



IP Office

System Status Application

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Contents

1. System Status Application

1.1 Installing the Application.....	10
1.2 Assigning Security Settings.....	11
1.3 Starting SSA.....	12
1.4 Snapshot	13
1.5 Using The Application	16
1.5.1 Navigation Panel.....	17
1.5.2 The Menu Bar.....	18
1.5.3 Button Bar.....	18

2. Screens

2.1 System	24
2.1.1 System Hardware Details.....	25
2.1.2 Memory Cards.....	26
2.1.3 Hard Disks.....	27
2.1.4 Control Unit.....	29
2.1.5 Expansion Modules.....	32
2.1.6 VoIP Trunks.....	34
2.1.7 H.323 Extensions	35
2.2 Alarms	38
2.2.1 Last System Restart.....	39
2.2.2 Configuration Alarms.....	42
2.2.3 Service Alarms.....	42
2.2.4 Trunk Alarms Summary.....	46
2.2.5 Link Alarms.....	50
2.2.6 Call Quality of Service.....	51
2.3 Extensions.....	54
2.3.1 Extension Summary	55
2.3.2 Extension Status.....	56
2.4 Trunks	59
2.4.1 Status (Analog Trunk).....	60
2.4.2 Status (Digital Trunk).....	62
2.4.3 Status (H.323 Trunk).....	64
2.4.4 Status (SIP Trunk).....	67
2.4.5 Trace.....	69
2.4.6 Utilization Summary.....	70
2.4.7 Alarms.....	72
2.5 Active Calls.....	76
2.5.1 Abandoned Calls.....	78
2.5.2 Reduced Active Calls.....	80
2.5.3 Call Details.....	81
2.5.4 Conference Details.....	83
2.5.5 Call Information.....	84
2.6 Resources.....	92
2.6.1 Time.....	94
2.6.2 Licenses.....	95
2.6.3 Networked Licenses.....	96
2.6.4 Directory.....	97
2.6.5 Control Unit Audit.....	99
2.7 Voicemail.....	100
2.7.1 Mailboxes.....	101
2.8 IP Networking.....	102
2.8.1 IP Routes.....	102
2.8.2 Tunnels.....	105
2.8.3 SSL VPN.....	106

3. Tracing

3.1 Using Traces for Troubleshooting.....	108
3.2 Call Traces.....	108
3.3 Extension Traces.....	108
3.3.1 Incoming Outside Call.....	108
3.3.2 Extension Button Selection.....	111
3.4 Trunk Traces.....	114
3.4.1 Tracing Incoming Calls on Analog Lines.....	115
3.4.2 Tracing Outgoing Call.....	116
3.5 Hunt Group.....	118
3.5.1 Hunt Group Calls Sent to Voicemail.....	119
3.5.2 Answered Hunt Group Call.....	120
3.5.3 Hunt Group Queued Call Sent to Voicemail.....	121
3.5.4 Call Being Abandoned.....	122
3.5.5 Hunt Group Call Overflowing.....	123
3.6 Announcements	124

4. Troubleshooting Examples

4.1 ISDN Calls Cutting Off.....	128
4.2 Delay Between Analog Line and Extension.....	129
4.3 Expansion Units Constantly Rebooting.....	130
4.4 User Receives Busy When Calling.....	131
4.5 SCN VoIP Calls Echo or Have Poor Speech Quality..	132
4.6 Phone User Unable to Dial Out.....	133
4.7 PRI Line is Out of Service.....	134
Index	135

Chapter 1.

System Status Application

1. System Status Application

The System Status Application (SSA) is a diagnostic tool for system managers and administrators, in order to monitor and check the status of IP Office systems. SSA shows both the current state of an IP Office system and details of problems that have occurred.

To assist with fault finding and diagnosis, the information reported is a combination of real-time and historical events as well as status and configuration data. SSA provides real-time status, historic utilization and alarm information for ports, modules and expansion cards on the system.

SSA connects to all variants of running IP Office 4.0 and higher software, using an IP connection that can be remote or local.

SSA provides information on the following:

- **Alarms**

SSA displays all alarms which are recorded within IP Office for each device in error. The number of occurrences and the date and time of the last occurrence are recorded.

- **Call Details**

Information on incoming and outgoing calls; including call length, call reference and routing information.

- **Extensions**

SSA details all extensions (including device type and port location) on the IP Office system. Information on the current status of a device is also displayed.

- **Trunks**

IP Office trunks and connections (VoIP, analog and digital) and their current status are displayed.

- **System Resources**

IP Office includes central resources that are utilized to perform various functions. Diagnosing these resources is often critical to the successful operation of the system. Those resources include:

- Voicemail Channels
- Conference Channels
- Data Channels
- VCM Channels
- Modem Channels

Notes

- **System Configuration**

SSA is not a configuration tool for IP Office systems. For information on configuration, refer to IP Office Manager.

- **Maximum 2 SSA Connections**

There can be up to two SSA clients connected to an IP Office unit at one time. Only one connection is allowed from each IP address. Note that the IP Office Customer Reporter application uses the same interface to the IP Office control unit as SSA and so counts as a used SSA connection.

- **Running SSA and Customer Call Reported from the same PC**

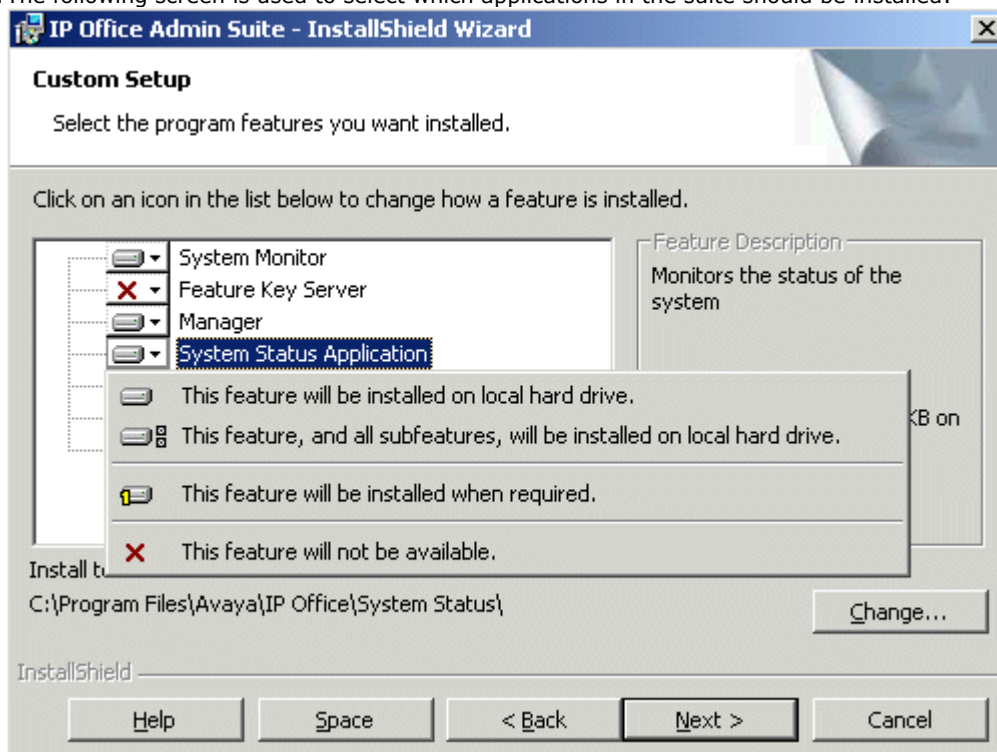
CCR and SSA can be run from the same PC if each uses a different source IP address, ie. the PC supports more than one LAN interface. The IP address that SSA should use can be selected when [starting SSA](#) ^[12].

1.1 Installing the Application

SSA is a component of the IP Office 4.0+ suite of applications. This suite is supplied on the IP Office Applications DVD. For IP500 V2 systems, it can also be launched by browsing to the systems IP address without needing to install the application.

To install SSA:

1. If a pre-4.0 version of the IP Office Admin suite is installed, it must be removed. To do this:
 - From the Windows **Control Panel**, click **Add or Remove Programs**.
 - Click **IP Office Admin Suite** and then click **Remove**.
2. Insert the CD. The installation process should auto start. If it does not auto start, open the CD contents and double-click **setup.exe**.
3. Select the language you want to use for the installation process and click **Next**.
4. Select whether only the current Windows logon account should be able to run the Admin suite applications or whether they will be available to all users of the PC. Click **Next**.
5. If required, select the destination to which the applications should be installed. Avaya recommends that you accept the default destination. Click **Next**.
6. The following screen is used to select which applications in the suite should be installed:



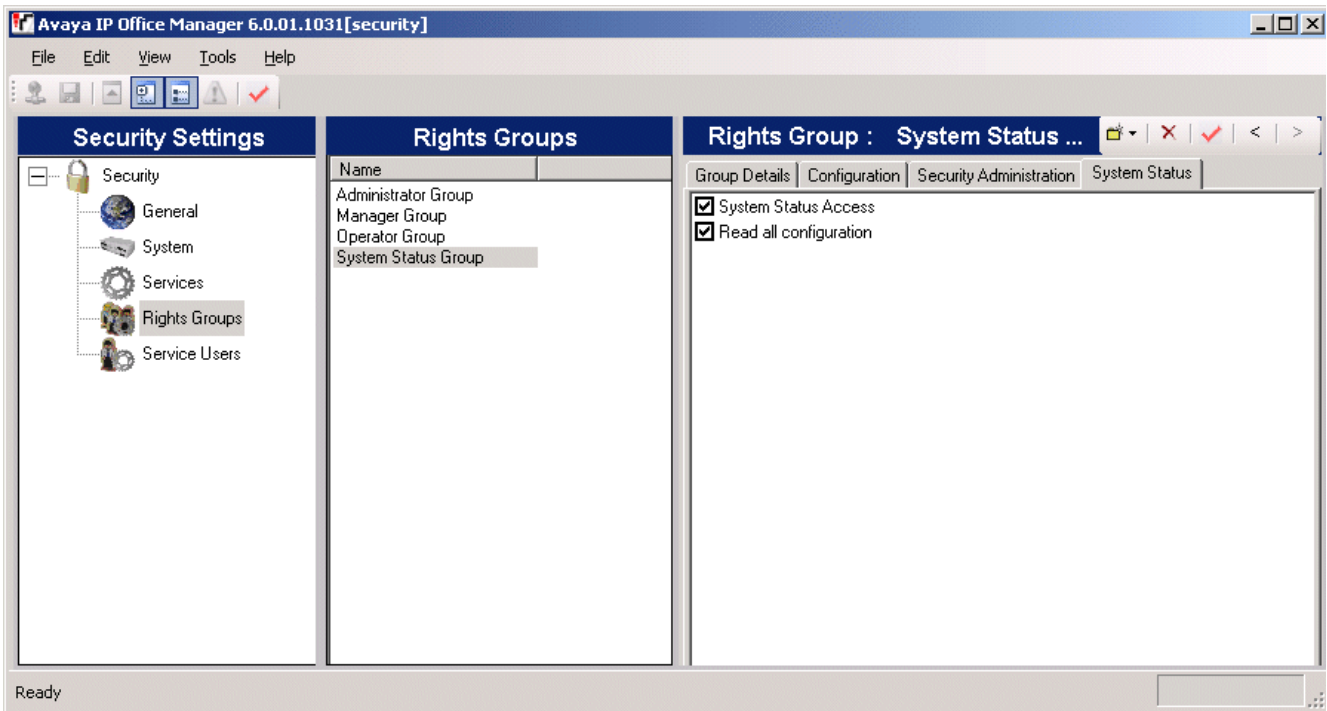
Clicking on each application will display a description. To change the installation selection, click ▼ next to each application. When you have selected the installations required, click **Next**.

7. Click **Install**.
8. Following installation, you will be prompted whether you want to run the IP Office Admin Suite. To run the suite, click **Yes**.

1.2 Assigning Security Settings

For new IP Office installations or where the security settings have been defaulted, then the default IP Office service users (Administrator, Manager and Operator) all have SSA access rights. For full details of security settings refer to the IP Office Manager application documentation or help.

For an IP Office service user to be able to use SSA to logon to a system, they must belong to a Rights Group on that system that has System Status Access enabled. In addition if they want to take snap shots that include a copy of the system configuration Read all configuration must be enabled.



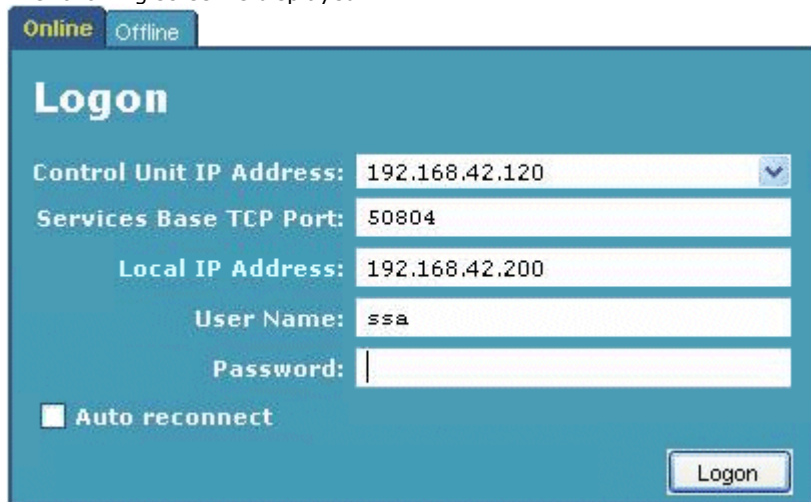
1.3 Starting SSA

SSA can be launched independently or via Manager. For IP500 V2 systems, it can also be launched by browsing to the systems IP address without needing to install the application.

1. Use one of the following methods to start SSA:

- Click the Windows **Start** icon and select **Programs | IP Office | System Status**.
- From within the IP Office Manager application, select **File | Advanced | System Status**.
- Using a browser, enter the IP address of the IP Office IP500 V2 control unit, for example **http://192.168.42.1**. The web page should show details of the IP Office system and a number of links. Select the **System Status** link.

2. The following screen is displayed:



- **Control Unit IP Address**
Enter the IP address of the IP Office control units LAN interface or use the drop down to select a previously used address.
- **Services Base TCP Port**
This should match the Services Base TCP Port setting of the IP Office system, set in that systems security settings. The default is 50804.
- **Local IP Address:** *Default = Automatic*
If the PC has more than one IP address assigned to its network card or multiple network cards, the address to use can be selected if necessary. This allows SSA to be run on a PC that is already running an SSI connection to the IP Office for the IP Office Customer Call Reporter application.
- **User Name/Password**
Enter a user name and password that has been provided for SSA usage. This must be the name of an IP Office service user name that has been configured for system status access in the IP Office's security settings. See [Assigning Security Settings](#).
- **Auto Reconnect**
If selected, SSA will attempt to reconnect using the same settings if connection to the IP Office is lost.

3. Once all the details are set, click **Logon**.

Note

- If SSA fails to start up on Windows 2000 Advanced Server, run CMD and select the directory in which the SSA components are installed (by default this will be C:\Program Files\Avaya\IP Office\System Status). Then run the following command: `java -Dsun.java2d.noddraw=true -jar ssaviewer.jar`

This disables the use of DirectX from Java. If SSA starts up, this suggests your system has a DirectX problem. Possible reasons for DirectX problems:

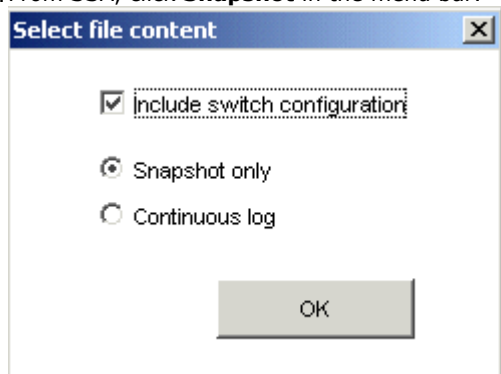
- DirectX is not properly installed (e.g. an installation or a de-installation of a program has corrupted one or more DirectX files). Test the DirectX setup by calling the dxdiag tool from the command line. Re-install DirectX or the latest service pack for your system.
- The driver of the graphics card is not fully compatible with the installed DirectX version. Update to the latest driver version.

1.4 Snapshot

Snapshot allows the IP Office system status to be captured and saved. The snapshot can then be viewed offline at a later time.

To take a snapshot

1. From SSA, click **Snapshot** in the menu bar.



2. The options include switch configuration and Snapshot only are selected by default.

- **Include switch configuration**

The user must have Read All Configuration enabled in the System Status Rights Groups (see [Assigning Security Settings](#)). The same snapshot file can be opened in SSA (to examine the status of the system at the time of the snapshot) and in Manager (to examine the configuration of the system at the time of the snapshot).

- **Snapshot only/Continuous log**

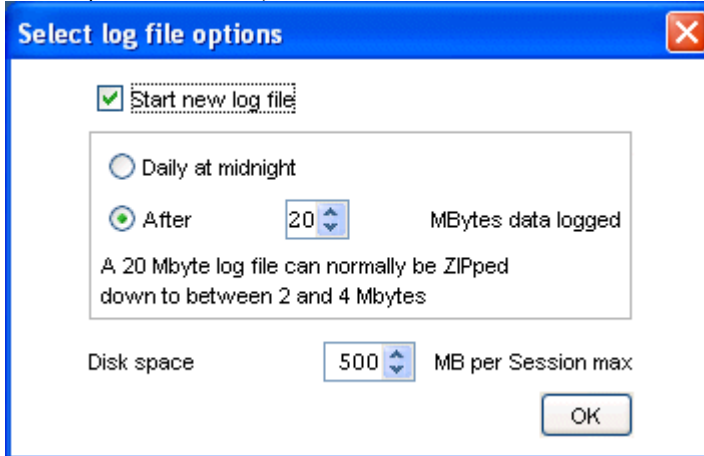
Select either a single snapshot of the current status or a continuous log of the status until logging is stopped. Note that with continuous logging, SSA must be left running and cannot be used for other activities without first stopping the logging.

- **Snapshot only**

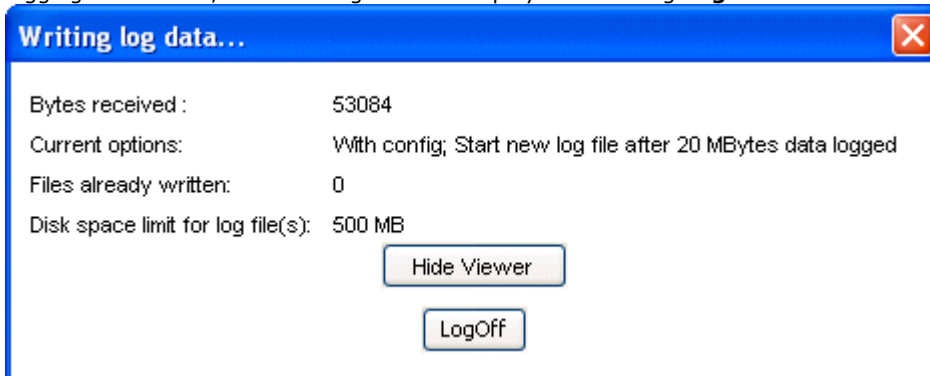
If this option is selected, when OK is clicked, SSA will request where you want to save the snapshot .ssh file. A default file name that includes the system name, date and time is shown but this can be replaced if required.

- **Continuous log**

If this option is selected, when OK is clicked a further menu will ask for the logging settings to be used.



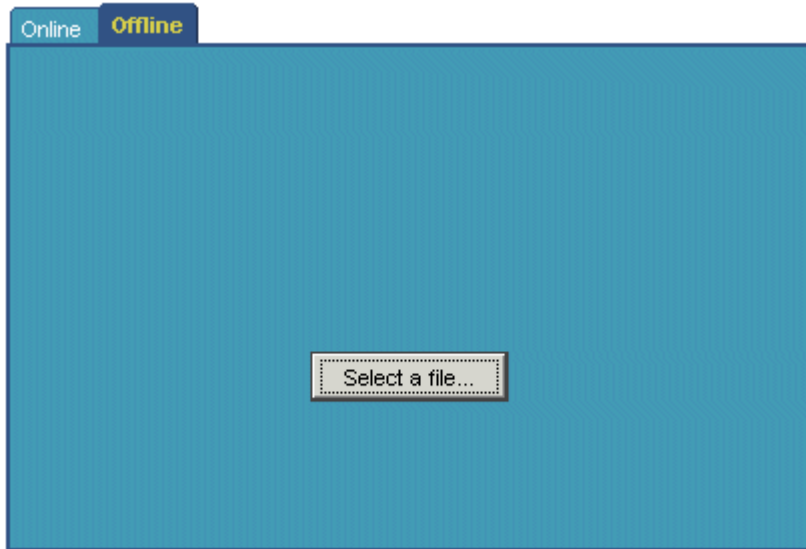
Select the settings required and click **OK**. SSA will then request where the **.slo** file should be saved. Once logging has started, the following menu is displayed. Selecting **LogOff** will close SSA and end the logging.



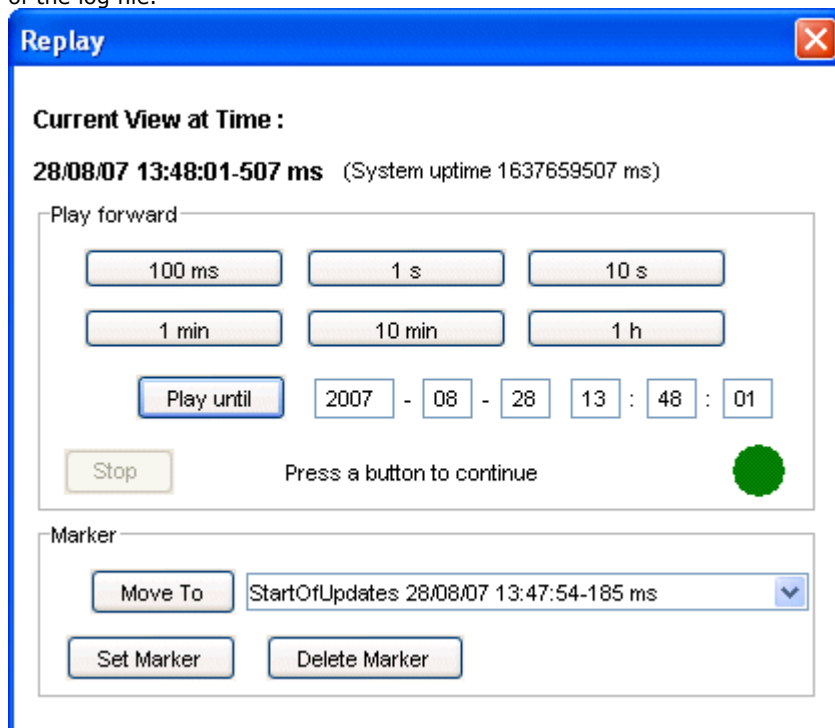
To open a snapshot

The menu options and buttons that relate to live information capture (such as **Refresh**) or that alter the IP Office state (such as Clear Alarms) are not available. The menu options **Snapshot** and **LogOff** are replaced by **Properties** and **Close**. Properties shows when the snapshot was taken and by whom.

1. From the Logon screen, click the **Offline** tab:



2. Click **Select a file...**
3. Locate the saved snapshot **.ssh** or **.slo** file and click **Open** to display the file.
4. For **.slo** continuous log files, the menu bar option **Replay** can be used to display a menu for controlling the playback of the log file.



1.5 Using The Application

This section describes how to navigate and access the features available in SSA. The following screen shows the layout of the application:

IP Office System Status

Help Snapshot LogOff Exit About **MENU BAR**

System
Alarms (6)
Extensions (22)
 280
 299
 601
 602
 603
 604
 605
 606
 607
 608
 609
 610
 6666
 6667
 6747
 6748
 6749
 6750
 6751
 6752
 6753
 6754
Trunks (26)
Active Calls
Resources

NAVIGATION PANEL

Extension Summary **INFORMATION PANEL**

You can get more information about an extension by double-clicking the Home Extension Number.

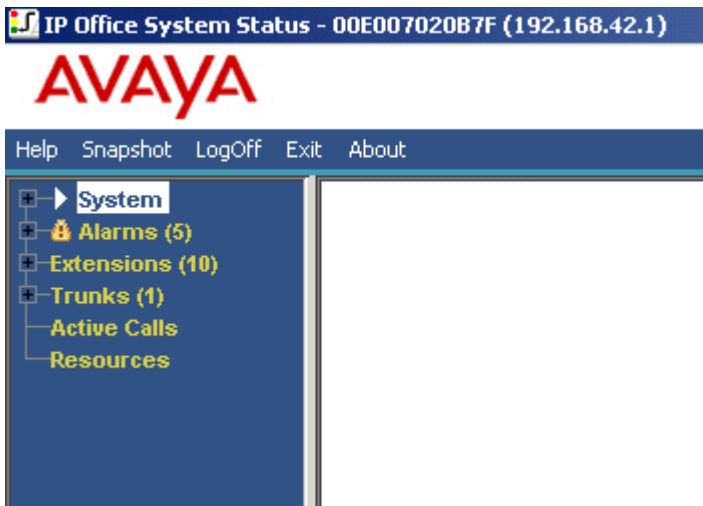
Home Extension Number	Current User Extension	Current User Name	Module/Slot/IP Address	Port Number/MAC Address	Telephone Type	Number of New Messages
6747	6747	Extn6747	Module: 5	1	POT (CLI On)	0
6748	6748	Extn6748	Module: 5	2	POT (CLI On)	0
6749	6749	Extn6749	Module: 5	3	POT (CLI On)	0
6750	6750	Extn6750	Module: 5	4	POT (CLI On)	0
6751	6751	Extn6751	Module: 5	5	POT (CLI On)	0
6752	6752	Extn6752	Module: 5	6	POT (CLI On)	0
6753	6753	Extn6753	Module: 5	7	POT (CLI On)	0
6754	6754	Extn6754	Module: 5	8	POT (CLI On)	0
601	601	Doris Salaam	Control Unit - Phone Ports	1	POT (CLI On)	0
602	602	Isla Wight	Control Unit - Phone Ports	2	POT (CLI Off)	0
603	603	Alice Ababa	Control Unit - DS Ports	1	2420	0
604	604	Boris Aeris	Control Unit - DS Ports	2	2410	0
605	605	TristramDaCunha	Control Unit - DS Ports	3	9040 or 3810	0
606	606	Sam Jose	Control Unit - DS Ports	4	2402	0
607	607	Kate Cod	Control Unit - DS Ports	5	Unsupported Classm...	0
608			Control Unit - DS Ports	6	unplugged	
609	609	MontyCarlo	Control Unit - DS Ports	7	T3 Comfort	0
610			Control Unit - DS Ports	8	unplugged	
280	280	Ken Tucky	192.168.42.42	00-09-6E-08-13-B6	5610	0
299	299	Ben Becula	192.168.42.20	00-09-6E-07-B6-C9	5602	0
6666	6666	Steven Edge	IP DECT module		DECT IP	0
6667	6667	Peter Burrow	IP DECT module		DECT IP	0

BUTTON BAR Refresh Print...

STATUS BAR 10:14:45 AM Online

1.5.1 Navigation Panel

The Navigation Panel displays a list of items on which information can be selected and displayed in the information panel.




To view more options, expand the structure by clicking + next to the feature.

To view summary and specific details in the **Information Panel**:

- **Summary**
To view summary information, click a feature in the navigation panel. For example; click **Extensions** and the **Extension Summary** screen is displayed.
- **Specific**
To view detailed information, double-click a feature in the navigation panel to display a list of items and then click an item to view specific details in the information panel. For example; double-click **Extensions** to display a list of extensions and then click an extension to view the **Extension Status** screen.





1.5.2 The Menu Bar

From the menu bar, you can select the following options:

- **Help**
Opens the SSA help system.
- **LogOff**
Logs off of the control unit and returns to the login screen.
- **Exit**
Closes the SSA application.
- **About**
Displays the SSA version number and copyright information. To close, click **OK**.
- **Snapshot** 
Captures the complete status of an IP Office system at a particular time and saves this to file. SSA can then be used offline to browse this information.


1.5.3 Button Bar

Depending on the screen, the following options may appear in the button bar:

- **Abandoned Calls**
The Active Calls screen splits to display a list of incoming calls on a trunk where the caller disconnected before the call was first answered.
- **Absolute Time**
Applies to the 24 Hour Performance History. Each line shows the absolute time at which the reported 15 minute period started (HH:MM in 24 hour clock format).
- **Alarm History**
Display [alarm history details](#) .
- **Back**
Returns to the previous screen.
- **Backup System Files** (*IP500 V2 and IP Office Linux PC only*)
Backup the files currently being used by the control unit to the backup folder on the System SD card.
- **Call Details**
Displays [call details](#)  for the selected call.
- **Clear**
Clears all the alarms that have been selected. Any alarm still active will remain with the count of 1.
- **Clear Abandoned Calls**
Clears all listed abandoned calls, updates the date and time and enables further abandoned calls to be logged.
- **Clear Alarm History**
Clear the historical alarms displayed.
- **Clear All**
Clears all listed alarms. Any alarm still active will remain with the count of 1.
- **Clear Boot Flags** (*IP500 V2 only*)
During system booting various flags are set indicating from which source the system booted, etc. Occasionally it may be required to clear those flags.
- **Clear In Fallback**
Clear the currently selected SSL VPN service's fallback status.
- **Conference Details**
Available for call details when the call is connected to a conference. Press to display the [conference details](#) .
- **Conflicts**
Displays any conflicts with directory entries on other systems if in a multi-site network.
- **Copy System Card**
This option is available for IP500 V2 control units fitted with a System SD and Optional SD card. When selected, the contents of the System SD card are copied to the Optional SD card. Note that this process can take several hours as it is done as a low priority task so as to not affect normal IP Office operation.
- **Details** (*IP500, IP500 V2 and IP Office Linux PC only*)
This button allows additional information to be displayed. See [System Hardware Details](#) .
- **Disconnect**
Clears the current call. The **Disconnect** button cannot be used to stop alerting calls for calls on Loop Start, T1 Loop Start and T1 Ground Start lines.

- **Format**
This option is available for IP500 V2 control unit memory cards. When selected, the card is formatted. All contents of the card are erased by this process.
- **Full Details**
Applies to Active Calls. Resumes the full display.
- **Membership**
Display the users who are members of the selected hunt group.
- **Pause**
Stops the screen from updating. Applies to screens that are continually updated. The button label and function changes to Resume when the screen is paused.
- **Ping**
Perform a Ping action from the selected interface (system, line or extension) and display the results. See [Ping](#) ^[104].
- **Print**
Prints all information available in the current screen (including any information currently scrolled off).
- **Refresh**
Updates the screen. This button appears on screens that do not update automatically.
- **Relative Time**
Applies to the 24 Hour Performance History. Indicates how far into the 15 minute interval the line is (e.g. 3 minutes will show as 00:03). The times following that will be displayed in relationship to the current time as HH:MM (e.g. subtract 15 minutes from the current interval to get the next one).
- **Reregister**
This option can be used to force Avaya H.323 IP phones to both reregister with the IP Office and to restart, including checking their current firmware against that available on the configured TFTP or HTTP file server. Since this process is monitored in real-time by the SSA, it is recommended that only small groups, up to 15 phones, are forced to reregister at any time. Attempting to reregister larger numbers of phones will cause SSA to appear to be paused.
- **Reset**
Applies to the Utilization Summary. Resets all counters and timers to 0.
- **Restores System Files** (*IP500 V2 and IP Office Linux PC only*)
Restore the files from the backup folder on the System SD card. A system shutdown will be required for the restored files to be used following the system restart.
- **Resume**
Resumes updating screen in real time. The button label and function changes to Pause when the screen is updating automatically.
- **Save As**
Saves all information that is available on the screen. By default, the information is saved as a .txt file. For screens that include traces, the trace only can be saved as a .csv file.
- **Select**
Show details for the currently selected item.
- **Set In Fallback**
Set the currently selected SSL VPN service into fallback status.
- **Show Blanks**
Applies to 24 Hour Performance History. 0 error values for each line appear as blanks.
- **Show Zeros**
Applies to 24 Hour Performance History. 0 error values for each line are displayed.
- **Shutdown**
This command can be used to shutdown the service provided by the memory card, including embedded voicemail if being used. Once shutdown, the card LED on the control unit is extinguished and the card can be safely removed from the control unit.
- **Shutdown System**
This command can be used to shutdown the IP Office for a period of time after which it will automatically restart. Alternately it can be shutdown until power is removed and then reapplied.
- **Start Up**
If the memory card has been shutdown, this command can be used to re-enable operation of the card.
- **Summary**
Return to the [System Hardware Summary](#) ^[24].
- **Trace**
Starts a trace of the rows selected. The trace is displayed for each call associated with the selected trunk ports or extension button. See [Trace](#) ^[69].

- **Trace All**

Starts a trace for the whole trunk group or extension. The trace is displayed for all calls associated with the trunk or extension. See [Trace](#) .

- **Trace Clear**

Clears the trace and continues tracing.

Chapter 2.

Screens

2. Screens

2.1 System

When you first log on to SSA, the **System Hardware Summary** screen is displayed, detailing information about the system modules. The format and layout of the screen will vary according to the type of IP Office control unit.

System Hardware Summary

Control Unit: IP500 V2 Current Firmware: 8.0 (44)
Edition: IP Office Boot Location: System Primary

SD Card Slots:

Slot Name	Capacity
System	SD04G, 4096 MB
Optional	SD04G, 4096 MB

Control Unit Slots:

Slot Number	Configuration
1	Empty
2	Empty
3	Empty
4	Base: Combo D5 6/Phone 2/VCM10 Daughter card: ATM4

External Modules:

Module Number	Type	Current Firmware
1	not present	
2	not present	
3	not present	

Buttons: Details, Shutdown System, Backup System Files, Restore System Files, Clear Boot Flags

Status: 14:40:24 Online

Buttons

The following buttons can appear on this screen:

- **Details** (*IP500, IP500 V2 and IP Office Linux PC only*)
This button allows additional information to be displayed. See [System Hardware Details](#).
- **Shutdown System**
This command can be used to shutdown the IP Office for a period of time after which it will automatically restart. Alternately it can be shutdown until power is removed and then reapplied.
- **Backup System Files** (*IP500 V2 and IP Office Linux PC only*)
Backup the files currently being used by the control unit to the backup folder on the System SD card.
- **Restores System Files** (*IP500 V2 and IP Office Linux PC only*)
Restore the files from the backup folder on the System SD card. A system shutdown will be required for the restored files to be used following the system restart.
- **Clear Boot Flags** (*IP500 V2 only*)
During system booting various flags are set indicating from which source the system booted, etc. Occasionally it may be required to clear those flags.

