a> screen for the selected intercom group.

### Accessing the Intercom Group List Screen

In the [Navigation Pane](#):

**Configuration > Group Communication > Intercom Groups.**

### Setting Up an Intercom Group

- Up to 10 intercom groups
- Each group can contain up to 32 extensions.
- You can assign the same extension to different groups.
- Intercom calls are possible only between extensions in the same group.
- Any group member with a feature button for Dial Intercom can make an intercom call to any other member in the group.

### Adding an Intercom Group

1. Navigate to the **Intercom Groups List: Configuration > Group Communication > Intercom Groups.**
2. Click **Add New** to open the [Intercom Group Details](#) screen.

3. In the [Intercom Group Details](#) screen, fill in the appropriate information for the new intercom group.



**Note:**

*When the maximum number of intercom groups (10) has been defined, you can no longer add new intercom groups. You must reuse an existing intercom group.*

4. Click **Dial Codes** to open the [Intercom Group Dial Codes](#) screen.
5. Assign each member of the group a dial code.
6. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

#### **Editing an Intercom Group**

1. Navigate to the **Intercom Groups List: Configuration > Group Communication > Intercom Groups**.
2. Click the **Name** of the intercom group you wish to edit.
3. In the [Intercom Group Details](#) screen and [Intercom Group Dial Codes](#) screen, change the information as necessary for the intercom group.
4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

#### **Removing an Intercom Group**

1. Navigate to the **Intercom Groups List: Configuration > Group Communication > Intercom Groups**.
2. Check the **Select** box at the beginning of each intercom group to be deleted. (You can delete multiple intercom groups in one step.)
3. Click **Remove**. A **Confirm Deletion** message box displays.
4. Click **Confirm** to delete the intercom group(s) or click **Back to List** to cancel the deletion and return to the **Intercom Groups List**.
5. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

## Intercom Group Details

This screen enables you to configure an intercom group.

Field	Description
<b>Name</b>	The <b>Name</b> field is displayed as the intercom group name on all Local Manager screens and reports including the directory.  This is a required field. It may contain up to 27 characters.  If you do not want to include the intercom group name in the directory, enter the tilde character (~) as the first two characters before entering the name (for example, ~~Sales).
<b>Dial Code Length</b>	Number of digits to dial (1 or 2).
<b>Number</b>	System assigned intercom group number (1-10). When adding a new intercom group, this field is set to the first available number, but can be changed by selecting another available number from the drop-down list. When editing, this is a read-only field.
<b>Available List</b>	All available users are presented.
<b>Selected List</b>	Selected users can be assigned dial codes by clicking <b>Dial Codes</b> . (Existing members retain their original dial code until changed or deleted.)

Button	Action
<b>Dial Codes</b>	Opens the <a href="#">Intercom Group Dial Codes</a> screen to assign dial codes to members.
>	Moves the selected items in the <b>Available List</b> to the <b>Selected List</b> .
>>	Moves all items in the <b>Available List</b> to the <b>Selected List</b> .
<	Removes the selected items in the <b>Selected List</b> and return them to the <b>Available List</b> .
<<	Removes all items in the <b>Selected List</b> and return them to the <b>Available List</b> .
<b>Up</b>	Moves the selected member up one position in the <b>Selected List</b> .

<b>Down</b>	Moves the selected port down one position in the <b>Selected List</b> .
<b>Back to List</b>	Returns to the <a href="#">Intercom Groups List</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .



## Intercom Group Dial Codes

This screen assigns dial codes to members of an intercom group.

Field	Description
<b>Name</b>	Administered intercom group name.
<b>Dial Code Length</b>	Number of digits to dial (1 or 2).
<b>Number</b>	System assigned intercom group number (1-10). When adding a new intercom group, this field is set to the first available number, but can be changed by selecting another available number from the drop-down list. When editing, this is a read-only field.
<b>Id</b>	System assigned number. Indicates position on the <b>Selected List</b> on the <a href="#">Intercom Group Details</a> screen.
<b>Dial Code</b>	The digits to dial to call this group member.
<b>Member</b>	The name or extension dialed when the <b>Dial Code</b> is entered. This field is filled in from the <b>Selected List</b> on the <a href="#">Intercom Group Details</a> screen.

Button	Action
<b>Update Members</b>	Opens the <a href="#">Intercom Group Details</a> screen to assign users to the intercom group.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

## Abbreviated Dialing Group Lists

### Abbreviated Dialing Groups List

Abbreviated dialing groups allow users to make calls with a single button press or by pressing a button and dialing one or two digits. This screen displays a list of abbreviated dialing groups.

Column	Description
<b>Select</b>	Check multiple abbreviated dialing groups to <b>Remove</b> at the same time.
<b>Number</b>	System assigned abbreviated dialing group number (1-100).
<b>Name</b>	Displays the name administered in the <b>Group Name</b> field on the <a href="#">Abbreviated Dialing Group Details</a> screen, for this abbreviated dialing group.  Click on this field to open an <a href="#">Abbreviated Dialing Group Details</a> screen for this abbreviated dialing group.
<b>Occupied Members</b>	The number of entries currently used in the abbreviated dialing group.
<b>Available Members</b>	The available entries (100 minus occupied).

Button	Action
<b>Add</b>	Opens a new <a href="#">Abbreviated Dialing Group Details</a> screen for additional editing.
<b>Remove</b>	Deletes (with confirmation) all selected abbreviated dialing groups.
<b>&lt;Name&gt;</b>	Click on the <b>Name</b> field to open an <a href="#">Abbreviated Dialing Group Details</a> screen for the selected abbreviated dialing group.

### Accessing the Abbreviated Dialing Groups List Screen

In the [Navigation Pane](#):

**Configuration > Group Communication > Abbreviated Dialing Groups.**

### Setting Up an Abbreviated Dialing Group

- Up to 100 abbreviated dialing groups.
- Each group can contain up to 100 extensions.
- Total of 2000 entries in all groups.

### Adding an Abbreviated Dialing Group

1. Navigate to the **Abbreviated Dialing Groups List: Configuration > Group Communication > Abbreviated Dialing Groups**.
2. Click **Add New** to open the [Abbreviated Dialing Group Details](#) screen.
3. In the [Abbreviated Dialing Group Details](#) screen, fill in the appropriate information for the new abbreviated dialing group.

**Note:**

*When the maximum number of abbreviated dialing groups (100) has been defined, you can no longer add new abbreviated dialing groups. You must reuse an existing abbreviated dialing group.*

4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

### Editing an Abbreviated Dialing Group

1. Navigate to the **Abbreviated Dialing Groups List: Configuration > Group Communication > Abbreviated Dialing Groups**.
2. Click the **Name** of the abbreviated dialing group you wish to edit.
3. In the [Abbreviated Dialing Group Details](#) screen, change the information as necessary for the abbreviated dialing group.
4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

### Removing an Abbreviated Dialing Group

1. Navigate to the **Abbreviated Dialing Groups List: Configuration > Group Communication > Abbreviated Dialing Groups**.
2. Check the **<select>** box at the beginning of each abbreviated dialing group to be deleted. (You can delete multiple abbreviated dialing groups in one step.)
3. Click **Remove**. A **Confirm Deletion** message box displays.
4. Click **Confirm** to delete the abbreviated dialing group(s) or click **Back to List** to cancel the deletion and return to the **Abbreviated Dialing Groups List**.
5. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

## Abbreviated Dialing Group Details

This screen enables you to configure an abbreviated dialing group.

Field	Description
<b>Group Name</b>	<p>The <b>Group Name</b> field is displayed as the abbreviated dialing group name on all Local Manager screens and reports including the directory.</p> <p>This is a required field. It may contain up to 27 characters.</p> <p>If you do not want to include the abbreviated dialing group name in the directory, enter the tilde character (~) as the first two characters before entering the name (for example, ~~Sales).</p>
<b>Group Number</b>	<p>System assigned abbreviated dialing group number (1-100). When adding a new abbreviated dialing group, this field is set to the first available number, but can be changed by selecting another available number from the drop-down list. When editing, this is a read-only field.</p>
<b>Dial Code</b>	<p>The digits the user dials to access this dial code entry.</p>
<b>Description</b>	<p>The label for the system-wide Abbreviated Dial buttons on the telephone sets. Fifteen characters maximum.</p>
<b>Number</b>	<p>The number the system dials when users enter this dial code. Twenty-four characters maximum. The dial code may contain the following:</p> <ul style="list-style-type: none"> <li>• Digits 0 to 9</li> <li>• * (star) Part of FAC</li> <li>• # (pound) Part of FAC</li> <li>• ~p Pause 1.5 seconds</li> <li>• ~w Wait for dial tone</li> <li>• ~m Change to out-pulse DTMF digits at the end-to-end rate</li> <li>• ~s Start suppressing display of the digits being outpulsed</li> <li>• ~W Wait indefinitely for dial tone. Use this only if network response time is more than 30 seconds.</li> </ul>

Button	Action
<b>Back to List</b>	<p>Returns to the <a href="#">Abbreviated Dialing Groups List</a> screen without saving any changes.</p>

**Apply Changes**

Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking **Home** (in the menu bar) or another entry under **Managed Objects**.

## Collective Ringing Groups

### Collective Ringing Groups List

This screen displays a list of collective ringing groups.

You can use the Collective Ringing Groups feature to define a group of up to eight members who act as an order center, a support center, or 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.

You can define up to 25 groups

Column	Description
<b>Select</b>	Check multiple collective ringing groups to <b>Remove</b> at the same time.
<b>Name</b>	Displays the name administered in the <b>Name (ASCII)</b> field on the <a href="#">Collective Ringing Group Details</a> screen, for this collective ringing group.  Click on this field to open a <a href="#">Collective Ringing Group Details</a> screen for this collective ringing group.
<b>Number</b>	System assigned collective ringing group number (1-25).
<b>Extension</b>	Extension that accesses this collective ringing group.
<b>Privilege Level</b>	Displays the <b>Privilege Level</b> assigned to the collective ringing group. (Change this field on the <a href="#">Collective Ringing Group Details</a> screen.) Values are: <ul style="list-style-type: none"> <li>• <b>Admin</b> Avaya recommends that collective ringing groups not have this level of access in Brazil.</li> <li>• <b>High</b> Avaya recommends that collective ringing groups not have this level of access in Brazil.</li> <li>• <b>Medium</b> Blocks collect calls to the collective ringing group in Brazil.</li> <li>• <b>Low</b> Blocks collect calls to the collective ringing group in Brazil.</li> <li>• <b>None</b> Blocks collect calls to the collective ringing group in Brazil.</li> </ul> Please see: <a href="#">User Privilege Summary</a> for additional information.
<b>Number of Extensions</b>	Number of members in the collective ringing group.

Button	Action
Add	Opens a new <a href="#">Collective Ringing Group Details</a> screen for additional editing.
Remove	Deletes (with confirmation) all selected paging groups.
<Name>	Click on the <b>Name</b> field to open a <a href="#">Collective Ringing Group Details</a> screen for the selected collective ringing group.

### Accessing the Collective Ringing Groups List Screen

In the [Navigation Pane](#):

**Configuration > Group Communication > Collective Ringing Groups.**

### Setting Up a Collective Ringing Group

- Up to 25 collective ringing groups.
- Each group can contain up to 8 extensions.

### Adding a Collective Ringing Group

1. Navigate to the **Collective Ringing Groups List: Configuration > Group Communication > Collective Ringing Groups.**
2. Click **Add New** to open the **Collective Ringing Group Details** screen.
3. In the **Collective Ringing Group Details** screen, fill in the appropriate information for the new collective ringing group.

**Note:** When the maximum number of collective ringing groups (25) has been defined, you can no longer add new collective ringing groups. You must reuse an existing collective ringing group.

4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

### Editing a Collective Ringing Group

1. Navigate to the **Collective Ringing Groups List: Configuration > Group Communication > Collective Ringing Groups.**
2. Click the **Name** of the collective ringing group you wish to edit.
3. In the **Collective Ringing Group Details** screen, change the information as necessary for the collective ringing group.
4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

### Removing a Collective Ringing Group

1. Navigate to the **Collective Ringing Groups List: Configuration > Group Communication > Collective Ringing Groups.**
2. Check the **<select>** box at the beginning of each collective ringing group to be deleted. (You can delete multiple paging groups in one step.)
3. Click **Remove**. A **Confirm Deletion** message box displays.

4. Click **Confirm** to delete the collective ringing group(s) or click **Back to List** to cancel the deletion and return to the **Collective Ringing Groups List**.
5. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.



## Collective Ringing Group Details

This screen enables you to configure a collective ringing group.

A Collective Ringing Group can have up to eight members who act as an order center, a support center, or 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.

- You can define up to 25 groups
- A CRG extension cannot be assigned to another group. (It can't be a member of a hunt group, a pickup group, and intercom group, etc.)
- A CRG extension cannot be the owner of an Outside Line Group.
- A CRG extension can be used as the incoming destination of a trunk group.
- A CRG extension may be used in a coverage point.
- Only station type extensions can be assigned as CRG members.
- When a CRG is configured as an incoming destination, it may not be deleted until removed as an incoming destination.

Field	Description
<b>Native Name</b>	<p>Enter the collective ringing group name or description in your native writing script. (Your keyboard and keyboard driver must be capable of switching to the appropriate code page while entering this information. See the <b>Script Tab for Native Names</b> field on the <a href="#">General System Parameters – Localization tab.</a>)</p> <p>On calls to other telephones with Unicode capabilities and the same <b>Script Tab for Native Names</b> value, the <b>Native Name</b> is displayed as the calling name for internal calls.</p> <p>This is a required field. It may contain up to 27 characters.</p>
<b>Name (ASCII)</b>	<p>On calls to other telephones that do not have Unicode capabilities, or have a different <b>Script Tab for Native Names</b> value, the <b>Name (ASCII)</b> field is displayed as the calling name for internal calls.</p> <p>The Name (ASCII) field is also displayed as the collective ringing group name on all Local Manager screens and reports including the directory.</p> <p>This is a required field. It may contain up to 27 characters.</p> <p>If you do not want to include the collective ringing group name in the directory, enter the tilde character (~) as the first two characters before entering the name (for example, ~~Sales).</p>
<b>Number</b>	<p>System assigned collective ringing group number (1-25). When adding a new collective ringing group, this field is set to the first available number, but can be changed by selecting another available number from the drop-down list. When editing, this is a read-only field.</p>
<b>Extension</b>	<p>Extension that access the collective ringing group.</p>

<p><b>Privilege Level</b></p>	<p>This field is enabled only when the system's country name is <b>Brazil</b>. Using this field users can block incoming collect calls to hunt groups by specifying <b>Low, None, or Medium</b>.</p> <p>Select the privilege level you want to assign to the hunt group. Choices are:</p> <ul style="list-style-type: none"> <li>• <b>Admin</b> Avaya recommends that collective ringing groups not have this level of access in Brazil.</li> <li>• <b>High</b> Avaya recommends that collective ringing groups not have this level of access in Brazil.</li> <li>• <b>Medium</b> Blocks collect calls to the collective ringing group in Brazil.</li> <li>• <b>Low</b> Blocks collect calls to the collective ringing group in Brazil.</li> <li>• <b>None</b> Blocks collect calls to the collective ringing group in Brazil.</li> </ul> <p>Please see: <a href="#">User Privilege Summary</a> for additional information.</p>
<p><b>Available List</b></p>	<p>All available users are presented.</p>
<p><b>Selected List</b></p>	<p>Selected users are presented.</p>

Button	Action
>	Moves the selected items in the <b>Available List</b> to the <b>Selected List</b> .
>>	Moves all items in the <b>Available List</b> to the <b>Selected List</b> .
<	Removes the selected items in the <b>Selected List</b> and return them to the <b>Available List</b> .
<<	Removes all items in the <b>Selected List</b> and return them to the <b>Available List</b> .
Back to List	Returns to the <a href="#">Collective Ringing Groups List</a> screen without saving any changes.
Apply Changes	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .



# Call Handling

## Coverage Paths

### Coverage Paths List

This screen displays a list of coverage paths.

Column	Description
Select	Select the check box for each coverage path you want to remove.
Path Name	Displays the name administered in the <b>Name</b> field on the <a href="#">Coverage Path Details</a> screen, for this coverage path. Click on this field to open a <a href="#">Coverage Path Details</a> screen for this coverage path.
Id	Displays the system assigned coverage path number (1-50).
Number of Internal Points	Indicates whether only primary coverage path (1) or both primary and secondary coverage paths (2) are assigned for internal calls.
Number of External Points	Indicates whether only primary coverage path (1) or both primary and secondary coverage paths (2) are assigned for external calls.

Button	Action
Add	Enables you to add a coverage path.
Remove	Deletes (with confirmation) the selected coverage path(s).
<Path Name>	Click on the Path <b>Name</b> field to open a <a href="#">Coverage Path Details</a> screen for the selected coverage path.

#### Accessing the Coverage Paths List Screen

In the [Navigation Pane](#), select **Managed Objects > Configuration > Call Handling > Coverage Paths**.

#### Adding a Coverage Path

1. In the [Navigation Pane](#), select **Managed Objects > Configuration > Call Handling > Coverage Paths**.
2. Click **Add**. The [Coverage Path Details](#) screen appears.
3. Enter the new coverage **Path Name**. The system will display the first available the path number (Id).

**NOTE:**

When the maximum number of coverage paths (50) has been defined, you can no longer add new coverage paths. You must reuse an existing coverage path.

4. Complete the [Coverage Path Details](#) screen for the new coverage path.
5. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

**Editing a Coverage Path**

1. In the [Navigation Pane](#), select **Managed Objects > Configuration > Call Handling > Coverage Paths**.
2. Click the **Path Name** of the coverage path you want to edit.
3. Make your changes in the [Coverage Path Details](#) screen.
4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

**Removing a Coverage Path**

1. In the [Navigation Pane](#), select **Managed Objects > Configuration > Call Handling > Coverage Paths**.
2. Select the check box for each coverage path you want to delete. (You can delete multiple coverage paths in one step.)
3. Click **Remove**. A confirmation dialog box appears.
4. Click **Confirm** to delete the coverage path(s) or click **Back to List** to cancel the deletion and return to the **Coverage Paths List**.
5. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

## Edit Coverage Path

This screen enables you to configure coverage paths.

Field	Description
<b>Path Name</b>	The <b>Path Name</b> field is displayed on all Local Manager screens and reports when referring to this coverage path.  This is a required field.
<b>Path Number</b>	Displays the path number (Id) for the coverage path. When adding a new coverage path, this field is set to the first available Id. When editing, this field is read-only.
<b>Number Of Rings</b>	Number of rings before call goes to coverage.
<b>Internal (station-to-station) Call Coverage- Primary Coverage Point</b>	Option buttons with data fields: <ul style="list-style-type: none"> <li>• <b>Extension:</b> Select by user name or extension number.</li> <li>• <b>Group:</b> Select by group name.</li> <li>• <b>Remote #:</b> Enter remote (outside) number.</li> <li>• <b>None</b> - (disables secondary coverage point).</li> </ul>
<b>Internal (station-to-station) Call Coverage- Secondary Coverage Point</b>	Option buttons with data fields: <ul style="list-style-type: none"> <li>• <b>Extension:</b> Select by user name or extension number.</li> <li>• <b>Group:</b> Select by group name.</li> <li>• <b>Remote #:</b> Enter remote (outside) number.</li> <li>• <b>None</b></li> </ul>
<b>External (outside origination) Call Coverage- Primary Coverage Point</b>	Option buttons with data fields: <ul style="list-style-type: none"> <li>• <b>Extension:</b> Select by user name or extension number.</li> <li>• <b>Group:</b> Select by group name.</li> <li>• <b>Remote #:</b> Enter remote (outside) number.</li> <li>• <b>None</b> - (disables secondary coverage point).</li> </ul>
<b>External (outside origination) Call Coverage- Secondary Coverage Point</b>	Option buttons with data fields: <ul style="list-style-type: none"> <li>• <b>Extension:</b> Select by user name or extension number.</li> <li>• <b>Group:</b> Select by group name.</li> <li>• <b>Remote #:</b> Enter remote (outside) number.</li> <li>• <b>None</b></li> </ul>

Button	Action
<b>Back to List</b>	Returns to the <b>Coverage Paths List</b> screen without saving any changes.

**Apply Changes**

Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking **Home** (in the menu bar) or another entry under **Managed Objects**.

## Dial Plan

### Dial Plan

This screen enables you to configure the dial plan.

Field	Description
<b>Extension Length</b>	All extensions within a dial plan must be the same length. <b>Note:</b> This field cannot be used to change the extension length in a configured system as there are many factors involved. The system's extension length can only be set during an Install from Scratch Assistant. Please refer to the Design and Provisioning Guide for Avaya Distributed Office for additional information.

Column	Description
<b>First Digit Dialed</b>	First digit dialed by caller.
<b>Total Dialed Digits</b>	Number of digits to collect before proceeding.
<b>Call Type</b>	What to do with the digit string. <ul style="list-style-type: none"><li>• <b>Dialed Access Code</b> - treat digit string as a FAC.</li><li>• <b>Extension</b> - treat digit string as an extension.</li><li>• <b>(unused)</b> - ignore this digit. Available when <b>Total Dialed Digits</b> is "1".</li></ul>

Button	Action
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

### Accessing the Dial Plan Screen

In the [Navigation Pane](#):

**Configuration > Call Handling > Dial Plan.**



## Dial Plan Analysis

***The dial plan is fully administrable by the customer, within these guidelines:***

- For any given leading digit (0-9, \* and #), only one use will be assigned.
- All extensions within the system will be the same length. The length of extensions cannot be changed once set without erasing and re-installing the configuration, and may be preset before delivery.
- There must be at least one extension, at least one code for Feature Access Codes, at least one code for Trunk Access Codes. The FAC and TAC may be the same if desired (by setting the value to "dac").
- Typically, the customer will assign one single-digit code for the outside line FAC and one single-digit code for the inside line FAC. All the other FACs will be multiple digits, starting with "\*" and/or "#". Other schemes, however, are allowed.
- Outside line starting digit is always single digit.
- Inside line starting digit is always single digit.

### ***Relation between Dial Plan and Outgoing Calling Number Manipulation***

The [Outgoing Calling Number Manipulation](#) form is used to map the extensions of internal, calling telephones into ISDN (or SIP) calling party numbers. It maps based on the leading digits of the calling extension.

1. You cannot put an entry into the Outgoing Calling Number Manipulation that is inconsistent with the dialplan-analysis.
2. All patterns in the Outgoing Calling Number Manipulation are considered extensions.
3. You specify the length and starting digit pattern (the first two columns). These must match (exactly or be a subset of) an "ext" entry in the dialplan-analysis form.
4. You cannot remove a dialplan-analysis entry which has a matching entry in the Outgoing Calling Number Manipulation screen. You must remove the Outgoing Calling Number Manipulation entry first.

## Feature Access Codes

### Feature Access Codes

This screen allows you to set the **Dial Code** (dial access code) that the user must enter to access each feature that is not directly accessible by pressing a feature button.

Column	Description
Feature Access Code	The name or description of each available feature. See table below for descriptions.
Dial Code	The digits entered by the user to activate/deactivate this feature.

Button	Action
Apply Changes	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

### Features

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

Feature
<a href="#">Abbreviated System List</a>
<a href="#">Abbreviated Group List</a>
<a href="#">Answer Back Activate</a>
<a href="#">Auto Alternate Routing Activate</a>
<a href="#">Auto Route Selection Activate</a>
<a href="#">Automatic Callback Activate</a>
<a href="#">Automatic Callback Deactivate</a>
<a href="#">Call Forwarding Busy/DA Activate</a>
<a href="#">Call Forwarding All Activate</a>

[Call Forwarding Busy/DA Deactivate](#)

[Call Park Activate](#)

[Call Pickup Activate](#)

[Hold/Answer Hold/Unhold](#)

[CDR Account Code Activate](#)

[Contact Closure Open Activate](#)

[Contact Closure Close Activate](#)

[Contact Closure Pulse Activate](#)

[Data Privacy Activate](#)

[Directed Call Pickup Activate](#)

[Enhanced EC500 Activate](#)

[Enhanced EC500 Deactivation](#)

[Extended Call Fwd Busy D/A Activate](#)

[Extended Call Fwd All Activate](#)

[Extended Call Fwd Deactivation](#)

[Facility Test Calls Activate](#)

[Hunt Group Busy Activate](#)

[Hunt Group Busy Deactivate](#)

[Last Number Dialed Activate](#)

[Malicious Call Trace Activate](#)

[Malicious Call Trace Deactivate](#)

[Per Call CPN Blocking Activate](#)

[Refresh Terminal Parameters Activate](#)

[Send All Calls Activate](#)

[Send All Calls Deactivate](#)

[Specific Line Originate](#)

[Specific Line Pickup](#)

[Terminal Dial-up Test Activate](#)

[Voice Announce](#)

[Station Lock Activate](#)

[Station Lock Deactivate](#)

### Accessing the Feature Access Codes Screen

In the [Navigation Pane](#):

**Configuration > Call Handling > Features Access Codes.**

### Setting Up Feature Access Dial Codes

1. Navigate to the **Feature Access Codes** screen: **Configuration > Call Handling > Features Access Codes.**
2. Assign any single digit feature access codes.
3. Set up groups of "star codes" (for example, "\*51", "\*52", "\*53". or "#61", "#62", "#63") and assign them to groups of related features.
4. Use a special group of "star codes" for maintenance functions.
5. Click Apply Changes to save the Feature Access Codes. You may apply the changes more than once. To exit without saving your work since the last save, click **Home** (in the menu bar) or another entry under **Managed Objects** to leave the screen.

## Service Numbers

### Service Numbers List

This screen displays a list of service numbers. There is a fixed list of service numbers. You may edit the existing entries, but you may not add or delete. The numbers are used on other screens related to the particular service, but must be defined here.

Column	Description
<b>Use</b>	Describes the service number. Click on this field to open a <a href="#">Service Number Details</a> screen for this service number.
<b>Extension</b>	Displays the extension used for this special purpose.

Button/Link	Action
<Use>	Click on the <b>Use</b> field to open a <a href="#">Service Number Details</a> screen for the selected service.

### Accessing the Service Numbers List

In the [Navigation Pane](#):

**Configuration > Call Handling > Service Numbers.**

### Editing Service Numbers

There is a fixed list of service numbers. You may edit the existing entries, but you may not add or delete.

1. Navigate to the **Service Numbers List: Configuration > Call Handling > Service Numbers.**
2. Click the **Use** of the service number you wish to edit.
3. In the [Service Number Details](#) screen, change the information as necessary.
4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

## Service Number Details

This screen allows you to specify a service number.

Column	Description
Use	Describes this service number. This is a Read-Only field.
Extension	Displays the extension used for this special purpose. You can select from the available extension numbers in the drop-down list.

Button	Action
Apply Changes	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

## Abbreviated Dialing System List

### Abbreviated Dialing System List

All users have access to the **System Abbreviated Dialing List**. This screen displays and accepts labels and corresponding numbers for each of the system abbreviated dial codes.

Column	Description
Dial Code	Displays the digits the user dials to access the Abbreviated Dialing System List entry.
Label	Enter the label for the Abbreviated Dialing System List entry. The label may contain up to 13 characters.
Number	<p>Enter the number that the system will dial when users enter this dial code. Twenty-four characters maximum. The dial code may contain the following:</p> <ul style="list-style-type: none"> <li>• Digits 0 to 9</li> <li>• * (star) This is part of a feature access code.</li> <li>• # (pound) This is part of a feature access code.</li> <li>• ~p Inserts a pause of 1.5 seconds.</li> <li>• ~w Waits for dial tone.</li> <li>• ~m Change to out-pulse DTMF digits at the end-to-end rate.</li> <li>• ~s Start suppressing display of the digits being outpulsed.</li> <li>• ~W Wait indefinitely for dial tone. Use this only if network response time is more than 30 seconds.</li> </ul>

Button	Action
Apply Changes	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

### Accessing the Abbreviated Dialing System List Screen

In the [Navigation Pane](#), select **Managed Objects > Configuration > Call Handling > Abbreviated Dialing System List**.

### Editing the Abbreviated Dialing System List

1. In the [Navigation Pane](#), select **Managed Objects > Configuration > Call Handling > Abbreviated Dialing System List**.
2. Make any changes to the labels or numbers in the **Abbreviated Dialing System List** screen.
3. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.



## Authorization Codes

### Authorization Codes

You can use authorization codes to enable callers to override a station's calling privileges. For example, you can give a supervisor an authorization code so they can make calls from a telephone that is usually restricted for these calls.

Note that authorization codes do not override dialed strings that are denied. For example, if your ARS tables restrict users from placing calls to Colombia, a caller cannot override the restriction with an authorization code.

This screen allows you to display public and private authorization codes, and to specify public authorization codes. Private authorization codes display here, but are defined for user stations on the [User Details - General Tab](#). The total of public and private authorization codes cannot exceed 500.

Column	Description
<b>Index</b>	The entries in the table are numbered from 1 to 500. A series of range buttons near the bottom of the panel moves by 100 entries.
<b>Authorization Code</b>	<p>The digits the user must enter as an authorization code. Authorization codes must be unique within the table and must be the exact length specified in the <b>Authorization Codes Length</b> field of the <a href="#">General System Parameters - Features Tab</a>.</p> <p><b>NOTE:</b> Only public authorization codes can be changed here. Private authorization codes display here, but are defined for user stations on the <a href="#">User Details - General Tab</a>.</p>
<b>Privilege Level</b>	<p>The privilege level determines the features the user can use and the activities in which the user can participate.</p> <p>Privilege levels associated with private authorization codes display here, but are defined for user stations on the <a href="#">User Details - General Tab</a>.</p> <p>Choices are:</p> <ul style="list-style-type: none"> <li> <b>Admin</b>            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.         </li> <li> <b>High</b>            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.         </li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Medium</b> 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.</li> <li>• <b>Low</b> 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.</li> <li>• <b>None</b> 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.</li> </ul> <p>Please see: <a href="#">User Privilege Summary</a> for additional information.</p>
<b>Extensions</b>	Indicates the extension number associated with a private authorization code. Blank for public authorization codes.

<b>Button</b>	<b>Action</b>
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .
<b>Delete All</b>	Clears all public authorization codes. This is useful when changing the length of authorization codes in a branch.

### Accessing the Authorization Codes Screen

In the [Navigation Pane](#):

**Configuration > Call Handling > Authorization Codes.**

### Changing Private Authorization Codes

Private authorization codes can be edited and deleted in this page. The only limitation is that the privilege level cannot be changed for private authorization codes from this page (since the privilege level is the user's privilege level). If you need to change the privilege level, follow these steps:

1. Navigate to the **Users List** screen: **Configuration > Users**.
2. Scroll down to the desired user entry and click the **Name** field to edit the user.
3. Add, modify, or delete the **Authorization Code** as needed, or change the **Privileges**.
4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

#### **Adding a Public Authorization Code**

1. Navigate to the **Authorization Codes** screen: **Configuration > Call Handling > Authorization Codes**.
2. Scroll down to an unused entry.
3. Fill in the **Authorization Code** and select the **Privilege Level**.  
**Note:** When the maximum number of authorization codes (500) have been defined, you must reuse an existing entry.
4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

#### **Editing a Public Authorization Code**

1. Navigate to the **Authorization Codes** screen: **Configuration > Call Handling > Authorization Codes**.
2. Scroll down to the **Authorization Code** you wish to edit.
3. Modify the **Authorization Code** and **Privilege Level** as needed.
4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

#### **Removing a Public Authorization Code**

1. Navigate to the **Authorization Codes** screen: **Configuration > Call Handling > Authorization Codes**.
2. Scroll down to the **Authorization Code** you wish to remove.
3. Clear the **Authorization Code**.
4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

# Automated Attendant Service

## Automated Attendants

### Auto Attendants List

This screen displays a list of auto attendants. There are always four auto attendants. You may edit the four existing entries, but you may not add or delete Auto Attendants.

Column	Description
<b>Name</b>	Displays the name administered in the <b>Name</b> field on the <a href="#">Auto Attendant Details</a> screen, for this auto attendant. Click on this field to open an <a href="#">Auto Attendant Details</a> screen for this auto attendant.
<b>Number</b>	Displays the system assigned auto attendant number (1-4).
<b>Extension</b>	Displays the extension that accesses the auto attendant.

Button/Link	Action
<Name>	Click on the <b>Name</b> field to open a <a href="#">Auto Attendant Details</a> screen for the selected auto attendant.

### Accessing the Auto Attendants List Screen

In the [Navigation Pane](#):

**Configuration > Automated Attendant Service > Auto Attendants.**


### Editing an Auto Attendant


There are always four auto attendants. You may edit the four existing entries, but you may not add or delete.

1. In the [Navigation Pane](#), select **Configuration > Automated Attendant Service > Auto Attendants**.
2. Click the **Name** of the auto attendant you want to edit.
3. In the [Auto Attendant Details](#) screen, change the information as necessary for the auto attendant.
4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

## Auto Attendant: General Tab

This screen enables you to specify general information for the selected auto attendant.

Field	Description
<b>Number</b>	Displays the system assigned auto attendant number (1-4). This is a display-only field.
<b>Name</b>	The <b>Name</b> field is displayed on all Local Manager screens and reports when referring to this auto attendant.  This is a required field.
<b>Extension</b>	Enter the extension that accesses the auto attendant. To change this extension, please refer to the <a href="#">Service Numbers List</a> .
<b>Enable TTY</b>	Enable native TTY support in the auto attendant mailbox.
<b>Enable Outcalling</b>	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. When outcalling is enabled, a call is sent to the configured outcalling number to inform the user that a new voicemail has been received.
<b>Enable Password Change</b>	Select this check box if you want to allow the password to be changed for the automated attendant's mailbox.
<b>Fax Coverage</b>	Specify where you want the auto attendant to transfer fax calls it receives. Choices are: <ul style="list-style-type: none"> <li>• <b>Disabled</b> Select this option if you want to drop incoming fax calls as soon as a fax tone is detected.</li> <li>• <b>Extension</b> Select this option if you want the auto attendant to transfer faxes to the extension provided in the <b>Fax Extension</b> box.</li> <li>• <b>Email</b> Select this option if you want the auto attendant to transfer faxes to the email address provided in the <b>Outgoing Email</b> text box. Fax messages will also be saved in the automated attendant's mailbox.</li> </ul>  <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>○ This <b>Email</b> option requires <b>Network Connection: SMTP</b> to be configured correctly.</li> </ul>

	<ul style="list-style-type: none"> <li>○ You cannot configure fax coverage to email together with an Informational mailbox type.</li> </ul>
<b>Message Waiting Indicator</b>	Select the extension that you want to receive a message waiting indicator when a message is placed in the automated attendant's mailbox.
<b>Mailbox Type</b>	<p>Select the type of mailbox you want to assign. Choices are:</p> <ul style="list-style-type: none"> <li>• <b>Regular</b> 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.</li> <li>• <b>Extended</b> 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.</li> <li>• <b>Informational</b> An Information mailbox plays an announcement to the caller, but does not record incoming voice or fax messages.</li> </ul> <p> <b>Note:</b> <i>You cannot configure fax coverage to email together with an Informational mailbox type.</i></p>
<b>Fax Extension</b>	Select the extension to which the auto attendant will transfer faxes. This box appears only if <b>Extension</b> is selected in the <b>Fax Coverage</b> box.
<b>Outgoing Email</b>	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 <b>Email</b> is selected in the <b>Fax Coverage</b> box.

<b>Button</b>	<b>Action</b>
<b>Back to List</b>	Returns to the <a href="#">Auto Attendants List</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

## Auto Attendant: Fixed Schedule Tab

This screen enables you to specify the information for a fixed schedule for the selected auto attendant.

Column	Description
Open or Closed	<p>Specify whether the auto attendant will be active (Open) on the associated day. Choices are:</p> <ul style="list-style-type: none"> <li> <b>Open</b>            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 <b>Opening Time</b> and the <b>Closing Time</b>. The <a href="#">Day Menu</a> is used from <b>Opening Time</b> to <b>Closing Time</b> and the <a href="#">Night Menu</a> is used all other hours.         </li> <li> <b>Closed</b>            Select this option if you do not want the auto attendant to be active on the associated day. The <a href="#">Night Menu</a> is used 24 hours on this day of the week.         </li> </ul>
Opening Time	<p>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 <b>Opening Time</b> box and 23:59 in the <b>Closing Time</b> box. Specifies when the <a href="#">Night Menu</a> ends and the <a href="#">Day Menu</a> begins.</p>
Closing Time	<p>Enter the time of day (in 24-hour format) the auto attendant will become inactive on the associated day.</p>

Button	Action
Back to List	<p>Returns to the <a href="#">Auto Attendants List</a> screen without saving any changes.</p>
Apply Changes	<p>Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b>.</p>

## Auto Attendant: Temporary Schedule 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.

Column	Description
<b>Status</b>	Specify whether the Temporary Schedule is used on the associated day. Choices are: <ul style="list-style-type: none"> <li>• <b>On</b> Select this option if you want to use the Temporary Schedule on the associated day.</li> <li>• <b>Off</b> Select this option if you do not want to use the Temporary Schedule on the associated day.</li> </ul>
<b>Open or Closed</b>	Specify whether you want to set a Temporary Opening Schedule (Open) or a Temporary Closing Schedule (Closed) for the associated day. Choices are: <ul style="list-style-type: none"> <li>• <b>Open</b> Select this option if you want to set a Temporary Opening Schedule.</li> <li>• <b>Closed</b> Select this option if you want to set a Temporary Closing Schedule.</li> </ul>
<b>Opening Time</b>	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 <b>Opening Time</b> box and 23:59 in the <b>Closing Time</b> box.
<b>Closing Time</b>	Enter the time of day (in 24-hour format) the Temporary Schedule will become inactive on the associated day.
<b>Use Temp Greeting?</b>	If you want to use a Temporary Closing greeting, select this check box. Use the Primary Language box and Secondary Language box to select the greeting you want to use.
<b>Primary Language</b>	Use the <b>Browse</b> button to select the .wav file that contains the temporary greeting in the primary language that you want to use.  To upload a new temporary greeting to the device, use the



	<p><b>Browse</b> button to select the .wav file that contains the temporary greeting in the primary language that you want to use, and then click the <b>Set</b> button.</p> <p>If a temporary greeting is already stored on the device, you can download it to your local computer by clicking the <b>Get</b> button.</p>
<b>Secondary Language</b>	<p>Use the <b>Browse</b> button to select the .wav file that contains the temporary greeting in the secondary language that you want to use.</p> <p>To upload a new temporary greeting to the device, use the <b>Browse</b> button to select the .wav file that contains the temporary greeting in the secondary language that you want to use, and then click the <b>Set</b> button.</p> <p>If a temporary greeting is already stored on the device, you can download it to your local computer by clicking the <b>Get</b> button.</p>

<b>Button</b>	<b>Action</b>
<b>Browse</b>	Enables you to locate and select the .wav file on your computer for the temporary prompt. You can then click the <b>Set</b> button to upload the selected file to the device.
<b>Set</b>	Uploads the selected .wav file to the device and associates it with the auto attendant temporary prompt and language.
<b>Get</b>	Downloads the current temporary prompt and language (if available) to your local computer.
<b>Back to List</b>	Returns to the <a href="#">Auto Attendants List</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

## Auto Attendant: Day Menu Tab

This screen enables you to administer 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

Column	Description
<b>Key</b>	Displays the dialpad button associated with the selector code and action.
<b>Selector Code</b>	Displays the selector code associated with the dialpad button and action.
<b>Action</b>	<p>Select the action for the associated selector code. You can program one of the following actions to a selector code:</p> <ul style="list-style-type: none"> <li>• <b>Unused</b> Select this option if you want the associated selector code to do nothing.</li> <li>• <b>Play a submenu</b> Select this option if you want to play a submenu. You must then select the submenu from the corresponding box.</li> <li>• <b>Play an announcement</b> Select this option if you want to play an announcement. You must then select the announcement from the corresponding box.</li> <li>• <b>Direct extension transfer</b> Select this option if you want a caller to enter the extension to which the call want to be transferred.</li> <li>• <b>Transfer to extension</b> 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.</li> <li>• <b>Transfer to mailbox</b> 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.</li> <li>• <b>Transfer to voicemail</b> Select this option if you want the caller to be transferred to the voicemail system.</li> </ul>
<b>0/Timeout</b>	<p>Select the action that the Auto Attendant will perform when the user dials <b>0</b> or does not press any button. You can program one of the following actions for <b>0/Timeout</b>:</p> <ul style="list-style-type: none"> <li>• <b>Transfer to extension</b></li> </ul>

	<p>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.</p> <ul style="list-style-type: none"> <li>• <b>Transfer to mailbox</b> 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.</li> <li>• <b>Transfer to general mailbox</b> Select this option if you want the caller to be transferred to the general mailbox in order to leave a message.</li> <li>• <b>Transfer to call answer service operator</b> 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.</li> <li>• <b>Disconnect</b> Select this option if you want the caller to be disconnected.</li> </ul>
<p><b>Primary Language</b></p>	<p>Use the <b>Browse</b> button to select the .wav file that contains the Primary Language menu prompt.</p> <p>To upload a new Primary Language menu prompt to the device, use the <b>Browse</b> button to select the .wav file that contains the menu prompt in the primary language that you want to use, and then click the <b>Set</b> button.</p> <p>If a Primary Language menu prompt is already stored on the device, you can download it to your local computer by clicking the <b>Get</b> button.</p>
<p><b>Secondary Language</b></p>	<p>Use the <b>Browse</b> button to select the .wav file that contains the Secondary Language menu prompt.</p> <p>To upload a new Secondary Language menu prompt to the device, use the <b>Browse</b> button to select the .wav file that contains the menu prompt in the secondary language that you want to use, and then click the <b>Set</b> button.</p> <p>If a Secondary Language menu prompt is already stored on the device, you can download it to your local computer by clicking the <b>Get</b> button.</p>

<b>Button</b>	<b>Action</b>
<p><b>Browse</b></p>	<p>Enables you to locate and select the .wav file on your computer for the language prompt. You can then click the <b>Set</b> button to upload the selected file to the device.</p>
<p><b>Set</b></p>	<p>Uploads the selected .wav file to the device and associates it with the auto attendant language menu prompt.</p>

<b>Get</b>	Downloads the current language menu prompt (if available) to your local computer.
<b>Back to List</b>	Returns to the <a href="#">Auto Attendants List</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

## Auto Attendant: Night Menu Tab

This screen enables you to administer 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

Column	Description
<b>Key</b>	Displays the dialpad button associated with the selector code and action.
<b>Selector Code</b>	Displays the selector code associated with the dialpad button and action.
<b>Action</b>	<p>Select the action for the associated selector code. You can program one of the following actions to a selector code:</p> <ul style="list-style-type: none"> <li>• <b>Unused</b> Select this option if you want the associated selector code to do nothing.</li> <li>• <b>Play a submenu</b> Select this option if you want to play a submenu. You must then select the submenu from the corresponding box.</li> <li>• <b>Play an announcement</b> Select this option if you want to play an announcement. You must then select the announcement from the corresponding box.</li> <li>• <b>Direct extension transfer</b> Select this option if you want a caller to enter the extension to which the call want to be transferred.</li> <li>• <b>Transfer to extension</b> 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.</li> <li>• <b>Transfer to mailbox</b> 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.</li> <li>• <b>Transfer to voicemail</b> Select this option if you want the caller to be transferred to the voicemail system.</li> </ul>
<b>0/Timeout</b>	<p>Select the action that the auto attendant will perform when the user dials <b>0</b> or does not press any button. You can program one of the following actions for <b>0/Timeout</b>:</p> <ul style="list-style-type: none"> <li>• <b>Transfer to extension</b></li> </ul>

	<p>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.</p> <ul style="list-style-type: none"> <li>• <b>Transfer to mailbox</b> 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.</li> <li>• <b>Transfer to general mailbox</b> Select this option if you want the caller to be transferred to the general mailbox in order to leave a message.</li> <li>• <b>Transfer to call answer service operator</b> 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.</li> <li>• <b>Disconnect</b> Select this option if you want the caller to be disconnected.</li> </ul>
<p><b>Primary Language</b></p>	<p>Use the <b>Browse</b> button to select the .wav file that contains the Primary Language menu prompt.</p> <p>To upload a new Primary Language menu prompt to the device, use the <b>Browse</b> button to select the .wav file that contains the menu prompt in the primary language that you want to use, and then click the <b>Set</b> button.</p> <p>If a Primary Language menu prompt is already stored on the device, you can download it to your local computer by clicking the <b>Get</b> button.</p>
<p><b>Secondary Language</b></p>	<p>Use the <b>Browse</b> button to select the .wav file that contains the Secondary Language menu prompt.</p> <p>To upload a new Secondary Language menu prompt to the device, use the <b>Browse</b> button to select the .wav file that contains the menu prompt in the secondary language that you want to use, and then click the <b>Set</b> button.</p> <p>If a Secondary Language menu prompt is already stored on the device, you can download it to your local computer by clicking the <b>Get</b> button.</p>

<b>Button</b>	<b>Action</b>
<p><b>Browse</b></p>	<p>Enables you to locate and select the .wav file on your computer for the language prompt. You can then click the <b>Set</b> button to upload the selected file to the device.</p>
<p><b>Set</b></p>	<p>Uploads the selected .wav file to the device and associates it with the auto attendant language menu prompt.</p>

<b>Get</b>	Downloads the current language menu prompt (if available) to your local computer.
<b>Back to List</b>	Returns to the <a href="#">Auto Attendants List</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

## Sub-Menus

### Auto Attendant: Sub-Menus List

This screen displays a list of auto attendant sub-menus. There are a maximum of 99 sub menus per system.

Column	Description
<b>Select</b>	Select the check box of the sub-menu you want to remove. If you want to remove multiple sub-menus at one time, select the check box for each sub-menu you want to remove.
<b>Name</b>	Displays the name administered in the <b>Name</b> field on the <a href="#">Sub-Menu Details</a> screen, for this sub-menu. Click on this field to open a <a href="#">Sub-Menu Details</a> screen for this sub-menu.
<b>ID</b>	Displays the sub-menu number (1-99).
<b>Primary Length (sec.)</b>	Displays the length of the primary language prompt in seconds.
<b>Secondary Length (sec.)</b>	Displays the length of the secondary language prompt in seconds.

Button/Link	Action
<b>Add Sub-Menu</b>	Opens a new <b>Sub-Menu Details</b> screen for additional editing.
<b>Select All</b>	Check <b>Select</b> for all rows.
<b>Deselect All</b>	Clear <b>Select</b> for all rows.
<b>Remove Sub-Menu</b>	Deletes (with confirmation) all selected sub-menus.
<b>&lt;Name&gt;</b>	Click on the <b>Name</b> field to open a <a href="#">Sub-Menu Details</a> screen for the selected sub-menu.

### Accessing the Sub-Menus List

In the [Navigation Pane](#):

**Configuration > Automated Attendant Service > Sub-Menus.**

### Adding a Sub-Menu

1. Navigate to the **Sub Menus List: Configuration > Automated Attendant Service > Sub-Menus.**



2. Click **Add** to open the [Sub Menu Details](#) screen.
3. In the [Sub Menu Details](#) screen, fill in the appropriate information for the new sub menu.



**Note:**

*When the maximum number of sub-menus (99) have been defined, you can no longer add new sub-menus, but must reuse an existing sub-menu.*

4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

**Editing a Sub-Menu**

1. Navigate to the **Sub Menus List: Configuration > Automated Attendant Service > Sub-Menus**.
2. Click the **Name** of the sub menu you wish to edit.
3. In the [Sub Menu Details](#) screen, change the information as necessary for the sub menu.
4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

**Removing a Sub-Menu**

1. Navigate to the **Sub Menus List: Configuration > Automated Attendant Service > Sub-Menus**.
2. Check the **<select>** box at the beginning of each sub menu to be deleted. (You can delete multiple sub menus in one step.)
3. Click **Remove**. A **Confirm Deletion** message box displays.
4. Click **Confirm** to delete the sub menu(s) or click **Back to List** to cancel the deletion and return to the **Sub Menus List**.
5. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

## Auto Attendant: Sub-Menu Details

This screen enables you to administer the selected automated attendant sub-menu.

Column	Description
<b>ID</b>	Select the number for the sub-menu. When adding a new sub-menu, this field is set to the first available number, but can be changed by selecting another available number from the drop-down list. When editing, this is a read-only field.
<b>Name</b>	The <b>Name</b> field is displayed on all Local Manager screens and reports when referring to this sub-menu.  This is a required field.
<b>Key</b>	Displays the dialpad button associated with the selector code and action.
<b>Selector Code</b>	Displays the selector code associated with the dialpad button and action.
<b>Action</b>	Select the action for the associated selector code. You can program one of the following actions to a selector code: <ul style="list-style-type: none"><li>• <b>Unused</b> Select this option if you want the associated selector code to do nothing.</li><li>• <b>Play a submenu</b> Select this option if you want to play a submenu. You must then select the submenu from the corresponding box.</li><li>• <b>Play an announcement</b> Select this option if you want to play an announcement. You must then select the announcement from the corresponding box.</li><li>• <b>Direct extension transfer</b> Select this option if you want a caller to enter the extension to which the call want to be transferred.</li><li>• <b>Transfer to extension</b> 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.</li><li>• <b>Transfer to mailbox</b> 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.</li><li>• <b>Transfer to voicemail</b> Select this option if you want the caller to be transferred to the voicemail system.</li></ul>

<p><b>Primary Language</b></p>	<p>Use the <b>Browse</b> button to select the .wav file that contains the Primary Language sub-menu prompt.</p> <p>To upload a new Primary Language sub-menu prompt to the device, use the <b>Browse</b> button to select the .wav file that contains the sub-menu prompt in the primary language that you want to use, and then click the <b>Set</b> button.</p> <p>If a Primary Language sub-menu prompt is already stored on the device, you can download it to your local computer by clicking the <b>Get</b> button.</p>
<p><b>Secondary Language</b></p>	<p>Use the <b>Browse</b> button to select the .wav file that contains the Secondary Language sub-menu prompt.</p> <p>To upload a new Secondary Language sub-menu prompt to the device, use the <b>Browse</b> button to select the .wav file that contains the sub-menu prompt in the secondary language that you want to use, and then click the <b>Set</b> button.</p> <p>If a Secondary Language sub-menu prompt is already stored on the device, you can download it to your local computer by clicking the <b>Get</b> button.</p>

<p><b>Button</b></p>	<p><b>Action</b></p>
<p><b>Browse</b></p>	<p>Enables you to locate and select the .wav file on your computer for the language sub-menu prompt. You can then click the <b>Set</b> button to upload the selected file to the device.</p>
<p><b>Set</b></p>	<p>Uploads the selected .wav file to the device and associates it with the language sub-menu prompt.</p>
<p><b>Get</b></p>	<p>Downloads the current language sub-menu prompt (if available) to your local computer.</p>
<p><b>Back to List</b></p>	<p>Returns to the <a href="#">Sub-Menus List</a> screen without saving any changes.</p>
<p><b>Apply Changes</b></p>	<p>Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b>.</p>

## Announcements

### Announcements List

This screen displays a list of all administered announcements used by auto attendants.

Column	Description
<b>Select</b>	Select the check box of the announcement you want to remove.  If you want to remove multiple announcements at one time, select the check box for each announcement you want to remove.
<b>Name</b>	Displays the name administered in the <b>Name</b> field on the <a href="#">Announcement Details</a> screen, for this announcement.  Click on this field to open an <a href="#">Announcement Details</a> screen for this announcement.
<b>ID</b>	Displays the announcement number (1-99).
<b>Primary language</b>	Displays the length in seconds of the primary language announcement.
<b>Secondary language</b>	Displays the length in seconds of the secondary language announcement.

Button/Link	Action
<b>Add Announcement</b>	Opens a new <a href="#">Announcement Details</a> screen for additional editing.
<b>Select All</b>	Check <b>Select</b> for all rows.
<b>Deselect All</b>	Clear <b>Select</b> for all rows.
<b>Remove Announcement</b>	Deletes (with confirmation) all selected announcements.
<b>&lt;Name&gt;</b>	Click on the <b>Name</b> field to open an <a href="#">Announcement Details</a> screen for the selected announcement.

### 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.

**Accessing the Announcements List Screen**

In the [Navigation Pane](#):

**Configuration > Automated Attendant Service > Announcements.**

**Adding an Announcement**

1. Navigate to the **Announcements List: Configuration > Automated Attendant Service > Announcements.**
2. Click **Add Announcement** to open the [Announcement Details](#) screen.
3. In the [Announcement Details](#) screen, fill in the appropriate information for the new announcement.

**NOTE:**

When the maximum number of announcements (99) have been defined, you can no longer add new announcements, but must reuse an existing announcement. Also, the announcement is saved as soon as it is successfully uploaded to the device.

4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

**Editing an Announcement**

1. Navigate to the **Announcements List: Configuration > Automated Attendant Service > Announcements.**
2. Click the **Name** of the announcement you wish to edit.
3. In the [Announcement Details](#) screen, change the information as necessary for the announcement.

**NOTE:**

The announcement is saved as soon as it is successfully uploaded to the device.

4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

**Removing an Announcement**

1. Navigate to the **Announcements List: Configuration > Automated Attendant Service > Announcements**.
2. Check the **<select>** box at the beginning of each announcement to be deleted. (You can delete multiple announcements in one step.)
3. Click **Remove Announcement**. A **Confirm Deletion** message box displays.
4. Click **Confirm** to delete the announcement(s).

## Announcement Details

This screen displays details for the selected announcement.

Field	Description
<b>Number</b>	Select the number for the announcement (1-99). When adding a new announcement, this field is set to the first available number, but can be changed by selecting another available number from the drop-down list. When editing, this is a read-only field.
<b>Name</b>	The <b>Name</b> field is displayed on all Local Manager screens and reports when referring to this announcement.  This is a required field.
<b>Primary Language</b>	Use the <b>Browse</b> button to select the .wav file that contains the Primary Language announcement.  To upload a new Primary Language announcement to the device, use the <b>Browse</b> button to select the .wav file that contains the announcement in the primary language that you want to use, and then click the <b>Set</b> button.  If a Primary Language announcement is already stored on the device, you can download it to your local computer by clicking the <b>Get</b> button.
<b>Secondary Language</b>	Use the <b>Browse</b> button to select the .wav file that contains the Secondary Language announcement.  To upload a new Secondary Language announcement to the device, use the <b>Browse</b> button to select the .wav file that contains the announcement in the secondary language that you want to use, and then click the <b>Set</b> button.  If a Secondary Language announcement is already stored on the device, you can download it to your local computer by clicking the <b>Get</b> button.

Button	Action
<b>Browse</b>	Enables you to locate and select the .wav file on your computer for the announcement. You can then click the <b>Set</b> button to upload the selected file to the device.
<b>Get</b>	Downloads the current announcement (if available) to your local computer.
<b>Back to List</b>	Returns to the <a href="#">Announcements List</a> screen without saving

	any changes.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .



## Public Networking

### Trunk Groups

#### Trunk Groups: List

This screen displays a list of trunk groups.

Column	Description
<b>Select</b>	Check multiple trunk group entries to <b>Remove</b> at the same time.
<b>Name</b>	Displays the name administered in the <b>Name (ASCII)</b> field on the <b>Trunk Group Details - General Tab</b> screen for this trunk group. (The format of trunk group details varies with the trunk group <b>Type</b> .)  Click on this field to open a <b>Trunk Group Details</b> screen for this trunk group.
<b>Group Number</b>	Displays the system assigned trunk group number.
<b>Type</b>	<ul style="list-style-type: none"> <li>• <b>CAMA</b> - Centralized Automatic Message Accounting (Used for emergency services.)</li> <li>• <b>CO</b> - Central Office line (POTS).</li> <li>• <b>DID</b> - Direct Internal Dial.</li> <li>• <b>CO-TIE</b> - Central Office TIE line.</li> <li>• <b>DIOD</b> - Direct In and Out Dial.</li> <li>• <b>ISDN</b> - ISDN BRI or ISDN PRI.</li> <li>• <b>SIP</b> - SIP trunks.</li> </ul>
<b>Members</b>	Displays the number of trunks in the group.
<b>Private</b>	Select this option when the trunk group is used for personal private lines and is not included in automatic selection of outbound trunks.

Button/Link	Action
<b>Add New</b>	Opens the <b>Add Trunk Group</b> screen for additional editing.
<b>Remove</b>	Deletes (with confirmation) all selected trunk groups.
<b>&lt;Name&gt;</b>	Click on the <b>Name</b> field to open a <b>Trunk Group Details</b> screen for this trunk group. (The format of trunk group details varies with the trunk group <b>Type</b> ).

### Accessing the Trunk Groups List Screen

In the [Navigation Pane](#):

**Configuration > Telephony > Public Networking > Trunk Groups.**

### Adding a Trunk Group

1. Navigate to the **Trunk Groups List: Configuration > Public Networking > Trunk Groups.**
2. Click **Add New** to open the [Add Trunk Group](#) dialog box asking you to enter the new trunk group **Name** and select the **Trunk Type** and **DS-1 Signaling Mode** (if appropriate) from drop-down lists.
3. Click **Continue**. The **Trunk Group Details: General Tab** screen displays. The format of the **Trunk Group Details** screen varies with the type of trunk selected when adding the trunk group.
4. In each tab of the **Trunk Group Details** screen, fill in the appropriate information for the new trunk group. The number of tabs and their contents varies with the type of trunk selected when adding the trunk group.
5. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

### Editing a Trunk Group

1. Navigate to the **Trunk Groups List: Configuration > Public Networking > Trunk Groups.**
2. Click the **Name** of the trunk group you wish to edit.
3. In the **Trunk Group Details** screen, change the information as necessary for the trunk group. The format of the **Trunk Group Details** screen varies with the type of trunk selected when adding the trunk group.
4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

### Removing a Trunk Group

1. Navigate to the **Trunk Groups List: Configuration > Public Networking > Trunk Groups.**
2. Check the **Select** box at the beginning of each trunk group to be deleted. (You can delete multiple trunk groups in one step.)
3. Click **Remove**. A **Confirm Deletion** message box displays.
4. Click **Confirm** to delete the trunk group(s) or click **Back to List** to cancel the deletion and return to the **Trunk Groups List**.
5. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

## Trunk Groups: Add Trunk

This screen requires you to select the type of trunks in a trunk group before adding the trunk group. Each trunk group type has a different format.

Field	Description
<b>Trunk Type</b>	<p>The contents of the drop-down list are limited by the available interface ports.</p> <ul style="list-style-type: none"> <li>• <b>CAMA</b> - Centralized Automatic Message Accounting (Used for emergency services.)</li> <li>• <b>CO</b> - Central Office line (POTS).</li> <li>• <b>CO-TIE</b> - Central Office TIE line.</li> <li>• <b>DID</b> - Direct Internal Dial.</li> <li>• <b>DIOD</b> - Direct In and Out Dial.</li> <li>• <b>ISDN-BRI</b> - ISDN Basic Rate Interface.</li> <li>• <b>ISDN-PRI</b> - ISDN Primary Rate Interface.</li> <li>• <b>SIP</b> - SIP trunks.</li> </ul>
<b>Native Name</b>	<p>Enter the trunk group name (or function) in your native writing script. (Your keyboard and keyboard driver must be capable of switching to the appropriate code page while entering this information. See the <b>Script Tab for Native Names</b> field on the <a href="#">General System Parameters – Localization tab</a>.)</p> <p>On calls to other telephones with Unicode capabilities and the same <b>Script Tab for Native Names</b> value, the <b>Native Name</b> is displayed as the calling name for internal calls.</p> <p>This is a required field. It may contain up to 27 characters.</p>
<b>Name (ASCII)</b>	<p>On calls to other telephones that do not have Unicode capabilities, or have a different <b>Script Tab for Native Names</b> value, the <b>Name (ASCII)</b> field is displayed as the calling name for internal calls.</p> <p>The Name (ASCII) field is also displayed as the trunk group name on all Local Manager screens and reports including the directory.</p> <p>This is a required field. It may contain up to 27 characters.</p> <p>If you do not want to include the trunk group name in the directory, enter the tilde character (~) as the first two characters before entering the name (for example, ~~Chicago Office).</p>
<b>Button</b>	<b>Action</b>
<b>Continue</b>	Continue to the next step in defining a trunk group.

**Cancel**

Cancels add and returns to [Trunk Groups List](#).

## Country Default Values

This field selects the set of default values of items that fall under national usage standards (by country) such as Analog Ringing Cadence, Analog Line Transmission, 2-party loss plan, and terminal parameters for certain phones. Please see [Automatic Settings Based on Country](#) below for more information.

Select the country in which the Distributed Office system is located.

- **1 – U.S. Canada, Chile, Colombia, India and Costa Rica**
- **2 – Australia**
- **3 - Japan**
- **4 - Italy**
- **5 - Netherlands**
- **6 - Singapore**
- **7 – Mexico**
- **8 - Belgium**
- **9 - Saudi Arabia**
- **10 – United Kingdom**
- **11 – Spain**
- **12 – France**
- **13 – Germany**
- **14 - Czech Republic & Slovakia**
- **15 - Russia**
- **16 – Argentina**
- **17 - Greece**
- **18 - China**
- **19 - Hong Kong**
- **20 - Thailand**
- **21 - Argentina**
- **22 - Poland**
- **23 – Brazil**
- **24 - Sweden**
- **25 - South Africa**

### 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**

- Brazil Block Collect Calls

**Features Blocked in India**

India has unique toll-bypass regulations that are satisfied automatically by DO restrictions based on type of trunk and attributes of stations. Those restrictions block administration of the following features in India.

- Outside Line Groups
- Coverage to remote numbers, EC500 and softphones.
- Certain bridged appearances
- Authorization codes.
- Forwarding to remote numbers.

## CAMA Trunk Groups

### CAMA Trunk Groups: General Tab

This screen enables you to configure general information about a CAMA trunk group.

