Quick Start for Hardware Installation:

Avaya G350 Media Gateway

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Chapter 1: Before you start

Before you install your Avaya G350 Media Gateway, prepare all the information, resources, and tools that you need during the installation process.

Preparing the Pre-Installation Worksheet

The Electronic Pre-installation Worksheet (EPW) is a customized Excel spreadsheet that you can use to collect configuration information. The EPW verifies that you have a complete set of installation information. Once filled out by the customer and project manager, the EPW can be loaded directly into the Avaya Installation Wizard (IW) or Gateway Installation Wizard (GIW) for configuration. The EPW should be completed before the installation. Download the latest version of the EPW spreadsheet from the Avaya Web site at http://support.avaya.com/avayaiw.

Preparing contacts you might need

Ensure that you have the names and phone numbers of any people you might need to contact at the installation site. This list might include the people responsible for network architecture, system administration, site security, site deliveries, etc.

Preparing installation files

Ensure that you load the latest versions of all firmware files for the G350, S8300, and media modules onto your laptop before configuration. If you install a G350 without an S8300 Server, the configuration process prompts you for the filenames of all firmware files needed. You can download the firmware files needed for your installation from the Avaya Support Web site, at http://support.avaya.com.

Preparing the G350 serial number

In order to register the gateway to CM, you need the serial number of the G350. The serial number is printed on a sticker on the back of the G350 chassis.

Obtaining RFA access

You need to obtain a personal Single Sign-On (SSO) for Remote Feature Activation (RFA) web site authentication login before going to the site for installation. You must complete the authentication process before you can be assigned an SSO authentication login.

As a first-time user:

- Business Partners should point their browsers to the Business Partner portal option sales_market, services-voice, training tools and procedures to select RFA.
- Associates should point their browsers to the Avaya Associate portal.
- Contractors should point their browsers to Avaya.com.
- Alternatively go directly to http://rfa.avaya.com.

From that point, log into SSO and complete the process to obtain your personal login.

Downloading CM license and authentication files to your laptop

If you are installing a G350 with an S8300 Server as a primary controller, you need license and authentication files for the Communication Manager.

1. Create a directory on your laptop for storing license and authentication files.
2. Access the Internet from your laptop and go to rfa.avaya.com.
3. Login using your SSO login and password. The AFS and RFA information home page appears.
4. Start the RFA application from the RFA information page. To create and download the license file and authentication file, follow the instructions outlined in the *Avaya Remote Feature Activation (RFA) User Guide*, 03-300149.
5. Use the download or e-mail capabilities of the RFA web site to download the license and authentication files to your laptop.

Preparing the INADS IP address

The INADS IP address is required in order to configure the S8300's modem for alarming. Use the Automatic Registration Tool (ART) to obtain an IP address for an INADS alarming modem.

1. Access the ART Web site on your laptop.
2. Select **Administer S8x00 Server products for installation script**, and then log in.
3. Enter the customer information, select **Installation Script**, and click **Start Installation script & IP Addr Admin**. A script file is created and downloaded or e-mailed to you.

Preparing needed hardware

- Laptop – to configure the Avaya G350 Media Gateway, you need to prepare a laptop with a serial port. The laptop must have Internet Explorer installed. If you install a G350 without an S8300, you must prepare the laptop with a Windows 2000 or Windows XP operating system and a TFTP server.

- Modem – in order to set up a remote configuration of the G350, you must prepare a USB modem. Currently, the G350 supports the MultiTech USB modem, model MT5634ZBA-USB-V92, and the USRobotics USB modem, model 5637.

Preparing tools needed for mounting

To mount on a rack or wall, prepare a Phillips head screwdriver.

To mount on a wall prepare also:

- A 48 in. x 48 in. (1.2 m x 1.2 m) plywood board (US: 3/4 inch plywood), 0.75 in (20 mm) thick.
- Wood screws
- Screws to fasten the G350 to the wall

You might also need wire cutters to attach the grounding conductors, if your site uses a ground block.

Choosing the installation site

Ensure that the location where you install your G350 fulfills the following requirements:

- Cables are away from sources of electrical noise such as radio transmitters, broadcast amplifiers, power lines, fluorescent light fixtures
- Water or moisture cannot enter the case of the chassis.
- Air can flow freely around all sides of the chassis.
- The vents on the sides of the case are not blocked.
- The installation is no more than 25 feet (7.6 m) from an approved ground or close enough for use with the supplied secondary grounding conductor.

