



# **Installing and Upgrading the Avaya G350 Media Gateway**

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## Contents

|                                                                                                                          |               |
|--------------------------------------------------------------------------------------------------------------------------|---------------|
| <b>About this book . . . . .</b>                                                                                         | <b>11</b>     |
| Downloading this book and updates from the Web . . . . .                                                                 | 11            |
| Downloading this book . . . . .                                                                                          | 11            |
| Safety labels and security alert labels . . . . .                                                                        | 11            |
| Related resources . . . . .                                                                                              | 13            |
| Technical assistance . . . . .                                                                                           | 14            |
| Within the US. . . . .                                                                                                   | 14            |
| International . . . . .                                                                                                  | 14            |
| Trademarks. . . . .                                                                                                      | 14            |
| Sending us comments . . . . .                                                                                            | 15            |
| <br><b>Chapter 1: Before you install . . . . .</b>                                                                       | <br><b>17</b> |
| Before going to site . . . . .                                                                                           | 17            |
| Preparing required equipment . . . . .                                                                                   | 17            |
| Equipment required for installation . . . . .                                                                            | 17            |
| Equipment required for mounting . . . . .                                                                                | 17            |
| Equipment required for installing an S8300 Server . . . . .                                                              | 17            |
| Equipment required if you are not installing an S8300 Server . . . . .                                                   | 18            |
| Obtaining the G350 serial number . . . . .                                                                               | 18            |
| Obtaining RFA access. . . . .                                                                                            | 18            |
| Checking license file and Avaya Aura™ Communication<br>Manager versions for a Local Survivable Processor (LSP) . . . . . | 19            |
| Downloading CM license and authentication files to your laptop . . . . .                                                 | 19            |
| Running the Automatic Registration Tool (ART)<br>for the RAS IP address. . . . .                                         | 20            |
| Obtaining the RAS IP address and password . . . . .                                                                      | 20            |
| Downloading recent firmware. . . . .                                                                                     | 21            |
| Obtaining the Electronic Preinstallation Worksheet (EPW). . . . .                                                        | 21            |
| Site requirements . . . . .                                                                                              | 22            |
| Environmental verification . . . . .                                                                                     | 22            |
| Power verification . . . . .                                                                                             | 22            |
| Grounding verification . . . . .                                                                                         | 22            |
| G350 package contents . . . . .                                                                                          | 23            |
| Unpacking and checking package contents . . . . .                                                                        | 24            |
| <br><b>Chapter 2: Installing the Avaya G350 Media Gateway . . . . .</b>                                                  | <br><b>25</b> |
| Step 1: Mounting the G350 chassis . . . . .                                                                              | 25            |
| Mounting the G350 in a rack . . . . .                                                                                    | 25            |
| Brackets without cable guides . . . . .                                                                                  | 26            |
| Brackets with cable guides . . . . .                                                                                     | 27            |

## Contents

|                                                                                                           |           |
|-----------------------------------------------------------------------------------------------------------|-----------|
| Attaching each mounting bracket to the G350. . . . .                                                      | 27        |
| Before mounting the G350 . . . . .                                                                        | 28        |
| Mounting the G350 in the rack . . . . .                                                                   | 28        |
| Mounting the G350 on a wall . . . . .                                                                     | 28        |
| Attaching brackets to the G350 for wall mounting . . . . .                                                | 28        |
| Fastening the G350 to the wall . . . . .                                                                  | 29        |
| Placing the G350 on a table . . . . .                                                                     | 29        |
| Step 2: Installing the media modules . . . . .                                                            | 29        |
| Before inserting media modules into the G350 chassis . . . . .                                            | 30        |
| Combination limitations. . . . .                                                                          | 30        |
| Allocating slots . . . . .                                                                                | 30        |
| Inserting the S8300 Server . . . . .                                                                      | 33        |
| Inserting media modules . . . . .                                                                         | 35        |
| Attaching ground conductors . . . . .                                                                     | 37        |
| General grounding requirements. . . . .                                                                   | 37        |
| Installation location . . . . .                                                                           | 37        |
| Ground conductor . . . . .                                                                                | 37        |
| Ground block. . . . .                                                                                     | 38        |
| Restricted Access Location. . . . .                                                                       | 38        |
| Approved grounds. . . . .                                                                                 | 38        |
| Connecting the safety ground . . . . .                                                                    | 40        |
| Attaching the ground wires . . . . .                                                                      | 40        |
| Step 4: Connecting power to the G350. . . . .                                                             | 41        |
| <b>Chapter 3: Connecting devices. . . . .</b>                                                             | <b>43</b> |
| Step 1: Connecting data and voice devices . . . . .                                                       | 43        |
| Connecting a switch or a network data port. . . . .                                                       | 43        |
| Devices that may need connecting to a LAN switch<br>or a network data port, via a network cable . . . . . | 43        |
| If the MM314 or MM316 media module is not installed . . . . .                                             | 44        |
| If the MM314 or MM316 media module is installed . . . . .                                                 | 44        |
| Connecting a LAN switch . . . . .                                                                         | 44        |
| Connecting a computer . . . . .                                                                           | 45        |
| Connecting a server . . . . .                                                                             | 46        |
| Connecting an IP telephone. . . . .                                                                       | 46        |
| Connecting the telephone to the G350 . . . . .                                                            | 47        |
| Connecting an ISDN BRI station . . . . .                                                                  | 47        |
| Connecting one ISDN BRI station to one ISDN port. . . . .                                                 | 47        |
| Connecting two ISDN BRI stations to one ISDN port . . . . .                                               | 47        |
| Connecting an analog telephone . . . . .                                                                  | 48        |