Field	Description
<b>Native Name</b>	<p>Enter the trunk group name (or function) in your native writing script. (Your keyboard and keyboard driver must be capable of switching to the appropriate code page while entering this information. See the <b>Script Tab for Native Names</b> field on the <a href="#">General System Parameters – Localization tab</a>.)</p> <p>On calls to other telephones with Unicode capabilities and the same <b>Script Tab for Native Names</b> value, the <b>Native Name</b> is displayed as the calling name for internal calls.</p> <p>This is a required field. It may contain up to 27 characters.</p>
<b>Name (ASCII)</b>	<p>On calls to other telephones that do not have Unicode capabilities, or have a different <b>Script Tab for Native Names</b> value, the <b>Name (ASCII)</b> field is displayed as the calling name for internal calls.</p> <p>The Name (ASCII) field is also displayed as the trunk group name on all Local Manager screens and reports including the directory.</p> <p>This is a required field. It may contain up to 27 characters.</p> <p>If you do not want to include the trunk group name in the directory, enter the tilde character (~) as the first two characters before entering the name (for example, ~~Chicago Office).</p>
<b>TAC</b>	<p>Trunk access code. Select an access code from the available access codes in the drop-down list.</p>
<b>CESID I Digit Send</b>	<p>For emergency 911 service, Distributed Office might send Caller's Emergency Service Identification (CESID) information to the central office or E911 switch. This digit string is part of the E911 signaling protocol.</p> <p>Determine the correct entry for this field by talking to your E911 provider.</p>
<b>Trunk Termination</b>	<p>Adjusts the impedance of the trunk group for optimal transmission quality.</p> <ul style="list-style-type: none"> <li>• <b>rc</b> Select this value when the distance to the central office or the media server or switch at the other end of the trunk is more than 3,000 feet. Default.</li> <li>• <b>600 ohm</b> Select this value when the distance to the central office or the media server or switch at the other end of</li> </ul>

the trunk is less than 3,000 feet.

Button	Action
Back to List	Returns to the <a href="#">Trunk Groups List</a> screen without saving any changes.
Apply Changes	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .



**CAMA Trunk Groups: Ports Tab**

This screen enables you to identify ports associated with a CAMA trunk group.

Field	Description
<b>Available CAMA Ports</b>	All available CAMA ports are presented.
<b>Selected Ports</b>	The selected ports are listed.

Button	Action
>	Moves the selected items in the <b>Available CAMA Ports</b> list to the <b>Selected Ports</b> list.
>>	Moves all items in the <b>Available CAMA Ports</b> list to the <b>Selected Ports</b> list.
<	Removes the selected items in the <b>Selected Ports</b> list and return them to the <b>Available CAMA Ports</b> list.
<<	Removes all items in the <b>Selected Ports</b> list and return them to the <b>Available CAMA Ports</b> list.
<b>Up</b>	Moves the selected port up one position in the <b>Selected Ports</b> list.
<b>Down</b>	Moves the selected port down one position in the <b>Selected Ports</b> list.
<b>Back to List</b>	Returns to the <a href="#">Trunk Groups List</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

### CAMA Trunk Groups: Timers Tab

This screen enables you to configure timing for a CO trunk group.

Field	Description
<b>Outgoing Disconnect</b>	The minimum time before sending a disconnect signal for an outgoing call. This timer begins timing when a disconnect signal is detected on an outgoing call and resets when the signal is no longer detected. If the timer expires, the trunk drops. Default 500 milliseconds.
<b>Outgoing Glare Guard</b>	The minimum interval that must elapse between a trunk's release from an outgoing call and its seizure for another outgoing call. This field cannot be blank. This delay gives the far-end time to release all equipment after the outgoing trunk is released. Default 1500 milliseconds.
<b>Outgoing Seizure Response</b>	The maximum interval that the system should wait after sending a seizure signal to receive seizure acknowledgment from the far-end. If the acknowledgment is not received in this time, a seizure failure response is uplinked. Default 5 seconds.
<b>CAMA Outgoing Dial Guard</b>	The minimum interval between seizure acknowledgment of a trunk and the outpulsing of digits. This field cannot be blank. For trunks that do not provide seizure acknowledgment, the timer specifies the minimum time between seizure and the outpulsing of digits. Any digit the caller dials after they lift the receiver, but before the timer expires, is not outpulsed until the timer expires. Default 1600 milliseconds.
<b>CAMA Wink Start Timer</b>	The duration (the wait-for-wink-to-end time) for a wink-start CAMA trunk. The wink must begin before the Outgoing Seizure Response timer expires.  Range is 20-5100 msec in increments of 20.
<b>Disconnect Signal Error</b>	Enter the maximum interval to receive a disconnect signal from the far-end after the local party (a telephone or tie trunk) goes on-hook. If the timer expires, the system assumes a disconnect failure and takes appropriate action, such as creating an error message. Default is 40 seconds.

Button	Action
<b>Back to List</b>	Returns to the <a href="#">Trunk Groups List</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking

**Home** (in the menu bar) or another entry under **Managed Objects**.

## CO Trunk Groups

### CO Trunk Groups: General Tab

This screen enables you to configure general information about a CO trunk group.

Field	Description
<b>Native Name</b>	<p>Enter the trunk group name (or function) in your native writing script. (Your keyboard and keyboard driver must be capable of switching to the appropriate code page while entering this information. See the <b>Script Tab for Native Names</b> field on the <a href="#">General System Parameters – Localization tab</a>.)</p> <p>On calls to other telephones with Unicode capabilities and the same <b>Script Tab for Native Names</b> value, the <b>Native Name</b> is displayed as the calling name for internal calls.</p> <p>This is a required field. It may contain up to 27 characters.</p>
<b>Name (ASCII)</b>	<p>On calls to other telephones that do not have Unicode capabilities, or have a different <b>Script Tab for Native Names</b> value, the <b>Name (ASCII)</b> field is displayed as the calling name for internal calls.</p> <p>The Name (ASCII) field is also displayed as the trunk group name on all Local Manager screens and reports including the directory.</p> <p>This is a required field. It may contain up to 27 characters.</p> <p>If you do not want to include the trunk group name in the directory, enter the tilde character (~) as the first two characters before entering the name (for example, ~~Chicago Office).</p>
<b>TAC</b>	<p>Trunk access code. Select an access code from the available access codes in the drop-down list.</p>
<b>Direction</b>	<ul style="list-style-type: none"> <li>• <b>Incoming</b></li> <li>• <b>Outgoing</b></li> <li>• <b>Two-way</b></li> </ul>
<b>Trunk Type</b>	<p>Determine the correct entry for this field by talking to your service provider.</p> <ul style="list-style-type: none"> <li>• <b>Loop-Start</b></li> <li>• <b>Ground-start</b></li> </ul>
<b>Incoming Destination</b>	<p>Set an incoming destination when the trunk group is used for incoming calls. Select an extension or hunt group from the drop-down list.</p>
<b>Prefix 1</b>	<p>Select this checkbox to automatically prefix a "1" on dialed calls using this trunk group.</p>

<b>Private</b>	Check <b>Private</b> when the trunk group is used for personal private lines and is not included in automatic selection of outbound trunks.
<b>Country</b>	This field selects the set of default values of items that fall under national usage standards (by country) such as Analog Ringing Cadence, Analog Line Transmission, 2-party loss plan, and terminal parameters for certain phones. Please see <a href="#">Automatic Settings Based on Country</a> for more information.

<b>Button</b>	<b>Action</b>
<b>Back to List</b>	Returns to the <a href="#">Trunk Groups List</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

### CO Trunk Groups: Ports Tab

This screen enables you to identify ports associated with a CO trunk group.

Field	Description
Available CO Ports	All available CO ports are presented.
Selected Ports	The selected ports are listed.

Button	Action
>	Moves the selected items in the <b>Available CO Ports</b> list to the <b>Selected Ports</b> list.
>>	Moves all items in the <b>Available CO Ports</b> list to the <b>Selected Ports</b> list.
<	Removes the selected items in the <b>Selected Ports</b> list and return them to the <b>Available CO Ports</b> list.
<<	Removes all items in the <b>Selected Ports</b> list and return them to the <b>Available CO Ports</b> list.
Up	Moves the selected port up one position in the <b>Selected Ports</b> list.
Down	Moves the selected port down one position in the <b>Selected Ports</b> list.
Back to List	Returns to the <a href="#">Trunk Groups List</a> screen without saving any changes.
Apply Changes	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

**CO Trunk Groups: Trunk Parameters Tab**

This screen enables you to configure CO trunk parameters.

Field	Description
<b>Outgoing Dial Type</b>	<p>Determine the correct entry for this field by talking to your service provider. Usually, you should match what the central office provides.</p> <ul style="list-style-type: none"> <li>• <b>automatic</b></li> <li>• <b>tone</b></li> <li>• <b>rotary</b></li> </ul>
<b>Trunk Termination</b>	<p>Adjusts the impedance of the trunk group for optimal transmission quality.</p> <ul style="list-style-type: none"> <li>• <b>rc</b> Select this value when the distance to the central office or the media server or switch at the other end of the trunk is more than 3,000 feet. Default.</li> <li>• <b>600 ohm</b> Select this value when the distance to the central office or the media server or switch at the other end of the trunk is less than 3,000 feet.</li> </ul>
<b>Trunk Gain</b>	<p>Specifies the amplification applied to the trunks in this group.</p> <p>With the values of the <b>Trunk Termination</b> and <b>Country</b> fields, the value in this field also determines the input and trans-hybrid balance impedance.</p> <ul style="list-style-type: none"> <li>• <b>low</b> Select this value if users complain of squeal or feedback.</li> <li>• <b>high</b> Select this value if users complain of low volume. Default.</li> </ul>
<b>Outgoing ANI</b>	<p>If this trunk group is used for an outgoing call with ANI, the entry in this field overrides the normal ANI. The ANI is sent exactly as administered.</p> <ul style="list-style-type: none"> <li>• <b>1 to 15 digits</b> Enter the digit string to be sent in place of normal ANI.</li> <li>• <b>blank</b> Leave this field blank to allow ANI to work normally.</li> </ul>
<b>Answer Supervision Timeout</b>	<p>0 to 250 seconds.</p> <p>Enter the number of seconds you want Distributed Office to wait before it acts as though answer supervision has been received from the far-end. Set this field to 0 if <b>Receive</b></p>

	<p><b>Answer Supervision</b> is checked.</p>
<p><b>Receive Analog Incoming Call ID</b></p>	<p>Format of incoming analog Call ID:</p> <ul style="list-style-type: none"> <li>• <b>BellCore</b> BellCore protocol with 212 modem protocol tones. Used in the U.S. and similar countries.</li> <li>• <b>NTT</b> Used to collect ICLID information in Japan.</li> <li>• <b>Disabled</b> Stops the collection of ICLID information on analog trunks.</li> <li>• <b>V23-Bell</b> Bellcore protocol with V.23 modem tones. Used in Bahrain and similar countries.</li> </ul>
<p><b>Suppress # Outpulsing</b></p>	<p>Check this option to suppress "#" in cases where the system would normally outpulse it. This field should be checked when the Central Office (for example, rotary) or any other facility treats "#" as an error. Default is unchecked.</p>
<p><b>Incoming Disconnect Supervision</b></p>	<p>Check this option in the following cases:</p> <ul style="list-style-type: none"> <li>• Allow trunk-to-trunk transfers involving trunks in this group.</li> <li>• If the far-end server/switch sends a release signal when the calling party releases an incoming call, and you want to make the far-end server/switch responsible for releasing the trunk.</li> <li>• To enhance Network Call Redirection.</li> </ul> <p>Uncheck this option (default) in the following cases:</p> <ul style="list-style-type: none"> <li>• If the far-end server/switch does not provide a release signal, if your hardware can't recognize a release signal, or if you prefer to use timers for disconnect supervision on incoming calls.</li> <li>• To prevent trunk-to-trunk transfers involving trunks in this group.</li> </ul>
<p><b>Outgoing Disconnect Supervision</b></p>	<p>The entry in this field is crucial if you allow trunk-to-trunk transfers.</p> <p>Check this option (default) in the following cases:</p> <ul style="list-style-type: none"> <li>• Allow trunk-to-trunk transfers involving trunks in this group.</li> <li>• If the far-end sends a release signal when the called party releases a call on an outgoing call, and you want to make the far-end responsible for releasing the trunk. In this case, the <b>Answer Supervision Timeout</b> field must be 0 and the <b>Receive Answer Supervision</b> field must be checked.</li> <li>• To enhance Network Call Redirection.</li> </ul>



	<p>Uncheck this option in the following cases:</p> <ul style="list-style-type: none"> <li>• If the far-end server/switch does not provide a release signal, if your hardware can't recognize a release signal, or if you prefer to use timers for disconnect supervision on outgoing calls.</li> <li>• To prevent trunk-to-trunk transfers involving trunks in this group.</li> </ul>
<b>Receive Answer Supervision</b>	<p>Check this option when answer supervision is expected from the far end. When unchecked, the <b>Answer Supervision Timeout</b> value generates an answer supervision signal. Default is unchecked.</p>
<b>Answer Supervision Timeout</b>	<p>When the <b>Receive Answer Supervision</b> field is unchecked, this field sets the answer supervision timer. Default is 10 seconds.</p> <p>During a cut-through operation, timing begins after each outgoing digit is sent and timing ceases after the far-end sends answer supervision. If the timer expires, the system acts as if it had received answer supervision. On senderized operation, the timer begins after the last digit collected is sent.</p>

<b>Button</b>	<b>Action</b>
<b>Back to List</b>	Returns to the <a href="#">Trunk Groups List</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

### CO Trunk Groups: End-to-End Signaling Tab

This screen enables you to configure end-to-end signaling for a CO trunk group.

Field	Description
<b>Programmed Dial Pause</b>	Set the exact duration of pauses used during abbreviated dialing, ARS outpulsing, and terminal dialing operations. Default 1500 milliseconds.
<b>Tone</b>	Tone duration. Default 350 milliseconds.
<b>Pause</b>	The minimum acceptable interval (pause) between DTMF tones sent from a hybrid telephone. Default 150 milliseconds.

Button	Action
<b>Back to List</b>	Returns to the <a href="#">Trunk Groups List</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

**CO Trunk Groups: Outpulsing Tab**

This screen enables you to configure outpulsing for a CO trunk group.

Field	Description
<b>PPS</b>	The rate (pulses per second) at which outgoing rotary pulses are sent over this trunk group. <ul style="list-style-type: none"> <li>• <b>10</b> [default]</li> <li>• <b>28</b></li> </ul>
<b>Make</b>	The duration of the make interval (how long the contacts are closed) while the system is outpulsing digits using dial pulse signaling. The field cannot be blank. Default 40 milliseconds. The sum of make and break value must be equal to 100.
<b>Break</b>	The duration of the break interval (how long the contacts are open) while the system is outpulsing digits using dial pulse signaling. The field cannot be blank. Default 60 milliseconds. The sum of make and break value must be equal to 100.

Button	Action
<b>Back to List</b>	Returns to the <a href="#">Trunk Groups List</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

### CO Trunk Groups: Timers Tab

This screen enables you to configure timing for a CO trunk group.

Field	Description
<b>Incoming Disconnect</b>	The minimum valid duration of a disconnect signal for an incoming call. The system will not recognize shorter disconnect signals.  This field cannot be blank. Default 500 milliseconds. For Brazil pulsed E&M signaling, use 600.
<b>Outgoing Disconnect</b>	The minimum time before sending a disconnect signal for an outgoing call. This timer begins timing when a disconnect signal is detected on an outgoing call and resets when the signal is no longer detected. If the timer expires, the trunk drops. Default 500 milliseconds.
<b>Outgoing Dial Guard</b>	The minimum interval between seizure acknowledgment of a trunk and the outputting of digits. This field cannot be blank. For trunks that do not provide seizure acknowledgment, the timer specifies the minimum time between seizure and the outputting of digits. Any digit the caller dials after they lift the receiver, but before the timer expires, is not outputted until the timer expires. Default 1600 milliseconds.
<b>Incoming Glare Guard</b>	The minimum interval that must elapse between a trunk's release from an incoming call and its seizure for an outgoing call. This field cannot be blank. This delay gives the far-end time to release all equipment after the trunk is released. Default 1500 milliseconds.
<b>Outgoing Glare Guard</b>	The minimum interval that must elapse between a trunk's release from an outgoing call and its seizure for another outgoing call. This field cannot be blank. This delay gives the far-end time to release all equipment after the outgoing trunk is released. Default 1500 milliseconds.
<b>Ringling Monitor</b>	The minimum time the system requires to determine if a trunk disconnects. The field cannot be blank. If the ringing signal disappears for a duration longer than the time specified in this field, the system assumes the call has been disconnected. Range is 200 to 51000 milliseconds in increments of 200. Default 5200 milliseconds.
<b>Incoming Seizure</b>	The duration of the shortest incoming seizure signal the system can recognize. For ICLID, set this field to 120. The field cannot be blank. Default 500 milliseconds.
<b>Disconnect Timing</b>	The maximum time, in seconds, that the system will wait to receive answer supervision for outgoing calls on the ports controlled by firmware timers. Default 10 seconds.

<b>Outgoing Seizure Response</b>	The maximum interval that the system should wait after sending a seizure signal to receive seizure acknowledgment from the far-end. If the acknowledgment is not received in this time, a seizure failure response is uplinked. Default 5 seconds.
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<b>Button</b>	<b>Action</b>
<b>Back to List</b>	Returns to the <a href="#">Trunk Groups List</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

## CO TIE Trunk Groups

### CO TIE Trunk Groups: General Tab

This screen enables you to configure general information about a CO TIE trunk group.

Field	Description
<b>Native Name</b>	<p>Enter the trunk group name (or function) in your native writing script. (Your keyboard and keyboard driver must be capable of switching to the appropriate code page while entering this information. See the <b>Script Tab for Native Names</b> field on the <a href="#">General System Parameters – Localization tab</a>.)</p> <p>On calls to other telephones with Unicode capabilities and the same <b>Script Tab for Native Names</b> value, the <b>Native Name</b> is displayed as the calling name for internal calls.</p> <p>This is a required field. It may contain up to 27 characters.</p>
<b>Name (ASCII)</b>	<p>On calls to other telephones that do not have Unicode capabilities, or have a different <b>Script Tab for Native Names</b> value, the <b>Name (ASCII)</b> field is displayed as the calling name for internal calls.</p> <p>The Name (ASCII) field is also displayed as the trunk group name on all Local Manager screens and reports including the directory.</p> <p>This is a required field. It may contain up to 27 characters.</p> <p>If you do not want to include the trunk group name in the directory, enter the tilde character (~) as the first two characters before entering the name (for example, ~~Chicago Office).</p>
<b>TAC</b>	<p>Trunk access code. Select an access code from the available access codes in the drop-down list.</p>
<b>Trunk Type</b>	<p>Use this field to control the seizure and start-dial signaling used on this trunk group. Entries in this field vary according to the function of the trunk group and must match the corresponding setting in the far-end server or switch.</p> <ul style="list-style-type: none"> <li>• <b>auto/wink</b> Automatic in and wink start outbound. An inbound call is accepted and rings to the incoming destination. For outbound calls, the system seizes the trunk and waits for the far end of the circuit to send a wink start signal.</li> <li>• <b>immed/immed</b> Digits are sent or received immediately in either direction. There is no setup signal, the digits are just sent, ready or not. <b>Note:</b> Immediate on the outbound side is very uncommon.</li> <li>• <b>immed/Wink</b></li> </ul>

	<p>Digits are received immediately. For outbound calls, the system seizes the trunk and waits for the far end of the circuit to send a wink start signal.</p> <ul style="list-style-type: none"> <li>• <b>wink/auto</b> For inbound calls, the CO accesses the circuit waits for a start signal before sending digits. For outbound calls, the system goes off hook and passes the call to the CO. <b>Note:</b> Auto on the outbound side is very uncommon.</li> <li>• <b>wink/immed</b> For inbound calls, the CO accesses the circuit waits for a start signal before sending digits. For outbound calls, the system seizes the trunk and the digits are just sent, ready or not. <b>Note:</b> Immediate on the outbound side is very uncommon.</li> <li>• <b>wink/wink</b> For inbound calls, the CO accesses the circuit waits for a start signal before sending digits. For outbound calls, the system seizes the trunk and waits for the far end of the circuit to send a wink start signal. <b>Note:</b> This is the most common trunk type.</li> </ul>
<b>Incoming Destination</b>	Set an incoming destination when the trunk group is used for incoming calls. Select an extension or hunt group from the drop-down list.
<b>Private</b>	Check <b>Private</b> when the trunk group is used for personal private lines and is not included in automatic selection of outbound trunks.

Button	Action
<b>Back to List</b>	Returns to the <a href="#">Trunk Groups List</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

### CO TIE Trunk Groups: Ports Tab

This screen enables you to identify ports associated with a CO TIE trunk group.

Field	Description
Available CO-TIE Ports	All available CO-TIE ports are presented.
Selected Ports	The selected ports are listed.

Button	Action
>	Moves the selected items in the <b>Available CO-TIE Ports</b> list to the <b>Selected Ports</b> list.
>>	Moves all items in the <b>Available CO-TIE Ports</b> list to the <b>Selected Ports</b> list.
<	Removes the selected items in the <b>Selected Ports</b> list and return them to the <b>Available CO-TIE Ports</b> list.
<<	Removes all items in the <b>Selected Ports</b> list and return them to the <b>Available CO-TIE Ports</b> list.
Up	Moves the selected port up one position in the <b>Selected Ports</b> list.
Down	Moves the selected port down one position in the <b>Selected Ports</b> list.
Back to List	Returns to the <a href="#">Trunk Groups List</a> screen without saving any changes.
Apply Changes	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .



**CO TIE Trunk Groups: Trunk Parameters Tab**

This screen enables you to configure CO TIE trunk parameters.

Field	Description
<b>Outgoing Dial Type</b>	<p>Determine the correct entry for this field by talking to your service provider. Usually, you should match what the central office provides.</p> <ul style="list-style-type: none"> <li>• <b>automatic</b></li> <li>• <b>tone</b></li> <li>• <b>rotary</b></li> </ul>
<b>Incoming Dial Type</b>	<p>Determine the correct entry for this field by talking to your service provider. Usually, you should match what the central office provides.</p> <ul style="list-style-type: none"> <li>• <b>automatic</b></li> <li>• <b>tone</b></li> <li>• <b>rotary</b></li> </ul>
<b>Sig Bit Inversion</b>	<p>Allows for the A and B signal bits to be inverted depending on what the far end of the DS1 circuit is expecting. The initial value is set by the country code. Choices are:</p> <ul style="list-style-type: none"> <li>• <b>a</b> Invert the "a" bit.</li> <li>• <b>a&amp;b</b> Invert both "a" and "b" bits.</li> <li>• <b>b</b> Invert the "b" bit.</li> <li>• <b>none</b> No inversion.</li> </ul>
<b>Suppress # Outpulsing</b>	<p>Check this option to suppress "#" in cases where the system would normally outpulse it. This field should be checked when the Central Office (for example, rotary) or any other facility treats "#" as an error. Default is unchecked.</p>
<b>Incoming Disconnect Supervision</b>	<p>Check this option in the following cases:</p> <ul style="list-style-type: none"> <li>• Allow trunk-to-trunk transfers involving trunks in this group.</li> <li>• If the far-end server/switch sends a release signal when the calling party releases an incoming call, and you want to make the far-end server/switch responsible for releasing the trunk.</li> <li>• To enhance Network Call Redirection.</li> </ul> <p>Uncheck this option (default) in the following cases:</p> <ul style="list-style-type: none"> <li>• If the far-end server/switch does not provide a release signal, if your hardware can't recognize a release</li> </ul>

	<p>signal, or if you prefer to use timers for disconnect supervision on incoming calls.</p> <ul style="list-style-type: none"> <li>To prevent trunk-to-trunk transfers involving trunks in this group.</li> </ul>
<b>Outgoing Disconnect Supervision</b>	<p>The entry in this field is crucial if you allow trunk-to-trunk transfers.</p> <p>Check this option (default) in the following cases:</p> <ul style="list-style-type: none"> <li>Allow trunk-to-trunk transfers involving trunks in this group.</li> <li>If the far-end sends a release signal when the called party releases a call on an outgoing call, and you want to make the far-end responsible for releasing the trunk. In this case, the <b>Answer Supervision Timeout</b> field must be 0 and the <b>Receive Answer Supervision</b> field must be checked.</li> <li>To enhance Network Call Redirection.</li> </ul> <p>Uncheck this option in the following cases:</p> <ul style="list-style-type: none"> <li>If the far-end server/switch does not provide a release signal, if your hardware can't recognize a release signal, or if you prefer to use timers for disconnect supervision on outgoing calls.</li> <li>To prevent trunk-to-trunk transfers involving trunks in this group.</li> </ul>
<b>Receive Answer Supervision</b>	<p>Check this option when answer supervision is expected from the far end. When unchecked, the <b>Answer Supervision Timeout</b> value generates an answer supervision signal. Default is unchecked.</p>
<b>Answer Supervision Timeout</b>	<p>When the <b>Receive Answer Supervision</b> field is unchecked, this field sets the answer supervision timer. Default is 10 seconds.</p> <p>During a cut-through operation, timing begins after each outgoing digit is sent and timing ceases after the far-end sends answer supervision. If the timer expires, the system acts as if it had received answer supervision. On senderized operation, the timer begins after the last digit collected is sent.</p>

<b>Button</b>	<b>Action</b>
<b>Back to List</b>	Returns to the <a href="#">Trunk Groups List</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .



### CO TIE Trunk Groups: End-to-End Signaling Tab

This screen enables you to configure end-to-end signalling for a CO TIE trunk group.

Field	Description
<b>Programmed Dial Pause</b>	Set the exact duration of pauses used during abbreviated dialing, ARS outpulsing, and terminal dialing operations. Default 1500 milliseconds.
<b>Tone</b>	Tone duration. Default 350 milliseconds.
<b>Pause</b>	The minimum acceptable interval (pause) between DTMF tones sent from a hybrid telephone. Default 150 milliseconds.

Button	Action
<b>Back to List</b>	Returns to the <b>Trunk Groups List</b> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

**CO TIE Trunk Groups: Outpulsing Tab**

This screen enables you to configure outpulsing for a CO TIE trunk group.

Field	Description
<b>PPS</b>	The rate (pulses per second) at which outgoing rotary pulses are sent over this trunk group. <ul style="list-style-type: none"> <li>• <b>10</b> [default]</li> <li>• <b>28</b></li> </ul>
<b>Make</b>	The duration of the make interval (how long the contacts are closed) while the system is outpulsing digits using dial pulse signaling. The field cannot be blank. Default 40 milliseconds. The sum of make and break value must be equal to 100.
<b>Break</b>	The duration of the break interval (how long the contacts are open) while the system is outpulsing digits using dial pulse signaling. The field cannot be blank. Default 60 milliseconds. The sum of make and break value must be equal to 100.

Button	Action
<b>Back to List</b>	Returns to the <a href="#">Trunk Groups List</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

**CO TIE Trunk Groups: Timers Tab**

This screen enables you to configure timing for a CO TIE trunk group.

Field	Description
<b>Disconnect Timing</b>	The maximum time, in seconds, that the system will wait to receive answer supervision for outgoing calls on the ports controlled by firmware timers. Default is 10 seconds.
<b>Incoming Disconnect</b>	The minimum valid duration of a disconnect signal for an incoming call. The system will not recognize shorter disconnect signals.  This field cannot be blank. Default is 500 milliseconds. For Brazil pulsed E&M signaling, use 600.
<b>Outgoing Disconnect</b>	The minimum time before sending a disconnect signal for an outgoing call. This timer begins timing when a disconnect signal is detected on an outgoing call and resets when the signal is no longer detected. If the timer expires, the trunk drops. Default is 500 milliseconds.
<b>Incoming Dial Guard</b>	Enter the minimum acceptable interval between the detection of an incoming seizure and the acceptance of the first digit. Digits are not accepted before this timer expires. Default is 70 milliseconds.
<b>Outgoing Dial Guard</b>	The minimum interval between seizure acknowledgment of a trunk and the outpulsing of digits. This field cannot be blank. For trunks that do not provide seizure acknowledgment, the timer specifies the minimum time between seizure and the outpulsing of digits. Any digit the caller dials after they lift the receiver, but before the timer expires, is not outpulsed until the timer expires. Default is 1600 milliseconds.
<b>Disconnect Signal Error</b>	Enter the maximum interval to receive a disconnect signal from the far-end after the local party (a telephone or tie trunk) goes on-hook. If the timer expires, the system assumes a disconnect failure and takes appropriate action, such as creating an error message. Default is 40 seconds.
<b>Incoming Glare Guard</b>	The minimum interval that must elapse between a trunk's release from an incoming call and its seizure for an outgoing call. This field cannot be blank. This delay gives the far-end time to release all equipment after the trunk is released. Default is 1500 milliseconds.
<b>Outgoing Glare Guard</b>	The minimum interval that must elapse between a trunk's release from an outgoing call and its seizure for another outgoing call. This field cannot be blank. This delay gives the far-end time to release all equipment after the outgoing trunk is released. Default is 1500 milliseconds.

<b>Outgoing Seizure Response</b>	The maximum interval that the system should wait after sending a seizure signal to receive seizure acknowledgment from the far-end. If the acknowledgment is not received in this time, a seizure failure response is uplinked. Default is 5 seconds.
<b>Incoming Incomplete Dial Alarm</b>	Enter the maximum acceptable interval between an incoming seizure and receipt of all digits. Intervals greater than this limit generate an inline error. Default is seconds.

<b>Button</b>	<b>Action</b>
<b>Back to List</b>	Returns to the <a href="#">Trunk Groups List</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

## DID Trunk Groups

### DID Trunk Groups: General Tab

This screen enables you to configure general information about a DID trunk group.

Field	Description
<b>Native Name</b>	<p>Enter the trunk group name (or function) in your native writing script. (Your keyboard and keyboard driver must be capable of switching to the appropriate code page while entering this information. See the <b>Script Tab for Native Names</b> field on the <a href="#">General System Parameters – Localization tab</a>.)</p> <p>On calls to other telephones with Unicode capabilities and the same <b>Script Tab for Native Names</b> value, the <b>Native Name</b> is displayed as the calling name for internal calls.</p> <p>This is a required field. It may contain up to 27 characters.</p>
<b>Name (ASCII)</b>	<p>On calls to other telephones that do not have Unicode capabilities, or have a different <b>Script Tab for Native Names</b> value, the <b>Name (ASCII)</b> field is displayed as the calling name for internal calls.</p> <p>The Name (ASCII) field is also displayed as the trunk group name on all Local Manager screens and reports including the directory.</p> <p>This is a required field. It may contain up to 27 characters.</p> <p>If you do not want to include the trunk group name in the directory, enter the tilde character (~) as the first two characters before entering the name (for example, ~~Chicago Office).</p>
<b>TAC</b>	<p>Trunk access code. Select an access code from the available access codes in the drop-down list.</p>
<b>Trunk Type</b>	<ul style="list-style-type: none"> <li>• <b>immed-start</b> Digits are received immediately. There is no setup signal, the digits are just sent, ready or not.</li> <li>• <b>wink-start</b> The CO accesses the circuit and waits for a start signal before sending digits.</li> </ul>
<b>Country</b>	<p>This field selects the set of default values of items that fall under national usage standards (by country) such as Analog Ringing Cadence, Analog Line Transmission, 2-party loss plan, and terminal parameters for certain phones. Please see <a href="#">Automatic Settings Based on Country</a> for more information.</p>

Button	Action
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<b>Back to List</b>	Returns to the <a href="#">Trunk Groups List</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

### DID Trunk Groups: Ports Tab

This screen enables you to identify ports associated with a DID trunk group.

Field	Description
Available DID Ports	All available DID ports are presented.
Selected Ports	The selected ports are listed.

Button	Action
>	Moves the selected items in the <b>Available DID Ports</b> list to the <b>Selected Ports</b> list.
>>	Moves all items in the <b>Available DID Ports</b> list to the <b>Selected Ports</b> list.
<	Removes the selected items in the <b>Selected Ports</b> list and return them to the <b>Available DID Ports</b> list.
<<	Removes all items in the <b>Selected Ports</b> list and return them to the <b>Available DID Ports</b> list.
Up	Moves the selected port up one position in the <b>Selected Ports</b> list.
Down	Moves the selected port down one position in the <b>Selected Ports</b> list.
Back to List	Returns to the <a href="#">Trunk Groups List</a> screen without saving any changes.
Apply Changes	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

**DID Trunk Groups: Trunk Parameters Tab**

This screen enables you to configure DID trunk parameters.

Field	Description
<b>Incoming Dial Type</b>	<p>Determine the correct entry for this field by talking to your service provider. Usually, you should match what the central office provides.</p> <ul style="list-style-type: none"> <li>• <b>automatic</b></li> <li>• <b>tone</b></li> <li>• <b>rotary</b></li> </ul>
<b>Trunk Termination</b>	<p>Adjusts the impedance of the trunk group for optimal transmission quality. Choices are:</p> <ul style="list-style-type: none"> <li>• <b>rc</b> Select this value when the distance to the central office or the media server or switch at the other end of the trunk is more than 3,000 feet. This is the default.</li> <li>• <b>600 ohm</b> Select this value when the distance to the central office or the media server or switch at the other end of the trunk is less than 3,000 feet.</li> </ul>
<b>Trunk Gain</b>	<p>Specifies the amplification applied to the trunks in this group.</p> <p>With the values of the <b>Trunk Termination</b> and <b>Country</b> fields, the value in this field also determines the input and trans-hybrid balance impedance. Choices are:</p> <ul style="list-style-type: none"> <li>• <b>low</b> Select this value if users complain of squeal or feedback.</li> <li>• <b>high</b> Select this value if users complain of low volume. This is the default.</li> </ul>
<b>Digit Treatment</b>	<p>This field specifies modification of an incoming digit string by adding or deleting digits when the number of digits provided by the DID trunk does not match the dial plan. Choices are:</p> <ul style="list-style-type: none"> <li>• <b>blank</b> The incoming digit string is not changed.</li> <li>• <b>absorption</b> Deletes excess digits starting at the beginning of the string.</li> <li>• <b>insertion</b> Adds digits starting at the beginning of the string.</li> </ul> <p>If you select <b>absorption</b> or <b>insertion</b>, you must enter a value in the <b>Digits</b> field.</p>

<p><b>Digits</b></p>	<p>This field is used with the <b>Digit Treatment</b> field, and its meaning depends on the entry in that field.</p> <ul style="list-style-type: none"> <li>• <b>Digit Treatment</b> field is <b>absorption</b> This field specifies how many digits to delete. Specify 1 to 5.</li> <li>• <b>Digit Treatment</b> field is <b>insertion</b> This field identifies the specific digits that are added. Specify up to 4 characters including digits 0 through 8, *, and #.</li> </ul> <p>This field can be blank only if the <b>Digit Treatment</b> field is blank.</p>
<p><b>Expected Digits</b></p>	<p>Enter the number of digits expected. 1 through 18.</p>
<p><b>Drop Treatment</b></p>	<p>This field determines what the calling party hears when the called party terminates an incoming call. Choices are:</p> <ul style="list-style-type: none"> <li>• <b>busy</b></li> <li>• <b>intercept</b></li> <li>• <b>silence</b></li> </ul> <p><b>Note:</b> In Italy, the <b>Drop Treatment</b> field must be administered as <b>intercept</b> for all DID trunk groups.</p>
<p><b>Receive Analog Incoming Call ID</b></p>	<p>Format of incoming analog Call ID:</p> <ul style="list-style-type: none"> <li>• <b>BellCore</b> BellCore protocol with 212 modem protocol tones. Used in the U.S. and similar countries.</li> <li>• <b>NTT</b> Used to collect ICLID information in Japan.</li> <li>• <b>Disabled</b> Stops the collection of ICLID information on analog trunks.</li> <li>• <b>V23-Bell</b> BellCore protocol with V.23 modem tones. Used in Bahrain and similar countries.</li> </ul>
<p><b>Busy Tone Disconnect</b></p>	<p>Check to allow Distributed Office to recognize a busy tone signal as a disconnect on this trunk group.</p>
<p><b>Incoming Disconnect Supervision</b></p>	<p>Check this option in the following cases:</p> <ul style="list-style-type: none"> <li>• Allow trunk-to-trunk transfers involving trunks in this group.</li> <li>• If the far-end server/switch sends a release signal when the calling party releases an incoming call, and you want to make the far-end server/switch responsible for releasing the trunk.</li> <li>• To enhance Network Call Redirection.</li> </ul> <p>Uncheck this option (default) in the following cases:</p> <ul style="list-style-type: none"> <li>• If the far-end server/switch does not provide a release</li> </ul>

	<p>signal, if your hardware can't recognize a release signal, or if you prefer to use timers for disconnect supervision on incoming calls.</p> <ul style="list-style-type: none"> <li>• To prevent trunk-to-trunk transfers involving trunks in this group.</li> </ul>
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Button	Action
<b>Back to List</b>	Returns to the <a href="#">Trunk Groups List</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

### DID Trunk Groups: Timers Tab

This screen enables you to configure timing for a DID trunk group.

Field	Description
<b>Incoming Disconnect</b>	The minimum valid duration of a disconnect signal for an incoming call. The system will not recognize shorter disconnect signals.  This field cannot be blank. Default is 500 milliseconds. For Brazil pulsed E&M signaling, use 600.
<b>Incoming Dial Guard</b>	Enter the minimum acceptable interval between the detection of an incoming seizure and the acceptance of the first digit. Digits are not accepted before this timer expires. Default is 70 milliseconds.
<b>Incoming Seizure</b>	The duration of the shortest incoming seizure signal the system can recognize. For ICLID, set this field to 120. The field cannot be blank. Default is 500 milliseconds.
<b>Incoming Incomplete Dial Alarm</b>	Enter the maximum acceptable interval between an incoming seizure and receipt of all digits. Intervals greater than this limit generate an inline error. Default is 255 seconds.
<b>Tone</b>	The duration of a DTMF tone sent when a button on a telephone is pressed. Default is 350 milliseconds.
<b>Pause</b>	The minimum acceptable interval (pause) between DTMF tones sent from a telephone. Default is 150 milliseconds.

Button	Action
<b>Back to List</b>	Returns to the <a href="#">Trunk Groups List</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

## DIOD Trunk Groups

### DIOD Trunk Group - General Tab

This screen enables you to configure general information about a DIOD trunk group.

Field	Description
<b>Native Name</b>	<p>Enter the trunk group name (or function) in your native writing script. (Your keyboard and keyboard driver must be capable of switching to the appropriate code page while entering this information. See the <b>Script Tab for Native Names</b> field on the <a href="#">General System Parameters – Localization tab</a>.)</p> <p>On calls to other telephones with Unicode capabilities and the same <b>Script Tab for Native Names</b> value, the <b>Native Name</b> is displayed as the calling name for internal calls.</p> <p>This is a required field. It may contain up to 27 characters.</p>
<b>Name (ASCII)</b>	<p>On calls to other telephones that do not have Unicode capabilities, or have a different <b>Script Tab for Native Names</b> value, the <b>Name (ASCII)</b> field is displayed as the calling name for internal calls.</p> <p>The Name (ASCII) field is also displayed as the trunk group name on all Local Manager screens and reports including the directory.</p> <p>This is a required field. It may contain up to 27 characters.</p> <p>If you do not want to include the trunk group name in the directory, enter the tilde character (~) as the first two characters before entering the name (for example, ~~Chicago Office).</p>
<b>TAC</b>	Trunk access code. Select an access code from the available access codes in the drop-down list.
<b>Trunk Type</b>	<ul style="list-style-type: none"> <li>• <b>immed-start</b> Digits are received immediately. There is no setup signal, the digits are just sent, ready or not.</li> <li>• <b>wink-start</b> The CO accesses the circuit and waits for a start signal before sending digits.</li> </ul>
<b>Country</b>	This field selects the set of default values of items that fall under national usage standards (by country) such as Analog Ringing Cadence, Analog Line Transmission, 2-party loss plan, and terminal parameters for certain phones. Please see <a href="#">Automatic Settings Based on Country</a> for more information.
<b>Toll Restricted</b>	Select this checkbox to prevent toll calls in this trunk group.
<b>Prefix 1?</b>	Select this checkbox to prefix "1" to all dialed numbers on this

	trunk group.
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Button	Action
Back to List	Returns to the <a href="#">Trunk Groups List</a> screen without saving any changes.
Apply Changes	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .



**DIOD Trunk Group - Ports Tab**

This screen enables you to identify ports associated with a DIOD trunk group.

Field	Description
<b>Available DIOD Ports</b>	All available DIOD ports are presented.
<b>Selected Ports</b>	The selected ports are listed.

Button	Action
>	Moves the selected items in the <b>Available DID Ports</b> list to the <b>Selected Ports</b> list.
>>	Moves all items in the <b>Available DID Ports</b> list to the <b>Selected Ports</b> list.
<	Removes the selected items in the <b>Selected Ports</b> list and return them to the <b>Available DID Ports</b> list.
<<	Removes all items in the <b>Selected Ports</b> list and return them to the <b>Available DID Ports</b> list.
<b>Up</b>	Moves the selected port up one position in the <b>Selected Ports</b> list.
<b>Down</b>	Moves the selected port down one position in the <b>Selected Ports</b> list.
<b>Back to List</b>	Returns to the <a href="#">Trunk Groups List</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

### DIOD Trunk Group - Trunk Parameters Tab

This screen enables you to configure DIOD trunk parameters.

Field	Description
Dial Type	<ul style="list-style-type: none"> <li><b>mf</b> (fixed value for this type of trunk).</li> </ul>
Trunk Termination	<p>Adjusts the impedance of the trunk group for optimal transmission quality. Choices are:</p> <ul style="list-style-type: none"> <li><b>rc</b> Select this value when the distance to the central office or the media server or switch at the other end of the trunk is more than 3,000 feet. This is the default.</li> <li><b>600 ohm</b> Select this value when the distance to the central office or the media server or switch at the other end of the trunk is less than 3,000 feet.</li> </ul>
Trunk Gain	<p>Specifies the amplification applied to the trunks in this group.</p> <p>With the values of the <b>Trunk Termination</b> and <b>Country</b> fields, the value in this field also determines the input and trans-hybrid balance impedance. Choices are:</p> <ul style="list-style-type: none"> <li><b>low</b> Select this value if users complain of squeal or feedback.</li> <li><b>high</b> Select this value if users complain of low volume. This is the default.</li> </ul>
Suppress # Outpulsing	<p>Check this option to suppress "#" in cases where the system would normally outpulse it. This field should be checked when the Central Office (for example, rotary) or any other facility treats "#" as an error. Default is unchecked.</p>
Incoming Disconnect Supervision	<p>Check this option in the following cases:</p> <ul style="list-style-type: none"> <li>Allow trunk-to-trunk transfers involving trunks in this group.</li> <li>If the far-end server/switch sends a release signal when the calling party releases an incoming call, and you want to make the far-end server/switch responsible for releasing the trunk.</li> <li>To enhance Network Call Redirection.</li> </ul> <p>Uncheck this option (default) in the following cases:</p> <ul style="list-style-type: none"> <li>If the far-end server/switch does not provide a release signal, if your hardware can't recognize a release signal, or if you prefer to use timers for disconnect supervision on incoming calls.</li> </ul>

	<ul style="list-style-type: none"> <li>To prevent trunk-to-trunk transfers involving trunks in this group.</li> </ul>
<b>Outgoing Disconnect Supervision</b>	<p>The entry in this field is crucial if you allow trunk-to-trunk transfers.</p> <p>Check this option (default) in the following cases:</p> <ul style="list-style-type: none"> <li>Allow trunk-to-trunk transfers involving trunks in this group.</li> <li>If the far-end sends a release signal when the called party releases a call on an outgoing call, and you want to make the far-end responsible for releasing the trunk. In this case, the <b>Answer Supervision Timeout</b> field must be 0 and the <b>Receive Answer Supervision</b> field must be checked.</li> <li>To enhance Network Call Redirection.</li> </ul> <p>Uncheck this option in the following cases:</p> <ul style="list-style-type: none"> <li>If the far-end server/switch does not provide a release signal, if your hardware can't recognize a release signal, or if you prefer to use timers for disconnect supervision on outgoing calls.</li> <li>To prevent trunk-to-trunk transfers involving trunks in this group.</li> </ul>
<b>Receive Answer Supervision</b>	<p>Check this option when answer supervision is expected from the far end. When unchecked, the <b>Answer Supervision Timeout</b> value generates an answer supervision signal. Default is unchecked.</p>
<b>Busy Tone Disconnect</b>	<p>Not available for trunk groups of this type.</p>
<b>Answer Supervision Timeout</b>	<p>When the <b>Receive Answer Supervision</b> field is unchecked, this field sets the answer supervision timer. Default is 10 seconds.</p> <p>During a cut-through operation, timing begins after each outgoing digit is sent and timing ceases after the far-end sends answer supervision. If the timer expires, the system acts as if it had received answer supervision. On senderized operation, the timer begins after the last digit collected is sent.</p>
<b>Outgoing ANI</b>	<p>If this trunk group is used for an outgoing call with ANI, the entry in this field overrides the normal ANI. The ANI is sent exactly as administered.</p> <ul style="list-style-type: none"> <li><b>1 to 15 digits</b> Enter the digit string to be sent in place of normal ANI.</li> <li><b>blank</b> Leave this field blank to allow ANI to work normally.</li> </ul>
<b>Digit Treatment</b>	<p>This field specifies modification of an incoming digit string by adding or deleting digits when the number of digits provided by</p>

	<p>the DID trunk does not match the dial plan. Choices are:</p> <ul style="list-style-type: none"> <li>• <b>blank</b> The incoming digit string is not changed.</li> <li>• <b>absorption</b> Deletes excess digits starting at the beginning of the string.</li> <li>• <b>insertion</b> Adds digits starting at the beginning of the string.</li> </ul> <p>If you select <b>absorption</b> or <b>insertion</b>, you must enter a value in the <b>Digits</b> field.</p>
<b>Digits</b>	<p>This field is used with the <b>Digit Treatment</b> field, and its meaning depends on the entry in that field.</p> <ul style="list-style-type: none"> <li>• <b>Digit Treatment</b> field is <b>absorption</b> This field specifies how many digits to delete. Specify 1 to 5.</li> <li>• <b>Digit Treatment</b> field is <b>insertion</b> This field identifies the specific digits that are added. Specify up to 4 characters including digits 0 through 8, *, and #.</li> </ul> <p>This field can be blank only if the <b>Digit Treatment</b> field is blank.</p>
<b>Expected Digits</b>	Enter the number of digits expected. 1 through 18.
<b>Drop Treatment</b>	<p>This field determines what the calling party hears when the called party terminates an incoming call. Choices are:</p> <ul style="list-style-type: none"> <li>• <b>busy</b></li> <li>• <b>intercept</b></li> <li>• <b>silence</b></li> </ul> <p><b>Note:</b> In Italy, the <b>Drop Treatment</b> field must be administered as <b>intercept</b> for all DIOD trunk groups.</p>

<b>Button</b>	<b>Action</b>
<b>Back to List</b>	Returns to the <a href="#">Trunk Groups List</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

**DIOD Trunk Group - End-to-End Signaling Tab**

This screen enables you to configure end-to-end signaling for a DIOD trunk group.

Field	Description
<b>Programmed Dial Pause</b>	Set the exact duration of pauses used during abbreviated dialing, ARS outpulsing, and terminal dialing operations. Default 1500 milliseconds.
<b>Tone</b>	Tone duration. Default 350 milliseconds.
<b>Pause</b>	The minimum acceptable interval (pause) between DTMF tones sent from a hybrid telephone. Default 150 milliseconds.

Button	Action
<b>Back to List</b>	Returns to the <a href="#">Trunk Groups List</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

### DIOD Trunk Group - Timers Tab

This screen enables you to configure timing for a DIOD trunk group.

Field	Description
<b>Incoming Disconnect</b>	The minimum valid duration of a disconnect signal for an incoming call. The system will not recognize shorter disconnect signals.  This field cannot be blank. Default 500 milliseconds. For Brazil pulsed E&M signaling, use 600.
<b>Outgoing Disconnect</b>	The minimum time before sending a disconnect signal for an outgoing call. This timer begins timing when a disconnect signal is detected on an outgoing call and resets when the signal is no longer detected. If the timer expires, the trunk drops. Default 500 milliseconds.
<b>Outgoing Dial Guard</b>	The minimum interval between seizure acknowledgment of a trunk and the outputting of digits. This field cannot be blank. For trunks that do not provide seizure acknowledgment, the timer specifies the minimum time between seizure and the outputting of digits. Any digit the caller dials after they lift the receiver, but before the timer expires, is not outputted until the timer expires. Default 1600 milliseconds.
<b>Incoming Glare Guard</b>	The minimum interval that must elapse between a trunk's release from an incoming call and its seizure for an outgoing call. This field cannot be blank. This delay gives the far-end time to release all equipment after the trunk is released. Default 1500 milliseconds.
<b>Outgoing Glare Guard</b>	The minimum interval that must elapse between a trunk's release from an outgoing call and its seizure for another outgoing call. This field cannot be blank. This delay gives the far-end time to release all equipment after the outgoing trunk is released. Default 1500 milliseconds.
<b>Ringling Monitor</b>	The minimum time the system requires to determine if a trunk disconnects. The field cannot be blank. If the ringing signal disappears for a duration longer than the time specified in this field, the system assumes the call has been disconnected. Range is 200 to 51000 milliseconds in increments of 200. Default 5200 milliseconds.
<b>Incoming Seizure</b>	The duration of the shortest incoming seizure signal the system can recognize. For ICLID, set this field to 120. The field cannot be blank. Default 500 milliseconds.
<b>Disconnect Timing</b>	The maximum time, in seconds, that the system will wait to receive answer supervision for outgoing calls on the ports controlled by firmware timers. Default 10 seconds.

<b>Outgoing Seizure Response</b>	The maximum interval that the system should wait after sending a seizure signal to receive seizure acknowledgment from the far-end. If the acknowledgment is not received in this time, a seizure failure response is uplinked. Default 5 seconds.
<b>Incoming Incomplete Dial Alarm</b>	Enter the maximum acceptable interval between an incoming seizure and receipt of all digits. Intervals greater than this limit generate an inline error. Default is seconds.

<b>Button</b>	<b>Action</b>
<b>Back to List</b>	Returns to the <a href="#">Trunk Groups List</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

## ISDN BRI Trunk Groups

### ISDN BRI Trunk Groups: General Tab

This screen enables you to configure general information about an ISDN BRI trunk group.

Field	Description
<b>Native Name</b>	<p>Enter the trunk group name (or function) in your native writing script. (Your keyboard and keyboard driver must be capable of switching to the appropriate code page while entering this information. See the <b>Script Tab for Native Names</b> field on the <a href="#">General System Parameters – Localization tab</a>.)</p> <p>On calls to other telephones with Unicode capabilities and the same <b>Script Tab for Native Names</b> value, the <b>Native Name</b> is displayed as the calling name for internal calls.</p> <p>This is a required field. It may contain up to 27 characters.</p>
<b>Name (ASCII)</b>	<p>On calls to other telephones that do not have Unicode capabilities, or have a different <b>Script Tab for Native Names</b> value, the <b>Name (ASCII)</b> field is displayed as the calling name for internal calls.</p> <p>The Name (ASCII) field is also displayed as the trunk group name on all Local Manager screens and reports including the directory.</p> <p>This is a required field. It may contain up to 27 characters.</p> <p>If you do not want to include the trunk group name in the directory, enter the tilde character (~) as the first two characters before entering the name (for example, ~~Chicago Office).</p>
<b>TAC</b>	<p>Trunk access code. Select an access code from the available access codes in the drop-down list.</p>
<b>Codeset to Send Display</b>	<ul style="list-style-type: none"> <li>• <b>0-elsewhere</b></li> <li>• <b>6-US-Canada</b></li> <li>• <b>7-not used</b></li> </ul>
<b>Service Type</b>	<ul style="list-style-type: none"> <li>• <b>i800</b> - International service. Receives international calls without charge to the call originating party.</li> <li>• <b>operator</b> - Provides access to the network operator.</li> <li>• <b>public-ntwrk</b> - Public network calls. Equivalent to CO (outgoing) or DID trunk groups.</li> <li>• <b>sdn</b> - Software Defined Network. Provides a virtual private network using the public-switched telephone network.</li> <li>• <b>sub-operator</b> - Provides access to the presubscribed common carrier operator.</li> <li>• <b>co tie</b> - Tie trunks.</li> </ul>



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Button	Action
<b>Back to List</b>	Returns to the <a href="#">Trunk Groups List</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

### ISDN BRI Trunk Groups: Ports Tab

This screen enables you to identify ports associated with an ISDN BRI trunk group.

Field	Description
Available ISDN-BRI Ports	All available ISDN-BRI ports are presented.
Selected Ports	The selected ports are listed.

Button	Action
>	Moves the selected items in the <b>Available ISDN-BRI Ports</b> list to the <b>Selected Ports</b> list.
>>	Moves all items in the <b>Available ISDN-BRI Ports</b> list to the <b>Selected Ports</b> list.
<	Removes the selected items in the <b>Selected Ports</b> list and return them to the <b>Available ISDN-BRI Ports</b> list.
<<	Removes all items in the <b>Selected Ports</b> list and return them to the <b>Available ISDN-BRI Ports</b> list.
Up	Moves the selected port up one position in the <b>Selected Ports</b> list.
Down	Moves the selected port down one position in the <b>Selected Ports</b> list.
Back to List	Returns to the <a href="#">Trunk Groups List</a> screen without saving any changes.
Apply Changes	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

**ISDN BRI Trunk Groups: Trunk Parameters Tab**

This screen enables you to configure ISDN BRI trunk parameters.

Field	Description
<b>Supplementary Service Protocol</b>	<p>Indicates which supplementary service protocol to use for services over this trunk group. Supplementary service protocols are mutually exclusive.</p> <ul style="list-style-type: none"> <li>• <b>a-national</b> - National service protocol.</li> <li>• <b>c-etsi</b> - ETSI public network.</li> </ul>
<b>Outgoing Channel ID Encoding</b>	<ul style="list-style-type: none"> <li>• <b>exclusive</b></li> <li>• <b>preferred</b></li> </ul>
<b>Send Connected Number</b>	<p>Specifies if the connected party's number is sent on incoming or tandemed ISDN calls. Valid entries are y, n, or r (restricted). If y is entered, the ISDN Numbering - Public/Unknown Format screen is accessed to construct the actual number sent, or the ISDN Numbering-Private screen (based on the Numbering Format field) is used. If the value is r, the connected number is sent "presentation restricted." The Send Connected Number field must be set to y in order for the Calling Party Number of an incoming ISDN call to display at the transferred-to station after some transfer operations.</p> <ul style="list-style-type: none"> <li>• <b>y</b> - yes</li> <li>• <b>n</b> - no</li> <li>• <b>r</b> - restricted</li> </ul>
<b>Network Needs Connect Before Disconnect (Japan)</b>	<p>Check this option for Japan. Uncheck this option elsewhere.</p>
<b>Hold/Unhold Notifications</b>	<p>Indicates whether or not hold/unhold messages are sent over the ISDN trunk when a user places a call on hold/unhold.</p>
<b>Trunk Hunt</b>	<ul style="list-style-type: none"> <li>• <b>ascend</b> - go up when locating the next trunk.</li> <li>• <b>cyclical</b> - enable a circular trunk hunt based on the sequence trunks were administered within the trunk group.</li> <li>• <b>descend</b> - go down when locating the next trunk.</li> </ul>
<b>Send Name</b>	<p>Specifies whether the calling/connected/called/busy party's administered name is sent to the network on outgoing/incoming calls. Valid entries are y, n, or r (restricted). The value r indicates that the calling/connected name will be sent, but will be marked "presentation restricted." The restricted value is valid only if the Supplementary Service Protocol field is <b>a-national</b>.</p> <ul style="list-style-type: none"> <li>• <b>y</b> - yes</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>n</b> - no</li> <li>• <b>r</b> - restricted</li> </ul>
<b>Send Calling Number</b>	<p>Specifies whether the calling party's number is sent on outgoing or tandemed ISDN calls. Valid entries are y, n, or r (restricted). If y is entered, the ISDN Numbering - Public/Unknown Format screen is accessed to construct the actual number to be sent, or the ISDN Numbering-Private screen (based on the Numbering Format field) is used. If the value is r, the calling number is sent "presentation restricted."</p> <ul style="list-style-type: none"> <li>• <b>y</b> - yes</li> <li>• <b>n</b> - no</li> <li>• <b>r</b> - restricted</li> </ul>
<b>Format</b>	<ul style="list-style-type: none"> <li>• <b>public</b> - The numbering plan used is according to CCITT Recommendation E.164.</li> <li>• <b>unknown</b> - The numbering plan indicator is unknown.</li> </ul>
<b>Suppress # Outpulsing</b>	<p>Check this option to suppress "#" in cases where the system would normally outpulse it. This field should be checked when the Central Office (for example, rotary) or any other facility treats "#" as an error. Default is unchecked.</p>
<b>Apply Local Ringback</b>	<p>Check this option to provide a local ringback tone to the caller. The local ringback is removed when the call is connected.</p>

<b>Button</b>	<b>Action</b>
<b>Back to List</b>	Returns to the <a href="#">Trunk Groups List</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

## ISDN PRI Trunk groups

### ISDN PRI Trunk Group - General Tab

This screen enables you to configure general information about an ISDN PRI trunk group.

Field	Description
<b>Native Name</b>	<p>Enter the trunk group name (or function) in your native writing script. (Your keyboard and keyboard driver must be capable of switching to the appropriate code page while entering this information. See the <b>Script Tab for Native Names</b> field on the <a href="#">General System Parameters – Localization tab</a>.)</p> <p>On calls to other telephones with Unicode capabilities and the same <b>Script Tab for Native Names</b> value, the <b>Native Name</b> is displayed as the calling name for internal calls.</p> <p>This is a required field. It may contain up to 27 characters.</p>
<b>Name (ASCII)</b>	<p>On calls to other telephones that do not have Unicode capabilities, or have a different <b>Script Tab for Native Names</b> value, the <b>Name (ASCII)</b> field is displayed as the calling name for internal calls.</p> <p>The Name (ASCII) field is also displayed as the trunk group name on all Local Manager screens and reports including the directory.</p> <p>This is a required field. It may contain up to 27 characters.</p> <p>If you do not want to include the trunk group name in the directory, enter the tilde character (~) as the first two characters before entering the name (for example, ~~Chicago Office).</p>
<b>TAC</b>	Trunk access code. Select an access code from the available access codes in the drop-down list.
<b>Codeset to Send Display</b>	<ul style="list-style-type: none"> <li>• <b>0-elsewhere</b></li> <li>• <b>6-US-Canada</b></li> <li>• <b>7-not used</b></li> </ul>
<b>Direction</b>	<p>Select the transmission direction for this trunk. Choices are:</p> <ul style="list-style-type: none"> <li>• <b>incoming</b></li> <li>• <b>outgoing</b></li> <li>• <b>two-way</b></li> </ul>
<b>Service Type</b>	<ul style="list-style-type: none"> <li>• <b>i800</b> - International 800 service. Receives international calls without charge to the originating party.</li> <li>• <b>operator</b> - Provides access to the network operator.</li> <li>• <b>public-ntwrk</b> - Public network calls. Equivalent to CO (outgoing) or DID trunk groups.</li> <li>• <b>sdn</b> - Software Defined Network. Provides a virtual private network using the public-switched telephone</li> </ul>

	<p>network.</p> <ul style="list-style-type: none"><li>• <b>sub-operator</b> - Provides access to the presubscribed common carrier operator.</li><li>• <b>co tie</b> - Tie trunks.</li></ul>
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Button	Action
Back to List	Returns to the <a href="#">Trunk Groups List</a> screen without saving any changes.
Apply Changes	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

**ISDN PRI Trunk Group - Ports Tab**

This screen enables you to identify ports associated with an ISDN PRI trunk group.

Field	Description
<b>Available ISDN-PRI Ports</b>	All available ISDN-PRI ports are presented.
<b>Selected Ports</b>	The selected ports are listed.

Button	Action
>	Moves the selected items in the <b>Available ISDN-PRI Ports</b> list to the <b>Selected Ports</b> list.
>>	Moves all items in the <b>Available ISDN-PRI Ports</b> list to the <b>Selected Ports</b> list.
<	Removes the selected items in the <b>Selected Ports</b> list and return them to the <b>Available ISDN-PRI Ports</b> list.
<<	Removes all items in the <b>Selected Ports</b> list and return them to the <b>Available ISDN-PRI Ports</b> list.
<b>Up</b>	Moves the selected port up one position in the <b>Selected Ports</b> list.
<b>Down</b>	Moves the selected port down one position in the <b>Selected Ports</b> list.
<b>Back to List</b>	Returns to the <a href="#">Trunk Groups List</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

### ISDN PRI Trunk Group: Trunk Parameters Tab

This screen enables you to configure ISDN PRI trunk parameters.