2.1.1 System Hardware Details

The screenshot displays the Avaya IP Office System Status application window. The title bar reads "IP Office System Status - IP500 Site A (192.168.42.1)". The main content area is titled "System Hardware Details" and contains the following information:

Control Unit: IP500 Current Firmware: 4.2 (11007)
 Loader Version: CPU Version: MPC8248 CPU Revision 0x0c10
 Board Version: 0xA0 PLD Version: 0x17
 Options Present: 0x802 FPGA: Id=0x1, Issue=0x0, Build=0x5E
 NAND Flash: 64M, Hynix RTC Battery: present
 RTC Last Update: 05/02/2008 07:46:34
 LAN1 MAC Address: 00-E0-07-02-6F-AC LAN2 MAC Address: 00-E0-07-82-6F-AC
 Mode: Professional Compact Flash: CompactFlash 512M, STI Flash 7.0.0

Control Unit Slots:

Slot Number	Details	Daughter card
1	Base: DS 8, Board version=0xC0, PLD version=0x5	None
2	Base: VCM64, Board version=0x1, PLD version=0x10	Quad BRI, Board version=0x
3	Base: Phone 8, Board version=0x1, PLD version=0x3	ATM4, Board version=0x0
4	Empty	

External Modules:

Module Number	Type	Current Firmware
1	not present	

At the bottom of the main content area, there is a "Summary" button. The status bar at the bottom right shows "08:34:19" and "Online".

Buttons

The following buttons can appear on this screen:

- **Summary**
Return to the [System Hardware Summary](#) .

2.1.2 Memory Cards

For IP Office Release 6, this option is shown for IP Office systems where the control unit is fitted with an additional memory card. The memory card can be selected and its details viewed within SSA.

Buttons

The commands at the bottom of the screen will depend on the type of control unit and the security settings of the account used to login to System Status. The possible commands are:

- **Refresh**
Updates the screen. This button appears on screens that do not update automatically.
- **Shutdown**
This command can be used to shutdown the service provided by the memory card, including embedded voicemail if being used. Once shutdown, the card LED on the control unit is extinguished and the card can be safely removed from the control unit.
- **Start Up**
If the memory card has been shutdown, this command can be used to re-enable operation of the card.
- **Copy System Card**
This option is available for IP500 V2 control units fitted with a System SD and Optional SD card. When selected, the contents of the System SD card are copied to the Optional SD card. Note that this process can take several hours as it is done as a low priority task so as to not affect normal IP Office operation.
- **Format**
This option is available for IP500 V2 control unit memory cards. When selected, the card is formatted. All contents of the card are erased by this process.
- **Print**
Prints all information available in the current screen (including any information currently scrolled off).
- **Save As**
Saves all information that is available on the screen. By default, the information is saved as a .txt file. For screens that include traces, the trace only can be saved as a .csv file.

2.1.3 Hard Disks

This option is shown for IP Office Linux PC based systems. It allows selection of a system hard disk to display details of that disk.

The screenshot displays the Avaya IP Office System Status application window. The title bar reads "IP Office R8.1 System Status - 00016CEF7D0E (192.168.0.214) - IP Office Linux PC 8.1 (604391)". The application features the Avaya logo and the title "IP Office System Status". A menu bar includes "Help", "Snapshot", "LogOff", "Exit", and "About".

The left sidebar contains a tree view with the following items:

- System
 - Hard Disks (selected)
 - System HDD
- Alarms (1)
- Extensions (0)
- Trunks (0)
- Active Calls
- Resources
- Voicemail
- IP Networking

The main content area displays the text "Select a slot to display the Hard Disk Status" above a table with one row:

Slot
System HDD

A "Select" button is located at the bottom left of the main content area. The bottom right of the window shows a timestamp of "10:28:15" and a status of "Online".



IP Office System Status

Help Snapshot LogOff Exit About

- System
 - Hard Disks
 - System HDD**
- Alarms (1)
- Extensions (0)
- Trunks (0)
- Active Calls
- Resources
- Voicemail
- IP Networking

Hard Disk Status

Drive: Hard Disk
Variant: WDC
Size: 73579 MB
Free Space: 59077 MB



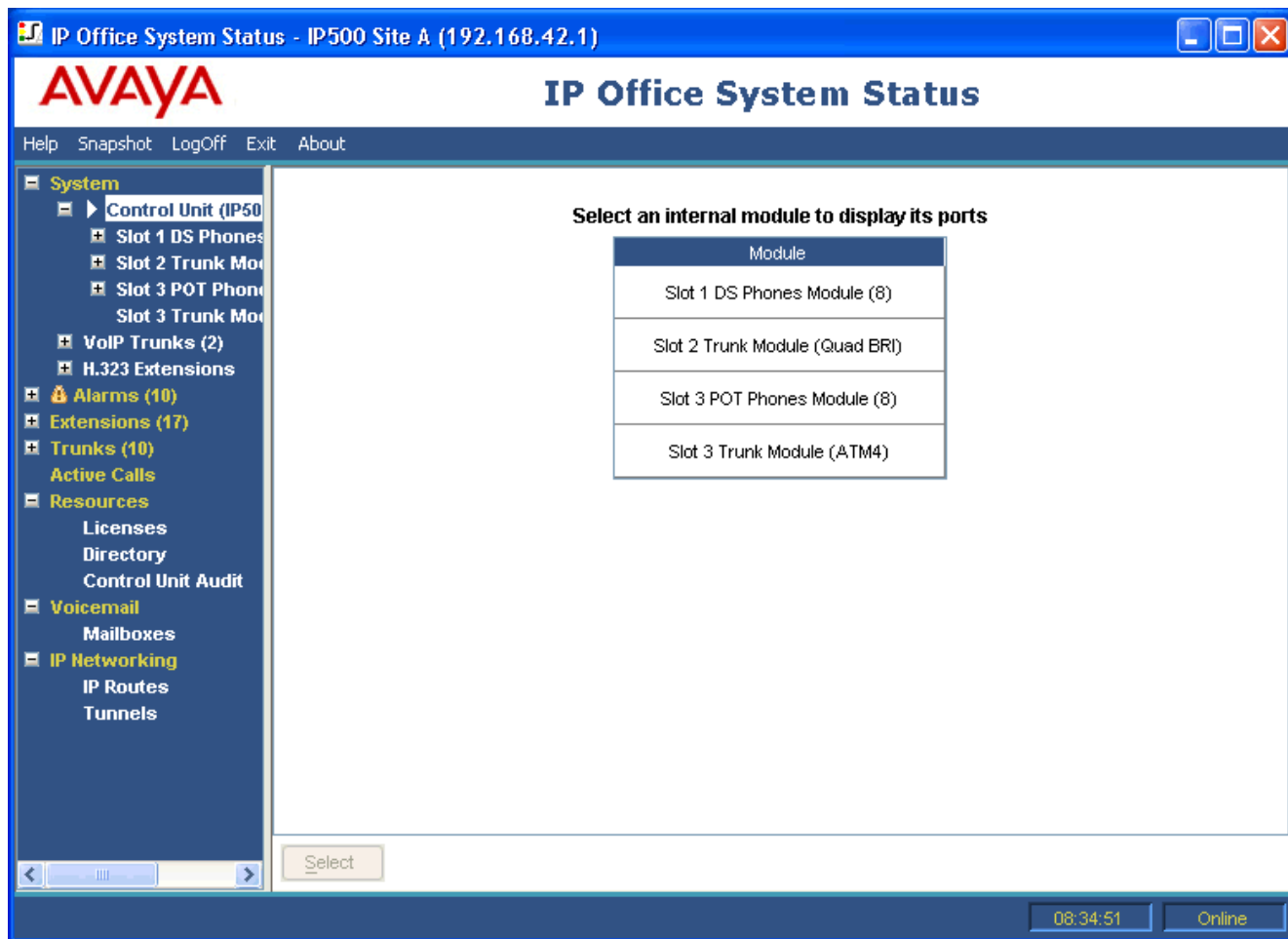
Refresh Print... Save As...

10:28:55

Online

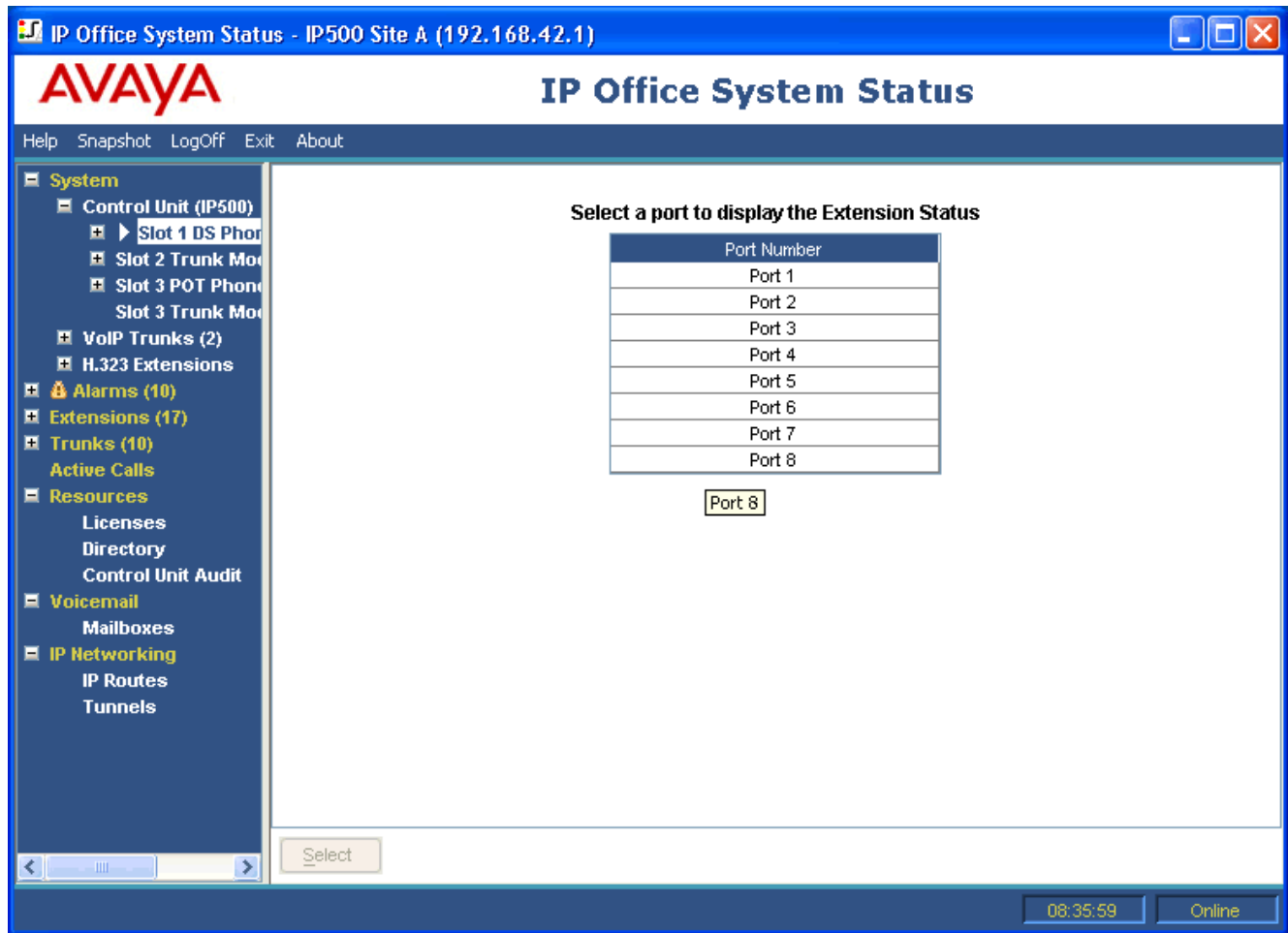
2.1.4 Control Unit

This screen shows the devices installed in the control unit ports. The number of available ports and the types of devices will vary according to the type of control unit. Select a device to display information on it.



2.1.4.1 Extension Ports

This screen shows the individual ports on the selected device in a control unit slot. The number of available ports and the types of devices will vary according to the type of control unit.



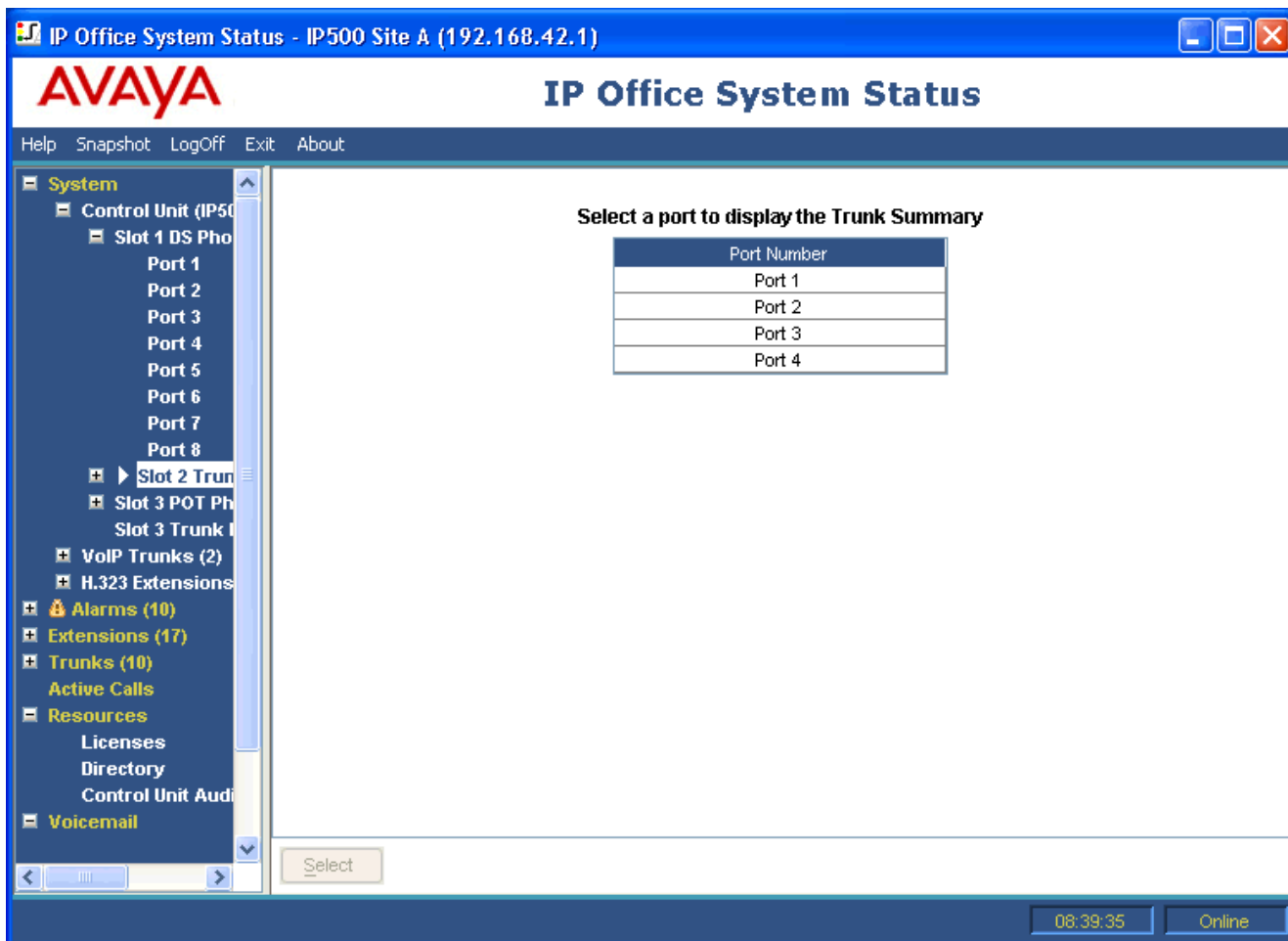
Buttons

The following buttons can appear on this screen:

- **Select**
Show details for the currently selected item.

2.1.4.2 Trunk Ports

Select a port to display data for digital trunks. The number of available ports and the types of devices will vary according to the type of control unit.



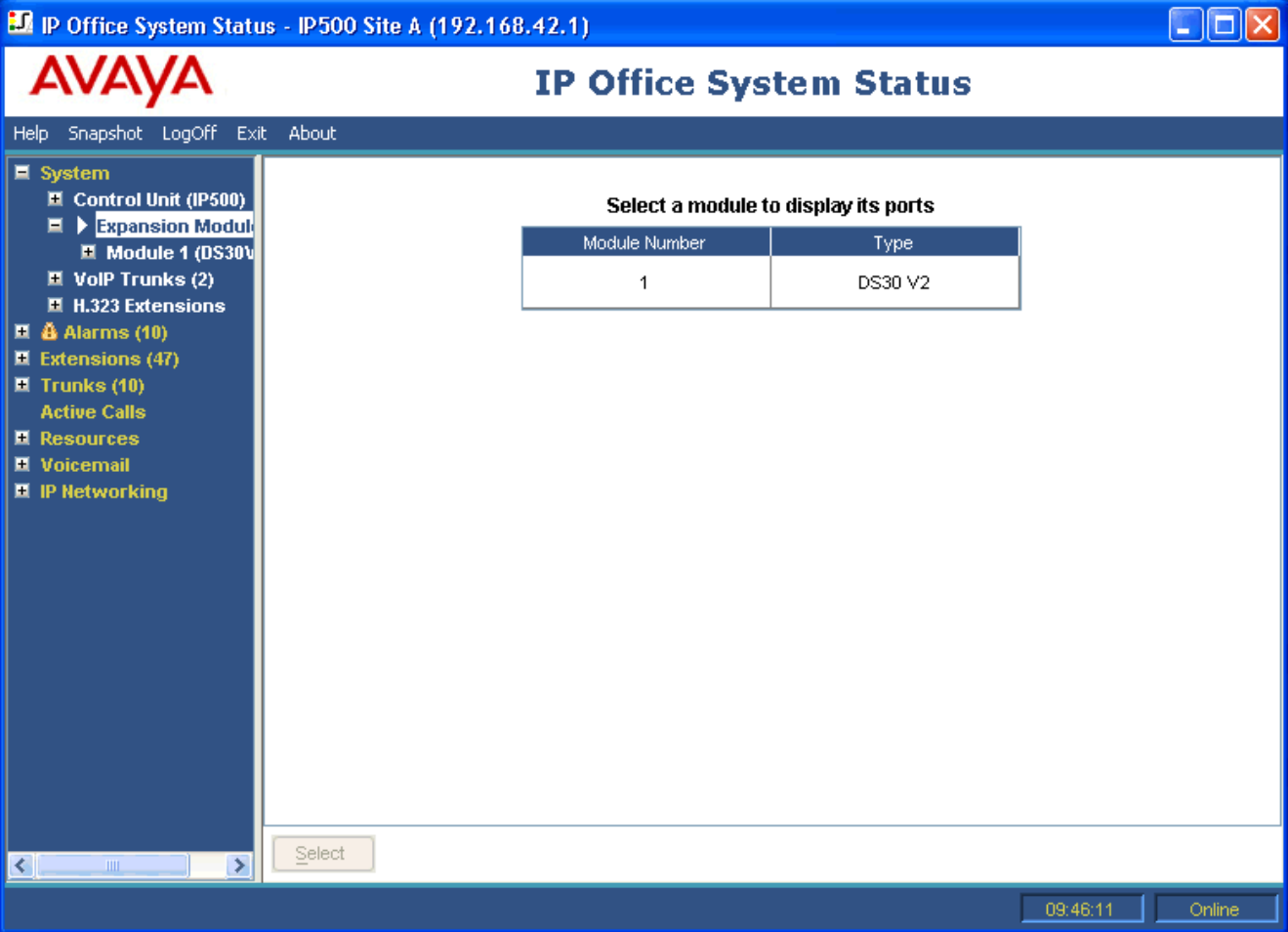
Buttons

The following buttons can appear on this screen:

- **Select**
Show details for the currently selected item.
 - Select a device to display information on it. For each trunk, the information displayed consists of a number of tabs.
 - [Analog Trunk](#) ⁶⁰
 - [Digital Trunk](#) ⁶²
 - [H.323 Trunk](#) ⁶⁴
 - [SIP Trunk](#) ⁶⁷

2.1.5 Expansion Modules

This screen lists the external expansion modules installed in the system. To view details of an individual port, use the navigation pane or select the port and click **Select**.



The screenshot shows the Avaya IP Office System Status application window. The title bar reads "IP Office System Status - IP500 Site A (192.168.42.1)". The main header displays the Avaya logo and the text "IP Office System Status". Below the header is a menu bar with "Help", "Snapshot", "LogOff", "Exit", and "About".

The left navigation pane is expanded to show the "Expansion Modules" section. The tree view includes:

- System
 - Control Unit (IP500)
 - Expansion Modules
 - Module 1 (DS30V2)
 - VoIP Trunks (2)
 - H.323 Extensions
 - Alarms (10)
 - Extensions (47)
 - Trunks (10)
 - Active Calls
 - Resources
 - Voicemail
 - IP Networking

Select a module to display its ports

Module Number	Type
1	DS30 V2

Select

09:46:11 Online

Module Information

IP Office System Status - IP500 Site A (192.168.42.1)

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System

- Control Unit (IP500)
- Expansion Modu
 - Module 1 (
 - Port 1
 - Port 2
 - Port 3
 - Port 4
 - Port 5
 - Port 6
 - Port 7
 - Port 8
 - Port 9
 - Port 10
 - Port 11
 - Port 12
 - Port 13
 - Port 14
 - Port 15
 - Port 16
 - Port 17
 - Port 18
 - Port 19
 - Port 20
 - Port 21
 - Port 22

Select a port to display the Extension Status

Port Number
Port 1
Port 2
Port 3
Port 4
Port 5
Port 6
Port 7
Port 8
Port 9
Port 10
Port 11
Port 12
Port 13
Port 14
Port 15
Port 16
Port 17
Port 18
Port 19
Port 20
Port 21

Select

09:46:49 Online

Buttons

The following buttons can appear on this screen:

- **Select**
Show details for the currently selected item.

2.1.6 VoIP Trunks

This screen lists the VoIP trunks configured within the system. To view details of an individual trunk, use the navigation pane or select the port and click **Select**. See [Status \(H.323 Trunk\)](#)^[64] or [Status \(SIP Trunk\)](#)^[67].

The screenshot shows the Avaya IP Office System Status application window. The title bar reads "IP Office System Status - IP500 Site A (192.168.42.1)". The main header displays the Avaya logo and "IP Office System Status". Below the header is a menu bar with "Help", "Snapshot", "LogOff", "Exit", and "About".

The left-hand navigation pane is expanded to show "System" > "Control Unit (IP500)" > "VoIP Trunks (2)". Under "VoIP Trunks (2)", two lines are listed: "Line: 13" and "Line: 14". Below these are "H.323 Extensions", "Alarms (12)", "Extensions (17)", "Trunks (10)", "Active Calls", "Resources", "Voicemail", and "IP Networking".

The main content area is titled "Select a line to display the Trunk Summary" and contains a table with the following data:

Line	Type	Address / Domain
13	H.323	192.168.44.1
14	H.323	192.168.46.1

At the bottom of the main content area is a "Select" button. The bottom status bar shows the time "09:38:53" and the status "Online".

Buttons

The following buttons can appear on this screen:

- **Select**
Show details for the currently selected item.

2.1.7 H.323 Extensions

This screen will list the different types of IP phone devices being supported by the IP Office. To see further detail use the navigation pane or select the type of phones required and click **Select**.

The screenshot shows the Avaya IP Office System Status application window. The title bar reads "IP Office System Status - IP500 Site A (192.168.42.1)". The main header features the Avaya logo and the text "IP Office System Status". Below the header is a menu bar with "Help", "Snapshot", "LogOff", "Exit", and "About".

The left-hand navigation pane is expanded to show the "System" tree. Under "System", the following items are listed: "Control Unit (IP500)", "VoIP Trunks (2)", "H.323 Extensions" (which is selected and expanded to show "Avaya IP Phones" with a count of "411"), "Alarms (12)", "Extensions (17)", "Trunks (10)", "Active Calls", "Resources", "Voicemail", and "IP Networking".

The main content area displays the heading "Select an IP phone category" above a table with one row:

Category
Avaya IP Phones

At the bottom of the main content area is a "Select" button. The bottom status bar shows the time "09:39:57" and the status "Online".

Extension Information

IP Office System Status - IP500 Site A (192.168.42.1)

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System

- Control Unit (IP500)
- VoIP Trunks (2)
- H.323 Extensions
 - Avaya IP Phone 411
- Alarms (12)
- Extensions (17)
- Trunks (10)
- Active Calls
- Resources
- Voicemail
- IP Networking

Select an extension to display the Extension Status

Home Extension Number	IP Address	MAC Address	Firmware Version
411	192.168.42.206	00-09-6E-04-31-01	2.300

Select Reregister

09:40:20 Online

Buttons

The following buttons can appear on this screen:

- **Select**
Show details for the currently selected item.
- **Reregister**
This option can be used to force Avaya H.323 IP phones to both reregister with the IP Office and to restart, including checking their current firmware against that available on the configured TFTP or HTTP file server. Since this process is monitored in real-time by the SSA, it is recommended that only small groups, up to 15 phones, are forced to reregister at any time. Attempting to reregister larger numbers of phones will cause SSA to appear to be paused.

2.1.7.1 Extension Selection

This screen will show extension provided by a control unit (see Expansion Modules to access extension ports provided by an external expansion module). To view details of an individual extension port, use the navigation pane or select the port and click Select. See [Extension Status](#).

IP Office System Status - IP500 Site A (192.168.42.1)

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System

- Control Unit (IP500)
 - Slot 1 DS Phone
 - Slot 2 Trunk Mod
 - Slot 3 POT Phone
 - Slot 3 Trunk Mod
- VoIP Trunks (2)
- H.323 Extensions
 - Avaya IP Phones
- Alarms (12)
- Extensions (17)
- Trunks (10)
 - Active Calls
- Resources
- Voicemail
- IP Networking

Select a port to display the Extension Status

Port Number
Port 1
Port 2
Port 3
Port 4
Port 5
Port 6
Port 7
Port 8

Select

09:37:57 Online

Buttons

The following buttons can appear on this screen:


- **Select**
Show details for the currently selected item.

2.2 Alarms

Alarms are recorded within IP Office for each device in error. The number of occurrences and the date and time of the last occurrence is recorded. Alarms are listed on the display, by category and by trunk. Trunk alarms have a separate count for each alarm that happens on a particular trunk.

SSA distinguishes between the following alarm types:

- **Active**

Current alarms are displayed in red with a  symbol. If an alarm is no longer active, the alarm changes to black but the count will remain the same. When an alarm goes from historical to active, the count is increased by one.

- **Historic**

Alarms which are no longer occurring or which are instantaneous events are displayed in black. IP Office will hold at least 50 historic alarms. If historic alarms are discarded due to memory limitations, IP Office keeps a count of the number of discards and the corresponding number of occurrences. This is represented as 'Lost Alarms', which is displayed as a configuration alarm that is never automatically discarded.

Notes

- Alarms can be cleared using the **Clear** or **Clear All** buttons. If an alarm is still active, it will remain in the list with an occurrence count of 1.
- Alarms are not preserved after a control unit reboot.

To view the alarms in a specific category:

1. In the navigation panel, click **+** next to **Alarms**.

2. The alarm categories are displayed followed by the number of alarms (in brackets).

- [Last System Restart](#) ⁽³⁹⁾
- [Configuration](#) ⁽⁴²⁾ (IP Office 4.2+)
Shows alarms caused by potential problems with the IP Office configuration.
- [Service](#) ⁽⁴²⁾
Shows alarms for internal services such as licenses, music on hold, network clock, etc.
- [Trunks](#) ⁽⁴⁶⁾
Shows a summary table of the trunks and any trunk alarms. Trunk alarms can be further expanded to display alarms for individual trunks.
- [Link](#) ⁽⁵⁰⁾
Shows alarms for non-trunk links to IP Office such as extensions and expansion modules.

3. To view a specific alarm, click the alarm or trunk type. The alarm details are displayed in the information panel.

2.2.1 Last System Restart

This screen list details of the last system restart. The **Alarm History** button can be pressed to display further alarms.

Information Displayed

- **Date**
Date and time the system was last restarted.
- **Reason**
Why the system restarted. The reasons may be:
 - **User Initiated**
The user has selected **File | Advanced | Reboot** in Manager. The Manager operator name is displayed.
 - **Saved Configuration**
A configuration save has required a reboot. The Manager operator name is displayed.
 - **Software Upgrade**
The software upgrade has caused a reboot.
 - **Normal Power-up**
The switch has restarted after power outage.
 - **Abnormal Termination**
The switch has restarted for any other reason. The stack trace is displayed.

Buttons

The following buttons can appear on this screen:

- **Alarm History**
Display [alarm history details](#) .



2.2.1.1 Alarm History

This screen is displayed if the **Alarm History** button is pressed.

IP Office System Status - IP500 Site A (192.168.42.1)

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System
 Alarms (12)
 Extensions (17)
 Trunks (10)
 Active Calls
 Resources
 Licenses
 Directory
 Control Unit Audit
 Voicemail
 IP Networking

Last System Restart

Date: 06/02/2008 09:15:31
 Reason: Saved Configuration
 User Name: Administrator

2 Alarm Events since 06/02/2008 09:27:52

Event	Type	Line	Date	Occurrences	Error Description
Alarm o...	Service		06/02/2008 0...	3	Failed to load Hold Music source file
Alarm o...	Service		06/02/2008 0...	5	Attempt to use a feature for which no license is installed. License Type: IP500 Universal PRI (Additional Channels)

Pause Print... Save As... Clear Alarm History

Refresh after config change done. 09:28:53 Online

Buttons

The following buttons can appear on this screen:

- Pause**
 Stops the screen from updating. Applies to screens that are continually updated. The button label and function changes to Resume when the screen is paused.
- Resume**
 Resumes updating screen in real time. The button label and function changes to Pause when the screen is updating automatically.
- Print**
 Prints all information available in the current screen (including any information currently scrolled off).
- Save As**
 Saves all information that is available on the screen. By default, the information is saved as a .txt file. For screens that include traces, the trace only can be saved as a .csv file.
- Clear Alarm History**
 Clear the historical alarms displayed.

2.2.2 Configuration Alarms

This screen display configuration alarms. These do not necessarily match errors listed by the IP Office Manager application when that application is used to view and edit the system configuration. They are configuration errors that arise during operation of the system. For example:

- Incoming call routes to a Voicemail Pro start point that does not exist.
- Small Community Network duplicate numbers.
- Calls arriving on a line for which no valid routing has been configured.

2.2.3 Service Alarms

The Service Alarm screen contains an entry for each service error. Alarms that are a current problem are displayed in red. If an alarm is no longer active, it is displayed in black. Service alarms are updated in real time.

The screenshot shows the AVAYA IP Office System Status application window. The title bar reads "IP Office System Status - IP500 Site A (192.168.42.1)". The AVAYA logo is in the top left, and the title "IP Office System Status" is in the top right. Below the title bar is a menu bar with "Help", "Snapshot", "LogOff", "Exit", and "About". A left-hand navigation pane lists system components: System, Alarms (10), Configuration (0), Service (6), Trunks (3), Link (1), Extensions (17), Trunks (10), Active Calls, Resources, Voicemail, and IP Networking. The main area is titled "Service Alarms" and contains a table with the following data:

Last Date Of Error	Occurrences	Error Description
06/02/2008 07:59:32	1	The following system resources are all in use: Modem Channels
06/02/2008 07:59:55	1	Attempt to use a feature for which no license is installed. License Type: RAS LRQ Support(Rapid Response)
06/02/2008 07:59:56	1	8kHz clock source changed. Previous source was Internal
06/02/2008 08:09:31	3	Attempt to use a feature for which no license is installed. License Type: UMS Web Services
06/02/2008 08:09:31	3	Attempt to use a feature for which no license is installed. License Type: Additional Voicemail Pro (ports)
06/02/2008 09:04:26	12	Failed to load Hold Music source file

At the bottom of the table area are buttons for "Clear", "Clear All", "Print...", and "Save As...". The bottom status bar shows the time "09:04:58" and the status "Online".

Information Displayed

- **Last Date of Error**
The last time the error that caused a particular alarm occurred.
- **Occurrences**
How many times the alarm has occurred since the control unit was last restarted or the alarm was last cleared.
- **Error Description**
A description of the error that caused the alarm.

Buttons

The following buttons can appear on this screen:

- **Clear**
Clears all the alarms that have been selected. Any alarm still active will remain with the count of 1.
- **Clear All**
Clears all listed alarms. Any alarm still active will remain with the count of 1.
 - Some service alarms are also shown in the System Resources screen. Clearing the alarms from this screen will also clear them in the System Resources screen.

- **Print**
Prints all information available in the current screen (including any information currently scrolled off).
- **Save As**
Saves all information that is available on the screen. By default, the information is saved as a .txt file. For screens that include traces, the trace only can be saved as a .csv file.

2.2.3.1 Logon Failure Due to User ID/Password

An alarm is displayed when attempted access has failed:

- **Manager**
A login has been attempted from Manager to the control unit with an invalid user ID or password.
- **Monitor**
A login has been attempted from Monitor to the control unit with an invalid password.
- **User**
The user has attempted to login with the wrong code.
- **Voicemail Box**
The user has attempted to access their voicemail box with the wrong code.
- **Voicemail System**
VoiceMail Pro/Lite has failed to connect to the control unit due to invalid passcode.
- **SNMP**
A management system has attempted to execute an SNMP request with the wrong community string.
- **H.323 Extension**
An invalid extension or passcode has been entered on the telephone.
- **RAS**
A dial-in user attempted to connect with the wrong password.
- **SSA**
A login has been attempted from SSA with an invalid user ID or password.