|                                                                                    |           |
|------------------------------------------------------------------------------------|-----------|
| Connecting a DCP telephone to an MM312, MM712, or MM717 media module . . . . .     | 51        |
| Connecting an analog trunk . . . . .                                               | 52        |
| Analog trunk . . . . .                                                             | 52        |
| Analog DID trunk. . . . .                                                          | 52        |
| Connecting an E1/T1 trunk . . . . .                                                | 53        |
| Connecting an ISDN BRI trunk . . . . .                                             | 53        |
| Connecting devices to the MM717 and MM716 media modules . . . . .                  | 54        |
| Connecting the MM716 or MM717 front panel connector to a punch down block. . . . . | 54        |
| Step 2: Installing circuit protection. . . . .                                     | 55        |
| Step 3: Connecting to the Wide Area Network (WAN). . . . .                         | 56        |
| Connecting a WAN to the G350. . . . .                                              | 56        |
| Connecting a WAN link to the MM342 media module . . . . .                          | 56        |
| Connecting an E1/T1 WAN link to the MM340 media module. . . . .                    | 57        |
| Connecting an Ethernet WAN link . . . . .                                          | 57        |
| Connecting an external router to the G350 . . . . .                                | 57        |
| Step 4: Installing the Coupled Bonding Conductor . . . . .                         | 58        |
| Installing the CBC . . . . .                                                       | 58        |
| Step 5: Installing the Avaya Partner Contact Closure Adjunct . . . . .             | 58        |
| Installing the contact closure . . . . .                                           | 59        |
| <b>Chapter 4: Connecting and enabling a modem for remote access . . . .</b>        | <b>61</b> |
| Connecting and enabling a modem (G350 without S8300) . . . . .                     | 61        |
| Connecting and enabling a serial modem . . . . .                                   | 61        |
| Connecting and enabling a USB modem (G350 without S8300) . . . . .                 | 63        |
| Testing the modem connection (G350 without S8300) . . . . .                        | 64        |
| Connecting and enabling a USB modem (G350 with S8300) . . . . .                    | 65        |
| Maintenance web pages. . . . .                                                     | 65        |
| Changing the modem settings on the Configure Server Maintenance Web Page . . . . . | 65        |
| Connecting and enabling a USB modem (G350 with S8300) . . . . .                    | 66        |
| Connecting and enabling the modem . . . . .                                        | 66        |
| Testing the modem connection (G350 with S8300) . . . . .                           | 66        |
| If a USB CD-ROM drive is required to download software upgrades . . . . .          | 67        |
| <b>Chapter 5: Configuring the G350 . . . . .</b>                                   | <b>69</b> |
| Configuring basic gateway connectivity . . . . .                                   | 69        |

|                                                            |           |
|------------------------------------------------------------|-----------|
| <b>Chapter 6: After installation.</b>                      | <b>71</b> |
| Step 1: Testing the installation                           | 71        |
| Testing data connectivity                                  | 71        |
| Testing telephones                                         | 71        |
| Testing trunks                                             | 71        |
| LSP failover testing                                       | 72        |
| Step 2: Removing the installation equipment                | 74        |
| <b>Chapter 7: Adding media modules and devices.</b>        | <b>75</b> |
| Adding a media module                                      | 75        |
| Adding voice modules.                                      | 75        |
| Adding WAN and LAN modules                                 | 75        |
| Adding a telephone                                         | 76        |
| Connecting the telephone.                                  | 76        |
| Configuring the telephone on the Communication Manager     | 76        |
| Recording telephone information for software configuration | 76        |
| Testing the telephone                                      | 77        |
| Adding a trunk                                             | 77        |
| Ordering the trunk                                         | 77        |
| Special considerations when ordering an analog trunk       | 77        |
| Connecting the trunk                                       | 78        |
| Configuring the trunk on CM                                | 78        |
| Recording trunk information for software configuration     | 78        |
| Testing the trunk.                                         | 78        |
| Adding a WAN line.                                         | 79        |
| Ordering the WAN line.                                     | 79        |
| Connecting the WAN line                                    | 79        |
| Configuring the WAN line on the G350.                      | 79        |
| Recording WAN information for software configuration       | 79        |
| Testing the WAN link                                       | 79        |
| Adding an Avaya Partner Contact Closure Adjunct.           | 80        |
| <b>Chapter 8: Upgrading the Avaya Aura</b>                 |           |
| <b>Communication Manager software</b>                      | <b>81</b> |
| Upgrading the software using a CD-ROM drive                | 81        |
| Local configuration with S8300 Server.                     | 81        |
| Performing the upgrade.                                    | 82        |

|                                                                                   |            |
|-----------------------------------------------------------------------------------|------------|
| <b>Chapter 9: Upgrading the G350 firmware . . . . .</b>                           | <b>83</b>  |
| Upgrading G350 firmware using Avaya Software Update Manager . . . . .             | 83         |
| Upgrading G350 firmware from the primary controller . . . . .                     | 84         |
| Upgrading G350 firmware using Gateway Installation Wizard (GIW). . . . .          | 84         |
| Upgrading G350 firmware using Avaya Installation Wizard (IW) . . . . .            | 85         |
| Upgrading G350 firmware using the CLI via FTP/TFTP . . . . .                      | 86         |
| CLI commands for upgrading G350 firmware via FTP/TFTP . . . . .                   | 86         |
| Example upgrade via FTP/TFTP using the CLI . . . . .                              | 87         |
| Preparing installation worksheets . . . . .                                       | 87         |
| Entering values in Server Values worksheet. . . . .                               | 88         |
| Setting up a TFTP server . . . . .                                                | 89         |
| Downloading G350 firmware files to a local TFTP server. . . . .                   | 89         |
| Installing firmware from the TFTP server on the S8300 Server. . . . .             | 90         |
| Copying firmware files to the <i>/tftpboot</i> directory of an S8300 Server . . . | 91         |
| Upgrading G350 firmware using the CLI via a USB device . . . . .                  | 91         |
| CLI Commands for upgrading G350 firmware via a USB device . . . . .               | 92         |
| Example upgrade using the CLI via a USB device . . . . .                          | 92         |
| Downloading G350 firmware files to a local PC . . . . .                           | 92         |
| <b>Chapter 10: Upgrading IP phone configuration and firmware files . . .</b>      | <b>95</b>  |
| Administering the upgrade . . . . .                                               | 96         |
| Upgrading the IP telephone . . . . .                                              | 97         |
| TFTP IP telephone upgrade examples . . . . .                                      | 99         |
| Upgrading the 4602SW and 4602D phones . . . . .                                   | 99         |
| Upgrading 4620 IP phones . . . . .                                                | 101        |
| Failure scenarios and repair actions . . . . .                                    | 102        |
| Upgrading considerations . . . . .                                                | 103        |
| <b>Chapter 11: Backing up and restoring the G350 . . . . .</b>                    | <b>105</b> |
| <b>Chapter 12: Troubleshooting . . . . .</b>                                      | <b>107</b> |
| One telephone stops working. . . . .                                              | 107        |
| Identifying the problem when one phone stops working . . . . .                    | 107        |
| No power on the G350. . . . .                                                     | 107        |
| CLI is not accessible . . . . .                                                   | 108        |
| NVRAM Init. . . . .                                                               | 108        |