Field	Description
<b>Digit Handling (in/out)</b>	<p><b>Overlap</b> sends each digit as it is received. (Reception and transmission are overlapped.) <b>Enbloc</b> accumulates the entire group of digits and then transmits them as a block.</p> <ul style="list-style-type: none"> <li>• <b>enbloc/enbloc</b></li> <li>• <b>enbloc/overlap</b></li> <li>• <b>overlap/overlap</b></li> <li>• <b>overlap/enbloc</b></li> </ul>
<b>Supplementary Service Protocol</b>	<p>Indicates which supplementary service protocol to use for services over this trunk group. Supplementary service protocols are mutually exclusive.</p> <ul style="list-style-type: none"> <li>• <b>a-national</b> - National service protocol.</li> <li>• <b>c-etsi</b> - ETSI public network.</li> </ul>
<b>Outgoing Channel ID Encoding</b>	<ul style="list-style-type: none"> <li>• <b>exclusive</b></li> <li>• <b>preferred</b></li> </ul>
<b>Send Connected Number</b>	<p>Specifies if the connected party's number is sent on incoming or tandemed ISDN calls. Valid entries are y, n, or r (restricted). If y is entered, the ISDN Numbering - Public/Unknown Format screen is accessed to construct the actual number sent, or the ISDN Numbering-Private screen (based on the Numbering Format field) is used. If the value is r, the connected number is sent "presentation restricted." The Send Connected Number field must be set to y in order for the Calling Party Number of an incoming ISDN call to display at the transferred-to station after some transfer operations.</p> <ul style="list-style-type: none"> <li>• y - yes</li> <li>• n - no</li> <li>• r - restricted</li> </ul>
<b>Network Needs Connect Before Disconnect (Japan)</b>	<p>Checked for Japan. Unchecked elsewhere.</p>
<b>Hold/Unhold Notifications</b>	<p>Indicates whether or not hold/unhold messages are sent over the ISDN trunk when a user places a call on hold/unhold.</p>
<b>Trunk Hunt</b>	<ul style="list-style-type: none"> <li>• <b>ascend</b> - go up when locating the next trunk.</li> <li>• <b>cyclical</b> - enable a circular trunk hunt based on the sequence trunks were administered within the trunk group.</li> </ul>



	<ul style="list-style-type: none"> <li>• <b>descend</b> - go down when locating the next trunk.</li> </ul>
<b>Send Name</b>	<p>Specifies whether the calling/connected/called/busy party's administered name is sent to the network on outgoing/incoming calls. Valid entries are y, n, or r (restricted). The value r indicates that the calling/connected name will be sent, but will be marked "presentation restricted." The restricted value is valid only if the Supplementary Service Protocol field is <b>a-national</b>.</p> <ul style="list-style-type: none"> <li>• <b>y</b> - yes</li> <li>• <b>n</b> - no</li> <li>• <b>r</b> - restricted</li> </ul>
<b>Send Calling Number</b>	<p>Specifies whether the calling party's number is sent on outgoing or tandemed ISDN calls. Valid entries are y, n, or r (restricted). If y is entered, the ISDN Numbering - Public/Unknown Format screen is accessed to construct the actual number to be sent, or the ISDN Numbering-Private screen (based on the Numbering Format field) is used. If the value is r, the calling number is sent "presentation restricted."</p> <ul style="list-style-type: none"> <li>• <b>y</b> - yes</li> <li>• <b>n</b> - no</li> <li>• <b>r</b> - restricted</li> </ul>
<b>Format</b>	<ul style="list-style-type: none"> <li>• <b>public</b> - The numbering plan used is according to CCITT Recommendation E.164.</li> <li>• <b>unknown</b> - The numbering plan indicator is unknown.</li> </ul>
<b>Suppress # Outpulsing</b>	<p>Check this option to suppress "#" in cases where the system would normally outpulse it. This field should be checked when the Central Office (for example, rotary) or any other facility treats "#" as an error. Default is unchecked.</p>
<b>Apply Local Ringback</b>	<p>Check this option to provide a local ringback tone to the caller. The local ringback is removed when the call is connected.</p>

<b>Button</b>	<b>Action</b>
<b>Back to List</b>	Returns to the <a href="#">Trunk Groups List</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

## SIP Trunk Groups

### Adding a SIP Trunk

This section describes how to add a new SIP trunk using Distributed Office Local Manager.

#### Overview

There are four stages in adding a SIP trunk.

- Define the SIP trunk.
- Configure outgoing call routing - ARS and Route Patterns. This defines how calls are handled according to the digits the caller has dialed.
- Configure incoming call handling. This defines how incoming calls are routed, for example to an automated attendant or specific extensions.
- Configure the rules for converting the local station number to an Automatic Number Identification (ANI) sent to the service providers

#### Checklist

Be sure you have the following information from your IP Telephony Service Provider (ITSP):

- IP address, port, and transport (UDP | TCP) for each service provider SIP server.
- Domain name of service provider (Far-End Domain)



**Note:**

Some ITSPs use IP addresses instead of alphanumeric handles.

- CODEC(s) used by service provider
- Maximum Concurrent Calls
- DID (direct inward dialing) number(s)
- Fax Mode
- Telephone Events RTP Payload Type (RFC2833) (Usually 127.)

#### Defining the SIP Trunk

1. Access the [Trunk Groups List](#) screen: **Configuration > Public Networking > Trunk Groups**.
2. Click **Add new**. The [Trunk Groups: Add Trunk](#) dialog box opens.
3. Select **SIP** in the **Trunk Type** drop-down list.
4. Enter the **Native Name** - this name can include unicode characters.
5. Enter the **ASCII Name** - this is required for endpoints that do not support unicode.
6. Click **Continue**. The [SIP Trunk Group - General Tab](#) screen displays. Select the **Direction** from the drop-down list (**Incoming** to Distributed Office, **Outgoing** from Distributed Office, or **Two-Way**).
7. Click the **SIP** tab. The [SIP Trunk Group - SIP Tab](#) screen displays.
8. Enter the **Far-End Domain** (provided by the service provider).

If the service provider did not provide a far-end domain, then enter any name and check the **Replace outgoing request-URI domain with selected server IP address** box.

Enter other parameters as needed.

9. Click the **Servers** tab. The [SIP Trunk Group - Servers Tab](#) screen displays.

10. Add at least one server IP **Address** (provided by the service provider). Also enter the **port** and **Transport** type provided by the service provider, and the **Priority**. See [SIP Trunk Group: Servers Tab](#) for additional information about **Priority**.
11. Click the **Media** tab. The [SIP Trunk Group - Media Tab](#) screen displays.
12. Select the **Codec** (provided by the service provider) from the drop-down list.
13. Enter the maximum number of concurrent calls in the **Max Concurrent Calls** field.  
This must not be more than the number provided by the service provider.
14. Enter the Fax **Mode** provided by the service provider in the drop-down list.
15. Enter the **Telephone Events RTP Payload Type (RFC2833)** provided by the service provider.
16. Click **Apply Changes**.

#### ***Assigning a Route Pattern to the Trunk***

1. Access the [Route Patterns List](#) screen: **Configuration > Public Networking > Route Patterns**.
2. Click **Add New Route Pattern** to open a blank [Route Pattern Details](#) screen.
3. Select the name of the SIP Trunk you defined earlier in the **Trunk Group** drop-down list.
4. Enter the **Pattern Name**.
5. Click **Apply Changes**.

#### ***Assign Automatic Route Selection to the Route Pattern***

1. Access the [Automatic Route Selection List](#) screen: **Configuration > Public Networking > Automatic Route Selection**.  

The ARS table routes the call according to the digit-string dialed by the user after the ARS FAC. The ARS points to route patterns, every route pattern contains a destination trunk group or an order list of trunk-groups. A route pattern may also include digit manipulation rules for each of its destination route patterns.
2. Click **Add New**. A new line opens in the table.
3. Enter the dialed string required to route calls via the SIP trunk in the **Dialed String** field.
4. Enter the minimum number of digits collected to match the dialed string in the **Min** field.
5. Enter the maximum number of digits collected to match the dialed string in the **Max** field.
6. Select the route pattern you defined earlier in the **Route Pattern** drop-down list.
7. Select the type of calls allowed from the **Call Type** drop-down list.
8. Check the **Toll** checkbox if you want to allow toll calls on the route.
9. Click **Apply Changes**.

#### ***Set the Outgoing Calling Number for the SIP Trunk***

1. Access the [Outgoing Calling Number Manipulation List](#) screen: **Configuration > Public Networking > Outgoing Calling Number Manipulation**.
2. Click **Add** to open a blank [Outgoing Calling Number Manipulation Details](#) screen.
3. Enter the **Extension Leading Digits**.  
For example, enter 2 for all extensions beginning with the digit 2.
4. Select the **Trunk Group** you defined previously.

5. Enter the prefix used as part of the calling number, for example 1800, in the **Digits to Prefix to Form Calling Party Number (CPN)** field.
6. Enter the total number of digits to be sent in the **Total (CPN) Length** field.
7. **Click Apply Changes.**

**Configure the Incoming Call Handling**

1. Access the [Incoming Called Number Manipulation List](#) screen: **Configuration > Public Networking > Incoming Called Number Manipulation.**
2. Click **Add** to open a blank [Incoming Called Number Manipulation Details](#) screen.
3. Select the SIP trunk you defined as the trunk group on which the call is received in the **Trunk Group** drop-down list.
4. Enter the called number in the **Incoming Called Number** field.
5. Enter the number of digits dialled in the **Incoming Called Number Length** field.
6. If you want ALL calls from the SIP trunk to go to a specific extension:
  - a. Select the **Extension** option button.
  - b. Select the extension number in the drop-down list.
  - c. Click **Apply Changes.**
7. If you want to manipulate the number:
  - a. Select the **Digits** option button.
  - b. Enter the number of digits you wish to remove from the beginning of the dial string in the **# of Digits to Delete** field.
  - c. Enter the digits you wish to add to the start of the dial string in the **Digits to Insert** field.
8. Click **Apply Changes.**


**Complete and Verify the SIP Trunk**

1. Click **Save Changes.**
2. Verify the SIP trunk:
  - a. Make an outgoing call and check that the remote station receives the call.
  - b. Make a call to the number provided by the service provider and check that it is received by the correct extension.

You may wish to use the [SIP Trace](#) maintenance function during verification.

**SIP Trunk Group: General Tab**

This screen enables you to configure general information about a SIP trunk group.

Field	Description
<b>Native Name</b>	<p>Enter the trunk group name (or function) in your native writing script. (Your keyboard and keyboard driver must be capable of switching to the appropriate code page while entering this information. See the <b>Script Tab for Native Names</b> field on the <a href="#">General System Parameters – Localization tab</a>.)</p> <p>On calls to other telephones with Unicode capabilities and the same <b>Script Tab for Native Names</b> value, the <b>Native Name</b> is displayed as the calling name for internal calls.</p> <p>This is a required field. It may contain up to 27 characters.</p>
<b>Name (ASCII)</b>	<p>On calls to other telephones that do not have Unicode capabilities, or have a different <b>Script Tab for Native Names</b> value, the <b>Name (ASCII)</b> field is displayed as the calling name for internal calls.</p> <p>The Name (ASCII) field is also displayed as the trunk group name on all Local Manager screens and reports including the directory.</p> <p>This is a required field. It may contain up to 27 characters.</p> <p>If you do not want to include the trunk group name in the directory, enter the tilde character (~) as the first two characters before entering the name (for example, ~~Chicago Office).</p>
<b>TAC</b>	<p>Trunk access code. Select an access code from the available access codes in the drop-down list.</p>  <p><b>Note:</b></p> <p>Most Internet Telephony Service Providers do not support overlap-dialing. Hence, TAC cannot be used directly by the end user.</p>
<b>Direction</b>	<ul style="list-style-type: none"> <li>• <b>Incoming</b> (to Distributed Office)</li> <li>• <b>Outgoing</b> (from Distributed Office)</li> <li>• <b>Two-way</b></li> </ul>
Button	Action
<b>Back to List</b>	Returns to the <a href="#">Trunk Groups List</a> screen without saving any changes.

**Apply Changes**

Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking **Home** (in the menu bar) or another entry under **Managed Objects**.

**SIP Trunk Group: SIP Tab**

This screen enables you to configure SIP parameters for a SIP trunk group.

Field	Description
<b>Domains</b>	
<b>Far-End Domain</b>	Internet Telephony Service Provider (ITSP) domain name. Provided by the service provider. Can be specified as domain name or IP address.
<b>Near-End Domain</b>	Local domain name. Used as the "from" header domain.
<b>SIP General Parameters</b>	
<b>Prepend E.164 '+' to calling number (PUN)</b>	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.
<b>Replace outgoing request-URI domain with selected server IP address</b>	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. For information on how the server is selected, see Priority on the <a href="#">SIP Trunk Group: Servers Tab</a> .
<b>Session Refresh Interval (RFC4028)</b>	Session refresh interval in seconds from 90 seconds by 10 seconds to 1800 seconds. Default 600 seconds.
<b>Timeout</b>	Session timeout in milliseconds from 100 milliseconds by 100 milliseconds to 10000 milliseconds. Default 2000 milliseconds. If a response is not received from the selected server within this time period, the next server will be selected.
<b>Max Search Time</b>	Maximum search time in milliseconds from 100 milliseconds by 100 milliseconds to 10000 milliseconds. Default 6000 milliseconds. If a response is not received from any server within this time, the PSTN failover activates (if configured). For additional information about PSTN Failover, see: <a href="#">Physical Configuration Contact Closure Tab</a> .

Button	Action
<b>Back to List</b>	Returns to the <a href="#">Trunk Groups List</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under

Managed Objects.



**SIP Trunk Group: Servers Tab**

This screen enables you to specify servers, transport protocol, and priority for a SIP trunk group.

Field	Description
Address [:port]	The IP address and port of a next-hop server. Multiple servers provide redundancy. Obtain this information from the service provider.
Transport	The transmission protocol. Obtain this information from the service provider. <ul style="list-style-type: none"><li>• UDP</li><li>• TCP</li></ul>
Priority	Specify priority from 0 by 1 to 65535. Default 100. Zero is the highest priority.  Servers are selected according to priority (zero first). If a response is not received within a configurable time out period, the next highest priority server will be selected. Load balancing between servers with equal priority is achieved by a random selection scheme.

Button	Action
Back to List	Returns to the <a href="#">Trunk Groups List</a> screen without saving any changes.
Apply Changes	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

**SIP Trunk Group: Media Tab**

This screen enables you to media, Fax, and Codec-set parameters for a SIP trunk group.

Field	Description
<b>Media Parameters</b>	
<b>Telephone Events RTP Payload Type (RFC2833)</b>	From 96, by 1, to 127. Default 127. Obtain the code used from your service provider.
<b>Max Concurrent Calls</b>	From 1, by 1, to 30. Default 30. Enter a number that does not exceed the maximum specified by your service provider.
<b>Direct Media</b>	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 <b>Direct Media</b> is selected, and the call is to/from an IP phone or a SIP phone, Distributed Office will invite the service provider to attempt to remove Distributed Office from the media path; that is, to let the IP/SIP phone send voice-RTP packets directly to the ITSP.
<b>Fax Parameters</b>	
<b>Mode</b>	Use the value specified by your service provider. <ul style="list-style-type: none"> <li>• <b>off</b> Turn off special fax handling. In this case, the fax is treated like an ordinary voice call. With a <b>Codec Set</b> that uses G.711, this setting is required to send faxes to non-Avaya systems that do not support T.38 fax.</li> <li>• <b>pass-through</b> Use pass-through mode for fax transmissions over IP network facilities. This mode uses G.711-like encoding.</li> <li>• <b>relay</b> Use Avaya relay mode for fax transmissions over IP network facilities. This is the default for new installations.</li> <li>• <b>t-38 standard</b> Use T.38 standard signaling for fax transmissions over IP network facilities.</li> </ul>
<b>Redundancy</b>	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.

Codec-Set																						
<b>Codec</b>	This is a priority ordered list. The values should be specified by your service provider.																					
<b>Frames per packet (Packet size in msec)</b>	<ul style="list-style-type: none"> <li>For <b>G711</b> - from 10 ms, by 10 ms, to 120 ms.</li> <li>For <b>G729</b> - from 10 ms, by 10 ms, to 60 ms.</li> </ul> <p>The following table can be used to help assess how much bandwidth (in Kbits/sec) is used for various codecs and packet sizes. The values shown assume a 7 byte L2 WAN header (and are rounded up).</p> <table border="1"> <thead> <tr> <th>Codec</th> <th>10ms</th> <th>20ms</th> <th>30ms</th> <th>40ms</th> <th>50ms</th> <th>60ms</th> </tr> </thead> <tbody> <tr> <td>G.711</td> <td>102</td> <td>83</td> <td>77</td> <td>74</td> <td>72</td> <td>71</td> </tr> <tr> <td>G.729</td> <td>46</td> <td>27</td> <td>21</td> <td>18</td> <td>16</td> <td>15</td> </tr> </tbody> </table> <p>These values, when compared to the actual bandwidth used for 8 byte as well as 10 byte L2 WAN headers are not significantly different. In some cases, the rounded up values shown above are greater than values used for 10 bytes.</p>	Codec	10ms	20ms	30ms	40ms	50ms	60ms	G.711	102	83	77	74	72	71	G.729	46	27	21	18	16	15
Codec	10ms	20ms	30ms	40ms	50ms	60ms																
G.711	102	83	77	74	72	71																
G.729	46	27	21	18	16	15																
<b>Silence Suppression</b>	Select this checkbox to prevent sending packets containing only silence.																					

Button	Action
<b>Back to List</b>	Returns to the <a href="#">Trunk Groups List</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

## Outside Line Groups

### Outside Line Groups List

This screen displays a list of outside line groups (Private CO Line groups).

Column	Description
<b>Select</b>	Check multiple line group entries to <b>Remove</b> at the same time.
<b>Name</b>	Displays the name administered in the <b>Name (ASCII)</b> field on the <b>Outside Line Group Details - General Tab</b> screen for this outside line group. (The format of outside line group details varies with the outside line group <b>Type</b> .)  Click on this field to open an <b>Outside Line Group Details</b> screen for this outside line group.
<b>Group Number</b>	System assigned line group number.
<b>Type</b>	<ul style="list-style-type: none"> <li>• <b>CO</b></li> <li>• <b>ISDN-BRI</b></li> </ul>
<b>Members</b>	Number of extensions that have a line appearance for the outside line group and the optional owner.
<b>TAC</b>	Trunk access code.
<b>Port</b>	Port where lines are connected.
<b>Owner's Extension</b>	Owner of the private line.
<b>Coverage Path</b>	Coverage path of the private line.

Button	Action
<b>Add New</b>	Opens a new <a href="#">Add Outside Line Group</a> screen for additional editing.
<b>Remove</b>	Deletes (with confirmation) all selected trunk groups.
<b>&lt;Name&gt;</b>	Click on the <b>Name</b> field to open an <b>Outside Line Group Details</b> screen for this outside line group. (The format of outside line group details varies with the outside line group <b>Type</b> .)

## Accessing the Outside Line Groups List Screen

In the [Navigation Pane](#):

**Configuration > Public Networking > Outside Line Groups.**

## Adding an Outside Line Group

1. Navigate to the **Outside Line Groups List: Configuration > Public Networking > Outside Line Groups**.
2. Click **Add New** to open the **Add Outside Line Group** dialog box asking you to enter the new outside line group **Name** and select the **Trunk Type** from drop-down lists.
3. Click **Continue**. The **Outside Line Group Details: General Tab** screen displays. The format of the **Outside Line Group Details** screen varies with the type of trunk selected when adding the outside line group.
4. In each tab of the **Outside Line Group Details** screen, fill in the appropriate information for the new outside line group.
5. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

## Editing an Outside Line Group

1. Navigate to the **Outside Line Groups List: Configuration > Public Networking > Outside Line Groups**.
2. Click the **Name** of the outside line group you wish to edit.
3. In the **Outside Line Group Details** screen, change the information as necessary for the outside line group. The format of the **Outside Line Group Details** screen varies with the type of trunk selected when adding the outside line group.
4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

## Removing an Outside Line Group

1. Navigate to the **Outside Line Groups List: Configuration > Public Networking > Outside Line Groups**.
2. Check the **<select>** box at the beginning of each outside line group to be deleted. (You can delete multiple outside line groups in one step.)
3. Click **Remove**. A **Confirm Deletion** message box displays.
4. Click **Confirm** to delete the outside line group(s) or click **Back to List** to cancel the deletion and return to the **Outside Line Groups List**.
5. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

## Outside Line Group Add Line Group

This screen requires you to select the type of trunks in an outside line group before adding the outside line group. Each outside line group type has a different format.

Field	Description
Outside Line Group Type	<ul style="list-style-type: none"><li>• CO</li><li>• ISDN-BRI</li></ul>
Name (ASCII)	The <b>Name (ASCII)</b> field is displayed on all Local Manager screens and reports when referring to this outside line group. This is a required field.

Button	Action
Continue	Continue to the next step in defining an outside line group.
Cancel	Cancel add or change.

## CO Outside Line Group

### Outside CO Line Group Details: General Tab

This screen enables you to configure general information about a CO outside line group.

Field	Description
<b>Name (ASCII)</b>	The <b>Name (ASCII)</b> field is displayed on all Local Manager screens and reports when referring to this outside line group. This is a required field.
<b>TAC</b>	Trunk access code. Select an access code from the available access codes in the drop-down list.
<b>Direction</b>	<ul style="list-style-type: none"> <li>• <b>Incoming</b> (to Distributed Office)</li> <li>• <b>Outgoing</b> (from Distributed Office)</li> <li>• <b>Two-way</b></li> </ul>
<b>Coverage Path</b>	Coverage path of the line. Select from defined coverage paths on the drop-down list.
<b>Owner's Extension</b>	Owner of the line.
<b>Port</b>	Port where lines are connected.

Button	Action
<b>Back to List</b>	Returns to the <a href="#">Outside Line Groups List</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

### Outside CO Line Group Details: Trunk Parameters Tab

This screen enables you to configure CO trunk parameters.

Field	Description
<b>Country</b>	This field selects the set of default values of items that fall under national usage standards (by country) such as Analog Ringing Cadence, Analog Line Transmission, 2-party loss plan, and terminal parameters for certain phones. Please see <a href="#">Automatic Settings Based on Country</a> for more information.
<b>Trunk-Type</b>	Determine the correct entry for this field by talking to your service provider. Usually, you should match what the central office provides. <ul style="list-style-type: none"> <li>• <b>loop-start</b></li> <li>• <b>ground-start</b></li> </ul>
<b>Outgoing Dial Type</b>	Determine the correct entry for this field by talking to your service provider. Usually, you should match what the central office provides. <ul style="list-style-type: none"> <li>• <b>automatic</b></li> <li>• <b>tone</b></li> <li>• <b>rotary</b></li> </ul>
<b>Receive Analog Incoming Call ID</b>	Format of incoming analog Call ID: <ul style="list-style-type: none"> <li>• <b>BellCore</b> BellCore protocol with 212 modem protocol tones. Used in the U.S. and similar countries.</li> <li>• <b>NTT</b> Used to collect ICLID information in Japan.</li> <li>• <b>Disabled</b> Stops the collection of ICLID information on analog trunks.</li> <li>• <b>V23-Bell</b> BellCore protocol with V.23 modem tones. Used in Bahrain and similar countries.</li> </ul>
<b>Per Call CPN Blocking Code</b>	The per call Calling Party Number blocking code expected by the line.
<b>Incoming Disconnect Supervision</b>	Check this option in the following cases: <ul style="list-style-type: none"> <li>• Allow trunk-to-trunk transfers involving trunks in this group.</li> <li>• If the far-end server/switch sends a release signal when the calling party releases an incoming call, and you want to make the far-end server/switch responsible for releasing the trunk.</li> </ul>



	<ul style="list-style-type: none"> <li>To enhance Network Call Redirection.</li> </ul> <p>Uncheck this option (default) in the following cases:</p> <ul style="list-style-type: none"> <li>If the far-end server/switch does not provide a release signal, if your hardware can't recognize a release signal, or if you prefer to use timers for disconnect supervision on incoming calls.</li> <li>To prevent trunk-to-trunk transfers involving trunks in this group.</li> </ul>
<p><b>Outgoing Disconnect Supervision</b></p>	<p>The entry in this field is crucial if you allow trunk-to-trunk transfers.</p> <p>Check this option (default) in the following cases:</p> <ul style="list-style-type: none"> <li>Allow trunk-to-trunk transfers involving trunks in this group.</li> <li>If the far-end sends a release signal when the called party releases a call on an outgoing call, and you want to make the far-end responsible for releasing the trunk. In this case, the <b>Answer Supervision Timeout</b> field must be 0 and the <b>Receive Answer Supervision</b> field must be checked.</li> <li>To enhance Network Call Redirection.</li> </ul> <p>Uncheck this option in the following cases:</p> <ul style="list-style-type: none"> <li>If the far-end server/switch does not provide a release signal, if your hardware can't recognize a release signal, or if you prefer to use timers for disconnect supervision on outgoing calls.</li> <li>To prevent trunk-to-trunk transfers involving trunks in this group.</li> </ul>
<p><b>Receive Answer Supervision</b></p>	<p>Check this option when answer supervision is expected from the far end. When unchecked, the <b>Answer Supervision Timeout</b> (on the <a href="#">Timers</a> tab) value generates an answer supervision signal. Default is unchecked.</p>
<p><b>Busy Tone Disconnect</b></p>	<p>Check to allow Distributed Office to recognize a busy tone signal as a disconnect on this trunk group.</p>
<p><b>Answer Supervision Timeout</b></p>	<p>When the <b>Receive Answer Supervision</b> field is unchecked, this field sets the answer supervision timer. Default is 10 seconds.</p> <p>During a cut-through operation, timing begins after each outgoing digit is sent and timing ceases after the far-end sends answer supervision. If the timer expires, the system acts as if it had received answer supervision. On senderized operation, the timer begins after the last digit collected is sent.</p>
<p><b>Trunk Termination</b></p>	<p>Adjusts the impedance of the trunk group for optimal transmission quality.</p> <ul style="list-style-type: none"> <li><b>rc</b></li> </ul>

	<p>Select this value when the distance to the central office or the media server or switch at the other end of the trunk is more than 3,000 feet. Default.</p> <ul style="list-style-type: none"><li>• <b>600 ohm</b> Select this value when the distance to the central office or the media server or switch at the other end of the trunk is less than 3,000 feet.</li></ul>
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Button	Action
Back to List	Returns to the <a href="#">Outside Line Groups List</a> screen without saving any changes.
Apply Changes	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

**Outside CO Line Group Details: Timers Tab**

This screen enables you to configure timing for an outside line group.

Field	Description
<b>Incoming Glare Guard</b>	The minimum interval that must elapse between a trunk's release from an incoming call and its seizure for an outgoing call. This field cannot be blank. This delay gives the far-end time to release all equipment after the trunk is released. The default is 1500 milliseconds.
<b>Ringing Monitor</b>	The minimum time the system requires to determine if a trunk disconnects. The field cannot be blank. If the ringing signal disappears for a duration longer than the time specified in this field, the system assumes the call has been disconnected. The default is 5200 milliseconds.
<b>Disconnect Timing</b>	The maximum time, in seconds, that the system will wait to receive answer supervision for outgoing calls on the ports controlled by firmware timers. Default 10 seconds.
<b>Outgoing Dial Guard</b>	The minimum interval between seizure acknowledgment of a trunk and the outpulsing of digits. This field cannot be blank. For trunks that do not provide seizure acknowledgment, the timer specifies the minimum time between seizure and the outpulsing of digits. Any digit the caller dials after they lift the receiver, but before the timer expires, is not outpulsed until the timer expires. The default is 1600 milliseconds.
<b>Outgoing Glare Guard</b>	The minimum interval that must elapse between a trunk's release from an outgoing call and its seizure for another outgoing call. This field cannot be blank. This delay gives the far-end time to release all equipment after the outgoing trunk is released. The default is 1500 milliseconds.
<b>Incoming Seizure</b>	The duration of the shortest incoming seizure signal the system can recognize. For ICLID, set this field to 120. The field cannot be blank. The default is 500 milliseconds.
<b>Outgoing Seizure Response</b>	The maximum interval that the system should wait after sending a seizure signal to receive seizure acknowledgment from the far-end. If the acknowledgment is not received in this time, a seizure failure response is uplinked. The default is 5 seconds.

Button	Action
<b>Back to List</b>	Returns to the <a href="#">Outside Line Groups List</a> screen without saving any changes.

**Apply Changes**

Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking **Home** (in the menu bar) or another entry under **Managed Objects**.

**Outside CO Line Group Details: Members Tab**

This screen displays a list of outside line group members including stations that have a line appearance and the optional owner. The information is set on the [General](#) tab.

Field	Description
Extension	Extension of the line owner.
Name	Name of the line owner.

Button	Action
Back to List	Returns to the <a href="#">Outside Line Groups List</a> screen without saving any changes.
Apply Changes	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

## BRI Outside Line Group

### BRI Outside Line Group Details: General Tab

This screen enables you to configure general information about a BRI outside line group.

Field	Description
<b>Name</b>	The <b>Name (ASCII)</b> field is displayed on all Local Manager screens and reports when referring to this outside line group. This is a required field.
<b>TAC</b>	Trunk access code. Select an access code from the available access codes in the drop-down list.
<b>Direction</b>	<ul style="list-style-type: none"><li>• <b>Incoming</b> (to Distributed Office)</li><li>• <b>Outgoing</b> (from Distributed Office)</li><li>• <b>Two-way</b></li></ul>
<b>Coverage Path</b>	Coverage path of the line.
<b>Owner's Extension</b>	Owner of the line.
<b>Port</b>	Port where lines are connected.

Button	Action
<b>Back to List</b>	Returns to the <a href="#">Outside Line Groups List</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

**BRI Outside Line Group Details: Trunk Parameters Tab**

This screen enables you to configure BRI trunk parameters.

Field	Description
Service Type	<ul style="list-style-type: none"> <li>• <b>public-ntwrk</b></li> <li>• <b>tie</b></li> </ul>
Supplementary Service Protocol	<p>Indicates which supplementary service protocol to use for services over this outside line group. Supplementary service protocols are mutually exclusive.</p> <ul style="list-style-type: none"> <li>• <b>a-national</b> - National service protocol.</li> <li>• <b>c-etsi</b> - ETSI public network.</li> </ul>
Send Connected Number	<p>Specifies if the connected party's number is sent on incoming or tandemed ISDN calls. Valid entries are y, n, or r (restricted). If y is entered, the ISDN Numbering - Public/Unknown Format screen is accessed to construct the actual number sent, or the ISDN Numbering-Private screen (based on the Numbering Format field) is used. If the value is r, the connected number is sent "presentation restricted." The Send Connected Number field must be set to y in order for the Calling Party Number of an incoming ISDN call to display at the transferred-to station after some transfer operations.</p> <ul style="list-style-type: none"> <li>• <b>y</b> - yes</li> <li>• <b>n</b> - no</li> <li>• <b>r</b> - restricted</li> </ul>
Send Name	<p>Specifies whether the calling/connected/called/busy party's administered name is sent to the network on outgoing/incoming calls. Valid entries are y, n, or r (restricted). The value r indicates that the calling/connected name will be sent, but will be marked "presentation restricted." The restricted value is valid only if the Supplementary Service Protocol field is <b>a-national</b>.</p> <ul style="list-style-type: none"> <li>• <b>y</b> - yes</li> <li>• <b>n</b> - no</li> <li>• <b>r</b> - restricted</li> </ul>
Send Calling Number	<p>Specifies whether the calling party's number is sent on outgoing or tandemed ISDN calls. Valid entries are y, n, or r (restricted). If y is entered, the ISDN Numbering - Public/Unknown Format screen is accessed to construct the actual number to be sent, or the ISDN Numbering-Private screen (based on the Numbering Format field) is used. If the value is r, the calling number is sent "presentation restricted."</p> <ul style="list-style-type: none"> <li>• <b>y</b> - yes</li> </ul>

	<ul style="list-style-type: none"> <li>• n - no</li> <li>• r - restricted</li> </ul>
<b>Codeset to Send Display</b>	<ul style="list-style-type: none"> <li>• 0-elsewhere</li> <li>• 6-US-Canada</li> <li>• 7-not used</li> </ul>
<b>Digit Handling (in/out)</b>	<p><b>Overlap</b> sends each digit as it is received. (Reception and transmission are overlapped.) <b>Enbloc</b> accumulates the entire group of digits and then transmits them as a block.</p> <ul style="list-style-type: none"> <li>• enbloc/enbloc</li> <li>• enbloc/overlap</li> </ul>
<b>Apply Local Ringback</b>	Check this option to provide a local ringback tone to the caller. The local ringback is removed when the call is connected.
<b>Suppress Pound Outpulsing</b>	Check this option to suppress "#" in cases where the system would normally outpulse it. This field should be checked when the Central Office (for example, rotary) or any other facility treats "#" as an error. Default is unchecked.
<b>Network Needs Connect Before Disconnect (Japan)</b>	Checked for Japan. Unchecked elsewhere.

<b>Button</b>	<b>Action</b>
<b>Back to List</b>	Returns to the <a href="#">Outside Line Groups List</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .



**BRI Outside Line Group Details: Members Tab**

This screen displays a list of outside line group members including stations that have a line appearance and the optional owner. The information is set on the [General](#) tab.

Field	Description
Extension	Extension of the line owner.
Name	Name of the line owner.

Button	Action
Back to List	Returns to the <a href="#">Outside Line Groups List</a> screen without saving any changes.
Apply Changes	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

## Incoming Called Number Manipulation

### Incoming Called Number Manipulation List

This screen displays a list of patterns for determining special treatment for incoming calls.

Column	Description
<b>Select</b>	Check multiple Incoming Called Number Manipulation entries to <b>Remove</b> at the same time.
<b>Trunk Group</b>	The name of the trunk group on which the call is received. Click on this field to open an <a href="#">Incoming Called Number Manipulation Details</a> screen for this trunk group.
<b>Incoming Called Number</b>	The leading digits received for an incoming call.
<b>Incoming Called Number Length</b>	The number of digits received for an incoming call. Blank, or 0 to 21 digits. Blank matches any length.
<b>Per Call CPN/BN</b>	This field applies only to ISDN trunk groups. It specifies when and how to request Calling Party Number (CPN) or Billing Number (BN) for calls of this type. <ul style="list-style-type: none"> <li>• <b>bn-only</b> - Billing number only is requested.</li> <li>• <b>bn-pref</b> - Billing number is preferred, but calling party number is accepted.</li> <li>• <b>cpn-only</b> - Calling party number only is requested.</li> <li>• <b>cpn-pref</b> - Calling party number is preferred, but billing number is accepted.</li> <li>• <b>none</b> - Neither calling party number nor billing number is requested.</li> </ul>
<b>Delete Digits</b>	Removes the indicated number of digits from the beginning of the dial string. <b>Delete Digits</b> and <b>Insert Digits</b> may be specified, or <b>Extension</b> , but not both.
<b>Insert Digits</b>	Inserts the indicated digits at the beginning of the dial string (after delete). <b>Delete Digits</b> and <b>Insert Digits</b> may be specified, or <b>Extension</b> , but not both.
<b>Extension</b>	A matching call goes directly to the indicated extension. <b>Delete Digits</b> and <b>Insert Digits</b> may be specified, or <b>Extension</b> , but not both.

Button/Link	Action
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<b>Add</b>	Opens a new <a href="#">Incoming Called Number Manipulation Details</a> screen for additional editing.
<b>Remove</b>	Deletes (with confirmation) all selected call handling treatments.
<b>&lt;Trunk Group&gt;</b>	Click on the <b>Trunk Group</b> field to open an <a href="#">Incoming Called Number Manipulation Details</a> screen for this trunk group.

### Accessing the Incoming Called Number Manipulation List Screen

In the [Navigation Pane](#):

**Configuration > Public Networking > Incoming Called Number Manipulation.**

### Adding an Incoming Called Number Manipulation

1. Navigate to the **Incoming Called Number Manipulation List: Configuration > Public Networking > Incoming Called Number Manipulation.**
2. Click **Add New** to open a blank [Incoming Called Number Manipulation Details](#) screen.
3. Enter the required information to define the match.
4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

### Editing an Incoming Called Number Manipulation

1. Navigate to the **Incoming Called Number Manipulation List: Configuration > Public Networking > Incoming Called Number Manipulation.**
2. Click the incoming call handling treatment you wish to edit.
3. In the [Incoming Called Number Manipulation Details](#) screen, change the information as necessary for the incoming call handling treatment.
4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

### Removing an Incoming Called Number Manipulation

1. Navigate to the **Incoming Called Number Manipulation List: Configuration > Public Networking > Incoming Called Number Manipulation.**
2. Check the **Select** box at the beginning of each incoming call handling treatment to be deleted. (You can delete multiple incoming call handling treatments in one step.)
3. Click **Remove**. A **Confirm Deletion** message box displays.
4. Click **Confirm** to delete the incoming call handling treatment(s) or click **Back to List** to cancel the deletion and return to the **Incoming Called Number Manipulation List**.
5. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

## Incoming Called Number Manipulation Details

This screen enables you to configure a pattern for special treatment numbers.

Field	Description
Trunk Group	The name of the trunk group on which the call is received. You can also select an option to apply the entry on All Overlapped Trunk Groups.
Called Number	The dialed number.
Per Call CPN\BN	<p>This field applies only to ISDN trunk groups. It specifies when and how to request Calling Party Number (CPN) or Billing Number (BN) for calls of this type. Leave blank when connected to another media server or switch, or when connected to a public network outside North America.</p> <p>Within North America, leave blank when connected to a public network that does not permit customer equipment to request CPN or BN for individual incoming calls.</p> <ul style="list-style-type: none"> <li>• <b>bn-only</b> - Billing number only.</li> <li>• <b>bn-pref</b> - Billing number preferred, but calling party number accepted.</li> <li>• <b>cpn-only</b> - Calling party number only.</li> <li>• <b>cpn-pref</b> - Calling party number preferred, but billing number accepted.</li> <li>• <b>none</b> - Neither calling party number or billing number requested.</li> </ul>
Called Number Length	The number of digits dialed.
<Option Buttons>	<ul style="list-style-type: none"> <li>• <b>Digits</b> - Enables <b># of Digits to Delete</b> and <b>Digits to Insert</b>.</li> <li>• <b>Extension</b> - Enables <b>Extension</b> drop-down.</li> </ul>
# of Digits to Delete	Removes the indicated number of digits from the beginning of the dial string. <b># of Digits to Delete</b> and <b>Digits to Insert</b> may be specified, or <b>Extension</b> , but not both.
Digits to Insert	Inserts the indicated digits at the beginning of the dial string. <b># of Digits to Delete</b> and <b>Digits to Insert</b> may be specified, or <b>Extension</b> , but not both.
<extensions>	A matching call goes directly to the indicated extension. <b># of Digits to Delete</b> and <b>Digits to Insert</b> may be specified, or <b>Extension</b> , but not both.

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Button	Action
<b>Back to List</b>	Returns to the <a href="#">Incoming Called Number Manipulation List</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

## Outgoing Calling Number Manipulation

### Outgoing Calling Number Manipulation List

This screen displays a list of patterns for creating the outgoing calling number based on the extension leading digits and the trunk group.

Column	Description
<b>Select</b>	Check multiple Outgoing Calling Number Manipulation entries to <b>Remove</b> at the same time.
<b>Extension Leading Digits</b>	The pattern of extension leading digits to match. Click on this field to open an <a href="#">Outgoing Calling Number Manipulation Details</a> screen for this pattern.
<b>Trunk Group</b>	The trunk group on which the call will be placed.
<b>Digits to Prefix to Form Calling Party Number (CPN)</b>	Digits to prepend to the extension number to form the calling party number.
<b>Total CPN Length</b>	The length of the CPN to be sent on this trunk group.

Button/Link	Action
<b>Add</b>	Opens a new <a href="#">Outgoing Calling Number Manipulation Details</a> screen for additional editing.
<b>Remove</b>	Deletes (with confirmation) all selected call handling treatments.
<b>&lt;Extension Leading Digits&gt;</b>	Click on the <b>Extension Leading Digits</b> field to open an <a href="#">Outgoing Calling Number Manipulation Details</a> screen for this pattern.

#### Accessing the Outgoing Calling Number Manipulation List Screen

In the [Navigation Pane](#):

**Configuration > Public Networking > Outgoing Calling Number Manipulation.**

#### Adding an Outgoing Calling Number Manipulation

1. Navigate to the **Outgoing Calling Number Manipulation List: Configuration > Public Networking > Outgoing Calling Number Manipulation.**
2. Click **Add New** to open a blank [Outgoing Calling Number Manipulation Details](#) screen.
3. Enter the required information to define the match.

4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

#### **Editing an Outgoing Calling Number Manipulation**

1. Navigate to the **Outgoing Calling Number Manipulation List: Configuration > Public Networking > Outgoing Calling Number Manipulation**.
2. Click the incoming call handling treatment you wish to edit.
3. In the [Outgoing Calling Number Manipulation Details](#) screen, change the information as necessary for the incoming call handling treatment.
4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

#### **Removing an Outgoing Calling Number Manipulation**

1. Navigate to the **Outgoing Calling Number Manipulation List: Configuration > Public Networking > Outgoing Calling Number Manipulation**.
2. Check the **Select** box at the beginning of each incoming call handling treatment to be deleted. (You can delete multiple incoming call handling treatments in one step.)
3. Click **Remove**. A **Confirm Deletion** message box displays.
4. Click **Confirm** to delete the incoming call handling treatment(s) or click **Back to List** to cancel the deletion and return to the **Outgoing Calling Number Manipulation List**.
5. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

## Outgoing Calling Number Manipulation Details

This screen enables you to configure a pattern for special treatment numbers.

Field	Description
Extension Leading Digits	The pattern of extension leading digits to match.
Trunk Group	The trunk group on which the call will be placed.
Digits to Prefix to Form Calling Party Number (CPN)	Digits to prepend to the extension number to form the calling party number.
Total CPN Length	The length of the CPN to be sent on this trunk group.

Button	Action
Back to List	Returns to the <a href="#">Outgoing Calling Number Manipulation List</a> screen without saving any changes.
Apply Changes	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .



## Route Patterns

### Route Patterns List

This screen displays a list of route patterns which are selected based on automatic route selection matches. Each route pattern selects one or more trunk groups in specified order for placing calls.

Column	Description
<b>Select</b>	Check multiple route pattern entries to <b>Remove</b> at the same time.
<b>Pattern Number</b>	Displays the route pattern number (1-20).
<b>Name</b>	Displays the name administered in the <b>Pattern Name</b> field on the <a href="#">Route Pattern Details</a> screen, for this route pattern. Click on the <b>Name</b> field to open a <a href="#">Route Pattern Details</a> screen for this pattern.
<b>Routing Order</b>	A list of trunk groups in the order they will be selected for placing a call when user dialed digits match an automatic route selection pattern that references this route pattern.

Button/Link	Action
<b>Add New Route Pattern</b>	Opens a new <a href="#">Route Pattern Details</a> screen for additional editing.
<b>Remove Route Pattern</b>	Deletes (with confirmation) all selected call handling treatments.
<b>&lt;Name&gt;</b>	Click on the <b>Name</b> field to open a <a href="#">Route Pattern Details</a> screen for this pattern.

### Accessing the Route Pattern List Screen

In the [Navigation Pane](#):

**Configuration > Public Networking > Route Patterns.**

### Adding a Route Pattern

1. Navigate to the **Route Patterns: Configuration > Public Networking > Route Patterns.**
2. Click **Add New Route Pattern** to open a blank [Route Pattern Details](#) screen.
3. Enter the required information to define the route pattern.
4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

### Editing a Route Pattern


1. Navigate to the **Route Patterns List: Configuration > Public Networking > Route Patterns**.
2. Click the **Name** field of the route pattern you wish to edit.
3. In the [Route Pattern Details](#) screen, change the information as necessary.
4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

### Removing a Route Pattern

1. Navigate to the **Route Patterns List: Configuration > Public Networking > Route Patterns**.
2. Check the **Select** box at the beginning of each route pattern to be deleted. (You can delete multiple route patterns in one step.)
3. Click **Remove**. A **Confirm Deletion** message box displays.
4. Click **Confirm** to delete the route pattern(s) or click **Back to List** to cancel the deletion and return to the **Route Patterns List**.
5. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

## Route Pattern Details

This screen enables you to configure a route pattern.

Field	Description
<b>Pattern Number</b>	Select the pattern number for the route pattern. When adding a new route pattern, this field is set to the first available number, but can be changed by selecting another available number from the drop-down list. When editing, this is a read-only field.
<b>Pattern Name</b>	The <b>Pattern Name</b> field is displayed on all Local Manager screens and reports when referring to this route pattern.  This is a required field.
<b>Order</b>	Specify the order in which the trunk groups are to be selected. There can be up to 16 trunk groups in a routing pattern.
<b>Trunk Group</b>	The name of the trunk group on which the call is to be placed.
<b># Digits to Delete</b>	Removes the indicated number of digits from the beginning of the dial string. <b># of Digits to Delete</b> and <b>Digits to Insert</b> may both be specified.
<b>Digits to Insert</b>	<p>Inserts the indicated digits at the beginning of the dial string (after delete). <b># of Digits to Delete</b> and <b>Digits to Insert</b> may both be specified.</p> <ul style="list-style-type: none"> <li>• * - If the outgoing trunk is <b>Signaling Type=mf</b>, the MFC tone for "end-of-digits" is sent in place of the *.</li> <li>• # - If the outgoing trunk is <b>Signaling Type=mf</b>, the MFC tone for "end-of-digits" is sent in place of the #.</li> <li>• , (comma) - Creates a 1.5 second pause between digits.</li> </ul> <p> <b>Note:</b></p> <p>Do not use as the first character in the string unless absolutely necessary. Misuse can result in come calls, such as <b>Abbreviated Dialing</b> or <b>Last Number Dialed</b>, not completing.</p> <ul style="list-style-type: none"> <li>• w - Wait for dial tone up to the <b>Off Premises Tone Detection Timer</b> and then send digits or intercept tone.</li> <li>• % - Start end-to-end signaling.</li> <li>• ! - Wait for dial tone without timeout and then send DTMF digits.</li> <li>• &amp; - Wait for ANI</li> </ul>


- p - for SIP trunk groups only. The "p" is translated to a "+" and sent at the beginning of the digit string.

Button	Action
Back to List	Returns to the <a href="#">Route Patterns List</a> screen without saving any changes.
Apply Changes	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

## Automatic Route Selection

### Automatic Route Selection List

This screen enables you to configure automatic routing based on user dialed digit strings.

Column	Displays
<error>	Leftmost column displays  when a row is in error. Mouse over to see detailed error message.
<b>Dialed String</b>	The predefined string to be matched by user-dialed numbers.
<b>Min</b>	The minimum number of user-dialed digits to collect to match to the dialed string.
<b>Max</b>	The maximum number of user-dialed digits to collect to match to the dialed string.
<b>Route Pattern</b>	The name of the Route Pattern to use. Route patterns must be defined on the <a href="#">Route Patterns List</a> screen. <ul style="list-style-type: none"> <li>• <b>Predefined "Default Public route."</b></li> <li>• User defined <b>Routes</b>.</li> <li>• <b>deny</b>.</li> </ul>
<b>Call Type</b>	The type of call. Selections include: <ul style="list-style-type: none"> <li>• deny</li> <li>• local</li> <li>• public</li> <li>• emergency</li> <li>• crisis-alert</li> </ul>
<b>Toll</b>	Select this checkbox to allow toll calls. (Call record will also contain a toll analysis record.)
<b>Allow Calls for All</b>	Select this checkbox to allow dialing by a No-privileged user.

Button	Action
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .
<b>Add New</b>	Adds a blank line to the <b>Automatic Route Selection List</b> for

	a new entry.
<b>Remove</b>	Deletes (with confirmation) all selected <b>Automatic Route Selection</b> entries.
<b>Duplicate</b>	Duplicates the selected <b>Automatic Route Selection</b> entry at the end of the list.
<b>Export CSV</b>	Exports the <b>Automatic Route Selection List</b> as a CSV (Excel) file.
<b>Import CSV</b>	Imports the <b>Automatic Route Selection List</b> from a CSV (Excel) file.

### Accessing the Automatic Route Selection List Screen

In the [Navigation Pane](#):

**Configuration > Public Networking > Automatic Routing Selection.**

## CAMA Numbering

### CAMA Numbering List

This screen displays a list of CAMA Numbering entries.

Column	Description
<b>Select</b>	Check multiple CAMA numbering entries to <b>Remove</b> at the same time.
<b>Extension Length</b>	Displays the number of digits in the extension. 1 to 13 or blank.
<b>Extension Leading Digits</b>	Displays the leading digits or all of the digits in the extension for the specified CESID. If the extension length is greater than the number of digits in the extension code, the extension leading digits will be interpreted as a block of digits. For example, if the extension length is 4 and the extension leading digits is 11, the CESID will serve extensions 1100 through 1199.
<b>CES ID</b>	Displays the number that will be used to identify the calling terminal during an emergency call over CAMA trunks. This field can represent a prefix to an extension or the entire CESID. 1 to 11 digits or blank.
<b>Total Length</b>	Displays the total number of digits to send. 1 to 16 digits or blank.

Button	Action
<b>Add New</b>	Opens the <b>Add CAMA Numbering Details</b> entry screen for additional editing.
<b>Remove</b>	Deletes (with confirmation) all selected CAMA numbering detail entries..

#### Accessing the CAMA Numbering List Screen

In the [Navigation Pane](#):

**Configuration > Public Networking > CAMA.**

#### Adding a CAMA Numbering Detail Entry

1. Navigate to the **CAMA Numbering List: Managed Objects > Configuration > Telephony > Public Networking > CAMA.**

2. Click **Add New** to open the **CAMA Numbering Details** screen.
3. Fill in the appropriate information for the CAMA numbering details entry.
4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

#### **Editing a CAMA Numbering Detail Entry**

1. Navigate to the **CAMA Numbering List: Managed Objects > Configuration > Telephony > Public Networking > CAMA**.
2. Click the row of the **CAMA Numbering Details** entry you wish to edit.
3. In the **CAMA Numbering Details** screen, change the information as necessary for the CAMA numbering details entry.
4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

#### **Removing a CAMA Numbering Detail Entry**

1. Navigate to the **CAMA Numbering List: Managed Objects > Configuration > Telephony > Public Networking > CAMA**.
2. Check the **Select** box at the beginning of each CAMA numbering details entry to be deleted. (You can delete multiple CAMA numbering details entry in one step.)
3. Click **Remove**. A **Confirm Deletion** message box displays.
4. Click **Confirm** to delete the CAMA numbering details entry(s) or click **Back to List** to cancel the deletion and return to the **CAMA Numbering List**.
5. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.



## CAMA Numbering Details

This screen enables you to configure a pattern for CAMA Numbering.

Column	Description
Extension Length	Enter the number of digits in the extension. 1 to 13 or blank.
Extension Leading Digits	Enter the leading digits or all of the digits in the extension for the specified CESID. If the extension length is greater than the number of digits in the extension code, the extension leading digits will be interpreted as a block of digits. For example, if the extension length is 4 and the extension leading digits is 11, the CESID will serve extensions 1100 through 1199.
CES ID	Enter the number that will be used to identify the calling terminal during an emergency call over CAMA trunks. This field can represent a prefix to an extension or the entire CESID. 1 to 11 digits or blank.
Total Length	Enter the total number of digits to send. 1 to 16 digits or blank.

Button	Action
Back to List	Returns to the <a href="#">CAMA Numbering List</a> screen without saving any changes.
Apply Changes	Saves the changes made so far.

## Multi-Frequency Signaling

### Multi-Frequency Signaling - General Tab

This screen enables you to configure multi-frequency signaling.

Field	Displays
<b>General Parameters</b>	
<b>Maximum Resend Requests</b>	<p>Maximum retries. From 1, by 1, to 99.</p> <p>The threshold number of resend type MFC signals Distributed Office accepts during an outgoing call.</p> <p>Special values:</p> <ul style="list-style-type: none"> <li>• <b>1</b> - The call is dropped if one resend signal is received.</li> <li>• <b>blank</b> - An unlimited number of resend requests is allowed.</li> </ul>
<b>Received Signal Gain (dB)</b>	<p>Received signal gain. From -15, by 3, to 3.</p> <p>The loss pr gain when the MFC port listens to the trunk port. Distributed Office listens with a range of -5 to -35 and this value moves the range (for example, a value of -5 provides a range of -10 to -40).</p>
<b>Address Digits Include End-of-digits Signal</b>	<p>Check this box to indicate that an outgoing forward Group I end-of-digit signal is always sent after completion of address digits upon request from the Central Office for outgoing calls.</p>
<b>Request Call Category at Start of Call</b>	<p>Check this box to indicate that the Send-ANI backward signal requesting the caller-category information will be sequenced differently in the MFC signaling flow. The Caller-category Request backward signal is disjointed from the ANI request.</p> <p>When checked, the Send-ANI backward signal corresponds exclusively to the caller-category request. In response to this signal, Distributed Office sends a forward signal containing the caller-category information on outgoing calls. On incoming calls, Distributed Office sends the Send-ANI backward signal upon receipt of the first address signal.</p>
<b>Enable Incoming MF Signaling Intercept Treatment</b>	<p>When checked, send the group B signal for the intercept to the CO and play intercept tone on the trunk.</p> <p>When cleared, use normal intercept treatment.</p>
<b>ANI Parameters</b>	
<b>Default ANI</b>	<ul style="list-style-type: none"> <li>• <b>2 to 15 digits</b> - Enter the PBX identification number that is sent to the CO when ANI is requested (by the CO) on a particular call but is not available, such as on tandem tie trunk calls.</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>blank</b> - Use tandeming. If this field is blank, you must enter a value in the ANI-Not-Available field.</li> </ul>
<b>ANI Prefix</b>	Enter the prefix to apply to an extension when ANI is sent to the CO. 1 to 6 digits or blank.
<b>Truncate Station Number in ANI</b>	<p>This field defines the side of the extension number from which to truncate when station ANI is sent to the CO and the combined length of the ANI prefix and extension number is greater than Number of Outgoing ANI Digits. The ANI prefix is not truncated. There is no effect if Default ANI is sent.</p> <ul style="list-style-type: none"> <li>• <b>At the Beginning</b></li> <li>• <b>At the End</b></li> <li>• <b>No</b></li> </ul>
<b>ANI Source for Forwarded and Covered Calls</b>	<ul style="list-style-type: none"> <li>• <b>Caller</b> Send the calling party's ANI when calls are redirected.</li> <li>• <b>Forwarder</b> Send the forwarding party's ANI when calls are redirected.</li> </ul>

Button	Action
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

### Accessing the Multi-Frequency Signaling Screen

In the [Navigation Pane](#):

**Configuration > Public Networking > Multi-Frequency Signaling..**

## Multi-Frequency Signaling - Incoming Tab

This screen enables you to configure incoming multi-frequency signaling.

Field	Displays
<b>Group II Parameters</b>	
<b>Incoming Call type</b>	<p>This field defines the signal type that a CO uses to place an incoming call to the server.</p> <ul style="list-style-type: none"> <li>• <b>group-ii-mfc</b> needs entries for all group-I, group-II, group-A, and group-B signal types.</li> <li>• <b>non-group-ii-mfc</b> needs entries for only group-I and group-A signal types.</li> </ul>
<b>Next ANI Digit Incoming</b>	<p>Enter a value to determine whether the Next ANI Digit signal will be the same as the "send-ani" signal or the "next-digit" signal or another signal defined as "next_ani_digit."</p> <ul style="list-style-type: none"> <li>• <b>next-ani-digit</b></li> <li>• <b>next-digit</b></li> <li>• <b>send-ani</b></li> </ul>
<b>Request Incoming ANI (non-AAR/ARS)</b>	<p>This check box only applies if the incoming call via the R2-MFC trunk is terminating to a local station on this Distributed Office system.</p> <p>Check this box when ANI should be requested on incoming R2-MFC calls.</p>
<b>Do Not Send Group B Signals to CO</b>	<p>This check box allows completion of a call without Group-B signals.</p> <ul style="list-style-type: none"> <li>• When checked, do not send Group-B signals to complete an incoming call.</li> <li>• When cleared, send Group-B signals to complete an incoming call.</li> </ul>
<b>Request CPN at Start of Call</b>	<p>When checked, indicates that the Send-ANI backward signal requesting for the caller-category information will be sequenced differently in the MFC signaling flow. The Caller-category Request backward signal is disjointed from the ANI request.</p> <p>When checked, the Send-ANI backward signal corresponds exclusively to the caller-category request. In response to this signal, Distributed Office sends a forward signal containing the caller-category information on outgoing calls. On incoming calls, Distributed Office sends the Send-ANI backward signal upon receipt of the first address signal.</p>
<b>ANI Parameters</b>	
<b>Incoming ANI</b>	From 1, by 1, to 15.

<b>Available</b>	Enter the number of the signal to be used for incoming ANI-Available.
<b>Incoming ANI Not Available</b>	From 1, by 1, to 15. Enter the number of the signal to be used for incoming ANI-not-Available. Distributed Office outputs the End-of-Dial backward signal when the ANI-Not-Available forward signal is received on incoming calls.
<b>Number of Incoming ANI Digits</b>	From 0, by 1, to 15. Enter the number of ANI digits for incoming MFC calls.

<b>Button</b>	<b>Action</b>
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

## Multi-Frequency Signaling - Outgoing Tab

This screen enables you to configure multi-frequency signaling.

Field	Displays
<b>Group II Parameters</b>	
<b>Outgoing Call Type</b>	<p>This field defines the signal type that the PBX uses to place an outgoing call into a CO.</p> <ul style="list-style-type: none"> <li>• <b>none</b></li> <li>• <b>group-ii-mfc</b> needs entries for all group-I, group-II group-A, and group-B signal types.</li> </ul>
<b>Next ANI Digit Outgoing</b>	<p>Enter a value to determine whether the Next ANI Digit signal will be the same as the "send-ani" signal or the "next-digit" signal or another signal defined as "next_ani_digit."</p> <ul style="list-style-type: none"> <li>• <b>next-ani-digit</b></li> <li>• <b>next-digit</b></li> <li>• <b>send-ani</b></li> </ul>
<b>Group II Called Party Category</b>	<p>Enter the type of group II signals that should be used on outgoing R2-MFC calls.</p> <ul style="list-style-type: none"> <li>• <b>call-type</b> The dialed digits determine the type of group II signal that the server sends.</li> <li>• <b>user-type</b> The type of telephone making the call determines the type of group II signal that the server sends (normal = ordinary telephone set, attendant = auto-attendant, data-call = data endpoints).</li> </ul>
<b>MF Signaling Intercept Treatment Outgoing</b>	<ul style="list-style-type: none"> <li>• <b>announcement</b> Plays a recorded announcement for outgoing calls that cannot be completed as dialed. You select and record the message. Enter the extension number for the announcement in the associated field.</li> <li>• <b>tone</b> Plays intercept tone for outgoing calls that cannot be completed as dialed.</li> </ul>
<b>Next ANI Digit Outgoing</b>	<p>Enter a value to determine whether the Next ANI Digit signal will be the same as the "send-ani" signal or the "next-digit" signal or another signal defined as "next_ani_digit."</p> <ul style="list-style-type: none"> <li>• <b>next-ani-digit</b></li> <li>• <b>next-digit</b></li> <li>• <b>send-ani</b></li> </ul>

<b>Outgoing Forward Signal Present Timer (sec)</b>	<p>From 1 second, by 1 second, to 255 seconds. Default 30 seconds.</p> <p>Enter the maximum number of seconds to elapse between signals on a call. This timer runs when MFC tones are being sent or received on an outgoing call. The timer starts (and restarts) when Distributed Office begins sending a forward signal and stops when Distributed Office receives the backward signal.</p>
<b>Outgoing Forward Signal Absent Timer (sec)</b>	<p>From 11 seconds, by 1 second, to 255 seconds. Default 30 seconds.</p> <p>Enter the maximum number of seconds to elapse between forward signals on outgoing calls. The timer starts (and restarts) when a forward tone is taken off the link and it stops when the next forward tone is applied to the link.</p>
<b>Collect All Digits Before Seizure</b>	<p>When checked, the system collects all the digits before seizing the trunk and the ANI Req field on the AAR and ARS Digit Conversion Table does not apply.</p> <p>When cleared, ANI collection is controlled via the ARS screens.</p>
<b>Enable Overlap Sending on Link-to-Link Tandem Calls</b>	<p>When checked, Distributed Office sends and receives digits one digit at a time instead of enbloc.</p> <p>When cleared (enbloc), digits are not sent until the entire group of digits is received.</p>

**ANI Parameters**

<b>Outgoing ANI Available</b>	<p>From 1, by 1, to 15.</p> <p>Enter the number of the signal to be used for outgoing ANI-Available.</p>
<b>Outgoing ANI Not Available</b>	<p>From 1, by 1, to 15.</p> <p>Enter the number of the signal to be used for outgoing ANI-not-Available. Distributed Office outputs the ANI-Not-Available forward signal to the CO on outgoing calls where ANI is not possible.</p>
<b>Number of Outgoing ANI Digits</b>	<p>From 0, by 1, to 15.</p> <p>Enter the number of ANI digits for outgoing MFC calls.</p>

<b>Button</b>	<b>Action</b>
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

## Multi-Frequency Signaling - Incoming Signal Tab

This screen enables you to configure multi-frequency signaling types.