If an alarm has additional information, the following is displayed:

Logon failed due to incorrect userId/password.

Application: YYYYYYYYYY

Additional information

The following table lists what is displayed as additional information:

Logon Failure	Information
Manager	Operator name and the IP address of the PC running Manager
Monitor	IP address of the PC running Monitor
User	User number and name
Voicemail Box	User number and name
Voicemail System	IP address of PC running voicemail
SNMP	IP address of the host attempting SNMP access
H.323 Extension	User and extension number attempted
RAS	RAS user name
SSA	User name and the IP address of the host running SSA

2.2.3.2 Feature Key Server Connection Failure

If the system cannot connect to the Feature Key Server, the following is displayed:

"The system was unable to connect to the Feature Key Server."

Feature Key Server IP Address: XXX.XXX.XXX.XXX

2.2.3.3 Resources Not Available

This alarm is generated when a request is made to access a resource and is denied because there are no resources available. The following is displayed:

"The following system resources are all in use"

The following table lists what is displayed as additional information:

Resource	Data Line
VCM	
Modem Channels	
Data Channels	
Conference Channels	
Outgoing Trunk Group*	Outgoing Group ID: XX (XX will indicate the Outgoing Group ID)
Voicemail Channels	
Voicemail Storage	"Voicemail Storage Nearly Full" or "Voicemail Storage Full"

* This occurs when all the lines associated with a particular short code have calls on them.

2.2.4 Trunk Alarms Summary

This screen displays a summary of the trunks in the system and the number of alarms for each. Double-click a line to display its individual [trunk alarms](#)^[72].

Line	Module / Slot / Type	Port Number / Address / D...	Alarms
5	Slot: 2	1	0
6	Slot: 2	2	1
7	Slot: 2	3	1
8	Slot: 2	4	1
9	Slot: 3	9	0
10	Slot: 3	10	0
11	Slot: 3	11	0
12	Slot: 3	12	0
13	H.323	192.168.44.1	0
14	H.323	192.168.46.1	0

Buttons

The following buttons can appear on this screen:

- **Select**

Show details for the currently selected item.

- The screen displays two tabs for digital trunks:

- **Alarms**^[38]

Any current alarms are reported in red on the Alarm tab. If an alarm is no longer active, the alarm changes to black but the count will remain the same. When an alarm goes from historical to active, the count is increased by one.

- **24 Hour Performance History**^[49]

This tab provides a 24 hour view of errors that occur on the line. If no errors have occurred within the last 24 hours, the table displays zero or blank values.

2.2.4.1 Alarms

The screenshot shows the AVAYA IP Office System Status application window. The title bar reads 'IP Office System Status - IP500 Site A (192.168.42.1)'. The main window has a menu bar with 'Help', 'Snapshot', 'LogOff', 'Exit', and 'About'. A left-hand navigation pane shows a tree view of system components, with 'Alarms (10)' expanded to show 'Line: 8 (1)'. The main content area has three tabs: 'Status', 'Utilization Summary', and 'Alarms'. The 'Alarms' tab is active, displaying a table titled 'Alarms for Line: 8 Slot: 2 Port: 4'. The table has three columns: 'Last Date Of Error', 'Occurrences', and 'Error Description'. One row is visible with the following data: '04/02/2008 10:46:36', '1', and 'Trunk out of Service'. Below the table are buttons for 'Clear', 'Clear All', 'Print...', and 'Save As...'. At the bottom right, there is a status bar showing '08:42:46' and 'Online'.

Information Displayed

- Last Date of Error**
 The last time the error that caused a particular alarm occurred.
- Occurrences**
 How many times the alarm has occurred since the control unit was last restarted or the alarm was last cleared.
- Error Description**
 The table below details a description of the error that caused the alarm:

Error	Description
Insufficient DID Digits	A user can administer routes based on DID digits by using the MSN routing form. On this form, the user administers how many digits are expected (the Presentation Digits field). If a call is received and the number of digits received do not match the number in the Presentation Digits field, the following is displayed: There was a mismatch in the number of DID digits Expected number of digits: XX Digits Received: YYYYY
Incoming Call on Outgoing Trunk	On T1/PRI and analog lines, the direction for each channel can be administered to be incoming, outgoing or both. If the channel is outgoing and an incoming call arrives on the channel, the following is displayed: An incoming call arrived on the channel that is administered for Outgoing calls. Channel Number: XX (for digital lines) Port Number: XX (for analog lines)
Trunk Went Out of Service	If the trunk is not administered to be out of service but goes down, the following is displayed: Trunk out of service.
Red Alarm Active on Trunk	When a red alarm is reported on a T1/PRI trunk, the following is displayed: Red Alarm . A red alarm indicates lost synchronization.
Blue Alarm Active on Trunk	When a blue alarm is reported on a T1/PRI trunk, the following is displayed: Blue Alarm . A blue alarm indicates a signal failure has occurred.

Error	Description
Yellow Alarm Active on Trunk	When a yellow alarm is reported on a T1/PRI trunk, the following is displayed: Yellow Alarm . A yellow alarm indicates a transmission problem.
Loss of Signal on Trunk	When a loss of signal is reported, the following is displayed: Loss of Signal.
Caller ID not received	For analog loop start trunks administered with ICLID.
Seize Failure	When there is no loop current detected when trying to seize the trunk.
Response Failure	This alarm is generated when IP Office sends a TCP Sync to the remote end of an H.323 trunk and fails to receive an acknowledgement from the remote end, also when IP Office sends an INVITE over a SIP trunk and times out on no response. No response to IP trunk call request. IP Trunk Line Number: xxx Remote end IP address: yyy.yyy.yyy.yyy

Buttons

The following buttons can appear on this screen:

- **Clear**
Clears all the alarms that have been selected. Any alarm still active will remain with the count of 1.
- **Clear All**
Clears all listed alarms. Any alarm still active will remain with the count of 1.
- **Print**
Prints all information available in the current screen (including any information currently scrolled off).
- **Save As**
Saves all information that is available on the screen. By default, the information is saved as a .txt file. For screens that include traces, the trace only can be saved as a .csv file.

2.2.4.2 24 Hour Performance History

The first line in the table displays the current 15 minute interval and represents 0-15 minutes worth of data. Subsequent lines display the last 24 hours divided in to 15 minute intervals (fewer lines will be shown if the system has been running for less than 24 hours). The table is displayed regardless of whether there are errors on the trunk.

The screenshot shows the AVAYA IP Office System Status application. The main window displays the 'Alarms for Line: 5 Slot: 2 Port: 1' section. A sub-tab '24 Hour Performance History' is active. Below the tab, a note states: 'The number in each line indicates the number of times during the 15 minutes interval that the error occurred. By default, the first row is the current 15 minute interval.' The table below shows performance data for various intervals.

Interval Start Time	Error Seconds	Bursty Error Seconds	Severely Errored Seconds	Failed/Unavailable Seconds	Bipolar Violation	Clock Slips	Missed Frame
12:00							
11:45	1					1	
11:30	1					1	
11:15	2					2	
11:00	1					1	
10:45	1					1	
10:30	2					2	
10:15	1					1	
10:00	1					1	
09:45	2					2	
09:30	1					1	
09:15	1					1	
09:00	1					1	

At the bottom of the table, there are four buttons: 'Relative Time', 'Show Zeros', 'Print...', and 'Save As...'. The system status bar at the bottom right shows '12:00:53' and 'Online'.

Buttons

The following buttons can appear on this screen:

- Absolute Time**
 Applies to the 24 Hour Performance History. Each line shows the absolute time at which the reported 15 minute period started (HH:MM in 24 hour clock format).
- Relative Time**
 Applies to the 24 Hour Performance History. Indicates how far into the 15 minute interval the line is (e.g. 3 minutes will show as 00:03). The times following that will be displayed in relationship to the current time as HH:MM (e.g. subtract 15 minutes from the current interval to get the next one).
- Show Blanks**
 Applies to 24 Hour Performance History. 0 error values for each line appear as blanks.
- Show Zeros**
 Applies to 24 Hour Performance History. 0 error values for each line are displayed.
- Print**
 Prints all information available in the current screen (including any information currently scrolled off).
- Save As**
 Saves all information that is available on the screen. By default, the information is saved as a .txt file. For screens that include traces, the trace only can be saved as a .csv file.

2.2.5 Link Alarms

The Link Alarms screen contains an entry for devices linked to the IP Office control unit such as expansion modules and extension devices. Alarms that are a current problem are displayed in red. If an alarm is no longer active, it is displayed in black. Link Alarms are updated in real time.

Last Date Of Error	Occurrences	Error Description
06/02/2008 09:16:10	1	Delta Server down

Information Displayed

- **Last Date of Error**
The last time the error that caused a particular alarm occurred.
- **Occurrences**
How many times the alarm has occurred since the control unit was last restarted.
- **Error Description**
A description of the error that caused the alarm.

Buttons

The following buttons can appear on this screen:

- **Clear**
Clears all the alarms that have been selected. Any alarm still active will remain with the count of 1.
- **Clear All**
Clears all listed alarms. Any alarm still active will remain with the count of 1.
- **Print**
Prints all information available in the current screen (including any information currently scrolled off).
- **Save As**
Saves all information that is available on the screen. By default, the information is saved as a .txt file. For screens that include traces, the trace only can be saved as a .csv file.

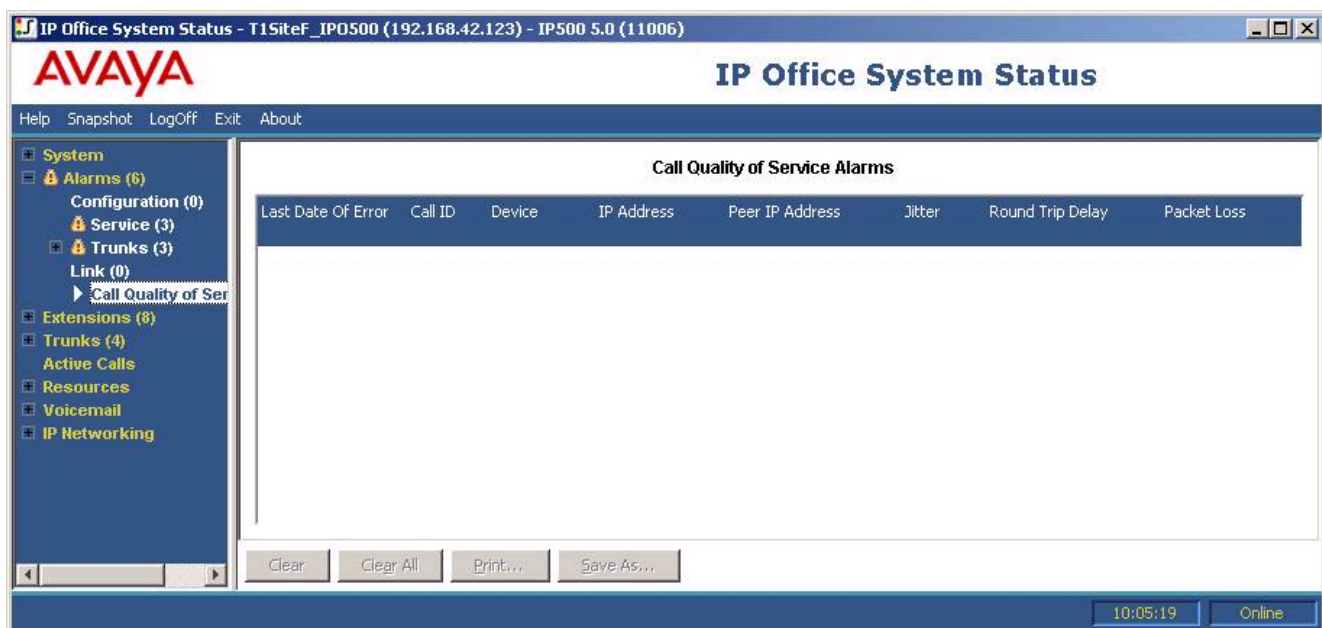
2.2.6 Call Quality of Service

Previous SSA only displayed QoS measurements for calls on IP trunks (H323, SIP, SES). IP Office 5.0 systems can be enabled to provide QoS reporting for extensions and also QoS alarms. This is configured by enabling the Enable RTCP Monitoring on Port 5005 within the IP Office configuration.

Once enabled, the SSA application will display QoS statistics for calls made by H323 IP extensions (1600 Series, 4600 Series and 5600 Series) registered to the IP Office. It will also display QoS statistics other extension types when the call being made by the extension involves an IP Office VCM channel. The QoS information for the extensions current call is displayed by SSA in the [Extension Status](#) screen.

Within the IP Office configuration, alarm thresholds can be configured for jitter (default 20ms), round trip delay (default 350ms) and packet loss (default 0.5%). If any of the thresholds is exceeded during a call segment, an alarm is generated reporting the device and call involved and the maximum values of the QoS measurements during the call.

- **Round Trip Delay** (msec): Default = 350.
Less than 160ms is high quality. Less than 350ms is good quality. Any higher delay will be noticeable by those involved in the call. Note that, depending on the compression codec being used, some delay stems from the signal processing and cannot be removed: G711 = 40ms, G723a = 160ms, G729 = 80ms.
- **Jitter** (msec): Default = 20.
Jitter is a measure of the variance in the time for different voice packets in the same call to reach the destination. Excessive jitter will become audible as echo.
- **Packet Loss** (%): Default = 0.5.
Excessive packet loss will be audible as clipped words and may also cause call setup delays.



- If the call involves another IP Office extension, separate alarms may occur for both extensions.
- No alarms are generated for QoS measurements during the first 5 seconds of a call.
- Alarms are output at the end of a call segment in which a threshold is exceeded. For example, if a call is held and then unheld, each part of the call is treated as a separate call segment.
- Only one alarm is generated, even if more than one threshold is exceeded. The alarm contains the maximum value of all 3 measured QoS values.

Buttons


The following buttons can appear on this screen:

- **Clear**
Clears all the alarms that have been selected. Any alarm still active will remain with the count of 1.
- **Clear All**
Clears all listed alarms. Any alarm still active will remain with the count of 1.
- **Print**
Prints all information available in the current screen (including any information currently scrolled off).
- **Save As**
Saves all information that is available on the screen. By default, the information is saved as a .txt file. For screens that include traces, the trace only can be saved as a .csv file.



2.2.6.1 Quality of Service Alarms

IP Office 5.0+ supports Quality of Service (QoS) monitoring for IP Office extensions. This is enabled through the **Enable RTCP Monitoring on Port 5005 (System | LAN1 | VoIP)** setting within the IP Office configuration.

The current quality of service information for a call is displayed within SSA on the extension's **Extension Status**  form. That information is displayed for Avaya H323 IP phones registered with the IP Office. It is also displayed for other extension when they are on a call involving an IP Office VCM channel.

The thresholds for quality of service alarms are set within the IP Office configuration (**System | System Events | QoS Parameters**). Separate thresholds are set for **Round Trip Delay** (default 350ms), **Jitter** (default 20ms) and **Packet Loss** (0.5%). At the end of a call where any one of the thresholds has been exceeded, the IP Office will output an QoS alarm containing details of the call and the maximum value of each of the QoS measures during the call.

Call Quality of Service Alarms

Last Date Of Error	Occurrences	Error Description
23/01/2009 10:05:21	1	Call Id: 1, IP Address: 192.168.42.111, Peer IP Address: 192.168.42.8, Extension Number: 293, Jitter: 2500, Round Trip Delay: 789000, Packet Loss: 1230
23/01/2009 10:05:21	1	Call Id: 1, IP Address: 192.168.42.8, Peer IP Address: 192.168.42.111, Extension Number: 300, Jitter: 0, Round Trip Delay: 789000, Packet Loss:

For calls that are held or parked and then resumed, separate QoS alarms may be output for each segment of the call. If the call involves several extension, separate alarms may also be output for each extension.

2.3 Extensions

Information on the status of a specific extension can be accessed from the navigation panel either:

- Via a port that is associated with an analog or digital extension.
- By selecting an H.323 extension.
- By double-clicking **Extensions** and then selecting a specific extension from the navigation panel.

Alternatively, double-click an extension from the **Extension Summary** screen.

The following is used to indicate an analog or digital extension:

- If the extension is on the control unit (except IP Office 500), the designation is Control Unit followed by either Phone Port X (where X is the port number) or DS Port X (where X is the port number 1-8).
- If the extension is on a module in an IP Office 500 slot, the designation is Slot: [1-4], followed by Port X (where X is the port number 1-8).
- If the extension is on an expansion module, the designation is Module XX (where XX is the port number 1-12) followed by Port X (where X is the port number 1-30).

For example:

Extension: 201	Control Unit	DS Port: 1
Extension: 231	Slot: 4	Port: 7
Extension: 271	Module: 4	Port: 1

The port number will always match any number printed against the physical port connector.

For H.323 extensions, the designation is the home user's extension number, the IP address of the extension and the MAC address (only shown if IP Office and the phone are on the same subnet). For example:

Extension: 371	IP Address: 192.168.44.2	MAC Address: AA:AA:AA:AA:AA:AA
--------------------------	------------------------------------	--

2.3.1 Extension Summary

The Extension Summary screen displays all extensions in the system. For detailed information about an extension, double-click a specific extension number to display the [Extension Status](#) screen.

IP Office System Status - IP500 Site A (192.168.42.1)

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

Extension Summary

You can get more information about an extension by double-clicking the Home Extension Number.

Home Extension Number	Current User Extension	Current User Name	Module/Slot/IP Address	Port Number/MAC Address	Telephone Type	Number of New Messages
411	411	Extn411	192.168.42.206	00-09-6E-04-31-01	4602	0
201	201	Extn201	Slot: 1	1	2410	
202			Slot: 1	2	unplugged	
203	203	Extn203	Slot: 1	3	5410	1
204			Slot: 1	4	unplugged	
205			Slot: 1	5	unplugged	
206			Slot: 1	6	unplugged	
207			Slot: 1	7	unplugged	
208			Slot: 1	8	unplugged	
209	209	Extn209	Slot: 3	1	POT (CLI On)	0
210	210	Extn210	Slot: 3	2	POT (CLI On)	0
211	211	Extn211	Slot: 3	3	POT (CLI On)	0
212	212	Extn212	Slot: 3	4	POT (CLI On)	0
213	213	Extn213	Slot: 3	5	POT (CLI On)	0
214	214	Extn214	Slot: 3	6	POT (CLI On)	0
215	215	Extn215	Slot: 3	7	POT (CLI On)	0
216	216	Extn216	Slot: 3	8	POT (CLI On)	0

Refresh Print...

08:37:44 Online

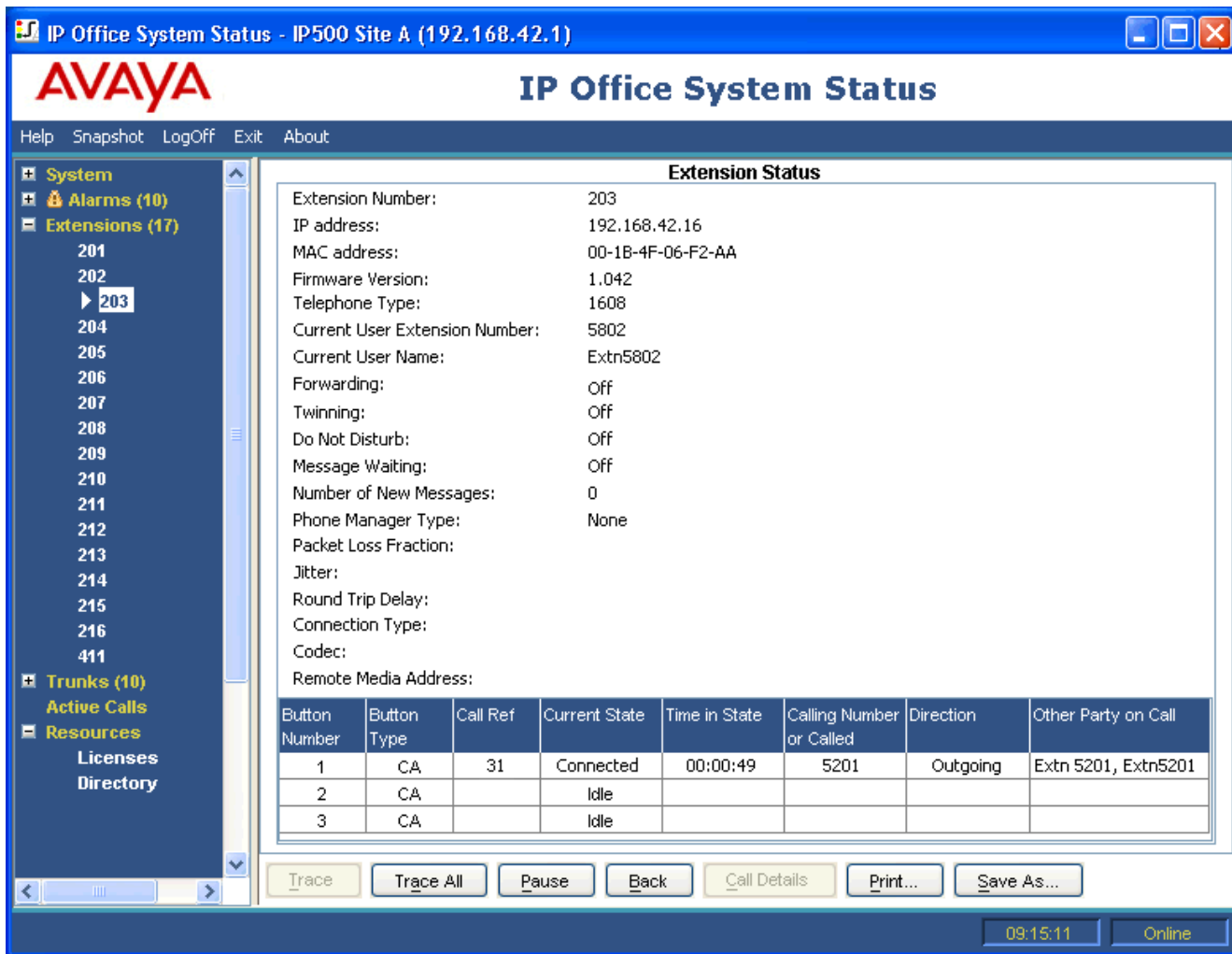
Buttons

The following buttons can appear on this screen:

- **Refresh**
Updates the screen. This button appears on screens that do not update automatically.
- **Print**
Prints all information available in the current screen (including any information currently scrolled off).



2.3.2 Extension Status

The Extension Status screen provides specific details on an extension, depending on its configuration.



Information Displayed

- Extension Number**
 The default extension number for this telephone.
- Module/Slot/IP Address**
 Module number, slot details or IP address.
- Port/MAC Address**
 Port number or MAC address of the control unit.
- Telephone Type**
 The telephone model.
- Current User Extension Number**
 The extension of the user currently logged into the telephone.
- Current User Name**
 The name of the user currently logged into the telephone.
- Forwarding**
 Set to **Off** or one or more of the following options:
 - Forward Unconditional** + Number
 - Forward On Busy** + Number
 - Forward On No Answer** + Number
 - Follow Me** + Number
- Twinning**
 Set as **Off** or to one of the following options:
 - Twinned as Primary with** + Secondary User Name/Number

- **Twinned as Secondary with** + Primary User Name/Number
- **Twinned to External Number** + External Number
- **Do Not Disturb**
Either **On** or **Off**.
- **Message Waiting**
If the user has an unread message, this will be On. If the personal messages have been read, this will be **Off**.
- **Number of New Messages**
The number of new messages for the current user. This does not include hunt group messages.
- **Phone Manager Type**
Lite, Pro, IP or **None** - the Phone Manager type that is currently being used.
- **Quality of Service Fields**
The following addition items are available for calls by H323 phones. They are also available for other extension types when the current call is using an IP Office VCM channel. The values required the **Enable RTCP Monitoring on Port 5005** option to be selected in the IP Office 5.0+ configuration.
 - **Packet Loss Fraction**
 - **Jitter**
 - **Round Trip Delay**
 - **Connection Type**
 - **Codec**
 - **Remote Media Address**
- **Call Information Table**
The information displayed in the table depends on whether the extension has call appearances. For an extension without call appearances (e.g. T3, softphone, third party H.323 or analog), the table shows as many rows as there are currently calls, or a single row if the phone is idle. The following appears for a telephone with call appearances:
 - **Button Number**
The number associated with the button on the telephone, if applicable.
 - **Button Type**
Call, Line, Bridged or Cover Appearance button, if applicable.
 - **Call Ref**
Call reference, assigned by IP Office and associated with the line in use. When a trace is in progress, any calls on the trunk will show **(i)** next to the Call Ref. If you select Call Details while a trace is in progress, the screen remains unchanged and a pop-up window appears which contains details about the selected call. The pop-up shows the state of the call at the time of selection and does not update. See [Trace](#) .
 - **Current State**
The state is defined when there is a call associated with a button. See [Call States](#) .
 - **Time in State**
Reset to zero each time there is a state change.
 - **Caller ID or Dialed Digits**
The information displayed depends on the call direction.
 - **Incoming Calls**
The Caller ID name and number. If there is no Caller ID, **None** is displayed.
 - **Outgoing Calls**
The digits that are sent to the central office.
 - **Other Party on Call**
Contains one of the following:




Where Call was Originated/Answered	Displayed Value
User	User name and number
VoiceMail Call flow	Start Point name
Voicemail Box	Voicemail - user name or hunt group name of the mailbox
Data Service	RAS - service name
Conference	Conference name
Trunk	Line ID/URI Group/Channel number
Park Slot	Park Slot - when the other end has parked the call

Announcement	Announcement - the hunt group associated with the announcement number
Hunt Group	Hunt Group - name and number when a call is in a hunt group queue (not alerting)

- **Direction of Call**
Displays the call as either **Incoming** or **Outgoing**.

Buttons

The following buttons can appear on this screen:

- **Trace**
Starts a trace of the rows selected. The trace is displayed for each call associated with the selected trunk ports or extension button. See [Trace](#) .
- **Trace All**
Starts a trace for the whole trunk group or extension. The trace is displayed for all calls associated with the trunk or extension. See [Trace](#) .
- **Pause**
Stops the screen from updating. Applies to screens that are continually updated. The button label and function changes to Resume when the screen is paused.
- **Resume**
Resumes updating screen in real time. The button label and function changes to Pause when the screen is updating automatically.
- **Back**
Returns to the previous screen.
- **Call Details**
Displays [call details](#)  for the selected call.
- **Print**
Prints all information available in the current screen (including any information currently scrolled off).
- **Save As**
Saves all information that is available on the screen. By default, the information is saved as a .txt file. For screens that include traces, the trace only can be saved as a .csv file.

2.4 Trunks

This screen shows a list of the trunks installed and configured in the system.

The screenshot shows the AVAYA IP Office System Status application. The main content area displays a table titled "Select a line to display the Trunk Summary". The table has three columns: "Line", "Module / Slot / Type", and "Port Number / Address / Domain". The data in the table is as follows:

Line	Module / Slot / Type	Port Number / Address / Domain
5	Slot: 2	1
6	Slot: 2	2
7	Slot: 2	3
8	Slot: 2	4
9 - 12	Slot: 3	9 - 12
13	H.323	192.168.44.1
14	H.323	192.168.46.1

At the bottom of the table area, there is a "Select" button. The left sidebar shows a navigation menu with the following items: System, Alarms (10), Extensions (17), Trunks (10), Active Calls, and Resources. The "Trunks (10)" item is currently selected.

Buttons

The following buttons can appear on this screen:

- **Select**
Show details for the currently selected item.
 - Select a device to display information on it. For each trunk, the information displayed consists of a number of tabs.
 - [Analog Trunk](#) ⁶⁰
 - [Digital Trunk](#) ⁶²
 - [H.323 Trunk](#) ⁶⁴
 - [SIP Trunk](#) ⁶⁷

2.4.1 Status (Analog Trunk)

The Analog Trunk Summary is accessed by clicking Trunks on the navigation panel and is displayed under the Status tab. Alternatively, click System and then Control Unit and click on a row to show the call details.

Analog trunks are displayed by card or module. Therefore, the number of trunks on a card is reported.

The screenshot shows the AVAYA IP Office System Status application window. The title bar reads "IP Office System Status - IP500 Site A (192.168.42.1)". The main window has a menu bar with "Help", "Snapshot", "LogOff", "Exit", and "About". A left-hand navigation pane contains several categories: "System", "Alarms (10)", "Extensions (17)", "Trunks (10)", "Active Calls", "Resources", "Voicemail", and "IP Networking". The "Trunks (10)" category is expanded, showing lines 5 through 14, with "Lines: 9 - 12" selected. The main content area displays the "Analog Trunk Summary" under the "Status" tab. The summary includes the following information:

- Slot/Module: Slot: 3
- Number of Trunks: 4
- Number of Administered Trunks: 4
- Number of Trunks in Use: 0

Below this summary is a table with the following columns: Port, Line ID, Line Type, Call Ref, Current State, Time in State, Caller ID or Dialed Digits, Other Party on Call, and Direction of Call. The table contains three rows of data:

Port	Line ID	Line Type	Call Ref	Current State	Time in State	Caller ID or Dialed Digits	Other Party on Call	Direction of Call
9	Line: 9 Slot: 3 P...	Loop Start CLI		Idle	22:46:29			
10	Line: 10 Slot: 3 ...	Loop Start CLI		Idle	22:46:29			
11	Line: 11 Slot: 3 ...	Loop Start CLI		Idle	22:46:29			

At the bottom of the main content area, there are buttons for "Trace", "Trace All", "Pause", "Call Details", "Print...", and "Save As...". The bottom status bar shows the time "09:32:36" and the status "Online".

Information Displayed

The following information is displayed under the Status tab:

- **Slot/Module**
Slot or module number.
- **Number of Trunks**
Total number of trunks.
- **Number of Administered Trunks**
Number of channels from the line form that are administered to be in service.
- **Number of Trunks in Use**
- **Ports Table**
This table displays the following details:
 - **Port**
The port number.
 - **Line ID**
The line, module and port number.
 - **Line Type**
The type of line protocol. See Line Protocols.
 - **Call Ref**
Call reference, assigned by IP Office and associated with the line in use. When a trace is in progress, any calls on the trunk will show **(i)** next to the Call Ref. If you select Call Details while a trace is in progress, the screen remains unchanged and a pop-up window appears which contains details about the selected call. The pop-up shows the state of the call at the time of selection and does not update. See [Trace](#) ⁶⁹.
 - **Current State**
The state is defined when there is a call associated with a button. See [Call States](#) ⁸⁸.




- **Time in State**
Reset to zero each time there is a state change.
- **Caller ID or Dialed Digits**
The information displayed depends on the call direction.
 - **Incoming Calls**
The Caller ID name and number. If there is no Caller ID, **None** is displayed.
 - **Outgoing Calls**
The digits that are sent to the central office.
- **Other Party on Call**
Contains one of the following:

Where Call was Originated/Answered	Displayed Value
User	User name and number
VoiceMail Call flow	Start Point name
Voicemail Box	Voicemail - user name or hunt group name of the mailbox
Data Service	RAS - service name
Conference	Conference name
Trunk	Line ID/URI Group/Channel number
Park Slot	Park Slot - when the other end has parked the call
Announcement	Announcement - the hunt group associated with the announcement number
Hunt Group	Hunt Group - name and number when a call is in a hunt group queue (not alerting)

- **Direction of Call**
Displays the call as either **Incoming** or **Outgoing**.

Buttons

The following buttons can appear on this screen:

- **Trace**
Starts a trace of the rows selected. The trace is displayed for each call associated with the selected trunk ports or extension button. See [Trace](#) .
- **Trace All**
Starts a trace for the whole trunk group or extension. The trace is displayed for all calls associated with the trunk or extension. See [Trace](#) .
- **Pause**
Stops the screen from updating. Applies to screens that are continually updated. The button label and function changes to Resume when the screen is paused.
- **Resume**
Resumes updating screen in real time. The button label and function changes to Pause when the screen is updating automatically.
- **Call Details**
Displays [call details](#)  for the selected call.
- **Print**
Prints all information available in the current screen (including any information currently scrolled off).
- **Save As**
Saves all information that is available on the screen. By default, the information is saved as a .txt file. For screens that include traces, the trace only can be saved as a .csv file.

2.4.2 Status (Digital Trunk)

The Digital Trunk Summary can be accessed by clicking **Trunks** on the navigation panel and is displayed under the Status tab. Alternatively, click **System** and then **Control Unit** and double-click the line. Digital trunks are reported on a per line basis.

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System
Alarms (10)
Extensions (17)
Trunks (10)
 ▶ **Line: 5**
 Line: 6
 Line: 7
 Line: 8
 Lines: 9 - 12
 Line: 13
 Line: 14
Active Calls
Resources
 Licenses
 Directory
 Control Unit Audit
Voicemail
 Mailboxes
IP Networking
 IP Routes
 Tunnels

Status Utilization Summary Alarms

Digital Trunk Summary

Line: 5 Slot: 2 Port: 1
 Line Type: BRI
 Line Subtype: ETSI
 Number of Channels: 2
 Number of Administered Channels: 2
 Number of Channels in Use: 0

Channel Number	Call Ref	Current State	Time in State	Routing Digits	Caller ID or Dialed Digits	Other Party on Call	Direction of Call
1		Idle	00:49:18				
2		Idle	22:45:41				

Trace Trace All Pause Call Details Print... Save As...

09:31:48 Online

Information Displayed

- **Line/Slot/Port**
The line, slot and port number.
- **Line Type**
See Line Protocols.
- **Line Subtype**
See Line Protocols.
- **Number of Channels**
The number of channels that can be supported with a digital trunk.
- **Number of Administered Channels**
Number of channels from the line form that are administered to be in service.
- **Number of Channels in Use**
The total number of channels currently in use.
- **Channels Table**
This table displays the following details:
 - **Channel Number**
To view details of the call, click on the row.
 - **Call Ref**
Call reference, assigned by IP Office and associated with the line in use. When a trace is in progress, any calls on the trunk will show **(i)** next to the Call Ref. If you select Call Details while a trace is in progress, the screen remains unchanged and a pop-up window appears which contains details about the selected call. The pop-up shows the state of the call at the time of selection and does not update. See [Trace](#) [69].
 - **Current State**
The state is defined when there is a call associated with a button. See [Call States](#) [88].