  Note:

  If the installation location is greater than the length of the supplied secondary grounding conductor from an approved ground, you must contact a licensed electrician to install a supplementary ground conductor.
- The environmental conditions match the following requirements:
  - Ambient temperature – 32^{o} to 104^{o}F (0^{o} to 40^{o}C)
  - Relative humidity – 20-60% relative humidity
  - Minimum clearance for ventilation – 18 in. (45 cm)
  - Weight support – 20-22 lbs (9-10 kg)

Chapter 2: Unpack the device

CAUTION:
Wear an anti-static wrist ground strap whenever you handle components of a G350 Media Gateway. Connect the strap to an approved ground, such as an unpainted metal surface.

Equipment

Open the box that contains the G350, and ensure that it contains the following components and accessories:

- One G350 chassis. The required media modules that may be installed.
- An Accessory Kit (see Table 1).

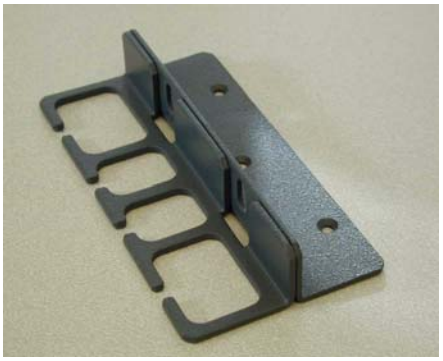
Other components

The Avaya Partner Contact Closure adjunct box, if ordered, is packaged separately.

Table 1: G350 Accessory Kit

 One RJ-45 to RJ-45 Flat Cable	 One RJ-45 to DB-9F Adapter	 One DB-25M Adapter

Table 1: G350 Accessory Kit (continued)

 One 115V 3 Wire Power Cable **Note**: Outside the US, the cord must be VDE Certified or Harmonized (HAR), rated 250V, 3-conductor (3rd wire ground), 1.0 mm^2 minimum conductor size	 One Grounding Cable Assembly	 Four Rubber Standoffs	
 Two 19 in. Rack mount brackets	 One Cable Management Assembly	 Nine 3/8 in. Flat Head Screws	
 Two 5/16 in. Round Head Screw	 Two Serrated Lock Washers	 One Ground Screw	 One Jumper for Bridging NVRAM init Pins

Chapter 3: Mount the device

You can position the G350 on a suitable table, or mount it in a rack or on the wall.

Positioning on a table

To install the Avaya G350 Media Gateway as a tabletop unit:

1. Remove the four rubber standoffs from their package.
2. Turn the device upside down.
3. Position each standoff into one of the mounting sites, near each corner of the chassis.
4. Press the plastic rivet into the standoff with a stylus until the rivet is firmly seated on the chassis.

Mounting in a rack

You can fasten the G350 to a standard 19-inch rack either at the front of the G350 or at its middle. Before you mount the G350, attach the mounting brackets to the device.

Front mounting bracket placement

Attach a regular mounting bracket to one side of the G350, near the front, as shown in Figure 1. Attach a mounting bracket with cable guides to the other side of the G350, as shown in to Figure 3.

Middle mounting bracket placement

Attach regular mounting brackets to both sides of the G350, as shown in Figure 2. You can also attach a mounting bracket with cable guides on one side of the G350, as shown in Figure 3.