Field	Displays
<b>Incoming Forward Signal Types (Tones from CO)</b>	
<b>ID</b>	Group I has five signal types numbered 11 through 15. The meaning of each signal is defined by the selection from the corresponding drop-down list.
<b>Group I Signal Type</b>	<p>Group I signal types can be:</p> <ul style="list-style-type: none"> <li>• <b>ani-avail</b> If this signal is defined and ANI is requested on outgoing R2-MFC calls, ANI is sent to the CO before ANI caller digits are sent. This signal is sent after the ANI caller category signal.</li> <li>• <b>ani-not-avail</b> Distributed Office sends this signal to the CO when it receives an ANI request and the caller's number is not available.</li> <li>• <b>drop</b> When this signal is received from the CO, Distributed Office starts the disconnect sequence and drops the call.</li> <li>• <b>end-of-ani</b> This signal is used on DOD and DID calls. Distributed Office sends this signal to indicate the end-of-ANI digits when ANI digits are sent to the CO.</li> <li>• <b>end-of-dial</b> This signal is used when open numbering is used on DID calls. The CO sends this signal to indicate the end-of-dial digits and Distributed Office responds with a request for a group II signal.</li> <li>• <b>ignored</b> If this signal is received from the CO, Distributed Office sends a corresponding signal (A.1, and so on) but no action is taken in the response and it is not counted as a digit. In Belgium , this signal is not acknowledged.</li> <li>• <b>maint-call</b> The CO sends a signal to indicate that a call is a maintenance call and Distributed Office prepares the special maintenance call sequences for the CO.</li> <li>• <b>send-congest</b> When Distributed Office receives this signal from the CO on a DID call, it returns a congestion signal (group A), in compel (not pulse) mode, to the CO.</li> </ul>
<b>ID</b>	Group I has eight signal types numbered 1 through 8. The meaning of each signal is defined by the selection from the corresponding drop-down list.
<b>Group II Signal</b>	Group II signal types can be:



<p><b>Type</b></p>	<ul style="list-style-type: none"> <li>• <b>attendant</b> If Distributed Office receives this signal on DID calls, the call terminates to busy tone. On DOD calls, this signal is sent to the CO if the CO requests calling-category information and the originating extension is an attendant. This signal is used on both DID and DOD calls.</li> <li>• <b>busy-rt-attd</b> If Distributed Office receives this signal on DID calls, the call terminates to busy tone.</li> <li>• <b>data-call</b> This signal is treated the same as the data-verify signal except that it does not require a terminating extension to be a data extension.</li> <li>• <b>data-verify</b> If Distributed Office receives this signal on DID calls and the terminating extension is not a data extension, it sends intercept treatment. On DOD calls, this signal is sent to the CO if the CO requests calling-category information and the originating extension is a data extension. This signal is used on both DID and DOD calls.</li> <li>• <b>drop</b> When this signal is received from the CO, Distributed Office starts the disconnect sequence and drops the call.</li> <li>• <b>normal</b> This signal indicates that the caller is a normal subscriber. If it is received on a DID call, the call is terminated at the called extension. For an outgoing MF signaling call that uses group II signaling, this signal is sent to the CO when the CO requests calling-category information and the originating extension is a station. This signal is used in both DID and DOD calls.</li> <li>• <b>send-intercept</b> If Distributed Office receives this signal from the CO on a DID call, it returns group B intercept signal to the CO.</li> </ul>
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<b>Incoming Backward Signal Types (Tones to CO)</b>	
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<p><b>ID</b></p>	<p>Group A has six signal types. The signal number and the meaning of each signal is defined by the selection from the corresponding drop-down lists.</p>
<p><b>Group A Signal Type</b></p>	<p>Group A signal types can be:</p> <ul style="list-style-type: none"> <li>• <b>congestion</b> The CO sends this signal to indicate that it is experiencing network congestion. When Distributed Office receives this signal on DOD calls, it drops the trunk and plays reorder tone to the calling party. This signal is used on DOD calls.</li> <li>• <b>end-of-dial</b> This signal is sent to indicate the end of the address digit string. For MF group II calls, this signal requests a group II signal and switches the sender over to the group B signaling mode. This signal is used on both DID and DOD calls.</li> <li>• <b>intercept</b></li> </ul>

	<p>The CO sends this signal to indicate the call has been terminated to an invalid destination. When Distributed Office receives this signal on DOD calls, it drops the trunk and plays intercept tone to the calling party. This signal is used on DOD calls.</p> <ul style="list-style-type: none"> <li>• <b>next-ani-digit</b> Distributed Office sends this signal to request the next ANI digit. This signal is used on DID and DOD calls.</li> <li>• <b>next-digit</b> Distributed Office sends this signal to request the next digit. This signal is used on both DID and DOD calls.</li> <li>• <b>send-ani</b> The CO sends this signal to request calling-party category and sends additional signals to request ANI digits. This signal is sent to the CO when Distributed Office requests ANI digits on DID calls. This signal is used on both DOD and DID calls.</li> <li>• <b>setup-sppath</b> The CO sends this signal to Distributed Office to set up a speech path. This signal is used on DOD calls and on DID calls.</li> </ul>
<p><b>ID</b></p>	<p>Group B has seven signal types. The signal number and the meaning of each signal is defined by the selection from the corresponding drop-down lists.</p>
<p><b>Group B Signal Type</b></p>	<p>Group B signal types can be:</p> <ul style="list-style-type: none"> <li>• <b>busy</b> This signal is sent to indicate that the called party is busy. On DID calls, the signal is sent to the CO if there is no coverage point to terminate the call. If Distributed Office receives this signal on DOD calls, it plays busy tone to the calling party and drops the trunk.</li> <li>• <b>congestion</b> This signal is sent to indicate that the system is congested and the call cannot be terminated successfully. On DID calls, the signal is sent to the CO to indicate that a resource is not available. On DOD calls, if Distributed Office receives this signal, reorder tone is played to the calling party and the trunk is dropped.</li> <li>• <b>free</b> This signal indicates that the called party is idle. On DID calls, the signal is sent to the CO to indicate that the called party is idle and the call is terminated successfully. If Distributed Office receives this signal on DOD calls, it connects the trunk to the calling party.</li> <li>• <b>intercept</b> This signal indicates that the called party number is not in service or is not correct. On DID calls, if intercept treatment is set to provide a tone, tone is sent to the CO to indicate that the called number is not valid. If Distributed Office receives the signal on DOD calls, it plays intercept tone to the calling party and drops the trunk.</li> </ul>

<b>Button</b>	<b>Action</b>
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

## Multi-Frequency Signaling - Outgoing Signal Tab

This screen enables you to configure multi-frequency signaling.

Field	Displays
<b>Outgoing Forward Signal Types (tones to CO)</b>	
<b>ID</b>	Group I has two signal types. The signal number and the meaning of each signal is defined by the selection from the corresponding drop-down lists.
<b>Group I Signal Type</b>	<p>Group I signal types can be:</p> <ul style="list-style-type: none"> <li>• <b>ani-avail</b> If this signal is defined and ANI is requested on outgoing R2-MFC calls, ANI is sent to the CO before ANI caller digits are sent. This signal is sent after the ANI caller category signal.</li> <li>• <b>ani-not-avail</b> Distributed Office sends this signal to the CO when it receives an ANI request and the caller's number is not available.</li> <li>• <b>end-of-ani</b> This signal is used on DOD and DID calls. Distributed Office sends this signal to indicate the end-of-ANI digits when ANI digits are sent to the CO.</li> <li>• <b>end-of-digits</b> This signal is sent by the originating Distributed Office server that makes outgoing calls, sends digits, and receives a next-digit group A signal from the destination server or switch when there are no more digits to be sent. This signal is also sent when Distributed Office does not have end-of-ani assigned, makes an outgoing call, sends ANI, and receives a call-info-ani group A signal from the destination end when there are no more ANI digits to be sent. If both end-of-digits and end-of-ani are assigned, Distributed Office uses end-of-ani after it sends the last ANI digit and end-of-digits after sending the last called-number digit.</li> </ul>
<b>ID</b>	Group II has six signal types. The signal number and the meaning of each signal is defined by the selection from the corresponding drop-down lists.
<b>Group II Signal Type</b>	<p>Group II signal types can be:</p> <ul style="list-style-type: none"> <li>• <b>attendant</b> If Distributed Office receives this signal on DID calls, the call terminates to busy tone. On DOD calls, this signal is sent to the CO if the CO requests calling-category information and the originating extension is an attendant. This signal is used on both DID and DOD calls.</li> <li>• <b>data-call</b> This signal is treated the same as the data-verify signal except that it does not require a terminating extension to be a data</li> </ul>

	<p>extension.</p> <ul style="list-style-type: none"> <li>• <b>normal</b> This signal indicates that the caller is a normal subscriber. If it is received on a DID call, the call is terminated at the called extension. For an outgoing MF signaling call that uses group II signaling, this signal is sent to the CO when the CO requests calling-category information and the originating extension is a station. This signal is used in both DID and DOD calls.</li> </ul>
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<b>Outgoing Backward Signal Types (tones from CO)</b>
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<b>ID</b>	Group A has ten signal types numbered 1 through 10. The meaning of each signal is defined by the selection from the corresponding drop-down list.
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<b>Group A Signal Type</b>	<p>Group A signal types can be:</p> <ul style="list-style-type: none"> <li>• <b>busy</b> This signal is sent to indicate that the called party is busy. On DID calls, the signal is sent to the CO if there is no coverage point to terminate the call. If Distributed Office receives this signal on DOD calls, it plays busy tone to the calling party and drops the trunk.</li> <li>• <b>congestion</b> The CO sends this signal to indicate that it is experiencing network congestion. When Distributed Office receives this signal on DOD calls, it drops the trunk and plays reorder tone to the calling party. This signal is used on DOD calls.</li> <li>• <b>drop</b> When this signal is received from the CO, Distributed Office starts the disconnect sequence and drops the call.</li> <li>• <b>end-of-dial</b> This signal is sent to indicate the end of the address digit string. For MF group II calls, this signal requests a group II signal and switches the sender over to the group B signaling mode. This signal is used on both DID and DOD calls.</li> <li>• <b>intercept</b> The CO sends this signal to indicate the call has been terminated to an invalid destination. When Distributed Office receives this signal on DOD calls, it drops the trunk and plays intercept tone to the calling party. This signal is used on DOD calls.</li> <li>• <b>last-2-digits</b> Distributed Office sends this signal to adjust the outpulsing pointer so that the last 3 digits can be resent. This signal is used on DOD calls.</li> <li>• <b>last-3-digits</b> Distributed Office sends this signal to adjust the outpulsing pointer so that the last 4 digits can be resent. This signal is used on DOD calls.</li> <li>• <b>last-digit</b> Distributed Office sends this signal to adjust the outpulsing pointer so that the last 2 digits can be resent. This signal is</li> </ul>
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	<p>used on DOD calls.</p> <ul style="list-style-type: none"> <li>• <b>next-ani-digit</b> Distributed Office sends this signal to request the next ANI digit. This signal is used on DID and DOD calls.</li> <li>• <b>next-digit</b> Distributed Office sends this signal to request the next digit. This signal is used on both DID and DOD calls.</li> <li>• <b>resend-digit</b> Distributed Office sends this signal to adjust the outpulsing pointer so that the last digit can be resent again. This signal is used on DOD calls.</li> <li>• <b>restart</b> Distributed Office sends this signal to request the whole digit string again. This signal is used on DOD calls.</li> <li>• <b>send-ani</b> The CO sends this signal to request calling-party category and sends additional signals to request ANI digits. This signal is sent to the CO when Distributed Office requests ANI digits on DID calls. This signal is used on both DOD and DID calls.</li> <li>• <b>setup-sppath</b> The CO sends this signal to Distributed Office to set up a speech path. This signal is used on DOD calls and on DID calls.</li> </ul>
<p><b>ID</b></p>	<p>Group B has eight signal types numbered 1 through 8. The meaning of each signal is defined by the selection from the corresponding drop-down list.</p>
<p><b>Group B Signal Type</b></p>	<p>Group B signal types can be:</p> <ul style="list-style-type: none"> <li>• <b>busy</b> This signal is sent to indicate that the called party is busy. On DID calls, the signal is sent to the CO if there is no coverage point to terminate the call. If Distributed Office receives this signal on DOD calls, it plays busy tone to the calling party and drops the trunk.</li> <li>• <b>congestion</b> This signal is sent to indicate that the system is congested and the call cannot be terminated successfully. On DID calls, the signal is sent to the CO to indicate that a resource is not available. On DOD calls, if Distributed Office receives this signal, reorder tone is played to the calling party and the trunk is dropped.</li> <li>• <b>free</b> This signal indicates that the called party is idle. On DID calls, the signal is sent to the CO to indicate that the called party is idle and the call is terminated successfully. If Distributed Office receives this signal on DOD calls, it connects the trunk to the calling party.</li> <li>• <b>intercept</b> This signal indicates that the called party number is not in service or is not correct. On DID calls, if intercept treatment is set to provide a tone, tone is sent to the CO to indicate that the</li> </ul>

	called number is not valid. If Distributed Office receives the signal on DOD calls, it plays intercept tone to the calling party and drops the trunk.
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<b>Button</b>	<b>Action</b>
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

## Resources

### DS-1 Resources

#### DS-1 Resources List

This screen displays a list of defined DS-1 resources.

Column	Description
Select	Check multiple DS-1 entries to <b>Remove</b> at the same time.
Name	Displays the name administered in the <b>Name</b> field on the <a href="#">DS-1 Resource Details</a> screen, for this DS-1 resource. Click on the <b>Name</b> field to open the <a href="#">DS-1 Resource Details</a> screen for this DS-1 resource.
Location Code	The port address specified in the add operation when the circuit pack was first administered. Read-only when editing.
Type	<b>Bit Rate</b> (T1/E1) followed by <b>Line Coding</b> .
Vintage	The hardware release level.

Button	Action
Add New	Opens a new User Detail screen for additional editing. Pre-population is based on a general user template.
Remove	Deletes (with confirmation) all selected DS-1s.

#### Accessing the DS-1 Resources List

In the [Navigation Pane](#):

**Managed Objects > Configuration > Telephony > Public Networking > DS-1.**

#### Adding a new DS-1 Resource

1. Navigate to the **DS-1 Resources List: Managed Objects > Configuration > Telephony > Public Networking > DS-1.**
2. Click **Add New** to open the [DS-1 Resource Details](#) screen.
3. Fill in the appropriate information for the new DS-1 resource.
4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.



### Editing a DS-1 Resource

1. Navigate to the **DS-1 Resources List: Managed Objects > Configuration > Telephony > Public Networking > DS-1**.
2. Click the **Name** of the DS-1 resource you wish to edit.
3. In the [DS-1 Resource Details](#) screen, change the information as necessary for the DS-1 resource.
4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

### Removing a DS-1 Resource

1. Navigate to the **DS-1 Resources List: Managed Objects > Configuration > Telephony > Public Networking > DS-1**.
2. Check the **<select>** box at the beginning of each DS-1 to be deleted. (You can delete multiple DS-1s in one step.)
3. Click **Remove**. A **Confirm Deletion** message box displays.
4. Click **Confirm** to delete the DS-1(s) or click **Back to List** to cancel the deletion and return to the **DS-1 Resources List**.
5. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

## DS-1 Resource Detail

This screen displays and accepts information about DS-1 resources.

Field	Description
Bit Rate	Select when adding. Read-only when editing. <ul style="list-style-type: none"> <li>• T1</li> <li>• E1</li> </ul>
Location	The port address specified in the add operation when the circuit pack was first administered. Read-only when editing.
Name	Administered name of the DS-1. In most cases will include vendor's circuit ID for the link in this field, because that information helps troubleshoot problems with the link, but could indicate the function or the destination of this DS1 facility.
Interconnect	For E1 service using channel-associated signaling, the entry in this field indicates whether the DS1 circuit pack is using a public or private network protocol. This field must agree with the <b>Trunk Type</b> field on the <a href="#">Add Trunk Group</a> screen. This field appears only when the <b>Signaling Mode</b> field is <b>CAS</b> .
Line Coding	<ul style="list-style-type: none"> <li>• <b>ami-basic</b> - Default (E1).</li> <li>• <b>ami-zcs</b></li> <li>• <b>b8zs</b> - Default (T1).</li> <li>• <b>hdb3</b></li> </ul>
Line Compensation	Specify the distance from the circuit pack to an external CSU or from the circuit pack to the network interface: <ul style="list-style-type: none"> <li>• <b>1</b> 0 to 133 ft / 0 to 40.5 m. (Default.)</li> <li>• <b>2</b> 133 to 266 ft / 40.5 to 81.0 m.</li> <li>• <b>3</b> 266 to 399 ft / 81.0 to 122 m.</li> <li>• <b>4</b> 399 to 533 ft / 122 to 163 m.</li> <li>• <b>5</b> 533 to 655 ft / 163 to 200 m.</li> </ul>
Framing Mode	<ul style="list-style-type: none"> <li>• <b>d4</b></li> <li>• <b>esf</b> - Default.</li> </ul>
Enable CRC	Check to enable cyclic redundancy check (CRC). Default is unchecked.

<b>Country Protocol</b>	This field selects the set of default values of items that fall under national usage standards (by country) such as Analog Ringing Cadence, Analog Line Transmission, 2-party loss plan, and terminal parameters for certain phones. Please see <a href="#">Automatic Settings Based on Country</a> for more information.
<b>Idle Code Bit Pattern</b>	Specify the bit pattern of the idle code. Exactly eight characters, each either a zero "0" or a one "1".
<b>T303 Timer</b>	Enabled when the <b>Signaling Mode</b> field is <b>isdn-pri</b> . The number of seconds the system waits for a response from the far end before invoking Look Ahead Routing. Appears when the Group Type field is isdn-pri. Range 2 to 10.
<b>Analog Bearer Capability</b>	Enabled when the <b>Signaling Mode</b> field is <b>isdn-pri</b> . <ul style="list-style-type: none"> <li>• 3.1 kHz</li> <li>• speech</li> </ul>
<b>Near-end CSU Type</b>	<ul style="list-style-type: none"> <li>• integrated</li> <li>• other</li> </ul>
<b>Interface Companding</b>	<ul style="list-style-type: none"> <li>• a-law</li> <li>• mu-law</li> </ul>
<b>Signaling Mode</b>	<ul style="list-style-type: none"> <li>• cas</li> <li>• isdn-pri</li> <li>• robbed-bit</li> </ul>
<b>Echo Cancellation</b>	Enables <b>Echo Cancellation Direction</b> and <b>Echo Cancellation Direction</b> fields.
<b>Echo Cancellation Direction</b>	Enabled by <b>Echo Cancellation</b> checkbox. <ul style="list-style-type: none"> <li>• inward</li> <li>• outward</li> </ul>
<b>Echo Cancellation Configuration</b>	Enabled by <b>Echo Cancellation</b> checkbox. <ul style="list-style-type: none"> <li>• 1 - Highly aggressive with 6db loss.</li> <li>• 2 - Aggressive and stable.</li> <li>• 3 - Aggressive and very stable.</li> <li>• 4 - Highly Aggressive with no loss.</li> <li>• 5 - Very moderate and very stable.</li> </ul>
<b>Transmit LBO</b>	<ul style="list-style-type: none"> <li>• 0 db (Default.)</li> <li>• -7.5 db.</li> <li>• -15 db.</li> <li>• -22.5 db.</li> </ul>
<b>Receive ALBO</b>	<ul style="list-style-type: none"> <li>• 26 db (Default.)</li> </ul>

	<ul style="list-style-type: none"><li>• 36 db</li></ul>
<b>Upon DTE Loss</b>	Enabled only when <b>Near-end CSU Type</b> is <b>integrated</b> . <ul style="list-style-type: none"><li>• ais</li><li>• loopback</li></ul>
<b>Supply CPE Loopback Jack Power</b>	Enabled only when <b>Near-end CSU Type</b> is <b>integrated</b> . When checked, the system supplies loopback power.

<b>Button</b>	<b>Action</b>
<b>Back to List</b>	Returns to the <a href="#">DS-1 Resources List</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

## BRI Resources

### BRI Resources List

This screen displays a list of defined BRI resources.

Column	Description
<b>Select</b>	Check multiple BRI entries to <b>Remove</b> at the same time.
<b>Name</b>	Displays the name administered in the <b>Name</b> field on the <a href="#">BRI Resource Details</a> screen, for this BRI resource. Click on the <b>Name</b> field to open the <a href="#">BRI Resource Details</a> screen for this BRI resource.
<b>Location Code</b>	The port address specified in the add operation when the circuit pack was first administered. Read-only when editing.
<b>Vintage</b>	The hardware release level.

Button	Action
<b>Add New</b>	Opens a new <a href="#">BRI Resources Detail</a> screen for additional editing.
<b>Remove</b>	Deletes (with confirmation) all selected BRI resources.

#### Accessing the BRI Resources List

In the [Navigation Pane](#):

**Managed Objects > Configuration > Telephony > Public Networking > BRI.**

#### Adding a New BRI Resource

1. Navigate to the **BRI Resources List: Managed Objects > Configuration > Telephony > Public Networking > BRI.**
2. Click **Add New** to open the **BRI Resource Details** screen.
3. Fill in the appropriate information for the new BRI.
4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

#### Editing a BRI Resource

1. Navigate to the **BRI Resources List: Managed Objects > Configuration > Telephony > Public Networking > BRI.**
2. Click the **Name** of the BRI resource you wish to edit.
3. In the **BRI Resource Details** screen, change the information as necessary for the BRI resource.

4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

**Removing a BRI Resource**

1. Navigate to the **BRI Resources List: Managed Objects > Configuration > Telephony > Public Networking > BRI**.
2. Check the **<select>** box at the beginning of each BRI to be deleted. (You can delete multiple BRIs in one step.)
3. Click **Remove**. A **Confirm Deletion** message box displays.
4. Click **Confirm** to delete the BRI(s) or click **Back to List** to cancel the deletion and return to the **BRI Resources List**.
5. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

## BRI Resource Details

This screen enables you to configure BRI resources.

Field	Description
Location	Slot and port at which the line is connected.
Interface Companding	<ul style="list-style-type: none"> <li>• mu-law</li> <li>• a-law</li> </ul>
Station Bearer Capability Sent	<ul style="list-style-type: none"> <li>• <b>3.1 kHz</b></li> <li>• <b>speech</b></li> </ul>
Name	Administered name of the BRI. In most cases will include vendor's circuit ID for the link in this field, because that information helps troubleshoot problems with the link, but could indicate the function or the destination of this BRI facility.
Country Protocol	This field selects the set of default values of items that fall under national usage standards (by country) such as Analog Ringing Cadence, Analog Line Transmission, 2-party loss plan, and terminal parameters for certain phones. Please see <a href="#">Automatic Settings Based on Country</a> for more information.

Button	Action
Back to List	Returns to the <a href="#">BRI Resources List</a> screen without saving any changes.
Apply Changes	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

## CTI Configuration

### CTI Configuration

This screen enables you to configure the CTI server.

Field	Definition
<b>Authentication Method</b>	
<b>Active Directory Server</b>	Select this option to authenticate using Active Directory Server.
<b>Local Users</b>	Select this option to authenticate using Local Users list.
<b>Tserver Configuration (Telephony Server)</b>	
<b>Tserver Port</b>	Default is 450. The Tserver always listens on its well-known TCP port 450. This parameter is not editable but is displayed for user information.  The clients first connect to this port and then the Tserver redirect them to a new port.
<b>Tserver Switch Port</b>	Default is 1050. This parameter is not editable but is displayed for user information. It is the port to which the client is redirected. (It is not a range as only one client can connect.)
<b>Active Directory Server Configuration</b>	
<b>Server Address</b>	IP address for the active directory server.
<b>Server Port</b>	Port address for the active directory server.
<b>Realm</b>	The Kerberos domain name.
<b>Keytab File Status</b>	To use active directory, you must upload a keytab file (Kerberos). For simplicity, this is done via the 'backup/restore' pages. This field specifies whether a Keytab file is <b>Installed</b> or <b>uninstalled</b> .
<b>&lt;Keytab File Name&gt;</b>	Displays the current keytab file name.
<b>Local CTI Users</b>	
<b>Select</b>	Select one or more users to remove.
<b>Username</b>	User name.
<b>Password</b>	User password.



<b>Confirm</b>	Re-enter user password to confirm.
<b>Button</b>	<b>Action</b>
<b>Add User</b>	Opens a new line in the Local CTI users table.
<b>Remove User</b>	Removes selected users with a confirmation dialog box.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .
<b>Update Keytab File</b>	
<b>Browse</b>	Browse for a new Keytab file.
<b>Update</b>	Set the new Keytab file.

**Accessing the CTI Server Configuration screen**

In the [Navigation Pane](#):

**Configuration > Resources > CTI Configuration.**

## Loudspeaker Devices

### Loudspeaker Devices List

This screen displays a list of loudspeaker devices.

Column	Description
Select	Check loudspeaker devices to <b>Remove</b> at the same time.
Name	Displays the name administered in the <b>Name (ASCII)</b> field on the <a href="#">Loudspeaker Device Details</a> screen, for this loudspeaker device.  Click on the <b>Name</b> field to open the <a href="#">Loudspeaker Device Details</a> screen for this loudspeaker device.
Number	Loudspeaker device number.
TAC	Trunk Access Code.
Port	Port where analog loudspeaker device is connected.
Gain	<ul style="list-style-type: none"><li>• <b>Low</b></li><li>• <b>High</b></li></ul>

Button	Action
Add New	Opens a new <a href="#">Loudspeaker Devices Details</a> screen for additional editing.
Remove	Deletes (with confirmation) all selected loudspeaker devices.

#### Accessing the Loudspeaker Devices List

In the [Navigation Pane](#):

**Configuration > Resources > Loudspeaker Devices.**

#### Adding a Loudspeaker Device

1. Navigate to the **Loudspeaker Devices List: Configuration > Resources > Loudspeaker Devices.**
2. Click **Add New** to open the [Loudspeaker Device Details](#) screen.
3. In the [Loudspeaker Device Details](#) screen, fill in the appropriate information for the loudspeaker device.
4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

### Editing a Loudspeaker Device

1. Navigate to the **Loudspeaker Devices List: Configuration > Resources > Loudspeaker Devices**.
2. Click the **Name** of the loudspeaker device you wish to edit.
3. In the [Loudspeaker Device Details](#) screen, change the information as necessary for the loudspeaker device.
4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

### Removing a Loudspeaker Device

1. Navigate to the **Loudspeaker Devices List: Configuration > Resources > Loudspeaker Devices**.
2. Check the **<select>** box at the beginning of each loudspeaker device to be deleted. (You can delete multiple loudspeaker devices in one step.)
3. Click **Remove**. A **Confirm Deletion** message box displays.
4. Click **Confirm** to delete the hunt group(s) or click **Back to List** to cancel the deletion and return to the **Loudspeaker Device List**.
5. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

## Loudspeaker Device Details

This screen enables you to configure loudspeaker devices.

Field	Description
<b>Native Name</b>	<p>Enter the loudspeaker device name (or function) in your native writing script. (Your keyboard and keyboard driver must be capable of switching to the appropriate code page while entering this information. See the <b>Script Tab for Native Names</b> field on the <a href="#">General System Parameters – Localization tab</a>.)</p> <p>On calls to other telephones with Unicode capabilities and the same <b>Script Tab for Native Names</b> value, the <b>Native Name</b> is displayed as the calling name for internal calls.</p> <p>This is a required field. It may contain up to 27 characters.</p>
<b>Name (ASCII)</b>	<p>On calls to other telephones that do not have Unicode capabilities, or have a different <b>Script Tab for Native Names</b> value, the <b>Name (ASCII)</b> field is displayed as the calling name for internal calls.</p> <p>The Name (ASCII) field is also displayed as the loudspeaker device name on all Local Manager screens and reports including the directory.</p> <p>This is a required field. It may contain up to 27 characters.</p> <p>If you do not want to include the loudspeaker device name in the directory, enter the tilde character (~) as the first two characters before entering the name (for example, ~~Classroom C).</p>
<b>TAC</b>	Trunk Access Code.
<b>Direction</b>	<ul style="list-style-type: none"> <li>• <b>Outgoing</b> (from Distributed Office)</li> <li>• <b>Two-way</b></li> </ul>
<b>Trunk Type</b>	Only <b>Loop-start</b> is supported.
<b>Incoming Destination</b>	Use this field to set the destination for all incoming calls when the <b>Direction</b> is <b>two-way</b> .
<b>Gain</b>	<p>Adjust volume as necessary.</p> <ul style="list-style-type: none"> <li>• <b>Low</b></li> <li>• <b>High</b></li> </ul>
<b>Port</b>	Port where analog loudspeaker device is connected.

<b>Button</b>	<b>Action</b>
<b>Back to List</b>	Returns to the <a href="#">Loudspeaker Devices List</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking Home (in the menu bar) or another entry under Managed Objects.

## Custom Tones

### Tones List

The Tones List shows all defined tones.

Column	Description
Select	Check multiple tones to <b>Remove</b> at the same time.
Tone Name	Displays the tone name. Click on this field to open a <a href="#">Tone Details</a> screen for this tone.

Button	Action
Add	Opens the <a href="#">Tone Details</a> screen for additional editing.
Remove	Deletes (with confirmation) all selected tones.
<Tone Name>	Click on the <b>Tone Name</b> field to open a <a href="#">Tone Details</a> screen for the selected tone.

### Accessing the Tones List

In the [Navigation Pane](#):

**Configuration > Resources > Custom Tones.**

### Adding a Tone

1. Navigate to the **Tones List: Configuration > Resources > Custom Tones.**
2. Click **Add** to open the [Tone Details](#) screen.
3. In the [Tone Details](#) screen, select **Frequency/Level** and enter **Duration** information for as many steps as necessary for the tone.
4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

### Editing a Tone

1. Navigate to the **Tones List: Configuration > Resources > Custom Tones.**
2. Click the **Name** of the tone you wish to edit.
3. In the [Tone Details](#) screen, change the information as necessary for the tone.
4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

### Removing a Tone

1. Navigate to the **Tones List: Configuration > Resources > Custom Tones.**

2. Check the **<select>** box at the beginning of each tone to be deleted. (You can delete multiple tones in one step.)
3. Click **Remove**. A **Confirm Deletion** message box displays.
4. Click **Confirm** to delete the tone(s) or click **Back to List** to cancel the deletion and return to the **Tones List**.
5. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

## Tone Details

This screen provides specifications for each tone.

Column	Description
<b>Choose a Tone to customize</b>	When adding, a drop-down list of available tones. When editing, the name of the tone selected from the <b>Tones List</b> . Please refer to <a href="#">Customizable Tones List</a> below.
<b>Slots Remaining</b>	The number of slots remaining in the frequency buffer. See explanation on the screen.
<b>Cadence Step</b>	Sequential numbers for steps.
<b>Tone Frequency/Level</b>	Drop-down list with all available <b>Frequency/Level</b> specifications available. Each selection may include multiple frequencies with a separate level for each. Each selection also includes the required number of slots (0, 1, 2).
<b>Duration (ms)/Step</b>	Enter the <b>Duration</b> of this tone step in milliseconds.

Button	Action
<b>Back to List</b>	Returns to the <a href="#">Tones List</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

## Customizable Tones List

Tone Name
1-call-wait
2-call-wait
3-call-wait
busy
busy-verify



**call-wait-ringback**

**conference**

**confirmation**

**disable-dial**

**hold**

**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**

## System Announcements

### Systems Announcements List

This screen displays a list of system announcements.

Column	Description
Select	Check multiple announcements to <b>Remove</b> at the same time.
Name	<p>Displays the name administered in the <b>Name</b> field on the <a href="#">System Announcement Details</a> screen for this system announcement.</p> <p>Click on this field to open the <a href="#">System Announcement Details</a> screen for this system announcement.</p>
Extension	Extension that plays the announcement.
Privileges	<p>Since an extension that plays an announcement does not have an associated station or user, this privilege level applies to allow or restrict where the announcement can go. <b>Admin Privileges</b> allow the message to be sent anywhere while <b>None</b> Privileges usually restricts the message to internal extensions or emergency services.</p> <p>Select the privilege level you want to assign to the announcement. Choices are:</p> <ul style="list-style-type: none"> <li>• <b>Admin or High</b> The announcement may use any available features to deliver itself.</li> <li>• <b>Medium</b> This level cannot forward calls to outside numbers, initiate a trunk-to-trunk transfer with two public trunks, or make toll calls. This level also cannot override restrictions on conference, transfer, or forward calls.</li> <li>• <b>Low</b> This level cannot access voice mail, call forwarding, priority calling, data privacy, or directed call pickup.</li> <li>• <b>None</b> 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 announcement might be assigned to a telephone in a copy room or a lobby. A No-privileged announcement can only make calls to emergency numbers and internal extensions.</li> </ul>
Queue	<ul style="list-style-type: none"> <li>• <b>y</b> - yes. If the Type field is <b>integrated</b>, or <b>integ-rep</b>, the caller is always connected to the beginning of the announcement.</li> <li>• <b>n</b> - no. No queue and no barge-in.</li> <li>• <b>b</b> - barge-in. The caller is connected to</li> </ul>

	announcement without waiting for the beginning.
<b>Type</b>	<ul style="list-style-type: none"> <li>• <b>integrated</b> Stored internally.</li> <li>• <b>integ-rep</b> Integrated repeating.</li> <li>• <b>integ-mus</b> Integrated music source.</li> </ul>
<b>Status</b>	<ul style="list-style-type: none"> <li>• <b>OK</b></li> <li>• <b>NO GW</b> There is a connectivity problem with the Media Gateway component.</li> </ul>

Button/Link	Action
<b>New</b>	Opens the <a href="#">System Announcement Details</a> screen for creating a new entry.
<b>Remove</b>	Deletes (with confirmation) all selected system announcements.
<b>&lt;Name&gt;</b>	Click on the <b>Name</b> field to open a <a href="#">System Announcement Details</a> screen for the selected system announcement.

### Accessing the System Announcements Screen

In the [Navigation Pane](#):

**Configuration > Resources > System Announcements.**

### Adding a System Announcement

1. Navigate to the **Announcements List: Configuration > Resources > System Announcements.**
2. Click **New** to open the [System Announcement Details](#) screen.
3. In the [System Announcement Details](#) screen, fill in the appropriate information for the new announcement.
4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

### Editing a System Announcement

1. Navigate to the **Announcements List: Configuration > Resources > System Announcements.**
2. Click the **Name** of the announcement you wish to edit.
3. In the [System Announcement Details](#) screen, change the information as necessary for the announcement.
4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

### Removing a System Announcement

1. Navigate to the **Announcements List: Configuration > Resources > System Announcements**.
2. Check the **<select>** box at the beginning of each announcement to be deleted. (You can delete multiple announcements in one step.)
3. Click **Remove**. A **Confirm Deletion** message box displays.
4. Click **Confirm** to delete the announcement(s) or click **Back to List** to cancel the deletion and return to the **System Announcements List**.
5. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

#### SEE ALSO:

- [Recording System Announcements and Music on Hold](#)

## System Announcement Details

This screen enables you to configure system announcements.

Field	Description
<b>Name</b>	<p>Symbolic name describing the announcement message. up to 32-character alpha-numeric filename (no ., /, :, *, ?, &lt;, &gt;, \, or blanks in this field. )</p> <p>The .wav file extension, which is part of the filename stored on the local branch platform, does not appear. Do not enter .wav as part of the filename.</p> <p>Names on a single local branch platform must be unique. The system checks for duplicate filenames on the same local branch platform.</p> <p>Select from standard announcement names when adding, or enter a new announcement name.</p>
<b>Extension</b>	Extension that plays the announcement.
<b>Type</b>	<ul style="list-style-type: none"> <li>• <b>integrated</b> Stored internally.</li> <li>• <b>integ-rep</b> Integrated repeating.</li> <li>• <b>integ-mus</b> Integrated music source.</li> </ul>
<b>Privileges</b>	<p>Since an extension that plays an announcement does not have an associated station or user, this privilege level applies to allow or restrict where the announcement can go. <b>Admin Privileges</b> allow the message to be sent anywhere while <b>None Privileges</b> usually restricts the message to internal extensions or emergency services.</p> <p>Select the privilege level you want to assign to the announcement. Choices are:</p> <ul style="list-style-type: none"> <li>• <b>Admin or High</b> The announcement may use any available features to deliver itself.</li> <li>• <b>Medium</b> This level cannot forward calls to outside numbers, initiate a trunk-to-trunk transfer with two public trunks, or make toll calls. This level also cannot override restrictions on conference, transfer, or forward calls.</li> <li>• <b>Low</b> This level cannot access voice mail, call forwarding, priority calling, data privacy, or directed call pickup.</li> <li>• <b>None</b> This is the lowest (most restrictive) privilege level. The</li> </ul>

	<p>No privilege level is similar to the Low privilege level with some additional restrictions. For example, a No-privileged announcement might be assigned to a telephone in a copy room or a lobby. A No-privileged announcement can only make calls to emergency numbers and internal extensions.</p>
<p><b>Queue</b></p>	<ul style="list-style-type: none"> <li>• <b>y</b> - yes. If the Type field is <b>integrated</b>, or <b>integ-rep</b>, the caller is always connected to the beginning of the announcement.</li> <li>• <b>n</b> - no. No queue and no barge-in. The caller is always connected to the beginning of the announcement. The announcement does not play if a port is not available.</li> <li>• <b>b</b> - barge-in. For <b>Type = integrated</b> or <b>integ-rep</b>, the caller is connected to announcement without waiting for the beginning. For <b>Type = integ-mus</b>, this field defaults to <b>b</b>.</li> </ul> <p><b>NOTE:</b>                  The same non-charge-in announcement can be played through more than one port (or all ports) of an integrated circuit pack. The initial request to play an announcement selects an available port on the board on which the announcement resides. If there are additional requests to play the announcement while it is playing on another port(s), another port is selected. If all ports are busy, new requests to play announcements go to the integrated announcement system queue (<b>Queue</b> field must be <b>y</b>). Otherwise, the request to play is denied, and processing continues without the caller hearing the announcement. When a port becomes available, all queued calls (up to the platform "calls connected" limit) are connected at the same time to hear the announcement play from the beginning.</p> <p>A barge-in announcement starts playing when first requested and continues playing through a port, repeating until there are no more requests. Call processing simultaneously connects calls to the playing barge-in announcement. Each call remains connected until the requesting feature operation removes the call (for example, wait step times out). Barge-in type announcements never select another port to play the same announcement once it is playing on a specific port.</p>

<b>Button</b>	<b>Action</b>
<b>Back to List</b>	Returns to the <a href="#">System Announcements List</a> screen without saving any changes.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

**SEE ALSO**

- [Recording System Announcements and Music on Hold](#)

## Recording System Announcements and Music on Hold

Announcements and music can be recorded with a third party sound recording program. The parameters must be set as follows:

Acceptable Format	Bit Rate
A-law (.WAV)	64kbps (8 kHz, 8 Bit, Mono)
Mu-law (.WAV)	



**Note:**

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

Files will require about 7kb/sec.

After the announcement or music has been recorded, follow these steps to save the file and enable playback:

1. Download the WAV file that will be the source for the announcement or Music on Hold (MoH):
  - a. Navigate to the **System Announcements - Current Information Tab** screen: select **Maintenance & Monitoring > Telephony > System Announcements.**
  - b. Select the **Download Process** tab.
  - c. Download the WAV file using the appropriate method.
2. Once you download the file you will return to the **Current Information** tab. You should see the downloaded WAV file listed. The value for **Virtual Extension** will not be filled-in yet.
3. Go to the **System Announcement Details** screen:
  - a. In the Navigation Pane, select: **Announcements List: Configuration > Resources > System Announcements.**
  - b. Click **New** to open the **System Announcement Details** screen.
4. Select the file you just downloaded from the **Name** drop-down list.
5. Select an available **Extension.**
6. Set the **Type** to the appropriate value.
7. Set **Privileges** to **Admin.**
8. Click **Apply Changes.**



9. If you choose to go back to the **System Announcements - Current Information Tab** screen you will see the assigned **Virtual Extension**.
10. For Music on Hold, verify or set the system settings for the MoH Source:
  - a. Navigate to the **General System Parameters - Tone Generator Tab** screen: select **Configuration > System Parameters > General**
  - b. Select the **Tone Generator** tab.
  - c. Set the **Music/Tone on Hold** field to **Music**.
  - d. Set the **Music on Hold Source** to **Ext**.
  - e. Set the **Announcement Extension** field to the extension you previously assigned in the **System Announcement Details** screen.
  - f. Click **Apply Changes**.

## Busy Tone Disconnect

### Busy Tone Disconnect

Busy Tone Disconnect is used in countries that do not supply good disconnect supervision on their public trunks. It is essential when transferring between analog trunks, and for public trunk connections to voice mail. It is generally useful for any call transfer without a human to supervise. Without Busy Tone Disconnect, calls cannot be successfully disconnected.

Field	Description
<b>Global Classifier Adjustment</b>	A number to specify the dB loss adjustment. 0 to 15 dB, default=0.
<b>Global Busy Tone Detection Adj</b>	A number to specify the dB loss adjustment. -3 to 15 dB, default=0.
<b>USA Default Algorithm</b>	Select to use the USA default algorithm. When this field is selected, the Tone Cadence Table (below) is disabled.

Column	Description
<b>Tone name</b>	Always <b>Busy</b> .
<b>Instance</b>	Allows specification of up to four identically named tones ( <b>Busy</b> ).
<b>Cycle</b>	For each instance, up to four cycles of on and off can be defined.
<b>Duration</b>	For each cycle, sub-rows indicate the tone on and tone off time.
<b>Min (ms)</b>	The minimum number of milliseconds for each part (on and off) of the cycle. 75 ms by 25 ms to 6350 ms.
<b>Max (ms)</b>	The maximum number of milliseconds for each part (on and off) of the cycle. 100 ms by 25 ms to 6350 ms.

Button	Action
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed</b>

Objects.

# System Parameters

## General

### General System Parameters - Features Tab

This screen enables you to configure geographic and environment information. Selections determine compatibility with local equipment and protocols.

Field	Description
<b>Coverage Forwarding</b>	
<b>Local Cvg Subsequent Redirection/CFWD No Ans Interval (rings)</b>	(Numeric, 1-99.) [default = 2] <ul style="list-style-type: none"> <li>the number of rings applied at a local coverage point before a call redirects to the next coverage point.</li> <li>the number of rings applied at the principal before a call forwards when Call Forwarding Busy/Don't Answer is activated.</li> </ul>
<b>Off-Net Cvg Subsequent Redirection/CFWD No Ans Interval (rings)</b>	(Numeric, 1-99.) [default = 2] <ul style="list-style-type: none"> <li>The number of rings applied at an off-net coverage point before a call is redirected to the next coverage point</li> <li>The number of rings applied at an off-net forwarded-to destination before the call is redirected to coverage.</li> </ul>
<b>Operator/Hold Redirect Extension</b>	Select the extension to receive redirected calls. <ul style="list-style-type: none"> <li>The operator extension for Voice Mail and Auto Attendants.</li> <li>Where hold recall calls are redirected if the person who put the call on hold originally does not answer. The hold recall interval is specified in <b>Hold Redirect Timer (seconds)</b>.</li> </ul>
<b>Hold Redirect Timer (seconds)</b>	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 <b>Operator/Hold Redirect Extension</b> . 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 <b>Operator/Hold Redirect Extension</b> . [Default=30]
<b>Long Hold Recall Timer (seconds)</b>	"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 him or her of the call.
<b>Voice Mail Ring Count</b>	Enter the number of times voice mail rings before answering. Default=2.

Timers	
<b>Forward Disconnect Timer</b>	(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.
<b>Inter-digit Pause</b>	Specifies the maximum length of the inter-digit pause. Breaks lasting less than this range will be bridged or ignored. <ul style="list-style-type: none"> <li>• <b>short</b> - 5 to 30 milliseconds.</li> <li>• <b>long</b> - 20 to 40 milliseconds.</li> </ul>
Misc.	
<b>Answer supervision by call classifier</b>	Clear this checkbox if answer supervision for trunks is provided by the service provider. Select this checkbox when the service provider does not provide answer supervision and you want Distributed Office to infer the answer by monitoring the ringback tone.
<b>Enable interbranch modem calls</b>	Select this check box to allow modem calls between branches.
<b>Automatic Exclusion</b>	Automatic Exclusion allows a user of a multi-appearance telephone to keep others with appearances of the same extension from bridging onto an existing call. <ul style="list-style-type: none"> <li>• Without automatic exclusion, every call starts with exclusion off, and you can turn it on manually with the exclusion button.</li> <li>• With automatic exclusion, every call starts with exclusion on, and you can turn it off manually with the exclusion button.</li> </ul> <p>This feature applies to the entire branch and overrides any individual phone exclusion setting.</p>
<b>Station Tone Forward Disconnect</b>	When a station is the last party remaining off-hook on a call, that station receives the indicated tone or silence until that station is placed on-hook, or until the tone has played for 45 seconds and is followed by silence. <ul style="list-style-type: none"> <li>• <b>silence</b></li> <li>• <b>busy</b></li> <li>• <b>intercept</b></li> </ul>
Authorization Codes	
<b>Enable Authorization Codes</b>	Select this check box to enable the use of authorization codes on a system wide basis.

<b>Authorization Codes length</b>	Specify the length (in digits) to be used for all authorization codes in the system. Minimum 4 digits, maximum 13 digits.
<b>SVN Authorization Code Violation Notification</b>	Select this checkbox to send Security Violation Notices (SVN) when there is an authorization code violation.
<b>Referral Destination</b>	Select the extension to receive the authorization code violation notice.
<b>Originating Destination</b>	Select the extension to show as the originator of the authorization code violation notice.
<b>Announcement Extension</b>	Select the extension of the system announcement to play to the referral destination when more than 5 invalid authorization codes have been attempted in less than 2 minutes.

<b>Button</b>	<b>Action</b>
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

### Accessing the General System Parameters Screens

In the [Navigation Pane](#):

**Configuration > System Parameters > General.**

#### SEE ALSO:

- [General System Parameters - Tones Tab](#)
- [General System Parameters - Media Tab](#)
- [General System Parameters - External Services Tab](#)
- [General System Parameters - Tone Generator Tab](#)

## General System Parameters - Localization Tab

This screen enables you to configure geographic and environment information. Selections determine compatibility with local equipment and protocols.

Field	Description
<b>Country Options</b>	
<b>Country Name (Code)</b>	Indicates the country. Please see <a href="#">Trunk Country Protocol</a> for more information.
<b>Station Date Format</b>	Select the format in which the date will be displayed on the phones. Choices are: <ul style="list-style-type: none"> <li>• mm/dd/yy</li> <li>• dd/mm/yy</li> <li>• yy/mm/dd</li> </ul>
<b>Tone Detection Mode</b>	The country code specifies the type of tone detection used: <ul style="list-style-type: none"> <li>• 1 - Precise Italian tone detection algorithm.</li> <li>• 2 - Precise Australian tone detection algorithm.</li> <li>• 3 - Precise UK tone detection algorithm.</li> <li>• 4 - Imprecise normal broadband filter algorithm.</li> <li>• 5 - Imprecise wideband filter algorithm.</li> <li>• 6 - Precise US tone detection algorithm.</li> </ul>
<b>Base Tone Generation Set</b>	Indicates the base tone generation set. The selections are the same as the <b>Country Code</b> and usually match the <b>Country Code</b> .
<b>Script Tag for Native Names</b>	Select the language/character set for native names. This allows Unicode capable phones to display the native name using the correct character set for the language. This choice applies to all Unicode capable stations in the branch platform. <p>The choices are:</p> <ul style="list-style-type: none"> <li>• Latin</li> <li>• Cyrillic</li> <li>• S-Chinese</li> <li>• Japanese</li> <li>• Korean</li> <li>• HW Katakana</li> <li>• Latin-A</li> <li>• Latin-B</li> <li>• Greek</li> <li>• Armenian</li> <li>• Hebrew</li> </ul>

- Arabic
- Devanagan
- Gengali
- Gurmukhi
- Gujarati
- Oriya
- Tamil
- Telugu
- Kannada
- Malayalam
- Sinhala
- Thai
- Lao
- Myanmar
- Georgian
- Tagalog
- Khmer
- Korn
- Vietnamese

<b>Site Parameters</b>
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<b>Calling Party Number Manipulation</b>
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<b>National CPN Prefix</b>	<p>Prefix used to indicate national (versus local) calls. "1" in the USA.</p> <p>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.</p> <p>The prefix plus the calling/connected number digit string is limited to 15 digits, with truncation occurring at the least significant digits.</p>
<b>International CPN Prefix</b>	<p>Prefix used to indicate international calls. "011" in the USA.</p> <p>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</p>



	<p>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.</p> <p>The prefix plus the calling/connected number digit string is limited to 15 digits, with truncation occurring at the least significant digits.</p>
<b>Flashhook</b>	
<b>Interval</b>	Check to enable <b>Upper Bound</b> and <b>Lower Bound</b> .
<b>Upper Bound</b>	(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 <b>Flashhook Interval</b> field is checked.
<b>Lower Bound</b>	(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 <b>Flashhook Interval</b> field is checked.
<b>System CESID Default</b>	A CESID (Caller's Emergency Service Identification) is the number that will be used to identify the calling terminal during an emergency call over CAMA trunks. A system CESID default is what Distributed Office uses if it can not send the calling endpoint's extension.
<b>DECT ADMM IP Address</b>	<p>This field is only necessary if Digital Enhanced Cordless Telecommunications (DECT) phones are in use. (DECT phones are commonly used in Europe.)</p> <p>Enter the IP address of the Avaya DECT Mobility Manager (ADMM).</p>

<b>Button</b>	<b>Action</b>
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

**SEE ALSO:**

- [General System Parameters - Features Tab](#)
- [General System Parameters - External Services Tab](#)

- [General System Parameters - Media Tab](#)
- [General System Parameters - Tone Generator Tab](#)

## General System Parameters - External Services Tab

This screen enables you to configure miscellaneous system parameters.

Field	Description
<b>CDR (Call Detail Records)</b>	
CDR Date Format	<ul style="list-style-type: none"> <li>• month/day</li> <li>• day/month</li> </ul>
<b>Collector</b>	
IP Address	Enter the IP address of the server collecting call detail records (CDRs).
Port	Enter the IP port of the server collecting call detail records.
<b>Phones SNMP</b>	
Enable IP and SIP phones SNMP	Select this check box to enable SNMP on IP and SIP phones. This is useful for debugging.
Community String	When SNMP is enabled, specify the community string used as a password.
<b>RTCP Monitor Server</b>	
IP Address	Enter the IP address of the RTCP monitor server.
Port	Enter the port of the RTCP monitor server. The default is 5005.
<b>Button</b>	<b>Action</b>
Apply Changes	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

### SEE ALSO:

- [General System Parameters - Features Tab](#)
- [General System Parameters - Localization Tab](#)
- [General System Parameters - Media Tab](#)
- [General System Parameters - Tone Generator Tab](#)

## General System Parameters - Media Tab

This screen enables you to configure VoIP options and parameters.

Field	Description
<b>QoS Parameters</b>	
<b>Call Control PHB</b>	(numeric, 0-63.) [default=46] Provides scalable service discrimination in the Internet without per-flow state and signaling at every hop.
<b>Audio PHB</b>	(numeric, 0-63.) [default=46] Provides scalable service discrimination in the Internet without per-flow state and signaling at every hop.
<b>Call Control 802.1p Priority</b>	(numeric, 0-7.) [default=6] Provides Layer 2 priority for Layer 2 switches. The field Specifies the 802.1p priority value.
<b>Audio 802.1p Priority</b>	(numeric, 0-7.) [default=6] Provides Layer 2 priority for Layer 2 switches. The field Specifies the 802.1p audio priority value.
<b>Encryption</b>	
<b>Use media encryption for IP calls within the branch?</b>	Specify whether you want to use media encryption for IP calls made within the branch. Choices are: <ul style="list-style-type: none"> <li>• <b>Preferred</b></li> <li>• <b>Not Preferred</b></li> <li>• <b>Never</b></li> </ul>
<b>Use media encryption for IP calls between branches?</b>	Specify whether you want to use media encryption for IP calls made between branches. Choices are: <ul style="list-style-type: none"> <li>• <b>Always</b> <b>Note:</b> Selection of <b>always</b> may make it impossible to communicate with another branch that has selected "Never".</li> <li>• <b>Preferred</b></li> <li>• <b>Not Preferred</b></li> <li>• <b>Never</b> <b>Note:</b> Selection of <b>never</b> may make it impossible to communicate with another branch that has selected "Always".</li> </ul>
<b>H.323 Signaling Encryption</b>	Select this checkbox to include H.323 signaling encryption.

Button	Action
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**Apply Changes**

Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking **Home** (in the menu bar) or another entry under **Managed Objects**.

**SEE ALSO:**

- [General System Parameters - Features Tab](#)
- [General System Parameters - Localization Tab](#)
- [General System Parameters - External Services Tab](#)
- [General System Parameters - Tone Generator Tab](#)

## General System Parameters - Tone Generator Tab

This screen enables you to configure system-wide tone settings.

Field	Description
<b>Music / Tone on Hold</b>	
<b>Music/Tone on Hold</b>	<ul style="list-style-type: none"> <li>• <b>music</b> Provides music on hold by enabling the <b>Music on hold source</b> field. This is the default.</li> <li>• <b>none</b> Caller hears nothing on hold. Disables the <b>Music on hold source</b> field.</li> <li>• <b>Tone</b> Caller hears tone on hold. The tone varies by country and is customizable. Disables the <b>Music on hold source</b> field.</li> </ul>
<b>Music on Hold Source</b>	<p>Select the source of the music on hold source.</p> <ul style="list-style-type: none"> <li>• <b>ext</b> Digital music source. Enables <b>Announcement Extension</b> field.</li> <li>• <b>Port</b> Analog music source from a port. Enables <b>Music on Hold Analog Source Port</b> field.</li> </ul>
<b>Announcement Extension</b>	Select the extension that plays the announcement.
<b>Music on Hold Analog Source Port</b>	Select the port used as the music on hold analog source. For proper ETR operation, this port should be an analog station.
<b>Tones</b>	
<b>440Hz Internal Dial Tone</b>	Check to provide internal dial tone.
<b>Conference Tone</b>	<p>Check to provide conference tone as long as three or more parties are in a conference call.</p> <p><b>NOTE:</b> Bridging and Conference Tones are not supported by all countries. If these tones are enabled for countries other than Italy, Belgium, United Kingdom, or Australia, the tones will be equivalent to no tone (silence) unless the tone is independently administered or customized on the <a href="#">Custom Tones</a> screen.</p>

Button	Action
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**Apply Changes**

Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking **Home** (in the menu bar) or another entry under **Managed Objects**.

**SEE ALSO:**

- [General System Parameters - Features Tab](#)
- [General System Parameters - Localization Tab](#)
- [General System Parameters - External Services Tab](#)
- [General System Parameters - Media Tab](#)
- [Recording System Announcements and Music on Hold](#)

## Loss Plan

### Loss Plan

This screen allows you to control technical aspects of the audio signal between telephones.



#### **WARNING!**

Avaya Distributed Office provides a default loss plan for each country. Although the loss plan is modifiable, modification should be done only by qualified technical personnel.

Field	Description
From Loss Group	Select a cell at the intersection of a row and column to open a small editing area on the screen.
To Loss Group	
<b>Edit Loss from ( ) to ( )</b>	
Current value (dB)	Current value of the selected cell in dB. Edit to change value. Can be updated by using the <b>Submit</b> button.
Default value (dB)	Default value for the selected cell in dB. Can be restored by using the <b>Restore Default</b> button.

Button	Action
Apply Changes	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking Home (in the menu bar) or another entry under Managed Objects.
Restore Default Values	Restores the default values to the entire table.
Submit	Updates the value of the single cell selected.
Restore Default	Restores the default value of the single cell selected.

#### Accessing the Loss Plan Screen

In the [Navigation Pane](#):

**Configuration > System Parameters > Loss Plan.**

#### Editing the Loss Plan

1. Navigate to the **Loss Plan: Configuration > System Parameters > Loss Plan.**



2. Click the cell at the intersection of the row and column you wish to edit.
3. In the **Edit Loss from ( ) to ( )** area, change the information as necessary for the cell. Click **Submit** to change the cell or **Restore Default** to reset the cell.
4. Repeat steps 2 and 3 for any other cells.
5. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

**Resetting the Loss Plan**

1. Navigate to the **Loss Plan: Configuration > System Parameters > Loss Plan**.
2. Click **Reset Default Values** to reset the entire table to default values.

## VoIP Parameters

### VoIP Parameters

This screen allows you to fine tune VoIP parameters for:

- Comfort noise generation
- Echo cancellation



#### **WARNING!**

The values in the VoIP parameters can significantly affect the quality of service that users experience. Avaya recommends that you seek technical assistance from Avaya before making any modifications to the VoIP parameters.

Field	Description
Index	System generated row identifier.
Id	The name of a name/value pair used to set a parameter.
Value	The associated value of a name/value pair used to set a parameter.

Button	Action
Apply Changes	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking Home (in the menu bar) or another entry under Managed Objects.
Reset DSP Values to Default	Restores the default values to all VoIP parameters.

### Accessing the VoIP Parameters Screen

In the [Navigation Pane](#):

**Configuration > System Parameters > VoIP Parameters.**

### Editing the VoIP Parameters

1. Navigate to the **VoIP Parameters: Configuration > System Parameters > VoIP Parameters.**
2. Enter or edit name/value pairs as needed.
3. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.


### Resetting the VoIP Parameters

1. Navigate to the **VoIP Parameters: Configuration > System Parameters > VoIP Parameters**.
2. Click **Reset DSP Values to Default** to restore all parameters to default values.

## Voicemail & Auto Attendant

### Voicemail System Parameters

This screen enables you to configure voicemail and auto attendant system parameters.

Field	Description
<b>Voice Mail Properties</b>	
<b>System Language Mode</b>	<ul style="list-style-type: none"> <li>• <b>Monolingual</b></li> <li>• <b>Bilingual</b></li> </ul>
<b>Broadcast Aging Time (days)</b>	Number of days a broadcast message is retained before being deleted. From 1 day, by 1 day, to 90 days.
<b>Minimum Password Length</b>	Minimum password length for a voice mail box. Voicemail will enforce the minimum password length upon first login. From 0 characters, by 1 character, to 15 characters.
<b>Transmit CSID Information when Receiving a Fax</b>	<ul style="list-style-type: none"> <li>• <b>Disabled</b></li> <li>• <b>Organization Name</b></li> <li>• <b>Organization and Directory Names</b></li> </ul>
<b>Organization Name or Number</b>	Can be up to 20 characters long.
<b>System Language</b>	
<b>Primary Language</b>	<p>Option buttons select which of the two system language files is primary.</p>  <p><b>Note:</b></p> <p><i>When switching between primary and secondary languages, all of the announcements and prompts are switched as well.</i></p>
<b>Language Name</b>	Displays primary and secondary language files. Indicate which is primary with the preceding set of option buttons.
<b>TTY</b>	Select this check box to allow TTY support for user and system mailboxes in the primary or secondary language..

Button	Action
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed</b>

Objects.

**Accessing the Voicemail & Auto Attendant System Parameters Screen**

In the [Navigation Pane](#):




**Configuration > System Parameters > Voicemail System Parameters.**


# Platform

## Network Connections

### Network Connections General Tab

This screen enables you to configure the basic network connectivity parameters for the device. Any changes you make in this screen affect the system's network connectivity.

Field	Description
Host Name	Administered host name.
Host IP Address	<p>Telephony Server IP address on the LAN.</p> <p> <b>WARNING!</b></p> <p>Changing this parameter and applying the change will result in an immediate save configuration operation and then reboot. After the reboot, the change will take effect. Make sure that any related applications are correctly configured to match the new configuration, including DHCP server, network management applications, and VLANS.</p>
Platform IP Address	<p>Media gateway IP address on the LAN.</p> <p>Note: Both server blade and media gateway should be on the same LAN segment.</p> <p> <b>WARNING!</b></p> <p>Changing this parameter and applying the change will result in an immediate save configuration operation and then reboot. After the reboot, the change will take effect. Make sure that any related applications are correctly configured to match the new configuration, including DHCP server, network management applications, and VLANS.</p>
Host Location	Description of host location. Up to 255 characters including new line (:n).
Default Gateway	<p>Default gateway IP address for the LAN segment.</p> <p> <b>WARNING!</b></p> <p>Changing this parameter and applying the change will result in an immediate save configuration operation and then reboot. After the reboot, the change will take effect. Make sure that any related applications are correctly configured to match the new configuration, including DHCP server, network management applications, and VLANS.</p>

<b>Subnet Mask</b>	Subnet Mask for the local subnet.  <b>WARNING!</b> Changing this parameter and applying the change will result in an immediate save configuration operation and then reboot. After the reboot, the change will take effect. Make sure that any related applications are correctly configured to match the new configuration, including DHCP server, network management applications, and VLANS.
<b>VLAN Interface</b>	Select the VLAN that will be associated with the system's subnet. This parameter is important only if the embedded Ethernet switch feature is being used and more than one VLAN is configured in the system.
<b>System Contact</b>	Local contact. Up to 255 characters including new line (:n).

<b>Button</b>	<b>Action</b>
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

### Accessing the Network Connections Screen

In the [Navigation Pane](#):

**Configuration > Platform > Network Connections.**



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## Network Connections DNS Tab

This screen enables you to configure your network domain name server.

Field	Description
Primary Name Server	Enter the IP address of the primary domain name server.
Secondary Name Server	Enter the IP address of the secondary domain name server.
Domain Name(s)	These domain names will be appended to the DNS name searches in the order specified.

Button	Action
Apply Changes	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

## Network Connections HTTP Tab

This screen enables you to configure HTTP proxy information. You must configure this information when your network requires HTTPS requests to go through an HTTPS proxy. This configuration is used when the system:

- operates as an HTTPS client sending HTTP requests
- works with Avaya Global Services' managed service

Field	Description
<b>Enable HTTPS Proxy</b>	Check to enable HTTPS (web, secure) proxy server service. Select this check box if HTTPS proxy is required in your network. When this check box is selected, the <b>Hostname or IP Address</b> and <b>Port</b> fields are enabled.
<b>Hostname or IP Address</b>	The URL or IP address of the proxy server.
<b>Port</b>	The port where the proxy server listens for HTTPS requests.

Button	Action
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

## Network Connections SMTP Tab

This screen enables you to configure the outgoing email server. The messaging subsystem uses this information for sending email.