|                                                                               |            |
|-------------------------------------------------------------------------------|------------|
| <b>Appendix A: Front panel description . . . . .</b>                          | <b>111</b> |
| The front panel of the Avaya G350 Media Gateway chassis without media modules | 111        |
| Media module slots . . . . .                                                  | 111        |
| System LEDs . . . . .                                                         | 112        |
| Analog telephone ports and LEDs . . . . .                                     | 112        |
| USB port . . . . .                                                            | 113        |
| Console port (Console) . . . . .                                              | 113        |
| Contact Closure port (CCA) . . . . .                                          | 113        |
| Implement the Contact Closure feature . . . . .                               | 114        |
| Router port (ETH WAN) . . . . .                                               | 114        |
| Switch port (ETH LAN) . . . . .                                               | 114        |
| Reset (RST) and Alternate Software Bank (ASB) buttons. . . . .                | 114        |
| Load firmware from a bank other than the default bank during startup . .      | 114        |
| The front panel of the Avaya MM312 media module. . . . .                      | 115        |
| MM312 ports . . . . .                                                         | 115        |
| MM312 LEDs . . . . .                                                          | 115        |
| The front panel of the Avaya MM314 media module. . . . .                      | 115        |
| MM314 ports . . . . .                                                         | 116        |
| MM314 alarm LED . . . . .                                                     | 116        |
| MM314 port LEDs . . . . .                                                     | 117        |
| The front panel of the Avaya MM316 media module. . . . .                      | 117        |
| MM316 ports . . . . .                                                         | 118        |
| MM314 alarm LED . . . . .                                                     | 118        |
| MM314 port LEDs . . . . .                                                     | 119        |
| The front panel of the Avaya MM340 media module. . . . .                      | 119        |
| MM340 ports . . . . .                                                         | 120        |
| MM340 LEDs . . . . .                                                          | 120        |
| The front panel of the Avaya MM342 media module. . . . .                      | 121        |
| MM342 ports . . . . .                                                         | 121        |
| MM342 LEDs . . . . .                                                          | 121        |
| The front panel of the Avaya MM710B media module. . . . .                     | 122        |
| MM710B ports . . . . .                                                        | 122        |
| MM710B LEDs . . . . .                                                         | 122        |
| The front panel of the Avaya MM711 media module. . . . .                      | 123        |
| MM711 ports . . . . .                                                         | 123        |
| MM711 LEDs . . . . .                                                          | 124        |
| The front panel of the Avaya MM712 media module. . . . .                      | 124        |
| MM712 ports . . . . .                                                         | 124        |
| MM712 LEDs . . . . .                                                          | 125        |

|                                                                              |            |
|------------------------------------------------------------------------------|------------|
| The front panel of the Avaya MM714 media module. . . . .                     | 125        |
| MM714 ports . . . . .                                                        | 125        |
| MM714 LEDs . . . . .                                                         | 126        |
| The front panel of the Avaya MM714B media module. . . . .                    | 126        |
| MM714B ports . . . . .                                                       | 126        |
| MM714B LEDs . . . . .                                                        | 127        |
| The front panel of the Avaya MM716 media module. . . . .                     | 127        |
| MM716 ports . . . . .                                                        | 128        |
| MM716 LEDs . . . . .                                                         | 129        |
| The front panel of the Avaya MM717 media module. . . . .                     | 130        |
| MM717 ports . . . . .                                                        | 130        |
| MM717 LEDs . . . . .                                                         | 131        |
| The front panel of the Avaya MM720 media module. . . . .                     | 132        |
| MM720 ports . . . . .                                                        | 132        |
| MM720 LEDs . . . . .                                                         | 132        |
| The front panel of the Avaya MM722 media module. . . . .                     | 133        |
| MM722 ports . . . . .                                                        | 133        |
| MM722 LEDs . . . . .                                                         | 133        |
| <b>Appendix B: Technical specifications . . . . .</b>                        | <b>135</b> |
| G350 Media Gateway specifications . . . . .                                  | 135        |
| Power cord specifications . . . . .                                          | 136        |
| USB modems supported by the G350 . . . . .                                   | 136        |
| USB modems supported by the S8300. . . . .                                   | 136        |
| <b>Appendix C: Running the Avaya Installation Wizard (Avaya IW). . . . .</b> | <b>137</b> |
| <b>Appendix D: Running the Gateway Installation Wizard (GIW) . . . . .</b>   | <b>139</b> |
| Running the Gateway Installation Wizard (GIW). . . . .                       | 139        |
| Performing a basic configuration of the G350. . . . .                        | 139        |
| Connect a modem, if necessary . . . . .                                      | 143        |
| Connecting a serial modem. . . . .                                           | 143        |
| Connecting a USB modem . . . . .                                             | 144        |
| Test the modem connection . . . . .                                          | 144        |
| Testing the modem . . . . .                                                  | 144        |
| <b>Index . . . . .</b>                                                       | <b>145</b> |



# About this book

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## Downloading this book and updates from the Web

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3. Select **Installation, Migrations, Upgrades & Configurations**.
4. Select **G350** under "G".
5. Locate the latest version of the book.
6. Click the book title. Your browser downloads the book.