Figure 1: Front mounting bracket placement

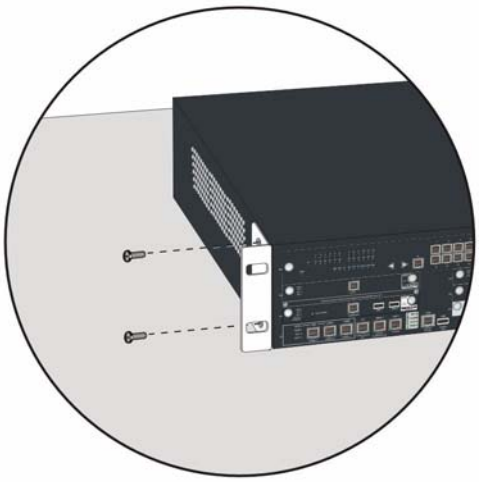


Figure 2: Middle mounting bracket placement

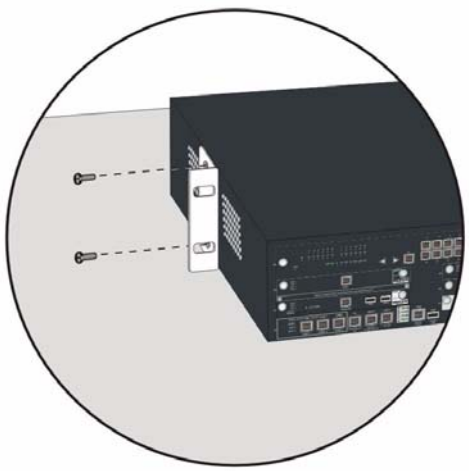
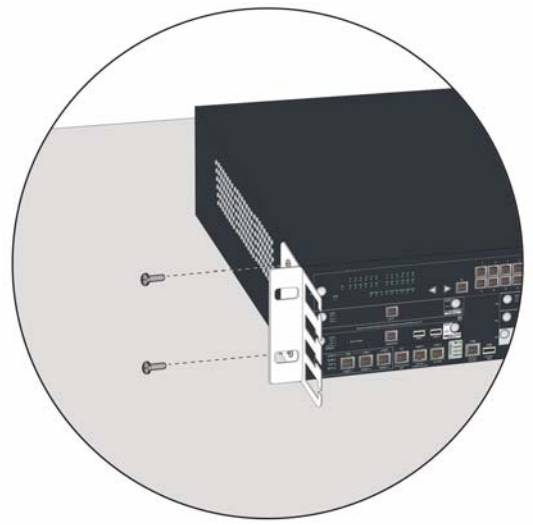


Figure 3: Attaching a mounting bracket with cable guides



Attaching mounting brackets

Follow these steps to attach the mounting brackets:

1. Position a bracket over the holes in the chassis in the desired mounting position.
2. Affix the bracket to the chassis with three flat head 3/8 in. screws.
3. Tighten the screws with the screwdriver.

Rack mounting the G350

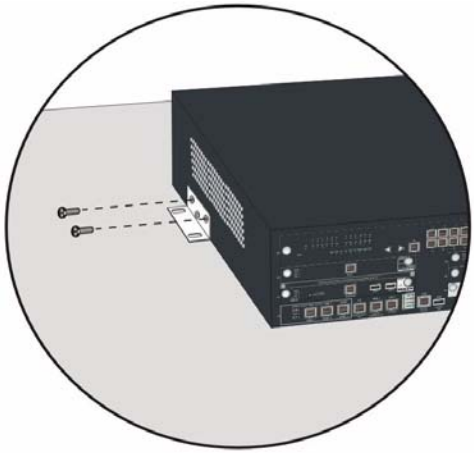
1. Position the G350 in the rack. Ensure that there is adequate ventilation.
2. Verify that the screw holes are aligned with the rack hole positions.
3. Insert three mounting screws on each side.
4. Verify that the G350 is level and horizontal.
5. Tighten the mounting screws. Avoid overtightening.
6. Verify that ventilation vents are not obstructed.

Mounting on the wall

To mount the G350 on a wall, use the two mounting brackets without cable guides. You can also add a mounting bracket with cable guides if desired (refer to Figure 3).

If the wall is flat, you can screw the G350 directly to the wall. If the wall is not flat, screw a 48 in. x 48 in. (1.2 m x 1.2 m) plywood board (US: 3/4 inch plywood), 0.75 in (20 mm) thick, to the wall with wood screws. Affix a bracket to each side of the G350, as shown in Figure 4. Position the G350 so that its front panel is facing up, and fasten it to the plywood board.

Figure 4: Wall mounting bracket placement



Chapter 4: Install media modules

The required media modules may be pre-installed in the G350 chassis. If this is the case, skip this chapter.

If the media modules are not pre-installed, or if you want to replace modules or add new media modules, install the necessary media modules and related components to support the configuration required for your site. If this Media Gateway needs to function as an ICC or as an LSP, install an S8300 Server module.

Note:

If you install an S8300 Server that has a CWY1 module in slot V1, slot V2 cannot be used.

