Installation Quick Reference and Troubleshooting Guide for Avaya Distributed Office
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When and where can I insert the USB flash disk?

Insert the USB flash disk into the USB port on the platform before you boot the system. For the USB port location on an i120, see Figure 1. Do not insert the flash disk in the USB port on the AM110.

Figure 1: USB port for flash disk

What is the meaning of the LEDs on the front panel?

For detailed information on the Distributed Office LEDs, see Maintenance and Troubleshooting for Avaya Distributed Office (03-602029).

How can I connect to Avaya Local Manager through the LAN?

To connect to Avaya Local Manager through the LAN, enter the IP address of the Distributed Office system in a Web browser and hit Enter. The logon screen for Avaya Local Manager appears.
I can’t access Local Manager through the LAN. What can I do?

Use the following steps:

1. Clean up the cache on your computer and try the connection again.

2. If cleaning up the cache does not work, use the Packet Internet Groper (PING) utility to check the network connectivity.

3. If the system does respond to PING, check your Web proxy settings.

If you still cannot access Local Manager through the LAN:

1. Connect your laptop directly to the Services port on the front of the AM110 using a standard CAT 5 Ethernet cable. The laptop is automatically assigned an IP address of 192.11.13.5.

   **Tip:**

   If the IP address is not automatically assigned, verify that the laptop is configured with the 'Get an IP address automatically' option. If the option is configured but the IP address is not assigned, you must manually configure the laptop using the instructions found in *Maintenance and Troubleshooting for Avaya Distributed Office* (03-602029).

2. After connecting to the Services port, start a Web browser and type 192.11.13.6 in the address field. The Local Manager logon screen appears.

3. If the Local Manager logon screen does not appear, check the health status of the AM110 by looking at the LEDs. There are two LEDs on the AM110:

   - The ALM LED: The ALM LED lights red when a problem with the AM110 has been detected or when the AM110 is performing a reset.

   - The CPU LED: The CPU LED lights a steady green when the AM110 is operational. The CPU LED blinks on and off when the AM110 is performing a reset.

   If the CPU LED does not have a steady green light and/or the ALM LED is red, press the reset button on the AM110. For more information on how to reboot the AM110 using the reset button, see *Maintenance and Troubleshooting for Avaya Distributed Office* (03-602029).

   **Important:**

   Rebooting the AM110 is service affecting.

   • If rebooting the AM110 does not correct the problem, call the system administrator or your support organization.
What is an installation poster and how can I use it to complete the installation?

Distributed Office creates the installation poster (see example Figure 2) based on the system’s configuration and profile. The poster contains important installation information such as IP addresses, media module slots, and media module ports.

To obtain an additional copy of the installation poster, click Installation Poster under Reports on the Avaya Local Manager interface.

Figure 2: Installation poster

Installation poster example

Refer to Figure 2 for an example of an installation poster that was received with the Distributed Office System. By examining this poster an installer would know:

- The IP address of the Host IP Address (the AM110) is 132.32.132.132.
- The IP address of the platform is 132.32.132.122. The platform for this installation poster is an i120.
- The DHCP Server is not being used on Distributed Office.
● A DS1 trunk cable should be plugged into slot lv3. The DS1 is administered as trunk group number four with only one port.

● The Ethernet cable should be plugged into the Ethernet port labeled Eth LAN port 10/3 on the front of the i120.

● A MM316 is installed in lv6, ports one through 15 are administered.

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### How do I know what has been configured and what needs to be configured?

A system can be fully configured, partially configured, or may not have any configuration information at all (unconfigured).

A fully configured system is ready to use. The Setup Assistant does not run automatically on a fully configured system.

On a partially configured system, some administration is required. The Setup Assistant runs automatically to guide you through the remaining configuration.

For a unconfigured system, the initial Setup Assistant is invoked.

For more information, see *Avaya Distributed Office i40 Installation Quick Start* or *Avaya Distributed Office i40 Installation Quick Start*.

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### What actions do I perform once Distributed Office is powered up?

For an unconfigured system, the initial Setup Assistant is used for configuration. Once the configuration is complete you can generate an installation poster to help you connect the necessary cables.

For a partially configured system, the Setup Assistant is used to complete the rest of the configuration. Once the configuration is complete you can generate an installation poster to connect the necessary cables.

If this is a fully configured system, use the installation poster to connect the necessary cables to complete the installation.

For more information on the installation poster, see [What is an installation poster and how can I use it to complete the installation?](#) on page 7.

For more information, see *Avaya Distributed Office i40 Installation Quick Start* or *Avaya Distributed Office i40 Installation Quick Start*.
I connected using the Installation Poster but I still can’t make a phone call.