- **Time in State**
Reset to zero each time there is a state change.
- **Routing Digits**
The directed inward dialed digits that are sent by the central office.
- **Caller ID or Dialed Digits**
The information displayed depends on the call direction.
 - **Incoming Calls**
The Caller ID name and number. If there is no Caller ID, **None** is displayed.
 - **Outgoing Calls**
The digits that are sent to the central office.
- **Other Party on Call**
Contains one of the following:

Where Call was Originated/Answered	Displayed Value
User	User name and number
VoiceMail Call flow	Start Point name
Voicemail Box	Voicemail - user name or hunt group name of the mailbox
Data Service	RAS - service name
Conference	Conference name
Trunk	Line ID/URI Group/Channel number
Park Slot	Park Slot - when the other end has parked the call
Announcement	Announcement - the hunt group associated with the announcement number
Hunt Group	Hunt Group - name and number when a call is in a hunt group queue (not alerting)

- **Direction of Call**
Displays the call as either **Incoming** or **Outgoing**.

Buttons

The following buttons can appear on this screen:

- **Trace**
Starts a trace of the rows selected. The trace is displayed for each call associated with the selected trunk ports or extension button. See [Trace](#)^[69].
- **Trace All**
Starts a trace for the whole trunk group or extension. The trace is displayed for all calls associated with the trunk or extension. See [Trace](#)^[69].
- **Pause**
Stops the screen from updating. Applies to screens that are continually updated. The button label and function changes to Resume when the screen is paused.
- **Resume**
Resumes updating screen in real time. The button label and function changes to Pause when the screen is updating automatically.
- **Call Details**
Displays [call details](#)^[81] for the selected call.
- **Print**
Prints all information available in the current screen (including any information currently scrolled off).
- **Save As**
Saves all information that is available on the screen. By default, the information is saved as a .txt file. For screens that include traces, the trace only can be saved as a .csv file.

2.4.3 Status (H.323 Trunk)

IP Office System Status

Help Snapshot LogOff Exit About

System

- Alarms (10)
- Extensions (17)
- Trunks (10)
 - Line: 5
 - Line: 6
 - Line: 7
 - Line: 8
 - Lines: 9 - 12
 - Line: 13
 - Line: 14**
- Active Calls
- Resources
 - Licenses
 - Directory
 - Control Unit Audit
- Voicemail
 - Mailboxes
- IP Networking
 - IP Routes
 - Tunnels

Status Utilization Summary Alarms

H.323 Trunk Summary

IP Address: 192.168.46.1
 Line Number: 14
 Number of Administered Channels: 20
 Number of Channels in Use: 0
 Administered Compression: Auto
 Small Community Networking: Up
 Direct Media Path: On
 Enable Faststart: Off
 Silence Suppression: Off

Channl Number	Call Ref	Curren State	Time in State	Remote Address	Code	Conne Type	Caller I Dialed I	Other Party on Call	Directic of Call	Round Delay	Receiv Jitter	Receiv Loss F	Transn Jitter	Transn Loss F
1		Idle	22:4...											
2		Idle	22:4...											
3		Idle	22:4...											
4		Idle	22:4...											
5		Idle	22:4...											
6		Idle	22:4...											

Trace Trace All Pause Ping Call Details Print... Save As...

09:33:07 Online

Information Displayed

- **IP Address**
The gateway IP address from the VoIP form.
- **Line Number**
Fixed line number, defined by the user.
- **Number of Administered Channels**
Number of channels from the VoIP line tab.
- **Total Channels in Use**
Total of all the channels that have associated call references.
- **Administered Compression**
The compression mode from the VoIP form.
- **Small Community Networking**
One of the following is displayed:
 - If this feature is not administered in Manager, (Voice Networking option on the VoIP form is off), **Disabled** is displayed.
 - If the feature is administered and the other end is responding, **Up** is displayed.
 - If the feature is administered and the other end is not responding, **Down** is displayed.
- **Direct Media Path**
Either **On** or **Off**.
- **Enable Faststart**
Either **On** or **Off**.
- **Silence Suppression**
Either **On** or **Off**.
- **Channels Table**
This table displays the following details:

- **Channel Number**
Click on the row to view details of the call.
- **Call Ref**
Call reference, assigned by IP Office and associated with the line in use. When a trace is in progress, any calls on the trunk will show **(i)** next to the Call Ref. If you select Call Details while a trace is in progress, the screen remains unchanged and a pop-up window appears which contains details about the selected call. The pop-up shows the state of the call at the time of selection and does not update. See [Trace](#) [69].
- **Current State**
The state is defined when there is a call associated with a button. See [Call States](#) [88].
- **Time in State**
Reset to zero each time there is a state change.
- **RTP IP Address from Connection**
IP address of the remote end of the RTP Media Stream.
- **CODEC**
Available via H.323 message and may change throughout the call.
- **Connection Type**
Either *DirectMedia*, *RTP Relay* or *VCMs*.
- **Caller ID or Dialed Digits**
The information displayed depends on the call direction.
 - **Incoming Calls**
The Caller ID name and number. If there is no Caller ID, **None** is displayed.
 - **Outgoing Calls**
The digits that are sent to the central office.
- **Other Party on Call**
Contains one of the following:

Where Call was Originated/ Answered	Displayed Value
User	User name and number
VoiceMail Call flow	Start Point name
Voicemail Box	Voicemail - user name or hunt group name of the mailbox
Data Service	RAS - service name
Conference	Conference name
Trunk	Line ID/URI Group/Channel number
Park Slot	Park Slot - when the other end has parked the call
Announcement	Announcement - the hunt group associated with the announcement number
Hunt Group	Hunt Group - name and number when a call is in a hunt group queue (not alerting)

- **Direction of Call**
Displays the call as either *Incoming* or *Outgoing*.
- **Quality of Service (QoS)**
Normal data packets can prevent or delay voice data from getting across the link, causing unacceptable speech quality. SSA provides the following information about the VoIP connection and how it is being impacted by other traffic. These statistics are calculated as defined in RFC 1889.
 - **Round Trip Delay**
 - **Receive Jitter**
 - **Transmit Jitter**
 - **Receive Packet Loss**
 - **Transmit Packet Loss**

Buttons

The following buttons can appear on this screen:

- **Trace**
Starts a trace of the rows selected. The trace is displayed for each call associated with the selected trunk ports or extension button. See [Trace](#) [69].

-
- **Trace All**
Starts a trace for the whole trunk group or extension. The trace is displayed for all calls associated with the trunk or extension. See [Trace](#) ^[69].
 - **Pause**
Stops the screen from updating. Applies to screens that are continually updated. The button label and function changes to Resume when the screen is paused.
 - **Resume**
Resumes updating screen in real time. The button label and function changes to Pause when the screen is updating automatically.
 - **Ping**
Perform a Ping action from the selected interface (system, line or extension) and display the results. See [Ping](#) ^[104].
 - **Call Details**
Displays [call details](#) ^[81] for the selected call.
 - **Print**
Prints all information available in the current screen (including any information currently scrolled off).
 - **Save As**
Saves all information that is available on the screen. By default, the information is saved as a .txt file. For screens that include traces, the trace only can be saved as a .csv file.

2.4.4 Status (SIP Trunk)

For SSA and IP Office 5.0, SSA will display the configured and free SIP Channel license count in the top of the SIP trunk screen. Also where the SIP Trunk requires registration, the status of the Primary and secondary registration will also be displayed in the top/summary section of the Trunk Status Screen for the SIP trunk.

The screenshot shows the AVAYA IP Office System Status application. The title bar reads 'IP Office System Status - F-075-IP406-1 (192.168.42.1)'. The AVAYA logo is in the top left, and the application title 'IP Office System Status' is in the top center. The interface has a menu bar (Help, Snapshot, LogOff, Exit, About) and a navigation tree on the left. The tree shows 'System', 'Alarms (7)', 'Extensions (22)', and 'Trunks (26)'. Under 'Trunks', 'Line: 1', 'Line: 2', 'Line: 3' (selected), 'Line: 4', 'Lines: 5 - 8', 'Line: 9', 'Line: 10', and 'Lines: 901 - 916' are listed. Below the tree are 'Active Calls' and 'Resources' sections. The main content area is titled 'SIP Trunk Summary' and has three tabs: 'Status' (selected), 'Utilization Summary', and 'Alarms'. The summary section displays the following information:

- Peer Domain Name: FreeCallsRUs.co.uk
- Gateway Address: 192.168.42.251
- Line Number: 3
- Number of Administered Channels: 40
- Number of Channels in Use: 1
- Administered Compression: Auto
- Silence Suppression: Off

Below the summary is a table with the following columns: Channel Number, URI Group, Call Ref, Current State, Time in State, Remote RTP Address, Codec, Connection Type, Caller ID or Dialed Digits, Other Party on Call, Direction of Call, Round Trip Delay, Receive Jitter, Receive Loss Fraction, Transmit Jitter, and Transmit Loss Fraction. The table contains 13 rows of data, with the first row showing a call in 'Connect...' state.

At the bottom of the main content area are buttons for 'Trace All', 'Ping', 'Call Details', 'Print...', and 'Save As...'. The status bar at the bottom right shows the time '4:08:24 PM' and the status 'Online'.

Information Displayed

- **Peer Domain Name**
The name of the service from the line form.
- **Gateway Address**
Gateway IP address from the VoIP form.
- **Line Number**
Fixed line number, defined by the user.
- **Number of Administered Channels**
The number of channels from the line form.
- **Total Channels in Use**
The total number of channels that have associated call references.
- **Administered Compression**
The compression mode from the VoIP form.
- **Silence Suppression**
Either On or Off.
- **Channels Table**
This table displays the following details:
 - **Channel Number**
Click on the row to view details of the call.
 - **URI Group**
The URI Group via which the call was routed in or out of the trunk. If there is no **Call Ref**, the URI Group is blank.
 - **Call Ref**
Call reference, assigned by IP Office and associated with the line in use. When a trace is in progress, any calls on the trunk will show **(i)** next to the Call Ref. If you select Call Details while a trace is in progress, the screen remains unchanged and a pop-up window appears which contains details about the selected call. The pop-up shows the state of the call at the time of selection and does not update. See [Trace](#) [69].
 - **Current State**
The state is defined when there is a call associated with a button. See [Call States](#) [88].

- **Time in State**
Reset to zero each time there is a state change.
- **IP Address from Connection**
DirectMedia (H.323 only), *RTP Relay* or *VCMs*.
- **CODEC**
Available via SIP message and may change throughout the call.
- **Connection Type**
Either *RTP Relay* or *VCM*.
- **Caller ID or Dialed Digits**
The information displayed depends on the call direction.
 - **Incoming Calls**
The Caller ID name and number. If there is no Caller ID, **None** is displayed.
 - **Outgoing Calls**
The digits that are sent to the central office.
- **Other Party on Call**
Contains one of the following:

Where Call was Originated/Answered	Displayed Value
User	User name and number
VoiceMail Call flow	Start Point name
Voicemail Box	Voicemail - user name or hunt group name of the mailbox
Data Service	RAS - service name
Conference	Conference name
Trunk	Line ID/URI Group/Channel number
Park Slot	Park Slot - when the other end has parked the call
Announcement	Announcement - the hunt group associated with the announcement number
Hunt Group	Hunt Group - name and number when a call is in a hunt group queue (not alerting)

- **Direction of Call**
Displays the call as either *Incoming* or *Outgoing*.
- **Quality of Service (QoS)**
Normal data packets can prevent or delay voice data from getting across the link, causing unacceptable speech quality. SSA provides the following information about the VoIP connection and how it is being impacted by other traffic. These statistics are calculated as defined in RFC 1889.
 - **Round Trip Delay**
 - **Receive Jitter**
 - **Transmit Jitter**
 - **Receive Packet Loss**
 - **Transmit Packet Loss**

Buttons

The following buttons can appear on this screen:

- **Trace All**
Starts a trace for the whole trunk group or extension. The trace is displayed for all calls associated with the trunk or extension. See [Trace](#)^[69].
- **Ping**
Perform a Ping action from the selected interface (system, line or extension) and display the results. See [Ping](#)^[104].
- **Call Details**
Displays [call details](#)^[81] for the selected call.
- **Print**
Prints all information available in the current screen (including any information currently scrolled off).
- **Save As**
Saves all information that is available on the screen. By default, the information is saved as a .txt file. For screens that include traces, the trace only can be saved as a .csv file.

2.4.5 Trace

When a trace is in progress, any calls on the trunk show **(i)** next to its **Call Ref**. If you select **Call Details** while a trace is in progress, the screen remains unchanged and a pop-up window appears which contains details about the selected call. The pop-up shows the state of the call at the time of selection and does not update.

The screenshot displays the AVAYA IP Office System Status application. The main window shows a navigation tree on the left with 'Line: 9' selected. The main area is divided into 'Status', 'Utilization Summary', and 'Alarms' tabs. The 'Status' tab shows a table of channels and a 'Trace Output - All Channels' section. A pop-up window titled 'Information Snapshot for Call Ref 54' is open, displaying call details.

Channel Number	Call Ref	Current State	Time in State	Remote RTP Address	Codec	Connection Type	Call Dialed
1	54	Connect...	00:00:04	192.168.4...	G72...	VCM	
2		Idle	00:37:46				
3		Idle	00:01:17				
4		Idle	2 days 0...				
5		Idle	2 days 0...				
6		Idle	2 days 0...				

Information Snapshot for Call Ref 54

Call Ref: 54 Call length: 00:00:11

Originator

Current State: Connected Time in State: 00:00:04
 Currently at: Extn 604, BorisAeris
 Button Number: 1
 Button Type: Call Appearance (CA)
 Dialed Digits: 6704

Destination

Current State: Connected Time in State: 00:00:04
 Trunk Used: Line: 9 H.323 192.168.42.120 Channel: 1
 Digits sent to Central Office: 6704
 Caller ID sent from Central Office: 6704
 Codec: G729 A
 Round Trip Delay: 0ms
 Receive Jitter: 0ms
 Receive Packet Loss Fraction: 0%
 Transmit Jitter: 0ms
 Transmit Packet Loss Fraction: 0%

Call target / Routing information

RTP Connection Type: VCM
 Call Recording: No
 Redirected to Twin: No
 Routed across SCN trunk: Yes
 Retargeting Count: 0

Buttons at the bottom: Trace Clear, Ping, Call Details, Print..., Save As...

Buttons

The following buttons can appear on this screen:

- **Clear**
Clears all the alarms that have been selected. Any alarm still active will remain with the count of 1.
- **Call Details**
Displays [call details](#) ^[81] for the selected call.
- **Print**
Prints all information available in the current screen (including any information currently scrolled off).
- **Save As**
Saves all information that is available on the screen. By default, the information is saved as a .txt file. For screens that include traces, the trace only can be saved as a .csv file.
- **Trace All**
Starts a trace for the whole trunk group or extension. The trace is displayed for all calls associated with the trunk or extension. See [Trace](#) ^[69].
- **Ping**
Perform a Ping action from the selected interface (system, line or extension) and display the results. See [Ping](#) ^[104].
- **Call Details**
Displays [call details](#) ^[81] for the selected call.
- **Print**
Prints all information available in the current screen (including any information currently scrolled off).
- **Save As**
Saves all information that is available on the screen. By default, the information is saved as a .txt file. For screens that include traces, the trace only can be saved as a .csv file.

2.4.6 Utilization Summary

The Utilization Summary tab is accessed by clicking Trunks on the navigation panel. Alternatively, click System and then Control Unit and double-click an expansion module or VoIP trunk.

The Utilization Summary provides a usage history for each trunk. The counts are reset either when the Reset button is clicked (at which point all values are reset to zero) or when the system reboots.

The screenshot shows the 'IP Office System Status' application window for 'IP500 Site A (192.168.42.1)'. The main content area displays the 'Utilization Summary for Line: 5'. The summary includes the following information:

- Module: Quad BRI
- Line: 5 Slot: 2 Port: 1
- Line Type: BRI
- Line Sub Type: ETSI
- Counters started: 04/02/2008 10:46:35

Two pie charts are shown: a red chart representing 'Abandoned' calls (3 total) and a cyan chart representing 'Idle time' (99%). A legend indicates that the cyan chart also includes 'Incoming call time', 'Outgoing call time', and 'Abandoned call time'. A 'Reregister' button is located at the bottom of the main content area.

Call Type	Number of Calls	Total Call Duration	Total Ring Time
Outgoing	0	0:00:00	
Incoming	0	0:00:00	0:00:00
Incoming Abandoned	3		0:00:00

Information Displayed

- **Module**
Type of trunk module.
- **Line**
Line ID.
- **Line Type**
See Line Protocols.
- **Line Sub Type**
See Line Protocols.
- **Counters Started**
Date and time the counts began.
- **Calls Table**
 - **Call Type**
 - **Outgoing**
The count of all Outgoing calls.
 - **Incoming**
The count of Incoming calls, excludes Incoming Abandoned calls.

- **Incoming Abandoned**
Calls where the caller disconnected before the call was answered. **Total Call Duration** is blank for Incoming Abandoned calls.
- **Number of Calls**
Total number of calls by Call Type.
- **Total Call Duration**
Hours, minutes and seconds format. For Outgoing calls, measured from the start of the call. For Incoming calls, measured from when the call was answered.
- **Total Ring Time**
Hours, minutes and seconds format.

Buttons

The following buttons can appear on this screen:

- **Reregister**
This option can be used to force Avaya H.323 IP phones to both reregister with the IP Office and to restart, including checking their current firmware against that available on the configured TFTP or HTTP file server. Since this process is monitored in real-time by the SSA, it is recommended that only small groups, up to 15 phones, are forced to reregister at any time. Attempting to reregister larger numbers of phones will cause SSA to appear to be paused.

2.4.7 Alarms

The Trunk Alarm screen contains an entry for each trunk. There is always an entry in the navigation panel for each trunk regardless of whether it has alarms. Trunk alarms are updated in real time.

The screen displays two tabs for digital trunks:

- **Alarms** ³⁸
Any current alarms are reported in red on the Alarm tab. If an alarm is no longer active, the alarm changes to black but the count will remain the same. When an alarm goes from historical to active, the count is increased by one.
- **24 Hour Performance History** ⁴⁹
This tab provides a 24 hour view of errors that occur on the line. If no errors have occurred within the last 24 hours, the table displays zero or blank values.

2.4.7.1 Alarms

The screenshot shows the AVAYA IP Office System Status application window. The title bar reads "IP Office System Status - IP500 Site A (192.168.42.1)". The main window has a menu bar with "Help", "Snapshot", "LogOff", "Exit", and "About". A left-hand navigation pane shows a tree view of system components, with "Alarms (10)" expanded to show "Line: 8 (1)". The main content area has tabs for "Status", "Utilization Summary", and "Alarms". The "Alarms" tab displays a table titled "Alarms for Line: 8 Slot: 2 Port: 4".

Last Date Of Error	Occurrences	Error Description
04/02/2008 10:46:36	1	Trunk out of Service

At the bottom of the main content area, there are buttons for "Clear", "Clear All", "Print...", and "Save As...". The status bar at the bottom right shows the time "08:42:46" and the word "Online".

Information Displayed

- Last Date of Error**
 The last time the error that caused a particular alarm occurred.
- Occurrences**
 How many times the alarm has occurred since the control unit was last restarted or the alarm was last cleared.
- Error Description**
 The table below details a description of the error that caused the alarm:

Error	Description
Insufficient DID Digits	A user can administer routes based on DID digits by using the MSN routing form. On this form, the user administers how many digits are expected (the Presentation Digits field). If a call is received and the number of digits received do not match the number in the Presentation Digits field, the following is displayed: There was a mismatch in the number of DID digits Expected number of digits: XX Digits Received: YYYYY
Incoming Call on Outgoing Trunk	On T1/PRI and analog lines, the direction for each channel can be administered to be incoming, outgoing or both. If the channel is outgoing and an incoming call arrives on the channel, the following is displayed: An incoming call arrived on the channel that is administered for Outgoing calls. Channel Number: XX (for digital lines) Port Number: XX (for analog lines)
Trunk Went Out of Service	If the trunk is not administered to be out of service but goes down, the following is displayed: Trunk out of service.
Red Alarm Active on Trunk	When a red alarm is reported on a T1/PRI trunk, the following is displayed: Red Alarm . A red alarm indicates lost synchronization.
Blue Alarm Active on Trunk	When a blue alarm is reported on a T1/PRI trunk, the following is displayed: Blue Alarm . A blue alarm indicates a signal failure has occurred.

Error	Description
Yellow Alarm Active on Trunk	When a yellow alarm is reported on a T1/PRI trunk, the following is displayed: Yellow Alarm . A yellow alarm indicates a transmission problem.
Loss of Signal on Trunk	When a loss of signal is reported, the following is displayed: Loss of Signal.
Caller ID not received	For analog loop start trunks administered with ICLID.
Seize Failure	When there is no loop current detected when trying to seize the trunk.
Response Failure	This alarm is generated when IP Office sends a TCP Sync to the remote end of an H.323 trunk and fails to receive an acknowledgement from the remote end, also when IP Office sends an INVITE over a SIP trunk and times out on no response. No response to IP trunk call request. IP Trunk Line Number: xxx Remote end IP address: yyy.yyy.yyy.yyy

Buttons

The following buttons can appear on this screen:

- **Clear**
Clears all the alarms that have been selected. Any alarm still active will remain with the count of 1.
- **Clear All**
Clears all listed alarms. Any alarm still active will remain with the count of 1.
- **Print**
Prints all information available in the current screen (including any information currently scrolled off).
- **Save As**
Saves all information that is available on the screen. By default, the information is saved as a .txt file. For screens that include traces, the trace only can be saved as a .csv file.

2.4.7.2 24 Hour Performance History

The first line in the table displays the current 15 minute interval and represents 0-15 minutes worth of data. Subsequent lines display the last 24 hours divided in to 15 minute intervals (fewer lines will be shown if the system has been running for less than 24 hours). The table is displayed regardless of whether there are errors on the trunk.

The screenshot shows the AVAYA IP Office System Status application. The main window displays the 'Alarms for Line: 5 Slot: 2 Port: 1' section, which includes a '24 Hour Performance History' table. The table has the following columns: Interval Start Time, Error Seconds, Bursty Error Seconds, Severely Errored Seconds, Failed/Unavailable Seconds, Bipolar Violation, Clock Slips, and Missed Frame. The data in the table is as follows:

Interval Start Time	Error Seconds	Bursty Error Seconds	Severely Errored Seconds	Failed/Unavailable Seconds	Bipolar Violation	Clock Slips	Missed Frame
12:00							
11:45	1					1	
11:30	1					1	
11:15	2					2	
11:00	1					1	
10:45	1					1	
10:30	2					2	
10:15	1					1	
10:00	1					1	
09:45	2					2	
09:30	1					1	
09:15	1					1	
09:00	1					1	

Below the table are buttons for 'Relative Time', 'Show Zeros', 'Print...', and 'Save As...'. The status bar at the bottom right shows '12:00:53' and 'Online'.

Buttons

The following buttons can appear on this screen:

- Absolute Time**
 Applies to the 24 Hour Performance History. Each line shows the absolute time at which the reported 15 minute period started (HH:MM in 24 hour clock format).
- Relative Time**
 Applies to the 24 Hour Performance History. Indicates how far into the 15 minute interval the line is (e.g. 3 minutes will show as 00:03). The times following that will be displayed in relationship to the current time as HH:MM (e.g. subtract 15 minutes from the current interval to get the next one).
- Show Blanks**
 Applies to 24 Hour Performance History. 0 error values for each line appear as blanks.
- Show Zeros**
 Applies to 24 Hour Performance History. 0 error values for each line are displayed.
- Print**
 Prints all information available in the current screen (including any information currently scrolled off).
- Save As**
 Saves all information that is available on the screen. By default, the information is saved as a .txt file. For screens that include traces, the trace only can be saved as a .csv file.

2.5 Active Calls

The Active Calls screen provides a summary of all the calls in the system. From the navigation panel, click Active Calls:


Call Ref	Call Length	Originator End Party	Current State	Time in State	Incoming Caller ID	Destination End Party	Current State	Time in State	Connected Caller ID
6	00:00:09	Line: 5 Slot: 2 ...	Connected	00:00:06		Extn 203, Extn2...	Connected	00:00:06	

Information Displayed

- **Call Ref**
Call reference for incoming trunks, assigned by IP Office and associated with the line in use.
- **Call Length**
Total length of the call.
- **Originator End Party**
Trunk or 'Currently At' information. See [Call Details](#) ⁸¹.
- **Current State**
The originator's current state. See [Call States](#) ⁸⁸.
- **Time in State**
The originator's time in state. Reset to zero every time there is a state change.
- **Incoming Caller ID**
The caller name and number.
- **Destination End Party**
Trunk or 'Currently At' information. See [Call Details](#) ⁸¹.
- **Current State**
The destination's current state. See [Call States](#) ⁸⁸.
- **Time in State**
The destination's time in state. Reset to zero every time there is a state change.
- **Connected Caller ID**
For outgoing trunks only. The connected caller name and number.

Buttons

The following buttons can appear on this screen:

- **Pause**
Stops the screen from updating. Applies to screens that are continually updated. The button label and function changes to Resume when the screen is paused.
- **Resume**
Resumes updating screen in real time. The button label and function changes to Pause when the screen is updating automatically.
- **Disconnect**
Clears the current call. The **Disconnect** button cannot be used to stop alerting calls for calls on Loop Start, T1 Loop Start and T1 Ground Start lines.
- **Call Details**
Displays [call details](#)  for the selected call.
- **Abandoned Calls**
The Active Calls screen splits to display a list of incoming calls on a trunk where the caller disconnected before the call was first answered.

2.5.1 Abandoned Calls

If, while viewing the [Active Calls](#) screen, the **Abandoned Calls** button is selected, the screen is split to include a list of abandoned calls below the active calls list. The abandoned calls table lists incoming calls on a trunk where the caller disconnected before the call was first answered.

The screenshot shows the AVAYA IP Office System Status application window. The title bar reads "IP Office System Status - IP500 Site A (192.168.42.1)". The AVAYA logo is in the top left, and the title "IP Office System Status" is in the top center. A menu bar includes "Help", "Snapshot", "LogOff", "Exit", and "About".

The left sidebar contains a navigation tree with the following items: System, Alarms (10), Extensions (17), Trunks (10) (with sub-items Line: 5, 6, 7, 8, 9-12, 13, 14), Active Calls (highlighted), Resources (Licenses, Directory, Control Unit Audit), Voicemail (Mailboxes), and IP Networking (IP Routes, Tunnels).

The main content area is divided into two sections:

Active Calls: 1

Call Ref	Call Length	Originator End Party	Current State	Time in State	Incoming Caller ID	Destination End Party	Current State	Time in State	Connected Caller ID
9	00:00:05	Line: 5 Slot: 2 ...	Connected	00:00:04		Extn 203, Extn2...	Connected	00:00:04	

1 Abandoned Calls since 05/02/2008 12:37:53

Date and Time	From Trunk	Incoming Caller ID	Incoming DID	Ringin/Queueing At	Wait
05/02/2008 12:38:05	Line: 5 Slot: 2 Port: 1 ...		200	Extn 203, Extn203	00:00:03

At the bottom of the main area are buttons: **Pause**, **Disconnect**, **Call Details**, and **Clear Abandoned Calls**. The bottom right corner shows the time "12:38:20" and the status "Online".

Information Displayed


The following information is displayed for disconnections that have occurred since the time the Abandoned Calls button was selected. If the viewer restarts whilst an Abandoned Calls list is displayed, the list is cleared. After the restart, the viewer updates the time in the header to indicate that the list displays Abandoned Calls since the time of the restart.

- **Date and Time**
Date and time the call started.
- **From Trunk**
The line/channel information about the calling party.
- **Incoming Caller ID**
The name and/or number as shown in the Active Calls list.
- **Incoming DID**
The number as displayed in the Call Details screen. See [Call Details](#) screen.
- **Ringin/Queueing At**
The alerting parties (if any) on the call at the time of disconnection. Otherwise (if the call was in a queue), the hunt group name.
- **Wait**
The call duration until disconnection occurred.

Buttons

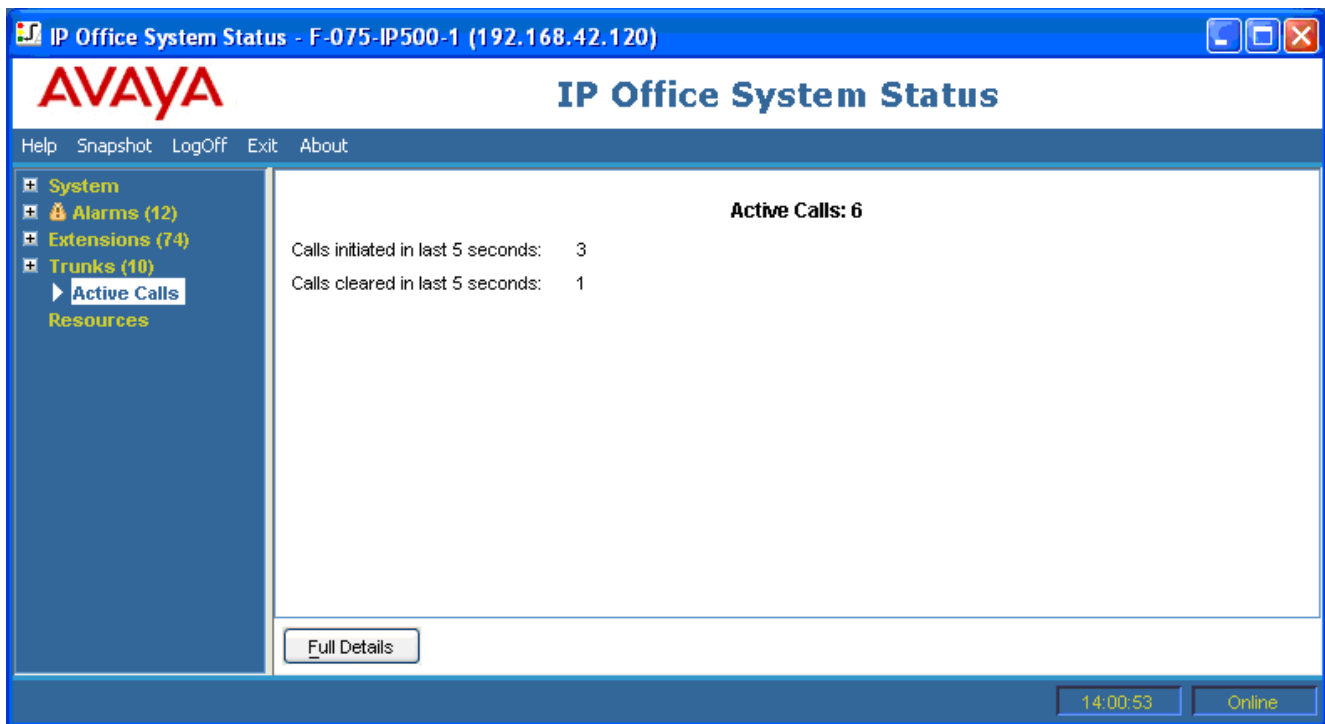
The following buttons can appear on this screen:

- **Pause**
Stops the screen from updating. Applies to screens that are continually updated. The button label and function changes to Resume when the screen is paused.
- **Resume**
Resumes updating screen in real time. The button label and function changes to Pause when the screen is updating automatically.

- **Disconnect**
Clears the current call. The **Disconnect** button cannot be used to stop alerting calls for calls on Loop Start, T1 Loop Start and T1 Ground Start lines.
- **Call Details**
Displays [call details](#)  for the selected call.
- **Clear Abandoned Calls**
Clears all listed abandoned calls, updates the date and time and enables further abandoned calls to be logged.

2.5.2 Reduced Active Calls

If you are viewing the [Active Calls](#) information for a heavily loaded IP Office (using a communications link with insufficient bandwidth or running SSA with insufficient CPU power), SSA will automatically reduce the amount of information displayed, to accommodate the high call rate.



When the call initiation/setup rate has reduced, the **Full Details** button can be selected to resume the full display. If you want to view IP Office activity during the high load, the snapshot facility can be used to obtain a complete instantaneous view of the system.

Buttons

The following buttons can appear on this screen:

- **Full Details**
Applies to Active Calls. Resumes the full display.

2.5.3 Call Details

The Call Details screen is only displayed if a call is active. The Call Details screen can be accessed as follows:

- Select a current call in the **Active Calls** screen.
- Click **Extensions** and then click the relevant extension.
- Click **System** and then **Control Unit** and double-click a line.

The screenshot displays the AVAYA IP Office System Status application window. The title bar reads "IP Office System Status - IP500 Site A (192.168.42.1)". The main window has a blue header with the AVAYA logo and the title "IP Office System Status". Below the header is a menu bar with "Help", "Snapshot", "LogOff", "Exit", and "About".

The left sidebar contains a tree view with the following items:

- System
- Alarms (10)
- Extensions (17)
- Trunks (10)
 - Line: 5
 - Line: 6
 - Line: 7
 - Line: 8
 - Lines: 9 - 12
 - Line: 13
 - Line: 14
- Active Calls
 - Call Details for Ca
- Resources
 - Licenses
 - Directory
 - Control Unit Audit
- Voicemail
 - Mailboxes
- IP Networking
 - IP Routes
 - Tunnels

The main content area is titled "Call Details" and shows the following information:

- Call Ref: 7 Call length: 00:00:21
- Originator
- Current State: Connected Time in State: 00:00:17
- Trunk: Line: 5 Slot: 2 Port: 1 Channel: 1
- Incoming Caller ID:
- Incoming DID: 200
- Destination
- Current State: Connected Time in State: 00:00:17
- Currently at: Extn 203, Extn203
- Button Number: 1
- Button Type: Call Transfer (C/L)

Below the call details is a "Trace Output" section with a scrollable text area. At the bottom of the window is a toolbar with buttons: "Trace Clear", "Pause", "Back", "Disconnect", "Conference Details", "Print...", and "Save As...". The status bar at the very bottom shows the time "09:41:16" and the status "Online".