Figure 5: The G350 front panel ports and slots

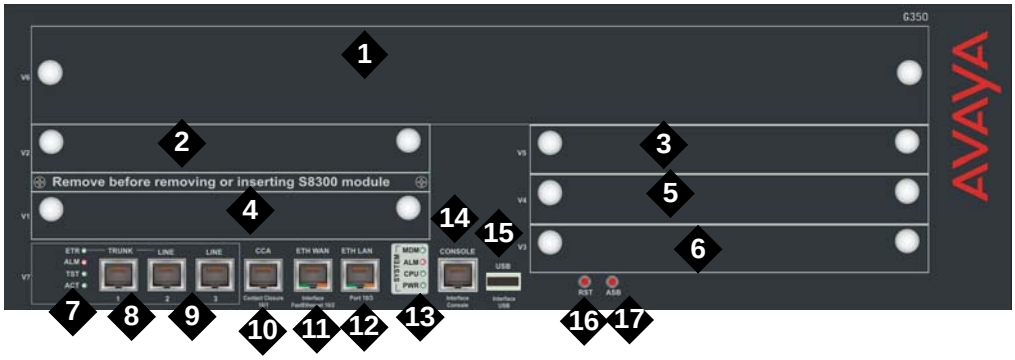


Figure notes:

1. **V6 — high-density media module slot**
2. **V2 — media module slot**
3. **V5 — media module slot**
4. **V1 — slot for media module or S8300 Server**
5. **V4 — media module slot**
6. **V3 — media module slot**
7. **Analog port LEDs**
8. **Analog trunk**
9. **Analog line ports**
10. **CCA (Contact Closure) port**
11. **ETH WAN port**
12. **ETH LAN port**
13. **System LEDs**
14. **Console port**
15. **USB port**
16. **RST button**
17. **ASB button**

Table 2: Permitted slots for media modules

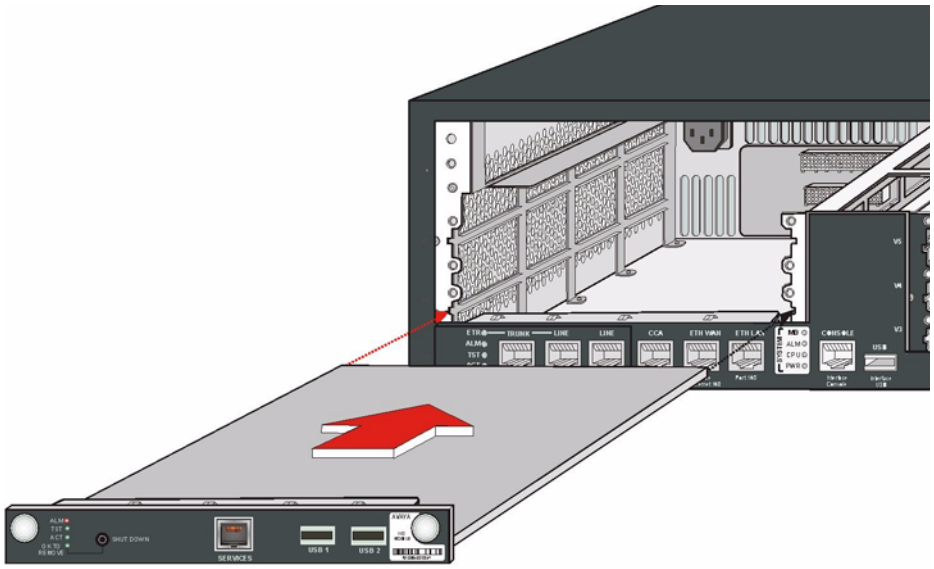
Media module	Permitted slots	Description
MM312	V6	Provides 24 ports for connecting DCP telephones.
MM314	V6	Provides one copper Gigabit Ethernet port and 24 10/100 Ethernet ports for connecting data devices. The 24 10/100 Ethernet ports can provide power to connected devices using Power over Ethernet (PoE).
MM316	V6	Provides one copper Gigabit Ethernet port and 40 10/100 Ethernet ports for connecting data devices. The 40 10/100 Ethernet ports can provide power to connected devices using Power over Ethernet (PoE).
MM340	V2, V3, V4, V5	Provides one E1/T1 WAN port for connecting to a WAN endpoint device.
MM342	V2, V3, V4, V5	Provides one USP WAN port for connecting to a WAN endpoint device.
MM710	V1, V2, V3, V4, V5	Provides one E1/T1 trunk port for connecting an E1/T1 telephone trunk.
MM710B	V1, V2, V3, V4, V5	Provides one E1/T1 trunk port for connecting an E1/T1 telephone trunk.
MM711	V1, V2, V3, V4, V5	Provides eight universal analog ports for connecting analog telephones or trunks.
MM712	V1, V2, V3, V4, V5	Provides eight ports for connecting DCP telephones.
MM714	V1, V2, V3, V4, V5	Provides four analog ports for analog telephones and four analog ports for analog trunks.
MM714B	V1, V2, V3, V4, V5	Provides four analog ports for analog telephones, four analog ports for analog trunks, and an emergency transfer relay.
MM716	V1, V2, V3, V4, V5	Provides one amphenol connector that connects to a punch down block to provide 24 analog line ports.
MM717	V1, V2, V3, V4, V5	Provides one amphenol connector that connects to a punch down block to provide 24 ports for connecting DCP telephones.
MM720	V1, V2, V3, V4, V5	Provides eight ports for connecting up to eight ISDN trunks or 16 ISDN BRI stations.
MM722	V1, V2, V3, V4, V5	Provides two ports for connecting ISDN trunks.
S8300B/C/D	V1	Server