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## Safety labels and security alert labels

Observe all caution, warning, and danger statements to help prevent loss of service, equipment damage, personal injury, and security problems. This book uses the following safety labels and security alert labels:



### **CAUTION:**

A caution statement calls attention to a situation that can result in harm to software, loss of data, or an interruption in service.



**WARNING:**

A warning statement calls attention to a situation that can result in harm to hardware or equipment. A warning can also indicate the presence of a hazard that could cause personal injury if the hazard is not avoided by following the instructions provided.



**DANGER:**

A danger statement indicates the presence of a hazard that can result in severe personal injury or death if the hazard is not avoided by following the instructions provided.



**ELECTROSTATIC ALERT:**

An ESD warning calls attention to situations that can result in ESD damage to electronic components.



**SECURITY ALERT:**

A security alert calls attention to a situation that can increase the potential for unauthorized use of a telecommunications system.

---

## Related resources

For more information on the Avaya G350 Media Gateway and related features, see the following books:

| Title                                                                                   | Number    |
|-----------------------------------------------------------------------------------------|-----------|
| Overview for the Avaya G250 and Avaya G350 Media Gateways                               | 03-300435 |
| Quick Start for Hardware Installation: The Avaya G350 Media Gateway                     | 03-300148 |
| Administration for the Avaya G250 and Avaya G350 Media Gateways                         | 03-300436 |
| Avaya G250 and Avaya G350 CLI Reference                                                 | 03-300437 |
| Maintenance Alarms for Avaya Aura Communication Manager, Media Gateways and Servers     | 03-300430 |
| Maintenance Commands for Avaya Aura Communication Manager, Media Gateways and Servers   | 03-300431 |
| Maintenance Procedures for Avaya Aura Communication Manager, Media Gateways and Servers | 03-300432 |

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## Technical assistance

Avaya provides resources for technical assistance within the US and internationally.

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### Within the US

- Call the Avaya Technical Consulting Support System at 1-800-225-7585 for help with feature administration and system applications.
- Call the Avaya National Customer Care Support Line at 1-800-242-2121 for help with maintenance and repair.
- Call Avaya Toll Fraud Intervention at 1-800-643-2353 for help with toll fraud.

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Ensure that you mention the name and number of this book, *Installing and Upgrading the Avaya G350 Media Gateway*, 03-300394.



# Chapter 1: Before you install

Read this chapter carefully before you begin the installation. If you are installing the G350 at a customer site, read this chapter before going to the customer site.

---

## Before going to site

Before going to the site, it is necessary to read the planning documentation and prepare equipment required for installation.

---

## Preparing required equipment

Make sure you have the necessary equipment to assist you in the installation before you start working.

### Equipment required for installation

- One loop start analog trunk for connecting a modem
- A separate telephone line, if needed, for verbal communication during remote configuration

### Equipment required for mounting

- A crosspoint screwdriver if rack mounting or wall mounting the G350
- If you will mount the G350 on a flat wall: screws to fasten the G350 to the wall
- If you will mount the G350 on a non-flat wall:
  - 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 to fasten the G350 to the plywood.
  - Screws to fasten the plywood board to the wall (pan head at least 3/4 in, #10-12 screw)

### Equipment required for installing an S8300 Server

- One USB CD-ROM drive

## Before you install

- A laptop computer with Internet Explorer

## Equipment required if you are not installing an S8300 Server

- A PC on the local network, optionally with a USB flash drive
- A laptop computer running Windows XP or Windows 2000 with a serial port recognized by the operating system on the laptop. If the port is recognized, it is listed by the Device Manager.
- A modem to connect to the G350 to enable dial-in configuration. Use a serial modem (Multitech MultiModemZBA MT5634ZBA-V-V92) or a USB modem (see [USB modems supported by the G350](#) on page 136 for a list of the USB modems supported by the G350).

---

## Obtaining the G350 serial number

Look for the serial number sticker on the back of the G350 chassis. If the unit is delivered directly to the customer and you will not have phone or LAN line access from the customer site to access the <http://rfa.avaya.com> website, this task will require a preliminary trip to the customer site.

---

## Obtaining RFA access

You need to obtain a personal Single Sign-On (SSO) for Remote Feature Activation (RFA) website 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.

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## Checking license file and Avaya Aura™ Communication Manager versions for a Local Survivable Processor (LSP)

If you are installing an S8300 as a Local Survivable Processor (LSP), the license file for the S8300 must have a Communication Manager release that is equal to or greater than that of the server that acts as primary controller (an S8300, S8400, S87xx, or S85xx). This is necessary so that if control passes to the LSP, it can allow the same level of call processing as that of the primary controller.

Additionally, the LSP must have a version of Avaya Aura Communication Manager (CM) that is identical to that of the primary controller.

The license file requirements of the LSP should be identified in your planning documentation.

---

## 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. Use Windows File Explorer or another file management program to create a directory on your laptop for storing license and authentication files (for example, C:\licenses).
2. Access the Internet from your laptop and go to <http://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 email capabilities of the RFA website to download the license and authentication files to your laptop.

Once the Communication Manager license and authentication files are downloaded to your PC, you can use the Avaya Installation Wizard to install them (see [Running the Avaya Installation Wizard \(Avaya IW\)](#) on page 137. You can also use the Maintenance Web Interface to install the Communication Manager license and authentication files.

---

## Running the Automatic Registration Tool (ART) for the RAS IP address

The ART tool is a software tool that generates a remote access (RAS) IP address and password, for accessing a product attached to a customer's modem. This IP address is required for configuring remote access to a modem on the S8300 or G350. If you need to configure remote access to both the G350 and the S8300, follow this procedure twice, once for the G350 and once for the S8300. For each procedure, a script file is created and downloaded or emailed to you. You can use the installation script to automatically set up an IP address and other alarming parameters.