Information Displayed


- **Call Ref**
Call reference assigned by IP Office and associated with the line in use.
- **Call Length**
Total length of the call.
- For further details see the following sections:
 - [Originator Information](#) ⁸⁴
 - [Destination Information](#) ⁸⁵
 - [Call Target Information](#) ⁸⁷
 - [Conference Details](#) ⁸³
 - [Call States \(Extension Ports\)](#) ⁸⁸
 - [Call States \(Trunk Ports\)](#) ⁹⁰
 - [Callback and Returning Calls](#) ⁹¹
- **Trace Output**
The bottom section of the screen contains trace information and a scroll bar, enabling you to view the trace. Tracing enables you to view details of specific calls and is useful for problem solving. For more information, see [Tracing](#) ¹⁰⁸.

Notes

- The names shown for voicemail destinations are those supplied by IP Office to voicemail, when the connection is made. Any subsequent activities within voicemail, for example logging in to an alternative mailbox, will not be reflected in the information shown for the destination.
- A call that is both alerting/queuing and listening to an announcement will indicate information about both.

Buttons

The following buttons can appear on this screen:

- **Trace Clear**
Clears the trace and continues tracing.
- **Pause**
Stops the screen from updating. Applies to screens that are continually updated. The button label and function changes to Resume when the screen is paused.
- **Resume**
Resumes updating screen in real time. The button label and function changes to Pause when the screen is updating automatically.
- **Back**
Returns to the previous screen.
- **Disconnect**
Clears the current call. The **Disconnect** button cannot be used to stop alerting calls for calls on Loop Start, T1 Loop Start and T1 Ground Start lines.
- **Conference Details**
Available for call details when the call is connected to a conference. Press to display the [conference details](#) .
- **Print**
Prints all information available in the current screen (including any information currently scrolled off).
- **Save As**
Saves all information that is available on the screen. By default, the information is saved as a .txt file. For screens that include traces, the trace only can be saved as a .csv file.

2.5.4 Conference Details

When a call is connected to a conference, an additional Conference Details button shows all connected calls on the conference. The screen also displays whether the conference is a Conferencing Center or ad-hoc type and whether the conference is being recorded.

Conference Details

Name: Conf 100
 Type: Ad Hoc
 Call Recording: No

Call Ref	State	Party
3	Connected	Extn 411, Extn411
4	Connected	Extn 201, Extn201
5	Connected	Extn 203, Extn203

Buttons:

Status: 08:26:23 Online

Buttons

The following buttons can appear on this screen:

- Pause**
 Stops the screen from updating. Applies to screens that are continually updated. The button label and function changes to Resume when the screen is paused.
- Refresh**
 Updates the screen. This button appears on screens that do not update automatically.
- Back**
 Returns to the previous screen.
- Print**
 Prints all information available in the current screen (including any information currently scrolled off).
- Save As**
 Saves all information that is available on the screen. By default, the information is saved as a .txt file. For screens that include traces, the trace only can be saved as a .csv file.

2.5.5 Call Information

2.5.5.1 Originator Information

The following information displayed is based on whether the originating end is a trunk or not.

Originating End is a Trunk

Includes all incoming calls on analog, dialog or VoIP trunks. The following is reported for the **Originator** (trunk):

- **Trunk**
Includes fixed line number, URI group (SIP lines) and channel (for digital and VoIP lines).
- **Current State and Time in State**
See [Call States](#) ^[88].
- **Incoming Caller ID**
The caller ID name and number.
- **Incoming DID**
The incoming DID digits (when applicable).
- **Codec**
Selected via H.323/SIP messages and may change during the call.
- **VoIP Trunk (H.323, SCN or SIP)**
Normal data packets can prevent or delay voice data from getting across the link, causing unacceptable speech quality. SSA provides the following information about the VoIP connection and how it is being impacted by other traffic. These statistics are calculated as defined in RFC 1889.
 - Round Trip Delay
 - Receive Jitter
 - Transmit Jitter
 - Receive Packet Loss
 - Transmit Packet Loss

Originating End is not a Trunk

The following information is reported for the Originator:

- **Current State and Time in State**
The state is defined when there is a call associated with a button.
- **Currently At:**
 - **Users**
The user name and number is listed. For multi-line sets, the button number and button type (Call, Line and Bridged Appearance or Call Coverage) are displayed.
 - **Voicemail Call flow**
When voicemail is the originator end, no call flow name will be shown.
 - **Data Service**
The service name.
 - **Park Slot**
The park slot number.
 - **Conference**
The conference number.
 - **Multicast**
Multicast.
 - **Dialed Digits**
The digits that were dialed by the user.
- **Codec** (if applicable)
Selected via H.323/SIP messages and may change during the call.

2.5.5.2 Destination Information

The information displayed is based on whether the destination end is a trunk or not.

Destination End is a Trunk

Includes the following types of calls that involve trunks:

- Call to an outside number from the switch
- VoiceMail Pro calling an outside number (for a callback)
- External forwarding
- SCN call

The following information is reported for the **Destination**:

- **Trunk Used**
Includes fixed line number, URI group (SIP lines) and channel (for digital and VoIP lines).
- **Current State and Time of State**
The state is defined when there is a call associated with a button.
- **Digits sent to Central Office**
These are the digits that IP Office has sent to the central office or the To: URL, sent in the INVITE for a SIP trunk.
- **Caller ID sent from Central Office**
Some central offices send the connected Caller ID (versus who was called).
- **Codec**
Selected via H.323/SIP messages and may change during the call.
- **VoIP Trunk (H.323, SCN or SIP)**
Normal data packets can prevent or delay voice data from getting across the link, causing unacceptable speech quality. SSA provides the following information about the VoIP connection and how it is being impacted by other traffic. These statistics are calculated as defined in RFC 1889.
 - Round Trip Delay
 - Receive Jitter
 - Transmit Jitter
 - Receive Packet Loss
 - Transmit Packet Loss

Destination End is not a Trunk

The following information is reported for the Destination:

- **Current State and Time in State**

The state is defined when there is a call associated with a button.

- **Currently At**

One of the following:

- **Group of Users**

For paging and some hunt group calls, listed by user name and number. If the call is alerting/connected for both users and SCN trunks, all will be listed.

- **User**

The user name and number are listed. For multi-line sets the button number and button type (Call, Line and Bridged Appearance and Call Coverage) are displayed.

- **Voicemail Call flow**

The call flow name.

- **AutoAttendant**

The string Automated Attendant followed by the Automated Attendant number is listed.

- **Park Slot**

The park slot and park slot number/name.

- **Mailbox**

The mailbox and mailbox name.

- **Voicemail Announcement**

This will be Announcement plus the group/username and the announcement number.

- **Conference**

The conference name. See [Conference Details](#) ⁸³.

- **RAS**

The user name.

- **Hunt Group Queue**

The hunt group name and number when a call is in a hunt group queue but not alerting.

- **Codec**

Selected via H.323/SIP messages and may change during the call.

2.5.5.3 Call Target/Routing Information

- **RTP Connection Type** (if applicable)
DirectMedia, RTPRelay or VCM.
- **Shortcode Matched** (if applicable)
Includes the shortcode name, feature and the type (System, User, LCR, Line).
- **Original Target** (if applicable)
One of the following:
 - **Destination is a User**
The user name or extension number is listed.
 - **Destination is a Hunt Group**
The hunt group name or extension number is listed.
 - **Destination is a shortcode**
The shortcode and feature are listed along with the type (System, User, LCR, Line).
 - **Destination is an embedded Automated Attendant**
The string Automated Attendant, followed by the Automated Attendant number is listed.
- **Call Recording**
Call recording in progress (Yes or No).
- **Call was Redirected to a Twin**
Yes or No.
- **Call Routed Across SCN Trunk**
Yes or No. Set to Yes only when the call becomes connected.
- **Retargeting Count**
The number of times the call has been retargeted. A call is retargeted, for example; on expiry of a no answer timeout. Retargeting means that the current destination(s) stop alerting and a new destination is selected instead.
- **Transfer Count** (if appropriate)
The number of times a call has been transferred.
- **Redirecting Station** (if appropriate)
The station from which a call was re-directed on Forwarding, Follow Me, coverage or twinning.

2.5.5.4 Call States (Extension)

Call States are shown for both ends of a call. The valid states for extension ports are listed in the following table:

State	Extension
Idle	There is no call or call attempt on this extension or button.
Connected	A call is connected on this port.
Held	The call is on regular hold. This could be the result of pressing the Hold button, or a flash hook.
Held for Transfer/Conference	The call is on hold as the result of a user pressing the fixed Transfer or Conference button.
Parked	The call has been parked at a park slot.
Seized	A call is being originated, the port has been seized but the call is not yet connected. No digits have been dialed.
Dialling	A call is being originated, the port has been seized but the call is not yet connected. At least one digit has been dialed.
WrapUp	The user on this port is in the Wrapup state. This might be the automatic call time or set for call center agent.
In Use Elsewhere	This means that another person is active on a Call or Bridged Appearance. For Line Appearance, this means that another user is active on the call.
On Hold Elsewhere	This means that another person has placed a call on hold at a Call or Bridged Appearance. For Line Appearance, this means another user has placed a call on hold.
In Use Inaccessible	This means that the Call or Bridged Appearance cannot be accessed. For example: <ul style="list-style-type: none"> • The Call Appearance on the chain is associated with a user who is not logged in. • The longest internal member on the call has Cannot Be Intruded active. • The Call Appearance on the chain is on a button that has no LEDs. A Line Appearance cannot be accessed. For example: <ul style="list-style-type: none"> • The longest internal member on the call has Cannot Be Intruded active. • The line associated with the Line Appearance is Out of Service.
Alerting	When a call is visually or audibly alerting on a telephone.
Ringback*	For outgoing calls, this is the state after the user has completed dialling and is listening to ringback.
Call Listen	Indicates the call is listening to this extension
Paging	Indicates one or more output points of a paging call.
Recording	A surrogate call is being used to record the call whose ID is indicated.
Hold Reminder	Extension is alerting with a hold reminder notification.
Park Reminder	Extension is alerting with a park reminder notification.
Transfer Return	Extension is alerting with a transfer return call notification.
Voicemail Ringback	Extension is alerting with a voicemail ringback notification.
Auto Callback	Extension is alerting with a callback/reminder notification.
Held at Central Office	For European ISDN lines, the central office has the call on hold. It will free the B-channel which will be seen as idle in SSA.
Holding	Indicates that the other party on the call is in one of the Held states: Held, Held for Transfer, Held for Conference, Held at Central Office, Hold Reminder.
Connected Blind	Indicates that this end of the call is connected and that the other party on the call is alerting with either a blind transferred call or a transfer return.
Queuing	Indicates that the call is held in a hunt group queue and is not alerting at any extension. The other end will be in Ringback/Incoming Alerting or Connected Announcement state.
Alerting Announcement	Indicates that the call is alerting at one or more extensions or trunks and is also currently connected to voicemail for a queuing announcement.
Queuing Announcement	Indicates that the call is held in a hunt group queue, is not alerting at any extension and is currently connected to voicemail for a queuing announcement.
Connected Announcement	Indicates that this end of the call is connected because the call is or has been listening to a queuing announcement.
Number Unobtainable	States that an extension can be left in by a failed/cleared call.
Busy	States that an extension can be left in by a failed/cleared call.

Disconnected

States that an extension can be left in by a failed/cleared call.

* When a call is alerting, one endpoint will be in the alerting state and the other will be in the ringback state. From the view of the call model, Ringback and Incoming Alerting are equivalent states. Also, Alerting and Outgoing Alerting are equivalent states.

Trunk Summary and Extension Status screens will show a direction for each call. For a trunk, the call is shown as outgoing (if IP Office initiated the call) and incoming (if the central office or network initiated the call). For an extension, the call is shown as outgoing (if the extension initiated the call) and incoming (if another party initiated the call).

For examples of call sequences that include announcements, see [Tracing](#)⁽¹⁰⁸⁾.

2.5.5.5 Call States (Trunk)

Call States are shown for both ends of a call. The valid states for trunk ports are listed in the following table:

State	Trunk
Idle	There is no call or call attempt on this port or channel.
Out of Service	The port has been set to Out of Service or the digital circuit (that this channel is on) is down.
Connected	A call is connected on this port.
Connected WAN	This time slot in use to deliver WAN interface - digital trunks only.
Parked	The call has been parked at a park slot.
Seized	A call is being made and the system selects a particular line.
Dialling	A call is being originated from this port, the trunk has been seized but the call is not yet connected. On analog trunks, 'connected' may be an implied state based on a timeout.
Clearing	The call is in the process of terminating or is in the post call timeout period.
Pre-Alert	This is when an incoming call arrives on a trunk and the system is waiting for Caller ID.
Outgoing Alerting	When an outgoing call is being made and the far end is alerting.
Incoming Alerting	When an incoming trunk call is visually or audibly alerting or is in a hunt group queue.
Paging	Indicates one or more output points of a paging call.
Recording	A surrogate call is being used to record the call whose ID is indicated.
Held at Central Office	For European ISDN lines, the central office has the call on hold. It will free the B-channel which will be seen as idle in SSA.
Holding	Indicates that the other party on the call is in one of the Held states: Held, Held for Transfer, Held for Conference, Held at Central Office, Hold Reminder.
Connected Blind	Indicates that this end of the call is connected and that the other party on the call is alerting with either a blind transferred call or a transfer return.
Queuing	Indicates that the call is held in a hunt group queue and is not alerting at any extension. The other end will be in Ringback/Incoming Alerting or Connected Announcement state.
Alerting Announcement	Indicates that the call is alerting at one or more extensions or trunks and is also currently connected to voicemail for a queuing announcement.
Queuing Announcement	Indicates that the call is held in a hunt group queue, is not alerting at any extension and is currently connected to voicemail for a queuing announcement.
Connected Announcement	Indicates that this end of the call is connected because the call is or has been listening to a queuing announcement.

* When a call is alerting, one endpoint will be in the alerting state and the other will be in the ringback state. From the view of the call model, Ringback and Incoming Alerting are equivalent states. Also, Alerting and Outgoing Alerting are equivalent states.

Trunk Summary and Extension Status screens will show a direction for each call. For a trunk, the call is shown as outgoing (if IP Office initiated the call) and incoming (if the central office or network initiated the call). For an extension, the call is shown as outgoing (if the extension initiated the call) and incoming (if another party initiated the call).

For examples of call sequences that include announcements, see [Tracing](#) ^[108].

2.5.5.6 Callback and Returning Calls

The following table shows what is reported as the originator:

Call Type	Originator
Transfer Return	Transferee
Hold Reminder	The party that was the originator before the hold was initiated.
Park Reminder	The park slot. The reminder is a new call. If the reminded party picks this call up, parked and new calls will combine in the same way as a transfer completion.
Automatic Callback*	The party that requested the callback.
Voicemail Ringback	The party receiving the callback.

* While alerting at the telephone who originated the callback.

2.6 Resources

The **System Resources** screen provides a summary of key resources and their current usage in the system.

The screenshot shows the AVAYA IP Office System Status application. The interface includes a menu bar with 'Help', 'Snapshot', 'LogOff', 'Exit', and 'About'. A left-hand navigation pane lists system components like 'Control Unit (IP500)', 'VoIP Trunks (2)', 'H.323 Extensions', 'Alarms (10)', 'Extensions (17)', 'Trunks (10)', 'Active Calls', 'Resources', 'Licenses', 'Directory', 'Control Unit Audit', 'Voicemail', and 'IP Networking'. The main area displays 'System Resources' with the following information:

- Primary Music on Hold Source (1): Internal (File Status: Loaded)
- Alternate Music on Hold Source (2): 1234567890123456789012345678901 (File Status: Failed to Load)
- Configuration Size: 1024K
- Configuration Used: 32K (Visualized by a green gauge showing 3% usage)
- Memory Free: 73189K
- 8kHz Clock source: Line: 5 Slot: 2 Port: 1

Channels	Number of Channels	Number in Use	Usage	Congestion Count	Last Date of Congestion
Data	48	0	0%	0	
VCM	64	0	0%	0	
VM	4	0	0%	0	
Modem	0	0	0%	1	04/02/2008 1...
Conference	128	0	0%	0	

At the bottom of the window, there is a 'Pause' button, a time display '07:39:04', and a status indicator 'Online'.

Information Displayed

- Music on Hold Source**
 Music on Hold (MOH) is provided by IP Office as either an internally stored file or an externally connected audio input. For IP Office 4.2+ details of the configured alternate music on hold sources are also shown.
- Configuration Size**
 The maximum available Kbytes size available for a configuration file. This varies depending on the control unit.
- Configuration Used**
 The total number of Kbytes that have been used in the configuration file.
- Memory Free**
 The number of free Kbytes in IP Office.
- 8kHz Clock Source**
 For systems with digital trunks this will indicate the trunk being used as the clock source for the IP Office system. If no clock source has been configured the IP Office will default to using its own clock.
- Channels Table**
 This table lists details of various resource channels available to be used by the system.
 - Channels**
 One of the following:
 - VCM Channels**
 Voice compression channels are used for calls between IP and non-IP devices (trunks and or extensions). For most control units, voice compression channels are provided by the installation of VCM cards.

- **Data Channels**
Data Channels is used for Remote Access (RAS), Internet Access, and Voicemail sessions. A data channel is an internal signaling resource used whenever a call is made from the IP network to an exchange line (Central Office). For example, four people surfing the Internet will use a single data channel since they all share the same line to the ISP. Two people remotely accessing the Office LAN from home will use two data channels since they have dialed in on separate lines. IP extensions do not use data channels.
- **Modem Channels**
This is the internal IP400 modem card. The 'private' modem in a Small Office Edition base unit or an ATM4 card is not included in these channels.
- **Conference Channels**
The number of channels available for conference members (parties) varies with the IP Office control unit type. These channels are used for conference calls and for features such as call intrusion and call recording.
- **VM Channels**
The number of voicemail channels available and the number in use. For Voicemail Pro, the number available is based on the voicemail licenses installed.
- **Number of Channels**
The total number of resources available in the system.
- **Number in Use**
The number of resources that are currently in use.
- **Usage**
The percentage of the resource currently being used.
- **Congestion Count**
The total number of times that all of the resources were in use. For example; if there are 4 voicemail channels and there has been an attempt to access a fifth channel, the congestion count will display 1.
- **Last Date of Congestion**
When a request for a resource has failed.

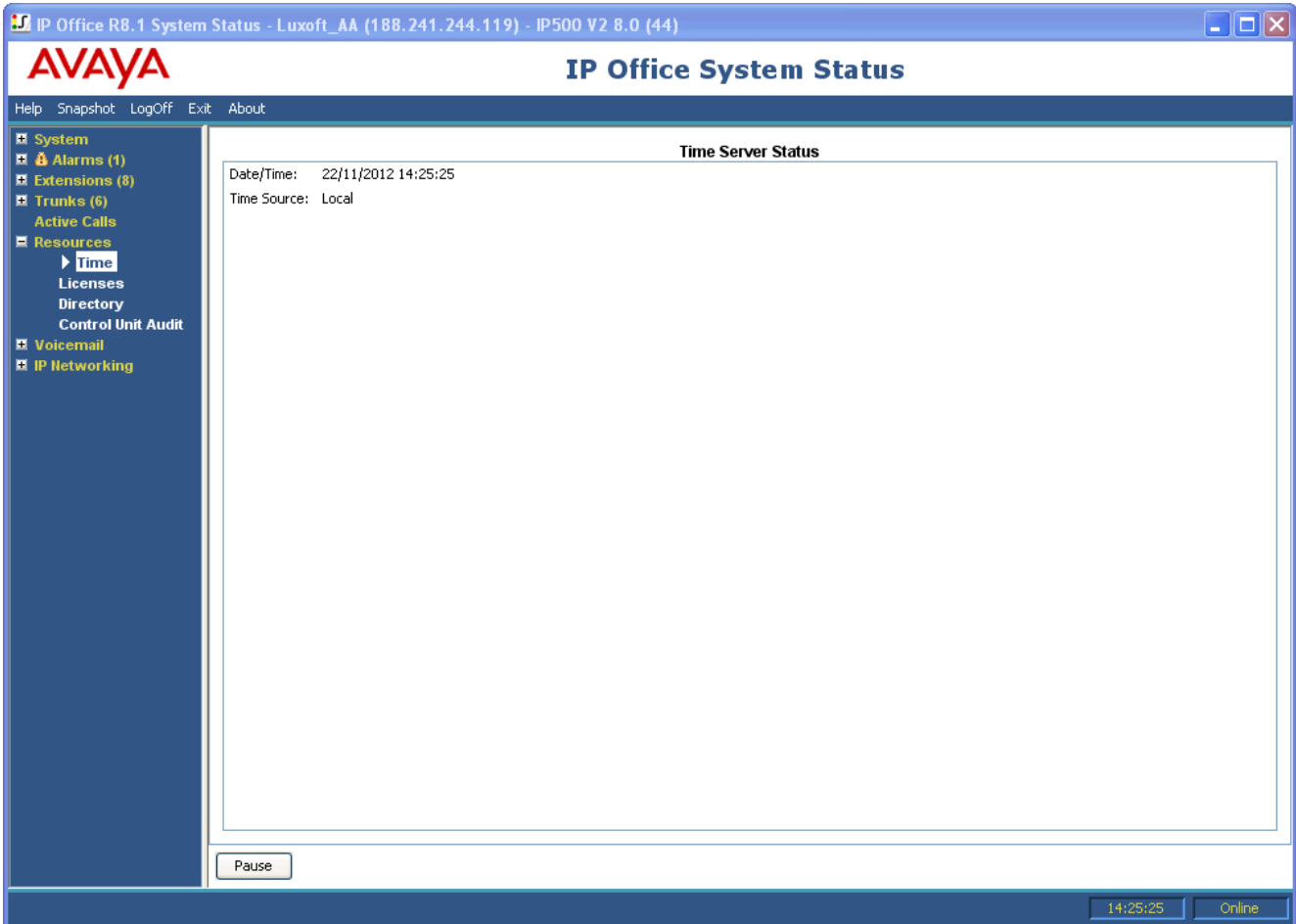
Buttons

The following buttons can appear on this screen:

- **Pause**
Stops the screen from updating. Applies to screens that are continually updated. The button label and function changes to Resume when the screen is paused.
- **Refresh**
Updates the screen. This button appears on screens that do not update automatically.

2.6.1 Time

This screen displays the current date and time set on the system and details about the source the system is using for that time plus any daylight savings settings.



Buttons

The following buttons can appear on this screen:

- **Pause**
Stops the screen from updating. Applies to screens that are continually updated. The button label and function changes to Resume when the screen is paused.
- **Refresh**
Updates the screen. This button appears on screens that do not update automatically.

2.6.2 Licenses

IP Office 4.2+. This screen shows the current installed licenses and the status of those licenses. The type and serial number of the Feature Key Dongle is also shown.

IP Office System Status - IP500 Site A (192.168.42.1)

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

Licenses

Feature Key Detected: Local, Serial Number 5100691

License Type	Available Instances	Number of Licenses	Congestion Count	Last Date of Congestion	License Key	Status	Instances	License Expiration Date
Unused (1)	Unlimited	0			TvKLBsd49dOTZ	Valid	Unlimited	Never
CTI Link Pro	Unlimited	0			QXzkbho8LKPi3f	Valid	Unlimited	Never
Wave User	Unlimited	0			CKyLJ3vd9SGKn	Valid	Unlimited	Never
Integrated Messa...	Unlimited	0			BU5mbcLcgUM6C	Valid	Unlimited	Never
Voicemail Pro (4 P...	Unlimited	0			2v9WmC8hPKiM	Valid	Unlimited	Never
Microsoft CRM Int...	Unlimited	0			HGDPfhg35UgDv	Valid	Unlimited	Never
CCC Spectrum W...	Unlimited	0			yHT@Sd95XDec	Valid	Unlimited	Never
DECT Integration (...)	Unlimited	0			Q35k76dovNs1bt	Valid	Unlimited	Never

Pause

07:48:10 Online

- Note that the consumption of some licenses, that is the difference between and **Available Instances** and **Instances**, is not controlled by the IP Office itself. For example CCC licenses. In those cases the **Available Instances** and congestion events are not know.

Buttons

The following buttons can appear on this screen:

- **Pause**
Stops the screen from updating. Applies to screens that are continually updated. The button label and function changes to Resume when the screen is paused.
- **Refresh**
Updates the screen. This button appears on screens that do not update automatically.

2.6.3 Networked Licenses

For a system in a Server Edition multi-site network, this screen lists the licenses granted to the system from the network's primary server. This differs from licenses held in the system's own configuration shown on the [Licenses](#) screen.

The screenshot shows the AVAYA IP Office System Status application window. The title bar reads "IP Office R8.1 System Status - 00016CEF7D0E (192.168.0.214) - IP Office Linux PC 8.1 (604391)". The main content area is titled "Networked Licenses - Client Data" and displays the following information:

License Server: 255.255.255.255
Last Refresh: 26/11/2012 10:45:18

License	Allocated	Reserved Need	Unreserved Need
Server Edition	0	1	0
Power User	0	0	0
Avaya IP Endpoints	0	0	0
IP Endpoints	0	0	0
Office Worker	0	0	0
SIP Trunk Channels	0	0	0

At the bottom of the screen, there is a "Pause" button and a status bar showing the time "10:45:39" and the status "Online".

Buttons

The following buttons can appear on this screen:

- **Pause**
Stops the screen from updating. Applies to screens that are continually updated. The button label and function changes to Resume when the screen is paused.
- **Refresh**
Updates the screen. This button appears on screens that do not update automatically.

2.6.4 Directory

This screen shows information about the directory entries held by the system including imported directory entries. Available for IP Office Release 5.0 and higher systems.

IP Office System Status

Help Snapshot LogOff Exit About

Directory

Sources:

Directory	Running	Maximum	Last Update	Update Status	Imported	Discarded
System	3	2500				
LDAP	0	5000	10/03/2009 09...	Not Configured	0	0
HTTP	0	5000	10/03/2009 09...	Not Configured	0	0
Total	3	5000				

Number of Remote Small Community Network Sites: Not Networked

Number of Local User Entries: 15

Number of Local Group Entries: 2

Number of Remote User Entries: 0

Number of Remote Group Entries: 0

Total Number of User and Group Entries: 17

Users and Groups:

Name	Number	Type	Source of Entry	Current Location
RemoteManager		User	Local	
NoUser		User	Local	
Extn201	201	User	Local	
Extn202	202	User	Local	
Extn203	203	User	Local	
Extn204	204	User	Local	
Extn205	205	User	Local	
Extn206	206	User	Local	
Extn207	207	User	Local	
Extn208	208	User	Local	
Extn299	299	User	Local	
Extn298	298	User	Local	

Refresh Membership Conflicts

09:30:26 Online

Information Displayed

- **Sources**
The first part is a table indicating the system directory number sources being used by the IP Office.
- **System**
Directory entries stored as part of the IP Office configuration. These are entered and edited using IP Office Manager. They can also be edited by a system phone user using a 1608/1616 phone
- **LDAP**
Directory entries imported using LDAP from an LDAP server. The IP Office needs to be configured to use LDAP Directory Services and how often to import using LDAP.
- **HTTP**
Directory entries imported using HTTP from another IP Office. The IP Office needs to be configured to use HTTP Directory Services and how often to import using HTTP.
- **Total**
The total number of current directory entries and the overall system maximum.
- **Running**
The number of directory entries.
- **Maximum**
The maximum capacity of such directory records that the system will allow. Note that System source entries have priority over imported LDAP/HTTP entries.
- **Last Update**
The last time the Update Status was changed. LDAP and HTTP sources only.

- **Update Status**

The status or result of the last update. LDAP and HTTP sources only.

- **Success**

The last update was successful.

- **Success with Overflow**

The last update was successful but some entries were not imported because the maximum was exceeded.

- **Failure**

The last update attempt was not successful.

- **In Progress**

The IP Office is currently importing records.

- **Not Configured**

The IP Office does not have an import source configured.

- **Imported**

The number of entries imported during the last successful update. LDAP and HTTP sources only.

- **Discard**

The number of entries discarded, due to being invalid or duplicate, during the last successful update. Records are discarded if they have a blank name or number, match an existing record or exceed the total capacity of the IP Office system. LDAP and HTTP sources only.

Buttons

The following buttons can appear on this screen:

- **Pause**

Stops the screen from updating. Applies to screens that are continually updated. The button label and function changes to Resume when the screen is paused.

- **Refresh**

Updates the screen. This button appears on screens that do not update automatically.

- **Membership**

Display the users who are members of the selected hunt group.

- **Conflicts**

Displays any conflicts with directory entries on other systems if in a multi-site network.

2.6.5 Control Unit Audit

IP Office 4.2+. This screen displays the control unit audit trail. It shows who has accessed the system configuration and the type of actions they have been performing.

Control Unit Audit

Date and Time	Event Type	Item Changed	Outcome	IP Office Account	PC IP Address	PC MAC Address	PC Login Username
21/06/2007 ...	Security Login		Success	Operator			
18/01/2008 ...	Write with I...	System	Success	Administrator	192.168.42...	00-01-6C-E...	Administrator
18/01/2008 ...	Write with I...	System	Success	Administrator	192.168.42...	00-01-6C-E...	Administrator
18/01/2008 ...	Warm Start		Success	System Re...			
18/01/2008 ...	Write with I...	System	Success	Administrator	192.168.42...	00-01-6C-E...	Administrator
18/01/2008 ...	Warm Start		Success	System Re...			
18/01/2008 ...	Write with M...	System	Success	Administrator	192.168.42...	00-01-6C-E...	Administrator
23/01/2008 ...	Write with M...	User Extn203	Success	Administrator	192.168.42...	00-01-6C-E...	Administrator
23/01/2008 ...	Write with M...	User Extn203	Success	Administrator	192.168.42...	00-01-6C-E...	Administrator
23/01/2008 ...	Write with M...		Success	Administrator	192.168.42...	00-01-6C-E...	Administrator
23/01/2008 ...	Write with M...	User Extn203	Success	Administrator	192.168.42...	00-01-6C-E...	Administrator
23/01/2008 ...	Write with M...	User Extn203	Success	Administrator	192.168.42...	00-01-6C-E...	Administrator
29/01/2008 ...	Write with I...	User Extn203	Success	Administrator	192.168.42...	00-01-6C-E...	Administrator
29/01/2008 ...	Warm Start		Success	System Re...			
04/02/2008 ...	Upgrade		Success				
04/02/2008 ...	Warm Start		Success	System Re...			

Refresh

07:50:14 Online

Buttons

The following buttons can appear on this screen:

- Refresh**
 Updates the screen. This button appears on screens that do not update automatically.

2.7 Voicemail

IP Office 4.2+. This screen displays the status of the voicemail server configured for the IP Office. The details shown will vary according to the type of voicemail server.

IP Office System Status

Help Snapshot LogOff Exit About

System

- Control Unit (IP500)
- VoIP Trunks (2)
- H.323 Extensions
- Alarms (10)
- Extensions (17)
- Trunks (10)
- Active Calls
- Resources
 - Licenses
 - Directory
 - Control Unit Audit
 - Voicemail**
 - Mailboxes
- IP Networking


Voicemail Status

Voicemail Type: Voice Mail Pro

Licenses:

License Type	Available Instances	Number of Licenses in use
Voicemail Pro (4 Ports)	Unlimited	0
AUDIX Voicemail	Unlimited	0

Total Number of Voicemail Ports: 4

Total Number of Voicemail Ports in use: 1  25%

Last date and time port allocation failed:

Active Voicemail Ports:


Call Ref	Service Type	Name	Call State	Time in State	Direction	Other Party on Call
1	Mailbox	?Extn203	Connected	00:00:05	Incoming	Extn 203, Extn203

Pause Call Details

08:08:32 Online

Buttons

The following buttons can appear on this screen:

- Pause**
 Stops the screen from updating. Applies to screens that are continually updated. The button label and function changes to Resume when the screen is paused.
- Resume**
 Resumes updating screen in real time. The button label and function changes to Pause when the screen is updating automatically.
- Call Details**
 Displays [call details](#)  for the selected call.

2.7.1 Mailboxes

IP Office 4.2+. This screen displays details of the voicemail mailboxes on the voicemail server. It includes the number of messages and the current status of basic voicemail settings for the associated mailbox user or hunt group.

Mailbox Status

Number of Mailboxes: 26

Name	Voicemail Status	Hunt Group Broadcast	Email Options	Email Address	Text to Speech	Number of New Messages	Number of Read Messages	Number of Saved Messages
RemoteMan...	On	Not Applica...	Off		Off	0	0	0
NoUser	On	Not Applica...	Off		Off	0	0	0
Extn201	Off	Not Applica...	Off		Off	0	0	0
Extn202	On	Not Applica...	Off		Off	0	0	0
Extn203	On	Not Applica...	Off		Off	1	2	2
Extn204	On	Not Applica...	Off		Off	0	0	0
Extn205	On	Not Applica...	Off		Off	0	0	0
Extn206	On	Not Applica...	Off		Off	0	0	0
Extn207	On	Not Applica...	Off		Off	0	0	0
Extn208	On	Not Applica...	Off		Off	0	0	0
Extn209	On	Not Applica...	Off		Off	0	0	0
Extn210	On	Not Applica...	Off		Off	0	0	0
Extn211	On	Not Applica...	Off		Off	0	0	0
Extn212	On	Not Applica...	Off		Off	0	0	0
Extn213	On	Not Applica...	Off		Off	0	0	0
Extn214	On	Not Applica...	Off		Off	0	0	0
Extn215	On	Not Applica...	Off		Off	0	0	0
Extn216	On	Not Applica...	Off		Off	0	0	0

Pause

08:09:05 Online

Buttons

The following buttons can appear on this screen:

- Pause**
 Stops the screen from updating. Applies to screens that are continually updated. The button label and function changes to Resume when the screen is paused.
- Resume**
 Resumes updating screen in real time. The button label and function changes to Pause when the screen is updating automatically.

2.8 IP Networking

2.8.1 IP Routes

IP Office 4.2+: This screen shows the IP routes known by the IP Office. This includes both configured static routes and routes learnt through RIP if enabled.