Installing an S8300 server module

You can only insert the S8300 in slot V1 on the left side of the Avaya G350 Media Gateway.

1. If you are installing an S8300B, remove the plate between slots V1 and V2, labelled “Remove before removing or inserting S8300 module”.
2. Remove the blank plate from slot V1.
3. Position the media module before the V1 bay opening and engage both sides of the module in the interior guides.
4. Slide the S8300 module slowly into the chassis. Maintain an even pressure to ensure that the module does not become twisted or disengaged from the guides.

Figure 6: Inserting the S8300 Server module



5. Apply firm pressure to engage the connectors.
6. Tighten the spring-loaded captive screws on the front of the module to lock the S8300 Server module into the chassis.
7. If you are installing an S8300B, replace the plate labelled “Remove before removing or inserting S8300 module” between slots V1 and V2 and tighten the screws on the front of the plate.

Installing other Media Modules

Combination Limitations

The following limitations apply to stations and trunks in the G350:

- Up to a total of 72 stations (any mix of analog, DCP, IP)
- Up to a total of 60 trunks, subject to the following restrictions:
  - up to 2 E1 (T1) trunks
  - up to 40 analog trunks
  - up to 32 IP trunks at G711
- Up to a total of 132 TDM stations and trunks

The following limitations apply to combining media modules in the G350:

- The MM760 is not supported
- No more than two of the following media modules:
  - MM340
  - MM710
  - MM710B
- No more than three of the following media modules:
  - MM716
  - MM717

Inserting media modules

Media modules are restricted to certain slots. Ensure that you insert each module in a slot appropriate for that module. For a list of allowable slots for each media module, see Table 2.

Insert the media modules needed for your configuration. Some media modules might require additional components. For example, the MM314 media module requires a Gigabit Interface Connector (GBIC) to connect to the Gigabit Ethernet port.

Chapter 5: Power up

Grounding requirements

Note:

Grounding requirements differ widely from country to country. In addition to the grounding instructions presented in this section, you must follow the local electrical installation codes for your location.

You must use two safety grounds to ensure safe operation of the G350 Media Gateway:

- The ground conductor that is part of the AC power cord.
- The field-installed green/yellow conductor, referred to as the supplementary ground conductor.



Both safety grounds must be connected to an approved ground (see Chapter 2 of *Installing and Upgrading the Avaya G350 Media Gateway*, 03-300394, for the definition of an approved ground). If a power cord accompanies the G350, use that cord whenever possible.

WARNING:

Connection of both grounds (the AC power cord and the supplementary ground conductor) is required for safe operation of the G350 Media Gateway.

WARNING:

An improper ground can cause electrical shock, equipment failures, and service outages.

Connecting ground conductors

1. Remove the ground screw on the rear of the chassis adjacent to the ground symbol.
2. Place the ring terminal of the 10 AWG (4.0 mm^2) Supplementary Ground Conductor on the ground screw
3. Replace the ground screw on the chassis and securely tighten the screw such that it cannot be loosened without the use of a tool.

Using a ground block

A ground block must be provided for use with multiple Media Gateway installations. If the ground block is to be used, you must supply it and have it installed by an electrician.