Field	Description
<b>Sender E-Mail Address</b>	From/Reply-To address used for sending email.
<b>SMTP Server Location</b>	<ul style="list-style-type: none"> <li>• <b>Locate using DNS</b> Automatic lookup.</li> <li>• <b>Specify</b> Enables <b>Server Address</b>, <b>Server Port</b>, <b>Use a Secure Connection</b>, and <b>Use Authentication</b> fields.</li> </ul>
<b>Server Address</b>	Enter the IP address or hostname of the outbound SMTP server. This box is enabled when <b>SMTP Server Location</b> is set to <b>Specify</b> .
<b>Server Port</b>	Enter the TCP port of the SMTP server. This box is enabled when <b>SMTP Server Location</b> is set to <b>Specify</b> .
<b>Use a Secure Connection</b>	Check to use a secure (encrypted) TLS connection. This box is enabled when <b>SMTP Server Location</b> is set to <b>Specify</b> .
<b>Use Authentication</b>	Enables <b>Account Name</b> and <b>Password</b> fields. This check box is enabled when <b>SMTP Server Location</b> is set to <b>Specify</b> .
<b>Account Name</b>	Specify user account for sending email. This box is enabled when the <b>Use Authentication</b> check box is selected.
<b>Password</b>	Specify user account password for sending email. This box is enabled when the <b>Use Authentication</b> check box is selected.
<b>Confirm Password</b>	Enter password a second time for verification.

Button	Action
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

## Date & Time

### Platform Date & Time

This screen enables you to configure date and time information for the system hardware.

Field	Description
MM	Select the month of the year.
DD	Select the day of the month.
YYYY	Enter the year using four digits.
Time	Enter the current time in hours:minutes:seconds using a 24-hour clock. (Clock will be set to this time when <b>Apply Changes</b> is clicked.)
Time Zone	Select the time zone. Zones are listed by continent or region and city.
Automatically synchronize date and time with NTP server	Select this check box if you want the system clock to be synchronized automatically using the network time protocol (NTP). When checked, the <b>Primary Server</b> and <b>Secondary Server</b> fields are enabled.
Server Address	Enter the network time server hostname or IP address.

Button	Action
Apply Changes	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

#### Accessing the Platform Date & Time Screen

In the [Navigation Pane](#):

**Configuration > Platform > Date & Time.**

## Administrative Users Accounts

### Administrative Users Accounts

This screen enables you to configure administrative user accounts and passwords.

Field	Description
<b>Enable Avaya Global Services Users</b>	Check to enable Avaya Global Services users to access the system through the network or modem.  <b>NOTE:</b> These are predefined user accounts.
<b>Remote Authentication of Admin Users</b>	Select method of authentication of admin users: <ul style="list-style-type: none"> <li>• <b>Disabled</b></li> <li>• <b>RADIUS</b> Note that RADIUS client must be properly configured for this feature to work.</li> <li>• <b>LDAP</b></li> </ul>

Column	Description
<b>Select</b>	Check multiple users to <b>Remove</b> at the same time.
<b>User</b>	Enter administrative user account name. Names must be unique.
<b>Password</b>	Enter password for user account.
<b>Confirm</b>	Confirm password for user account.

Button	Action
<b>Add New</b>	Adds a blank line to the <b>Users List</b> for a new user account. Maximum of 10 users.
<b>Remove</b>	Deletes (with confirmation) all selected users. Minimum of 1 user.
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

### Accessing the Administrative Users Accounts Screen

In the [Navigation Pane](#):

**Configuration > Platform > Authentication & Authorization > Administrative Users Account.**

## RADIUS Client

### RADIUS Client

This screen enables you to configure the RADIUS server. The system requires remote authentication using a RADIUS server when Network Access Control (802.1x) is enabled for the embedded Ethernet switch or when remote authentication of administration users via RADIUS is enabled.

Field	Description
<b>Primary RADIUS Server</b>	
<b>Server Enabled</b>	Check to enable the primary RADIUS server.
<b>Server Address</b>	Enter the primary RADIUS server IP address.
<b>Secondary RADIUS Server</b>	
<b>Server Enabled</b>	Check to enable the secondary RADIUS server.
<b>Server Address</b>	Enter the secondary RADIUS server IP address.
<b>Common Settings</b>	
<b>UDP Port</b>	Default is 1812.
<b>Shared Secret</b>	Enter the common string that authenticates the peers.
<b>Confirm Shared Secret</b>	Re-enter the Shared Secret.
<b>Retry Timeout (sec.)</b>	The default is 5 seconds.

Button	Action
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

#### Accessing the RADIUS Client Screen


In the [Navigation Pane](#):

**Configuration > Platform > Authentication & Authorization > RADIUS Client.**

## Ethernet Switch

### Ethernet System Parameters - Network Access Control Tab

This screen enables you to configure Ethernet network access control (802.1x).

Field	Description
<b>Enable Network Access Control</b>	<p>Check to enable network access control (IEEE 802.1x) in the system. You can also configure Network Access Control status on a per-port basis. When this check box is selected, all fields except <b>Re-authentication Period</b> are enabled.</p> <p> <b>WARNING!</b></p> <p><b>Make sure that Ethernet ports that connect to the RADIUS server(s) and network equipment have Network Access Control disabled (that is, force-authorized) before activating this feature. Make sure that the RADIUS is properly configured before enabling this feature. Failure to do so may cause the following actions to occur:</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Drop existing calls</li> <li><input type="radio"/> Disable service completely</li> <li><input type="radio"/> Prevent remote access to the device</li> </ul> <p><b>Successfully enabling Network Access Control may cause a brief service disruption until endpoints authenticate with the system. Authentication may fail and service may be refused for endpoints that are not properly configured.</b></p>
<b>Enable Re-Authentication</b>	Check to enable re-authentication. Enables <b>Re-authentication Period</b> field.
<b>Max Requests</b>	The default is 2 requests.
<b>Quiet Period</b>	The default is 60 seconds.
<b>Reauthenticate Period</b>	The default is 3600 seconds. This setting is enabled when the <b>Enable Re-Authentication</b> field is checked.
<b>Server Timeout</b>	The default is 30 seconds.
<b>Supplicant Timeout</b>	The default is 30 seconds.
<b>Tx Period</b>	The default is 30 seconds.



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Button	Action
Apply Changes	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

### Accessing the Ethernet Switch System Parameters Screen

In the [Navigation Pane](#):

**Configuration > Platform > Ethernet Switch > System Parameters.**

## Ethernet System Parameters - LLDP Tab

This screen enables you to configure Link Layer Discovery Protocol (LLDP).

Field	Description
Enable LLDP	Select this check box if you want the system to advertise its identity and capabilities to adjacent devices by sending LLDP (IEEE 802.1ab) packets. When checked, all other fields are enabled.
Message Tx Interval	The default is 30 seconds.
Message Tx Hold Multiplier	The default is 4.
Re-init Delay	The default is 2 seconds.
Tx Delay	The default is 2 seconds.

Button	Action
Apply Changes	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

## Ethernet System Parameters - PoE Trap Tab

This screen enables you to configure the Power over Ethernet consumption SNMP trap/inform.

Field	Description
<b>Enable PoE Power Consumption Trap</b>	Check to enable power over Ethernet consumption trap. Enables <b>Threshold</b> field.
<b>Threshold (%)</b>	Enter the power consumption percent (of available power) at which you want the system to send an SNMP trap/inform.

Button	Action
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

## Ethernet System Parameters - Mirror Port Tab

This screen enables you to configure port mirroring. Port mirroring is useful for attaching a packet sniffer for troubleshooting purposes.

Field	Description
Enable Port Mirroring	Check to enable port mirroring. Enables <b>Source Port</b> , <b>Mirror Port</b> , and <b>Direction</b> fields.
Source Port	Select port to mirror from the drop-down list of available ports.
Mirror Port	Select the mirror port from the drop-down list of available ports.
Direction	<ul style="list-style-type: none"><li>• <b>both</b> - Mirror both transmit and receive.</li><li>• <b>tx</b> - Mirror transmit only.</li><li>• <b>rx</b> - Mirror receive only.</li></ul> <b>Note:</b> i40 cannot mirror receive. This option does not appear.

Button	Action
Apply Changes	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

## VLANs

### Ethernet VLANs

This screen enables you to view and configure the VLANs in the system.

Column	Description
Select	Check multiple VLANs to <b>Remove</b> at the same time.
ID	Unique identification number of the VLAN (1-4090).
Name	Displays the name administered in the <b>Name</b> field on the <a href="#">VLAN Details</a> screen, for this VLAN. Click on this field to open a <a href="#">VLAN Details</a> screen for this VLAN.

Button/Link	Action
Add New	Opens a new <b>VLAN Details</b> screen for additional editing.
Remove	Deletes (with confirmation) all selected VLANs.
<Name>	Click on the <b>Name</b> field to open a <a href="#">VLAN Details</a> screen for the selected VLAN.

#### Accessing the Ethernet VLANs List Screen

In the [Navigation Pane](#):

**Platform > Ethernet Switch > VLAN.**

#### Adding an Ethernet VLAN

1. Navigate to the **Ethernet VLANs List: Platform > Ethernet Switch > VLAN.**
2. Click **Add New** to open the [VLAN Details](#) screen.
3. In the [VLAN Details](#) screen, fill in the appropriate information for the new VLAN.
4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

#### Editing an Ethernet VLAN

1. Navigate to the **Ethernet VLANs List: Platform > Ethernet Switch > VLAN.**
2. Select a VLAN by clicking on its **Name** to open a [VLAN Details](#) screen filled in with the selected entry.
3. Change the information as required.
4. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

### Removing an Ethernet VLAN

1. Navigate to the **Ethernet VLANs List: Platform > Ethernet Switch > VLAN**.
2. Check the **<select>** box at the beginning of each VLAN to be deleted. (You can delete VLANs in one step.)
3. Click **Remove**. A **Confirm Deletion** message box displays.
4. Click **Confirm** to delete the hunt group(s) or click **Back to List** to cancel the deletion and return to the **VLANs List**.
5. Click **Apply Changes** to save the changes. To discard the changes, click **Home** (in the menu bar) or another entry under **Managed Objects**.

## Ethernet VLANs Details

This screen enables you to define an Ethernet VLAN.

Field	Description
VLAN ID	System assigned VLAN number. (1-8)
Name	The <b>Name</b> field is displayed as the VLAN name on all Local Manager screens and reports. This is a required field.

Button	Action
Back to List	Returns to the <a href="#">Ethernet VLANs List</a> screen without saving any changes.
Apply Changes	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

## Ethernet Ports

### Ethernet Ports List Report

This screen displays the **Ethernet Ports** report.

Column	Description
<b>Name</b>	Displays the name administered in the <b>Name</b> field on the <a href="#">Ethernet Port Details - General Tab</a> screen, for this port. Click on this field to open an <a href="#">Ethernet Port Details - General Tab</a> screen for this port.
<b>Module / Port</b>	Slot number and port where Ethernet interface located.
<b>Operative Status</b>	The current operative status of the port. States are: <ul style="list-style-type: none"><li>• <b>connected</b></li><li>• <b>no link</b></li><li>• <b>partial</b></li><li>• <b>disabled</b></li><li>• <b>n/a (not available)</b></li><li>• <b>noRmtLink</b></li></ul>
<b>PVID</b>	The port's default VLAN ID, which is assigned to incoming frames that do not contain an 801.2q tag.
<b>Default Priority</b>	The port's default ingress priority, which is assigned to incoming frames that do not contain an 802.1q tag.
<b>Auto Neg.</b>	Auto negotiation: <ul style="list-style-type: none"><li>• <b>enable</b></li><li>• <b>disable</b></li></ul>
<b>Dup.</b>	Duplex: <ul style="list-style-type: none"><li>• <b>half</b></li><li>• <b>full</b> - Default.</li></ul>
<b>Spd.</b>	Speed: The current port speed. Possible speeds: <ul style="list-style-type: none"><li>• <b>10M</b></li><li>• <b>100M</b></li><li>• <b>1000M</b></li></ul>
<b>Type</b>	A string that describes the port type, which includes information about port identity, capabilities, and the current state of the SFP ports.



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Button/Link	Action
<Name>	Click on the <b>Name</b> field to open an <a href="#">Ethernet Port Details</a> screen for the selected port.

#### Accessing the Ethernet Ports List Report Screen

In the [Navigation Pane](#):

**Configuration > Maintenance & Monitoring > Platform > Ethernet Switch > Ports.**

## Ethernet Port Details: General Tab

This screen enables you to configure an Ethernet port.

Field	Description
<b>Module/port</b>	Slot number and port where Ethernet interface located.
<b>Type</b>	The manufacturer's descriptive name for the Ethernet port. Display only.
<b>Name</b>	The <b>Name</b> field is displayed as the port name on all Local Manager screens and reports.  This is a required field.
<b>Enable Administrative Status</b>	Check to enable Network Access Control and to enable <b>Mode</b> selection.
<b>Enable Trunk</b>	Check to enable IEEE 802.1Q VLAN tagging on this port, rendering it a trunking (switch-to-switch) port.
<b>Enable PoE Status</b>	Check to enable Power over Ethernet.
<b>Enable Auto Negotiation</b>	Check to enable auto negotiation. When not checked, the <b>Duplex</b> and <b>Speed</b> settings are enabled and must match at both ends of the circuit.
<b>Duplex</b>	<b>Auto Negotiation</b> must be disabled (unchecked) to enable this field. <ul style="list-style-type: none"> <li>• <b>full</b> - Default.</li> <li>• <b>half</b></li> </ul>
<b>Speed</b>	<b>Auto Negotiation</b> must be disabled (unchecked) to enable this field. <ul style="list-style-type: none"> <li>• <b>10</b></li> <li>• <b>100</b> - Default.</li> </ul>
<b>Default Ingress Priority</b>	0 through 7.
<b>Network Access Control (802.1x)</b>	
<b>Enable Network Access Control</b>	Check to enable network access control.
<b>Access Control Mode</b>	<ul style="list-style-type: none"> <li>• <b>force-authorized</b></li> <li>• <b>portBasedAuthentication</b></li> </ul>

- macBasedAuthentication

**WARNING!**

Changing these settings may drop existing calls. Connectivity to the device may be lost if these settings are not correctly configured.

Button	Action
Back to List	Returns to the <a href="#">Ethernet Ports List</a> screen without saving any changes.
Apply Changes	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

## Ethernet Port Details: VLANs Tab

This screen enables you to associate VLANs with Ethernet ports.

Field	Description
Available List	Displays all available VLANs in the system that you can configure.
Selected List	Select the VLAN(s) that you want to associate with this port. The port will participate in the broadcast domains of the selected VLANs.
Default VLAN (PVID)	Select the port's default VLAN ID. This ID will be assigned to incoming frames that do not contain an 801.2q tag.



### WARNING!

Changing these settings may drop existing calls. Connectivity to the device may be lost if these settings are not correctly configured.

Button	Action
>	Moves the selected items in the <b>Available List</b> to the <b>Selected List</b> .
>>	Moves all items in the <b>Available List</b> to the <b>Selected List</b> .
<	Removes the selected items in the <b>Selected List</b> and return them to the <b>Available List</b> .
<<	Removes all items in the <b>Selected List</b> and return them to the <b>Available List</b> .
Back to List	Returns to the <a href="#">Ethernet Ports List</a> screen without saving any changes.
Apply Changes	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

## Data Services Status

### Data Services Status

This screen enables you to enable or disable specific data services that the local device can offer.

Field	Description
<b>Enable DHCP Service</b>	Check to enable DHCP server functionality on the device. DHCP allocates IP addresses to hosts (such as IP phones) and can deliver other parameters such as DNS server to them. Typically, the local DHCP server may be used by IP phones that connect to the device.
<b>Enable SSH Service</b>	Check to enable the secure shell server on the device. If disabled, SSH access to the device will be unavailable. SSH access may be used by Avaya Global Services only.
<b>Enable NTP Service</b>	Check to enable the Network Time Protocol server to provide time and date information to clients (for example, IP phones).
<b>SNMP Agent Status</b>	Select the SNMP agent status: <ul style="list-style-type: none"> <li>• <b>SNMPv1 Enabled, SNMPv3 Enabled</b> - Both SNMPv1 and SNMPv3 are enabled.</li> <li>• <b>SNMPv1 Disabled, SNMPv3 Enabled</b> - Only SNMPv3 is enabled.</li> <li>• <b>SNMP Disabled</b> - Both SNMPv1 and SNMPv3 are disabled.</li> </ul> <p><b>NOTE:</b> Traps/informs will not be sent if the <b>SNMP Disabled</b> option is selected.</p>

Button	Action
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

### Accessing the Data Services Status Screen


In the [Navigation Pane](#):

**Configuration > Platform > Data Services > Data Services Status.**

## DHCP Services

### DHCP Service - General Tab

This screen enables you to configure ping processing.

Field	Description
Enable Ping Packets	<p>Check to send ping packets to verify that addresses to be assigned have not already been used by another host. This prevents duplicated IP addresses.</p> <p> <b>Note:</b></p> <p><i>Enabling this feature will slow down the address allocation process, especially when many hosts access the server in a relatively short interval (such as when IP phones boot up after a power failure).</i></p>
Ping Timeout (msec)	Enter the amount of time (in milliseconds) that the device will wait for an acknowledgement packet for a ping packet.

Button	Action
Apply Changes	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .


#### Accessing the DHCP Services Screen

In the [Navigation Pane](#):

**Configuration > Platform > Data Services > DHCP Services.**

## DHCP Service - Address Pool Tabs

The three address pool tabs enable you to configure up to three DHCP address pools.


Field	Description
<b>Activate Pool?</b>	Check to activate the address pool defined on this tab. When the address pool is active, it will be used to assign IP addresses to clients. When unchecked, the address pool on this tab will not be used.
<b>Address Pool Name</b>	The <b>Address Pool Name</b> field may be used to indicate the function of this specific address pool.
<b>Lease Time</b>	Specify the total length of the lease in seconds.
<b>IP Address Range</b>	Specify IP addresses included in the pool. Starting value to ending value.   <b>Note:</b>  <i>Please make sure that the IP address range is contained within the system's network, or that there is a corresponding DHCP relay configuration on an external router.</i>
<b>Subnet Mask (option 1)</b>	Determines which bits are significant in defining the pool. This mask is sent to the client along with the IP address.
<b>Domain Name (option 15)</b>	Specify the domain name used by this network.
<b>Default Gateway(s) (option 3)</b>	Specify the IP address of the gateway on the local subnet.
<b>DNS Server(s) (option 6)</b>	Specify the IP address of the Domain Name Server that translates domain names into IP addresses.
<b>SMTP Server(s) (option 69)</b>	Specify the IP address of the outbound email server.
<b>NTP Server(s) (option 42)</b>	Specify the host IP address of the local device for IP telephones.
<b>TFTP Server (option 66)</b>	Specify the IP address of the Trivial File Transfer Protocol server used for downloading updates. The TFTP server may be used by some non-Avaya IP phones to get firmware image and/or configuration files.

Button	Action
Apply Changes	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .



## DHCP Service - Pool Options Tabs

The three pool options tabs enable you to configure address pool options.

Field	Description
<b>Site Specific Options (SSON 176, 242)</b>	<p>The site specific options tell the IP phones where to get information to update their firmware. Avaya IP phones use the string contained in this DHCP option for acquiring bootstrap information (such as the address of the HTTP file server for retrieving required files and the call controller IP address for H.323 phones). Avaya IP phones use registers 176 and 242.</p> <ul style="list-style-type: none"> <li> <b>Disabled</b>                      Site specific options are not used for this address pool. Use this option if you do not have Avaya IP phones in your system.                 </li> <li> <b>Automatic</b>                      Site specific options are sent to hosts. The device automatically generates a default SSON string based on the configuration. If a corresponding configuration change occurs, the SSON string will be updated automatically. Use this option if you have Avaya IP phones in your system and the default settings are adequate for your setup.                 </li> <li> <b>Manual</b>                      Site specific options are sent to hosts. Enter the SSON string in the corresponding text box to set registers 176 and 242.                 </li> </ul> <p> <b>Note:</b></p> <p><i>If you change the bootstrap parameters contained in the SSON options (for example, daylight savings time rules), you must reboot the Avaya IP phones for the changes to take effect.</i></p>

Column	Description
<b>User Defined Options</b> Can be used to create any other special customer option needed.	
<b>No.</b>	Option or register number.
<b>Name</b>	The <b>Name</b> field may be used to indicate the function of this specific option.
<b>Type</b>	Type of data in option: <ul style="list-style-type: none"> <li> <b>ascii</b> - A string of ASCII characters.                     </li> </ul>

	<ul style="list-style-type: none"><li>• <b>hex</b> - A string of hexadecimal characters.</li><li>• <b>IP-address-list</b> - A string of IP addresses separated by spaces.</li><li>• <b>integer</b> - An integer.</li><li>• <b>word</b> - A word sized (4 bytes) binary value expressed in decimal or hex.</li></ul>
<b>Value</b>	Value placed in field.

<b>Button</b>	<b>Action</b>
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

## SNMP Agent

### SNMP Agent - General

This screen enables you to configure basic information about SNMP.

Field	Description
SNMP Agent Status	Choices are: <ul style="list-style-type: none"> <li>• <b>SNMPv1 Enabled, SNMPv3 Enabled</b></li> <li>• <b>SNMPv1 Disabled, SNMPv3 Enabled</b></li> <li>• <b>SNMP Disabled</b></li> </ul>
Read Community	Enter the administered read community name. <b>NOTE:</b> The read community name is used only when SNMPv1 is enabled.
Confirm Read Community	Re-enter the read community name.
Write Community	Enter the administered write community name. <b>NOTE:</b> The write community name is used only when SNMPv1 is enabled.
Confirm Write Community	Re-enter the write community name.

Button	Action
Apply Changes	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

#### Accessing the SNMP Agent Screen

In the [Navigation Pane](#):

**Configuration > Platform > SNMP Agent > SNMP Agent General.**

## SNMPv3 Users

### SNMP v3 Users

This screen displays a list of SNMPv3 Users.

Field	Description
Select	Check multiple SNMPv3 Users to <b>Remove</b> at the same time.
User Name	<p>Displays the administered SNMPv3 user name. This is also known as the "security name."</p> <p>By default, the <b>initial</b> user exists. Keep in mind the following information about the initial user:</p> <ul style="list-style-type: none"><li>• The initial user is used for device discovery only.</li><li>• You cannot modify the initial user.</li><li>• If you remove the initial user, you cannot add the initial user again (unless you revert to the factory defaults).</li></ul> <p>Click on this field to open a <a href="#">SNMPv3 User Details</a> screen for this user.</p>
User Type	<p>Displays the type of SNMPv3 user. The following types are supported:</p> <ul style="list-style-type: none"><li>• <b>Read Only</b> - The user has read access only.</li><li>• <b>Read and Write</b> - The user has both read and writer access.</li><li>• <b>Notification Only</b> - The user has the ability to send INFORM messages only.</li><li>• <b>Restricted</b> - The user has read only access to device discovery object IDs. This setting is reserved for the default <b>initial</b> user only.</li></ul>
Remote Engine ID	Displays a hexadecimal string that identifies the remote trap manager for <b>Notification Only</b> users.
Authentication Method	<p>Displays the algorithm used for user authentication.</p> <ul style="list-style-type: none"><li>• <b>None</b> - Indicates that authentication is not provided.</li><li>• <b>MD5</b> - Indicates that the Message-Digest algorithm 5 is used.</li><li>• <b>SHA</b> - Indicates that the Secure Hash algorithm is used.</li></ul>
Encryption Method	<p>Displays the algorithm used for encrypting messages.</p> <ul style="list-style-type: none"><li>• <b>None</b> - Indicates that encryption (privacy) is not provided.</li><li>• <b>DES</b> - Indicates that the Data Encryption Standard algorithm is used.</li></ul>

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Button	Action
Add	Opens a new <a href="#">SNMPv3 User Details</a> screen for additional editing.
Remove	Deletes (with confirmation) all selected hunt groups.
<User Name>	Click on the <b>User Name</b> field to open a <a href="#">SNMPv3 User Details</a> screen for the selected user.

### Accessing the SNMP v3 Users List Screen

In the [Navigation Pane](#):

**Configuration > Platform > SNMP Agent > SNMP v3 Users.**

## SNMPv3 Users - Add/Edit user

This screen enables you to configure a SNMPv3 user.

Field	Description
User ID	System assigned user number. Not editable.
User Name	Enter the user name. This is also known as the "security name."
User Type	Specify the type of SNMPv3 user. The following types are supported: <ul style="list-style-type: none"> <li>• <b>Read Only</b> - The user has read access only.</li> <li>• <b>Read and Write</b> - The user has both read and writer access.</li> <li>• <b>Notification Only</b> - The user has the ability to send INFORM messages only.</li> <li>• <b>Restricted</b> - The user has read only access to device discovery object IDs. This setting is reserved for the default <b>initial</b> user only.</li> </ul>
Remote Engine ID	For <b>Notification Only</b> users, enter a hexadecimal string that identifies the remote trap manager. For all other user types, leave this box empty.
Authentication Method	Specify the algorithm used for user authentication. <ul style="list-style-type: none"> <li>• <b>None</b> - Indicates that authentication is not provided.</li> <li>• <b>MD5</b> - Indicates that the Message-Digest algorithm 5 is used.</li> <li>• <b>SHA</b> - Indicates that the Secure Hash algorithm is used.</li> </ul>
Authentication Password	Enter a shared secret string that is used for authentication.
Confirm Authentication Password	Re-enter the authentication password.
Encryption Method	Displays the algorithm used for encrypting messages. <ul style="list-style-type: none"> <li>• <b>None</b> - Indicates that encryption (privacy) is not provided.</li> <li>• <b>DES</b> - Indicates that the Data Encryption Standard algorithm is used.</li> </ul>
Encryption	Enter a shared secret string that is used for encryption.

<b>Password</b>	
<b>Confirm Encryption Password</b>	Re-enter the encryption password.

<b>Button</b>	<b>Action</b>
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

## Trap Managers

### Trap Managers

This screen displays a list of SNMP Trap Managers. Trap Managers are entities that can receive SNMP TRAP NOTIFICATION and/or INFORM messages.

Field	Description
Select	Check multiple trap managers to <b>Remove</b> at the same time.
Host Address	Displays the IP address where traps are reported. Click on this field to open a <a href="#">Trap Manager Details</a> screen for this trap manager.
Port	Displays the UDP port where traps are reported.
Version	Displays the version of the trap manager. <ul style="list-style-type: none"><li>• <b>v1</b></li><li>• <b>v2c</b></li><li>• <b>v3</b></li></ul>
Security Level	Displays the security level of the trap manager. This field is enabled only when <b>v3</b> is selected in the Version box. <ul style="list-style-type: none"><li>• <b>noAuthNoPriv</b> - Neither authentication nor privacy (encryption) will be used.</li><li>• <b>authNoPriv</b> - Only authentication will be used. Privacy (encryption) will not be used.</li><li>• <b>authPriv</b> - Both authentication and privacy (encryption) will be used.</li></ul>
Notification Type	Displays the type of notification message that will be sent. <ul style="list-style-type: none"><li>• <b>trap</b> - An unconfirmed notification.</li><li>• <b>inform</b> - A confirmed notification.</li></ul> <p><b>NOTE:</b> NAT and firewall traversal may be a challenge for inform messages. Make sure that any such devices between the local device and the remote trap manager are properly configured to allow the inform and corresponding acknowledgement messages to go through.</p>
User Name	Displays the SNMPv3 <b>User Name</b> used for sending notifications. This field is enabled only when v3 is selected in the Version box. <p><b>NOTE:</b> You must define an SNMPv3 user of Read Only type or Read and Write type before you can specify an SNMPv3 User</p>



	Name.
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Button	Action
Add	Opens a new <a href="#">SNMPv3 Trap Manager Details</a> screen for additional editing.
Remove	Deletes (with confirmation) all selected hunt groups.
<Host Address>	Click on the <b>Host Address</b> field to open a <a href="#">Trap Manager Details</a> screen for this trap manager.

### Accessing the Trap Managers List Screen

In the [Navigation Pane](#):

**Configuration > Platform > SNMP Agent > Trap Managers.**

## Trap Manager - Add Edit

This screen enables you to configure a Trap Manager.

Field	Description
<b>Trap Manager ID</b>	System assigned trap manager number.
<b>IP Address</b>	Enter the IP address of the host to receive traps.
<b>Port</b>	Enter the UDP port on the host to receive traps.
<b>Version</b>	Specify the version of the trap manager. Choices are: <ul style="list-style-type: none"> <li>• <b>v1</b></li> <li>• <b>v2c</b></li> <li>• <b>v3</b></li> </ul>
<b>Community String</b>	Enter the administered community string. This string must match one of the community strings assigned to the reporting device. This field is enabled when <b>v1</b> or <b>V2c</b> is selected in the Version box.
<b>User Name</b>	Select the SNMPv3 <b>User Name</b> used for sending notifications from the drop-down list. This field is enabled only when v3 is selected in the Version box. <p><b>NOTE:</b> You must define an SNMPv3 user of Read Only type or Read and Write type before you can specify an SNMPv3 User Name.</p>
<b>Security Level</b>	Specify the security level of the trap manager. This field is enabled only when <b>v3</b> is selected in the Version box. Choices are: <ul style="list-style-type: none"> <li>• <b>noAuthNoPriv</b> - Neither authentication nor privacy (encryption) will be used.</li> <li>• <b>authNoPriv</b> - Only authentication will be used. Privacy (encryption) will not be used.</li> <li>• <b>authPriv</b> - Both authentication and privacy (encryption) will be used.</li> </ul>
<b>Notification Type</b>	Select the type of notification message that will be sent. This field is enabled when v2c or v3 is selected in the Version box. Choices are: <ul style="list-style-type: none"> <li>• <b>trap</b> - An unconfirmed notification.</li> <li>• <b>inform</b> - A confirmed notification.</li> </ul> <p><b>NOTE:</b> NAT and firewall traversal may be a challenge for inform messages. Make sure that any such devices between the local device and the remote trap manager</p>

	are properly configured to allow the inform and corresponding acknowledgement messages to go through.
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Button	Action
Back to List	Returns to the <a href="#">SNMPv3 Trap Manager List</a> screen without saving any changes.
Apply Changes	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

## Physical Configuration

### Physical Configuration - Media Modules Tab

This screen defines the characteristics of the media modules installed in the platform.

Column	Description
Slot	The physical slot in which the media module is installed. Slot 1 is always reserved for the feature server.
Provisioned MM Type	The type of media module expected in the slot. May be specified only for unoccupied slots.
Actual MM Type	The type of media module found in the slot. Must agree with the provisioned media module type or a status failure will result.
Status	<ul style="list-style-type: none"> <li>• <b>OK</b> The actual module type matches the provisioned module type and is operating properly.</li> <li>• <b>AWOH</b> There is no physical hardware. Simulated hardware is being used to allow configuration without hardware.</li> <li>• <b>Fixed</b> The slot is not physically present, but hardware included in the chassis is installed in the virtual slot.</li> </ul>
Used?	<ul style="list-style-type: none"> <li>• <b>No</b> The slot is not in use.</li> <li>• <b>Yes</b> The slot is in use.</li> <li>• <b>N/A</b> The use is not configuration dependent.</li> </ul>

Button	Action
Apply Changes	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

#### Accessing the Physical Configuration Screen

In the [Navigation Pane](#):

**Managed Objects > Configuration > Platform > Physical Configuration.**

## Physical Configuration - Contact Closure & Emergency Transfer Tab

This screen defines the characteristics of the contact closure and the status of the emergency transfer relay.

Field	Description
<b>Feature Access Codes</b>	
<b>Open activation code</b>	Enter the activation code to open the contact closure.
<b>Close activation code</b>	Enter the activation code to close the contact closure.
<b>Pulse activation code</b>	Enter the pulse activation code.
<b>Contact Closures</b>	
<b>Port</b>	Displays the port number.
<b>Description</b>	Enter a description for the contact closure
<b>Pulse Duration (seconds)</b>	Enter the pulse duration in seconds.
<b>Emergency Transfer</b>	
<b>Module No.</b>	<ul style="list-style-type: none"> <li>• For i40 = 3</li> <li>• For i120 = 7</li> </ul>
<b>Status</b>	<ul style="list-style-type: none"> <li>• <b>auto</b></li> <li>• <b>manual-on</b></li> <li>• <b>manual-off</b></li> </ul>

Button	Action
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

## Physical Configuration TDM Clock Source Tab

This screen defines the source of the TDM clock.

Field	Description
Source	<ul style="list-style-type: none"><li>• <b>Local</b> - Enables <b>Slot</b> and <b>Port(s)</b> fields.</li><li>• <b>Network</b></li></ul>
Slot	Location of the circuit board containing the port to use for clocking. Enabled by selecting <b>Local</b> for <b>Source</b> . <b>Note:</b> Please check the equipment type for the slot layout.
Port(s)	The port from which to obtain clocking. Enabled by selecting <b>Local</b> for <b>Source</b> .

Button	Action
Apply Changes	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

## Logging

### Logging - General Tab

The General tab on the Logging screen specifies the addresses of up to three logging servers and the filter to use for each logging server:

Field	Description
Server Enabled	Check to send log records to this logging server.
Server Address	Specify the IP address or URL for this logging server.
Filter	<p>Specify the logging filter to use to route desired data to this logging server. Select from pre-defined filters in drop-down list.</p> <ul style="list-style-type: none"> <li>• <b>Block All</b> - No log records are sent.</li> <li>• <b>Filter 1</b> - User defined filter. See <a href="#">Logging: Filters Tab</a>.</li> <li>• <b>Filter 2</b> - User defined filter. See <a href="#">Logging: Filters Tab</a>.</li> <li>• <b>Filter 3</b> - User defined filter. See <a href="#">Logging: Filters Tab</a>.</li> <li>• <b>Filter 4</b> - User defined filter. See <a href="#">Logging: Filters Tab</a>.</li> <li>• <b>Pass All</b> - All log records are sent.</li> </ul>
Local Logging Filter	<p>Specify the logging filter to use to route desired data to the local server. Select from pre-defined filters in drop-down list.</p> <ul style="list-style-type: none"> <li>• <b>Block All</b> - No log records are sent.</li> <li>• <b>Filter 1</b> - User defined filter. See <a href="#">Logging - Filters Tab</a>.</li> <li>• <b>Filter 2</b> - User defined filter. See <a href="#">Logging - Filters Tab</a>.</li> <li>• <b>Filter 3</b> - User defined filter. See <a href="#">Logging - Filters Tab</a>.</li> <li>• <b>Filter 4</b> - User defined filter. See <a href="#">Logging - Filters Tab</a>.</li> <li>• <b>Pass All</b> - All log records are sent.</li> </ul>
Enable Debug Logging	Check to enable the debug feature for logging.

Button	Action
Apply Changes	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

### Accessing the Logging Details Screens

In the [Navigation Pane](#):

**Configuration > Platform > Logging.**

#### SEE ALSO:

- [Log Display](#)
- [Logging: Filters Tab](#)



## Logging - Filters Tab

This Filters tab on the Logging screen allows user filtering of log data. Several Logging Filters can be defined with a Minimum Severity, a Maximum Severity, and a list of Facilities. The log records that pass a filter are sent on to the logging server.

Field	Description
Minimum Severity	<ul style="list-style-type: none"> <li>• Debug</li> <li>• Informational</li> <li>• Notice</li> <li>• Warning</li> <li>• Error</li> <li>• Critical</li> <li>• Alert</li> <li>• Emergency</li> </ul>
Maximum Severity	<ul style="list-style-type: none"> <li>• Debug</li> <li>• Informational</li> <li>• Notice</li> <li>• Warning</li> <li>• Error</li> <li>• Critical</li> <li>• Alert</li> <li>• Emergency</li> </ul>
Enabled Facilities	<p>Select one or more facilities to be allowed to pass through the filter.</p> <ul style="list-style-type: none"> <li>• Local0</li> <li>• Local1</li> <li>• Local2</li> <li>• Local3</li> <li>• Local4</li> <li>• Local5</li> <li>• Local6</li> <li>• Local7</li> <li>• UserLogs</li> <li>• Security</li> <li>• LinuxServices</li> </ul>
Button	Action
Apply Changes	Saves the changes made so far. To discard changes since the last time you applied

changes, leave the screen by clicking **Home** (in the menu bar) or another entry under **Managed Objects**.

Each logging server and the debug log (if enabled) can have an associated filter. The **Logging Filter in Use** is selected from a drop-down list of the available filters.


**SEE ALSO:**

- [Log Display](#)
- [Logging: Servers Tab](#)

## Modem Dial-In

### Modem Dial-In

This screen enables modem dial-in for remote maintenance.

Field	Description
<b>Allow Modem Dial-In</b>	Check to enable modem dial-in. Enables all other fields.
<b>Modem Init String</b>	Specify any special modem init string as needed.   <b>WARNING!</b>  <b>Improper configuration may disrupt modem operation.</b>
<b>Dial-In Authentication Method</b>	<ul style="list-style-type: none"> <li>• RAS</li> <li>• CHAP</li> </ul>
<b>User Name</b>	Administered remote user name. <ul style="list-style-type: none"> <li>• <b>User Name</b> may include digits, letters, dash (-) and underscore (_) characters only.</li> <li>• The first character must be underscore (_) or a letter.</li> <li>• All letters must be in lowercase.</li> <li>• The maximum length of the User Name string is 32 characters.</li> </ul>
<b>Password</b>	Administered user password.
<b>Dial-In IP Address</b>	To prevent unauthorized access to the system, enter the expected originating IP address for dial-in. The dial-in IP address must not reside within the system's subnet.

Button	Action
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

#### Accessing the Modem Dial-In Screen


In the [Navigation Pane](#):

**Configuration > Platform > Modem Dial-In.**

## Avaya Global Services

### Avaya Global Services

This screen enables automatic alarm reporting directly to Avaya Global Services.

Field	Description
<b>Enable modem dial-out for alarming to Avaya Global Services</b>	Check to enable dial-out outbound alarm notification. Enables <b>Dial-Out AT Command Strings, ISP User Name, and ISP Password</b> fields.
<b>Dial-Out AT Command Strings</b>	Specify dial-out command strings using the standard AT command set as implemented by your modem. This includes the dialing string to reach Avaya Global Services.   <b>WARNING!</b>  <b>Improper configuration may disrupt modem operation.</b>
<b>ISP User Name</b>	Specify the internet service provider (ISP) account name for signing on to the internet.
<b>ISP Password</b>	Specify the assigned ISP password.
<b>Confirm Password</b>	Re-enter the assigned ISP password.
<b>Sending alarms to Avaya Global Services</b>	Displays whether alarms are sent to Avaya Global Services.
<b>Alarming Servers</b>	If Avaya maintenance is purchased, this field will be configured with up to three servers on the Avaya firewall.
<b>Alarm IDs</b>	A code used to indicate the source of the alarm. If Avaya maintenance is purchased, this field will be configured with appropriate values. <ul style="list-style-type: none"> <li>• <b>Feature Server</b> - LFS</li> <li>• <b>Voicemail</b> - LVM</li> <li>• <b>SIP Enablement Services</b> - LSS</li> <li>• <b>Application Enablement</b> - LAE</li> <li>• <b>Platform</b> - LBB</li> </ul>

Button	Action
<b>Apply Changes</b>	Saves the changes made so far. To discard changes since the

last time you applied changes, leave the screen by clicking **Home** (in the menu bar) or another entry under **Managed Objects**.

### Accessing the Avaya Global Services Screen

In the [Navigation Pane](#):

**Configuration > Platform > Avaya Global Services.**



# Maintenance & Monitoring

## System Summary

### System Summary

This screen displays a general summary of the system status.

Field	Description
Device	Avaya product name (for example, i40 or i120).
Name	Name administered from the <a href="#">Network Connections - General Tab</a> .
Location	Location string administered from the <a href="#">Network Connections - General Tab</a> .
Contact	Contact string administered from the <a href="#">Network Connections - General Tab</a> .
IP Address	The assigned IP address for the device CPU.
Platform IP Address	The assigned IP address for the i40 or i120.
Subnet	The subnet for the i40 or i120. The subnet is usually 255.255.255.0.
VLAN	The name of the voice LAN used for bearer traffic.
MAC Address	The Media Access Controller (MAC) address of the Network Interface Card (NIC) for the device CPU.
Platform MAC Address	The Media Access Controller (MAC) address of the Network Interface Card (NIC) for the i40 or i120.
Status	The highest active alarm severity. Click this field to link to the Alarm display.
Date & Time	The date and time indicated on the system clock.
Uptime	How long the system has been up since the last reset.
RAM	<used>/<total> RAM.
Flash	<used>/<total> flash memory.
Load Average	Average CPU utilization for the last <one>, <five>, and

	<fifteen> minutes.
<b>CPU utilization</b>	Percentage of CPU utilization for the last minute.
<b>Firmware</b>	The firmware version running on the CPU.
<b>Emergency Transfer Relay</b>	Current status of the Emergency Transfer Relay. Possible states are: <ul style="list-style-type: none"> <li>• <b>On</b></li> <li>• <b>Active</b></li> <li>• <b>Active (off-hook)</b></li> <li>• <b>Off</b></li> </ul>
<b>Current TDM Clock Source</b>	Source of the current TDM clock. Possible sources are: <ul style="list-style-type: none"> <li>• <b>Primary</b></li> <li>• <b>Secondary</b></li> <li>• <b>Local</b></li> </ul>
<b>SIP Domain</b>	The name of the Authoritative Domain (registrar) from network region 1.
<b>Branch Prefix</b>	The prefix for this branch.
<b>SES IP Address</b>	The IP address of the SES server (that is, the core router).

If the **Local Manager** software is unable to communicate with the i40 or i120, it will display the following error message after this portion of the table:

"Can't communicate with platform"

Otherwise, a Platform Table will follow containing the following information:

<b>Column</b>	<b>Description</b>
<b>Slot</b>	The number corresponding to the slot on the chassis containing the modules or the chassis itself.
<b>Module</b>	The name of the module (for example, AM110, Integrated analog, and i40).
<b>Type</b>	Module description (for example, AM110, Analog, and Platform).
<b>HW Vintage</b>	The hardware release level.
<b>HW Suffix</b>	The hardware suffix within the release level.



<b>Serial #</b>	The hardware serial number.
<b>FW Version</b>	The software version number.
<b>Notes</b>	Information about the module.

### **Accessing the System Summary Screen**

In the [Navigation Pane](#):

**Maintenance & Monitoring > System Summary.**

# Alarms

## Alarms List

This screen displays a list of alarms.

Column	Description
ID	Unique alarm identifier.
Date and Time	Date and time when alarm occurred.
System	A code used to indicate the source of the alarm. <ul style="list-style-type: none"><li>• <b>LFS</b> - Feature Server</li><li>• <b>LVM</b> - Voicemail</li><li>• <b>LSS</b> - SIP Enablement Services</li><li>• <b>LAE</b> - Application Enablement</li><li>• <b>LBB</b> - Platform</li><li>• <b>PROV</b> - Provisioning</li></ul>
Severity	<ul style="list-style-type: none"><li>• <b>Critical</b></li><li>• <b>Major</b></li><li>• <b>Minor</b></li><li>• <b>Warning</b></li><li>• <b>Info</b></li></ul>
Description	Displays a description of the alarm.

## Displaying a List of Alarms

In the [Navigation Pane](#):

Navigate to the **Alarms List** screen: **Maintenance & Monitoring > Alarms**.

### SEE ALSO

- [Alarm Details](#)
- [Analog CO Trunk Alarms](#)
- [Analog DID Trunk Alarms](#)
- [Analog Telephone Alarms](#)
- [CDR Collection Server Alarms](#)
- [Digital CO Trunk Alarms](#)
- [Digital DID Trunk Alarms](#)
- [Digital TIE Trunk Alarms](#)
- [H.323 Telephone Alarms](#)
- [ISDN BRI Port Alarms](#)

- [ISDN BRI Trunk Alarms](#)
- [ISDN PRI B-Channel Alarms](#)
- [ISDN PRI D-Channel Alarms](#)
- [Media Gateway Alarms](#)
- [SIP Trunk Alarms](#)

## Alarm Details

This screen displays details for an alarm.

### Displaying Alarm Details

In the [Navigation Pane](#):

Navigate to **Maintenance & Monitoring > Alarms**.

#### SEE ALSO

- [Alarms List](#)
- [Analog CO Trunk Alarms](#)
- [Analog DID Trunk Alarms](#)
- [Analog Telephone Alarms](#)
- [CDR Collection Server Alarms](#)
- [Digital CO Trunk Alarms](#)
- [Digital DID Trunk Alarms](#)
- [Digital TIE Trunk Alarms](#)
- [H.323 Telephone Alarms](#)
- [ISDN BRI Port Alarms](#)
- [ISDN BRI Trunk Alarms](#)
- [ISDN PRI B-Channel Alarms](#)
- [ISDN PRI D-Channel Alarms](#)
- [Media Gateway Alarms](#)
- [SIP Trunk Alarms](#)

# Logs

## Log Selection

Use this screen to select logs for viewing.

Field	Description
<b>Select Log Types</b>	Select one of the following options: <ul style="list-style-type: none"> <li>• <b>Show all logs</b></li> <li>• <b>Show the following logs</b> (checkboxes):               <ul style="list-style-type: none"> <li><input type="radio"/> Debug Traces</li> <li><input type="radio"/> Command History</li> <li><input type="radio"/> Watchdog</li> <li><input type="radio"/> Linux Syslog</li> <li><input type="radio"/> Linux Login/Logout &amp; Reboot</li> </ul> </li> </ul>
<b>Select event range</b>	Select one of the following option buttons: <ul style="list-style-type: none"> <li>• <b>All</b></li> <li>• <b>Today</b></li> <li>• <b>"Last" &lt;edit box&gt; "Days"</b></li> <li>• <b>Between</b> (with start and end date and time boxes)</li> <li>• <b>Match Pattern</b> (with edit box and <b>Match Case</b> checkbox).</li> </ul>
<b>Match Pattern</b>	Click this check box if you want to view logs that match a specific pattern. Enter that pattern in the corresponding text box..
<b>Match Case</b>	Check when capitalization must also match.
<b>Show Last</b>	Specify how many lines to show when viewing logs. Leave empty to show all lines.

Button	Action
<b>View Log</b>	Refreshes the log view to the specified number of lines in the log file.
<b>Save log to file</b>	Downloads the selected log data to the browser as a text file.

### Accessing the Log Selection Screen

In the [Navigation Pane](#):

Maintenance & Monitoring > Logs.

**SEE ALSO:**

- [Log Display Screen](#)

## Log Display

This screen displays directly viewed or downloaded log files. See the [Log Selection](#) screen for information about selecting which logs to display.

Button	Action
Back	Returns to the Log Selection screen.
Refresh Log	Refreshes the log view to the specified number of lines (on the <a href="#">Log Selection</a> screen).

**SEE ALSO:**

- [Log Selection Screen](#)

# Reboot

## Reboot

This screen provides firmware information and allows user-initiated reboots.

Column	Description
<b>Image</b>	Identifies the type of image: <ul style="list-style-type: none"> <li>• <b>image</b> - i40/i120 software image.</li> <li>• <b>Service Pack</b> - i40/i120 Service Pack software image.</li> </ul>
<b>Bank</b>	Identifies the memory bank ( <b>A</b> or <b>B</b> ) containing the software image.
<b>Status</b>	Indicates which of the two banks ( <b>A</b> or <b>B</b> ) is active. Possible states are: <ul style="list-style-type: none"> <li>• <b>Active</b> - the image in this bank is active.</li> <li>• <b>Inactive</b> - the image in this bank is inactive.</li> <li>• <b>Invalid</b> - no image exists. (Occurs when the <b>Service Pack</b> image is blank because a new image has been installed.)</li> </ul>
<b>Version</b>	The image name or service pack version identifier.
<b>File Size (Bytes)</b>	The size of the file.
<b>TimeStamp</b>	Date and time firmware was last modified.
<b>System Language Compatible</b>	Displays whether the system language is compatible with the current firmware. Possible states are: <ul style="list-style-type: none"> <li>• <b>Yes</b> - compatible</li> <li>• <b>No</b> - incompatible</li> <li>• <b>n/a</b> - not applicable</li> </ul>

Field	Description
<b>Choose an action to perform</b>	Click the option button for the action you want to perform. Choices are: <ul style="list-style-type: none"> <li>• <b>Reboot Avaya Distributed Office (excluding Power over Ethernet)</b> Reboots the Avaya Distributed Office device.</li> <li>• <b>Reboot Avaya Distributed Office (including Power</b></li> </ul>



	<p><b>over Ethernet)</b> Reboots the Avaya Distributed Office device.</p> <ul style="list-style-type: none"><li>• <b>Change boot bank and Reboot</b> Reboot the i40/i120 and use the other (that is, "inactive") boot bank.</li><li>• <b>Copy configuration from active bank to inactive bank, swap bank and Reboot (Use after upgrade of Image/Service Pack)</b></li></ul>
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Button	Action
Reboot	Executes the action chosen in the above option buttons.

### Accessing the Reboot Screen

In the [Navigation Pane](#):

**Maintenance & Monitoring > Reboot.**

# Network Diagnostics

## Network Diagnostics

This screen allows simple user-initiated network diagnostics.

Field	Description
Choose a Command	Select one of the following option buttons: <ul style="list-style-type: none"><li>• <b>Ping</b> Establishes connectivity to node whose URL or IP address is contained in the <b>Parameter</b> field.</li><li>• <b>Traceroute</b> Determines all intermediate hops between this node and node whose URL or IP address is contained in the <b>Parameter</b> field.</li><li>• <b>ARP</b> ARP (Address Resolution Protocol) resolves a URL to an IP address of a device. In this case, ARP looks in the ARP cache of the layer 2 switch in the gateway. ARP works only for the local network segment.</li></ul>
Parameter	Enter a URL or IP address.
Output From	Shows the output from the command after <b>Start</b> has been clicked.

Button	Action
Start	Executes the action chosen in the above option buttons.

### Accessing the Network Diagnostics Screen

In the [Navigation Pane](#):

**Maintenance & Monitoring > Network Diagnostics.**

# Telephony

## Users

### User Status Display

This screen displays user status and allows remote testing, busyout, reset, and call tracing of selected user stations.

Column	Description
<b>Select</b>	Check to include this row in <b>Busyout Selected, Release Selected, Reset Selected, Test Selected, or Ping Selected</b> actions.
<b>Status</b>	<ul style="list-style-type: none"> <li>• <b>Port in Service</b></li> <li>• <b>Not Registered</b></li> <li>• <b>Busyout</b></li> </ul>
<b>Extension</b>	Extension associated with this user and station.
<b>User Name</b>	User name.
<b>Administered Model</b>	Set type. Please refer to the list of <a href="#">Supported Set Types</a> for more information.
<b>Signaling Type</b>	<ul style="list-style-type: none"> <li>• <b>Analog</b></li> <li>• <b>H.323</b></li> <li>• <b>SIP</b></li> </ul>
<b>Port</b>	Port through which the station is connected. <b>Note:</b> IP/SIP does not show port.
<b>IP Address</b>	IP address assigned to H.323 and SIP set types.
<b>MAC Address</b>	MAC address for H.323 and SIP set types.
<b>Firmware Version</b>	Firmware version for H.323 and SIP set types.

Button	Action
<b>Select All</b>	Checks <b>Select</b> for all rows.
<b>Deselect All</b>	Clears <b>Select</b> for all rows.

<b>Busyout Selected</b>	Sets the station on each row with <b>Select</b> checked to Busyout state.
<b>Release Selected</b>	Releases stations in the rows with <b>Select</b> checked from Busyout state.
<b>Reset Selected</b>	Resets the station on each row with <b>Select</b> checked.
<b>Test Selected</b>	Tests the station on each row with <b>Select</b> checked.
<b>Ping Selected</b>	Pings the station on each row with <b>Select</b> checked.
<b>Trace Selected</b>	Opens the trace screen to allow tracing of calls from the stations on each row with <b>Select</b> checked.

### Accessing the User Status Screen

In the [Navigation Pane](#):

**Maintenance & Monitoring > Telephony > Users.**

#### SEE ALSO:

- [User Status Details Display](#)
- [Tracing Malicious Calls](#)

## User Status Details

This screen displays individual user status and allows remote testing, busyout, release, reset, ping, and call tracing of the selected user station.

Column	Description
<b>Extension</b>	Extension associated with this user and station.
<b>User Name</b>	User name.
<b>Administered Model</b>	Set type. Please refer to the list of <a href="#">Supported Set Types</a> for more information.
<b>Signaling Type</b>	<ul style="list-style-type: none"> <li>• <b>Analog</b></li> <li>• <b>H.323</b></li> <li>• <b>SIP</b></li> </ul>
<b>SIP User URI</b>	Uniform Resource Identifier for the SIP user.
<b>TCP Signal Status</b>	<ul style="list-style-type: none"> <li>• <b>connected</b></li> <li>• <b>not connected</b></li> <li>• <b>N/A</b> SIP phone, signal status is not tracked.</li> </ul>
<b>Service State</b>	State of the telephone endpoint: <ul style="list-style-type: none"> <li>• <b>in-service</b></li> <li>• <b>out of service</b></li> </ul>
<b>Call State</b>	<ul style="list-style-type: none"> <li>• <b>on-hook</b></li> <li>• <b>off-hook</b></li> <li>• <b>disconnected</b></li> <li>• <b>idle</b></li> <li>• <b>active</b></li> </ul>
<b>Port</b>	Port through which the station is connected. <b>Note:</b> IP/SIP does not show port
<b>IP Address</b>	IP address assigned to H.323 and SIP set types.
<b>MAC Address</b>	MAC address for H.323 and SIP set types.
<b>Firmware Version</b>	Firmware version for H.323 and SIP set types.

Button	Action
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<b>Busyout</b>	Sets the station to Busyout state.
<b>Release</b>	Releases station from Busyout state.
<b>Reset</b>	Resets the station.
<b>Test</b>	Tests the station.
<b>Ping</b>	Pings the station.
<b>Trace</b>	Opens the trace screen to allow tracing of calls from the station.

### Accessing the User Status Details Screen

1. In the [Navigation Pane](#): select **Maintenance & Monitoring > Telephony > Users**.
2. Click on the status of the desired user or station to open the User Status Details screen.

**SEE ALSO:**

- [User Status](#)
- [Tracing Malicious Calls](#)

## Tracing Malicious Calls

This screen displays call tracing information for the selected user stations. *The Malicious Call Trace report provides information about an MCT incident. This information includes the date and time, the controller and the recorder, and the parties who were involved on the call.*

Display Field	Description
Timestamp	The time of the trace information.
Status	<ul style="list-style-type: none"> <li>• <b>Trace Started</b> A call is being traced.</li> <li>• <b>Trace Completed</b> The traced call has completed.</li> </ul>
User Name	The user name associated with the station.

Button	Action
Previous Page	Returns to the <a href="#">User Status</a> screen.
Start	Begins call tracing for the selected stations.
Stop	Terminates call tracing for the selected stations.
Clear	Clears the display area.
Refresh!	Refreshes the display area with the current call trace information.

### Accessing the Malicious Call Trace Screen

1. In the [Navigation Pane](#), select **Maintenance & Monitoring > Telephony > Users**.
  2. Check the **Select** box for the station(s) to be traced.
  3. **Click Trace Selected.**
- or
1. In the [Navigation Pane](#), select **Maintenance & Monitoring > Telephony > Users**.
  2. Check status for the station to be traced. The **User Status Details** screen displays.
  3. **Click Trace.**

#### SEE ALSO:

- [User Status Display](#)
- [User Status Details Display](#)

## Trunk Groups

### Trunk Group Status

This screen displays trunk group status and allows remote testing and busyout of selected trunk groups.

Column	Description
<b>Select</b>	Check to include this row in <b>Busyout Selected</b> , <b>Release Selected</b> , and <b>Test Selected</b> actions.
<b>Group Number</b>	System assigned trunk group number.
<b>Group Name</b>	Administered trunk group name.
<b>Type</b>	<ul style="list-style-type: none"> <li>• <b>CO</b></li> <li>• <b>DID</b></li> <li>• <b>DIOD</b></li> <li>• <b>CO-TIE</b></li> <li>• <b>ISDN</b></li> <li>• <b>SIP</b></li> </ul>
<b>TAC</b>	Trunk Access Code.
<b>Number of Members</b>	Number of trunks in group.
<b>Members in Use</b>	Number of trunks in use.
<b>Members in Service</b>	Number of trunks in service.
<b>D-Channel State</b>	<ul style="list-style-type: none"> <li>• <b>N/A</b> - not applicable</li> <li>• <b>In Service</b></li> </ul>

Button	Action
<b>Select All</b>	Checks <b>Select</b> for all rows.
<b>Deselect All</b>	Clears <b>Select</b> for all rows.
<b>Busyout Selected</b>	Sets the station on each row with <b>Select</b> checked to Busyout state.
<b>Release Selected</b>	Releases stations in the rows with <b>Select</b> checked from Busyout state.
<b>Test Selected</b>	Tests the station on each row with <b>Select</b> checked.



<b>Get Hourly Statistics</b>	Displays <a href="#">Trunk Group Hourly Statistics</a> screen for a single row with <b>Select</b> checked.
<b>Trace Selected</b>	Traces for a single row with <b>Select</b> checked.

### Accessing the Trunk Group Status Screen

In the [Navigation Pane](#):

**Maintenance & Monitoring > Telephony > Trunk Groups.**

#### **SEE ALSO:**

- [Trunk Group Member Status](#)
- [Trunk Group Hourly Statistics](#)

## Trunk Group Member Status

This screen displays trunk group member status and allows remote testing and busyout of the selected trunk.

For a single trunk group selected on the [Trunk Group Status](#) screen:

Column	Description
Member Number	System assigned member number (within the trunk group).
Port	Port where the trunk is connected.
Member State	<ul style="list-style-type: none"><li>• In Service/Idle</li><li>• In Service/Busy</li><li>• Out of Service</li><li>• Unknown</li></ul>

Button	Action
Busyout	Sets the trunk on each row with <b>&lt;select&gt;</b> checked to Busyout state.
Release	Releases trunks in the rows with <b>&lt;select&gt;</b> checked from Busyout state.
Test	Tests the trunks on each row with <b>&lt;select&gt;</b> checked.
Previous Page	Return to the <a href="#">Trunk Group Status</a> screen.

### Accessing the Trunk Group Member Status Screen

1. In the [Navigation Pane](#): select **Maintenance & Monitoring > Telephony > Trunk Groups**.
2. On the **Trunk Group Status** screen, click **Group Name** of the trunk group you wish to view.

**SEE ALSO:**

- [Trunk Group Status](#)

## Trunk Group Hourly Statistics

This screen displays hourly statistics for the trunk group selected on the **Trunk Group Status** screen.

For a single trunk group selected on the [Trunk Group Status](#) screen:

Column	Description
<b>Start Time</b>	Beginning of hour for which hourly statistics apply. Each line lists a separate hour.
<b>Total Usage</b>	Total usage in this hour.
<b>Maintenance Usage</b>	Maintenance usage this hour.
<b>Total Seizes</b>	Total attempted calls in this hour.
<b>Incoming Seizes</b>	Total incoming calls connected this hour.
<b>Tandem Seizes</b>	Total attempted tandem calls in this hour.
<b>Group Overflows</b>	Total number of calls overflowing in this hour.
<b>Groups Out of Service</b>	Total minutes of group out of service in this hour.
<b>All Trunks Busy Percentage</b>	Percentage of the hour when all trunks busy forced group overflow.
<b>Out Blocks Percentage</b>	Percentage of outbound calls blocked because of unavailable trunks.

Button	Action
<b>Previous Page</b>	Returns to the <a href="#">Trunk Group Status</a> screen.

### Accessing the Trunk Group Hourly Statistics Screen

- In the [Navigation Pane](#):  
**Maintenance & Monitoring > Telephony > Trunk Groups.**
- On the **Trunk Group Status** screen, check **Select** for the Trunk Group whose statistics you wish to view.
- Click **Get Hourly Statistics**.

## Outside Line Status

### Outside Line Status

This screen displays the status of outside lines and allows remote testing and busyout of selected outside lines.

Column	Description
<b>Select</b>	Check to include this row in <b>Busyout Checked, Release Checked, and Test Checked</b> actions.
<b>Line Number</b>	System assigned line number within the outside line group.
<b>Line Name</b>	Administered line group name.
<b>Type</b>	<ul style="list-style-type: none"> <li>• <b>CO</b></li> <li>• <b>BRI</b></li> </ul>
<b>TAC</b>	Trunk Access Code.
<b>Port</b>	Port where lines are connected.
<b>Number of Members</b>	Number of extensions that have a line appearance for the outside line group and the optional owner.

Button	Action
<b>Select All</b>	Checks <b>Select</b> for all rows.
<b>Deselect All</b>	Clears <b>Select</b> for all rows.
<b>Busyout Selected</b>	Sets the outside line on each row with <b>Select</b> checked to Busyout state.
<b>Release Selected</b>	Releases the outside line in the rows with <b>Select</b> checked from Busyout state.
<b>Test Checked</b>	Test the outside line on each row with <b>Select</b> checked.
<b>Trace Checked</b>	Opens the trace screen to allow tracing of calls for the selected outside line.

### Accessing the Outside Line Status Screen

In the [Navigation Pane](#):

**Maintenance & Monitoring > Telephony > Outside Line Groups.**



## Remote CDR

### Remote CDR

This screen displays the status of the remote Call Data Recorder server.

Field	Description
IP Address	Displays the IP address of the remote CDR server.
Port	Displays the port used for CDR.
Link State	Displays the state of the link to the CDR server.
Retries	Displays the number retries.
MaintBusy	<ul style="list-style-type: none"><li>• Yes</li><li>• No</li><li>• Not Applicable</li></ul>

#### Accessing the Remote CDR Status Screen

In the [Navigation Pane](#):

**Maintenance & Monitoring > Telephony > Remote CDR.**

## SIP Traces

### SIP Traces

This screen displays directly viewed SIP Traces. It also controls whether or not the SIP trace is active.