Destination	Subnet Mask	Next Hop IP Address	Interface Name	Interface Type	Metric	IP Route Type	Source IP Address	Source IP Mask
192.168.42.0	255.255.25...		LAN1	LAN		Directly Att...		
192.168.43.0	255.255.25...		LAN2(WWAN)	LAN		Directly Att...		
192.168.99.0	255.255.25...		RemoteMa...	DialUp		Static		
192.168.44.0	255.255.25...	192.168.44.1	LAN1	LAN	1	Static		
192.168.46.0	255.255.25...	192.168.46.1	LAN1	LAN	1	Static		

Buttons

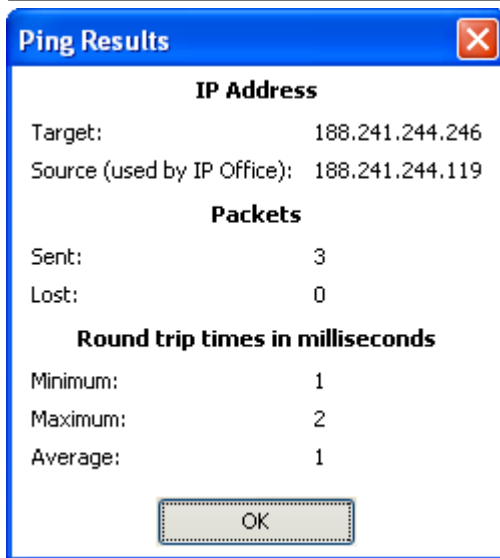
The following buttons can appear on this screen:

- **Pause**
Stops the screen from updating. Applies to screens that are continually updated. The button label and function changes to Resume when the screen is paused.
- **Resume**
Resumes updating screen in real time. The button label and function changes to Pause when the screen is updating automatically.
- **Ping**
Perform a Ping action from the selected interface (system, line or extension) and display the results. See [Ping](#) ^[104].

Source Interface: LAN1

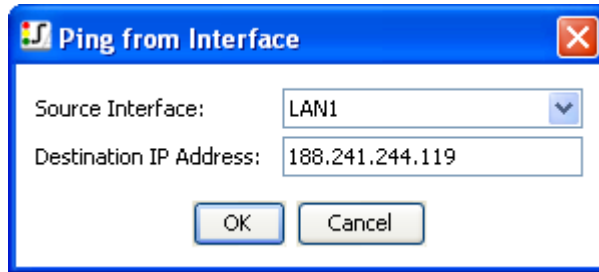
Destination IP Address: 188.241.244.119

OK Cancel



2.8.1.1 Ping

The Ping button can be used to perform a Ping action. When selected from the line details screen of an IP line, the ping is performed from the IP Office to the configured destination gateway of the line. When selected from the IP routes screen, Ping is from the selected system interface (**LAN1**, **LAN2** or **Remote Manager**) to the address entered.



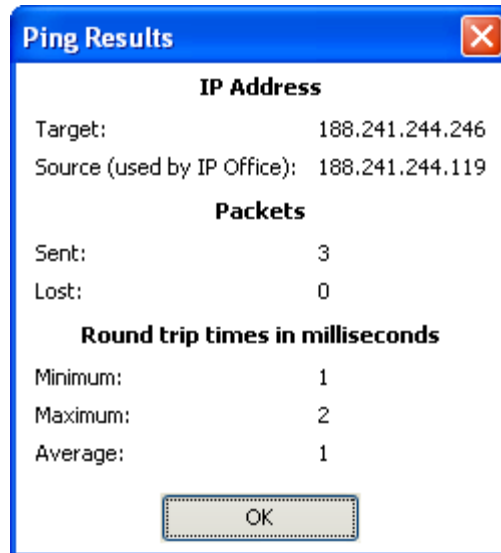
Ping from Interface

Source Interface: LAN1

Destination IP Address: 188.241.244.119

OK Cancel

Ping Settings



Ping Results

IP Address

Target: 188.241.244.246

Source (used by IP Office): 188.241.244.119

Packets

Sent: 3

Lost: 0

Round trip times in milliseconds

Minimum: 1

Maximum: 2

Average: 1

OK

Ping Results

2.8.2 Tunnels

This screen display details of the VPN tunnels (IPSec and L2TP) configured on the IP Office. Available for IP Office Release 4.2 and higher systems.

The screenshot shows the AVAYA IP Office System Status application window. The title bar reads "IP Office System Status - IP500 Site A (192.168.42.1)". The main content area is titled "Tunnel Status" and displays the following information:

Total Number of Administered Tunnels: 2

Tunnel Name	Tunnel Type	Remote Tunnel Endpoint	Association
Site B	L2TP	192.168.50.1	None
RemoteD	IPSec	192.168.56.1	None

Below the table is a "Pause" button. The status bar at the bottom right shows "08:00:24" and "Online".

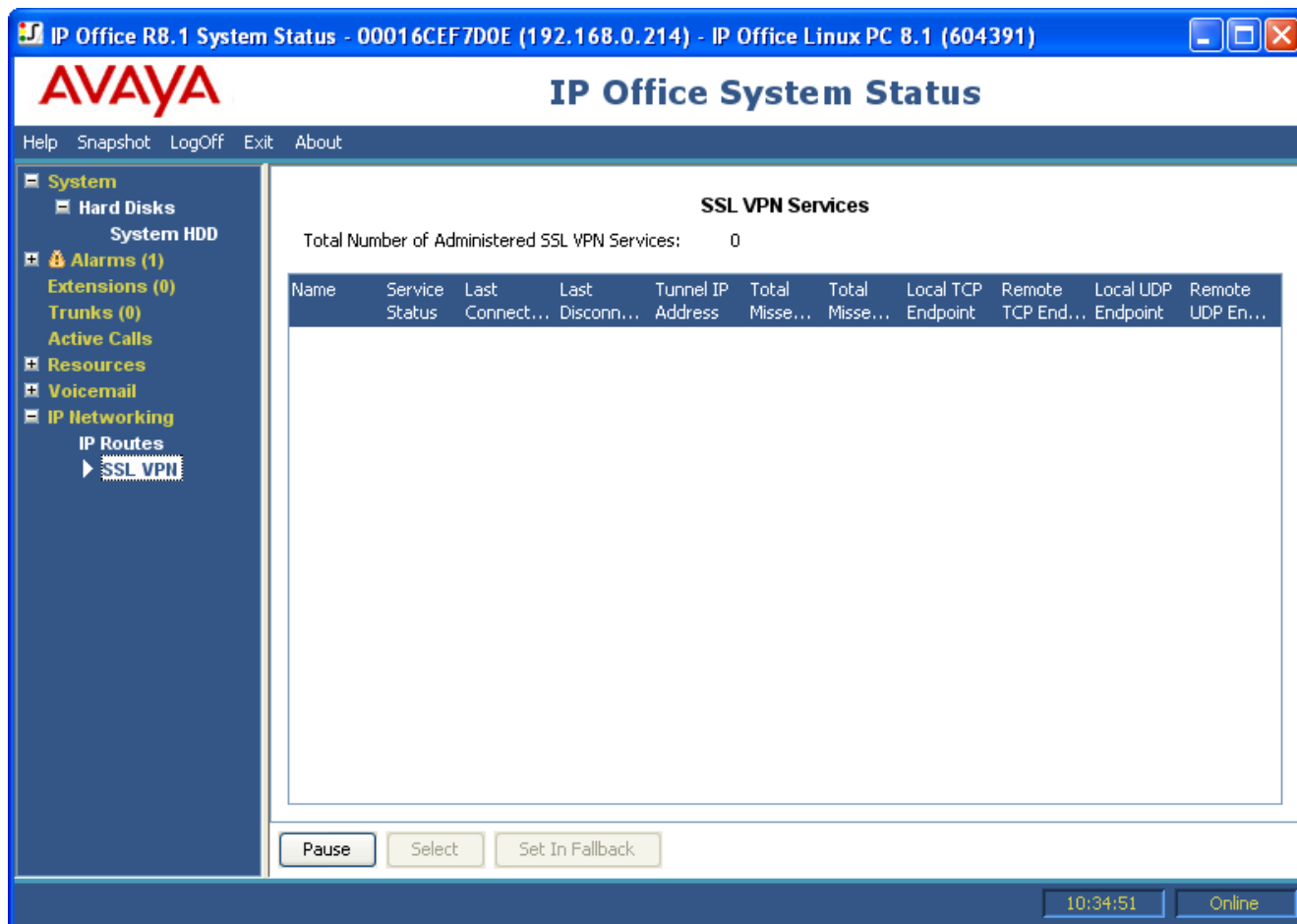
Buttons

The following buttons can appear on this screen:

- **Pause**
Stops the screen from updating. Applies to screens that are continually updated. The button label and function changes to Resume when the screen is paused.
- **Resume**
Resumes updating screen in real time. The button label and function changes to Pause when the screen is updating automatically.

2.8.3 SSL VPN

This menu lists the SSL VPN services configured on the system. SSL VPN Services are supported by IP500 V2 and Linux based IP Office systems only. IP Office Release 8.1 and higher.



Buttons

The following buttons can appear on this screen:

- **Pause**
Stops the screen from updating. Applies to screens that are continually updated. The button label and function changes to Resume when the screen is paused.
- **Resume**
Resumes updating screen in real time. The button label and function changes to Pause when the screen is updating automatically.
- **Select**
Show details for the currently selected item.
- **Set In Fallback**
Set the currently selected SSL VPN service into fallback status.
- **Clear In Fallback**
Clear the currently selected SSL VPN service's fallback status.

Chapter 3.

Tracing

3. Tracing

SSA enables traces to be generated for calls, lines and extensions.

Trace information is presented at the bottom of the screen. The Pause button and scroll bar enable you to view the information whilst the application continues to record new trace events. The Resume button displays all the events recorded when a trace is paused, as well as further new events as they occur.

When a trace is displayed, the option to Print and/or Save As are available. A trace can be saved to file either as a .txt or .csv file. If the trace is paused, only the information currently displayed will be saved and/or printed.

This section provides examples and descriptions of traces generated for calls, lines and extensions.

- If the viewer restarts whilst a trace is being generated and the trunk/channel/extension/buttons being traced are still valid, the viewer retains the trace before loss of connection. A line is added to the trace as follows: [time and date] Connection to the Control Unit restarted. The trace continues to generate.

3.1 Using Traces for Troubleshooting

To diagnose problems with a call, it is generally best to trace the source of the call; e.g. trace the trunk for an incoming call or the extension for an outgoing call. By following this guideline, you will see all trace information from the very start of the call. The initial events often contain the most important diagnostic information. Since a trace also shows events relating to parties that are on the same call as the trunk or extension, a trace from a trunk or extension will allow you to see the whole history of the call.

3.2 Call Traces

You can trace a call from the Call Details screen. The trace of a call will show changes of state for that call and events relating to both ends of the call. For example; it will indicate if a button is pressed on an extension that is on the call or if a protocol message is sent or received for a trunk channel that is on the call. These events will be shown for as long as the extension/trunk is associated with the call. For example; if one extension transfers a call to another, you will see the transfer being carried out by the first extension; events relating to the second extension will then be shown.

3.3 Extension Traces

You can trace all or any selection of appearance buttons on an extension. For extensions without appearance buttons, you can trace all or any calls currently associated with the extension.

The trace for an extension will show events relating to that extension (e.g. button presses) and traces of all calls associated with the selected buttons, for as long as they are associated.

The trace information for a call which is associated with an extension button will show the same information as for a call traced from the Call Details screen. In other words, it will show changes of state for that call and events relating to both ends of the call.

3.3.1 Incoming Outside Call

Disconnected by Outside Caller

The following example details an incoming call that has been answered and then dropped by the outside caller:

IP Office System Status - Australia (192.168.42.9)

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System

Alarms (0)

Extensions (12)

209

210

211

3001

3002

3003

3004

3008

3009

3010

3011

3012

Trunks (7)

Lines: 1 - 4

Line: 25

Line: 50

Active Calls

Resources

Extension Status

Extension Number: 210
Module: Control Unit - D5 Ports
Port: 2
Telephone Type: 5410
Current User Extension Number: 210
Current User Name: Extn210
Forwarding: Off
Twinning: Off
Do Not Disturb: Off
Message Waiting: Off
Number of New Messages: 0
Phone Manager Type: None

Button Number	Button Type	Call Ref	Current State	Time in State	Calling Number or Called Number	Direction	Other Party on Call
1	CA		Idle	00:00:26			
2	CA		Idle				
3	CA		Idle				

Trace Output - All Buttons:

```

26/01/07 11:48:52-116ms Call Ref = 18, Originator State = Incoming Alerting, Type = Trunk, Destination State = Alerting, Type = Target List
26/01/07 11:48:52-117ms Call Ref = 18, Alerting, Extension = 210, Button = 1
26/01/07 11:48:54-307ms Extension = 210, Switchhook, Status = Off
26/01/07 11:48:54-318ms My buttons = 1, Call Ref = 18, Originator State = Connected, Type = Trunk, Destination State = Connected, Type = User
26/01/07 11:48:54-318ms Call Ref = 18, Answered, Extension = 210
26/01/07 11:48:58-724ms My buttons = 1, Call Ref = 18, Originator State = Clearing, Type = Trunk, Destination State = Connected, Type = User
26/01/07 11:48:58-724ms Call Ref = 18, Disconnect from Originator End
26/01/07 11:48:58-742ms Extension = 210, State = Disconnected
26/01/07 11:48:58-744ms Extension = 210, Button = 1, Idle
26/01/07 11:48:58-746ms Extension = 210, State = Busy Wrap Up
26/01/07 11:49:00-750ms Extension = 210, State = Idle

```

11:49:27 Online

1. The outside call rings at extension 210.
2. Extension 210 answers the call.
3. The outside call (originator of the call) hangs up.
4. Extension 210 goes back on hook.

Disconnected by IP Office User

The following example details an incoming call that has been dropped by extension 210:

The screenshot displays the AVAYA IP Office System Status application. The main window is titled "IP Office System Status" and shows the "Extension Status" for extension 210. The extension is currently in an "Idle" state. A call trace is visible, showing the sequence of events from the call being received to the extension hanging up and returning to the idle state.

Extension Status

Extension Number:	210
Module:	Control Unit - D5 Ports
Port:	2
Telephone Type:	5410
Current User Extension Number:	210
Current User Name:	Extn210
Forwarding:	Off
Twining:	Off
Do Not Disturb:	Off
Message Waiting:	Off
Number of New Messages:	0
Phone Manager Type:	None

Call Trace Table

Button Number	Button Type	Call Ref	Current State	Time in State	Calling Number or Direction	Other Party on Call
1	CA		Idle	00:00:15		

Trace Output - All Buttons:

```

26/01/07 07:23:51-362ms Call Ref = 31, Originator State = Incoming Alerting, Type = Trunk, Destination State = Alerting, Type = Target List
26/01/07 07:23:51-363ms Call Ref = 31, Alerting, Extension = 210, Button = 1
26/01/07 07:23:53-260ms Extension = 210, Switchhook, Status = Off
26/01/07 07:23:53-274ms My buttons = 1, Call Ref = 31, Originator State = Connected, Type = Trunk, Destination State = Connected, Type = User
26/01/07 07:23:53-274ms Call Ref = 31, Answered, Extension = 210
26/01/07 07:23:55-246ms Extension = 210, Switchhook, Status = On
26/01/07 07:23:55-250ms My buttons = 1, Call Ref = 31, Originator State = Connected, Type = Trunk, Destination State = Clearing, Type = User
26/01/07 07:23:55-250ms Call Ref = 31, Disconnect from Destination End
26/01/07 07:23:55-253ms Extension = 210, State = Disconnected
26/01/07 07:23:55-275ms Extension = 210, Button = 1, Idle
26/01/07 07:23:55-277ms Extension = 210, State = Busy Wrap Up
26/01/07 07:23:57-279ms Extension = 210, State = Idle
    
```

The interface includes a left-hand navigation pane with sections for System, Alarms (0), Extensions (12), Trunks (6), and Resources. The Extensions list shows extension 210 selected. The Resources section shows call events: "Outside call rings Ext 210", "Ext 210 answers call", "Ext 210 hangs up", "Outside call is disconnected", and "Ext 210 goes back on hook". At the bottom, there are buttons for Trace Clear, Pause, Back, Call Details, Print..., and Save As... The status bar shows the time 07:24:12 and the system is Online.

1. The outside call (originator) rings at extension 210.
2. Extension 210 (destination end) answers the call.
3. Extension 210 hangs up.
4. The outside call is disconnected.
5. Extension 210 goes back on hook.

3.3.2 Extension Button Selection

SSA is useful in tracing buttons that are pressed at a particular extension.

The following example details a trace of button activity at an extension:

IP Office System Status - Australia (192.168.42.9)

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System

- Alarms (0)
- Extensions (12)
 - 209
 - 210
 - 211
 - 3001
 - 3002
 - 3003
 - 3004
 - 3008
 - 3009
 - 3010
 - 3011
 - 3012
- Trunks (7)
- Active Calls
- Resources

Call rings in to IP Office

Call rings at Ext 209

Ext 209 answers the call

Ext 209 parks the call on park 1

Ext 209 takes the call off of Park 1

Ext 209 pushes Transfer

Ext 209 hangs up

Extension Status

Extension Number: 209
 Module: Control Unit - D5 Ports
 Port: 1
 Telephone Type: 5410
 Current User Extension Number: 209
 Current User Name: Extn209
 Forwarding: Off
 Twinning: Off
 Do Not Disturb: Off
 Message Waiting: Off
 Number of New Messages: 0
 Phone Manager Type: None

Button Number	Button Type	Call Ref	Current State	Time in State	Calling Number or Called Direction Number	Other Party on Call
Trace Output - All Buttons:						
26/01/07 11:33:51-916ms		Call Ref = 3, Originator State = Ringback, Type = User, Destination State = Alerting, Type = Target List				
26/01/07 11:33:51-917ms		Call Ref = 3, Alerting, Extension = 209, Button = 1				
26/01/07 11:33:53-985ms		Extension = 209, Pressed Programmed Button, Button Number = 1, Label = Appearance				
26/01/07 11:33:53-996ms		My buttons = 1, Call Ref = 3, Originator State = Connected, Type = User, Destination State = Connected, Type = User				
26/01/07 11:33:53-996ms		Call Ref = 3, Answered, Extension = 209				
26/01/07 11:33:59-298ms		Extension = 209, Pressed Programmed Button, Button Number = 4, Label = Call Park				
26/01/07 11:33:59-307ms		Extension = 209, State = Busy				
26/01/07 11:33:59-310ms		Extension = 209, Button = 1, Idle				
26/01/07 11:33:59-312ms		Extension = 209, State = Busy Wrap Up				
26/01/07 11:34:01-315ms		Extension = 209, State = Idle				
26/01/07 11:34:03-285ms		Extension = 209, Pressed Programmed Button, Button Number = 4, Label = Call Park				
26/01/07 11:34:03-309ms		Call Ref = 3, Originator State = Connected, Type = User, Destination State = Connected, Type = User				
26/01/07 11:34:08-385ms		Extension = 209, Pressed Fixed Feature, Button = Transfer				
26/01/07 11:34:08-391ms		My buttons = 1, Call Ref = 3, Originator State = Holding, Type = User, Destination State = Held for Transfer/Conference, Type = User				
26/01/07 11:34:08-394ms		Extension = 209, State = Busy Wrap Up				
26/01/07 11:34:08-404ms		Extension = 209, State = Idle				
26/01/07 11:34:08-428ms		Call Ref = 4, Originator State = Seized, Type = User, Destination Type = none				
26/01/07 11:34:10-413ms		Extension = 209, Digit dialed, Digit = 2				
26/01/07 11:34:10-416ms		My buttons = 2, Call Ref = 4, Originator State = Dialling, Type = User, Destination Type = none				
26/01/07 11:34:10-800ms		Extension = 209, Digit dialed, Digit = 1				
26/01/07 11:34:11-463ms		Extension = 209, Digit dialed, Digit = 0				
26/01/07 11:34:12-486ms		Call Ref = 4, Alerting, Extension = 210, Button = 1				
26/01/07 11:34:12-488ms		My buttons = 2, Call Ref = 4, Originator State = Ringback, Type = User, Destination State = Alerting, Type = Target List				
26/01/07 11:34:14-847ms		Extension = 209, Pressed Fixed Feature, Button = Transfer				
26/01/07 11:34:14-858ms		Extension = 209, Button = 1, Idle				
26/01/07 11:34:14-882ms		Extension = 209, State = Busy				
26/01/07 11:34:14-884ms		Extension = 209, Button = 2, Idle				
26/01/07 11:34:14-886ms		Extension = 209, State = Busy Wrap Up				
26/01/07 11:34:16-888ms		Extension = 209, State = Idle				

Trace Clear Pause Back Call Details Print... Save As...

11:35:35 Online

1. A call rings at extension 209.
2. Extension 209 answers by pressing a call appearance.
3. Extension 209 parks the call on Park 1.
4. Extension 209 takes the call off Park 1.
5. Extension 209 selects the Transfer button.
6. Extension 209 dials extension 210 and selects the Transfer button again.
7. Extension 209 hangs up.

Many trace events relating to an extension that has appearance buttons, will indicate a button number against the event. When troubleshooting, this allows you to understand why, for example; a call alerted on a particular extension.

If you are tracing from the Extension Status screen, you will also see My buttons marked against call state changes. This allows you to understand why this call is being reported in the trace:

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System

- Alarms (12)
- Extensions (74)
 - 4624
 - 6666
 - 6667
 - 6668
 - 6669
 - 6670
 - 6671
 - 6672
 - 6673
 - 6674
 - 6675
 - 6676
 - 6677
 - 6678

Call alerts on Button 1 (Ext 6693) and Button 5 (Ext 4624). Ext 4624 is a Bridged Appearance for Ext 6693

6686
6687
6688
6689
6690

Ext 4624 answers the call, so Button 1 goes to state 'In Use Inaccessible' and becomes idle

6696

The caller clears down. The clearing state is reported since the call is still being tracked by the call appearance, hence the state is marked as 'My buttons=1'

6704
6705

With the call cleared, Button 1 returns to idle

Extension Status

Extension Number: 6693
 Slot: 3
 Port: 1
 Telephone Type: 6424
 Current User Extension Number: 6693
 Current User Name: Extn6693
 Forwarding: Off
 Twinning: Off
 Do Not Disturb: Off
 Message Waiting: On
 Number of New Messages: 14
 Phone Manager Type: None

Button Number	Button Type	Call Ref	Current State	Time in State	Calling Number or Called Number	Direction	Other Party on Call
1	CA		Idle	00:01:37			
2	CA		Idle				
3	CA		Idle				
8	BA		Idle				
9	LA		Idle				

Trace Output - All Buttons:

```

26/01/07 15:38:02-058ms Call Ref = 192, Originator State = Incoming Alerting, Type = Trunk, Destination State = Alerting, Type = Target List
26/01/07 15:38:02-058ms Call Ref = 192, Alerting, Extension = 4624, Button = 5
26/01/07 15:38:02-058ms Call Ref = 192, Alerting, Extension = 6693, Button = 1
26/01/07 15:38:09-699ms Extension = 4624, Switchhook, Status = Off
26/01/07 15:38:09-702ms My buttons = 1, Call Ref = 192, Originator State = Incoming Alerting, Type = Trunk, Destination State = Alerting, Type = User
26/01/07 15:38:09-705ms Extension = 6693, State = Busy Wrap Up
26/01/07 15:38:09-706ms Extension = 6693, State = Idle
26/01/07 15:38:09-716ms Extension = 6693, Button = 1, State = In Use Elsewhere
26/01/07 15:38:09-720ms Line = 9, Channel = 1, Q.931 Message = Connect, Call Ref = 192, Direction = From Switch
26/01/07 15:38:09-725ms My buttons = 1, Call Ref = 192, Originator State = Connected, Type = Trunk, Destination State = Connected, Type = User
26/01/07 15:38:09-725ms Call Ref = 192, Answered, Extension = 4624
26/01/07 15:38:22-867ms Extension = 4624, Switchhook, Status = On
26/01/07 15:38:22-869ms My buttons = 1, Call Ref = 192, Originator State = Connected, Type = Trunk, Destination State = Clearing, Type = User
26/01/07 15:38:22-869ms Call Ref = 192, Disconnect from Destination End
26/01/07 15:38:22-884ms Extension = 6693, Button = 1, Idle
    
```

Trace Clear Pause Back Call Details Print... Save As...

15:39:46 Online

In some cases, a call may alert on more than one button on the same extension. For example; the extension might have a line appearance for the line originating the call and a coverage appearance for the destination of the call. In this case, only the first alerting button will be shown.

The states of all the buttons on the extension can be examined in the top half of the Extension Status screen.

The screenshot displays the AVAYA IP Office System Status application window. The title bar reads "IP Office System Status - F-075-IP500-1 (192.168.42.120)". The main window title is "IP Office System Status".

On the left side, there is a vertical list of extension numbers from 6696 to 6724. A call log entry for extension 6724 is highlighted, with a call icon and the text "A call alerts on the line appearance".

The main content area is titled "Extension Status" and shows details for extension 6728:

- Extension Number: 6728
- Module: 6
- Port: 20
- Telephone Type: 6424
- Current User Extension Number: 6728
- Current User Name: Extn6728
- Forwarding: Off
- Twinning: Off
- Do Not Disturb: Off
- Message Waiting: On
- Number of New Messages:
- Phone Manager Type: None

Below the details is a table showing the status of various buttons:

Button Number	Button Type	Call Ref	Current State	Time in State	Calling Number or Called Number	Direction	Other Party on Call
1	CA		Idle				
2	CA		Idle				
3	CA		Idle				
4	LA	201	In Use Elsewhere	00:00:14			
6	CC	201	Connected	00:00:14		Incoming	Line: 13 Slot: 4 Port: 9

Below the table is a "Trace Output - All Buttons:" section showing a list of call events:

```

26/01/07 15:51:09-137ms Call Ref = 201, Originator State = Incoming Alerting, Type = Trunk, Destination State = Alerting, Type = Target List
26/01/07 15:51:09-138ms Call Ref = 201, Alerting, Extension = 6693, Button = 1
26/01/07 15:51:09-138ms Call Ref = 201, Alerting, Extension = 6728, Button = 4
26/01/07 15:51:09-138ms Call Ref = 201, Alerting, Extension = 4624, Button = 5
26/01/07 15:51:22-056ms Extension = 6728, Pressed Programmed Button, Button Number = 6, Label = Coverage Appearance
26/01/07 15:51:22-069ms Call Ref = 201, Originator State = Connected, Type = Trunk, Destination State = Connected, Type = User
26/01/07 15:51:22-069ms Call Ref = 201, Answered, Extension = 6728
26/01/07 15:51:22-073ms Extension = 6728, Button = 4, State = In Use Elsewhere
    
```

At the bottom of the window, there are buttons for "Trace Clear", "Pause", "Call Details", "Print...", and "Save As...". The system time is 15:51:36 and the status is "Online".

Two callout boxes provide additional context:

- The first callout points to the call log entry for extension 6724 and states: "A call alerts on the line appearance".
- The second callout points to the trace output and states: "Later, it also alerts on the coverage appearance (where it is answered), so that the line appearance shows 'In Use Elsewhere'. 'My buttons' shows that the call is associated with both of the appearances".

3.4 Trunk Traces

You can trace all or any selection of channels on a trunk. The trace will show events relating to these channels (such as protocol messages), plus traces of all calls associated with these channels, for as long as they are associated.

The trace information for a call which is associated with a trunk channel will show the same information as a call traced from the Call Details screen. In other words, it will show changes of state for that call, plus events relating to both ends of the call.

In some territories, a call can be held at the central office rather than IP Office. In such cases, the call stops being associated with a particular channel; it may then be un-held and become associated with the same or a different channel. If such a call is initially associated with a trunk channel that is being traced, it will continue to be shown in the trace for as long as it is associated with the trunk, even if it is re-associated with a different channel or is associated with no channel at all.

3.4.1 Tracing Incoming Calls on Analog Lines

SSA can be used to troubleshoot calls that are being disconnected. The following example shows how SSA traces an incoming call which rings at an extension and then transfers to voicemail:

IP Office System Status - Australia (192.168.42.9)

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System
Alarms (2)
Extensions (12)
Trunks (7)
Lines: 1 - 4
 Line: 25
 Line: 50
 Active Calls
 Resources

Incoming call
Call rings at Ext 211
Call routes to mailbox for Extn 210
Caller disconnects

Analog Trunk Summary

Port	Line ID	Line Type	Call Ref	Current State	Time in State	Caller ID or Dialed Digits	Other Party on Call	Direction of Call
1	Line: 1 Front Panel Port: 1	Loop Start CLI		Idle	00:43:22			
2	Line: 2 Front Panel Port: 2	Loop Start CLI		Idle	00:44:31			
3	Line: 3 Front Panel Port: 3	Loop Start CLI		Idle	02:54:18			
4	Line: 4 Front Panel Port: 4	Loop Start CLI		Idle	02:54:18			

Trace Output - All Ports:

```

26/01/07 13:42:23-641ms Line = 1 , Pre-Alerting
26/01/07 13:42:24-263ms Line = 1 , Alerting, Call Ref = 63, Caller ID Name = Extn211, Number = 211
26/01/07 13:42:24-289ms Call Ref = 63, Originator State = Dialling, Type = Trunk, Destination State = Alerting, Type = Target List
26/01/07 13:42:24-289ms Call Ref = 63, Alerting, Extension = 210, Button = 1
26/01/07 13:42:24-295ms Call Ref = 63, Originator State = Incoming Alerting, Type = Trunk, Destination State = Alerting, Type = Target List
26/01/07 13:42:39-279ms Call Ref = 63, Retargeting
26/01/07 13:42:39-303ms Call Ref = 63, Originator State = Connected, Type = Trunk, Destination State = Connected, Type = Mailbox
26/01/07 13:42:39-303ms Call Ref = 63, Answered, Mailbox #Extn210
26/01/07 13:42:45-711ms Call Ref = 63, Originator State = Clearing, Type = Trunk, Destination State = Connected, Type = Mailbox
26/01/07 13:42:45-711ms Call Ref = 63, Disconnect from Originator End
  
```

Trace Clear Cell Details Print... Save As...

14:26:08 Online

1. The call rings in to IP Office.
2. The call is assigned a Call Ref of 63.
3. The call rings at extension 211.
4. The call is redirected to the user's voicemail box.
5. The call is then disconnected by the outside caller (originator) of the call.

3.4.2 Tracing Outgoing Call

3.4.2.1 Call Disconnected by the IP Office User

Call Disconnected by the IP Office User. The following example shows an extension dialling out on an analog trunk:

The screenshot displays the AVAYA IP Office System Status application. The main window is titled "Extension Status" and shows a call trace for extension 210. The trace output is as follows:

```
Trace Output - All Buttons:
24/01/07 16:25:37-955ms Extension = 210, Digit dialed, Digit = 8
24/01/07 16:25:39-012ms My buttons = 1, Call Ref = 21, Originator State = Dialling, Type = User, Destination State = Seized, Type = Target List
24/01/07 16:25:39-013ms Call Ref = 21, Short Code Matched = System, 8N
24/01/07 16:25:39-030ms Line = 4, Seized, Call Ref = 21
24/01/07 16:25:39-224ms My buttons = 1, Call Ref = 21, Originator State = Dialling, Type = User, Destination State = Seized, Type = Trunk
24/01/07 16:25:39-725ms Line = 4, Wait for Dialtone Ended, Call Ref = 21
24/01/07 16:25:39-728ms Line = 4, Dialling, Call Ref = 21, Digits =
24/01/07 16:25:39-747ms Call Ref = 21, Alerting, Line = 4
24/01/07 16:25:39-757ms My buttons = 1, Call Ref = 21, Originator State = Connected, Type = User, Destination State = Connected, Type = Trunk
24/01/07 16:25:39-757ms Call Ref = 21, Answered, Line = 4
24/01/07 16:25:40-254ms Extension = 210, Digit dialed, Digit = 1
24/01/07 16:25:40-516ms Extension = 210, Digit dialed, Digit = 2
24/01/07 16:25:40-755ms Extension = 210, Digit dialed, Digit = 3
24/01/07 16:25:41-026ms Extension = 210, Digit dialed, Digit = 4
24/01/07 16:25:41-316ms Extension = 210, Digit dialed, Digit = 5
24/01/07 16:25:41-566ms Extension = 210, Digit dialed, Digit = 6
24/01/07 16:25:41-866ms Extension = 210, Digit dialed, Digit = 7
24/01/07 16:25:42-126ms Extension = 210, Digit dialed, Digit = 8
24/01/07 16:25:42-367ms Extension = 210, Digit dialed, Digit = 9
24/01/07 16:25:44-899ms Extension = 210, Switchhook, Status = On
24/01/07 16:25:44-903ms My buttons = 1, Call Ref = 21, Originator State = Clearing, Type = User, Destination State = Connected, Type = Trunk
24/01/07 16:25:44-903ms Call Ref = 21, Disconnect from Originator End
24/01/07 16:25:44-907ms Extension = 210, State = Disconnected
24/01/07 16:25:44-917ms Extension = 210, Button = 1, Idle
24/01/07 16:25:44-920ms Extension = 210, State = Busy Wrap Up
24/01/07 16:25:46-922ms Extension = 210, State = Idle
```

The left sidebar shows the system status and call log. The call log indicates that extension 210 dialed the digit '8' for a secondary dial tone, the IP Office matched the short code '8N', analog line 4 was seized, and the call was disconnected. The call log also shows that extension 210 hangs up.

1. Extension 210 dials **8123456789**.
2. The trace shows **Extension = 210, Digit dialed, digit = 8**.
3. IP Office matches the dialed 8, to the system short code 8N.
4. The trace shows that the analog line 4 is seized and **123456789** is dialed on the line.
5. The trace shows that extension 210 goes back on hook.
6. The call is then disconnected by IP Office (Originator).

Notes

- Analog lines will go directly from a 'seized' state to a 'connected' state, since the line provides no call progress signalling to IP Office.
- The trace will not show the digits dialled on an analog trunk after short code matching, if the pause between digits dialled exceeds an 'inter-digit' timeout.