The inability to make a phone call can be caused by many reasons. To verify that the trunk cable is connected to the right port, see Where can I plug the trunk cable into Distributed Office? on page 13. To test a PSTN trunk, see I plugged a PSTN trunk into Distributed Office but I cannot make an outside call on page 15.

For additional information, see Maintenance and Troubleshooting for Avaya Distributed Office (03-602029).

What can I do if the system is not responding?

In the rare occasion where Distributed Office is not responding, you can reboot the system using the detailed instructions found in Maintenance and Troubleshooting for Avaya Distributed Office (03-602029).

How can I reboot the system?

If possible, reboot Distributed Office using the Avaya Local Manager interface. The Avaya Local Manager interface allows you to select the component for the reboot, such as the AM110 or the platform. To reboot using Local Manager, click Reboot under Maintenance and Monitoring.

If you cannot access Local Manager, use the reset buttons on the AM110 and/or the platform.

For detailed rebooting instructions, see Maintenance and Troubleshooting for Avaya Distributed Office (03-602029).
How can I make sure I have the most current firmware installed?

Use the Avaya Local Manager interface to verify the installed firmware for:

- The media modules: Use the **System Summary** screen or the **Media Services Status** screen.
  
  To display the **System Summary** screen, click **System Status** under Maintenance and Monitoring.
  
  To display the **Media Services Status** screen, click **General** under Maintenance and Monitoring > Media Services.

- The AM110 (SB) and the platform: Use the **System Summary** screen for the firmware version and information on the hardware. Display the **Device Firmware Management** screen to verify the firmware running on each bank and which bank is active.
  
  To display the **Device Firmware Management** screen, click **Device** under Maintenance and Monitoring.
  
  The AM110 firmware can also be found in the **Media Services Status** screen.

- The service pack (SP): Use the **Device Firmware Management** screen.

- The stations: Display the **User Status Details** screen.
  
  To display the **User Status Details** screen, click **Users** under Maintenance and Monitoring. Clicking any column of data for a specific station displays the **User Status Details** screen. The installed firmware for the station displays under the **Model/Version** heading.

When you are finished verifying the installed firmware go to [http://avaya.com](http://avaya.com). If the firmware version found on the Avaya Web site is newer than the installed version, download the newer version. After you download the new firmware from the Avaya Web site you must install the firmware on Distributed Office.

To install the new AM110 image, platform image, or service pack:

1. Click **Devices** under Firmware Management.
2. Click the **Image Download Process** tab.
3. Select an image type and a download method.
4. Click **Start**.

To install the new media module firmware:

1. Click **Media Modules** under Firmware Management.
2. Click the radio button associated with the media module.
3. Select the download method.
4. Click **Start**.
Once the installation is complete, how can I backup Distributed Office?

Use the Avaya Local Manager interface to backup the system by clicking **Backup and Restore** under Maintenance and Monitoring > Configuration Information.

Detailed instructions on how to perform a backup can be found in *Maintenance and Troubleshooting for Avaya Distributed Office* (03-602029).

What is the suggested methodology to backup Distributed Office?

Avaya suggests that backups be performed:
  * After an administration change has been made.
  * When you want to save voice mail messages.
  * Before a major change such as an upgrade.
  * As defined by a schedule such as daily, weekly, etc.
  * Automatically using Network Configuration Manager (if available).

Stations

My station fails to load properly when I plug it into Distributed Office.

If the IP or SIP station fails to load properly, unplug the station from Distributed Office and plug it back in.

For more information, see *Maintenance and Troubleshooting for Avaya Distributed Office* (03-602029).
How do I know if the IP station is registered?

A registered IP or SIP station displays a status of in-service in the Local Manager User Status screen. To display the User Status screen, click User under Maintenance and Monitoring > Telephony.

For more information, see Maintenance and Troubleshooting for Avaya Distributed Office (03-602029).

What can I do if an IP station does not work?

Follow the troubleshooting guidelines outlined in Maintenance and Troubleshooting for Avaya Distributed Office (03-602029).

How can I add a new station?

To add a new station:

1. Click Users under Configuration in the Local Manager interface.
2. Click Add New User.
3. Enter data in the fields for each tab.
4. Click Apply Changes to add the new station.
5. Click Save Configuration to permanently save the change. Save Configuration can be found on the right side near the top of the screen.

How can I remove a station?

To remove a station:

1. Click Users under Configuration > Telephony in the Local Manager interface.
2. Click the box associated with the extension of the station you want to remove.
3. Click Remove User.
4. A confirmation window appears. Click OK.
5. Click Save Configuration to permanently save the change. Save Configuration can be found on the right side near the top of the screen.
How can I change the name that appears on the station’s display?