Button	Action
Start	Turns on the SIP Trace (write to file) and begins display of the SIP trace data.
Stop	Turns off the SIP Trace (write to file) and ends display of the SIP trace data.
Refresh	Clears the display and continues from the current position. Does not affect the collection of data and writing to the log file.
Download	Opens a save file dialog box to specify where the downloaded file will be saved.
Clear	Deletes the file and clears the display.

### Accessing the SIP Traces Screen

In the [Navigation Pane](#):

**Maintenance & Monitoring > Telephony > SIP Traces.**

## CTI

### CTI Maintenance

This screen displays the status of the Computer Telephony Interface server and provides a reset button.

Field	Description
Switch	The status of the switch's CTI capabilities.
Since	The date and time that the switch entered its current status.
CTI Link	The status of the link between the LAES CTI processes and the switch.
Since	The date and time that the CTI Link entered its current status.
Messages to Switch	How many CTI messages have been sent from the LAES CTI process to the switch in the preceding 30 minutes.
Messages from Switch	How many CTI messages have been sent from the switch to the LAES CTI process in the preceding 30 minutes.
Number of Associations	The number of currently active CTI associations (e.g., CTI monitors).

Column	Description
Username	CTI User login used to establish this CTI session.
IP Address	The IP address of connected client PC in this session.
Security	The encryption status (Encrypted or Unencrypted) of this CTI session.
Time Opened	The date and time that this CTI session started.

Button	Action
Restart Service	Shuts down and then restarts all LAES CTI services.

### Accessing the CTI Maintenance Screen

In the [Navigation Pane](#):

**Maintenance & Monitoring > Telephony > CTI.**





## Phone Message Files

### Phone Messages Files Management

This screen displays information about phone message files and allows downloading them.

Column	Description
Filename	Phone messages file name.
Size	Size of file in bytes.
TimeStamp	Date and time when file was last modified.
Language	User's preferred language.
Comment	Displays comments about the associated file.

Field	Description
Download Method	<ul style="list-style-type: none"> <li>• <b>FTP</b> Use File Transfer Protocol. Enables <b>Remote filename (full path)</b>, <b>Username</b>, <b>Password</b>, and <b>Server Address</b> fields.</li> <li>• <b>SCP</b> Use secure file transfer. Enables <b>Remote filename (full path)</b>, <b>Username</b>, <b>Password</b>, and <b>Server Address</b> fields. Enables <b>Remote filename (full path)</b>, <b>Username</b>, <b>Password</b>, and <b>Server Address</b> fields.</li> <li>• <b>File</b> Browse local computer to download a file using HTTP. (File is selected by browsing.)</li> <li>• <b>USB</b> Download a file from a DoK (flash drive) connected to the gateway. (File is selected by browsing.)</li> </ul>
Remote filename (full path)	<p>Enabled when <b>Download Method</b> is <b>FTP</b> or <b>SCP</b>.</p> <p>The name of the image on the FTP/SCP server. The name should be the whole path in relative to the FTP/SCP server root, as configured on the FTP/SCP server. Maximum of 128 characters.</p> <p>A mistake in the name will generate a "File does not exist error."</p>
Username	<p>Enabled when <b>Download Method</b> is <b>FTP</b> or <b>SCP</b>.</p> <p>The user account on the FTP/SCP server.</p>

<b>Password</b>	<p>Enabled when <b>Download Method</b> is <b>FTP</b> or <b>SCP</b>.</p> <p>The user account password on the FTP/SCP server.</p> <p><b>Note:</b> For non-password FTP/SCP accounts, such as "anonymous", the password field can be empty.</p>
<b>Server Address</b>	<p>Enabled when <b>Download Method</b> is <b>FTP</b> or <b>SCP</b>.</p> <p>The URL or IP address of the FTP/SCP server.</p>
<b>Last Download Status</b>	<p>This field is refreshed automatically every 20 seconds.</p> <ul style="list-style-type: none"> <li>• <b>Idle</b> Download is complete without error.</li> <li>• <b>Executing</b> Download is running.</li> <li>• <b>error description</b> For example, "unable to reach server", "Unable to authenticate digital signature", "File does not exist", etc. Please see the <a href="#">Download Error Codes</a> topic for error codes and causes.</li> </ul>

<b>Button</b>	<b>Action</b>
<b>Start</b>	Begins the download of the specified file.

### Accessing the Phone Message Files Screen

In the [Navigation Pane](#):

**Maintenance & Monitoring > Telephony > Phone Messages Files.**

### SEE ALSO

- [Download Error Codes](#)

## Voicemail & Auto Attendant

### Voicemail General Report

This screen displays the **Voicemail General Report**.

Field	Description
<b>Usage</b>	
Ports Used	Current and total counts.
Accumulative Usage (CCS)	Accumulative CCS.
<b>Outcalls</b>	
Outcalls Queue Size	Current and maximum counts.
Outcall Delay (sec)	Total count.
Hourly Usage Statistics	Click <b>Display</b> to view the Hourly Usage Statistics report.
<b>Mailboxes</b>	
Mailbox Storage (KB)	Voice, fax, and total counts.
<b>Auto Attendant</b>	
Total Audio Files	Length in seconds and size in Kb.
Unused Audio Files	Length in seconds and size in Kb.
<b>Auto Attendant Reports</b>	
Usage Report	Click <b>Display</b> to view the usage report. Click <b>Clear</b> to remove the information from the usage report.
CDR Report	Click <b>Display</b> to view the CDR report.

Button	Action
Display (Hourly Usage Statistics)	Displays <a href="#">Voicemail Hourly Statistics</a> report.
Purge (Unused	Purges unused audio files.

Audio Files)	
Display (AA Usage Report)	Displays <a href="#">Auto Attendant Hourly Statistics</a> report.
Clear (AA Usage Report)	Resets the <a href="#">Auto Attendant Hourly Statistics</a> Report.

### Accessing the Voicemail General Report Screen

In the [Navigation Pane](#):

Maintenance & Monitoring > Telephony > Voicemail & Auto Attendant > General.

### SEE ALSO:

- [Voicemail Hourly Statistics](#)
- [Auto Attendant Hourly Statistics](#)

## Voicemail Hourly Statistics Report

This screen displays the **Voicemail Hourly Statistics** report.

Column	Description
Start Time	Starting hour (24 hour clock).
Usage	Usage in CCS.
Max Port Usage	Maximum number of ports in use at any time during measurement hour.
Dropped Sessions	Count of dropped sessions during measurement hour.
Total Outcalls	Count of outcalls during measurement hour.
Max Outcall Queue Size	Maximum outcall queue size during measurement hour.

### Accessing the Voicemail Hourly Statistics Report Screen

1. In the [Navigation Pane](#):  
**Maintenance & Monitoring > Telephony > Voicemail & Auto Attendant > General.**
2. On the **Voicemail General Report** screen, click **Display** for Hourly Usage Statistics.

#### SEE ALSO:

- [Voicemail General Report](#)

## Auto Attendant Hourly Statistics Report

This screen displays the **Auto Attendant Hourly Statistics** report.

### Accessing the Auto Attendant Hourly Statistics Report Screen

1. In the [Navigation Pane](#):  
**Maintenance & Monitoring > Telephony > Voicemail & Auto Attendant > General.**
2. On the [Voicemail General Report](#) screen, click **Display** for Usage Report.  
A dialog box appears.
3. Perform one of the following steps:
  - If you want save the report to a file, click **Save**, and specify the location for this file.
  - If you want to view the file, click **Open**.

### SEE ALSO:

- [Voicemail General Report](#)

## Mailbox Usage Report

This screen displays the **Mailbox Usage Report**.

Column	Description
<b>Select</b>	Check this row to include in the <b>Reset Password</b> action. When checked for a zombie mailbox, this row is included in the <b>Remove Selected Zombies</b> action.
<b>Extension</b>	Extension associated with mailbox.
<b>Name</b>	User name associated with mailbox.
<b>Message Usage</b>	Percentage of message space used.
<b>Used MB</b>	Mailbox usage in megabytes.
<b>Voice Messages</b>	Count of voice messages.
<b>Fax Messages</b>	Count of fax messages.
<b>Total Messages</b>	Sum of voice and fax messages.

Button	Action
<b>Select All Active</b>	Checks <b>Select</b> for all rows where the mailbox is active.
<b>Select All Zombie</b>	Checks <b>Select</b> for all rows where the mailbox is a zombie.
<b>Deselect All</b>	Clears <b>Select</b> for all rows.
<b>Reset Password</b>	Resets the mailbox password on each row with <b>Select</b> checked. A confirmation dialog box appears.
<b>Remove Selected Zombies</b>	Removes zombie mailboxes in the rows with <b>Select</b> checked.

### Accessing the Mailbox Usage Report Screen

In the [Navigation Pane](#):

**Maintenance & Monitoring > Telephony > Voicemail & Auto Attendant > Mailboxes.**

### Resetting a Mailbox Password

1. In the [Navigation Pane](#):



- Maintenance & Monitoring > Telephony > Voicemail & Auto Attendant > Mailboxes.
2. Select the mailboxes for which the password is to be reset.
  3. Click Reset Password.
  4. When the confirm dialog box appears, click OK.

#### Removing Zombie Mailboxes

1. In the [Navigation Pane](#):  
Maintenance & Monitoring > Telephony > Voicemail & Auto Attendant > Mailboxes.
2. Click Select All Zombie.
3. Click Remove Selected Zombies.
4. When the confirm dialog box appears, click OK.

## System Language Files - Current Information Tab

This screen displays current information about the system language files.

Column	Description
File Name	Display the system language file name.
File Size	Displays the file size in bytes.
Timestamp	Displays the date and time when the file was last modified.
Description	Displays the bank ( <b>A</b> or <b>B</b> ).
Language	Displays the language.
Version	Displays the version of the file.
Comments	Displays developer comments.

### Accessing the System Language Files Screen

In the [Navigation Pane](#):

**Maintenance & Monitoring > Telephony > Voicemail & Auto Attendant > System Language Files.**

## System Language Files - Download Process Tab

This screen enables you to download system language files.

Field	Description
Destination Static Language	<ul style="list-style-type: none"> <li>• <b>Static Language Bank A</b></li> <li>• <b>Static Language Bank B</b></li> </ul>
Download Method	<ul style="list-style-type: none"> <li>• <b>FTP</b> Use File Transfer Protocol. Enables <b>Remote filename (full path)</b>, <b>Username</b>, <b>Password</b>, and <b>Server Address</b> fields.</li> <li>• <b>SCP</b> Use secure file transfer. Enables <b>Remote filename (full path)</b>, <b>Username</b>, <b>Password</b>, and <b>Server Address</b> fields. Enables <b>Remote filename (full path)</b>, <b>Username</b>, <b>Password</b>, and <b>Server Address</b> fields.</li> <li>• <b>File</b> Browse local computer to download a file using HTTP. (File is selected by browsing.)</li> <li>• <b>USB</b> Download a file from a DoK (flash drive) connected to the gateway. (File is selected by browsing.)</li> </ul>
Remote filename (full path)	<p>Enabled when <b>Download Method</b> is <b>FTP</b> or <b>SCP</b>.</p> <p>The name of the image on the FTP/SCP server. The name should be the whole path in relative to the FTP/SCP server root, as configured on the FTP/SCP server. Maximum of 128 characters.</p> <p>A mistake in the name will generate a "File does not exist error."</p>
Username	<p>Enabled when <b>Download Method</b> is <b>FTP</b> or <b>SCP</b>.</p> <p>The user account on the FTP/SCP server.</p>
Password	<p>Enabled when <b>Download Method</b> is <b>FTP</b> or <b>SCP</b>.</p> <p>The user account password on the FTP/SCP server.</p> <p><b>Note:</b> For non-password FTP/SCP accounts, such as "anonymous", the password field can be empty.</p>
Server Address	<p>Enabled when <b>Download Method</b> is <b>FTP</b> or <b>SCP</b>.</p> <p>The URL or IP address of the FTP/SCP server.</p>

Button	Action
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**Start**

Begins the download of the specified file.

### Accessing the System Language Files Screen

In the [Navigation Pane](#):

**Maintenance & Monitoring > Telephony > Voicemail & Auto Attendant > System Language Files.**

## Media Services

### Media Services Status

This screen displays the status of the media gateway and each media module. There are test, reset, and other maintenance buttons for each entry.

#### Media Platform

Column	Description
Status	<ul style="list-style-type: none"> <li>Registered</li> <li>Unregistered</li> <li>Unknown</li> </ul>
IP Address	Media Gateway IP Address.
DSP Channels in Use	Count of DSP channels in use/available.

Button	Action
Refresh	Refreshes the display.
Test Platform	Tests access to the media gateway.
Reset Platform Link	Resets the media gateway link.

#### Media Modules

Column	Description
Select	Check this row to include in <b>Busyout Checked, Release Checked, Reset Checked, or Test Checked</b> actions.
Slot	Location of the media module.
Module	The type of media module in the slot. For example: MM710.
Type	Module Type: <ul style="list-style-type: none"> <li>Server Blade</li> <li>Analog</li> <li>ISDN PRI</li> <li>ISDN BRI</li> </ul>
HW Vintage	The hardware release level.
HW Suffix	The hardware suffix within the release level.

<b>Serial #</b>	Module serial number.
<b>FW Version</b>	Module firmware version.
<b>Notes</b>	Any notes entered about the media module.

<b>Button</b>	<b>Action</b>
<b>Refresh</b>	Refreshes the display.
<b>Select All</b>	Checks <b>Select</b> on all rows.
<b>Deselect All</b>	Clears <b>Select</b> on all rows.
<b>Busyout Selected</b>	Busy out all selected media modules.
<b>Release Selected</b>	Release all selected media modules.
<b>Reset Selected</b>	Reset all selected media modules.
<b>Test Selected</b>	Test all selected media modules.

#### Accessing the Media Services Status Screen

Maintenance & Monitoring > Telephony > Media Services.

## System Announcements

### System Announcements Current Information Tab

This screen provides current information about system announcements.

Field	Description
<b>Total Bytes Free</b>	Displays the remaining available bytes that can be used for system announcements.
<b>Total Bytes Used</b>	Displays the number of bytes used for system announcements.

Column	Description
<b>Select</b>	Check multiple system announcements to <b>Remove</b> at the same time.
<b>File Name</b>	Announcement file name.
<b>File Size</b>	File size in bytes.
<b>Timestamp</b>	Date and time when the file was last modified.
<b>Virtual Extension</b>	Extension that plays this announcement.

Button	Action
<b>Select All</b>	Checks the <b>Select</b> checkbox for all announcements.
<b>Deselect All</b>	Clears the <b>Select</b> checkbox for all announcements.
<b>Remove</b>	Removes all selected announcements.

#### Accessing the System Announcements Status Screen

In the [Navigation Pane](#):

**Maintenance & Monitoring > Telephony > System Announcements.**

## System Announcements - Download Process Tab

This screen allows download of system announcement files.

Field	Description
<b>Download Method</b>	<ul style="list-style-type: none"> <li>• <b>FTP</b> Use File Transfer Protocol. Enables <b>Remote filename (full path)</b>, <b>Username</b>, <b>Password</b>, and <b>Server Address</b> fields.</li> <li>• <b>SCP</b> Use secure file transfer. Enables <b>Remote filename (full path)</b>, <b>Username</b>, <b>Password</b>, and <b>Server Address</b> fields. Enables <b>Remote filename (full path)</b>, <b>Username</b>, <b>Password</b>, and <b>Server Address</b> fields.</li> <li>• <b>File</b> Browse local computer to download a file using HTTP. (File is selected by browsing.)</li> <li>• <b>USB</b> Download a file from a DoK (flash drive) connected to the gateway. (File is selected by browsing.)</li> </ul>
<b>Remote filename (full path)</b>	<p>Enabled when <b>Download Method</b> is <b>FTP</b> or <b>SCP</b>.</p> <p>The name of the image on the FTP/SCP server. The name should be the whole path in relative to the FTP/SCP server root, as configured on the FTP/SCP server. Maximum of 128 characters.</p> <p>A mistake in the name will generate a "File does not exist error."</p>
<b>Username</b>	<p>Enabled when <b>Download Method</b> is <b>FTP</b> or <b>SCP</b>.</p> <p>The user account on the FTP/SCP server.</p>
<b>Password</b>	<p>Enabled when <b>Download Method</b> is <b>FTP</b> or <b>SCP</b>.</p> <p>The user account password on the FTP/SCP server.</p> <p><b>Note:</b> For non-password FTP/SCP accounts, such as "anonymous", the password field can be empty.</p>
<b>Server Address</b>	<p>Enabled when <b>Download Method</b> is <b>FTP</b> or <b>SCP</b>.</p> <p>The URL or IP address of the FTP/SCP server.</p>
<b>Last Download Status</b>	<p>This field is refreshed automatically every 20 seconds.</p> <ul style="list-style-type: none"> <li>• <b>Idle</b> Download is complete without error.</li> <li>• <b>Executing</b> Download is running.</li> <li>• <b>error description</b></li> </ul>



For example, “unable to reach server”, “Unable to authenticate digital signature”, “File does not exist”, etc. Please see the [Download Error Codes](#) topic for error codes and causes.

Button	Action
Start	Begins the download of the specified file.

**SEE ALSO**

- [Recording System Announcements and Music on Hold](#)
- [Download Error Codes](#)

# Platform

## Ethernet Ports

### Ethernet Ports List Report

This screen displays the **Ethernet Ports** report.

Column	Description
<b>Select</b>	Check this row to include in <b>802.1x Init</b> , and <b>802.1x Re-Authenticate</b> actions.
<b>State</b>	<ul style="list-style-type: none"> <li>• <b>Up</b></li> <li>• <b>Down</b></li> </ul>
<b>Port</b>	Port location.
<b>Name</b>	Ethernet port name.
<b>Dup.</b>	Duplex: <ul style="list-style-type: none"> <li>• <b>Half</b></li> <li>• <b>Full</b> - Default.</li> </ul>
<b>Spd.</b>	Speed: Default highest available. <ul style="list-style-type: none"> <li>• <b>10M</b></li> <li>• <b>100M</b></li> </ul>
<b>802.1x</b>	<ul style="list-style-type: none"> <li>• <b>Initialize</b></li> </ul>
<b>PoE</b>	Power over Ethernet: <ul style="list-style-type: none"> <li>• <b>Searching</b></li> <li>• <b>Delivering</b></li> <li>• <b>Fault</b></li> </ul>
<b>iFIndex</b>	
<b>LLDP</b>	

Button	Action
<b>Select All</b>	Checks <b>Select</b> for all rows.
<b>Deselect All</b>	Clears <b>Select</b> for all rows.
<b>802.1x Init</b>	
<b>802.1x Re-</b>	

Authenticate

### Accessing the Ethernet Ports List Report Screen

In the [Navigation Pane](#):

**Maintenance & Monitoring > Platform > Ethernet Ports.**

## Ethernet Statistics

### Ethernet Statistics

This screen displays the **Ethernet Statistics** report.

Column	Description
Port	Port location.
Status	<ul style="list-style-type: none"> <li>• Up</li> <li>• Down</li> </ul>
Name	Administered port name.
Rx Octets	Received bytes.
Rx Unicast Frames	Received unicast frames.
Rx Multicast Frames	Received multicast frames.
Rx Broadcast Frames	Received broadcast frames.
Tx Octets	Transmitted bytes.
Tx Unicast Frames	Transmitted unicast frames.
Tx Multicast Frames	Transmitted multicast frames.
Tx Broadcast Frames	Transmitted broadcast frames.

Button	Action
Reset Counters	Resets all counters to zero.

### Accessing the Ethernet Statistics Screen

In the [Navigation Pane](#):

**Maintenance & Monitoring > Platform > Ethernet Statistics.**

## Ethernet CAM Table

### Ethernet CAM Table Report

This screen displays the **Ethernet CAM Table** report.

Field	Description
MAC Aging	
VLAN list	<ul style="list-style-type: none"><li>• All</li><li>• list of VLANs</li></ul>
port list	<ul style="list-style-type: none"><li>• All</li><li>• list of ports</li></ul>

Column	Description
Dest MAC	Displays the destination MAC.
Destination Ports	Displays the destination ports
VLAN	Displays the VLAN.

Button	Action
Clear CAM	Clears the list.
Refresh	Refreshes the list.

### Accessing the Ethernet CAM Table Screen

In the [Navigation Pane](#):

**Maintenance & Monitoring > Platform > Ethernet CAM Table.**

## DHCP Server

### DHCP Server Bindings and Statistics

This screen displays the **DHCP Bindings and Statistics** report.

Column	Description
Counter	Available counter names.
Value	Current value of the counter.

#### Accessing the DHCP Server Screen

In the [Navigation Pane](#):

**Maintenance & Monitoring > Platform > DHCP Server.**

## IP Phones File Server

### IP Phone Files - Current Information Tab

This screen displays current information about IP phone files.

Field	Description
Total Bytes Free	Displays the remaining available bytes that can be used for IP phone files.
Total Bytes Used	Displays the number of bytes used for IP phone files.

Column	Description
Select	Check multiple IP phone files to <b>Remove</b> at the same time.
Filename	IP phone file name.
File Size	File size in bytes.
TimeStamp	Date and time when the file was last modified.

Button	Action
Select All	Checks the <b>Select</b> checkbox for all IP phone files.
Deselect All	Clears the <b>Select</b> checkbox for all IP phone files.
Remove	Removes the selected files.

### Accessing the IP Phones Files Screen

In the [Navigation Pane](#):

**Maintenance & Monitoring > Platform > IP Phones File Server > IP Phones Files.**



## IP Phone Files - Download Process Tab

This screen allows download of IP phone files.

Field	Description
<b>Last Image Download Status</b>	<p>This field is refreshed automatically every 20 seconds.</p> <ul style="list-style-type: none"> <li>• <b>Idle</b> Download is complete without error.</li> <li>• <b>Executing</b> Download is running.</li> <li>• <b>error description</b> For example, “unable to reach server”, “Unable to authenticate digital signature”, “File does not exist”, etc. Please see the <a href="#">Download Error Codes</a> topic for error codes and causes.</li> </ul>
<b>Last Script Download Status</b>	<p>This field is refreshed automatically every 20 seconds.</p> <ul style="list-style-type: none"> <li>• <b>Idle</b> Download is complete without error.</li> <li>• <b>Executing</b> Download is running.</li> <li>• <b>error description</b> For example, “unable to reach server”, “Unable to authenticate digital signature”, “File does not exist”, etc. Please see the <a href="#">Download Error Codes</a> topic for error codes and causes.</li> </ul>
<b>Download Method</b>	<ul style="list-style-type: none"> <li>• <b>FTP</b> Use File Transfer Protocol. Enables <b>Remote filename (full path)</b>, <b>Username</b>, <b>Password</b>, and <b>Server Address</b> fields.</li> <li>• <b>SCP</b> Use secure file transfer. Enables <b>Remote filename (full path)</b>, <b>Username</b>, <b>Password</b>, and <b>Server Address</b> fields. Enables <b>Remote filename (full path)</b>, <b>Username</b>, <b>Password</b>, and <b>Server Address</b> fields.</li> <li>• <b>File</b> Browse local computer to download a file using HTTP. (File is selected by browsing.)</li> <li>• <b>USB</b> Download a file from a DoK (flash drive) connected to the gateway. (File is selected by browsing.)</li> </ul>
<b>Remote filename (full path)</b>	<p>Enabled when <b>Download Method</b> is <b>FTP</b> or <b>SCP</b>.</p> <p>The name of the image on the FTP/SCP server. The name should be the whole path in relative to the FTP/SCP server root, as configured on the FTP/SCP server. Maximum of 128 characters.</p> <p>A mistake in the name will generate a “File does not exist</p>

	error.”
<b>Username</b>	Enabled when <b>Download Method</b> is <b>FTP</b> or <b>SCP</b> . The user account on the FTP/SCP server.
<b>Password</b>	Enabled when <b>Download Method</b> is <b>FTP</b> or <b>SCP</b> . The user account password on the FTP/SCP server. <b>Note:</b> For non-password FTP/SCP accounts, such as "anonymous", the password field can be empty.
<b>Server Address</b>	Enabled when <b>Download Method</b> is <b>FTP</b> or <b>SCP</b> . The URL or IP address of the FTP/SCP server.

<b>Button</b>	<b>Action</b>
<b>Start</b>	Begins the download of the specified file.

#### Accessing the IP Phones Files Screen

In the [Navigation Pane](#):

**Maintenance & Monitoring > Platform > IP Phones File Server > IP Phones Files.**

#### SEE ALSO

- [Download Error Codes](#)

## USB Devices

### Display USB Devices

This screen displays information about the USB devices connected to the USB ports on the i40 or i120.

Field	Description
Device type	Mass storage device
USB version	
USB speed	
USB mode	
USB file system	
USB capacity	
USB free space	
Connected Device Type	Modem
Modem status	
Modem local IP	
Modem remote IP	
Modem Reset	

Button	Action
Reset	Resets the modem.

### Accessing the USB Devices Screen

In the [Navigation Pane](#):

**Maintenance & Monitoring > Platform > USB Devices.**

## Security

### Trusted Certificates

This screen displays a list of trusted certificates and allows downloading of additional certificates.

Column	Description
<b>Select</b>	Check multiple certificates to <b>Remove</b> at the same time.
<b>Common Name</b>	Usually the Fully Qualified Domain Name of the trusted entity or trusted Certificate Authority (CA).
<b>Valid From</b>	Inception date.
<b>Valid To</b>	Expiration date.
<b>Issued by</b>	Certificate issuing authority.

Field	Description
<b>Download Method</b>	<ul style="list-style-type: none"> <li>• <b>FTP</b> Use File Transfer Protocol. Enables <b>Remote filename (full path)</b>, <b>Username</b>, <b>Password</b>, and <b>Server Address</b> fields.</li> <li>• <b>SCP</b> Use secure file transfer. Enables <b>Remote filename (full path)</b>, <b>Username</b>, <b>Password</b>, and <b>Server Address</b> fields. Enables <b>Remote filename (full path)</b>, <b>Username</b>, <b>Password</b>, and <b>Server Address</b> fields.</li> <li>• <b>File</b> Browse local computer to download a file using HTTP. (File is selected by browsing.)</li> <li>• <b>USB</b> Download a file from a DoK (flash drive) connected to the gateway. (File is selected by browsing.)</li> </ul>
<b>Remote filename (full path)</b>	<p>Enabled when <b>Download Method</b> is <b>FTP</b> or <b>SCP</b>.</p> <p>The name of the image on the FTP/SCP server. The name should be the whole path in relative to the FTP/SCP server root, as configured on the FTP/SCP server. Maximum of 128 characters.</p> <p>A mistake in the name will generate a "File does not exist error."</p>
<b>Username</b>	Enabled when <b>Download Method</b> is <b>FTP</b> or <b>SCP</b> .

	The user account on the FTP/SCP server.
<b>Password</b>	Enabled when <b>Download Method</b> is <b>FTP</b> or <b>SCP</b> . The user account password on the FTP/SCP server. <b>Note:</b> For non-password FTP/SCP accounts, such as "anonymous", the password field can be empty.
<b>Server Address</b>	Enabled when <b>Download Method</b> is <b>FTP</b> or <b>SCP</b> . The URL or IP address of the FTP/SCP server.
<b>Last Download Status</b>	This field is refreshed automatically every 20 seconds. <ul style="list-style-type: none"> <li>• <b>Idle</b> Download is complete without error.</li> <li>• <b>Executing</b> Download is running.</li> <li>• <b>error description</b> For example, "unable to reach server", "Unable to authenticate digital signature", "File does not exist", etc. Please see the <a href="#">Download Error Codes</a> topic for error codes and causes.</li> </ul>

Button	Action
<b>Select All</b>	Checks the <b>Select</b> checkbox for all certificates.
<b>Deselect All</b>	Clears the <b>Select</b> checkbox for all certificates.
<b>Remove</b>	Removes the selected certificates.
<b>Start</b>	Begins the download of the specified file.

## Accessing the Trusted Certificate Screen

In the [Navigation Pane](#):

**Maintenance & Monitoring > Security > Trusted Certificate.**

### SEE ALSO

- [Download Error Codes](#)

## Server Certificate

This screen displays a list of server certificates and allows downloading of additional certificates.

Column	Description
<b>Select</b>	Check multiple certificates to <b>Remove</b> at the same time.
<b>Common Name</b>	Usually the Fully Qualified Domain Name of the trusted entity or trusted Certificate Authority (CA).
<b>Valid From</b>	Inception date.
<b>Valid To</b>	Expiration date.
<b>Issued by</b>	Certificate issuing authority.
<b>Status</b>	<ul style="list-style-type: none"> <li>• active</li> <li>•</li> </ul>

Field	Description
<unlabeled>	<p>Action initiated by the <b>Start</b> button.</p> <ul style="list-style-type: none"> <li>• <b>Upload Cert Request</b></li> <li>• <b>Download Certificate</b></li> <li>• <b>Automated-certificate enrollment</b></li> </ul>
<b>RSA Size</b>	<p>RSA keysize in bits:</p> <ul style="list-style-type: none"> <li>• <b>1024</b></li> <li>• <b>2048</b></li> </ul>
<b>Organization Name</b>	The Full Legal Company or Personal Name.
<b>Locality</b>	Full name, e.g., "Los Angeles".
<b>Primary CA server URL</b>	<p>The URL of the SCEP service on the CA server used for issuing the certificate.</p> <p>This field is enabled when <b>Automated-certificate enrollment</b> is selected.</p>
<b>Common Name</b>	Usually the Fully Qualified Domain Name of the trusted entity or trusted Certificate Authority (CA).
<b>Organization Unit</b>	The appropriate branch or unit in which the device is deployed.

<b>State</b>	Full name, e.g., "California".
<b>Country Code</b>	2-character code. For the United States, it is "US".
<b>Challenge</b>	Some CA servers require an SCEP challenge phrase to enroll. Enter the challenge phrase here.  This field is enabled when <b>Automated-certificate enrollment</b> is selected.
<b>Last Download Status</b>	This field is refreshed automatically every 20 seconds. <ul style="list-style-type: none"> <li>• <b>Idle</b> Action selected is complete without error.</li> <li>• <b>Executing</b> Action selected is running.</li> <li>• <b>error description</b> For example, "unable to reach server", "Unable to authenticate digital signature", "File does not exist", etc. Please see the <a href="#">Download Error Codes</a> topic for error codes and causes.</li> </ul>
<b>Local File Name</b>	When the certificate is stored on the local computer, this is the path to the certificate file.

<b>Button</b>	<b>Action</b>
<b>Remove</b>	Removes the selected certificates.
<b>Start</b>	Begins the selected action on the specified file.
<b>Browse</b>	Opens the file selection dialog box for selection of a local file.

## Accessing the Server Certificate Screen

In the [Navigation Pane](#):

**Maintenance & Monitoring > Security > Server Certificate.**

### SEE ALSO

- [Download Error Codes](#)

## Authentication File Management

This screen displays a list of authentication files and allows downloading of additional files.

Column	Description
Filename	Name of the authentication file.
File Size	Size in bytes of the authentication file.
TimeStamp	Date and Time when the authentication file was last modified.
Release	Release number.
AFID	
Gen Date	Date when the authentication file was generated.
Gen Time	Time when the authentication file was generated.

Field	Description
<b>Download Method</b>	<ul style="list-style-type: none"> <li>• <b>FTP</b> Use File Transfer Protocol. Enables <b>Remote filename (full path)</b>, <b>Username</b>, <b>Password</b>, and <b>Server Address</b> fields.</li> <li>• <b>SCP</b> Use secure file transfer. Enables <b>Remote filename (full path)</b>, <b>Username</b>, <b>Password</b>, and <b>Server Address</b> fields. Enables <b>Remote filename (full path)</b>, <b>Username</b>, <b>Password</b>, and <b>Server Address</b> fields.</li> <li>• <b>File</b> Browse local computer to download a file using HTTP. (File is selected by browsing.)</li> <li>• <b>USB</b> Download a file from a DoK (flash drive) connected to the gateway. (File is selected by browsing.)</li> </ul>
<b>Remote filename (full path)</b>	<p>Enabled when <b>Download Method</b> is <b>FTP</b> or <b>SCP</b>.</p> <p>The name of the image on the FTP/SCP server. The name should be the whole path in relative to the FTP/SCP server root, as configured on the FTP/SCP server. Maximum of 128 characters.</p> <p>A mistake in the name will generate a "File does not exist error."</p>



<b>Username</b>	Enabled when <b>Download Method</b> is <b>FTP</b> or <b>SCP</b> . The user account on the FTP/SCP server.
<b>Password</b>	Enabled when <b>Download Method</b> is <b>FTP</b> or <b>SCP</b> . The user account password on the FTP/SCP server. <b>Note:</b> For non-password FTP/SCP accounts, such as "anonymous", the password field can be empty.
<b>Server address</b>	Enabled when <b>Download Method</b> is <b>FTP</b> or <b>SCP</b> . The URL or IP address of the FTP/SCP server.
<b>Last Download Status</b>	This field is refreshed automatically every 20 seconds. <ul style="list-style-type: none"> <li>• <b>Idle</b> Download is complete without error.</li> <li>• <b>Executing</b> Download is running.</li> <li>• <b>error description</b> For example, "unable to reach server", "Unable to authenticate digital signature", "File does not exist", etc. Please see the <a href="#">Download Error Codes</a> topic for error codes and causes.</li> </ul>

<b>Button</b>	<b>Action</b>
<b>Start</b>	Click to download an authentication file.

## Accessing the Authentication File Screen

In the [Navigation Pane](#):

**Maintenance & Monitoring > Security > Authentication File.**

### SEE ALSO

- [Download Error Codes](#)

# Configuration Administration

## Backup & Restore

### Backup & Restore Status

This screen displays backup and restore status. From this screen, you can perform a backup or a restore.



#### **WARNING!**

Avoid configuration changes during the backup/restore operation.

Field	Description
<b>Last Backup</b>	
Operation Status	<ul style="list-style-type: none"> <li>OK</li> <li>Failed</li> </ul>
Error Description	For example, “unable to reach server”, “Unable to authenticate digital signature”, “File does not exist”, etc. Please see the <a href="#">Download Error Codes</a> topic for error codes and causes.
Filename	The name of the backup file.
Method	<ul style="list-style-type: none"> <li><b>USB</b> Backup to a USB flash drive.</li> <li><b>FTP</b> Backup to an FTP server.</li> </ul>
Server Address	The URL or IP address of the FTP/SCP server.
<b>Last Restore</b>	
Operation Status	<ul style="list-style-type: none"> <li>OK</li> <li>Failed</li> </ul>
Error Description	For example, “unable to reach server”, “Unable to authenticate digital signature”, “File does not exist”, etc. Please see the <a href="#">Download Error Codes</a> topic for error codes and causes.
Filename	The name of the restore file.
Method	<ul style="list-style-type: none"> <li><b>USB</b> Restore from a USB flash drive.</li> <li><b>FTP</b> Restore from an FTP server.</li> </ul>
Server Address	The URL or IP address of the FTP/SCP server.

<b>Missing Files</b>	There are several types of backup (several partial types and a complete type). After the restore operation, the <b>Missing Files</b> field contains a list of files that were missing relative to a complete restore. <b>Note</b> that this is not an indication of a problem since a partial restore will have missing files by design.
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<b>Button</b>	<b>Action</b>
<b>New Backup/Restore</b>	Opens the <a href="#">Backup/Restore Assistant</a> screen.

### Accessing the Backup and Restore Status Screen

In the [Navigation Pane](#):


**Maintenance & Monitoring > Configuration Administration > Backup & Restore.**

### SEE ALSO

- [Download Error Codes](#)
- [Backup/Restore Assistant](#)

## Backup/Restore Assistant

This screen enables you to specify the operation (backup, restore) and method for a backup or a restore.

Field	Description
<b>Operation</b>	<ul style="list-style-type: none"> <li>• <b>Backup</b> Select this option button if you want to perform a backup.</li> <li>• <b>Restore</b> Select this option button if you want to perform a restore.</li> </ul>
<b>Method</b>	<ul style="list-style-type: none"> <li>• <b>USB</b> Select this option button if you want to use a USB flash drive. If you are performing a backup, the backup file will be stored on the USB flash drive. If you are performing a restore, the file you want to restore resides on the USB flash drive. Disables the <b>Remote Filename, Username, Password, and Server Address</b> fields.</li> <li>• <b>FTP</b> Select this option if want to use an FTP server. If you are performing a backup, the backup file will be stored on the FTP server you specify. If you are performing a restore, the file you want to restore resides on the FTP server you specify. Enables the <b>Remote Filename, Username, Password, and Server Address</b> fields.</li> </ul>
<b>Remote filename</b>	<p>Enter the path and name of the directory containing the file you want to backup or restore. This field is enabled if the <b>FTP</b> option button is selected.</p> <p> <b>Note:</b></p> <p><i>This is the directory name. A backup may consist of several files depending on the operation (full, partial, minimum) selected on the <b>Backup/Restore Assistant Operation Type</b> screen.</i></p>
<b>Username</b>	Enter username to access the FTP server. This field is enabled if the <b>FTP</b> option button is selected.
<b>Password</b>	Enter the password to access the FTP server. This field is enabled if the <b>FTP</b> option button is selected.
<b>Server address</b>	Enter the IP address of the FTP server where you want to save the backup file or retrieve the restore file. This field is enabled if the <b>FTP</b> option button is selected.

Button	Action
Prev	Goes back to the <a href="#">Backup &amp; Restore Status</a> screen
Next	Opens the <a href="#">Backup/Restore Assistant Operation Type</a> screen. (The screen has different formats depending upon the options chosen.)

#### Accessing the Backup/Restore Assistant Screen

1. In the [Navigation Pane](#): select **Maintenance & Monitoring > Configuration Administration > Backup & Restore**.
2. On the [Backup and Restore Status](#) screen, click **New Backup/Restore**.

## Backup/Restore Assistant Operation Type

This screen enables you to specify the type of backup or restore operation you want to perform. The title of this screen differs depending upon options chosen.

Field	Description
Operation	<ul style="list-style-type: none"> <li>• <b>Complete Backup</b> All platform information.</li> <li>• <b>Partial Backup</b> No voicemail Mailbox data (messages and greetings).</li> <li>• <b>Partial Backup</b> No voicemail system language files or mailbox data.</li> <li>• <b>Minimal Backup</b> Configuration files (Main, Profile), System Announcements, Certificates, AES configuration file, IP Phone settings and language files, Unicode phone message files, and Auto Attendant files (announcements and menu prompts).</li> </ul>

Button	Action
Prev	Goes back to the <b>Backup &amp; Restore Assistant</b> screen
Next	<ul style="list-style-type: none"> <li>• For a backup/restore to FTP, opens the <a href="#">Backup/Restore Assistant Start</a> screen.</li> <li>• For a backup/restore to USB, opens the <a href="#">Backup/Restore Assistant USB</a> screen.</li> </ul>

## Backup to USB Flash Drive

This screen appears only for backup/restore to USB. It enables you to specify the directory for the backup/restore. The title of this screen differs depending upon options chosen.

Field	Description
Capacity	The capacity of the USB key in bytes.
Free	The free space on the USB key in bytes.
Backup Name	<ul style="list-style-type: none"><li>For backup, enter the name of the directory to contain the backup file.</li><li>For restore, selecting an existing directory fills this field.</li></ul>

Column	Description
Select	Check multiple directories to <b>Remove</b> at the same time.
Directory	The name of the directory containing the backup files.
Size	The size of the existing backup in bytes.

Button	Action
Prev	Goes back to the <a href="#">Backup &amp; Restore Assistant Operation Type</a> screen
Next	Opens the <a href="#">Backup/Restore Assistant Start</a> screen.
Select All	Check <b>Select</b> for all rows.
Deselect All	Clear <b>Select</b> for all rows.
Remove	Remove the directories specified in each row selected.



## Backup/Restore Assistant Start

This screen presents a summary of the options and parameters specified and allows you to return to previous screens or start the backup/restore operation. The title and format of this screen differs depending upon options chosen.



### WARNING!

**Make sure you saved your configuration before starting the backup operation.**

**Make sure you know the master encryption key configured on the system before the backup as you must have the same master encryption key to successfully restore.**

Field	Description
Operation	<ul style="list-style-type: none"> <li>• <b>Complete Backup</b> All platform information.</li> <li>• <b>Partial Backup</b> No voicemail Mailbox data (messages and greetings).</li> <li>• <b>Partial Backup</b> No voicemail system language files or mailbox data.</li> <li>• <b>Minimal Backup</b> Configuration files (Main, Profile), System Announcements, Certificates, AES configuration file, IP Phone settings and language files, Unicode phone message files, and Auto Attendant files (announcements and menu prompts).</li> <li>• <b>Complete Restore</b> All platform information.</li> <li>• <b>Partial Restore</b> No voicemail Mailbox data (messages and greetings).</li> <li>• <b>Partial Restore</b> No voicemail system language files or mailbox data.</li> <li>• <b>Minimal Restore</b> Configuration files (Main, Profile), System Announcements, Certificates, AES configuration file, IP Phone settings and language files, Unicode phone message files, and Auto Attendant files (announcements and menu prompts).</li> </ul>
Method	<ul style="list-style-type: none"> <li>• <b>USB</b> Uses a USB flash drive. If you are performing a backup, the backup file will be stored on the USB flash drive. If you are performing a restore, the file you want to restore resides on the USB flash drive.</li> <li>• <b>FTP</b> Uses an FTP server. If you are performing a backup, the backup file will be stored on the FTP server you specify. If you are performing a restore, the file you</li> </ul>

	want to restore resides on the FTP server you specify.
<b>Remote Filename</b>	The path to the directory containing the files you want to backup or restore. This field is used only for <b>FTP</b> .
<b>Username</b>	Enter username to access the FTP server. This field is used only for <b>FTP</b> .
<b>Password</b>	The password to access the FTP server. This field is used only for <b>FTP</b> .
<b>Server Address</b>	The IP address of the FTP server where you want to save the backup file or retrieve the restore file. This field is used only for <b>FTP</b> .
<b>Master Encryption Key</b>	The current <a href="#">Master Encryption Key</a> . The same master encryption key must be used for the backup and any subsequent restore of the same backup.

<b>Button</b>	<b>Action</b>
<b>Prev</b>	<ul style="list-style-type: none"><li>• For a backup/restore using FTP, goes back to the <a href="#">Backup &amp; Restore Assistant Operation Type</a> screen.</li><li>• For a backup/restore using USB, goes back to the <a href="#">Backup &amp; Restore Assistant USB</a> screen.</li></ul>
<b>Start</b>	Starts the backup or restore operation.

## Master Encryption Key

### Master Encryption Key

This screen sets the Master Key.

Field	Description
New Master Key	Enter the new Master Key.
Confirm Master Key	Enter the new Master Key for confirmation.

Button	Action
Apply Changes	Saves the changes made so far. To discard changes since the last time you applied changes, leave the screen by clicking <b>Home</b> (in the menu bar) or another entry under <b>Managed Objects</b> .

#### Accessing the Master Encryption Key Screen

In the [Navigation Pane](#):

**Maintenance & Monitoring > Configuration Administration > Master Encryption Key.**

## Restore Factory Defaults

### Restore Factory Defaults

This screen enables you to erase the telephony configuration and restore the factory defaults.

Field	Description
Enter your Password	Enter your user account password.
Erase Configuration	Select this option button if you want to erase the entire configuration.
Erase Telephony Configuration	Select this option button if you want to erase only the telephony configuration
NVRAM Initialize	Select this option button if you want to initialize the NVRAM.

Button	Action
Go	Initiates the erase and reset action.

### Accessing the Restore Factory Defaults Screen

In the [Navigation Pane](#):

**Maintenance & Monitoring > Configuration Administration > Restore Factory Defaults.**

---

## Create Installation Profile

### Introduction to Profiles

#### What is a Profile?

A profile is a set of files containing provisioning data for a Distributed Office branch platform. The provisioning data can include configurations and parameters such as:

- User configurations
- Voicemail setup
- Phone files
- Settings files
- Device-specific localization information (for example: IP addresses, user names associated with stations).

#### Profile sections

Each profile contains the following three elements:

- **Static Parameters** - pre-defined image and configuration attributes that the installer cannot change. Changing the static section requires creating a new profile. (An existing standard profile can be used as the starting point.)
- **Dynamic Section** - pre-defined configuration attributes that a provisioning specialist can administer during installation using the *Initial Setup Assistant* program.
- **Supplement Section** - additional files in the profile required to fully describes the user setup, such as announcements, auto attendant, phone images, phone setup. You need to copy some of these files to and from the USB flash drive or FTP site separately.

#### Creating a Profile

Creating a profile consists of the following steps:

1. **Set up a Prototype** - begin with an exact duplicate of the branch platform for which you are creating a profile. (Local Manager restricts you to provisioning the hardware it finds installed.)
2. **Update the Firmware** - so that a known firmware version will be used for both the profile and the actual branch platform installation.
3. **Reset the Prototype to Factory Defaults** - so that the branch platform starts from the same configuration as the actual branch platform.
4. **Start with a Standard Profile** - rather than beginning from scratch. Standard profiles have pre-defined values for many of the parameters based on the type of system (key system, PBX system, Power over Ethernet), the country where the branch platform will be installed, the type of dial plan, and the specific configuration of ports. Standard profiles are available at [support.avaya.com](http://support.avaya.com).
5. **Customize the Profile** - to have exactly the information that is needed for the branch platform excepting the locally provisioned information.
6. Click **Save Configuration** - to ensure you changes are saved.
7. **Create an Initial Setup Assistant** - to lead the provisioning specialist through the initial installation by requesting local specifics. (For example: IP addresses, user names associated with stations).
8. Click **Save Configuration** - to ensure you changes are saved.
9. **Backup the Customized Profile and Initial Setup Assistant** - to an FTP site or to a USB Flash Drive.

10. **Copy the latest phone firmware files** - to the same directory on the FTP site or USB Flash Drive.

Installing a profile on the branch platform consists of the following steps:

1. Open Distributed Office Local Manager.
2. Click **Restore Factory Defaults** (under **Maintenance & Monitoring > Configuration Administration**) in the **Managed Objects** list.
3. Select the **NVRAM Initialize** radio button.
4. Enter "password" in the password field.
5. Click **Go**.
6. Click **Yes** on the pop-up window.
7. Wait five minutes for the NVRAM init procedure to finish.
8. Perform a system restore from a USB flash drive or FTP site, ensuring you select the correct profile.
9. Copy the phone firmware files - from the same directory on the FTP site or USB Flash Drive.
10. Click **Save Configuration** to ensure your changes are stored.

**SEE ALSO**

- [Customizing a Profile](#)
- [Create an Initial Setup Assistant](#)
- [Profile Creation - New Profile](#)

## Customizing a Profile

You can customize any or all of the following:

- The default profile.
- Standard profiles (available at support.avaya.com. ).
- The Initial Setup Assistant, which guides the installer through the on-site configuration process.

### **Before you create a custom profile:**

- **Set up a Prototype** - begin with an exact duplicate of the branch platform for which you are creating a profile. (Local Manager restricts you to provisioning the hardware it finds installed.)
- Choose the profile you wish to customize - this choice depends on the equipment to be installed and the specific requirements.
- Ensure that the firmware for the i40 or i120 is compatible with that of the AM110. Refer to the table on the Avaya Support site at support.avaya.com or an authorized source. Install the appropriate updated firmware or Service Packs before creating the profile as profiles are release-dependent.
- It is strongly recommended that you update any profiles you have created when a new release or Service Pack is issued.
- Ensure you are using a default or standard profile from a known source. Default and Standard profiles contain information such as regional supported allowed/denied lists that can save time and will ensure consistency.
- It is strongly recommended that you start from a clean version of the profile you wish to customize to ensure no unwanted data such as voice mail is included in the custom profile. Follow the procedure below to start from a clean profile:
  1. Open Distributed Office Local Manager.
  2. Click **Restore Factory Defaults** (under **Maintenance & Monitoring > Configuration Administration**) in the **Managed Objects** list.
  3. Select the **NVRAM Initialize** radio button.
  4. Enter "password" in the password field.
  5. Click **Go**.
  6. Click **Yes** on the pop-up window.
  7. Wait five minutes for the NVRAM init procedure to finish.
  8. Perform a system restore from a USB flash drive or FTP site, ensuring you select the correct profile.
- Copy the latest phone firmware files to the Distributed Office system.
- Decide what parameters you need to include in the profile and whether you need to include associated files like Service Packs, Distributed Office firmware and telephone firmware. You will need to determine which parameters are static and which are dynamic before using the Assistant Modeler.
- Limit the number of Assistant steps in a customized Setup Assistant in order to fulfill the "20 minutes or less" installation requirement. Bear in mind that each item in a list, such as user configuration, is an individual step in the Setup Assistant. A technician can configure users, trunks etc. on-site or use Distributed Office Central Manager to push configurations.

- If the installation will include Distributed Office Central Manager, you can push configurations to Distributed Office rather than including individual steps in the profile.

### ***Customizing the Profile***

Reconfigure the parameters and load any files you wish to add to the profile. Refer to the Distributed Office Local Manager help for further information.



**Note:**

*Click **Save Configuration** to ensure your changes are stored.*

If you do not want to create a custom Setup Assistant, back up the profile without starting the Assistant Modeler.

### **SEE ALSO**

- [Introduction to Profiles](#)
- [Create an Initial Setup Assistant](#)
- [Profile Creation - New Profile](#)



## Create an Initial Setup Assistant

### Introduction to Modeling

**Note:**

*It is recommended that you configure the parameters, including those you want the installer to change, in the custom profile before using the Setup Assistant Modeler.*

The *Setup Assistant Modeler* allows you to design the *Initial Setup Assistant* that runs when a user configures the Distributed Office branch platform for the first time. The *Initial Setup Assistant* presents the installer with a set of dynamic Local Manager pages that need to be reviewed and completed in order to configure the branch platform. You select which parameters the installer can edit and which are read-only for each *Initial Setup Assistant* page. You can model one *Initial Setup Assistant* for each Profile you create.

There are two types of pages in Local Manager: single pages and tabbed pages. You can select which sub-pages in a tabbed set are accessible.

Once you have modeled the *Initial Setup Assistant*, you can save it with the associated profile for distribution on a USB flash drive or via FTP.

1. To model or create a new Setup Assistant, click on the **Create Installation Profile** link under **Configuration Administration** in the managed objects tree.

The **Profile Creation - New Profile** page opens.

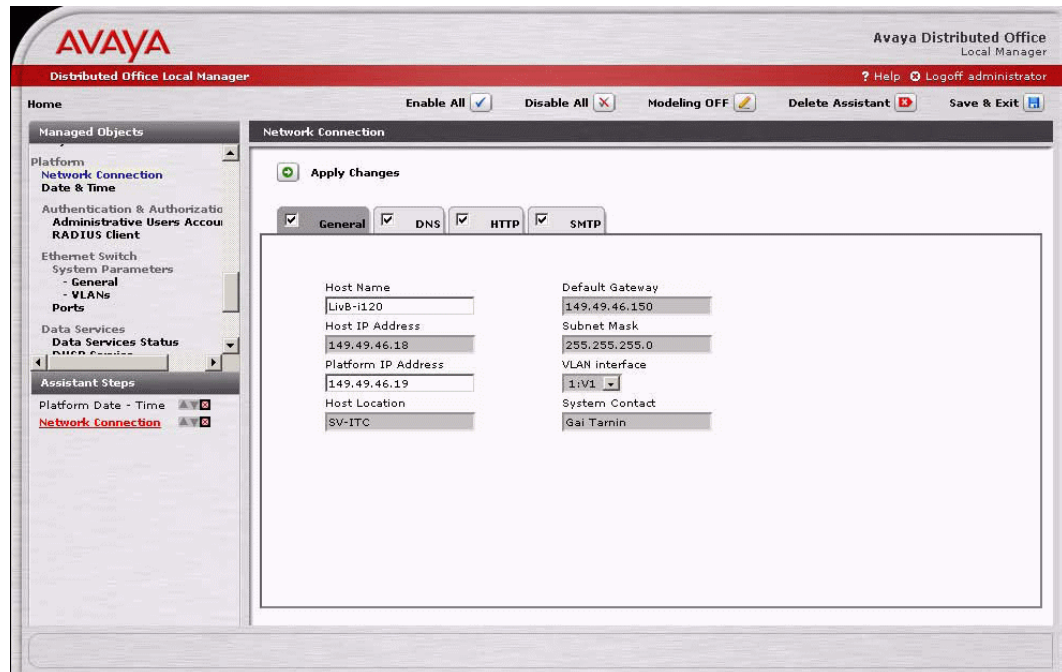
2. Click **Start Setup Assistant Modeler**.

The Assistant Modeler home page opens.

3. If you are modeling:

- An existing Assistant, Click **Start Modeling**.
- A new Assistant, click an object in the **Managed Objects** list.

The Assistant Modeler page opens.



The **Navigation Pane (Managed Objects)** on the upper left side of all screens contains a list of links to the screens for managed objects. Only those elements that can be administered during installation are included. In general, this consists of the items under **Managed Objects > Configuration**, however not all of those items are included. The navigation pane contains the following links:




- Configuration
  - [Users](#)
  - Group Communications
    - [Hunt Groups](#)
    - [Pickup Groups](#)
    - [Paging Groups](#)
    - [Intercom Groups](#)
    - [Abbreviated Dialing Group List](#)
    - [Collective Ringing Groups](#)
  - Call Handling
    - [Coverage Paths](#)
    - [Abbreviated Dialing System List](#)
    - [Dial Plan](#)
    - [Feature Access Codes](#)
    - [Service Numbers](#)
  - Automated Attendant Service
    - [Automated Attendants](#)
    - [Sub Menus](#)
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  - ⊙ [Ethernet Ports](#)
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  - ⊙ [DHCP Services](#)
  - ⊙ [SNMP Agent](#)
  - ⊙ [SNMPv3 Users](#)
  - ⊙ [Trap Managers](#)
  - ⊙ [Physical Configuration](#)
  - ⊙ [Logging](#)
  - ⊙ [Modem Dial-In](#)
  - ⊙ [Avaya Global Services](#)

**Assistant Steps**

Immediately below the **Navigation Pane**, an **Assistant Steps** pane shows each step included in the **Initial Setup Assistant**.

- Each step has three buttons:

	Move the step up one position.
	Move the step down one position.
	Delete the step.

- When you select a **Managed Object**, the name of the managed object appears at the bottom of the list and the corresponding screen appears in the display area on the right.
- If you do any modeling on the page and click **Apply Changes**, the modeling is saved (provided you click **Save & Exit** when you finish modeling).




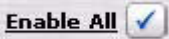
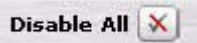
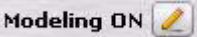
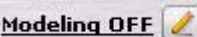
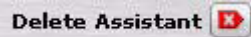

**Note:**

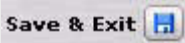
Regardless of what buttons may have appeared on the displayed screen outside of the **Setup Assistant Modeler**, only the **Apply Changes** button appears within the **Setup Assistant Modeler**.

- If you select a different **Managed Object** or click **Save & Exit** without clicking **Apply Changes**, the modeling is not saved and the name of the managed object is removed from the bottom of the list of **Assistant Steps**.

**Modeling Buttons**

Regardless of which screen is displayed in the display area on the right, the same buttons always appear:

	<ul style="list-style-type: none"> <li>• Apply the changes you made to the current screen in the display area.</li> <li>• Save the current screen in the <b>Setup Assistant Modeler</b>.</li> </ul>
	Allow the user to configure all parameters on the page (dynamic).
	Prevent the user from configuring all parameters on the page (static).
 	<p>Toggles selective modeling:</p> <ul style="list-style-type: none"> <li>• <b>Modeling ON</b> enables selective modeling mode (specify individual fields).</li> <li>• <b>Modeling OFF</b> disables selective modeling mode (<b>Enable All</b> or <b>Disable All</b> apply).</li> </ul>
	<p>Delete the <b>Initial Setup Assistant</b>. Returns to the <b>Profile Creation - New Profile</b> page.</p> <p> <b>Note:</b></p>

	Delete Assistant deletes any previously saved <b>Initial Setup Assistant</b> that has not been backed up - even if you previously clicked <b>Save &amp; Exit</b> .
	Save all your changes and exit the modeler.

The **Apply Changes** button is always on the current screen in the display area. The other buttons are on the button row on the upper part of the screen.

### Adding a Screen to the Assistant Step List

To add a page to the **Assistant Step** List:

- Select it in the **Managed Objects** list. The page will open in the modeler and be placed at the end of the **Assistant Step** List.
- Click **Apply Changes** to save the current page in the **Initial Setup Assistant**.

### Editing the Initial Setup Assistant Screens

- You can configure each screen to one of 3 levels of access, according to which parameters the installer needs to configure.
  - **Enable all** - (default) installers can configure any parameter on the screen.
  - **Disable all** - installers can view parameters, but not change them. You can use this to display information that installers may need.
  - **Modeling ON/OFF** - installers can only access parameters to which you permit access.



#### Note:

You must click the **Apply changes** button to save the changes to the step. Steps that you have not saved are indicated by a "\*" in the **Assistant Step** list.

- Lists of objects, such as those in the **Users** screen, cannot be part of the **Initial Setup Assistant**. You need to create a step for each item in the list that the installer needs to access.

In order to create a step for a list item:

1. Open the screen by selecting it in the **Managed Objects** list.
2. Click on the list item.
  - The item is automatically added to the end of the **Assistant Steps** list.
3. Click **Apply Changes** to save the page in the **Initial Setup Assistant**.
4. Repeat steps 2 and 3 for each item you wish to add.



#### Note:

*Each list item you add to the Assistant Steps list will increase the time required to run the Assistant. This may lead to an installation time of more than 20 minutes.*

- If you add a tabbed page, such as that for **Network Configuration**, you can enable or disable individual tabs by checking or clearing the checkbox on the tab. Disabled tabs do not appear in the **Initial Setup Assistant**.

- To show a tab in the **Initial Setup Assistant**, check the box on the tab.
- To hide a tab in the **Initial Setup Assistant**, clear the box on the tab.



Tip:

The **Enable All** or **Disable All** button enables or disables access to the elements on the tabs. The tab status remains unchanged. (The checkbox controls the display of the tab, not whether or not the fields are enabled or disabled.)

- To allow or prevent installer access to specific elements, use Modeling (setting parameters as static or dynamic).

To enable Modeling if it is off click **Modeling ON**.

- The Modeling status changes to ON. (The **Modeling ON** button changes to **Modeling OFF**.)
- The cursor changes to a cross hair.
- The Apply Changes, Enable All, Disable All, Delete Assistant and Save & Exit buttons are disabled.

To enable or disable an element, click on it.

- Enabled elements have a white background.
- Disabled elements are greyed out.



Note:

*Password fields have a third state, "clear content," represented by a green color. In this state, a user is required to enter a password in the field while running the **Initial Setup Assistant**.*

Click **Apply Changes** to save the changes you made.

### Saving the Initial Setup Assistant and Exiting the Modeler

To save the **Initial Setup Assistant**, exit the Modeler and return to the **Profile Creation - New Profile** screen:

1. Click **Save & Exit**.
2. Click **OK** in the confirmation dialog to save **Initial Setup Assistant** as part of the profile, or click **Cancel** to return to the Modeler.
3. Click **Prev** to return to the **Profile Creation - New Profile** screen.
4. Click **Next** on the **Profile Creation - New Profile** screen to backup the profile.

See [Profile Creation - New Profile](#) for additional information.

### SEE ALSO

- [Introduction to Profiles](#)
- [Customizing a Profile](#)
- [Profile Creation - New Profile](#)

## Profile Creation - New Profile

This screen enables you to create a new Distributed Office profile.

Field	Description
Profile Name	Enter a name for the profile you want to create.
Description	Enter a description of this profile.
Profile ID	Updated automatically when profile is modified.

Button	Action
Next	<p>Opens the <a href="#">Profile Creation - Set Profile Backup Type</a> screen.</p> <ul style="list-style-type: none"> <li>If the <b>Setup Assistant Modeler</b> has created an <b>Installation Setup Assistant (Save &amp; Exit)</b> clicked on any <b>Setup Assistant Modeler</b> screen), the <b>Installation Setup Assistant</b> will be included with the profile.</li> <li>If the <b>Setup Assistant Modeler</b> has not created an <b>Installation Setup Assistant (Delete Assistant)</b> clicked on any <b>Setup Assistant Modeler</b> screen), no <b>Installation Setup Assistant</b> will be included with the profile.</li> </ul>
Start Setup Assistant Modeler	<p>Click to start the <b>Setup Assistant Modeler</b> to create a customized setup assistant.</p> <ul style="list-style-type: none"> <li>If the <b>Setup Assistant Modeler</b> has created any part of an <b>Installation Setup Assistant (Save &amp; Exit)</b> clicked on any <b>Setup Assistant Modeler</b> screen), the next screen will show a <b>Start Modeling</b> button. Clicking the <b>Start Modeling</b> button will cause the <b>Setup Assistant Modeler</b> to continue modeling from where the <b>Installation Setup Assistant</b> was last saved.</li> <li>If the <b>Setup Assistant Modeler</b> has not created an <b>Installation Setup Assistant (Delete Assistant)</b> clicked on any <b>Setup Assistant Modeler</b> screen or no modeling has yet occurred), the next screen shows instructions for starting a new <b>Installation Setup Assistant</b>.</li> </ul>

### Accessing the Profile creation - New Profile Screen

In the [Navigation Pane](#):

Maintenance & Monitoring > Configuration Administration > Create Installation Profile.


**SEE ALSO**

- [Introduction to Profiles](#)
- [Customizing a Profile](#)
- [Create an Initial Setup Assistant](#)



## Profile Creation - Set Profile Backup Type

This screen enables you to specify where you want to store the new profile. It is identical to the **Backup/Restore Assistant** screen except for the title.