3.4.2.2 Call Disconnected by Outside Caller

This type of trace is useful when customer report calls are being disconnected. The following example describes an outgoing call on an analog line, where the call is disconnected by an outside caller:

The screenshot shows the AVAYA IP Office System Status application. The left sidebar contains a tree view with the following items: System, Alarms (2), Extensions (12), Ext 210 goes 'Off Hook', 202, Ext 210 dials the digit '8' for secondary dial tone, 206, 207, IP Office matches the shortcode '8N' for secondary dial tone, Analog Line 4 is seized, Active Calls, '123456789' is dialed on Analog Line 4, Call is disconnected by the outside caller, and Ext 210 hangs up. The main window displays the 'Extension Status' for extension 210. The 'Trace Output - All Buttons' window is open, showing the following log:

```

24/01/07 17:36:49-890ms Extension = 210, Switchhook, Status = Off
24/01/07 17:36:52-810ms Extension = 210, Digit dialed, Digit = 8
24/01/07 17:36:52-814ms My buttons = 1, Call Ref = 28, Originator State = Dialling, Type = User, Destination Type = none
24/01/07 17:36:53-838ms My buttons = 1, Call Ref = 28, Originator State = Dialling, Type = User, Destination State = Seized, Type = Target List
24/01/07 17:36:53-839ms Call Ref = 28, Short Code Matched = System, 8N
24/01/07 17:36:53-856ms Line = 4, Seized, Call Ref = 28
24/01/07 17:36:54-041ms My buttons = 1, Call Ref = 28, Originator State = Dialling, Type = User, Destination State = Seized, Type = Trunk
24/01/07 17:36:54-544ms Line = 4, Wait for Dialtone Ended, Call Ref = 28
24/01/07 17:36:54-547ms Line = 4, Dialing, Call Ref = 28, Digits =
24/01/07 17:36:54-566ms Call Ref = 28, Alerting, Line = 4
24/01/07 17:36:54-575ms My buttons = 1, Call Ref = 28, Originator State = Connected, Type = User, Destination State = Connected, Type = Trunk
24/01/07 17:36:54-575ms Call Ref = 28, Answered, Line = 4
24/01/07 17:36:56-262ms Extension = 210, Digit dialed, Digit = 1
24/01/07 17:36:56-802ms Extension = 210, Digit dialed, Digit = 2
24/01/07 17:36:57-411ms Extension = 210, Digit dialed, Digit = 3
24/01/07 17:36:58-212ms Extension = 210, Digit dialed, Digit = 4
24/01/07 17:36:58-771ms Extension = 210, Digit dialed, Digit = 5
24/01/07 17:36:59-421ms Extension = 210, Digit dialed, Digit = 6
24/01/07 17:37:00-471ms Extension = 210, Digit dialed, Digit = 7
24/01/07 17:37:01-012ms Extension = 210, Digit dialed, Digit = 8
24/01/07 17:37:01-811ms Extension = 210, Digit dialed, Digit = 9
24/01/07 17:37:06-420ms My buttons = 1, Call Ref = 28, Originator State = Connected, Type = User, Destination State = Clearing, Type = Trunk
24/01/07 17:37:06-420ms Call Ref = 28, Disconnect from Destination End
24/01/07 17:37:06-444ms Extension = 210, State = Disconnected
24/01/07 17:37:06-448ms Extension = 210, Button = 1, Idle
24/01/07 17:37:06-450ms Extension = 210, State = Busy Wrap Up
24/01/07 17:37:08-455ms Extension = 210, State = Idle

```

At the bottom of the application, there are buttons for 'Trace Clear', 'Pause', 'Call Details', 'Print...', and 'Save As...'. The status bar shows the time 17:37:09 and the system is 'Online'.

1. Extension 210 dials **8123456789**.
2. The trace shows **Extension = 210, Digit dialed, digit = 8**.
3. IP Office matches the dialed 8, to the system shortcode 8N.
4. The trace shows that the analog line 4 is seized and **123456789** is dialed on the line.
5. The trace shows that the call is disconnected by the outside caller (Destination End).
6. Extension 210 is disconnected.

Notes

- Extension 210 is the 'Originator' of the call, the extension dialed out and the outside party is the 'Destination End'.
- The trace does not display what occurs to digits collected after extension 210 dials 8.
- The trace does not display calls answered on analog lines.

3.5 Hunt Group

The trace examples in this section, show which extensions are ringing but not the call being delivered to the hunt group 'Main'. To view details on the call (including the name of the targeted hunt group), see [Call Details](#)^[81].

- [Hunt Group Calls Sent to Voicemail After Ringing Hunt Group Members](#)^[119]
- [Hunt Group Calls Being Answered by Hunt Group Member](#)^[120]
- [Hunt Group Call Being Directed into a Hunt Group's Queue and then Sent to Voicemail](#)^[121]
- [Call Being Abandoned While in a Hunt Group's Queue](#)^[122]
- [Hunt Group Call Overflowing to a Second Hunt Group and then Answered by Voicemail](#)^[123]

3.5.1 Hunt Group Calls Sent to Voicemail

The following example details a call received on IP Office and re-directed to voicemail:

The screenshot shows the AVAYA IP Office System Status application. The left-hand navigation pane is expanded to show the 'System' section, with 'Alarms (0)' and 'Extensions (12)' visible. The 'Extensions' list includes 209, 210, 211, 3001, 3002, 3003, 3004, 3008, 3009, 3010, 3011, and 3012. Below the list, there are four status indicators: 'Outside call rings in to the IP Office', 'Line: 25', 'Ext 209 and 210 ring', and 'Resources'. Below these are three more indicators: 'Call is redirected', 'Call is routed to voicemail', and 'Resources'. The main content area is titled 'IP Office System Status' and has tabs for 'Status', 'Utilization Summary', and 'Alarms'. The 'Status' tab is active, showing an 'Analog Trunk Summary' section with the following details:

Slot/Module: Front Panel
 Number of Trunks: 4
 Number of Administered Trunks: 4
 Number of Trunks in Use: 0

Port ID	Line	Line Type	Call Ref	Current State	Time in State	Caller ID or Dialed Digits	Other Party on Call	Direction of Call
1	Line: 1 Front Panel Port: 1	Loop Start CLI		Idle	00:06:03			
2	Line: 2 Front Panel Port: 2	Loop Start CLI		Idle	01:53:50			
3	Line: 3 Front Panel Port: 3	Loop Start CLI		Idle	01:53:50			
4	Line: 4 Front Panel Port: 4	Loop Start CLI		Idle	01:53:50			

Below the table is a 'Trace Output - All Ports' section with the following log entries:

```

26/01/07 08:22:10-927ms Line = 1, Pre-Alerting
26/01/07 08:22:11-551ms Line = 1, Alerting, Call Ref = 45, Caller ID Name = Extn211, Number = 211
26/01/07 08:22:11-576ms Call Ref = 45, Originator State = Incoming Alerting, Type = Trunk, Destination State = Queueing, Type = Queue
26/01/07 08:22:11-627ms Call Ref = 45, Originator State = Incoming Alerting, Type = Trunk, Destination State = Alerting, Type = Target List
26/01/07 08:22:11-627ms Call Ref = 45, Alerting, Extension = 209, Button = 1
26/01/07 08:22:11-627ms Call Ref = 45, Alerting, Extension = 210, Button = 1
26/01/07 08:22:41-611ms Call Ref = 45, Originator State = Connected, Type = Trunk, Destination State = Connected, Type = Mailbox
26/01/07 08:22:53-464ms Call Ref = 45, Originator State = Clearing, Type = Trunk, Destination State = Connected, Type = Mailbox
26/01/07 08:22:53-464ms Call Ref = 45, Disconnect from Originator End
  
```

At the bottom of the application, there are buttons for 'Trace Clear', 'Call Details', 'Print...', and 'Save As...'. The system time is 08:28:56 and the system is Online.

Hunt group calls sent to voicemail after ringing hunt group members:

1. An outside call is received on IP Office.
2. The call rings at extension 209 and extension 210.
3. The call is re-directed and answered by voicemail.

3.5.2 Answered Hunt Group Call

The following example details a call received on IP Office and answered by a hunt group member:

The screenshot shows the AVAYA IP Office System Status application. The main window title is "IP Office System Status - Australia (192.168.42.9)". The AVAYA logo is in the top left, and the application title "IP Office System Status" is in the top center. A menu bar includes "Help", "Snapshot", "LogOff", "Exit", and "About".

On the left side, there is a navigation pane with the following items:

- System
- Alarms (0)
- Extensions (12)
- Trunks (6)
 - Lines: 1 - 4
 - Line: 25
 - Line: 50
- Active Calls
- Resources

The main content area has three tabs: "Status" (selected), "Utilization Summary", and "Alarms". Under the "Status" tab, there is a section titled "Analog Trunk Summary" with the following data:

Slot/Module:	Front Panel
Number of Trunks:	4
Number of Administered Trunks:	4
Number of Trunks in Use:	0

Below this is a table with the following columns: Port, Line ID, Line Type, Call Ref, Current State, Time in State, Caller ID or Dialed Digits, Other Party on Call, and Direction of Call.

Port	Line ID	Line Type	Call Ref	Current State	Time in State	Caller ID or Dialed Digits	Other Party on Call	Direction of Call
1	Line: 1 Front Panel Port: 1	Loop Start CLI		Idle	00:03:09			
2	Line: 2 Front Panel Port: 2	Loop Start CLI		Idle	00:07:01			
3	Line: 3 Front Panel Port: 3	Loop Start CLI		Idle	00:07:01			
4	Line: 4 Front Panel Port: 4	Loop Start CLI		Idle	00:07:01			

Below the table is a "Trace Output - All Ports:" section with the following log entries:

```

26/01/07 06:18:22-494ms Line = 1 , Pre-Alerting
26/01/07 06:18:23-118ms Line = 1 , Alerting, Call Ref = 5, Caller ID Name = Extn211 , Number = 211
26/01/07 06:18:23-143ms Call Ref = 5, Originator State = Incoming Alerting, Type = Trunk, Destination State = Queueing, Type = Queue
26/01/07 06:18:23-194ms Call Ref = 5, Originator State = Incoming Alerting, Type = Trunk, Destination State = Alerting, Type = Target List
26/01/07 06:18:23-194ms Call Ref = 5, Alerting, Extension = 209, Button = 1
26/01/07 06:18:23-194ms Call Ref = 5, Alerting, Extension = 210, Button = 1
26/01/07 06:18:27-746ms Extension = 209, Switchhook, Status = Off
26/01/07 06:18:27-781ms Call Ref = 5, Originator State = Connected, Type = Trunk, Destination State = Connected, Type = User
26/01/07 06:18:27-781ms Call Ref = 5, Answered, Extension = 209
26/01/07 06:18:36-696ms Extension = 209, Switchhook, Status = On
26/01/07 06:18:36-700ms Call Ref = 5, Originator State = Connected, Type = Trunk, Destination State = Clearing, Type = User
26/01/07 06:18:36-700ms Call Ref = 5, Disconnect from Destination End
    
```

On the left side of the main content area, there are four call event descriptions with arrows pointing to the corresponding log entries:

- Call rings at Ext 209 and Ext 210
- Ext 209 answers the call
- Ext 209 hangs up
- Outside call is disconnected

At the bottom of the main content area, there are buttons for "Trace Clear", "Call Details", "Print...", and "Save As...". The bottom status bar shows the time "06:21:46" and the status "Online".

Hunt group calls being answered by hunt group members:

1. An outside call (originator) rings at extension 209 and extension 210.
2. Extension 209 (destination end) answers the call.
3. Extension 209 hangs up the call.
4. The outside caller is disconnected.

3.5.3 Hunt Group Queued Call Sent to Voicemail

The following example details an incoming call to IP Office, sent to the hunt group's queue and then re-directed to voicemail:

The screenshot displays the AVAYA IP Office System Status interface. The main window title is "IP Office System Status - Australia (192.168.42.9)". The interface includes a navigation menu on the left with options like System, Alarms (0), Extensions (12), and Trunks (6). The main content area shows the "Analog Trunk Summary" and a "Trace Output - All Ports" section. The trace output details the call's progression from alerting to being redirected to voicemail.

Analog Trunk Summary

Slot/Module: Front Panel
 Number of Trunks: 4
 Number of Administered Trunks: 4
 Number of Trunks in Use: 0

Port	Line ID	Line Type	Call Ref	Current State	Time in State	Caller ID or Dialed Digits	Other Party on Call	Direction of Call
1	Line: 1 Front Panel Port: 1	Loop Start CLI		Idle	00:01:41			
2	Line: 2 Front Panel Port: 2	Loop Start CLI		Idle	00:14:11			
3	Line: 3 Front Panel Port: 3	Loop Start CLI		Idle	00:14:11			
4	Line: 4 Front Panel Port: 4	Loop Start CLI		Idle	00:14:11			

Trace Output - All Ports:

```

26/01/07 06:47:14-897ms Line = 1, Pre-Alerting
26/01/07 06:47:15-521ms Line = 1, Alerting, Call Ref = 9, Caller ID Name = Extn211, Number = 211
26/01/07 06:47:15-546ms Call Ref = 9, Originator State = Incoming Alerting, Type = Trunk, Destination State = Queueing, Type = Queue
26/01/07 06:47:15-580ms Call Ref = 9, Announcement = Main, Number = 1
26/01/07 06:47:15-582ms Call Ref = 9, Originator State = Connected Announcement, Type = Trunk, Destination State = Queueing Announcement, Type = Queue
26/01/07 06:47:23-738ms Call Ref = 9, Originator State = Connected Announcement, Type = Trunk, Destination State = Queueing, Type = Queue
26/01/07 06:47:25-556ms Call Ref = 9, Originator State = Connected Announcement, Type = Trunk, Destination State = Connected, Type = Mailbox
26/01/07 06:47:35-999ms Call Ref = 9, Originator State = Clearing, Type = Trunk, Destination State = Connected, Type = Mailbox
26/01/07 06:47:35-999ms Call Ref = 9, Disconnect from Originator End
  
```

Annotations on the left side of the screenshot indicate the call's status at various points in the trace:

- Outside call rings in to the IP Office
- The call is sent to Queue
- Queue message is played
- Call is redirected to voicemail

Hunt group call being directed into a hunt group's queue and then sent to Voicemail:

1. An outside call is received on IP Office.
2. The call is sent to the hunt group's queue.
3. The queue message is played.
4. The call is re-directed to voicemail.

3.5.4 Call Being Abandoned

The following example details an incoming call to IP Office, sent to the hunt group's queue and then disconnected by the outside caller (Originator):

The screenshot displays the AVAYA IP Office System Status interface. On the left, a navigation pane shows 'System', 'Alarms (0)', 'Extensions (12)', and 'Trunks (6)'. The 'Trunks (6)' section is expanded to show 'Lines: 1 - 4', with 'Line: 25' and 'Line: 50' listed below. The main content area is titled 'Analog Trunk Summary' and contains a table with the following data:

Port ID	Line	Line Type	Call Ref	Current State	Time in State	Caller ID or Dialed Digits	Other Party on Call	Direction of Call
1	Line: 1 Front Panel Port: 1	Loop Start CLI		Idle	00:00:23			
2	Line: 2 Front Panel Port: 2	Loop Start CLI		Idle	00:19:53			
3	Line: 3 Front Panel Port: 3	Loop Start CLI		Idle	00:19:53			
4	Line: 4 Front Panel Port: 4	Loop Start CLI		Idle	00:19:53			

Below the table is a 'Trace Output - All Ports' section with the following log entries:

```

26/01/07 06:54:28-284ms Line = 1, Pre-Alerting
26/01/07 06:54:28-908ms Line = 1, Alerting, Call Ref = 13, Caller ID Name = Extn211, Number = 211
26/01/07 06:54:28-932ms Call Ref = 13, Originator State = Incoming Alerting, Type = Trunk, Destination State = Queueing, Type = Queue
26/01/07 06:54:28-967ms Call Ref = 13, Announcement = Main, Number = 1
26/01/07 06:54:28-969ms Call Ref = 13, Originator State = Connected Announcement, Type = Trunk, Destination State = Queueing Announcement, Type = Queue
26/01/07 06:54:36-186ms Call Ref = 13, Originator State = Clearing, Type = Trunk, Destination State = Queueing Announcement, Type = Queue
26/01/07 06:54:36-186ms Call Ref = 13, Disconnect from Originator End
    
```

Annotations on the left side of the screenshot point to specific events in the trace:

- 'Outside call rings in to IP Office' points to the 'Pre-Alerting' entry.
- 'The call is sent to Queue' points to the 'Alerting' entry.
- 'Queue message is played' points to the 'Announcement = Main' entry.
- 'Outside caller hangs up' points to the 'Disconnect from Originator End' entry.

At the bottom of the interface, there are buttons for 'Trace Clear', 'Call Details', 'Print...', and 'Save As...'. The status bar at the bottom right shows the time '06:54:59' and the system is 'Online'.

Call being abandoned while in a hunt group's queue:

1. An outside call is received on IP Office.
2. The call is sent to the hunt group's queue.
3. The queue message is played.
4. The call is disconnected by the outside caller.

3.5.5 Hunt Group Call Overflowing

The following example details a call received at one hunt group, re-directed to a second hunt group and then re-directed to voicemail:

IP Office System Status - Australia (192.168.42.9)

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System
Alarms (0)
Extensions (12)
Trunks (7)
 ▶ **Lines: 1 - 4**
 Line: 26
 Line: 50
Active Calls
Resources

Outside call rings in to IP Office

The call rings at Ext 209 and Ext 210

Queue message is played

The call is being redirected to the Overflow group

The call is sent to the Mailbox of the hunt group

Analog Trunk Summary

Port	Line ID	Line Type	Call Ref	Current State	Time in State	Caller ID or Dialed Digits	Other Party on Call	Direction of Call
1	Line: 1 Front Panel Port: 1	Loop Start CLI		Idle	00:04:45			
2	Line: 2 Front Panel Port: 2	Loop Start CLI		Idle	01:04:43			
3	Line: 3 Front Panel Port: 3	Loop Start CLI		Idle	01:04:43			
4	Line: 4 Front Panel Port: 4	Loop Start CLI		Idle	01:04:43			

Trace Output - All Ports:

```

26/01/07 12:31:22-150ms Line = 1, Pre-Alerting
26/01/07 12:31:22-772ms Line = 1, Alerting, Call Ref = 37, Caller ID Name = Extn3008, Number = 3008
26/01/07 12:31:22-785ms Call Ref = 37, Originator State = Incoming Alerting, Type = Trunk, Destination State = Queueing, Type = Queue
26/01/07 12:31:22-828ms Call Ref = 37, Alerting, Extension = 210, Button = 1
26/01/07 12:31:22-828ms Call Ref = 37, Alerting, Extension = 209, Button = 1
26/01/07 12:31:22-836ms Call Ref = 37, Announcement = Main, Number = 1
26/01/07 12:31:22-839ms Call Ref = 37, Originator State = Connected Announcement, Type = Trunk, Destination State = Alerting Announcement, Type = Target List
26/01/07 12:31:30-993ms Call Ref = 37, Originator State = Connected Announcement, Type = Trunk, Destination State = Alerting, Type = Target List
26/01/07 12:31:30-993ms Call Ref = 37, Alerting, Extension = 210, Button = 1
26/01/07 12:31:30-993ms Call Ref = 37, Alerting, Extension = 209, Button = 1
26/01/07 12:31:37-826ms Call Ref = 37, Alerting, Extension = 211
26/01/07 12:31:37-834ms Call Ref = 37, Retargeting
26/01/07 12:31:42-794ms Call Ref = 37, Originator State = Connected Announcement, Type = Trunk, Destination State = Connected, Type = Mailbox:
26/01/07 12:31:48-282ms Call Ref = 37, Originator State = Clearing, Type = Trunk, Destination State = Connected, Type = Mailbox
26/01/07 12:31:48-282ms Call Ref = 37, Disconnect from Originator End
  
```

Trace Clear Cell Details Print... Save As...

12:36:33 Online

Hunt group call overflowing to a second hunt group and then answered by Voicemail:

1. A outside call is received on IP Office.
2. The call rings at extension 209 and extension 210.
3. The queue message is played.
4. The call is re-directed to an overflow hunt group.
5. The call rings at extension 211 (a member of the overflow hunt group).
6. The call is then re-directed to the original hunt group's voicemail.

3.6 Announcements

IP Office 4.0 allows calls that are either queuing or alerting, to be played announcements in a pattern that is configured using Manager. When an announcement is heard on a call, the current state is displayed as Connected Announcement and this state will remain until the call is either answered or cleared. SSA displays the type of announcement as well as details of the queue or alerting parties.

Example:

1. Call 37 is alerting at two extensions, as well as listening to Announcement 2 for the hunt group 'just two'.
2. Call 38 is queuing for the hunt group 'just two', as well as listening to Announcement 2 for the hunt group 'just two'.
3. Call 39 is queuing for the hunt group 'just two'. The originator state is Connected Announcement because an announcement has played to this call but at present no announcement is being played.

The screenshot shows the AVAYA IP Office System Status application window. The title bar reads "IP Office System Status - F-075-IP500-1 (192.168.42.120)". The AVAYA logo is on the left, and the title "IP Office System Status" is centered. Below the title bar is a menu bar with "Help", "Snapshot", "LogOff", "Exit", and "About". A left-hand navigation pane contains a tree view with "System", "Alarms (11)", "Extensions (74)", "Trunks (10)", "Active Calls" (selected), and "Resources". The main area displays "Active Calls: 3" above a table with the following data:

Call Ref	Call Length	Originator End Party	Current State	Time in State	Incoming Caller ID	Destination End Party	Current State	Time in State	Connecte d Caller
37	00:00:46	Line: 9 H.323 192.168.42.1 Channel: 1	Connected Announcement	00:00:35	604, BorisAeris	Extn 6693, Extn6693 Extn 6694, Extn6694 Extn 4624, Extn4624 Announcement just two	Alerting Anno...	00:00:06	
38	00:00:42	Line: 9 H.323 192.168.42.1 Channel: 2	Connected Announcement	00:00:31	280, Ken Tucky	Group 302, just two Announcement just two	Queueing An...	00:00:02	
39	00:00:27	Line: 9 H.323 192.168.42.1 Channel: 3	Connected Announcement	00:00:15	299, Ben Becula	Group 302, just two	Queueing	00:00:07	

Below the table are buttons for "Pause", "Disconnect", "Call Details", and "Abandoned Calls". The bottom status bar shows the time "18:46:38" and the status "Online".

The following trace shows the same call sequence, traced from the trunk from which the call originated:

IP Office System Status - F-075 IP500-1 (192.168.42.120)

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System
Alarms (12)
Extensions (74)
Trunks (10)
Line: 1
Line: 2
Line: 3
Line: 4
Line: 5
Line: 9
Lines: 13 - 16
Active Calls
Resources

Status Utilization Summary Alarms

H.323 Trunk Summary

IP Address: 192.168.42.1

Trace Output - All Channels:

```

26/01/07 14:09:26-012ms Line = 9, Line Ref = 32840, Q.931 Message = Setup, Direction = To Switch, Calling Party Number = 604, Called Party Number = 302
26/01/07 14:09:26-025ms Line = 9, Channel Allocated, Channel ID = 1, Call Ref = 174, Line Ref = 32840
26/01/07 14:09:26-026ms Call Ref = 174, Originator State = Dialing, Type = Trunk, Destination Type = none
26/01/07 14:09:26-031ms Line = 9, Channel = 1, Q.931 Message = SetupAck, Call Ref = 174, Direction = From Switch
26/01/07 14:09:27-030ms Call Ref = 174, Originator State = Incoming Alerting, Type = Trunk, Destination State = Queueing, Type = Queue
26/01/07 14:09:27-033ms Line = 9, Channel = 1, Q.931 Message = Alerting, Call Ref = 174, Direction = From Switch
26/01/07 14:09:27-051ms Call Ref = 174, Originator State = Incoming Alerting, Type = Trunk, Destination State = Alerting, Type = Target List
26/01/07 14:09:27-051ms Call Ref = 174, Alerting, Extension = 6693, Button = 1
26/01/07 14:09:27-051ms Call Ref = 174, Alerting, Extension = 4624, Button = 1
26/01/07 14:09:27-051ms Call Ref = 174, Alerting, Extension = 6694, Button = 1
26/01/07 14:09:35-342ms Line = 9, Line Ref = 32841, Q.931 Message = Setup, Direction = To Switch, Calling Party Number = 280, Called Party Number = 302
26/01/07 14:09:35-353ms Line = 9, Channel Allocated, Channel ID = 2, Call Ref = 175, Line Ref = 32841
26/01/07 14:09:35-353ms Call Ref = 175, Originator State = Dialing, Type = Trunk, Destination Type = none
26/01/07 14:09:35-358ms Line = 9, Channel = 2, Q.931 Message = SetupAck, Call Ref = 175, Direction = From Switch
26/01/07 14:09:36-360ms Call Ref = 175, Originator State = Incoming Alerting, Type = Trunk, Destination State = Queueing, Type = Queue
26/01/07 14:09:36-360ms Line = 9, Channel = 2, Q.931 Message = Alerting, Call Ref = 175, Direction = From Switch
26/01/07 14:09:37-368ms Line = 9, Channel = 1, Q.931 Message = Connect, Call Ref = 174, Direction = From Switch
26/01/07 14:09:37-371ms Call Ref = 174, Announcement = just two, Number = 1
26/01/07 14:09:37-373ms Call Ref = 174, Originator State = Connected Announcement, Type = Trunk, Destination State = Alerting Announcement, Type = Target List
26/01/07 14:09:45-519ms Call Ref = 174, Originator State = Connected Announcement, Type = Trunk, Destination State = Alerting, Type = Target List
26/01/07 14:09:45-519ms Call Ref = 174, Alerting, Extension = 6693, Button = 1
26/01/07 14:09:45-519ms Call Ref = 174, Alerting, Extension = 4624, Button = 1
26/01/07 14:09:45-519ms Call Ref = 174, Alerting, Extension = 6694, Button = 1
26/01/07 14:09:46-537ms Line = 9, Channel = 2, Q.931 Message = Connect, Call Ref = 175, Direction = From Switch
26/01/07 14:09:46-538ms Call Ref = 175, Announcement = just two, Number = 1
26/01/07 14:09:46-541ms Call Ref = 175, Originator State = Connected Announcement, Type = Trunk, Destination State = Queueing Announcement, Type = Queue
26/01/07 14:09:54-677ms Call Ref = 175, Originator State = Connected Announcement, Type = Trunk, Destination State = Queueing, Type = Queue
26/01/07 14:09:55-649ms Line = 9, Line Ref = 32842, Q.931 Message = Setup, Direction = To Switch, Calling Party Number = 299, Called Party Number = 302
26/01/07 14:09:55-660ms Line = 9, Channel Allocated, Channel ID = 3, Call Ref = 176, Line Ref = 32842
26/01/07 14:09:55-661ms Call Ref = 176, Originator State = Dialing, Type = Trunk, Destination Type = none
26/01/07 14:09:55-666ms Line = 9, Channel = 3, Q.931 Message = SetupAck, Call Ref = 176, Direction = From Switch
26/01/07 14:09:56-665ms Call Ref = 176, Originator State = Incoming Alerting, Type = Trunk, Destination State = Queueing, Type = Queue
26/01/07 14:09:56-669ms Line = 9, Channel = 3, Q.931 Message = Alerting, Call Ref = 176, Direction = From Switch
26/01/07 14:10:05-671ms Call Ref = 174, Originator State = Connected Announcement, Type = Trunk, Destination State = Alerting Announcement, Type = Target List
26/01/07 14:10:05-671ms Call Ref = 174, Announcement = just two, Number = 2
26/01/07 14:10:06-681ms Line = 9, Channel = 3, Q.931 Message = Connect, Call Ref = 176, Direction = From Switch
26/01/07 14:10:06-684ms Call Ref = 176, Announcement = just two, Number = 1
26/01/07 14:10:06-685ms Call Ref = 176, Originator State = Connected Announcement, Type = Trunk, Destination State = Queueing Announcement, Type = Queue
26/01/07 14:10:13-833ms Call Ref = 174, Originator State = Connected Announcement, Type = Trunk, Destination State = Alerting, Type = Target List
26/01/07 14:10:13-833ms Call Ref = 174, Alerting, Extension = 6693, Button = 1
26/01/07 14:10:13-833ms Call Ref = 174, Alerting, Extension = 4624, Button = 1
26/01/07 14:10:13-833ms Call Ref = 174, Alerting, Extension = 6694, Button = 1

```

Trace Clear Ping Call Details Print... Save As...

14:10:13 Online

IP Office 4.0 supports both synchronous and asynchronous announcements. The examples in this section are typical of asynchronous announcements. For synchronous announcements, IP Office sets up a call between voicemail and a multicasting point. Each call that is listening to the same announcement connects to the same multicasting point.

The multicasting call is set up as soon as there is a call that will require it, even if it is not yet time to play the announcement. A multicasting call that is currently playing an announcement will show the announcement details and a state of 'Connected'. A multicasting call that is waiting to play an announcement will show the announcement details and a state of 'Waiting Announcement'.

A call that is listening to an announcement will indicate the call reference of the multicasting call to which it is linked.

Example:

1. Call 47 is the multicasting call for Announcement 1 of the hunt group 'just one'. This announcement is being played on call 49, which is queuing for hunt group 'just one'.
2. Call 49 is the multicasting call for Announcement 2 of the hunt group 'just two'. It has been created in readiness to play to call 45. Call 45 is alerting at two extensions. Announcement 1 of the hunt group 'just one' has already been played to it and it is waiting for Announcement 2 to begin.

The screenshot shows the 'Active Calls' section of the AVAYA IP Office System Status application. The table below lists the active calls:

Call Ref	Call Length	Originator End Party	Current State	Time in State	Incoming Caller ID	Destination End Party	Current State	Time in State	Connected Caller ID
45	00:00:30	Line: 9 H.323 192.168...	Connected An...	00:00:19	604, BorisAe...	Extn 6693, Extn6693 Extn 4624, Extn4624	Alerting	00:00:12	
47	00:00:12	Line: 9 H.323 192.168...	Connected An...	00:00:01	280, Ken Tuc...	Group 301, just one Announcement Call Ref 49	Queueing Ann...	00:00:01	
48	00:00:12	Multicast				Announcement just one, Ni	Waiting Annou...	00:00:12	
49	00:00:11	Multicast				Announcement just one, Ni	Connected	00:00:01	

Buttons at the bottom of the table: Pause, Disconnect, Call Details, Abandoned Calls.

The following trace shows the same call sequence, traced from the trunk from which the calls originated:

The screenshot shows the 'H.323 Trunk Summary' section of the AVAYA IP Office System Status application. The IP Address is 192.168.42.1. The trace output shows the following sequence of events:

```

Trace Output - All Channels:
26/01/07 14:19:33-935ms Line = 9, Line Ref = 32847, Q.931 Message = Setup, Direction = To Switch, Calling Party Number = 604, Called Party Number = 301
26/01/07 14:19:33-949ms Line = 9, Channel Allocated, Channel ID = 1, Call Ref = 186, Line Ref = 32847
26/01/07 14:19:33-949ms Call Ref = 186, Originator State = Dialling, Type = Trunk, Destination Type = none
26/01/07 14:19:33-954ms Line = 9, Channel = 1, Q.931 Message = SetupAck, Call Ref = 186, Direction = From Switch
26/01/07 14:19:34-953ms Call Ref = 186, Originator State = Incoming Alerting, Type = Trunk, Destination State = Queueing, Type = Queue
26/01/07 14:19:34-959ms Line = 9, Channel = 1, Q.931 Message = Alerting, Call Ref = 186, Direction = From Switch
26/01/07 14:19:34-972ms Call Ref = 186, Originator State = Incoming Alerting, Type = Trunk, Destination State = Alerting, Type = Target List
26/01/07 14:19:34-972ms Call Ref = 186, Alerting, Extension = 4624, Button = 5
26/01/07 14:19:34-972ms Call Ref = 186, Alerting, Extension = 6693, Button = 1
26/01/07 14:19:44-981ms Line = 9, Channel = 1, Q.931 Message = Connect, Call Ref = 186, Direction = From Switch
26/01/07 14:19:44-985ms Call Ref = 186, Originator State = Connected Announcement, Type = Trunk, Destination State = Alerting Announcement, Type = Target List
26/01/07 14:19:45-041ms Call Ref = 187, Originator Type = Multicast, Destination State = Connected, Type = Announcement
26/01/07 14:19:45-041ms Call Ref = 187, Announcement = just one, Number = 1
26/01/07 14:19:49-077ms Line = 9, Line Ref = 32848, Q.931 Message = Setup, Direction = To Switch, Calling Party Number = 280, Called Party Number = 301
26/01/07 14:19:49-088ms Line = 9, Channel Allocated, Channel ID = 2, Call Ref = 188, Line Ref = 32848
26/01/07 14:19:49-094ms Call Ref = 188, Originator State = Dialling, Type = Trunk, Destination Type = none
26/01/07 14:19:49-094ms Line = 9, Channel = 2, Q.931 Message = SetupAck, Call Ref = 188, Direction = From Switch
26/01/07 14:19:50-093ms Call Ref = 188, Originator State = Incoming Alerting, Type = Trunk, Destination State = Queueing, Type = Queue
26/01/07 14:19:50-096ms Line = 9, Channel = 2, Q.931 Message = Alerting, Call Ref = 188, Direction = From Switch
26/01/07 14:19:52-574ms Call Ref = 187, Originator Type = Multicast, Destination State = Waiting Announcement, Type = Announcement
26/01/07 14:19:52-578ms Call Ref = 186, Originator State = Connected Announcement, Type = Trunk, Destination State = Alerting, Type = Target List
26/01/07 14:19:52-578ms Call Ref = 186, Alerting, Extension = 4624, Button = 5
26/01/07 14:19:52-578ms Call Ref = 186, Alerting, Extension = 6693, Button = 1
26/01/07 14:20:02-591ms Line = 9, Channel = 2, Q.931 Message = Connect, Call Ref = 188, Direction = From Switch
26/01/07 14:20:02-594ms Call Ref = 188, Originator State = Connected Announcement, Type = Trunk, Destination State = Queueing Announcement, Type = Queue
    
```

Buttons at the bottom of the trace: Trace Clear, Ping, Call Details, Print..., Save As...