To attach the supplementary ground conductor (that is already attached to the grounding screw on the chassis) to a ground block:

1. Cut the supplementary ground conductor to the length needed to terminate the conductor into one of the terminals of the ground block. Do not coil the supplementary ground conductor.
2. Attach one end of the remaining 10 AWG (4 mm^2) ground wire to one of the terminals in the ground block and the other end to an approved ground.
3. Cut this ground wire to the length needed to reach the approved ground. Do not coil this wire.

Connecting power

1. Connect the AC power cable to the inlet receptacle on the rear of the chassis.
2. Connect the other end of the power cable into a mains socket.

LED sequence

When you turn on the G350, the following LED sequence occurs:

1. The PWR LED on the front panel lights.
2. The CPU LED lights if the firmware is running.
3. At least one LED on each media module lights initially and then goes off after about 20 seconds.

Chapter 6: Prepare for configuration

Before you prepare the G350 for configuration, ensure that you load the completed Electronic Pre-Installation Worksheet onto the laptop. You should also load any CM license and authentication files and any firmware files that you have prepared onto the laptop.

Preparations for configuration differ depending on whether your G350 contains an S8300 Server. This chapter describes both options.

Preparing a G350 with an S8300 server

Use the Avaya Installation Wizard (IW) to configure the G350 with an S8300.

1. Connect a laptop computer to the Services port of the S8300, using a crossover cable.
2. Make sure the laptop is configured as follows:
   - IP Address: 192.11.13.5
   - NetMask: 255.255.255.252
   - Disable DNS
   - Clear the primary WINS and secondary WINS IP Addresses
   - Disable the Proxy Server in the Internet Explorer
3. Launch Internet Explorer on the laptop and type the following URL to access the S8300 Server Home Page: http://192.11.13.6.

   The welcome screen for Avaya Integrated Management appears.
4. Click **Continue**. The Logon screen for Integrated Management appears.
5. Enter the appropriate login name and password.
6. Ask a customer representative for a login name and password that the customer would like for the superuser login. If you are a business partner, you can also repeat this procedure to add the dadmin login.

   Note:

   Make sure the customer can change this login, its password, or its permissions later.
7. From the Integrated Management main menu, select **Launch Maintenance Web Interface**.
8. From the navigation menu of the Maintenance Web Pages, select **Security** > **Administrator Accounts**.

   The Administrator Accounts screen appears.
9. Select **Add Login**.
10. Select **Privileged Administrator** and click **Submit**.

    The Administrator Logins -- Add Login: Privileged Administrator screen appears.

11. Type a login name for the account in the **Login name** field.
12. Verify the following:
    - **susers** appears in the **Primary group** field.
    - **prof18** appears in the **Additional groups (profile)** field. *prof18* is the code for the customer superuser.
    - **/bin/bash** appears in the **Linux shell** field.
    - **/var/home/*login name*** appears in the **Home directory** field, where ***login name*** is the name you entered in step 11.
13. Skip the fields **Lock this account** and **Date on which account is disabled-blank to ignore**.
14. For the **Select type of authentication** option, select **password**.

    Note:

    Do not lock the account or set the password to be disabled.
15. Enter the password in the **Enter password or key** field and the **Re-enter password or key** field.
16. In the section **Force password/key change on next login** select **no**.
17. Click **Submit**.

    The system informs you that the login is added successfully.
18. From the Integrated Management main menu, select **Launch Avaya IW**. The Avaya Installation Wizard (IW) opening screen appears.

Configuring the G350 and S8300 using the Avaya IW

Step through the screens of the Avaya IW to configure the S8300 and the G350. Take note of the following items:

1. On the initial IW screen, you can upgrade the wizard if you have a more current version of the `AIW.rpm` wizard file. You can download the most current version of the `AIW.rpm` wizard file from the Avaya Web site at http://support.avaya.com/avayaiw. The format of the name of the file is `si_S8300-<version_number>.noarch.rpm`, where `<version_number>` is the Avaya IW version number.
2. On the Import EPW screen, import the Electronic Pre-Installation Worksheet (EPW) that was prepared.
3. On the Usage Options screen, verify the role of this S8300 server.
4. Use the NVRAM Init screen to initialize the G350.
5. On the Date/Time screen, set the correct date, time, and time zone.
6. Click **Continue** in the Communication Manager Software Upgrade screen. You cannot use the Avaya IW to upgrade Communication Manager software. Use the Software Update Manager instead.
7. If you have a software update (patch) file for Communication Manager, use the Software Update screen to select the file and update the software.
8. On the Phone Message Files screen, you can install standard and custom phone message files.
9. On the Media Server - IP Addresses screen, enter IP information for the S8300.