Field	Description
<b>Operation</b>	<ul style="list-style-type: none"> <li>• <b>Backup</b> This selection is forced.</li> <li>• <b>Restore</b> This selection is disabled.</li> </ul>
<b>Method</b>	<ul style="list-style-type: none"> <li>• <b>USB</b> Select this option button if you want to use a USB flash drive. The backup file will be stored on the USB flash drive. Disables the <b>Remote Filename</b>, <b>Username</b>, <b>Password</b>, and <b>Server Address</b> fields.</li> <li>• <b>FTP</b> Select this option if want to use an FTP server. The backup file will be stored on the FTP server you specify. Enables the <b>Remote Filename</b>, <b>Username</b>, <b>Password</b>, and <b>Server Address</b> fields.</li> </ul>
<b>Remote filename</b>	<p>Enter the path and name of the directory to contain the file you want to backup. This field is enabled if the <b>FTP</b> option button is selected.</p> <p> <b>Note:</b> <i>This is the directory name. A backup may consist of several files.</i></p>
<b>Username</b>	Enter username to access the FTP server. This field is enabled if the <b>FTP</b> option button is selected.
<b>Password</b>	Enter the password to access the FTP server. This field is enabled if the <b>FTP</b> option button is selected.
<b>Server address</b>	Enter the IP address of the FTP server where you want to save the backup file or retrieve the restore file. This field is enabled if the <b>FTP</b> option button is selected.

Button	Action
<b>Prev</b>	Goes back to the <a href="#">Profile Creation - New Profile</a> screen
<b>Next</b>	Opens the <a href="#">Profile Creation - Operation Type</a> screen. (The screen has different formats depending upon the options chosen.)



## Profile Creation - Operation Type

This screen enables you to specify the type of profile you want to store. It is identical to the **Backup/Restore Assistant Operation Type** screen except for the title.

Field	Description
Operation	<ul style="list-style-type: none"><li>• <b>Complete Backup</b> All platform information. This selection is forced.</li><li>• <b>Partial Backup - No voicemail mailbox data (messages and greetings)</b> This selection is disabled.</li><li>• <b>Partial Backup - No voicemail system language files and mailbox data</b> This selection is disabled.</li><li>• <b>Minimal Backup</b> This selection is disabled.</li></ul>

Button	Action
Prev	Goes back to the <a href="#">Profile Creation - Set Profile Backup Type</a> screen.
Next	<ul style="list-style-type: none"><li>• For a backup/restore to FTP, opens the <a href="#">Profile Creation - Start</a> screen.</li><li>• For a backup/restore to USB, opens the <a href="#">Profile Creation - USB</a> screen.</li></ul>

## Profile Creation - USB

This screen appears only for backup to USB. It enables you to specify the directory for the backup. It is identical to the **Backup/Restore Assistant USB** screen except for the title.

Field	Description
Capacity	The capacity of the USB key in bytes.
Free	The free space on the USB key in bytes.
Backup Name	Enter the name of the directory to contain the backup file.

Column	Description
Select	Check multiple directories to <b>Remove</b> at the same time.
Directory	The name of the directory containing the backup files.
Size	The size of the existing backup in bytes.

Button	Action
Prev	Goes back to the <a href="#">Profile Creation - Operation Type</a> screen
Next	Opens the <a href="#">Profile Creation - Start</a> screen.
Select All	Check <b>Select</b> for all rows.
Deselect All	Clear <b>Select</b> for all rows.
Remove	Remove the directories specified in each row selected.

## Profile Creation - Start

This screen presents a summary of the options and parameters specified and allows you to return to previous screens or start the backup operation. It is identical to the **Backup/Restore Assistant Start** screen except for the title.



### WARNING!

**Make sure you saved your configuration before starting the backup operation.**

**Make sure you know the master encryption key configured on the system before the backup as you must have the same master encryption key to successfully restore.**

Field	Description
Operation	<ul style="list-style-type: none"> <li>• <b>Complete Backup</b> Always specified for profile creation backups.</li> </ul>
Method	<ul style="list-style-type: none"> <li>• <b>USB</b> Uses a USB flash drive. The backup file will be stored on the USB flash drive.</li> <li>• <b>FTP</b> The backup file will be stored on the FTP server you specify.</li> </ul>
Remote Filename	The path to the directory containing the files you want to backup. This field is used only for <b>FTP</b> .
Username	Enter username to access the FTP server. This field is used only for <b>FTP</b> .
Password	The password to access the FTP server. This field is used only for <b>FTP</b> .
Server Address	The IP address of the FTP server where you want to save the backup file or retrieve the restore file. This field is used only for <b>FTP</b> .
Master Encryption Key	The current <a href="#">Master Encryption Key</a> . The same master encryption key must be used for the backup and any subsequent restore of the same backup.

Button	Action
Prev	<ul style="list-style-type: none"> <li>• For a backup using FTP, goes back to the <a href="#">Profile Creation - Operation Type</a> screen.</li> <li>• For a backup/restore using USB, goes back to the <a href="#">Profile Creation - USB</a> screen.</li> </ul>

**Start**

Starts the backup operation.

## Configuration File Management

### Configuration File Management - Current Information Tab

This screen displays information about the current configuration files.

Column	Description
File Type	<ul style="list-style-type: none"><li>• Main</li><li>• Voicemail</li><li>• SIP Profile Data</li></ul>
Status	<ul style="list-style-type: none"><li>• Active</li><li>• Non-Active</li></ul>
Bank	<ul style="list-style-type: none"><li>• A</li><li>• B</li><li>• Global</li></ul>

#### Accessing the Configuration File Management Screen

In the [Navigation Pane](#):

**Maintenance & Monitoring > Configuration Administration > Configuration File Management.**

## Configuration File Management - Download Process Tab

This screen allows download of configuration files.

Field	Description
File Type	<ul style="list-style-type: none"> <li>• <b>Provisioning</b></li> <li>• <b>Voicemail</b></li> <li>• <b>LSS</b></li> </ul>
Bank	<ul style="list-style-type: none"> <li>• <b>Bank A</b></li> <li>• <b>Bank B</b></li> </ul>
Download Method	<ul style="list-style-type: none"> <li>• <b>FTP</b> Use File Transfer Protocol. Enables <b>Remote filename (full path)</b>, <b>Username</b>, <b>Password</b>, and <b>Server Address</b> fields.</li> <li>• <b>SCP</b> Use secure file transfer. Enables <b>Remote filename (full path)</b>, <b>Username</b>, <b>Password</b>, and <b>Server Address</b> fields. Enables <b>Remote filename (full path)</b>, <b>Username</b>, <b>Password</b>, and <b>Server Address</b> fields.</li> <li>• <b>File</b> Browse local computer to download a file using HTTP. (File is selected by browsing.)</li> <li>• <b>USB</b> Download a file from a DoK (flash drive) connected to the gateway. (File is selected by browsing.)</li> </ul>
Remote filename (full path)	<p>Enabled when <b>Download Method</b> is <b>FTP</b> or <b>SCP</b>.</p> <p>The name of the image on the FTP/SCP server. The name should be the whole path in relative to the FTP/SCP server root, as configured on the FTP/SCP server. Maximum of 128 characters.</p> <p>A mistake in the name will generate a "File does not exist error."</p>
Username	<p>Enabled when <b>Download Method</b> is <b>FTP</b> or <b>SCP</b>.</p> <p>The user account on the FTP/SCP server.</p>
Password	<p>Enabled when <b>Download Method</b> is <b>FTP</b> or <b>SCP</b>.</p> <p>The user account password on the FTP/SCP server.</p> <p><b>Note:</b> For non-password FTP/SCP accounts, such as "anonymous", the password field can be empty.</p>
Server address	<p>Enabled when <b>Download Method</b> is <b>FTP</b> or <b>SCP</b>.</p> <p>The URL or IP address of the FTP/SCP server.</p>



<b>Last Download Status</b>	<p>This field is refreshed automatically every 20 seconds.</p> <ul style="list-style-type: none"> <li>• <b>Idle</b> Download is complete without error.</li> <li>• <b>Executing</b> Download is running.</li> <li>• <b>error description</b> For example, “unable to reach server”, “Unable to authenticate digital signature”, “File does not exist”, etc. Please see the <a href="#">Download Error Codes</a> topic for error codes and causes.</li> </ul>
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Button	Action
Start	Begins the download of the specified file.



**WARNING!**

Please reboot the system immediately after the completion of any download operation to the active or global bank and avoid "Save Configuration" operation which will override your downloaded file.

**Accessing the Configuration File Management Screen**

In the [Navigation Pane](#):

**Maintenance & Monitoring > Configuration Administration > Configuration File Management.**

**SEE ALSO**

- [Download Error Codes](#)

## Firmware Management

### Device Firmware Management - Firmware Information Tab

This screen displays information about what firmware is in each bank, and in the gateway.

Column	Description
<b>Image</b>	Identifies the type of image: <ul style="list-style-type: none"><li>• <b>i40</b> - i40 software image.</li><li>• <b>i120</b> - i120 software image.</li><li>• <b>Service Pack</b> - i40/i120 Service Pack software image.</li></ul>
<b>Bank</b>	Identifies the memory bank containing the software image. <ul style="list-style-type: none"><li>• <b>A</b></li><li>• <b>B</b></li></ul>
<b>Status</b>	Indicates which of the two banks ( <b>A</b> , <b>B</b> ) is active and which is inactive. <ul style="list-style-type: none"><li>• <b>Active</b> - the image in this bank is active.</li><li>• <b>Inactive</b> - the image in this bank is inactive.</li><li>• <b>Invalid</b> - no image exists. (Occurs when the <b>Service Pack</b> image is blank because a new <b>AM110</b> image has been installed.)</li><li>• <b>Partial</b> - the FTP server is unreachable or only part of the image was downloaded (for example, a timeout occurred during the download). This status applies to <b>AM110</b> and <b>Service Pack</b>.</li></ul>
<b>Version</b>	Displays the version of the software.
<b>File Size</b>	Size of file in bytes.
<b>TimeStamp</b>	Date and time when file was last modified.
<b>System Language Compatible</b>	Displays whether the system language is compatible with the current firmware. Possible states are: <ul style="list-style-type: none"><li>• <b>N/A</b> - not applicable.</li><li>• <b>Yes</b> - compatible.</li><li>• <b>No</b> - incompatible.</li></ul>

### Accessing the Device Firmware Management Screen

In the [Navigation Pane](#):

**Maintenance & Monitoring > Firmware Management > Device.**







## Device Firmware Management - Image Download Process Tab

This screen allows download of firmware image files.



**Note:**

*A download may take 5 to 9 minutes if the FTP/SCP server and the AM110 are on the same local area network. A download may take longer depending on WAN bandwidth if the FTP/SCP server and the AM110 are on separate networks.*

Field	Description
Image Type	<p>Choose whether to download a complete image or just download a service pack that fits the current image.</p>  <p><b>Note:</b></p> <p><i>Downloads will always be made to the inactive bank.</i></p> <p><b>Image Type</b> indicates the type of image to download:</p> <ul style="list-style-type: none"> <li>• <b>i40 image</b> - i40 software image. Enables <b>Copy local i40 image from active to inactive bank</b> checkbox.</li> </ul>  <p><b>Note:</b></p> <p><i>Downloading a new <b>i40</b> image will also erase any <b>Service Pack</b> image for the same bank.</i></p> <ul style="list-style-type: none"> <li>• <b>i120 image</b> - i120 software image. Enables <b>Copy local i120 image from active to inactive bank</b> checkbox.</li> </ul>  <p><b>Note:</b></p> <p><i>Downloading a new <b>i120</b> image will also erase any <b>Service Pack</b> image for the same bank.</i></p> <ul style="list-style-type: none"> <li>• <b>Service Pack</b> - Service Pack software image.</li> </ul>  <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>○ When downloading a service pack you must be sure that the version of the service pack is compatible with the version of the image in the <i>active</i> bank. The image in the inactive bank will be erased and the image in the active bank will overwrite it. (You can retain the image in the inactive bank by clearing the <b>Copy local image from active to inactive bank</b> checkbox.) Then the <b>Service Pack</b> will be downloaded to the inactive bank and a</li> </ul>

	<p>compatibility check will be done between the <b>i40/i120</b> image and the service pack.</p> <ul style="list-style-type: none"> <li>○ The version of the image/service pack is one of the fields inside the file header. According to the name convention for files on the server blade the version should also appear in the name. A service pack name generally consists of a prefix, the matching i40/i120 image name, and a prefix of the form "-SP-x.y.z.bin" where "x", "y", and "z" are positive integers.</li> </ul>
<b>Copy local i40/i120 image from active to inactive bank</b>	<p>When the inactive bank has an up-to-date Service Pack image, you can reduce the download time for a Service Pack image by clearing this checkbox. By default, this is enabled (checked). This check box is enabled only when <b>Image Type</b> is <b>Service Pack</b>.</p> <p><b>Note:</b> Please be sure that the Service Pack image in the inactive bank and the Service Pack image to be downloaded are compatible before clearing this checkbox.</p>
<b>Last Download Status</b>	<p>This field is refreshed automatically every 20 seconds.</p> <ul style="list-style-type: none"> <li>• <b>Idle</b> Download is complete without error.</li> <li>• <b>Executing</b> Download is running.</li> <li>• <b>error description</b> For example, "unable to reach server", "Unable to authenticate digital signature", "File does not exist", etc. Please see the <a href="#">Download Error Codes</a> topic for error codes and causes.</li> </ul>
<b>Download Method</b>	<ul style="list-style-type: none"> <li>• <b>FTP</b> Use File Transfer Protocol. Enables <b>Remote filename (full path)</b>, <b>Username</b>, <b>Password</b>, and <b>Server Address</b> fields.</li> <li>• <b>SCP</b> Use secure file transfer. Enables <b>Remote filename (full path)</b>, <b>Username</b>, <b>Password</b>, and <b>Server Address</b> fields. Enables <b>Remote filename (full path)</b>, <b>Username</b>, <b>Password</b>, and <b>Server Address</b> fields.</li> <li>• <b>File</b> Browse local computer to download a file using HTTP. (File is selected by browsing.)</li> <li>• <b>USB</b> Download a file from a DoK (flash drive) connected to the gateway. (File is selected by browsing.)</li> </ul>
<b>Remote filename</b>	Enabled when <b>Download Method</b> is <b>FTP</b> or <b>SCP</b> .

<b>(full path)</b>	The name of the image on the FTP/SCP server. The name should be the whole path in relative to the FTP/SCP server root, as configured on the FTP/SCP server. Maximum of 128 characters.  A mistake in the name will generate a "File does not exist error."
<b>Username</b>	Enabled when <b>Download Method</b> is <b>FTP</b> or <b>SCP</b> . The user account on the FTP/SCP server.
<b>Password</b>	Enabled when <b>Download Method</b> is <b>FTP</b> or <b>SCP</b> . The user account password on the FTP/SCP server. <b>Note:</b> For non-password FTP/SCP accounts, such as "anonymous", the password field can be empty.
<b>Server address</b>	Enabled when <b>Download Method</b> is <b>FTP</b> or <b>SCP</b> . The URL or IP address of the FTP/SCP server.

<b>Button</b>	<b>Action</b>
<b>Start</b>	Begins the download of the specified file. When the download is complete, verify that the download actually occurred by selecting the <b>Firmware information</b> tab. The new image should display.



**Note:**

*If for some reason the active bank gets corrupted and is invalid, you may not be able to upgrade the inactive bank. We suggest that you switch banks and reboot. After rebooting, there should be a valid image in the active bank and an invalid image in the inactive bank. Now replace the inactive bank.*

## Accessing the Device Firmware Management Screen

In the [Navigation Pane](#):

**Maintenance & Monitoring > Firmware Management > Device.**

**SEE ALSO**

- [Download Error Codes](#)

# Reports

## Reports

This screen provides access to system reports.

Link	Destination
<b>Installation Poster</b>	Poster showing trunks, analog lines, IP addresses, and Ethernet configuration.
<b>User Directory</b>	Printout of user names, extensions, and main attributes ordered by user name.
<b>Button Assignment</b>	Export file of supported stations for the DESI labels print package.
<b>Debug Report</b>	Downloads a tar-gz file containing logs and debug data.
<b>Extended Debug Report</b>	Download a tar.gz file containing extended logs and debug data. This file may be too large to be sent as an email attachment.

### Accessing the Reports Screen

In the [Navigation Pane](#):

**Maintenance & Monitoring > Reports.**

## Reports

This screen provides access to system reports.

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### Accessing the Reports Screen

In the [Navigation Pane](#):

**Maintenance & Monitoring > Reports.**



## **Installation Poster**

This screen displays a poster showing trunks, analog lines, IP addresses, and Ethernet configuration. Use the browser print button to print a copy.

## **User Directory**

This screen displays a list of user names, extensions, and main attributes ordered by user name. Use the browser print button to print a copy.

## **Button Assignment Report**

This report exports a file of supported stations for the DESI labels print package.

## **Debug Report**

This report downloads a tar.gz file containing logs and debug data.

## **Extended Debug Report**

This report downloads a tar.gz file containing extended logs and debug data. This file may be too large to be sent as an email attachment.



# Favorites

## Favorites

The Favorites section in the navigation pane saves pointers (links) to selected Local Manager pages so that there is fast and easy access to the pages for the tasks you do most often.

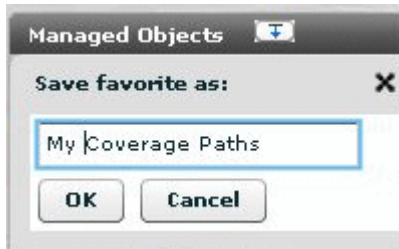
Each administrative user has a separate Favorites list. Each list is persistent across system reboots and log outs.

### Adding a Page to the Favorites List

1. Right click on the page's link in the navigation pane and select **Add "<page name>" to Favorites** from the context menu.



2. Enter the name for the link. It can be the page name or anything else you find useful.



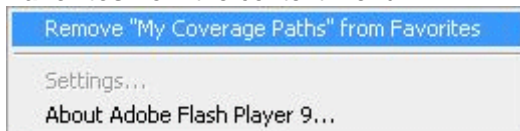
3. Click the **OK** button.

### Loading a Page from the Favorites List

1. Click the **Favorites** section to present the list of favorites for the logged in user.
2. Click one of the links to load the favorite page.

### Removing a Page from the Favorites List

1. Click the **Favorites** section to present the list of favorites for the logged in user.
2. Right-click the link to be removed and select and select **Remove "<page name>" from Favorites** from the context menu.





# Features

## Features of Avaya Distributed Office

Avaya Distributed Office provides many features and capabilities that can help you manage your business communications for maximum efficiency and employee productivity. This reference section provides a high-level description of each available Distributed Office feature. These descriptions explain the operation of the feature and how and why to use the feature.

To use most of these features, you press an assigned button on your telephone or dial an assigned Feature Access Code (FAC). Other capabilities, such as the Caller ID feature, are built in to Distributed Office.

## Abbreviated Dialing

With the Abbreviated Dialing feature, you can reduce the number of digits that you must enter to place a call. With Abbreviated Dialing, you dial a short code or press an assigned button for the number that you want to call. The system then dials all the digits that are necessary to complete the call. You can administer a Telephone Feature Button or a Feature Access Code (FAC) to access this feature.

You can store telephone numbers for Abbreviated Dialing in easily accessed "group lists." A group list is available to a specific set of users. For example, all telephones in the pharmacy department might share a list of frequently called insurance companies. A telephone user at any store can dial one of the Abbreviated Dialing FACs, followed by the dial code. Note that the dial code is not the same as the group number. Or you can also assign an Abbreviated Dialing feature button exclusively for one number, so that you can push the assigned button on your telephone to dial the number directly.

Administrators can also define one Abbreviated Dialing System List for use with the Abbreviated Dialing feature. For example, you might have a standard list of numbers for remote office locations. You dial a FAC to access the system list, and then dial the abbreviated dial code for a specific location. The system administrator programs group lists and the system list. There are different FACs for the system list and the group list.

**Note:** The Abbreviated Dialing feature is not the same as speed dialing. Speed dialing is a feature of an individual telephone. You directly program a number into the telephone. You use speed dial to store local numbers that you call frequently, such as your home telephone number. In contrast, the Abbreviated Dialing feature is administered with Avaya Distributed Office Local Manager. Abbreviated Dialing provides quick access to telephone numbers that all system users might call frequently, such as a help desk. For more information on speed dialing, see the documentation for your telephone.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Group Communications > Abbreviated Dialing Group Lists.
- Configuration > Call Handling > Abbreviated Dialing System List.
- Configuration > Users > Edit Users > Buttons:

**Abrv. Dialing** (telephone button label: AD <telephone button number> or, for system list numbers, an optional <administered label>. Activates the Abbreviated Dialing feature.

- Configuration > Call Handling > Feature Access Codes:

**Abbreviated System List.** Accesses the system list.

**Abbreviated Group Lists.** Accesses Abbreviated Dialing group lists.

## Account Code Dialing

The Account Code Dialing feature associates an outgoing call with an account code. This information can be output to a call accounting device that is used with the Call Detail Recording feature. When you dial the account code before you dial the telephone number, the system records the telephone number and the duration of the call. The system then associates that information with the account code. You can administer a [Telephone Feature Button](#) or a [Feature Access Code \(FAC\)](#) to access the Account Code Dialing feature. For example, a lawyer can dial the FAC or press the Telephone Feature Button that is administered for Account Code Dialing. The lawyer then dials the appropriate account code, followed by the number of a client. The call to the client now has a record that shows the billable time for the call.

Account Codes are eight digits long. The system does not verify the actual digits in an account code, but only that the user enters the correct number of digits. Account Code Dialing is voluntary. You can place a call without entering an account code. However, you can implement your own office policies for using this feature. For example, you might request that your telephone users enter account codes for calls that are made to particular clients, on particular trunks, or by specific employees.

**Note:** To use Account Codes on Line Appearances, enter the Account Code FAC on a call appearance, and then press the Line Appearance button on your telephone.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Users > Edit Users > Buttons:  
**Account** (telephone button label: Account). Enables Account Code Dialing.
- Configuration > Call Handling > Feature Access Codes:  
**Cdr Account Code**. Enables Account Code Dialing.

**SEE ALSO:**

- [Call Detail Recording](#)

## Administrable Language Display

With the Administrable Language Display feature, you can choose a language in which to display telephone messages. The following languages are available with Avaya Distributed Office:

- English, the default
- French
- Italian
- Spanish
- Unicode-supported language

You can administer only one additional language for your system using Unicode. Unicode is a standard universal character set that provides a single Coded Character Set (CCS) that can be used to represent any language. Languages that are displayed in Unicode include all accent marks and special characters. The non-Unicode languages that Distributed Office provides do not. For example, if most of your telephone users are Spanish speaking, you might want to use the Unicode Message file for Spanish to display all accents and characters. To download a Unicode Message file for a supported language, go to the Phone Messages Files page in Distributed Office Local Manager.

Your telephone can display approximately 900 preprogrammed messages, such as "Transfer complete." The telephone set itself also has its own prompts and messages in one of several languages.

***From the Distributed Office Local Manager home page, go to:***

- Maintenance & Monitoring > Telephony > Phone Messages Files.
- Configuration Users > Edit User > Station.

## Administration Without Hardware

With the Administration Without Hardware (AWOH) feature, you can administer telephones or media modules that are not yet physically on the system. This feature speeds the process of setting up and making changes to telephones on your system. For example, you can use the AWOH capability if you want to administer the telephones for a media module that is not yet on site. You can administer the media module and all telephones for the media module in advance so that the telephones can be quickly activated once the media module arrives.

When you administer a telephone that is not physically present, you can complete all administration for the telephone except the Port ID assignment. Enter an **x** in the Port field on the Station screen to indicate that the port will be assigned later. Once the telephone is physically in place and assigned a port ID, the administered features become active. Note that the Administration Without Hardware feature applies only to analog telephones. This feature is not needed for IP (H.323, SIP, and DECT wireless) telephones.

***From the Distributed Office Local Manager home page, go to:***

- Configuration > Users > Add New User > Edit User > Station.
- Configuration > Platform > Physical Configuration to configure a media module that is not present on the system.



## Announcements

With the Announcements feature, you can create and control prerecorded messages to callers. An announcement gives the caller information on how to proceed, information about the number called, or other information that the caller might need. For example, an announcement might inform after-hours callers that the office is closed, and give your normal hours of operation. Announcements can also be used to provide [Music-on-Hold](#). Distributed Office has a maximum of 15 minutes of recording time and 256 announcement files.

Announcements are created and stored in Distributed Office as .wav files. Any announcement can play simultaneously through multiple ports. All ports can play the same announcement at the same time, and the system can connect multiple users to each of these announcements.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Resources > System Announcements.

## Audible Message Waiting

The Audible Message Waiting feature provides an audible tone to indicate that you have voice mail messages to which you have not previously listened. You hear a stutter dial tone when you go off-hook when messages are waiting to be retrieved. This feature is useful for people who have a vision disability. You can also use Audible Message Waiting for telephones that do not have message waiting lights.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Users > Edit Users > Station.

**SEE ALSO:**

- [Call Waiting Indication](#)

## Authorization Codes

Authorization codes allow a user to make trunk calls associated with a different privilege level, generally a privilege level higher than the user's current privilege level.

An authorization code consists of a numeric string that is mapped to a privilege level. When a user dials this string, it allows the user to make calls requiring the privilege level that has been mapped to the authorization code.

**Note:** Distributed Office does not prompt for Authorization Codes for calls over outside line groups.

**Note:** Authorization Codes cannot be used when the Country Code on the branch platform is India.

**Note:** Authorization Codes can provide the ability to receive collect calls when the Country Code on the branch platform is Brazil.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > System Parameters > General.

## Automated Attendant

Distributed Office provides the Automated Attendant feature to route your incoming calls. This feature reduces the need for live attendants, and thus can help to control costs. An Automated Attendant serves as an entry point to your telephone system for callers. For example, callers might be prompted by an announcement to enter the extension of the person they want to reach.

You can administer an Automated Attendant to give incoming callers any of the following options:

- Enter a specific extension
- Listen to an informational announcement
- Transfer to a voice mailbox
- Navigate to a submenu that contains additional options

The Automated Attendant can also detect and route fax calls. You can administer the announcements a caller hears and the menu options from which a caller can choose. You can also configure and schedule separate menus for day and night, with separate caller prompts for each menu.

The Automated Attendant capability is provided by the voice mail service on Distributed Office. Configure Distributed Office Local Manager with an Automated Attendant as the incoming destination of a trunk group. You can administer up to four Automated Attendants in Distributed Office.

***From the Distributed Office Local Manager home page, go to:***

- Configuration > Automated Attendant Service > Automated Attendants.

**SEE ALSO:**

- [Voice Mail](#)

## Automatic Alternate Routing

Automatic Alternate Routing (AAR) routes calls from one branch to another over your own private network. Administer a [Feature Access Code \(FAC\)](#) to access this feature. The default FAC for AAR is 8.

***From the Distributed Office Local Manager home page, go to:***

Configuration > Call Handling > Feature Access Codes:

- **Automatic Alternate Routing.** Activates AAR for the current call.

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## Automatic Callback

When you place an internal call and the extension is busy or unanswered, Automatic Callback calls you back with a distinctive priority call ring when the called telephone becomes available. When you lift the handset, you hear normal ringing as when you place an original call. You can administer a [Telephone Feature Button](#) or a [Feature Access Code \(FAC\)](#) to access this feature.

To activate this feature on an analog telephone, you can either press the Recall or the Flash button, or press the switch hook. Then dial the FAC for Automatic Callback. An analog telephone can activate Automatic Callback for only one call at a time. For IP telephones, the number of calls for which you can activate Automatic Callback depends on the number of Automatic Callback buttons that are assigned to the telephone. After you place a call to a telephone that is busy or unanswered, you can press an idle Automatic Callback button and hang up.

If the called number becomes unavailable again between the times you receive the callback and when you answer it, you hear a confirmation tone followed by silence when you answer the callback. The call remains queued, and you get another callback when the called number becomes available again.

You cannot activate Automatic Callback for calls to an extension toward which Automatic Callback is already activated, or to an extension for a hunt group.

***From the Distributed Office Local Manager home page, go to:***

- Configuration > Users > Edit Users > Buttons:  
**Automatic Callback** (telephone button label: Auto CallBack). Activates Automatic Callback when the dialed extension is idle.
- Configuration > Group Handling > Feature Access Codes:  
**Automatic Call Back**. Activates Automatic Callback when the dialed extension is idle.  
**Automatic Call Back Deactivate**. Deactivates Automatic Callback.

## Automatic Daylight Saving Change

The Automatic Daylight Saving Change feature allows you to manage Daylight Saving Time so that time-sensitive features like Call Detail Recording adjust to time changes. The transition to and from Daylight Saving Time occurs outside of normal business hours (that is, overnight) so that the number of affected call detail records is small.

***From the Distributed Office Local Manager home page, go to:***

- Configuration > Platform > Date & Time.

## Automatic Message Waiting

With the Automatic Message Waiting feature, you can assign a Telephone Feature Button for another extension on your telephone that automatically lights when a message has been stored in the system for that extension. To retrieve messages, you must dial in to your voice mail system. Do not press the Automatic Message Waiting button to retrieve messages.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Users > Edit Users > Buttons:

**Automatic Message Waiting** (telephone button label: Msg <extension>). Indicates that messages are waiting for the assigned extension.

## Automatic Route Selection

ARS routes calls that go outside your company over public networks. ARS also routes calls to remote company locations if you do not have a private network.

Automatic routing begins when a user dials a [Feature Access Code \(FAC\)](#) followed by the number the user wants to call. Avaya Distributed Office analyzes the digits dialed, selects the route for the call, deletes and inserts digits if necessary, and routes the call over the trunks you specify in your routing tables. ARS and AAR can access the same trunk groups and share the same route patterns and other routing information. ARS calls can be converted to AAR calls and vice-versa.

The FAC for AAR is usually the digit 8. The FAC for ARS is usually the digit 9 in the US and 0 outside of the US

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Group Handling > Feature Access Codes:

**Automatic Route Selection.** Activates ARS for the current call.

### SEE ALSO:

- [Specific Lines](#)
- [Outside Line Groups](#)
- [Trunk Groups](#)

## Block Incoming Collect Calls

You can use this feature to block incoming collect calls from COs in Brazil. It works by sending a double answer signal to the CO. The CO responds by allowing the call if it's an ordinary call, but by blocking the call if it's a collect call.

This ability only works over analog and digital trunks of type CO, DID, and DIOD that are administered as Brazil (23).

This ability does not work over outside line groups.

This block only applies to Medium, Low, and No-privilege users.

### SEE ALSO:

- [Hunt Group Details](#)

## Bridged Call Appearance

With the Bridged Call Appearance feature, you can have a call appearance of a different telephone number on your telephone. You can originate, answer, and bridge on to calls to or from the telephone number of another user. For example, you might work in the office of a tire store and at times need to take calls that are made to the front desk or to the shop area. You can administer bridged call appearances of the telephones at the front desk and in the shop on your office telephone. If a call for you comes in on one of the other telephones, you can press the bridged call appearance button for that extension and take the call in your office. On incoming calls, the primary telephone and all bridged appearances provide a visual alert and audible ringing. Likewise, if you place a call from a bridged call appearance, the call carries the display information and retains the privileges of the primary number.

On most telephones, commonly used telephone features are available for bridged call appearances. For example, Conference, Transfer, Hold, Drop, and Priority Calling from a bridged appearance all work in the same way as on the primary telephone.

A temporary bridged appearance occurs when a call rings to your telephone but goes to coverage or call pickup. The call appearance displays a visual indicator (that is, a light or an icon) for the temporary bridged appearance. If the party that answered the call puts the call on hold or asks you to pick up the call, you just push the button that is displaying the visual indicator on your telephone.

The Bridged Call Appearance feature works on both IP and analog telephones. On IP telephones, multiple bridged appearances can exist. Administer the Bridged Appearance [Telephone Feature Button](#) to add a bridged appearance of an IP telephone. For a bridged appearance of an analog telephone extension, administer the Analog Bridged Appearance Telephone Feature Button.

**Note:** You cannot administer a bridged call appearance for a Line Appearance. Line Appearances are administered directly for users who want to be able to bridge on to outside lines with other users.

**Note:** If the branch platform is located in India, you cannot bridge an appearance between any private station that has **IP Softphone** enabled and any other station that does not have **IP Softphone** enabled. You cannot bridge an appearance between any public station (**EC500** enabled), and any other station that is not a public station (**IP Softphone** enabled).

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Users > Edit Users > Buttons:

**Bridged Appearance** (telephone button label: <extension>). Provides an appearance of another extension on this telephone.

**Analog Bridged Appearance** (telephone button label: <extension>). A bridged appearance of an analog extension.

## Busy Indication

The Busy Indication feature provides IP telephone users with a visual indicator of the busy or the idle status of a number. You can also directly dial the number by pressing the assigned Busy Indication [Telephone Feature Button](#). You can assign Busy Indication to an extension number, a hunt group extension, a trunk group access code, or a Loudspeaker Paging access code. For example, you might administer a Busy Indication button for your customer service desk. You can monitor the button visually until you see that the extension is free, and then press the button to speed dial the number directly.

**Note:** The Busy Indication feature does not work to or from SIP telephones.

*From the Distributed Office Local Manager home page, go to:*

- Configuration > Users > Edit Users > Buttons:

**Busy Indication** (telephone button label: Busy <extension>). Indicates the busy or idle status of an extension or trunk.

**SEE ALSO:**

- [Busy Indication/Transfer](#)

## Busy Indication/Transfer

Distributed Office features a convenient one-step Busy-Transfer Telephone Feature Button. This feature works like the Busy Indication feature to monitor the status of an extension that is assigned to the button. You can press the button to speed dial the extension when the extension is idle. With Busy Indication/Transfer you can also transfer a waiting call when the extension that is assigned to the button is no longer busy. For example, a receptionist receives a call for a user whose extension the Busy Indication button shows as busy. The receptionist can monitor the Busy Indication Transfer button until the extension is idle and then press the button to transfer the held call.

**Note:** The Busy Indication/Transfer feature does not work to or from SIP telephones.

*From the Distributed Office Local Manager home page, go to:*

- Configuration > Users > Edit Users > Buttons:

**Busy Indication and Transfer** (telephone button label: BusyT <extension>). Activates the Busy Indication/Transfer feature.

**SEE ALSO**

- [Busy Indication](#)

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## Busy Verification

With the Busy Verification feature, you can place test calls to check the busy condition of trunks, or telephones, or hunt groups. This test helps you determine if the trunk is busy because of heavy use or only appears busy because of a problem. Administer a Busy Verification [Telephone Feature Button](#) to access this feature. To use Busy Verification, press the Verify Telephone Feature Button and then enter the extension number or Trunk Access Code (TAC) that you want to test. The system places a priority call to the extension or trunk. If the trunk or the extension is working properly, you hear a ringback tone and "Terminated" is displayed on your telephone. If the trunk or extension is out of service, you hear a distinctive reorder tone and "Out of Service" displays on your telephone.

Note that the Busy Verification feature does not work on [Line Appearances](#).

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Users > Edit Users > Buttons:  
**Busy Verification** (telephone button label: Verify). Activates the Busy Verification feature.

## Call Appearances

The Call Appearances feature enables you to dial internal calls or dial Feature Access Codes. You can use Call Appearances to dial calls to the public network or a private network (such as to another Distributed Office branch). You can also use Call Appearances to access a Line Appearance using a Specific Line FAC.

You can administer a [Telephone Feature Button](#) to use Call Appearances.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Users > Edit Users > Buttons.  
**Call Appearance** (telephone button label: <extension>). Accesses a Call Appearance.

**SEE ALSO:**

- [Line Appearances](#)
- [Specific Lines](#)

## Call Coverage

The Call Coverage feature ensures that your incoming calls are answered and routed to an alternate number when you are unavailable. Call Coverage can try up to two alternate destinations for a call. For example, you might administer a coverage path to route your calls to a receptionist first, and then to your voice mail if the receptionist is unavailable. Or you might set up your coverage so that your calls go to an [Automated Attendant](#) for further routing. Call Coverage allows an incoming call to be redirected to one of the following alternate destinations:

- A different extension
- A hunt group
- An automated attendant
- An outside number or a cellular telephone number
- Voice mail

You can administer redirection criteria that determine when to redirect calls to an alternate number and the order in which to redirect the calls. Administer the [Send All Calls Telephone Feature Button](#) so that you can activate Call Coverage with the press of a button.

For incoming calls to [Outside Line Groups](#), Call Coverage follows the administered coverage for the extension of the Outside Line Group owner, if an owner is assigned. If an owner is not assigned, a coverage path can optionally be assigned to the Outside Line Group directly. However, you cannot assign voice mail as a coverage option for an Outside Line Group, since an Outside Line Group has no voice mailbox. If no owner is assigned and no coverage path is assigned, incoming calls ring until the calls are answered or abandoned.

***From the Distributed Office Local Manager home page, go to:***

- Configuration > Call Handling > Coverage Paths.
- Configuration > Users > Edit Users > Station.

**SEE ALSO:**

- [Automated Attendant](#)
- [Send All Calls](#)
- [Outside Line Groups](#)



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## Call Detail Recording

The Call Detail Recording (CDR) feature records call accounting data on incoming and outgoing calls. CDR is useful for both billing and security monitoring. For example, multisite businesses can use CDR to monitor remote offices for internal call billing information, billable customer interactions, and fraudulent calling patterns.

CDR output data is not formatted. The dated call detail records must be exported to a connected collector device or to a secure collector service. Such call accounting devices or collector services are available through third-party vendors, and enable you to view, monitor, and analyze your CDR output data. Currently Veramark is the supported vendor for Distributed Office.

***From the Distributed Office Local Manager home page, go to:***

- Configuration > System Parameters > General > External Services.

**SEE ALSO:**

- [Account Code Dialing](#)

## Call Displayed Number

With the Call Displayed Number feature, you can initiate a call to a number that you have looked up in the Directory and that is currently displayed on your telephone. Administer a [Telephone Feature Button](#) to access this feature. When the number that you want to call is displayed on your telephone, press this button to place the call.

***From the Distributed Office Local Manager home page, go to:***

- Configuration > Users > Edit Users > Buttons:  
**Call Displayed Number** (telephone button label: Make Call). Dials the displayed number.

**SEE ALSO:**

- [Directory](#)

## Call Forwarding All Calls

With the Call Forwarding All Calls feature, you can redirect your incoming calls to another number. The forward-to number can be an internal extension or an outside number. For example, you might forward calls for technical assistance that come to your remote office on a weekend to a technical support number at your company headquarters. You can administer a [Telephone Feature Button](#) to use Call Forwarding All Calls. You can also administer one [Feature Access Code \(FAC\)](#) to turn the feature on and another code to turn the feature off.

If a forwarded call to an internal extension is unanswered, the call follows the coverage path of the original telephone. The routing of the call is not influenced by the coverage path, or forwarding of the forwarded-to number, if that number is also forwarded or has a coverage path.

For incoming calls to [Outside Line Groups](#), Call Forwarding All Calls follows the administered coverage for the extension of the Outside Line Group owner, if an owner is assigned. If no owner is assigned, call forwarding does not occur.

If you have Administrator, High-privileged, or Medium-privileged [User Privilege Levels](#), you can use Call Forwarding All Calls. Medium-privileged users, however, cannot forward calls to outside numbers. If you have Administrator, High-privileged, or Medium-privileged User Privilege Levels, you can use the Extended Call Forwarding All Calls FAC to activate or deactivate this feature for your telephone from another extension. To use Extended Call Forwarding All Calls, dial the FAC, followed by the other extension number, and the security code for the other extension.

**Note:** If you have Admin privilege, you do not need a security code for extended call forwarding.

### *From the Distributed Office Local Manager home page, go to:*

- Configuration > Users > Edit Users > Buttons:

**Call Forward (All Calls)** (telephone button label: CFrwd). Activates Call Forwarding All Calls. Note that you can optionally administer the "Forwarding For Extension" field to forward calls for another extension. In this case, the label displays as CFrwd <extension>.

- Configuration > Call Handling > Feature Access Codes:

**Call Forward - All Calls.** Activates Call Forwarding All Calls.

**Call Forward Deactivate.** Deactivates Call Forwarding All Calls. Note that this FAC also deactivates Call Forward Busy/Don't Answer.

**Extended Call Forward All Calls.** Enables activation of Call Forwarding All Calls from another telephone.

**Extended Call Forward Deactivate.** Deactivates Extended Call Forward All Calls. Note that this FAC also deactivates Extended Call Forward Busy/Don't Answer.

### **SEE ALSO:**

- [Call Forwarding Busy/Don't Answer](#)
- [Call Coverage](#)
- [Outside Line Groups](#)

## Call Forwarding Busy/Don't Answer

Use the Call Forwarding Busy/Don't Answer feature to redirect your incoming calls to another destination when you are on another call or do not answer the call. The forward-to number can be an internal extension or an outside number. For example, if you work in a customer service group, you can redirect your calls to another agent if you must complete paperwork before your next call. You can administer a [Telephone Feature Button](#) to use Call Forwarding Busy/Don't Answer. You can also administer one [Feature Access Code \(FAC\)](#) to turn the feature on and another FAC to turn the feature off.

**Note:** You cannot have both Call Forwarding Busy/Don't Answer and [Call Forwarding All Calls](#) active at the same time.

If a forwarded call to an internal extension is unanswered, the call follows the coverage path of the original telephone. The routing of the call is not influenced by the coverage path, or forwarding of the forwarded-to number, if that number is also forwarded or has a coverage path.

For incoming calls to [Outside Line Groups](#), Call Forwarding Busy/Don't Answer follows the administered coverage for the extension of the Outside Line Group owner, if an owner is assigned. If no owner is assigned and no coverage path is assigned, no call forwarding occurs.

If you have Administrator, High-privileged, or Medium-privileged [User Privilege Levels](#), you can use this feature. Medium-privileged users, however, cannot forward calls to outside numbers. If you have Administrator, High-privileged, or Medium-privileged User Privilege Levels, you can use the Extended Call Forwarding Busy/Don't Answer FAC to activate or deactivate this feature for your telephone from another extension. To use Extended Call Forwarding Busy/Don't Answer, dial the FAC, followed by the other extension number, and the security code for the other extension.

**Note:** If you have Admin privilege, you do not need a security code for extended call forwarding.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Users > Edit Users > Buttons:

**Call Forward (Busy/Don't Answer)** (telephone button label: CFBDA). Activates Call Forwarding Busy/Don't Answer. Note that you can optionally administer the "Forwarding For Extension" field to forward calls for another extension. In this case, the label shows CFBDA <extension>.

- Configuration > Call Handling > Feature Access Codes:

**Call Forward - Busy/DA.** Activates Call Forwarding Busy/Don't Answer.

**Call Forward Deactivate.** Deactivates Call Forwarding Busy/Don't Answer. Note that this FAC also deactivates Call Forwarding All Calls.

**Extended Call Forward Busy/DA.** Enables activation of Call Forward Busy/Don't Answer from another telephone.

**Extended Call Forward Deactivate.** Deactivates Extended Call Forward Busy/Don't Answer. Note that this FAC also deactivates Extended Call Forward All Calls.

### SEE ALSO:

- [Call Forwarding All Calls](#)
- [Call Coverage](#)
- [Outside Line Groups](#)

## Call Park

With the Call Park feature, you can park a call and retrieve the call from any other telephone. For example, you can park a customer call about the status of a tire installation at the front desk telephone, walk to the shop area to check on the job, and then retrieve the call on the shop telephone. You can answer a parked call at any telephone when another user issues a loudspeaker page that a call is parked for you. Note that Call Park is different from the Hold feature, which applies to a specific telephone only. You can administer a [Telephone Feature Button](#) or a [Feature Access Code \(FAC\)](#) to use Call Park. To park a call, you press the Call Park button or enter the Call Park FAC. You can then retrieve the call from another extension by Parked calls have an expiration time of 5 minutes. If no one retrieves the call before the interval expires, the system redirects the call back to the user who parked the call.

**Note:** The Call Park feature is not needed for Line Appearances. With a Line Appearance, place a call on hold using the Hold button. Retrieve the call from another telephone on a Line Appearance using the Line Buttons or the FACs that access the outside lines.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Users > Edit Users > Buttons:  
**Call Park** (telephone button label: Call Park). Parks the current call.
- Configuration > Call Handling > Feature Access Codes:  
**Call Park**. Parks the current call.  
**Answer Back**. Retrieves a parked call.

## Call Pickup

With the Call Pickup feature, members of the same "pickup group" can answer calls for one another. Your extension can belong to only one pickup group. You can administer a [Telephone Feature Button](#) or a [Feature Access Code \(FAC\)](#) to use Call Pickup.

For example, you might want everyone in the payroll department to be able to answer calls to any other payroll extension. Define a pickup group that contains all the extensions in the department. Any member of the group can then use his own telephone to answer a call that rings at the telephone of another group member. If more than one telephone is ringing, the system selects the extension that has been ringing the longest. To answer a call, a pickup group member can either press the Call Pickup button on the telephone or dial the Call Pickup FAC.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Group Communication > Pickup Groups.
- Configuration > Users > Edit Users > Buttons:  
**Call Pickup** (telephone button label: Call Pickup). Answers a pickup group call.
- Configuration > Call Handling > Feature Access Codes:  
**Call Pickup**. Answers a pickup group call.

**SEE ALSO:**

- [Directed Call Pickup](#)

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## Call Waiting Indication

With the Call Waiting Indication feature, you do not need to miss important calls. While you are on a call, this feature notifies you with a distinctive tone that a second call is waiting. You can place the first call on hold to answer the waiting call. You can then return to the call that is on hold, or you can toggle back and forth between the two calls. This feature is for analog telephones only. On IP telephones, the second call appears as a lighted button on another call appearance. Call Waiting Indication is assigned on a per-telephone basis.

Distributed Office uses the following call waiting indication tones:

- One quick burst of tone when a call from another internal user is waiting.
- Two quick bursts of tone when an outside call is waiting.
- Three quick bursts of tone when a priority call is waiting. You hear this indication for a priority call even if Call Waiting Indication is not activated.

***From the Distributed Office Local Manager home page, go to:***

- Configuration > Users > Edit Users > Station.

## Caller ID

The Caller ID feature displays calling party information on the display of your telephone. This feature provides the name and the telephone number of the calling party before you pick up the call. Distributed Office stores and displays up to 15 characters of caller ID information, which the central office (CO) sends on incoming calls. If the information is longer than 15 characters, the software truncates the information to 15 characters. If the caller ID information is not received, the system displays the trunk group name and the trunk access code (TAC).

Distributed Office also supports Caller ID on analog trunks. This feature is applicable in Japan, China, India and Russia.

For a description of the calling party information that is signaled over Centralized Automatic Message Accounting (CAMA) trunks to your local emergency rapid response organization, see the [Enhanced 911](#) feature.

Caller ID is always available.

### **SEE ALSO:**

- [Enhanced 911](#)

## CAMA Numbering

When making an emergency call, Distributed Office and public CO switch use the CESID to identify the calling station within the context of the emergency service call.

Centralized Automatic Message Accounting (CAMA) Numbering provides the CESID format by multiple CESID formats to be sent over multiple CAMA Trunk Groups. This in turn allows for mixed station numbering plans and some limited conversion from non-DID to DID numbers typically required by the Private Switch/Automatic Location Interface (PS/ALI) database.

## 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. You can define up to 25 groups.

*From the Distributed Office Local Manager home page, go to:*

- Configuration > Group Communication > Collective Ringing Groups

## Conference

With the Conference feature, you can use an IP telephone to initiate a joint call with as many as six participants. For example, if you are on a call with an executive and a technical issue arises, you can use the Conference feature to add a technical expert to the call.

To use the Conference feature on an IP telephone, press the Conference button on your telephone, dial the number of the conference participant that you want to add to the call, and then press the Conference button again. You can use the [Conference Display](#) button to view information on all participants on the call.

With an analog telephone, you can create a three-party conference by dialing one party, pressing the switchhook, and then dialing a second party.

The Conference feature is always available.

### SEE ALSO:

- [Conference Display](#)
- [Drop](#)
- [Far-End Mute](#)

## Conference Display

You can use the Conference Display button to view information on all participants who are on a conference call. When you use the Conference Display capability together with the Far-end mute and Drop buttons, you can highlight a particular call participant on your display, and then mute or drop that participant. Administer a Conference Display [Telephone Feature Button](#) to access this feature. Press the button repeatedly to scroll through the displayed entries.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Users > Edit Users > Buttons:

**Conference Display** (telephone button label: Conf Display). Displays information on conference participants.

**SEE ALSO:**

- [Conference](#)
- [Drop](#)
- [Far-End Mute](#)

## Consult

With the Consult feature, you can answer a coverage call and then communicate with the originally-called user for a private consultation without the caller hearing the conversation. Administer a [Telephone Feature Button](#) to access this feature. When you press the Consult button, the system places the caller on hold and establishes a private connection between the called user and you, the covering user. You can then add the caller to the conversation, transfer the call to the called user, or return to the caller.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Users > Edit Users > Buttons:

**Consult** (telephone button label: Consult). Initiates a consulting call.

## Contact Closure

With the Contact Closure feature, you can control up to two devices that have a simple on/off relay. For example, you can administer Contact Closure to activate a door opener, an external alarm relay, or a recording system. This feature has a dedicated port that works with a PARTNER Contact Closure Adjunct device. For example, to open a security gate, you enter the Contact Closure Open [Feature Access Code \(FAC\)](#). To use Contact Closure, enter the Contact Closure FAC followed by the gateway number, the # key, and the device number for the contact device. You must use this sequence for all three Contact Closure FACs. You can also administer a "pulse" FAC that briefly activates a device.

Note that when you administer the "Contact Closure Open" FAC, you must also administer a corresponding "Contact Closure Close" FAC. You must have Administrative, High-privileged, or Medium-privileged [User Privilege Levels](#) to access the Contact Closure feature.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Call Handling > Feature Access Codes:

**Contact Closure Open.** Opens a contact closure switch.

**Contact Closure Close.** Closes a contact closure switch.

**Contact Closure Pulse.** Briefly opens and then closes a contact closure switch.

## CPN Block

With the CPN Block feature, you can block the sending of the Calling Party Number (CPN) for a specific call. You can administer a [Telephone Feature Button](#) or a [Feature Access Code \(FAC\)](#) to use CPN Block. When you press this button or enter the FAC, the calling party number is not sent to the public network. Note that this feature might not work on all trunk types.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Users > Edit Users > Buttons:  
**CPN Block** (telephone button label: CPN Block). Calling party number is not sent.
- Configuration > Call Handling > Feature Access Codes:  
**Per Call CPN Blocking.** Calling party number is not sent.

## Crisis Alert

Distributed Office includes a Crisis Alert capability. Crisis Alert is a notification that is sent to up to 10 designated users when you dial an emergency number. Designated users might include security guards, receptionists, or management personnel. You must administer [Telephone Feature Buttons](#) for all telephones that you want to receive Crisis Alert notifications. When you dial an emergency number, the system sends a distinctive audible alert to the telephone of each designated user. The system also sends a visual alert that displays your name and extension. The letters “EM” for “Emergency” precede and follow this information. For example, if John Doe at extension 3041 dials an emergency number, the following information appears on the telephones that have an administered Crisis Alert button:

**EM =JOHN DOE 3041 EM**

To cancel a crisis alert, all notified users must acknowledge the alert by pressing the Crisis Alert button on their telephones. This stops the audible alert, but the name and the extension of the person who dialed the emergency number remains on the telephone display. To completely cancel an alert and clear the display, all designated users must press the Exit or Phone (depending on the telephone type) button on their IP telephones.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Users > Edit Users > Buttons:  
**Crisis Alert** (telephone button label: Crisis Alert). Sends a Crisis Alert notification for an emergency call.

**SEE ALSO:**

- [Enhanced 911](#)



## Data Privacy

With the Data Privacy feature, you can protect your calls from interruptions. The Data Privacy feature prevents calls from being disturbed by any overriding or ringing features. For example, if you occasionally use your telephone in FAX mode, you can use this feature to ensure that no interruptions occur during data transmission. Administer a [Feature Access Code \(FAC\)](#) to use this feature.

**Note:** The message waiting indication signal can cause some fax and modem devices to try and answer the telephone. You must consider this before assigning voice mail to a telephone that is used for fax and modem calls.

*From the Distributed Office Local Manager home page, go to:*

- Configuration > Call Handling > Feature Access Codes:  
**Data Privacy**. Activates Data Privacy for the current call.

**SEE ALSO:**

- [Data Restriction](#)
- [Exclusion](#)

## Data Restriction

With the Data Restriction feature, you can prevent your voice or data calls from being disturbed by any overriding or ringing feature, or by system-generated tones. When you administer Data Restriction for a telephone, the capability is active for all calls to or from that telephone. This feature is administered on a per-telephone basis.

*From the Distributed Office Local Manager home page, go to:*

- Configuration > Users > Edit Users > Station.

**SEE ALSO:**

- [Data Privacy](#)
- [Exclusion](#)

## Date and Time

With the Date and Time feature, you can administer a [Telephone Feature Button](#) that displays the current date and time when you press the button. This feature is useful for telephones that do not display the date and time by default.

*From the Distributed Office Local Manager home page, go to:*

- Configuration > Users > Edit Users > Buttons:  
**Date Time** (telephone button label: Time/Date). Displays the date and the time.

## Dial Plan

With the Dial Plan feature, you can administer Distributed Office to handle different types of calls and make dialing easier for telephone users. The dial plan tells the system how to interpret dialed digits. If you dial 9 to access an outside trunk, the dial plan directs the system to find an external trunk when the dialed string begins with a 9. The dial plan also tells the system how many digits to expect for certain calls. For example, the dial plan might indicate that all internal extensions are 4-digit numbers that start with 1 or 2. Your dial plan is unique to your company and the kinds of calls that you make. You must define dial plan information for each of the call types that Distributed Office supports.

The dial plan can facilitate dialing between multiple locations. For example, all store locations can be assigned a store number of the same length. To call another store, you dial an Automatic Alternate Routing [Feature Access Code \(FAC\)](#), followed by the store number, and the extension within the store.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Call Handling > Dial Plan

**SEE ALSO:**

- [Automatic Alternate Routing](#)
- [Automatic Route Selection](#)

## Directed Call Pickup

With Directed Call Pickup, you can answer a call ringing at another extension without having to be a member of a pickup group. This feature is useful if you do not want to set up pickup groups, but still want to enable selected people to answer other telephones. You can administer a [Telephone Feature Button](#) or a [Feature Access Code \(FAC\)](#) to use Directed Call Pickup. To use the Feature Access Code, you dial the FAC followed by the number to the extension you are picking up for.

If you have Administrator, High-privileged, or Medium-privileged [User Privilege Levels](#), you can use Directed Call Pickup. Users with Low or No privilege levels cannot use this feature.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Users > Edit Users > Buttons:  
**Directed Call Pickup** (label: Dir Pickup). Enables Directed Call Pickup.
- Configuration > Call Handling > Feature Access Codes:  
**Directed Call Pickup**. Enables Directed Call Pickup.

**SEE ALSO:**

- [Call Pickup](#)

## Directory

With the Directory feature, you can press a [Telephone Feature Button](#) on your display telephone to access the integrated directory of the names and extensions of all the users of your system, use the touch tone buttons to enter a name, and retrieve an extension from the directory. If you assign a Directory button to a telephone, you should also assign a [Next](#) and [Call Displayed Number](#) button to the telephone. Use the Next button to navigate within the directory, and the Call Displayed Number button to dial the entry when the entry is highlighted.

To hide a name in the integrated directory, enter two tildes (~~) before the name when you assign it to the telephone. The tildes are not displayed with the Caller ID name.

**From the *Distributed Office Local Manager* home page, go to:**

- Configuration > Users > Edit Users > Buttons:  
**Directory** (label: Directory). Accesses the integrated directory.

**SEE ALSO:**

- [Call Displayed Number](#)
- [Next](#)

## Distinctive Ringing

The Distinctive Ringing feature uses different ring patterns for different incoming call types, so that you can immediately recognize calls of each type. Distributed Office uses the following ring patterns:

- A one-burst ring to indicate internal calls
- A two-burst ring to indicate external calls
- A three-burst ring to indicate priority calls

If the user of an internal telephone transfers an external call, the call rings as an internal call.

The Distinctive Ringing feature is always available.

**SEE ALSO:**

- [Priority Calling](#)

## Drop

When you press the Drop button on your telephone, you disconnect, or "drop" any call, or drop the last party to join a conference call. To drop a specific party from a conference, you can use the [Conference Display](#) feature to scroll to a particular conference participant, and then press the **Drop** button to drop that party from the call.

The Drop feature is always available.

**SEE ALSO:**

- [Conference](#)
- [Conference Display](#)

## Emergency Transfer Relay

The Emergency Transfer Relay feature provides basic telephone services if a catastrophic system failure, such as a power outage, occurs. When a system failure is detected, Emergency Transfer Relay automatically sets up a connection between an analog trunk and a designated analog telephone. All calls are then directed between the outside line and the specified analog telephone. The system operates in emergency transfer mode until the failure is repaired, and then automatically returns to normal operation.

To set up the Emergency Transfer Relay feature, connect an analog telephone and an analog trunk to the two ports labeled "ETR" on your switch.

The Emergency Transfer Relay feature is always available.

## Enhanced 911

With the Enhanced 911 (E911) feature, you can contact the local public safety agency if an emergency occurs, and the safety agency is provided with information about your location. For example, a caller who needs emergency assistance might dial 911 in the United States, 000 in Australia, or 112 in Europe. In the United States, if you dial an emergency number, the public safety agency uses the number of the calling party to look up the location of the caller.

For wired IP telephones, users can move their telephones without notifying the system administrator. Thus, the Calling Party Number (CPN) might not always correspond to the physical location of the caller.

The Enhanced 911 feature is always available.

**SEE ALSO:**

- [Crisis Alert](#)

## Exclusion

With the Exclusion [Telephone Feature Button](#), you can keep other users with bridged appearances of your extension, or callers using Outside Line Groups, including Line Appearances, from bridging on to a call. If you press the Exclusion button while other users are already bridged on to the call, those users are dropped from the call, leaving only you and the called party on the call.

The Automatic Exclusion feature enables the exclusion process to take place automatically, without pressing a button. This feature is applicable in the US and Japan.

**Note:** The Exclusion feature applies to Line Appearances, call appearances and to Outside Line Groups.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Users > Edit Users > Buttons:

**Exclusion** (telephone button label: Exclusion). Excludes callers on bridged appearances, or Outside Line Groups, including Line Appearances from joining a call.

**SEE ALSO:**

- [Line Appearances](#)
- [Outside Line Groups](#)

## Extension to Cellular

With the Extension to Cellular (EC500) feature, you can extend office calls to a cellular telephone. Professionals such as a store manager, a mortgage broker, or an insurance agent, for example, might need to spend many hours out of the office, or away from their desk. With this feature, these professionals can leave the office and still handle customer calls easily from any location. Calls that are placed to the cellular phone from the office telephone display the caller ID information of the office telephone. Thus calls that are made from the cellular telephone appear to be from the office telephone number. The Extension to Cellular feature works with any wireless or cellular service. You can administer a [Telephone Feature Button](#) or a [Feature Access Code \(FAC\)](#) to access this feature.

You can enable and disable Extension to Cellular so that the cellular telephone does not always receive office telephone calls. With Extension to Cellular enabled, a call to the office telephone extension alerts both your office telephone and your cellular telephone simultaneously. You can also change between your office telephone and cellular telephone during a call. The Extend Call feature button allows you to begin a call at your office telephone and then extend the call to your cellular telephone when you leave your office. You can also begin a call on your cellular telephone and then move the call to your office telephone during the call.

All other types of cellular telephone calls, such as direct calls to the published cellular telephone number, are not affected by Extension to Cellular. The Extension to Cellular feature provides Call Detail Recording (CDR) for calls to cellular or external telephones. For more information, see the *Avaya Extension to Cellular User's Guide, 210-100-700*.

**Note:** If an Outside Line Group is "owned" by a station with the EC500 feature, all incoming calls over the Outside Line Group are extended to the cellular telephone of the owner, if the EC500 feature is enabled. Note that in the process of extending the call out to the cellular telephone, the system must use an ISDN trunk, and not an Outside Line Group.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Users > Edit Users > Buttons:
  - EC500** (telephone button label: EC500). Activates EC500.
  - Extend Call to Cellular** (telephone button label: Extnd Call). Extends a call from your office to your cellular telephone.
- Configuration > Call Handling > Feature Access Codes:
  - Enhanced EC500**. Calls to an office number are extended to a cellular telephone instead.
  - Enhanced EC500 Deactivate**. Deactivates Enhanced EC500.

## Facility Test Calls

With the Facility Test Calls feature, you can test trunks and tones on your telephone system. The Distributed Office system supports a trunk test for specific tie trunks or central office trunks. You can administer a [Telephone Feature Button](#) or a [Feature Access Code \(FAC\)](#) to access this feature.

If you have Administrative, High-privileged, and Medium-privileged [User Privilege Levels](#), you can use the Facility Access Trunk Test feature. Avaya recommends that only authorized administrators use this feature.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Users > Edit Users > Buttons:
  - FTC Alarm** (telephone button label: FTC Alarm). A status lamp lights when a successful Facility Test Call (FTC) occurs.
- Configuration > Call Handling > Feature Access Codes:
  - Facility Test Calls**. Initiates a Facility Test Call.

## Far-End Mute

You can place a conference call participant on mute by using the Far-End Mute [Telephone Feature Button](#). This is useful when that participant has a noisy trunk line because of a cellular telephone, music-on-hold, or background noise. You must use the [Conference Display](#) feature to scroll to a particular conference participant, and then use the Far-End Mute button to mute that participant. Pressing the Far-End Mute button another time will unmute the call.

**Note:** The Far-End Mute feature works only with calls placed using Outside Line Groups, it does not work with calls placed to internal stations.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Users > Edit Users > Buttons:
  - Far-End Mute** (telephone button label: Far End Mute). Mutes a far-end conference call participant.