When you run GIW, you will have the opportunity to import the Electronic Planning Worksheet (EPW). The ART information will be imported along with all the other information in the EPW. Alternatively, if the G350 will be configured using the CLI, keep the installation script to run as a CLI command at the configuration stage.

If the G350 will be configured using Gateway Installation Wizard (GIW) or Avaya Installation Wizard (AIW), and you have an EPW, enter the ART information contained in the installation script into the EPW.

### Note:

You must generate and install a License file and Authentication file for the Communication Manager installed on the S8300, before you use the ART tool. Follow the applicable process to register the system in the Automatic Registration Tool (ART). Provision the IP Address for S8300 Remote Access with Configure server by using the **Set Modem Interface** function. Non-Avaya personnel may need to contact their service support or customer care center for IP addresses, depending on entitlements.

## Obtaining the RAS IP address and password

1. Access the ART website on your laptop.
2. From the User menu, select **Administer an S8xxx, G350, CCS, CVLAN, or ASG Guard II**.

The Enter Network Password dialog box appears.

3. Enter your ART user name and password.
4. Click **OK**.

The **Start of Installation script & IP Addr Admin** screen appears.

5. In the FL Number field, enter the customer's FL number.
6. In the Session Type field, select **Installation Script Administration**.

7. In the Product Type field, select **G350 MEDIA GATEWAY** if you want to configure remote access for the G350, or **S8300 SERVER** if you want to configure remote access for the S8300.
  8. In the INADS field, enter the number of the telephone line to which you will connect the modem.
  9. Click **Start Installation script & IP Addr Admin**. ART validates your input and the Customer Validation screen appears.
  10. Read the customer information displayed, to check that it is correct.
  11. In the Customer Type field, select **Other**.
  12. Click **Continue Installation Script Administration**. A product list appears.
  13. Click the number of the product for which you are configuring remote access. The G350 MEDIA GATEWAY Installation Script Administration Data screen appears.
  14. In the Product Name field, enter the product name.
  15. In the INADS Number field, make sure the correct customer provided dial-in number for the G350 Media Gateway appears.
  16. Click **Continue Installation Script Administration**. ART generates the RAS IP address and password (CHAP secret key) and generates an installation script for the product. Keep the RAS IP address and password to configure your modem later.
  17. Click **Download Installation Script File** to download the installation script to your laptop, or **Email Installation Script File** to have the script emailed to you.
- A script file is created and downloaded or emailed to you.

---

## Downloading recent firmware

Download any recently updated firmware for the G350 and media modules to your laptop. Visit the Avaya Support website to check the latest firmware image file versions against the factory installed versions in the hardware you are installing. Download any firmware image file upgrades you need from the Avaya Support website, and any Communication Manager service packs that may be required for the upgrade.

---

## Obtaining the Electronic Preinstallation Worksheet (EPW)

The EPW is an Excel spreadsheet from which Avaya configuration wizards automatically pull data to configure and install the S8300 Server and the G350 Media Gateway. The EPW is filled in by the customer and project manager, and should be completed before installation.

For greatest efficiency, obtain the Electronic Preinstallation Worksheet (EPW) from the Avaya Support website at <http://support.avaya.com/avayaivw>.

---

## Site requirements

Inspect the site before you begin the installation. Verify that the site requirements have been met for adequate environmental conditions, power and grounding availability, safety, and security conditions. If you find discrepancies between the specifications necessary for proper installation of equipment and the conditions on site, contact your project manager before proceeding with the installation.

The G350 may be installed in a 19" rack, mounted on a wall, or placed on a sturdy table. Installation instructions are provided in [Installing the Avaya G350 Media Gateway](#) on page 25. The ambient temperature should be in the range 32 to 104°F (0-40°C). The humidity should not be higher than 95%.

---

## Environmental verification

Verify that temperatures and clearances are within the recommended technical parameters. Consult the table of Technical Specifications in [Technical specifications](#) on page 135.



### **WARNING:**

Verify that temperature and clearance ranges are within tolerable limits. The thermal sensors may shut down equipment if it is subjected to conditions beyond the recommended limits. Equipment can be damaged if these restrictions are not respected.

---

## Power verification

Check that an adequate number of power outlets are available. Verify that the G350 Media Gateway and the other equipment in the rack do not present a possible overcurrent or overload to the customer's branch circuit and/or power distribution strip. Power requirements are listed in [Power cord specifications](#) on page 136.



### **WARNING:**

Do not overload the power circuit.

---

## Grounding verification

Ensure that the installation site has access to approved grounds and that either a trained technician or a licensed electrician will be verifying all grounds and installing the Supplementary Ground Conductor (consult [Attaching ground conductors](#) on page 37).

**WARNING:**

Installation in a Restricted Access Location and secure access are required in Finland, Norway, and Sweden. The G350 Media Gateway relies on two ground connections: first, the mains plugs for the power supplies are required to be connected to AC outlets that have earth contacts; and second, the Supplementary Ground Conductor provided with the system provides a non-removable ground even when the AC cords are disconnected. However, because of unreliable earthing concerns in Finland, Norway, and Sweden, the G350 Media Gateway must be installed in a Restricted Access Location (RAL). An RAL is defined as an access that can be gained only by trained service personnel or customers who have been instructed about the reasons for the restricted access and any safety precautions that must be taken. In these cases, access to the G350 Media Gateway is gained by the use of a tool (such as a lock and key) or other means of security. If you have any questions about the safety conditions, contact your project manager. When you have verified that the site is ready for a safe installation, proceed with the installation.