10. If you selected the **Install this media server as an LSP** option in the Usage Options screen, the LSP Controller screen appears. Enter the primary controller IP addresses for registration and synchronization.
11. You can configure optional services: Uninterruptible Power Supply (UPS), Domain Name Service (DNS), Network Time Protocol (NTP), or INADS remote support.
12. If you are *not* using IW to generate basic translations, select the **Translation will be added after the installation** option on the Translation Source screen.
13. On the Security File screen, load the CM License file that you prepared from your laptop.
14. On the IP Addresses screen, click  to configure the following information for the G350:
    a. To specify the details of the Primary Management Interface of the G350, use the PMI screen.
    b. To specify SNMP community strings and trap destinations, use the SNMP screens.
    c. To specify the Media Gateway Controller(s) used to manage the G350 and the Transition Point information, use the MGC List screen. Click **Ping Test** to test the accessibility of each MGC.
15. On the Firmware screen, upgrade G350 and media module firmware. New firmware files can be loaded from your laptop directly into the server /tftpboot directory, if needed.
16. Use the Change Master Key - Optional screen to optionally change the master key which is used to encrypt gateway secrets (passwords, etc.) in the gateway configuration file.
17. If you have a service contract, the Gateway Authentication screen displays the installed gateway Authentication file.
18. On the TFTP Server screen, configure the media gateway TFTP server capability to upload IP Phone configuration files.
19. You can configure the modem in the modem configuration screens.
20. If you selected the option **Use this wizard to create basic translations** in the Translation Source screen, you can configure Telephony, Trunking, and Endpoints.
21. Optionally configure alarming for the modem, OSS alarming, and SNMP alarming.
22. Optionally change the root password on the media gateway.
23. On the Authentication File screen, load the CM authentication file that you prepared from your laptop.

Preparing a G350 without an S8300 server

You can use the Gateway Installation Wizard (GIW) to configure the Avaya G350 Media Gateway without an S8300. You can perform the configuration on site, or prepare the G350 for a remote configuration.

1. Install the GIW software on your laptop. You can download the GIW software from the Avaya support Web site, at http://support.avaya.com/avayaiw and go to File Downloads.
2. Connect the flat RJ-45 to RJ-45 cable to the DB-9 cable adapter
3. Plug the RJ-45 cable into the G350 Console port.
4. Plug the DB-9 end of the cable into a COM port of the laptop.

5. Double-click the GIW icon on the laptop to open the Gateway Installation Wizard. The Overview screen appears.
6. Click **Continue**. The Gateway Connection Details screen appears.
7. Select **Select if this is any Gateway other than G430**
   a. At the prompt, enter username **root** and password **root**.
   b. Change the password when prompted.
8. Click **Continue**. The G350 Wizard Usage Options screen appears.
9. To perform an on site configuration using the GIW, continue with Configuring the G350 using the GIW on page 24. To prepare for a remote configuration, continue with Preparing for a remote configuration of the G350 on page 25.

Configuring the G350 using the GIW

1. From the Wizard Usage Options screen, select **Continue the installation using this wizard**, and click **Continue**.
2. On the Initialize Components screen, check the options that are appropriate for your installation.
3. On the Import EPW screen, import the Electronic Pre-Installation Worksheet (EPW) that was prepared.
4. Use the IP Address screen to configure addresses and communication parameters for the G350. Click  to configure the following information for the media gateway:
   a. To specify the details of the Primary Management Interface of the G350, use the PMI screen.
   b. To specify SNMP community strings and trap destinations, use the SNMP screens.
   c. To specify the Media Gateway Controller(s) used to manage the G350, and the Transition Point information, use the MGC List screen. Click **Ping Test** to test the accessibility of each MGC.
5. On the Firmware screen, identify the TFTP server used for file transfer, and specify the firmware upgrade files to load.
6. Use the Change Master Key - Optional screen to optionally change the master key which is used to encrypt gateway secrets (passwords, etc.) in the gateway configuration file.
7. The Gateway Authentication screen displays the installed gateway Authentication file.
8. On the TFTP Server screen, configure the media gateway TFTP server capability to upload IP Phone configuration files.
9. You can configure the modem in the modem configuration screens.
10. Change the root password on the media gateway.
11. Click **Finish** to complete the G350 configuration.