Chapter 4.

Troubleshooting Examples

4. Troubleshooting Examples

4.1 ISDN Calls Cutting Off

Issue

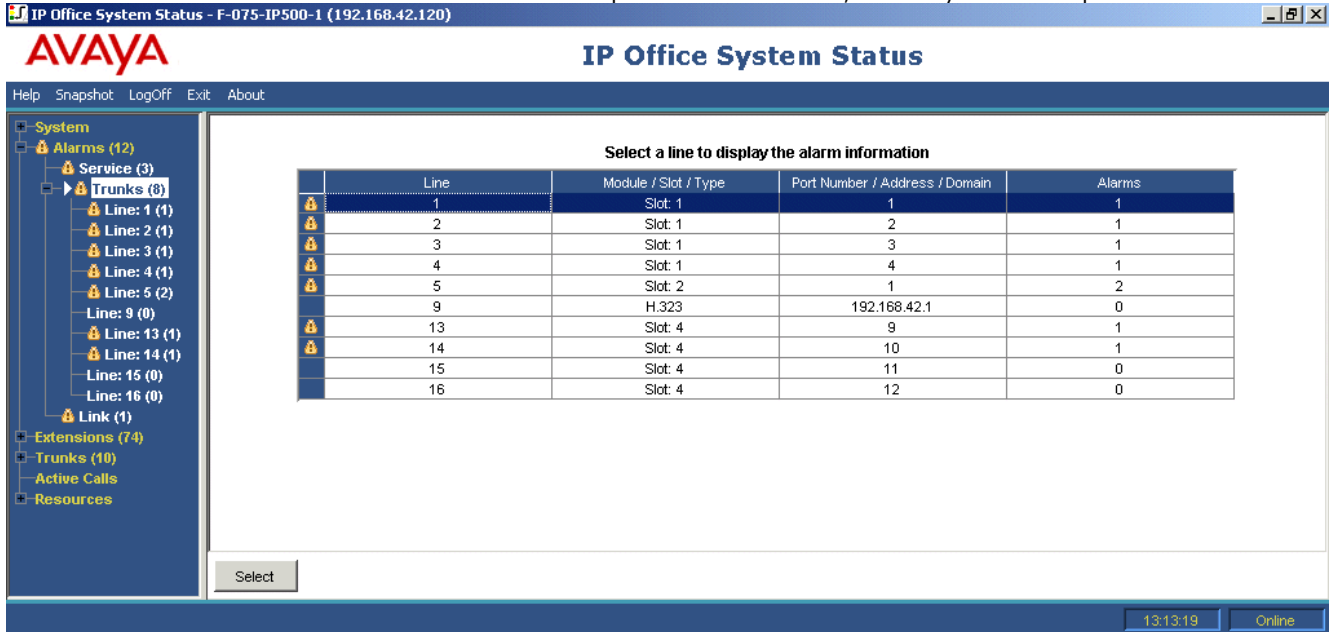
User experiences their calls being cut off.

Action

Check the IP Office configuration in Manager to make sure that all trunk parameters are correct. Ensure the parameters match those provided by the central office/network provider.

Procedure

1. Ensure there are no alarms on the trunks. If alarms are present on the trunks, contact your service provider.



2. If no alarms are present, click **Trace All** to establish why the calls are being cut off.

Performing a trace should enable you to view the reason why the calls are cutting off.

For example:

In the following screen, the call was set up on Line 1, Channel 1 and the direction was to the switch (originating party):

```
26/01/07 12:31:38-156ms Line = 1, Channel = 1, Q.931 Message = Setup, Direction = To Switch, Calling Party Number = 909, Called Party Number = 2211
26/01/07 12:31:38-204ms Call Ref = 9, Alerting, Extension = 603, Button = 1
26/01/07 12:31:38-206ms Call Ref = 9, Originator State = Incoming Alerting, Type = Trunk, Destination State = Alerting, Type = Target List
```

In the following screen, the disconnect direction is to the switch (Cause Code 16 - call was cleared from the originator):

```
26/01/07 12:31:43-270ms Call Ref = 9, Answered, Extension = 603
26/01/07 12:31:49-760ms Line = 1, Channel = 1, Q.931 Message = Disconnect, Call Ref = 9, Direction = To Switch, Cause Code = 16
26/01/07 12:31:49-763ms Line = 1, Channel = 1, Q.931 Message = Release, Call Ref = 9, Direction = From Switch
26/01/07 12:31:49-959ms Line = 1, Channel = 1, Q.931 Message = ReleaseComplete, Call Ref = 9, Direction = To Switch
26/01/07 12:31:49-964ms Call Ref = 9, Originator State = Clearing, Type = Trunk, Destination State = Connected, Type = User
26/01/07 12:31:49-964ms Call Ref = 9, Disconnect from Originator End
26/01/07 12:31:49-985ms Line = 1, Idle, Channel ID = 1
```

If another cause code is shown, it indicates that there is an error condition on the line.

4.2 Delay Between Analog Line and Extension

Issue

Incoming analog line rings several times before the call is presented to the extension.

Actions

1. If the analog trunk is configured to wait for caller ID (CLI/ICLID) information from the central office and the information is not being provided, there will be a delay between the time the line/trunk rings and the call being presented to the extensions.
2. Check the IP Office configuration in Manager and ensure the analog trunk parameters are correct and that they match those provided by the central office.

Procedure

1. In the Analog Trunk Summary, click the **Alarms** tab:

The screenshot shows the AVAYA IP Office System Status application window. The left-hand navigation tree is expanded to show 'Trunks (7)' with sub-items for 'Line: 1 (1)', 'Line: 2 (1)', 'Line: 3 (1)', 'Line: 4 (1)', 'Line: 5 (2)', 'Line: 9 (0)', 'Line: 13 (0)', 'Line: 14 (1)', 'Line: 15 (0)', and 'Line: 16 (0)'. The main content area displays the 'Analog Trunk Summary' for Slot 4. The 'Alarms' tab is selected, showing a table of trunk status. Below the table are buttons for 'Trace All', 'Call Details', 'Print...', and 'Save As...'. The status bar at the bottom right shows '18:32:55' and 'Online'.

Port ID	Line	Line Type	Call Ref	Current State	Time in State	Caller ID or Dialed Digits	Other Party on Call	Direction of Call
9	Line: 13 Slot: 4 Port: 9	Loop Start CLI		Idle	02:05:40			
10	Line: 14 Slot: 4 Port: 10	Loop Start CLI		Idle	00:01:40			
11	Line: 15 Slot: 4 Port: 11	Loop Start		Idle	00:02:04			
12	Line: 16 Slot: 4 Port: 12	Loop Start CLI		Idle	02:05:40			

If the central office is not providing Caller ID information, No Caller ID received is displayed under the Error Description.

2. From Manager, change the configuration to Loop Start only, as follows:
 - a) Log on to Manager and open the IP Office configuration.
 - b) From the configuration tree, select **Line** and double-click the analog trunk in question.
 - c) On the **Line** tab, change **Line SubType** to **Loop Start**.

The screenshot shows the AVAYA IP Office System Status application window with the 'Alarms' tab selected. The main content area displays 'Alarms for Lines: 13 - 16 Slot: 4'. A table shows an error entry for 'No Caller ID received' on 'Port Number: 10' at '25/01/2007 18:31:02' with 1 occurrence. Below the table are buttons for 'Clear', 'Clear All', 'Print...', and 'Save As...'. The status bar at the bottom right shows '18:32:55' and 'Online'.

Last Date Of Error	Occurrences	Error Description
25/01/2007 18:31:02	1	No Caller ID received Port Number: 10

Alternatively, have the central office enable CLI/ICLID on the trunks.

4.3 Expansion Units Constantly Rebooting

Issue

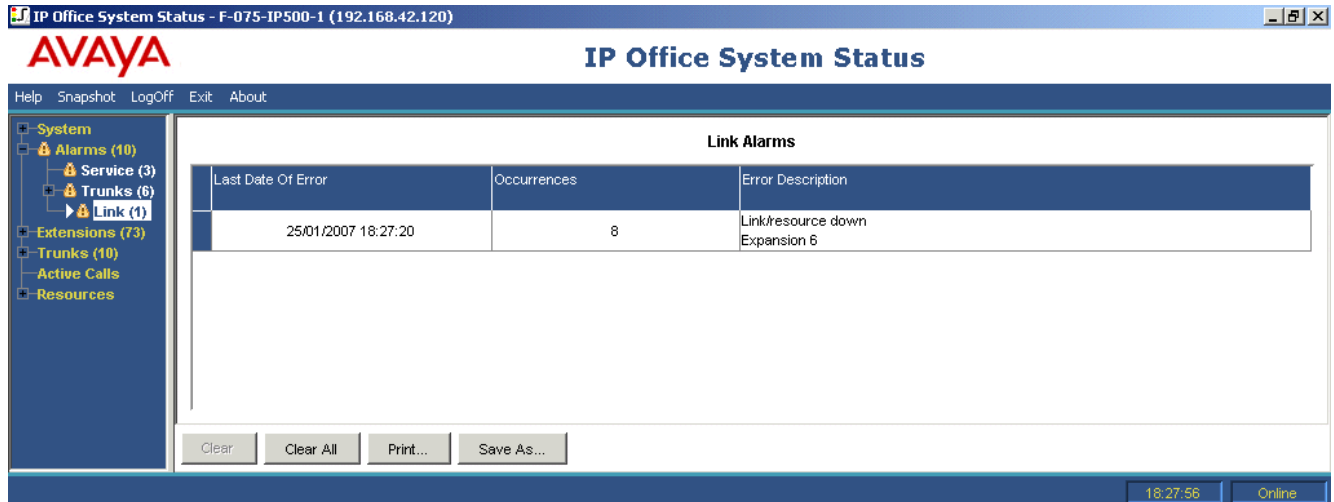
IP Office expansion units constantly reboot.

Action

1. Check the power supply for failure or faulty power bricks.
2. As a precaution, replace the power brick.
3. Check that the blue TDM cable is correctly connected at the rear of both the IP Office Control Unit and the module that is resetting.
4. Change the module with another module or plug the TDM cable in to another spare slot.

Procedure

1. View error messages by clicking **Alarms** and then the link.



The screenshot shows the AVAYA IP Office System Status application window. The title bar reads "IP Office System Status - F-075-IP500-1 (192.168.42.120)". The main content area is titled "Link Alarms" and contains a table with the following data:

Last Date Of Error	Occurrences	Error Description
25/01/2007 18:27:20	8	Link/resource down Expansion 6

Below the table are buttons for "Clear", "Clear All", "Print...", and "Save As...". The status bar at the bottom right shows "18:27:56" and "Online".

The total number of times that IP Office has lost contact with the module is displayed in the Occurrences column.

4.4 User Receives Busy When Calling

Issue

User receives Busy when calling voicemail (internal and external).

Action

1. Check that Voicemail Pro/Lite/Embedded is running.
2. If you are running Voicemail Pro, check that you have correctly configured Voicemail Channel Reservation:

Procedure

1. To view the number of times all voicemail channels have been in use, click **Resources:**

The screenshot shows the AVAYA IP Office System Status application window. The title bar reads "IP Office System Status - F-075-IP500-1 (192.168.42.120)". The AVAYA logo is in the top left, and the title "IP Office System Status" is in the top center. The interface includes a menu bar (Help, Snapshot, LogOff, Exit, About) and a left-hand navigation pane with options: System, Alarms (9), Extensions (73), Trunks (10), Active Calls, and Resources (selected). The main content area is titled "System Resources" and contains the following information:

- Music on Hold Source: Internal
- Configuration Size: 1024K
- Configuration Used: 56K (5% usage, shown in a pie chart)
- Memory Free: 76802K
- 8kHz Clock source: Internal

Below this information is a table with the following data:

Channels	Number of Channels	Number in Use	Usage	Congestion Count	Last Date of Congestion
Data	48	3	6%	0	
VCM	9	0	0%	0	
VM	4	3	75%	12	25/01/2007 18:20:03
Modem	0	0	0%	1	25/01/2007 16:27:21
Conference	64	5	7%	0	

At the bottom of the main content area is a "Pause" button. The bottom status bar shows the time "18:21:36" and the status "Online".

2. When all voicemail channels are in use, the system returns Busy to the caller.
3. Inform the user that they need to purchase more voicemail channels.

4.5 SCN VoIP Calls Echo or Have Poor Speech Quality

Issue

Calls over Small Community Network (SCN) VoIP trunks, echo or have poor speech quality.

Action

Check the IP Office configuration in Manager and make sure all VoIP trunk parameters are correct and that they match the remote end of the SCN.

Procedure

1. Click **System** and then **VoIP Trunks**.
2. To view the details of the call, click one of the channels:

The screenshot shows the Avaya IP Office System Status application interface. The title bar reads "IP Office System Status - F-075-IP500-1 (192.168.42.120)". The Avaya logo is on the left, and the title "IP Office System Status" is on the right. A menu bar includes "Help", "Snapshot", "LogOff", "Exit", and "About". A left-hand navigation pane shows a tree view with "System" expanded, containing "Alarms (8)", "Extensions (73)", "Trunks (10)", "Active Calls", and "Resources". Under "Active Calls", "Call Details for Call Ref = 1" is selected. The main content area displays "Call Details" for Call Ref: 1, with a call length of 00:05:35. The "Originator" section is expanded, showing the following details:

Call Ref:	1	Call length:	00:05:35
Originator:			
Current State:	Connected	Time in State:	00:05:31
Trunk:	Line: 9 H.323 192.168.42.1 Channel: 1		
Incoming Caller ID:	604, BorisAeris		
Incoming DID:	6693		
Codec:	G729 A		
Round Trip Delay:	3ms		
Receive Jitter:	0ms		
Receive Packet Loss Fraction:	50%		
Transmit Jitter:	0ms		
Transmit Packet Loss Fraction:	60.15%		

3. Check the **Originator** figures for the following:

- Round Trip Delay
- Receive Jitter
- Receive Packet Loss
- Transmit Jitter
- Transmit Packet Loss

4. Open another System Status Application and click on the channel to monitor the **Destination** figures:

The screenshot shows the Avaya IP Office System Status application interface. The title bar reads "IP Office System Status - F-075-IP406-1 (192.168.42.1)". The Avaya logo is on the left, and the title "IP Office System Status" is on the right. A menu bar includes "Help", "Snapshot", "LogOff", "Exit", and "About". A left-hand navigation pane shows a tree view with "System" expanded, containing "Alarms (10)", "Extensions (23)", "Trunks (26)", "Active Calls", and "Resources". Under "Active Calls", "Call Details for Call Ref = 71" is selected. The main content area displays "Call Details" for Call Ref: 71, with a call length of 00:08:26. The "Destination" section is expanded, showing the following details:

Call Ref:	71	Call length:	00:08:26
Destination:			
Current State:	Connected	Time in State:	00:08:26
Trunk Used:	Line: 9 H.323 192.168.42.120 Channel: 1		
Digits sent to Central Office:	6693		
Caller ID sent from Central Office:	6693		
Codec:	G729 A		
Round Trip Delay:	3.5ms		
Receive Jitter:	0ms		
Receive Packet Loss Fraction:	73.82%		
Transmit Jitter:	0ms		
Transmit Packet Loss Fraction:	71.09%		

5. If the figures are high, consult your network administrator to make the necessary changes to the network to improve the situation.

4.6 Phone User Unable to Dial Out

Issue

Phone user without caller display is unable to dial out.

Action

From Manager, check that the user is not barred from making outside calls.

Procedure

1. Click **Extensions** and then double-click the specific extension.

The screenshot shows the 'IP Office System Status' application window. The left-hand navigation pane is expanded to 'Extensions (12)', with extension 3002 selected. The main content area displays the 'Extension Status' for extension 3002. The status is 'Idle' and the user is 'NoUser'. Below this, a table shows call history with one entry in an 'Idle' state. At the bottom, a 'Trace Output' window shows a sequence of events, including a 'Call Barred' error at 13:09:52:348ms.

Call Ref	Current State	Time in State	Calling Number or Called Number	Direction	Other Party on Call
	Idle	00:00:51			

```

Trace Output:
26/01/07 13:09:49:755ms Extension = NoUser, Switchhook, Status = Off
26/01/07 13:09:49:782ms Call Ref = 47, Originator State = Seized, Type = User, Destination Type = none
26/01/07 13:09:51:331ms Extension = NoUser, Digit dialed, Digit = 9
26/01/07 13:09:51:334ms Call Ref = 47, Originator State = Dialling, Type = User, Destination Type = none
26/01/07 13:09:52:335ms Call Ref = 47, Short Code Matched = System, 9N
26/01/07 13:09:52:348ms Extension = NoUser, State = Call Barred
26/01/07 13:09:55:072ms Extension = NoUser, Switchhook, Status = On
26/01/07 13:09:55:075ms Extension = NoUser, State = Busy Wrap Up
26/01/07 13:09:57:075ms Extension = NoUser, State = Idle
    
```

This Extension Status screen shows that the user has not logged on and this is reason the user cannot dial out.

4.7 PRI Line is Out of Service

Issue

IP Office PRI lines (set for N12 protocol) experience out of service and callers are unable to dial out or place a call into IP Office.

Action

Unplugging and plugging the PRI cord from the PRI slot will bring the line back in to service and allow calls to go out.

Procedure

1. Click **Alarms** and then **Trunks**.
2. Click the line number of the PRI.

The screenshot shows the AVAYA IP Office System Status application. The left-hand navigation pane is expanded to show 'Trunks (3)' with 'Line: 1 (3)' selected. The main window displays 'Alarms for Line: 1 Slot: A Port: 1'. The 'Alarms' tab is active, showing a table with the following data:

Last Date Of Error	Occurrences	Error Description
26/01/2007 12:45:54	12	Loss of Signal
26/01/2007 12:03:13	1	Trunk out of Service
26/01/2007 12:45:52	3	Red Alarm

Buttons at the bottom include 'Clear', 'Clear All', 'Print...', and 'Save As...'. The status bar shows '12:47:00' and 'Online'.

3. Select the 24 Hour Performance History tab.

The screenshot shows the AVAYA IP Office System Status application with the '24 Hour Performance History' tab selected. The main window displays a table with the following data:

Interval Start Time	Error Seconds	Bursty Error Seconds	Severely Errored Seconds	Failed/Unavailable Seconds	Bipolar Violation	Clock Slips	Missed Frame
12:45	3	1	1	0	4	0	14
12:30	0	0	0	0	0	0	0
12:15	0	0	0	0	0	0	0
12:00	5	2	2	0	7	0	19
11:45	1	0	0	0	0	2	0

Buttons at the bottom include 'Relative Time', 'Show Blanks', 'Print...', and 'Save As...'. The status bar shows '12:47:00' and 'Online'.

The example above shows that the PRI line experienced clock slips and missed frames. This issue may be resolved by replacing the wiring from the PRIs smart jack and the IP Office.

Index

2

- 24 hour
 - provides 72
- 24 Hour Performance History
 - Applies 18
 - Select 134

A

- Abandoned
 - Incoming 70
- Abandoned Calls 18
- Abnormal Termination 39
- Absolute Time 18
- acknowledgement 72
- Active Calls 81
 - Applies 18
- Add 10
- Admin
 - run 10
- Administered Channels
 - Number 62
- Administered Trunks
 - Number 60
- Administrator
 - Manager 11
- Advanced 39
- Alarm 72, 129, 134
 - clicking 130
- Alarm History button 39
- Alerting
 - Announcement 88, 90
 - Incoming 90
 - Outgoing 90
- alerting/connected 85
- alerting/queuing 81
- allows
 - IP Office 13
- alter
 - IP Office 13
- Analog Trunk 60
- Analog Trunk Summary 59, 60, 129
- Announcement 85
 - Alerting 88, 90
 - listening 124
 - Queuing 88, 90
 - waiting 124
- Answered 118
- Application
 - Installing 10
- Applies
 - 24 Hour Performance History 18
 - Active Calls 18
 - Utilization Summary 18
- Assigning
 - Security Settings 11
- attempted
 - login 42
 - SNMP 42
- Auto Callback 88
- AutoAttendant 85
- Automated Attendant
 - string 85, 87
- Automatic Callback 91
- Avaya 10

B

- B-channel
 - free 88, 90
- blank
 - Incoming Abandoned 70
- Blue Alarm 72
- Blue Alarm Active on Trunk 72
- Bridged 56
- Bridged Appearance 84, 85, 88
- Busy 131
- Button Bar 18

C

- Call 60, 88
 - Incoming 56, 62, 72
 - Line 56, 84, 85
 - Number 56, 70
 - Outgoing 56, 62
 - voicemail 131
- Call Appearance 88
- Call Being Abandoned While 118
- Call Coverage 84, 85
- Call Details 18, 56, 60, 62, 81
- Call Details button 60, 62
- Call Length 81
- Call Listen 88
- Call Recording 87
- Call Ref 56, 60, 62, 81
- Call Routed Across SCN Trunk 87
- Call States 88, 90
- Call Target Information 87
- Call Target/Routing Information 87
- Call Type 70, 91
- Callback 91
- callback/reminder 88
- Called Number 56
- Caller ID 56, 60, 62, 72, 85
 - Incoming 84
 - providing 129
 - waiting 90
- Cannot Be Intruded 88
- CD
 - Insert 10
 - open 10
- Central Office 85, 88, 90
- Channel
 - Number 62
- Channel Number 62, 72
- Check
 - IP Office 129, 132
 - Originator 132
- Clear Abandoned Calls 18
- Clear Alarms 13
- Clear All 18
- CLI/ICLID 129
- clicking
 - Alarms 130
 - System 59
 - Trunks 60, 62, 70
- Clock Slips 134
- Close 13
- Codec 84, 85
- Conference
 - Held 88, 90
- Conference button 88
- Conference Channels 42

Conference Details 18, 83
Conference Details button 83
Conferencing Center 83
Configuration Alarms 42
conflicting
 Small Community Network 97
Conflicts button 97
Connected 124
 Feature Key Server 42
Connected Announcement 88, 90, 124
Connected Blind 88, 90
Connected WAN 90
Control Unit 59, 60, 62, 70, 81
Control Unit Audit 99
Control Unit Port 29
count
 Incoming 70
Counters Started 70
Cover Appearance button 56
csv file 18
Current State 56, 60, 62, 84, 85
Current User Extension Number 56
Current User Name 56
Currently At 84, 85

D

Data Channels 42
Data Line 42
Data Service 60, 62, 84
Delay Between Analog Line 129
Destination 132
 reported 85
Destination End 85
Destination Information 85
Details 18
details/traces 18
Dial Out
 Phone User Unable 133
Dialed Digits 60, 62, 84
Dialling 88, 90
DID
 Incoming 84
 number 72
Digit
 Routing 62
Digital Trunk 62
Digital Trunk Summary 59, 62
Digits Received 72
DirectMedia 87
Directory 97
Displayed Value 56, 60, 62
double-clicking
 Trunks 59

E

Either On 56
End
 H.323 72
 Originating 84
 SCN 132
Error
 Last Date 42, 50, 72
Error Description 42, 50, 72, 129
European ISDN 88, 90
Expansion Modules 32
Expansion Units Constantly Rebooting 130
expiry 87

Extension Ports 30
Extension Status 56, 88, 90, 133
 view 17
Extension Summary 17, 18, 55
Extensions 17, 81, 129, 133
External Number 56

F

failed/cleared 88
Feature Key Dongle
 number 95
Feature Key Server
 connect 42
Feature Key Server Connection Failure 42
Feature Key Server IP Address 42
file
 Select 13
Follow Me 56, 87
Forward On Busy 56
Forward On No Answer 56
Forward Unconditional 56
Forwarding 87
free
 B-channel 88, 90
Full Details 18

G

Group
 Users 85
Group ID
 Outgoing 42
group/username 85

H

H.323 56, 84, 85
 end 72
H.323 Extensions 35, 42
H.323 Trunk Summary 59
H.323/SIP 84, 85
Have Poor Speech Quality 132
Held
 Conference 88, 90
 Held 88, 90
 Transfer 88, 90
HH 18
Hold button 88
Hold Elsewhere 88
Hold Reminder 88, 90, 91
Home Extension Number 56
Hunt Group 56, 60, 62, 87, 118
Hunt Group Call Being Directed 118
Hunt Group Call Overflowing
 Second Hunt Group 118
Hunt Group Calls Being Answered 118
Hunt Group Calls Sent
 Voicemail After Ringing Hunt Group Members 118
Hunt Group Member 118
Hunt Group Queue 85, 118

I

ICLID 72
ID 42, 84, 88, 90, 129
Includes
 shortcode 87
Incoming
 Abandoned 70
 Alerting 90
 Call 72
 Caller ID 84

- Incoming
 - Calls 56, 62
 - count 70
 - DID 84
- Incoming Abandoned
 - blank 70
- Incoming Alerting 88, 90
- indicate
 - Outgoing Group ID 42
- Information Panel 17
- Insert
 - CD 10
- Installing
 - Application 10
- Insufficient DID Digits 72
- INVITE 72
 - SIP 85
- IP 18, 42, 56, 72
 - types 35
- IP 500 System Hardware Summary 18
- IP Office 11, 35, 60, 62, 72, 85, 88, 90, 97, 105, 118, 124, 130, 134
 - allows 13
 - alter 13
 - Check 129, 132
 - open 129
 - voicemail 81
- IP Office 4.0 10, 124
- IP Office 4.2 95, 97, 99, 101, 105
- IP Office Admin 10
- IP Office Admin Suite 10
- IP Office Administrator Application CD 10
- IP Office Applications DVD 10
- IP Office contril 50
- IP Office Control Unit 130
- IP Office Manager application 42
 - refer 11
- IP Office PRI 134
- IP Trunk Line Number 72
- IPSec 105
- L**
- L2TP 105
- Last Date
 - Error 42, 50, 72
- Last System Restart 39
- LCR 87
- LEDs 88
- Licenses 95
- Line 87, 129
- Line Appearance 88
- Line ID 60, 70
- Line ID/URI Group/Channel 56, 60, 62
- Line Sub Type 70
- Line SubType 62
 - Loop Start 129
- Line Type 60, 62, 70
- Line/Slot/Port 62
- line/trunk 129
- Link Alarms 50
- listening
 - Announcement 124
 - ringback 88
- lists
 - VoIP 34
- Lite 56
- Loader
 - FPGA 18
- Locate 13
- login
 - attempted 42
- LogOff
 - Selecting 13
- Logon 13, 42
 - SSA 11
- Logon Failure 42
- Logon Failure Due
 - User ID/Password 42
- Loop Start
 - Line SubType 129
- M**
- MAC 56
- Mailboxes 101
- Main 118
- Manager 13, 39, 42, 124, 129, 132, 133
- Membership button 97
- Message Waiting 56
- Missed Frames 134
- MM 18
- Modem Channels 42
- Module/Slot/IP Address 56
- Monitor 42
- MSN 72
- Multicast 84
- multicasting 124
- N**
- N12
 - set 134
- Navigation Panel 17
- New Messages
 - Number 56
- Next 10
- No Caller ID 129
- None 56, 60, 62
- Normal Power-up 39
- Not Disturb 56
- Number
 - Administered Channels 62
 - Administered Trunks 60
 - Calling 56
 - Calls 70
 - Channels 62
 - DID 72
 - Feature Key Dongle 95
 - New Messages 56
 - PRI 134
 - Trunks 60
- Number Unobtainable 88
- number/name 85
- O**
- Occurrences 130
- Off 56
- offline 13
- OK 13
- Open 13
 - CD 10
 - IP Office 129
- Operator 11
- Original Target 87
- Originated/Answered 56, 60, 62
- Originating
 - End 84

Originator
 Check 132
 reported 84
 Originator Information 84
 Other Party on Call 56, 60, 62
 Out
 Service 88, 134
 set 90
 Outgoing 60, 70, 72
 Alerting 90
 Calls 56, 62
 Group ID 42
 Trunk Group 42
 Outgoing Alerting 88, 90
 Outgoing Group ID
 indicate 42
 Outgoing Trunk 72
P
 Park Reminder 88, 91
 Park Slot 56, 60, 62, 84, 85
 passcode 42
 PC 10, 42
 PCB 18
 Phone Manager 56
 Phone Manager Type 56
 Phone User Unable
 Dial Out 133
 plugging
 PRI 134
 TDM 130
 Port Number 72
 Port/MAC Address 56
 pre-4.0 10
 Pre-Alert 90
 Presentation Digits 72
 PRI
 number 134
 plugging 134
 PRI Line 134
 Primary 56
 Primary User Name/Number 56
 PRI's Smart Jack 134
 Pro 56
 Properties 13
 provides
 24 hour 72
 Caller ID 129
Q
 Queuing
 Announcement 88, 90
R
 RAS 42, 60, 62, 85
 Read 11
 Read All Configuration 13
 Reboot 39
 Receive Jitter 84, 85, 132
 Receive Packet Loss 84, 85, 132
 Red Alarm 72
 Red Alarm Active on Trunk 72
 Redirected
 Station 87
 Twin 87
 refer
 IP Office Manager application 11
 Refresh 13
 Relative Time 18
 Remove 10
 Remove Programs 10
 Replay 13
 reported
 Destination 85
 Originator 84
 Reset button 70
 Resources 131
 Resources Not Available 42
 Response Failure 72
 Resume 18
 retargeted 87
 Retargeting 87
 Retargeting Count 87
 Returning Calls 91
 Returns
 System Hardware Summary 18
 RFC 1889 84, 85
 Rights Group 11
 ringback 90
 listening 88
 Ringback/Incoming Alerting 88, 90
 Round Trip Delay 84, 85, 132
 Routing
 Digits 62
 RTP Connection Type 87
 RTPRelay 87
 running
 Admin 10
 SSA 42
 Voicemail Pro 131
S
 Save As 18
 Saved Configuration 39
 SCN 84, 85
 end 132
 SCN VoIP Calls Echo 132
 Second Hunt Group
 Hunt Group Call Overflowing 118
 Secondary 56
 Secondary User Name/Number 56
 Security Settings
 Assigning 11
 See Line Protocols 60, 62, 70
 Seize Failure 72
 Select 32, 34, 35
 24 Hour Performance History 134
 file 13
 LogOff 13
 Sent
 Voicemail 118
 Service 90
 Out 88, 134
 Trunk Went Out 72
 Service Alarms 42
 Set
 N12 134
 Out 90
 Yes 87
 setup.exe 10
 shortcode 42
 Includes 87
 Shortcode Matched 87
 Show Blanks 18
 Show Zeros 18

- Signal 72
- Signal on Trunk 72
- SIP 72, 84
 - INVITE 85
- SIP Trunk Summary 59
- slo 13
- slo file 13
- Slot/Module 60
- Small Community Networking 42, 132
 - conflicting 97
- Snapshot 13
- Snapshot only/Continuous 13
- SNMP
 - attempting 42
- softphone 56
- Software Upgrade 39
- SSA 10, 13, 84, 85, 88, 90, 124
 - logon 11
 - running 42
- ssh 13
- ssh file 13
- Start Point 56, 62
- State 56, 60, 62, 84
 - Time 85
- Station
 - Redirecting 87
- Status 59, 60, 62
- string
 - Automated Attendant 85, 87
- synchronization 72
- System 60, 62, 70, 81, 132
 - Clicking 59
 - User 87
- System Hardware Summary
 - Returns 18
- System Resources 42
- System Status Access 11
- System Status Application 132
- System Status Rights Groups 13
- T**
- T1/PRI 72
- T3 56
- TCP Sync 72
- TDM
 - plug 130
- Telephone Type 56
- Time 84
 - State 85
- timeout 87, 90
- Total Call Duration 70
- Total Ring Time 70
- Trace All 18
- Trace Clear 18
- Transfer
 - Held 88, 90
- Transfer Count 87
- Transfer Return 88, 91
- Transfer/Conference 88
- Transmit Jitter 84, 85, 132
- Transmit Packet Loss 84, 85, 132
- Trunk Alarms 72
- Trunk Alarms Summary 46
- Trunk Group
 - Outgoing 42
- Trunk Ports 31
- Trunk Summary 88, 90
- Trunk Used 85
- Trunk Went Out
 - Service 72
- Trunks 84, 85, 134
 - clicking 60, 62, 70
 - Double-clicking 59
 - Number 60
- TUI 81
- Tunnels 105
- Twin
 - Redirected 87
- txt file 18
- types 56
 - IP 35
- U**
- URI 84, 85
- URL 85
- Use 60, 62
- Use Elsewhere 88
- Use Inaccessible 88
- User 87
 - Group 85
- User ID/Password
 - Logon Failure Due 42
- User Initiated 39
- User Receives Busy When Calling 131
- userId/password 42
- Utilization Summary 70
 - Applies 18
- V**
- VCM 42, 87
- view
 - Extension Status 17
- voicemail 42, 56, 60, 62, 84, 88, 90, 101, 124
 - calling 131
 - IP Office 81
 - Sent 118
- Voicemail After Ringing Hunt Group Members
 - Hunt Group Calls Sent 118
- Voicemail Announcement 85
- Voicemail Box 42, 56, 60, 62
- VoiceMail Call 56, 60, 62, 84, 85
- Voicemail Channel Reservation 131
- Voicemail Channels 42
- VoiceMail Pro 42, 85
 - running 131
- VoiceMail Pro/Lite 42
- Voicemail Pro/Lite/Embedded 131
- Voicemail Ringback 88, 91
- Voicemail Storage 42
- Voicemail Storage Full 42
- Voicemail Storage Nearly Full 42
- Voicemail System 42
- voicemail Telephone User Interface 81
- VoIP 70, 84, 85, 132
 - lists 34
- VoIP Trunk 34, 84, 85, 132
- VPN 105
- W**
- waiting
 - Announcement 124
 - Caller ID 90
- Waiting Announcement 124
- WAN 90
- Windows Control Panel 10

Windows logon 10

WrapUp 88

X

XX 42, 72

xxx 72

XXX.XXX.XXX.XXX 42

Y

Yellow Alarm 72

Yellow Alarm Active on Trunk 72

Yes 10

Set 87

yyy.yyy.yyy.yyy 72

YYYYY 72

YYYYYYYYYY 42

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