---

## G350 package contents

The G350 chassis and accessories are shipped in a box. The package should contain the following items:

- One Avaya G350 Media Gateway chassis. The required media modules may be installed.
- One accessories box, containing:
  - One power cord. If the power cord provided does not have the correct plug configuration needed in a particular country, see the power cord specifications in [Appendix B: Technical specifications](#).
  - One flat RJ-45 to RJ-45 cable.
  - One RJ-45 to DB-9 cable adapter.
  - One RJ-45 to DB-25 cable adapter.
  - Two standard mounting brackets
  - One mounting bracket with cable guides
  - One Supplementary Ground Conductor
  - Nine 3/8" flat head screws
  - Two 5/16" crosspoint screws for grounding
  - Two washers for grounding
  - Four rubber feet
  - One jumper for bridging NVRAM init pins

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

---

## Unpacking and checking package contents

1. Unpack the G350 and accessories.



### **ELECTROSTATIC ALERT:**

Wear an anti-static wrist ground strap whenever handling components of an Avaya G350 Media Gateway. Connect the strap to an approved ground, such as an unpainted metal surface.

2. Check the contents of the packaging against the customer order.
3. Cross-check the customer order with the planning documentation you have been given. Media modules, telephones and other equipment are listed on your planning and shipping documentation. Placement for the media modules and other equipment are also indicated.
4. Verify that all necessary elements have been received and are in good condition. If there are missing or damaged elements, contact your project manager. The planning documentation will list contact information for key personnel.

If you have any questions about the equipment order, or if the equipment has been damaged, contact your project manager.

# Chapter 2: Installing the Avaya G350 Media Gateway

Installing the Avaya G350 Media Gateway consists of installing the G350 chassis, and media modules, attaching ground conductors, and connecting the power.

---

## Step 1: Mounting the G350 chassis

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



### **ELECTROSTATIC ALERT:**

When handling any components of an S8300 Server or G350 Media Gateway, wear an anti-static wrist ground strap. Connect the strap to an approved ground, such as an unpainted metal surface.

### **Note:**

Avaya has developed special hardware platforms for customers with harsh environmental conditions. These platforms have been tested to meet stringent physical and environmental requirements (i.e., shock, vibration, EMI, etc.) imposed by the United States Navy for use on their ships. The platforms make use of specialized racks and reinforcements. If you wish to obtain information about the design and implementation of such a ruggedized solution, contact the Avaya Navy Shipboard Services organization.

---

## Mounting the G350 in a rack

The G350 mounts in a standard 19-inch rack.

You can fasten the G350 to the rack either at the front of the G350 or at the middle. In either case, mounting brackets must be attached to the G350.

There are two types of mounting brackets provided with the G350:

- Without cable guides. Two mounting brackets without cable guides are provided.
- With cable guides. One mounting bracket with cable guides is provided. This bracket provides guides for electrical cables and is useful for cable management.

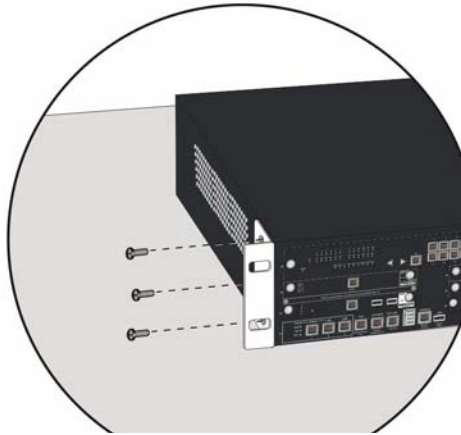
## Brackets without cable guides

Mounting brackets without cable guides can be attached in either of the following positions:

- To each side of the front of the G350 for fastening the chassis to the rack at the front
- To the middle of each side panel of the G350 for fastening the chassis to the rack at the middle

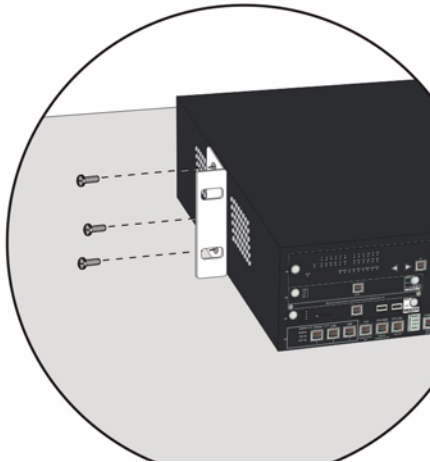
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**Figure 1: Attaching a mounting bracket to the front of the G350**



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**Figure 2: Attaching a mounting bracket to the middle of the G350**



## Brackets with cable guides

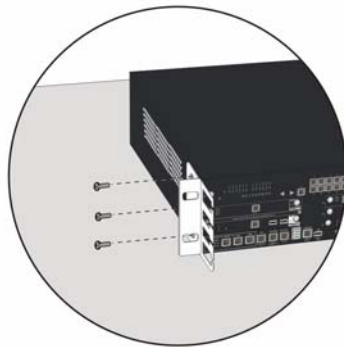
You can attach the mounting bracket with cable guides to the front of the G350 on one side, as shown in the following figure. If you are fastening the chassis to the rack at the front, use the mounting bracket with cable guides as one of the two front brackets. If you are fastening the chassis to the rack at the middle, use the mounting bracket with cable guides at the front of the chassis, in addition to the two regular mounting brackets on the sides of the chassis. In this case, the mounting bracket with cable guides serves for cable management only — you do not fasten it to the rack.

**Note:**

If you are installing an MM717 or MM716 media module, attach the mounting bracket with cable guides to the right side of the rack, to support the weight of the amphenol cable you will connect to the MM717 media module. See [Connecting a DCP telephone to an MM312, MM712, or MM717 media module](#) on page 51.

---

**Figure 3: Attaching a mounting bracket with cable guides**



---

## Attaching each mounting bracket to the G350

The G350 is held in place by mounting screws through the two mounting ears. Fill racks from the bottom; that is, mount units in the lower positions first, to avoid balancing problems and cabling complications.