### SEE ALSO:

- [Conference](#)
- [Conference Display](#)

## Feature Access Codes

Feature Access Codes (FACs) provide quick access to many Distributed Office features. To access an assigned feature, you do not have to program a button on your telephone. Instead, you just dial the Feature Access Code. For example, you might assign a FAC to the Call Forwarding All Calls feature, so that you can easily activate this feature when you are unable to take calls.

Some features require a single FAC to access, such as [Last Number Dialed](#). Others features, such as [Call Forwarding Busy/Don't Answer](#), might require a pair of FACs, one FAC to activate, and another to deactivate the feature.

FACs can contain from one to four characters. These characters can be all digits, or you can administer an asterisk (\*) or a pound sign (#) in the first position, followed by digits. An asterisk (\*) and pound sign (#) are often used together to create an on/off pair. For example, you can administer \*23 to turn Call Forwarding on, and #23 to turn Call Forwarding off.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Call Handling > Feature Access Codes.

## Group Paging

With the Group Paging feature, you can make an announcement over a group of speakerphones. You can create up to 32 paging groups, with up to 32 extensions in each group. Each Paging Group has its own identifying extension. When you dial that extension to page the group, the speakers on all the telephones in the group become active and broadcast your voice. A station can be a member of multiple paging groups. You can administer a [Telephone Feature Button](#) to access Group Paging.

Group Paging is one-way communication. Paging Group members hear the page, but cannot respond directly. If an extension of a Paging Group member has an active or a ringing call or if [Send All Calls](#) is activated, the page is not transmitted to that telephone.

Group Paging can be simultaneously broadcast over a loudspeaker if a loudspeaker system is available. For more information, see [Loudspeaker Paging](#). Note that the Loudspeaker Paging system must be set up over a trunk port and cannot be zoned.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Group Communication > Paging Groups.
- Configuration > Users > Edit Users > Buttons:
  - Group Page** (telephone button label: Grp Pg <group number>). Accesses the Group Paging feature.

### SEE ALSO:

- [Voice Announce](#)
- [Loudspeaker Paging](#)

## Hold

With the Hold feature, you can temporarily disconnect from a call, use the telephone to answer or place another call, and then return to the original call. This feature allows you to alternate easily between two or more calls.

With Manual Hold, you press the Hold button to place a call on hold. With Automatic Hold, when you select a second call, the system automatically puts the first call on hold, and makes the second call active.

After a specified interval (the default is 60 seconds), Hold Recall sends you a single alerting ring to remind you to return to the held call. You can also administer a system wide extension to which the held call is sent if you do not answer the recall within a specified time (the default is 30 seconds).

For IP telephones, you use this feature by pressing the **Hold** button on your telephone. For analog telephones, you must set up a [Feature Access Code \(FAC\)](#) to use the Hold feature.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > System Parameters > General > Features.
- Configuration > Call Handling > Feature Access Codes:

**Hold/Answer Hold/Unhold.** Activates the Hold feature for an analog telephone.

## Hot Line Service

With the Hot Line Service feature, you can connect with an extension 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. You can assign the following numbers as a Hot Line Service destination:

- An extension
- A [Feature Access Code \(FAC\)](#)
- A public telephone number
- A private telephone number

You must add the target extension for the Hot Line Service to the Abbreviated Dialing System List or to an Abbreviated Dialing Group List. On the Station screen for the telephone that you are administering, enter a reference to that abbreviated dialing list entry as the Hot Line Target.

When you have Hot Line Service assigned for outgoing calls, it does not change the way that the telephone receives incoming calls.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Users > Edit Users > Station.

### SEE ALSO:

- [Abbreviated Dialing](#)



## Hunt Groups

With the Hunt Groups feature, you can group extensions that can handle multiple calls to a single telephone number. For each call to the extension, the system hunts for an available extension in the hunt group and connects the call. A hunt group is especially useful when you expect a high number of calls to a particular telephone number. For example, a hunt group might consist of the extensions of people who handle customer service calls.

You can choose from several methods to determine how the system distributes calls to members of the hunt group:

- Direct Department Calling starts with the first extension in the hunt group, and hunts for an available extension. If the first extension is busy, the system checks the second extension. If the second extension is busy, the system checks the third extension, and so on. When an extension is available, the system rings that extension to connect the call.
- Uniform Call Distribution (UCD) hunts for the extension that has been idle the longest. This helps to provide equitable distribution of calls.
- Circular distribution calls are directed in the order in which participating extensions are administered. The system tracks the last extension in the hunt group to which a call was connected. The next call to the hunt group is directed to the next extension on the list, regardless of idle time.

**Note:** For Direct Department Calling and Uniform Call Distribution (UCD), calls are queued if all members of the hunt group are busy. Circular distribution calls do not support queues.

An extension in a hunt group cannot receive calls if the extension is already on a call, or if the member presses the **Send All Calls** or **Call Forwarding All Calls** button.

A hunt group member can dial the Hunt Group Busy [Feature Access Code \(FAC\)](#) followed by the hunt group number to make their extension unavailable for calls. For example, if you work in a customer service group, you can activate the Hunt Group Busy feature so that you can complete necessary paperwork before accepting your next call. The extension remains unavailable until you dial the Hunt Group Busy Deactivate Feature Access Code.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Group Communication > Hunt Groups.
- Configuration > Call Handling > Feature Access Codes:

**Hunt Group Busy.** Makes a hunt group extension unavailable for calls.

**Hunt Group Busy Deactivate.** Deactivates Hunt Group Busy.

## Inspect

With the Inspect feature, you can display call-related information for an incoming call when you are active on a different call appearance. Inspect also allows you to display the identification of calls you place on hold. You administer a [Telephone Feature Button](#) to access the Inspect feature. To exit the Inspect mode, you must press the **Phone** button or Exit button on your telephone.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Users > Edit Users > Buttons:

**Inspect** (telephone button label: Inspect). Displays ID of incoming call or a call on hold.

## Inter-Branch SIP Trunk

Distributed Office supports Inter-Branch SIP Trunks from the branches to an SES-edge in the core, enabling communication between all Distributed Office branches, and between these branches and the Central Manager sitting in the company headquarters.

**Note:** While you can configure these SIP trunks and Distributed Office branches using Distributed Office Central Manager, you need to configure the SES-home web pages and Central Manager SAT to add an SES-home and Central Manager.

The Inter-Branch SIP Trunk addressing scheme is composed of the branch prefix followed by the extension number. As soon as you configure the address scheme, anyone from all other branches can reach all of the branch's stations, hunt-groups and service numbers, even if the stations do not have a corresponding DID/PSTN number.

After setting up the branch's address scheme, calling a station in another branch is simple. Dial the Automatic Alternate Routing prefix to access the SIP trunk (8 by default), the branch number, and then the station number. For example, if you want to call station 7561 in branch 531, dial 8-531-7561. Further, the Inter-Branch SIP Trunk supports Instant Message routing. In place of dialing the phone number, use an email address (for example john.doe@avaya.com).

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## Intercom

With the Intercom feature, you can administer a [Telephone Feature Button](#) that calls a predefined extension when you press the button. An intercom call makes a unique alerting sound. If the telephone has an Intercom button with a status LED, the LED also flashes. To control which telephones can make intercom calls, you can assign the calls to Intercom Groups. One user can call another user in a predefined group with a single button press.

- **Automatic Intercom.** Press this button to call one predefined telephone in the same intercom group. You administer the destination extension for this button.
- **Dial Intercom.** Press this button to call anyone else in the same group. Lift the handset, press the Dial Intercom button, and then dial a 1-digit code or a 2-digit code for the extension that you want to call.

Telephones with both of these capabilities can belong to the same Intercom group.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Group Communication > Intercom Groups.
- Configuration > Users > Edit Users > Buttons:

**Automatic Intercom** (telephone button label: Autolc <group number> <dial code>). Calls a specific number in an Intercom group.

**Dial Intercom** (label: Dial lcom <group number> <dial code>). Calls the Intercom group.

## Last Number Dialed

With the Last Number Dialed feature, the system automatically redials the last number that was dialed from the telephone. This feature is useful for telephones that are not equipped with a Redial button. Administer a Feature Access Code (FAC) to use this feature.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Call Handling > Feature Access Codes:

Last Number Dialed. Calls the last number dialed.

## Line Appearances

A Line Appearance is a special type of call appearance that allows you to originate, track, and bridge onto calls on a designated Outside Line Group. The Outside Line Group represents a Central Office (public) line. This provides you with a line selection and monitoring capability. With Line Appearances, you have real-time control and knowledge of the status of these public lines. You can assign a Line Appearance to one of the buttons on your telephone. If you want access to multiple lines on your telephone, you can assign additional Line Appearances. This feature is generally used when you are setting up Distributed Office in a "key" system environment. Telephone buttons administered as Line Appearances display status differently from regular call appearance buttons. For example, the red lamp in the "steady" position has typically been used only for the "active call appearance." For Line Appearances on 16xx telephones, the red lamp is also used to indicate the "I" versus "they" status indications. For instance, if I put the line appearance on hold, the red lamp would be "steady" and green lamp would be "winking" on my telephone. If another person put the line on hold, the red lamp on my phone would be "off" but the green lamp would still be "winking."

Line Appearances are only supported on 16xx telephones. You cannot administer Line Appearances on any other telephone type. You can, however, use Specific Line Feature Access Codes from the other telephone types to access Outside Line Groups.

### ***From the Distributed Office Local Manager home page, go to:***

- Configuration > Users > Edit Users > Buttons:  
Line Appearance. Accesses a Line Appearance.

### **SEE ALSO**

- [Outside Line Groups](#)
- [Specific Lines](#)

## Line Lockout

The Line Lockout feature puts an analog telephone into a locked state with no dial tone if you stay off-hook for too long without dialing, or fail to hang up after a call is finished. The Line Lockout feature does not apply to IP telephones.

Line Lockout occurs in two common situations:

- A user does not hang up after the other party on a call disconnects.
  - The user receives a dial tone for 10 seconds, and then receives an intercept tone for 30 seconds.
  - If the handset remains off-hook, the system takes the telephone out of service temporarily.
- A user pauses for more than 10 seconds between digits when dialing a number. Then:  
The user receives an intercept tone for 30 seconds.
  - Then: The user receives an intercept tone for 30 seconds.
  - If the handset remains off-hook, the system takes the telephone out of service temporarily.

Once Line Lockout is activated, your telephone remains out of service until you hang up.

The Line Lockout feature is always available.

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## LLDP Client (IEEE 802.1ab)

IEEE 802.1AB Link Layer Discovery Protocol (LLDP) simplifies troubleshooting of enterprise networks and enhances the ability of network management tools to discover and maintain accurate network topologies in multi-vendor environments. It defines a set of advertisement messages, called TLVs, a protocol for transmitting and receiving the advertisements, and a method for storing the information contained in the received advertisements.

The LLDP protocol allows stations attached to a LAN to advertise information about the system (such as its major capabilities and its management address) and information regarding the station's point of attachment to the LAN (port ID and VLAN information) to other stations attached to the same LAN. These can all be reported to management stations via IEEE-defined SNMP MIBs.

LLDP information is transmitted periodically. The IEEE has defined a recommended transmission rate of 30 seconds, but the transmission rate is adjustable. An LLDP device, after receiving an LLDP message from a neighboring network device, stores the LLDP information in an SNMP MIB. This information is valid only for a finite period of time after TLV reception. This time is defined by the LLDP "Time to Live" TTL TLV value that is contained within the received packet unless refreshed by a newly received TLV. The IEEE recommends a TTL value of 120 seconds, but you can change it if necessary. This ensures that only valid LLDP information is stored in the network devices and is available to network management systems.

LLDP information is associated with the specific device that sends it. The device itself is uniquely identified by the receiving party port via chassis ID and port ID values. Multiple LLDP devices can reside on a single port, using a hub for example, and all of the devices are reported via MIB. You can enable (Rx-only, TX-only, Rx or Tx) or disable LLDP mode of operation on a per-port basis.

***From the Distributed Office Local Manager home page, go to:***

- Configuration > Platform > Ethernet Switch > Link Layer Discovery Protocol (LLDP)

## Loss Plan

The Loss Plan feature controls technical aspects of the audio signal between telephones. Avaya Distributed Office provides a default loss plan for each country. Although the loss plan is modifiable, modification should be done only by qualified technical personnel.

Modifying specific loss-plan data is supported by means of advanced configuration screens in the Distributed Office Local Manager. For more information, please see *Application Note: Loss Plan Parameters for Distributed Office*, 03-602554, in the Avaya Resource Library at:

<http://www.avaya.com/gcm/master-usa/en-us/resource/index.htm>

## Loudspeaker Paging

With the Loudspeaker Paging feature, you can broadcast a message that is heard over a loudspeaker system. Loudspeaker Paging requires an interface to paging equipment through an analog trunk port.

Enter a Trunk Access Code (TAC) to access the Loudspeaker Paging feature. All telephone users can use this feature.

Under some limited circumstances, you may enable an alternative connection to a paging system by connecting the Universal Paging Access Module (UPAM) to a station port. You use this configuration when there are no CO trunk ports available on the system, such as with an analog I40 where four CO trunks are needed. You do not need to administer a paging group, and you need only one port for paging connectivity. In this case, the UPAM is connected to one of the station ports on Distributed Office and configured for a station interface. (The port number is 1V305 for the I40 analog platform, and it can be B 1v2, 1v3 i40-DS1 1v2, 1v3 for BRI). The port is administered as a standard station on Distributed Office, and the station type is 6211. The station extension is the paging access number. You must adjust the default timer and the voice activated (VOX) delay timer so that the port disconnects correctly.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Resources > Loudspeaker Devices
- Configuration > Group Communication > Paging Groups.

**SEE ALSO:**

- [Group Paging](#)

## Malicious Call Trace

With the Malicious Call Trace (MCT) feature, you can track malicious calls and display information that identifies the source of the call. The Malicious Call Trace feature reports the date, the time, and the extensions that were involved on the call.

You can administer a [Feature Access Code \(FAC\)](#) or a [Telephone Feature Button](#) to use this feature.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Users > Edit Users > Buttons:
  - MCT Activate.** (telephone button label: MCT Activate). Sends a message that the user wants to trace a malicious call.
  - MCT Control.** (telephone button label: MCT Control) Allows the user to take control of a malicious call trace request. Once the user becomes the MCT controller, the system stops notifying other MCT control extensions of the MCT request.
- Configuration > Call Handling > Feature Access Codes:
  - Malicious Call Trace.** Sends a message that a user wants to trace a malicious call.
  - Malicious Call Trace Deactivate.** Stops the malicious call trace.

## Modular Messaging Integration

The Distributed Office Modular Message feature enables remote and centralized storage of voice mail messages.

Distributed Office connects to the Modular Messaging solution via SES-CR and SES-Home, leveraging the SIP Adjunct capability.

The Modular Messaging feature supports:

- Leaving voice mail on coverage
- Calling to a voice mailbox
- Message transfer
- Outcalling / CallMe operation
- Message Waiting Indication (MWI)

**Note:** A user mailbox can be stored remotely or locally, but not both. Migration is performed from one storage type to another without copying existing voice mail messages.

*From the Distributed Office Local Manager home page, go to:*

- Configuration > Users > Edit Users > Voicemail.

## Multi-Branch Inclusion/Exclusion in Private Network Management

The Multi-Branch Inclusion/Exclusion in Private Network Management feature enables the simultaneous adding or removing of multiple branches to or from a private network. The Private Networking screen displays a list containing all branches. Mark the names of those branches for additional or removal in your private network. In addition, you can change the prefix values at the same time.

## Music-on-Hold

Use the Music-on-Hold feature to provide music to a caller on hold. The music lets the caller know that the connection is still active. Distributed Office does not provide Music-on-Hold service to callers in a multiple-party connection, such as conference calls, or calls waiting in a queue. The Music-on-Hold feature does not work with a call on hold on which either Data Privacy or Data Restriction is activated.

You can have two possible sources for Music-on-Hold. You can either use an analog trunk, or an integrated announcement.

The Tone-on-Hold feature automatically installs Music-on-Hold as the default option when the system is installed.

*From the Distributed Office Local Manager home page, go to:*

- Configuration > Automated Attendant Service > Announcements.

### SEE ALSO:

- [Announcements](#)

## Native TTY support

A teletypewriter (TTY) is a data terminal that people who are hearing impaired or speech impaired can use to transmit and receive text through a telephone system. A TTY is also referred to as Telecommunications Device for the Deaf, or TDD. The term TTY is preferred because not all users are deaf.

Not all TTY users transmit and receive messages with the TTY devices. Approximately half of prefer to receive messages on their TTY devices and then speak in response. This process is referred to as Voice Carry Over, or VCO.

Distributed Office supports Native TTY calls on Voicemail & Auto-attendant. TTY messages are supported for storage and retrieval on Voice Mail.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Users > Edit Users > Voicemail

## Network Access Control (IEEE 802.1x)

The 802.1x protocol is a method for performing authentication to obtain access to the Distributed Office LAN ports. 802.1x provides a means of authenticating and authorizing users attached to a LAN port and of preventing access to that port in cases where the authentication process fails.

On the i120, you can enable 802.1x on the MM314 and MM316 media modules' 10/100 Ethernet ports. On the i40, you can enable 802.1x on the eight Ethernet LAN PoE ports located on the front panel.

**Note:** You cannot enable 802.1x on the MM314/MM316 media modules' Gigabit Ethernet port (port 51). Also, 802.1x is not available on the i40-DCP.

The 802.1x application complies with the existing IEEE Port Based Network Control standard to perform its authentication operation. Specifically, it makes use of Extensible Authentication Protocol (EAP) messages encapsulated within Ethernet frames (EAPOL), and EAP over RADIUS for the communication between the Authenticator and the Authentication Server.

**Note:** The i40 and i120 supports the following EAP types: MD5, PEAP, TTLS, and TLS.

The 802.1x protocol defines an interaction between the following three entities:

- **Supplicant** - an entity (the host) at one end of a point-to-point LAN segment that is requesting authentication
- **Authenticator** - an entity (in this case the i40 or i120) at the other end of a point-to-point LAN segment that facilitates authentication of the Supplicant
- **Authentication (RADIUS) Server** - an entity that provides an authentication service to the Authenticator. The Authentication Server determines, from the credentials provided by the Supplicant, whether the Supplicant is authorized to access the services provided by the Authenticator.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Platform > Ethernet Switch > Network Access Control (802.1x)



## Next

With the Next Telephone Feature Button, you can scroll through names when the telephone display is in the Directory mode. When you are in Message Retrieval, you can press the Next button to show the next message.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Users > Edit Users > Buttons:  
Next (telephone button label: Next). Scrolls to the next entry on the telephone display.

**SEE ALSO:**

- [Directory](#)

## Outgoing Calling Number Manipulation

On display equipped stations, ISDN Call Identification Display (ICID) displays the name and number within an ISDN network. Outgoing Calling Number Manipulation (OCNM) enables you to define what appears on the ISDN Call Identification Display (ICID).

The ICID identifies the caller's name and number and displays it on the called party's phone. Likewise, the ICID displays the called party's name and number on the caller's phone.

OCNM enables you to specify the desired number digits for the Calling Number IE and the Connected Number IE for any extension in the Outgoing Calling Number Manipulation plans.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Public Networking > Outgoing Calling Number Manipulation.

## Outside Line Groups

The Outside Line Groups feature enables you to administer your system to access a specific public line. This feature is generally used when you are setting up Distributed Office in a "key" system environment. With this feature Distributed Office allows you to track calls, own a line and bridge on to a line.

The Outside Line Groups feature supports the following trunk types: ground-start analog CO, loop-start analog CO, ground-start digital CO, and BRI. Note that ground-start analog CO trunks are available only with the Distributed Office i120 platform.

Your system displays the status and the use of an Outside Line Group when administered as a Line Appearance on a telephone. You can administer Line Appearances, or you can use a [Feature Access Code \(FAC\)](#) to use this feature. Outside Line Groups are associated only with public network trunks.

You can also designate a primary "owner" for a line to ensure that all calls follow to coverage, including voice mail, call forwarding, or to EC500. If there is no "owner," you can designate a coverage path. Note that unowned outside line groups should not cover to voice mail as only stations have mailboxes.

**Note:** In addition to Outside Line Groups, Distributed Office also provides the option for you to access and administer a public trunk for your business. For more information on trunks in a "PBX" system environment, see [Trunk Groups](#).

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Public Networking > Outside Line Groups.

**SEE ALSO:**

- [Trunk Groups](#)
- [Line Appearances](#)
- [Specific Lines](#)

## Physical Interfaces

Distributed Office supports both DS-1 and BRI interfaces.

## Port Mirroring

Port Mirroring copies all received and transmitted packets (including local traffic) from a source port to a predefined destination port, in addition to the normal destination port of the packets. Port Mirroring, also known as “sniffing,” is useful in debugging network problems.

Port mirroring allows you to define a source port and a destination port, regardless of port type. For example, a 10 Mbps and a 100 Mbps port can form a valid source/destination pair. You cannot, however define the port mirroring source and destination ports as the same source and destination port.

You can define one source port and one destination port on each i40 or i120 for received (Rx), transmitted (Tx), or transmitted and received (both) traffic.

**Note:** You cannot use the LAN port on the i120 front panel or the WAN Fast Ethernet port on the i40 or i120 front panel in port mirroring.

***From the Distributed Office Local Manager home page, go to:***

- Configuration > Platform > Ethernet Switch > Mirror Port.

## Port Redundancy

Redundancy involves the duplication of devices, services, or connections, so, in the event of a failure, the redundant duplicate can take over for the one that failed.

Since computer networks are critical for business operations, it is vital to ensure that the network continues to function even if a piece of equipment fails. Even the most reliable equipment might fail on occasion, but a redundant component can ensure that the network continues to operate despite such failure.

To achieve port redundancy, you can define a redundancy relationship between any two ports in a switch. One port is defined as the primary port and the other as the secondary port. If the primary port fails, the secondary port takes over.

You can configure up to 25 pairs of ports per i120. Each pair contains a primary and secondary port. You can configure any type of Ethernet port to be redundant to any other. You can configure redundant ports from among the Ethernet LAN port on the i120 front panel and the Ethernet ports (1 to 24) and the Gigabit Ethernet port (51) on the MM314 Media Module or the Ethernet ports (1 to 40) and the Gigabit Ethernet port (51) on the MM316 Media Module.

**Note:** Port redundancy is not supported on the i40.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Platform > Ethernet Switch > Port Redundancy.

## Power over Ethernet (IEEE 802.3af)

The Avaya Distributed Office i120 MM314 and MM316 PoE media modules provide Inline DC power over the signal pairs, in addition to switched Ethernet, on the existing LAN infrastructure for devices such as IP telephones and Wireless LAN access points. This allows you to deploy devices in the network that require power without installing standard power cables. The i120 MM314 and MM316 enable you to configure a power consumption usage threshold, as well as to generate traps when this threshold is crossed.

The MM314 and MM316 PoE media modules provide power over standard Category 3 and the IEEE 802.3af standard.

The i40 provides the same PoE functionality as the MM314 and MM316 PoE media modules, except that the i40 provides PoE functionality itself to the eight Ethernet LAN PoE ports located on the front panel.

### Load Detection

The MM314 and MM316 PoE media modules and the i40 periodically check all ports, powered and non-powered, to check their status and the power status of connected devices. Power is supplied to a port only after it has detected that a suitable Powered Device (PD) is connected to the port. The MM314 and MM316 PoE media modules and the i40 look for an IEEE 802.3af-compliant signature from the device that indicates that the device requires power.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Platform > Ethernet Switch > PoE Trap.

## Priority Calling

The Priority Calling feature provides a distinctive ring for important internal calls. The person who makes the call presses a Priority feature button on the telephone to initiate a priority call, and then dials normally. The called party hears the distinctive priority call ring pattern. If you have Administrative, High-privileged, or Medium-privileged [User Privilege Levels](#), you can use Priority Calling.

You can administer a Telephone Feature Button to use this feature. The Priority Call Telephone Feature Button allows a user to place priority calls, or change an existing call to a priority call so that no other calls can interrupt the priority call. The ring pattern for a priority call is three quick bursts. For an analog telephone with priority indication, you hear a priority beep whether you are on a call or not. On an IP telephone, you hear the priority ring if the telephone has an open line. If the IP telephone does not have an open line, you hear a priority beep.

[Consult](#) and [Automatic Callback](#) calls are always priority calls.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Users > Edit Users > Buttons:
  - Priority Call.** (telephone button label: Priority Call). Activates the Priority Calling feature.

**SEE ALSO:**

- [Consult](#)
- [Automatic callback](#)

## Private Trunks

You can use the Private Trunks feature to ensure that an executive always has a trunk available to make a call. The executive uses a Trunk Access Code (TAC) to access the trunk from any telephone. If a private incoming line is desired, you can set the incoming destination to reflect the extension of the executive.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Public Networking > Trunk Groups.

## Public Networking

The Public Networking feature allows you to connect a branch office to the PSTN network over the following networks:

- ISDN
- CO/CO-TIE
- R2/MFC (DIOD)
- CAMA
- DID
- Public SIP Trunks

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Public Networking > Trunk Groups.

## Public SIP Trunks

Distributed Office's Public SIP Trunks (PST) draw on Internet Telephony Service Providers (ITSP) to offer a cost-effective alternative to legacy PSTN technologies. All Distributed Office modules support Public SIP Trunks.

Being a standardized technology, SIP allows many variations. To meet this challenge, Distributed Office supports many SIP adaption features, including:

- Configurable codecs including G.711 a-law, G.711 mu-law, G.729 a, G.729b and G.729ab
- Support for IP and alphanumeric domains
- Support for redundant ITSP servers
- Support of UDP and TCP transports
- Support for fax calls using Standard T.38

Distributed Office supports direct peering between a branch and ITSP servers. Alternatively the branches can peer with one or more SIP proxies or Session Border Controllers that tandem calls between the ITSP and the branches.

Public SIP Trunks support advanced features such as caller-id/ANI, Direct Inward Dialing, connected-name/connected-number and more. The exact feature set depends on the specific ITSP server's equipment and configuration.

You can create and configure Public SIP Trunks from the Local Manager Trunk Group Page. If you have multiple branches sharing the same configuration, use a Distributed Office Central Manager template to simplify the process.

Similar to an ISDN trunk, fully configuring an SIP trunk involves configuration of:

- Outgoing calls using ARS and route patterns
- Automatic Number Identification (ANI) using the 'public unknown numbering table'
- Direct Inward Dialing by the 'incoming call handling treatment' table

***From the Distributed Office Local Manager home page, go to:***

- Configuration > Public Networking > Trunk Groups.

## R2-MFC Trunk Support

Distributed Office supports R2-MFC trunks in the following countries: Argentina, Brazil, Chile, Colombia, India and Mexico.

R2-MFC, an ITU-T Q400 series standard, is a signaling protocol that operates on E1 standard. Distributed Office supports the digital version of line and inter-register signals. R2 signaling from switch to switch supports the following MFC call types:

- Simple calls (Incoming and outgoing calls): A PBX and a central office use R2 signaling for local and toll free calls.
- Calls with Caller ID: R2 signaling is used between central offices for tracking calls.

***From the Distributed Office Local Manager home page, go to:***

- Configuration > Public Networking > Trunk Groups.
- Configuration > Public Networking > Multi Frequency Signaling.

## Refresh Terminal Parameters

Use this FAC to update terminal parameters on an individual telephone when system settings have changed.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Call Handling > Feature Access Codes.  
Refresh Terminal Parameters. Enables you to use the Refresh Terminal Parameters feature.

## Ringer Cutoff

With the Ringer Cutoff Telephone Feature Button, you can silence an alerting ringer on the station.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Users > Edit Users > Buttons:  
Ringer Cutoff. (telephone button label: Ringer Off). Activates the Ringer Cutoff feature.

## Ringling - Abbreviated and Delayed

With the Ringling - Abbreviated and Delayed feature, you can assign ring types to each telephone call appearance, line appearance, or bridged appearance.

Distributed Office supports the following types of ringling for call appearances and line appearances.

- Normal. This is the default.
- Automatically abbreviated ringling. Silences the ringer after 10 seconds.
- Automatically delayed ringling. Delays the ringer for 10 seconds.
- Manually abbreviated ringling. Allows you to press the Ab Rng button to silence the ringer.
- Manually delayed ringling. Allows you to silence the ringer until the Ab Rng button is pressed.
- Silent ringling. Displays caller information, but there is no audible ringling.

Distributed Office supports the following types of ringling for bridged appearances:

- Normal. This is the default.
- Automatically abbreviated ringling. Silences the ringer after 10 seconds.
- Automatically delayed ringling. Delays the ringer for 10 seconds.
- Silent ringling. Displays caller information, but there is no audible ringling.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Users > Station > Buttons:  
Abv. Ring. (telephone button label: Ab Rng). Enables the Abbreviated Ringling option.

### SEE ALSO:

- [Bridged Call Appearance](#)
- [Line Appearances](#)

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## Route Patterns

Route patterns are a list of ordered trunk groups that can be used to route a call. You can define up to 20 Route patterns. Further, each pattern contains up to 16 alternative patterns.

Route patterns are used in Automatic Route Selection forms.

**Note:** Distributed Office automatically creates several route patterns and populates them according to created Trunk Groups. These patterns are used for automatic default public network routing and for CAMA calls.

**SEE ALSO:**

- [Automatic Route Selection](#)

*From the Distributed Office Local Manager home page, go to:*

- Configuration > Public Networking > Route Patterns.

## Send All Calls

With the Send All Calls Telephone Feature Button, you can temporarily direct all incoming calls to coverage regardless of the assigned call-coverage redirection criteria. You must administer a coverage path for your extension in order for Send All Calls to work.

*From the Distributed Office Local Manager home page, go to:*

- Configuration > Call Handling > Coverage Paths
- Configuration > Users > Edit Users > Buttons:
  - Send All Calls** (telephone button label: SendAllCalls). Activates the Send All Calls feature.
- Configuration > Call Handling > Feature Access Codes:
  - Send All Calls**. Activates the Send All Calls feature.
  - Send All Calls Deactivate**. Deactivates the Send All Calls feature.

**SEE ALSO:**

- [Call Coverage](#)

## SNMP and MIBs

Distributed Office supports the Simple Network Management Protocol (SNMP) version 1 and the secure version 3. Using SNMP, Avaya Network Management Console (NMC) and many other management suites can access the DO extensive Management Information Base (MIB) and retrieve device and module identification, hardware, firmware and software versions, information about attached devices, performance metrics etc. For example, an administrator can easily configure the open-source MRTG web-application to create hourly trunk occupancy graph and/or Ethernet traffic graph of the internal switch.

You can also use Distributed Office MIBs for triggering firmware and software updates, triggering backup and restore operation and more. Distributed Office supports SNMPv1/v2c and v3 traps for reporting alarms as well as transient failure conditions. In addition, management stations can retrieve a list of active alarms using the standard-track RFC3877 ALARM-MIB.

Distributed Office MIBs and traps are described by a large set of standard as well as proprietary MIB modules.

### SEE ALSO:

- [Turn SNMP On or OFF](#)

## Specific Lines

Use the Specific Lines feature to access an Outside Line Group with a [Feature Access Code \(FAC\)](#) if your telephone does not have that specific Line Appearance. This feature is useful for non-16XX sets that do not have line appearances.

You dial the Feature Access Code followed by the two digit group number of the outside line. You can restrict the use of the **Specific Line Pickup** and **Specific Line Originate** FACs on a per station basis.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Users > Station > Specific Line FACs Allowed to enable the Specific Lines feature for each station.
- Configuration > Call Handling > Feature Access Codes.

**Specific Line Pickup.** Allows a user to select an outside line that is busy and join a call in progress, or retrieve a call on hold, or retrieve a ringing outside line.

**Specific Line Originate.** Allows a user to select a specific idle outside line to make a call.

### SEE ALSO:

[Feature Access Codes \(FAC\)](#)

[Outside Line Groups](#)

[Line Appearances](#)



## Station Lock

The station lock feature allows you to temporarily prevent a station from being used for outgoing toll calls. Incoming calls are allowed to a locked station.

A locked set can make:

- emergency calls,
- calls marked in the [Automatic Route Selection](#) table as Allowed,
- non-toll calls over line appearances, but not over call appearances.

This feature applies to all phone types, but only via Feature Access Codes (FACs) for analog phones, wireless phones, and SIP phones.

## Station Tone Forward Disconnect

When one party in a telephone conversation hangs up the phone, the Station Tone Forward Disconnect feature broadcasts a busy signal for 45 seconds.

This feature is applicable in France and China.

## Telephone Feature Buttons

With Telephone Feature Buttons, you can activate and deactivate certain features of Distributed Office by programming one of the buttons on your telephone. For example, you might assign a Telephone Feature Button for Send All Calls. When you press the button, the feature is immediately activated or deactivated, and a button label displays on your telephone. In this case, the display would read Send All Calls.

***From the Distributed Office Local Manager home page, go to:***

- Configuration > Users > Edit Users > Buttons.

## Terminal Dial-Up Test

Terminal Dial-Up Test performs diagnostics on IP telephones to make sure that the telephone and the buttons are communicating properly with the server. This test is initiated by a user entering the feature access code. This test is mostly for use by terminal service personnel, but may be used by any station user.

To use this feature, lift the receiver on a supported terminal and dial the feature access code. The terminal's button lights are extinguished, the display clears, and the message waiting lamp lights. This lamp remains lit throughout the test. When a button is depressed during the test, the server responds with the appropriate tone, light, or display. Depressing another button clears the lamp, the tone and ringer associated with the previous button and lights the lamp, sends new tone and ringer associated with the new button. If the same button is depressed, the lamp, tone and ringer are turned OFF, which makes the button work as an ON/OFF button. The terminal remains in this test mode until you hang up the receiver. To use a Terminal Dial-up Test FAC on a telephone with bridged appearances, add a bridged-appearance of the principal telephone.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Call Handling > Feature Access Codes.

**Terminal Dial-Up Test.** Enables you to use the Terminal Dial-Up feature.

## Trace Station

Distributed Office administrators may start station tracing, during which data about the user, the station's activities, and associated time stamps will be displayed. The list display may be stopped, restarted or refreshed. If it is not refreshed manually, the display will automatically refresh periodically. Only one list trace session may be activated concurrently.

## Transfer

With the Transfer feature, you can redirect calls to other extensions or other trunks. With Distributed Office, you can perform an attended transfer or a blind transfer. In an attended transfer, you stay on the line until the transferred-to party answers the call. This allows you to announce the transfer before it happens. In a blind transfer, the transferring party can complete the transfer before the transferred-to party answers the call.

In most cases, you press the Transfer button on your telephone, dial the number to which the call is being transferred, and hang up. You can also press the Transfer button a second time to complete the transfer.

If you press another call appearance button after you initiate a transfer, the transfer is not completed.

Distributed Office also supports Transfer Recall. With Transfer Recall, you can return the unanswered transfer call back to the person who transferred the call.

The Transfer feature is always available.

### SEE ALSO:

- [Busy Indicator/Transfer](#)

## Trunk Groups

With the Trunk Groups feature, your system can access public network lines or trunks. This feature is generally used when you are setting up Distributed Office in a "PBX" system environment.

You administer a [Telephone Feature Button](#) to view information on trunk groups.

Distributed Office supports the following types of trunk groups:

- CO trunks. Use CO trunks to connect Distributed Office to the local central office. These trunks can be ground-start analog, loop-start analog and ground-start digital. Also supports CO-TIE trunks. Note that ground-start analog CO trunks are available only with the Distributed Office i120 platform.
- CAMA trunks. Use CAMA trunks in North America to route emergency calls to the Enhanced 911 systems of the local community.
- DID trunks. Use DID trunks to allow callers to your organization to dial individual users directly without going through an attendant or some other central point.
- ISDN trunks. Distributed Office can be connected to an ISDN trunk by way of the standard frame formats: Basic Rate Interface (BRI) and the Primary Rate Interface (PRI).
- DIOD trunks: Distributed Office supports analog trunks that are DIOD. This feature is applicable in Japan and CALA countries.

**NOTE:**

In addition to regular Trunk Groups, Distributed Office also provides you with the option of accessing and administering a specific trunk for your business. For more information, see [Outside Line Groups](#). Outside Line Groups are used in a "key" system environment.

You can assign Trunk Access Codes (TACs) to trunk groups and Outside Line Groups. However, you can use the TAC to dial private trunk groups and loudspeaker devices only.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Public Networking > Trunk Groups.
- Configuration > Users > Edit Users > Buttons:

**Trunk Name.** (telephone button label: Trunk Name). Displays trunk name.

**Trunk ID.** (telephone button label: Trunk ID). Displays the Trunk Access Code (TAC) and the trunk member number of the call.

**SEE ALSO:**

- [Outside Line Groups](#)
- [Private Trunks](#)

## Tunable VoIP Parameters



### CAUTION:

Tuning VoIP parameters or modifying loss plans will affect your voice services and their performance. These advanced settings are to be altered only by personnel that are duly authorized and trained by Avaya. For more information about the web interface for these enhanced capabilities, see the online help system for Distributed Office Local Manager.

Fine-tuning of VoIP parameters is supported by means of an advanced configuration screen in Distributed Office Local Manager. The ability to specify parameters to fine tune certain features is available on the VoIP Parameters fine-tuning screen. The features include:

- Comfort noise generator
- Echo cancellation.

For more information, please see Application Note: VoIP Parameters for Distributed Office, 03-602553, in the Avaya Resource Library at: <http://www.avaya.com/gcm/master-usa/en-us/resource/index.htm>

## Turn SNMP On or OFF

If you are using an IP or SIP telephone, Distributed Office enables you to turn the SNMP support on or off. This step might be taken as part of any needed debugging.

***From the Distributed Office Local Manager home page, go to:***

- Configuration > Users > Station.

### SEE ALSO:

- [SNMP and MIBs](#)

## Unique Certificates

Distributed Offices now features Injection Unique Certificates which offers a significant security improvement over the existing method where all Distributed Offices are shipped with one common certificate. Vulnerabilities entailed by use of a common certificate are easily understood. Installation of a unique certificate after product shipment complicates the total installation effort and time and increases the installation cost.

## User Privilege Levels

With the User Privilege Levels feature, you can specify what features and telephone activities a user can participate in. Distributed Office provides five privilege levels for users:

- **Administrative.** Has access to all possible privileges for all features. Avaya recommends that a limited number of users on each site have this level of access.
- **High-privileged.** Usually assigned to executives and managers. Permissions are the same as that of the Administrative user, but this level cannot invoke features on behalf of other telephones.
- **Medium-privileged.** 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-privileged.** Has a limited privilege level. 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.
- **No-privileged.** Has an access level that is similar to a Low-privileged user 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 internal extensions and to emergency numbers.

The following table shows the features that are restricted by User Privilege Levels.

Feature	Admin	High	Med	Low	No
Station-to-Station Calls	X	X	X	X	X
Emergency Calls	X	X	X	X	X
Automatic Callback	X	X	X	X	
Outside Calls	X	X	X	X	
Directed Call Pickup	X	X	X		
Facility Test Calls	X	X	X		
Data Privacy	X	X	X		
Priority	X	X	X		

Calls					
Contact Closure	X	X	X		
Call Forwarding	X	X	X		
Toll Calls	X	X			
Accept Collect Calls in Brazil	X	X			
Trunk-to-Trunk Transfer	X	X			
Forwarding to an Outside Number	X	X			
Console Permissions	X				

**Note:** Console Permissions refers to the ability to invoke certain features on behalf of other telephones.

*From the Distributed Office Local Manager home page, go to:*

- Configuration > Users.

## VLAN Tagging with 802.1p Priority Support (IEEE 802.1q)

VLAN Tagging is a method of controlling the distribution of information on the network. The ports on devices supporting VLAN Tagging are configured with the Port VLAN ID and Tagging Mode parameters.

The Port VLAN ID is the number of the VLAN to which the port is assigned.

**Note:** You need to create a VLAN before you can assign it to a port.

Untagged frames and frames tagged with VLAN 0 entering the port are assigned the port's VLAN ID. Tagged frames are unaffected by the port's VLAN ID.

The Tagging Mode determines the behavior of the port that processes outgoing frames:

- If Tagging Mode is set to Clear, the port transmits frames that belong to the port's VLAN table. These frames leave the device untagged.

- If Tagging Mode is set to IEEE-802.1Q, all frames keep their tags when they leave the device. Frames that enter the Distributed Office without a VLAN tag are tagged with the VLAN ID of the port they entered through.

***From the Distributed Office Local Manager home page, go to:***

- Configuration > Platform > VLANs.

## Voice Announce

With the Voice Announce feature, you can make a call and have the call delivered through the speakerphone instead of the handset. For example, a person at the front desk might call the computer room and announce through the speakerphone to pick up on line 1.

To use this feature, you must dial the [Feature Access Code \(FAC\)](#) followed by the number of the extension to which you want to send the voice announce. The party receiving the voice announce can use a telephone feature button to choose how the call is answered.

The Voice Announce Answer telephone feature button can be toggled to provide the following three options to answer a voice announce:

- A two-way audio path is provided (using a speakerphone) to answer the call when the voice announce is dialed. In this scenario, the called party can automatically hear the caller and vice versa without picking up the handset.
- A one-way audio path is provided (using a speakerphone) to answer the call when the voice announce is dialed. In this scenario, the called party can hear the caller. However, the caller cannot hear the called party unless the called party picks up the handset.
- Only priority ringing is provided. In this scenario, the called party must pick up the handset or manually turn on the speakerphone to answer the call.

If you are busy with another call when the voice announce comes through, the called person can hear a [Whisper Page](#).

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Users > Edit Users > Buttons:
  - Voice Announce Answer.** (telephone button label: Voice Answer). Enables the user to respond to the voice announce.
  - Whisper Page Answer Back** (telephone button label: WhisperAnbk). Enables you to change a voice announce one-way audio path to a two-way audio path.
- Configuration > Call Handling > Feature Access Codes.
  - Voice Announce.** Enables you to use the Voice Announce feature.

**SEE ALSO:**

- [Group Paging](#)
- [Whisper Page](#)
- [Feature Access Codes \(FAC\)](#)



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## Voice mail

With the voice mail feature, you enable telephone users to get and retrieve voice mail messages.

The voice mail feature is built in to your telephone system and also provides four automated attendants. You can retrieve your own messages and the messages of other users if certain telephones are set up for system-wide message retrieval.

In addition to call answering and message retrieval, the Distributed Office voice mail feature supports the following capabilities:

- Receive a fax and then forward the fax to another user by way of e-mail
- Navigate through the voice mail system by way of announcements and a multilingual caller interface
- Send broadcast voice mail messages
- Define mailing lists and send messages to a list
- Listen to a voice mail message and then press a key to send a response
- Forward the message to the mailbox of another user
- Set a message waiting indication LED to notify the mailbox owner of a new message.
- Use "outcalling" to specify up to five numbers that the system will call to notify the user of a new message waiting. The user can then log into the voice mail system, enter the password and listen to the message.
- Select a user from a directory listing

**Note** that all messages are encrypted in the mailbox to ensure system security and user privacy.

For more information, see the Quick Reference Guide for Avaya Distributed Office voice mail, 03-602108.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > System Parameters > Voicemail & Automated Attendant.

**SEE ALSO:**

- [Automated Attendant](#)

## Whisper Page

With the Whisper Page feature, you can interrupt the call of a user by using an announcement or a page that is sent to an extension that is active on a call. Only the person on the extension hears the page. Any other parties on the call cannot hear the announcement. The person receiving the Whisper Page has to use another call appearance to answer the page.

The Whisper Page feature is not supported on analog telephones.

You can administer a [Telephone Feature Button](#) or a [Feature Access Code \(FAC\)](#) to access this feature.

**From the Distributed Office Local Manager home page, go to:**

- Configuration > Users > Edit Users > Buttons:

**Whisper Page Activation.** (telephone button label: WhisperAct). Activates the Whisper Page feature.

**Whisper Page Answer Back.** (telephone button label: Whisper Anbk). Allows you to respond to a whisper page. This button also allows you to respond to a voice announce when the caller cannot hear the called party. This can happen when has called party has the **Voice Announce** answer button set to one-way audio.

- Configuration > Call Handling > Feature Access Codes:

**Whisper Page Activation.** Activates the Whisper Page feature.

**Whisper Page Answer Back.** Allows a user who received a whisper page to respond to the caller who sent the page and respond on a separate call appearance.

**Note:** You can also use the Whisper Page Answer Back FAC with the Voice Announce feature. The voice announce can be sent as a whisper page when it is sent to an active station that is administered to receive a voice announce without ringing

### SEE ALSO

- [Voice Announce](#)
- [Feature Access Codes \(FAC\)](#)

# Alarms & Error Codes

## Analog CO Trunk Alarms

System	Severity	Description	Recommended Action
LFS	clear	The Analog CO trunk-group/member X/Y port Z is OK.	No action required.
LFS	warning	The Analog CO trunk-group/member X/Y port Z has been placed out of service locally.	The Analog CO trunk has been busied out. Release the trunk if appropriate.
LFS	minor	The Analog CO trunk-group/member X/Y port Z has encountered problems with the associated media module or it has been removed.	Reinsert or replace the media module.
LFS	warning	The Analog CO trunk-group/member X/Y port Z has encountered battery reversal at the far end.	This is usually caused by the CO. This could occur if the trunk was just installed and for some reason the Tip and Ring wires were reversed. Refer the problem to CO. Ask them to remove the battery reversal option.
LFS	minor	The Analog CO trunk-group/member X/Y port Z has encountered a stuck ground detector.	Ground detector stuck active. Test the affected media module. If the test aborts with Error Code 1000, disconnect Tip and Ring and repeat the test. If the test still aborts, replace the media module. If the test passes, refer problem to CO. If any other error code is received, follow the repair steps for the test.
LFS	warning	The Analog CO trunk-group/member X/Y port Z is not seeing a release	CO not releasing after call is dropped from far end, or the loop is not open after a disconnect.

		from the far end.	Refer the problem to the CO.
LFS	minor	The Analog CO trunk-group/member X/Y port Z is not detecting dial tone from the far end.	Test the affected media module. If the test fails, replace the media module.
LFS	warning	The Analog CO trunk-group/member X/Y port Z has encountered single polarity ringing current.	<p>This error results from abnormal ringing current, but does not prevent the incoming call from being accepted. One cause could be that the reverse current detector associated with the port is failing. (Will not be detected by any tests.) Another cause could be that normal current is not detected. In this case, neither incoming nor outgoing calls can be completed, and the dial tone test will also fail. The last cause could be that certain types of noise are present on the CO line during the silent period of ringing.</p> <ol style="list-style-type: none"> <li>1. Check for other errors. If every test passes, then either the reverse current detector is defective or the CO line is noisy.</li> <li>2. If the CO line is suspect, make Tip and Ring observations. If the line is determined to be noisy, refer the problem to the CO.</li> <li>3. If the reverse current detector is defective, ignore this error.</li> </ol>
LFS	warning	The Analog CO trunk-	This error indicates an

		group/member X/Y port Z has encountered the loop opening too slowly after a disconnect.	on-board problem, although the trunk may be functional. Replace the media module.
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## Analog DID Trunk Alarms

System	Severity	Description	Recommended Action
LFS	clear	The Analog DID trunk-group/member X/Y port Z is OK.	No action required/
LFS	warning	The Analog DID trunk-group/member X/Y port Z has encountered incoming dialing problems.	Verify that the trunk is administered correctly. If so, refer the problem to the CO.
LFS	warning	The Analog DID trunk-group/member X/Y port Z has been placed out of service locally.	The trunk has been busied out. Release the trunk if appropriate.
LFS	minor	The Analog DID trunk-group/member X/Y port Z has encountered hardware problems with the associated media module or it has been removed.	Reinsert or replace the media module.
LFS	warning	The Analog DID trunk-group/member X/Y port Z has encountered rotary pulse problems.	Verify the trunk-administered interdigit-timing parameters. Test the trunk by performing an incoming test call. Refer the problem to the CO.
LFS	warning	The CO is not releasing the Analog DID trunk-group/ member X/Y port Z.	<p>Loop current active, CO is not releasing trunk after switch disconnect. Occurs when the switch end drops first and the CO does not release the trunk within 4 minutes.</p> <ol style="list-style-type: none"> <li>1. Verify the interface to the network with a hand telephone set. If calls are placed correctly, then refer problem to the CO.</li> <li>2. If unable to place</li> </ol>

			<p>calls or this equipment is not available, check the status of the port. If active but not connected, disconnect bridging clips at the network interface. Check the status of the trunk. If the trunk went idle, then replace the clips. If the trunk is still active but unable to place calls, refer the problem to the CO.</p>
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## Analog Telephone Alarms

System	Severity	Description	Recommended Action
LFS	clear	The analog telephone extension X port Y is OK.	No action required
LFS	warning	The analog telephone extension X port Y failed.	Call the analog phone. If the phone does not ring, replace it.
LFS	warning	The analog telephone extension X port Y has been locally taken out of service.	The phone has been busied out. Release the phone.
LFS	minor	The analog telephone at extension X port Y has had its media module fail or been removed.	Reseat or replace the media module.
LFS	minor	The analog telephone at extension X port Y couldn't get ringing voltage from its media module.	Ringing voltage is absent. Replace the media module.



## CDR Collection Server Alarms

System	Severity	Description	Recommended Action
LFS	clear	The TCP link to the CDR Collection Server is OK.	No action is required.
LFS	warning	The TCP link to the CDR Collection server has been locally placed out of service.	The CDR link has been busied out and the CDR link is down. Release the CDR link.
LFS	minor	The TCP link to the CDR Collection server has gone down abnormally and not come back after a retry.	See Procedures for Troubleshooting the CDR Link in Maintenance and Troubleshooting for Avaya Distributed Office, 03-602029.
LFS	warning	The TCP link to the CDR Collection server has overflowed and records are being buffered.	Overflow of CDR records generated in the switch due to the heavy trunk traffic and low speed CDR output device. No action is necessary for this Error Type.

### Procedures for Restoring the CDR Link

1. Determine the status of CDR links. Make sure that the CDR links are not busied out for maintenance. If the link is down, continue to the next step.
2. Where does the CDR link connect to? Determine the destinations of CDR links. Continue to the next step.
3. Verify whether the data extension is in the in-service/idle state.
4. Is the external CDR output device available? Make sure that the CDR output device is on-line and ready for service. Check the physical connectivity between Data Module and the CDR output device.

When restoring the CDR link, it is necessary to execute maintenance test on different components that comprise the CDR link. It is recommended that you busyout the CDR link before trying to restore the link. When the CDR Link is busied out, then every CDR Link maintenance action is deactivated, and interference to tests of other CDR links is prevented.

## Digital CO Trunk Alarms

System	Severity	Description	Recommended Action
LFS	clear	The Digital CO trunk-group/member X/Y port Z is OK	No action required.
LFS	warning	The Digital CO trunk-group/member X/Y port Z has been placed out of service locally.	The Digital CO trunk (T1/E1) has been busied out. Release the trunk if appropriate.
LFS	minor	The Digital CO trunk-group/member X/Y port Z has encountered hardware problems with the associated media module or it has been removed.	Reinsert or replace the media module.
LFS	minor	The Digital CO trunk-group/member X/Y port Z has encountered hardware problems with the associated media module.	The DS1 Interface media module detected a hardware fault. Test the media module and follow the repair steps for the test(s) that fail.
LFS	warning	The Digital CO trunk-group/member X/Y port Z has been taken out of service remotely.	Check the status of the far-end.

## Digital DID Trunk Alarms

System	Severity	Description	Recommended Action
LFS	clear	The Digital DID trunk-group/member X/Y port Z is OK.	No action required.
LFS	warning	The Digital DID trunk-group/member X/Y port Z has been placed out of service locally.	The trunk has been busied out. Release the trunk if appropriate.
LFS	minor	The Digital DID trunk-group/member X/Y port Z has encountered hardware problems with the associated media module or it has been removed.	Reinsert or replace the media module.
LFS	warning	The CO is not releasing the Digital DID trunk-group/ member X/Y port Z.	Test the media module. Follow the repair steps for any test that fails. If all tests pass, refer the problem to the CO.
LFS	warning	The Digital DID trunk-group/member X/Y port Z has encountered a delayed release on disconnect.	Test the media module. Follow the repair steps for any test that fails. If all tests pass, refer the problem to the CO.
LFS	warning	The Digital DID trunk-group/member X/Y port Z has encountered an inconsistent signaling change.	Test the media module and follow the repair steps for any test that fails.

## Digital TIE Trunk Alarms

System	Severity	Description	Recommended Action
LFS	clear	The Digital TIE trunk-group/member X/Y port Z is OK	No action required
LFS	warning	The Digital TIE trunk-group/member X/Y port Z has been placed out of service locally.	The Digital TIE trunk has been busied out. Release the trunk if appropriate.
LFS	minor	The Digital TIE trunk-group/member X/Y port Z has encountered hardware problems with the associated media module or it has been removed.	Reinsert or replace the media module.
LFS	warning	The Digital TIE trunk-group/member X/Y port Z never received an on-hook from the far end.	Check with the far-end switch or operating company for proper trunk connection.
	warning	The Digital TIE trunk-group/member X/Y port Z encountered a delayed far-end on-hook.	The trunk has received the belated "on-hook" that it has been waiting for from the far-end switch. This error can be ignored.
LFS	warning	The Digital TIE trunk-group/member X/Y port Z T1/E1 facility has been taken out of service.	Investigate the media module or platform for problems.
LFS	warning	The Digital TIE trunk-group/member X/Y port Z encountered an outgoing seize failure.	The trunk could not be seized.

## H.323 Telephone Alarms

System	Severity	Description	Recommended Action
LFS	clear	The H.323 telephone extension X port Y is OK.	No action required
LFS	warning	The H.323 telephone extension X port Y has unregistered abnormally.	The station is now basically an AWOH station and is no longer being maintained.
LFS	warning	The H.323 telephone extension X port Y has been placed out of service.	
LFS	minor	The link to the H.323 telephone extension X port Y has gone down abnormally.	The link has gone down between the terminal and its gateway to the switch. This likely means that the IP station has unregistered.

## ISDN BRI Port Alarms

System	Severity	Description	Recommended Action
LFS	clear	The ISDN BRI port X is OK.	No action required
LFS	minor	The ISDN BRI port X has been disconnected from the far end.	Loss of continuity of Layer 1 to the far end. Test the media module. If Layer 1 cannot be activated, the port is taken out of service.
LFS	warning	The ISDN BRI port X has been taken out of service locally.	The ISDN BRI port has been busied out. Release the ISDN BRI port.
LFS	warning	The ISDN BRI port X has encountered the unexpected expiration of a timer.	The ISDN BRI port is generating too many uplinks. If too many events occur within a certain time, the port is alarmed and taken out of service. Test the port and follow the repair steps for any errors.
LFS	warning	The ISDN BRI port X has encountered a CRC error on the D-channel.	This error is most likely due to a problem with backplane wiring, a noise source, or no termination (an open circuit). It usually does not indicate a problem with the media module.
LFS	minor	The ISDN BRI port X has encountered a layer 3 query failure.	The Layer 3 Query test is repeated every 15 minutes until it passes.
LFS	warning	The ISDN BRI port X has encountered a framing slip.	A frame of information had to be repeated or deleted. Slips usually occur when the received bit rate is not synchronized with the TDM bus clock.

## ISDN BRI Trunk Alarms

System	Severity	Description	Recommended Action
LFS	clear	The ISDN trunk-group/member X/Y port Z is OK.	No action required.
LFS	warning	The ISDN BRI trunk-group/ member X/Y port Z has been taken out of service locally.	The ISDN BRI Trunk has been busied out. Release the trunk if appropriate.
LFS	minor	The media module associated with ISDN BRI trunk-group/ member X/Y port Z has either been removed or experienced a hardware problem.	If the media module has been removed, reinsert it or replace it. Investigate hardware problems.
LFS	warning	The ISDN BRI trunk-group/member X/Y port Z has been taken out of service remotely.	The far-end has reported that this channel is not administered. The trunks are placed in the out-of-service state
LFS	minor	The D-channel associated with the ISDN BRI trunk-group/member X/Y port Z has gone down.	The Signaling Link is down.
LFS	minor	The remote end has rejected ISDN BRI trunk-group/member X/Y port Z as a B channel.	No action required.

## ISDN PRI B-Channel Alarms

System	Severity	Description	Recommended Action
LFS	clear	The ISDN PRI B-Channel trunk-group/member X/Y port Z is OK.	No action required.
LFS	warning	The ISDN PRI B-Channel trunk-group/member X/Y port Z has been taken out of service locally.	The ISDN PRI B-Channel has been busied out. Release the ISDN PRI B-Channel.
LFS	minor	The ISDN PRI B-Channel trunk-group/member X/Y port Z has been taken out of service remotely.	The far-end switch changed its ISDN service state to either <i>out of service</i> or <i>maintenance</i> . This may be either a temporary condition due to far-end testing of the trunk or a hardware problem with the trunk. Outgoing calls will not be allowed over the trunk. Test the trunk and investigate the status of the trunk.
LFS	warning	The ISDN PRI B-Channel trunk-group/member X/Y port Z is not recognized by the far end. Check configuration on each side.	This trunk is not recognized by the far-end switch. Investigate the trunk administration for both switches and make changes as necessary.
LFS	minor	The ISDN PRI B-Channel trunk-group/member X/Y port Z has been rejected 10 times by the far end. Check configuration on each side.	This may indicate a service-state mismatch between the near and far ends for this trunk that is affecting the end user or that the ISDN trunk is not administered at the far end. Verify that the far end has this trunk administered. If problems persist, busyout the ISDN trunk to take it out of the hunt group.





## ISDN PRI D-Channel Alarms

System	Severity	Description	Recommended Action
LFS	clear	The ISDN PRI D-Channel (Signaling Group X) is OK.	No action required.
LFS	warning	The ISDN PRI D-Channel (Signaling Group X) has been down for more than 90 seconds. It may come back.	<p>The D-Channel connection has been lost for more than 90 seconds. The associated B-Channels will be placed in the ISDN Maintenance/Far-End state and will not be usable for outgoing calls, although incoming calls will still be accepted. The switch will automatically attempt to recover the signaling link.</p> <ol style="list-style-type: none"> <li>1. Check the results of the Primary Signaling Link Hardware Check (#636). Follow the repair steps for any error codes.</li> <li>2. When the link does recover, the B-Channels will be negotiated back to the In-Service state and their alarms will be retired.</li> </ol> <p>When this error occurs, the state of the Signaling Group is changed to out of service. Verify the state of the signaling group.</p>
LFS	minor	The media module associated with ISDN PRI D-Channel (Signaling Group X) has been removed or is having problems.	If the media module has been removed, reinsert or replace the media module. If the media module has not been removed, test the media module and note the results of the Primary

			Signaling Link Hardware Check (#636)
LFS	warning	ISDN PRI D-Channel (Signaling Group X) has failed its layer 2 (LAPD) query test. Is it configured and connected properly?	The Layer 2 Query Test failed for the primary signaling channel. See Layer 2 Status Query Test (#647).
LFS	minor	ISDN PRI D-Channel (Signaling Group X) has failed its layer 3 (MDL) query test. Is it configured properly on both ends?	The Remote Layer 3 Query (#637) failed. Investigate elements of the ISDN PRI D-Channel(s) for both this switch and the far-end switch. If Test #637 fails twice in a row, the B-Channels will be alarmed and made unavailable for outgoing calls (although incoming calls will still be accepted). When Test #637 succeeds and the far-end switch starts responding properly, the DS1 ISDN Trunk (B-Channels) will be placed back into normal operation, and their alarms will be retired.

## Media Gateway Alarms

System	Severity	Description	Recommended Action
LFS	clear	The Media Gateway number X is OK.	No action required.
LFS	major	Keepalive messages to Media Gateway number X have failed.	The LAN or the platform is down.
LFS	major	Other problems on Media Gateway X. Log into it and check error log or look for notifications directly from it.	Log into the Media Gateway and check for errors. Test the Media Gateway and follow the repair steps for tests that fail.
LFS	minor	Media Gateway X has unregistered.	The link has unregistered with the platform. There is a problem on the platform.
LFS	warning	Media Gateway X has stopped periodic maintenance due to high traffic.	Due to high traffic, the media gateway socket control process turned off board and port periodic maintenance. When traffic levels decline, periodic maintenance will be turned on again and the alarm resolved.

## SIP Trunk Alarms

System	Severity	Description	Recommended Action
LFS	clear	The SIP trunk (Signaling Group X) is OK	No action required.
LFS	warning	The SIP trunk (signaling group X) has been placed out of service locally.	The SIP trunk has been busied out. Release the trunk if appropriate.

## Download Error Codes

The following error messages may occur in the **Last Image Download Status** field or the **Last Script Download Status** field:

**Note:** The **FTP** and **USB** options greater error resolution then the **SCP** option Most of the **SCP** errors display as “General error” because of the Linux SCP implementation.

Error Message	Cause
<b>Wrong Configuration</b>	Username or Password is invalid. May indicate that the FTP server you have reached is not the incorrect FTP server.
<b>Unable to reach server</b>	<ul style="list-style-type: none"><li>• The server URL or IP address is invalid</li><li>• The server at the specified URL or IP address is not an FTP server.</li></ul>
<b>File does not exist</b>	File does not exist. Check file path and spelling.
<b>Bad magic number</b>	The file was found, but it is not the right type.
<b>Failed to authenticate digital image signature</b>	The image downloaded was not signed correctly.
<b>general error occurred</b>	Undefined error.
<b>general error occurred while validating image</b>	Undefined error.
<b>File transfer timeout</b>	The connection is unstable or dropped while downloading.
<b>Problem occurred during writing</b>	Insufficient memory for the image. Check the memory and consider erasing some unused files.

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