To change a user’s displayed name:
1. Click **Users** under Configuration > Telephony in the Local Manager interface.
2. Click the name of the user you wish to change.
3. The name of the user is located under the General tab. After changing the name click **Apply Changes**.
4. Click **Save Configuration** to permanently save the change. Save Configuration can be found on the right side near the top of the screen.

How can I change the language on the station’s display?

To change a displayed language:
1. Click **Users** under Configuration > Telephony in the Local Manager interface.
2. Click the extension associated with the display.
3. The language for the station’s display is located under the General tab in the **Preferred Language** field. Select the language from the drop-down menu and click **Apply Changes**.
4. Click **Save Configuration** to permanently save the change. Save Configuration can be found on the right side near the top of the screen.

How can I fix voice quality problems?

To identify and troubleshoot voice quality problems, see *Maintenance and Troubleshooting for Avaya Distributed Office* (03-602029).

Trunks and outside lines

Where can I plug the trunk cable into Distributed Office?

Trunk cable locations vary depending on the Distributed Office configuration and the trunk type. The following figures show where to plug the trunk cable for several Distributed Office configurations.
Figure 3: i40 - Analog

Figure 4: i40 - BRI

Figure 5: i40 - DS1
I plugged a PSTN trunk into Distributed Office but I cannot make an outside call

Verify if the PSTN trunk is working properly by isolating the problem:

1. Connect an analog station directly to the PSTN trunk. If an outside call is successful, the PSTN trunk is working properly.
2. If the PSTN trunk is working properly, check the PSTN administration in Local Manager.
3. If the PSTN is not working properly, contact your service provider.

Stations at this location cannot call out or receive calls

To troubleshoot stations that cannot call or receive calls, see Maintenance and Troubleshooting for Avaya Distributed Office (03-602029).
Voice mail

How many mailboxes can I have on my system?

The maximum number of mailboxes that can be administered is 12 on an i40 and 40 on an i120.

Calls to a station do not cover to voice mail

Station coverage to voice mail must be administered. To verify the administration:

1. Click Users under Configuration > Telephony on the Local Manager interface.
2. Click the extension of the station.
3. Click the Voicemail tab. Verify that the user has a voice mailbox on the system and that the mailbox type is either regular or extended.
4. Click the Station tab. Verify that the Coverage field reads VoiceMail.

I cannot receive a fax message on my voice mail

A voice mail fax message is sent to the user’s email address and a copy is stored on the voice mail system. Currently, there is no capability to send a fax using voice mail.

Voice mail administration must be correct to receive a fax. If you are experiencing problems check the following administration in the Local Manager interface:

- Click Network Connection under Configuration > Platform. Click the SMTP tab.
The fields on the SMTP tab must be correct or voice mail fax will not work. If DNS is not used, the SMTP server’s IP address must be entered. If authentication is used, you must enter the account name and password. If this is a secure connection, a certificate must be defined.

- On the Voicemail tab of the Users station form, verify that the user’s email address is entered in the Outgoing Email Address field. A fax message is sent to the user’s email address and stored in the user’s mailbox. If for some reason the user did not receive the email fax message, the user can call into the mailbox and request a re-delivery of the fax message.

- Check the mailbox usage to verify the user has enough space to store a fax message.

To check voice mailbox usage: On Local Manager, click Mailboxes under Maintenance and Monitoring > Telephony > Voicemail and Automated Attendant. The Mailbox Usage Report displays.

The maximum size of a fax message is 1MB which is equal to approximately 25 pages.

For more information on the Mailbox Usage Report, see the online help for Avaya Local Manager.

- If the wrong Caller Station Identification (CSID) is used when receiving a fax transmission: The parameters for CSID are defined in the Voicemail and Automated Attendant System Parameters screen. To access this screen, click Voicemail and Automated Attendant under the System Parameters heading.
How can I give a user more space in their mailbox?

There are three mailbox types that can be administered using Local Manager:

- Regular: A regular mailbox has 20 minutes of storage and two personal greetings. The maximum length for a single message is four minutes.
- Extended: An extended mailbox has 40 minutes of storage and two personal greetings. The maximum length for a single message is eight minutes.
- Informational: An informational mailbox plays an announcement to the caller but does not record a message.

All mailbox types can exceed their capacity. Both the owner of the mailbox and the person calling to leave a message receive an audible message indicating that the mailbox is full:

- The caller receives the message "Sorry, you cannot leave a message because this mailbox is full."
- The owner receives the message, "Your mailbox is full. Please delete unneeded messages."

If a user’s voice mail is administered as an Extended type, it is already at maximum capacity.

If a user’s voice mail is administered as a Regular type, additional mailbox capacity can be obtained by changing it to an Extended type.