1. Position a bracket over the desired mounting position.
2. Affix the bracket to the chassis with three of the nine 6-32 x 3/8 screws provided.
3. Tighten with a screwdriver.

## Before mounting the G350

- Ensure that the rack is bolted to the floor and is earthquake-protected, if required. If the rack is not securely fixed in place, do not proceed with the installation.
- If the G350 is being mounted in a rack with other equipment already installed, the G350 must be positioned to avoid imbalance.

**Note:**

The G350 weighs 22.5 pounds (10 kg) empty and between 33 and 35 pounds (between 15 and 16 kg) when equipped with media modules. Two people may be needed to mount the G350 Media Gateway in the rack.

## Mounting the G350 in the rack

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 two rack mounting screws, one on each side.
4. Verify that the G350 is level and horizontal.
5. Tighten the rack mounting screws. Avoid overtightening.
6. Verify that ventilation vents are not obstructed.

At this point, you have mounted the G350 chassis in the rack and are ready to insert media modules as required in the planning documentation.

---

## Mounting the G350 on a wall

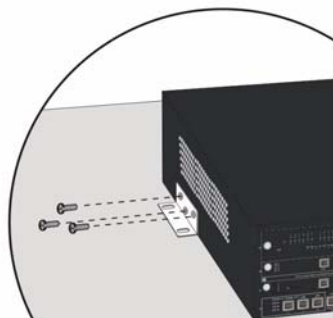
To mount the G350 on a wall, use the two mounting brackets without cable guides. You can also add a mounting bracket with cable guides if desired, as explained in [Brackets with cable guides](#) on page 27.

## Attaching brackets to the G350 for wall mounting

Attach a bracket to each side of the G350, as shown in [Figure 4](#).

---

**Figure 4: Attaching a bracket to each side of the G350**



---

## Fastening the G350 to the wall

Position the G350 so that its front panel is facing up. If the wall is flat, you can screw the G350 directly to the wall. If the wall is not flat, screw a plywood sheet at least  $\frac{3}{4}$  in (20 mm) thick and at least 4 x 4 ft (1.2 x 1.2 m) in size, and fasten the G350 to the board.

---

## Placing the G350 on a table

If you install the G350 as a tabletop unit, affix the provided rubber feet to the underside of the G350.

1. Remove the four feet from their packaging.
2. Turn the G350 upside down.
3. Position each foot into one of the mounting sites, near each corner of the chassis.

---

## Step 2: Installing the media modules

When the G350 chassis is installed, you can insert the media modules. Each module is shipped with two thumb screws for securing the module in the G350 chassis.

**Note:**

The required media modules are sometimes pre-installed in the G350 chassis. If this is the case, skip this step. Read this section only if the media modules are not pre-installed, or if you want to replace modules or add new media modules.

---

## Before inserting media modules into the G350 chassis

- Do not install an unsupported combination of media modules. See [Combination limitations](#) on page 30.
- Allocate a permissible slot to each media module. See [Allocating slots](#) on page 30.



### **WARNING:**

The G350 must not be operated with any open slots. Failure to cover empty slots with the supplied blank plates can cause overheating due to inadequate air distribution.

---

## 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

---

## Allocating slots

The G350 chassis has six media module slots, marked V1, V2, V3, V4, V5, V6 (see [Figure 5](#)).

Allocate a slot for the media module. Make sure your slot allocations allow a permissible slot for every media 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**

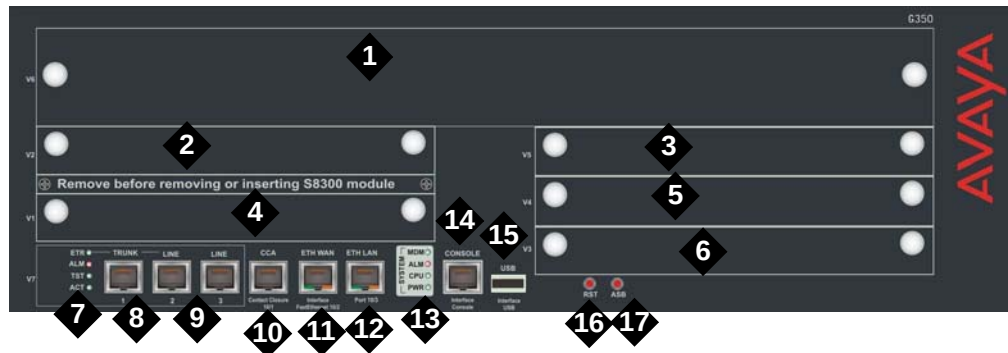


**Figure notes:**

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

**Table 1: 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). |

**1 of 2**

**Table 1: Permitted slots for media modules (continued)**

| Media module  | Permitted slots    | Description                                                                                                                                                                                              |
|---------------|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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.                                                                                                                                                           |
| S8300         | V1                 | Server                                                                                                                                                                                                   |
| <b>2 of 2</b> |                    |                                                                                                                                                                                                          |

---

## Inserting the S8300 Server

The S8300 can only be inserted in slot V1 on the left side of the G350 Media Gateway.



**ELECTROSTATIC ALERT:**

Hold media modules only by the edges to avoid damage from static electricity. Do not touch the top or bottom of the circuit board. If possible, wear an anti-static wrist-strap and use an anti-static bag.



**CAUTION:**

The connector pins can be bent or damaged if the module is handled roughly, or if misaligned and then forced into position.