Note:

If you run GIW, ensure that services can log in to the system using USB modem after you run the GIW.

Preparing for a remote configuration of the G350

The G350 can be remotely configured through the network or via a modem.

Preparing for a remote configuration of the G350 through the network

If you need to prepare the G350 for remote configuration through the network, run the installation script for newly installed gateways. The installation script configures the gateway's basic network parameters required to achieve network connectivity: VLAN number, IP address, IP netmask, IP address for the default router, MGCs list, and hostname. A remote technician can then further configure the gateway as required.

Run the installation script after installing the G350 and connecting it to power, as described in previous chapters.

Note:

The installation script is supported from branch gateway firmware version 29.22.x.

12. Connect the flat RJ-45 to RJ-45 cable to the DB-9 cable adapter.
13. Plug the RJ-45 cable into the G350 Console port.
14. Plug the DB-9 end of the cable into a COM port of the laptop.
15. At the prompt, enter username **root** and password **root**.
16. At the prompt, configure a new password.
17. At the prompt, enter **y** to configure basic gateway connectivity.

Note:

If you enter **n** but then change your mind, you can use the **`script-config`** CLI command to run the installation script, so long as you have not saved any configuration changes you may have made.

18. You are prompted to configure the following parameters. For each parameter, you can enter a value, or press Enter to accept the default value shown in square brackets:
    - VLAN number
    - IP address for the primary management interface
    - Subnet mask for the primary management interface
    - IP address for the default gateway (router)
    - Up to four IP addresses to specify the Media Gateway Controllers
    - Hostname for the G350
19. The settings you configured are displayed, and you are prompted for confirmation.
    - If you confirm the settings, they are saved and the G350 reboots.
    - If you do not confirm the settings, you are prompted to re-configure them. If you enter **y**, the parameters are presented again for configuration.

20. Connect the Ethernet port to the network to enable remote access to the gateway. A remote technician can now further configure the gateway using the CLI.

Preparing for a remote configuration of the G350 via a modem

If you need to prepare the G350 for a remote configuration via a modem, you must attach a modem and enable it using the GIW.

Note:

If you have an Avaya Service contract, no configuration is necessary for Services personnel to remotely access the gateway through a USB modem. Simply connect the modem to the USB port and plug in a loop start dial tone line into it, and a remote technician can dial in to the G350 and complete the configuration using the CLI interface.

Note:

You must provide the loop start dial tone for the modem to dial in to the Media Gateway.

1. From the Wizard Usage Options screen, select **Enable the modem for remote installation**, and click **Continue**.The Modem Type Selection screen appears
2. Select the type of modem you are using, and click **Continue**.
3. Verify that the modem parameters are correct for the type of modem that you selected.
4. Click **Continue**. The Connect Modem screen appears.
5. From the Connect Modem screen, click **Finish** to exit the Gateway Installation Wizard.
6. Connect the modem that you specified in Step 2 and plug in a loop start dial tone line into it .
7. Dial in to the modem to ensure that it is set up correctly.
8. A remote technician can now dial in to the G350 and complete the configuration using the **`script-config`** CLI command to run the installation script.

Next steps

Using Avaya IW and GIW

The full configuration process is performed using the Avaya Installation Wizard or Gateway Installation Wizard interface. For more detailed information about IW and GIW:

- See the online help for IW and GIW at http://support.avaya.com/avayaiw.
- Review *Job Aid: Avaya Installation Wizard*, 555-245-754, and *Job Aid: Avaya Gateway Installation Wizard*, 555-245-756.

Using the Command Line Interface

For information about configuring the G350 with the Command Line Interface:

- For instructions on how to connect to the CLI, review Chapter 3 of *Administration for the Avaya G250 and Avaya G350 Media Gateways*, 03-300436 - Accessing the Avaya G250/G350 Media Gateway.
- For detailed information about CLI commands, refer to the *Avaya G250 and Avaya Aura G350 CLI Reference*, 03-300437.