To change the voice mail type:

1. On Local Manager, click Users under Configuration > Telephony.
2. Click the Voicemail tab. Use the drop-down menu under the Mailbox Type heading and select Extended.
3. Click Apply Changes.
4. Click Save Configuration to permanently save the change. Save Configuration can be found on the right side near the top of the screen.

How can I test voice mail to see if it is working properly?

Use the following steps to verify that voice mail is working:

1. If the user is administered correctly, call the extension of the user and verify that you receive a voice mail message.
2. Leave a message for the extension.
3. Verify that the message light comes on.
4. Listen to the voice mail message. Verify that the light goes out after you listen.
5. Delete the message.
If the message light does not go out after you delete the message it could be an indication that the user is an owner of an auto attendant mailbox and the message light is controlled by the auto attendant application. To verify if the user is the owner of an auto attendant mailbox:

1. Click **Automated Attendants** under the Automated Attendant Services heading on Local Manager.

2. Select the auto attendant by clicking on the name.

3. Verify the extension number that is assigned in the **Message Waiting Indicator** field.

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**How can I change the language for voice mail?**

To change the voice mail language:

1. Click **Voicemail and Automated Attendant** under Configuration > System Parameters.

2. Select the language from the drop-down menu under the **System Language Mode** heading.

3. Click **Apply Changes**.

4. Click **Save Configuration** to permanently save the change. Save Configuration can be found on the right side near the top of the screen.

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**Auto Attendant**

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**How can I administer a station’s message waiting indicator?**

Use the following steps to administer a station’s message waiting indicator:

1. Click **Automated Attendants** in the Local Manager interface.

2. Click on the name of the auto attendant.

3. In the **Message Waiting Indicator** field, use the drop-down menu to select the extension.

4. Click **Apply Changes**.

5. Click **Save Configuration** to permanently save the change. Save Configuration can be found on the right side near the top of the screen.
My station’s message indicator does not go out after I retrieve messages.

A station’s message waiting indicator can be used for both auto attendant and voice mail. If the message waiting indicator is still on after all the auto attendant messages have been retrieved, check your voice mailbox for messages.

Auto attendant answers with an out-of-hours greeting during working hours.

The fixed schedule for auto attendant defaults to closed. Verify that the Open or Closed column is set to Open. To verify the setting:

1. Click Automated Attendants in the Local Manager interface.
2. Click the name of the auto attendant.
3. Click the Fixed Schedule tab.
4. Verify that open displays in the days of the week in which you want the auto attendant to answer. If you make any changes to this screen, click Apply Changes.
5. Click Save Configuration to permanently save the change. Save Configuration can be found on the right side near the top of the screen.

If all the settings are correct, check the Temporary Schedule tab. An ‘On’ status for any day of the week in the Temporary Schedule overwrites the same day in the Fixed Schedule. Verify that the Status column and change the status to ‘Off’ for days that should follow the Fixed Schedule. If you make any changes to this screen, click Apply Changes. Click Save Configuration to permanently save the change. Save Configuration can be found on the right side near the top of the screen.
The selector code sends me to the wrong place.

This is an administration problem. To verify the administration:

1. Click **Automated Attendants** in the Local Manager interface.
2. Click the name of the auto attendant.
3. Click the **Day Menu** tab. Find the selector code with the problem. Verify the action in the **Action** column associated with the selector code. If this is not the action you wanted, select the action from the drop-down menu. If this action transfers the call to an extension, verify the extension.

   If you make any changes to this screen, click **Apply Changes** and then click **Save Configuration** to permanently save the change. Save Configuration can be found on the right side near the top of the screen.

When I call into auto attendant I get a Voice Messaging System announcement.

Distributed Office provides a default auto attendant menu with a recording welcoming you to the Voice Messaging System. The default menu plays when you do not specify any records for the auto attendant. Verify that you installed your greetings and that the installation was successful.

What is the maximum length for a recorded message and an announcement?

A recorded message and an auto attendant announcement are limited to two minutes each.
AE services

How can I status or reboot the CTI link?

The **CTI Maintenance screen** in Local Manager provides status and maintenance for CTI objects. To access the **CTI Maintenance** screen, select Managed Objects > Maintenance > CTI.

Use the **CTI Maintenance** screen for the following:

- Restart CTI services
- Verify the status for the CTI links and the switch. The status includes the amount of time the links are in service, message counts for the last half hour, and the number of associations.
- A table showing the CTI client connections. This data includes the CTI User name that was used to authenticate, the IP address of the client, and when the client session began.

For more information on troubleshooting application enablement, see *Installation, Configuration, and Troubleshooting Guide for Avaya Distributed Office application enablement* (03-602030).
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