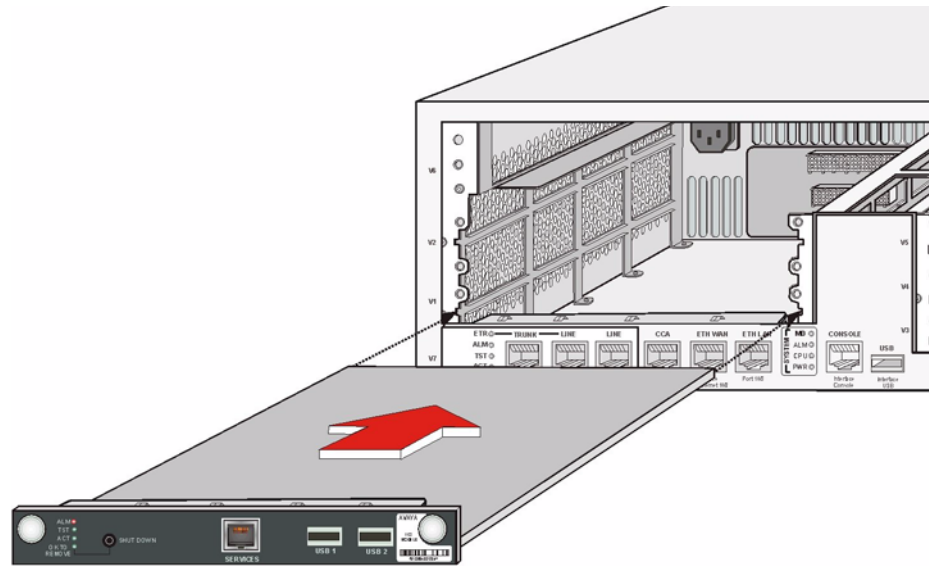


**CAUTION:**

Separate ESD paths to the chassis ground connect to the media modules at the spring-loaded captive screws. Use a screwdriver to ensure the captive screws are securely tightened to prevent damage to the equipment.

1. 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 server before the V1 bay opening and engage both sides of the module in the interior guides.
4. Slide the S8300 Server slowly into the chassis, maintaining an even pressure to assure that the module does not become twisted or disengaged from the guides.

**Figure 6: Inserting the S8300 Server**



5. Apply firm pressure to engage the connectors.

The connector has pins of different lengths. The long pins engage first to provide grounding. Medium length and short pins provide power and signal.

6. Lock the S8300 Server module into the chassis by tightening the spring-loaded captive screws on the front of the module.

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.

7. After you have inserted the S8300 Server module, if applicable, insert the rest of the media modules. Make sure to insert each module in a permissible slot.

**⚠ DANGER:**

To prevent access to electrical hazards by unauthorized personnel and to ensure continued compliance to radiated emissions requirements, all captive screws must be securely tightened such that they cannot be loosened without the use of a tool.

---

## Inserting media modules

After you have inserted the S8300 Server module, if applicable, insert the rest of the media modules. Make sure to insert each module in a permissible slot. Remove the blank plate from the empty bay.

**ELECTROSTATIC ALERT:**

Hold media modules only by the edges to avoid damage from static electricity. Do not touch the top or bottom of the circuit board. If possible, wear a wrist-strap and use an anti-static bag.

**CAUTION:**

The connector pins can be bent or damaged if the module is handled roughly, or if misaligned and then forced into position.

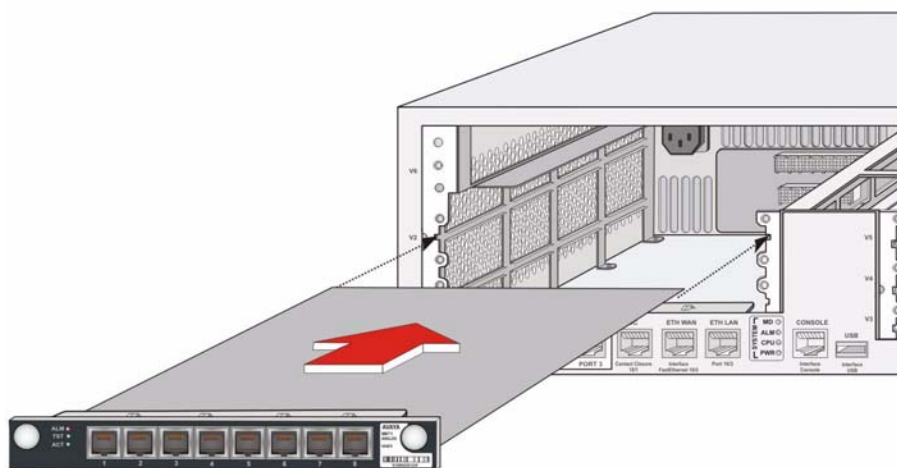
**CAUTION:**

Separate ESD paths to the chassis ground connect to the media modules at the spring-loaded captive screws. Use a screwdriver to ensure the captive screws are securely tightened to prevent damage to the equipment.

1. Position the media module before the selected bay on the front of the G350 chassis and engage both sides of the module in the interior guides.
2. Slide the module slowly into the chassis, maintaining an even pressure to assure that the module does not become twisted or disengaged from the guides.

---

**Figure 7: Inserting a media module**



3. Apply firm pressure to the front panel of the media module until it is flush with the front panel of the gateway.
4. Tighten each of the spring-loaded captive screws by turning them four times with a screwdriver.
5. Apply firm pressure to the front panel of the media module to ensure full engagement of the connectors.
6. Lock the media module into the chassis by tightening the spring-loaded captive screws on the front of the module.

**Tip:**

Use the **show mg list\_config** CLI command to see whether the gateway has identified all the installed media modules correctly. If the gateway does not identify a media module, re-install the media module.

**DANGER:**

To prevent access to electrical hazards by unauthorized personnel and to ensure continued compliance to international radiated emissions requirements, all captive screws must be securely tightened such that they cannot be loosened without the use of a tool.

**WARNING:**

After you have connected telephones to the various media modules, be sure to add circuit protection to the lines.

---

## Attaching ground conductors

To assure safe installation and operation, carefully read all requirements, recommendations, and instructions. Pay special attention to all CAUTION, WARNING, and DANGER statements.

**WARNING:**

System grounding must comply with the general rules for grounding provided in Article 250 of the National Electrical Code (NEC), National Fire Protection Agency (NFPA) 70, or the applicable electrical code in the country of installation.

---

## General grounding requirements

Two safety grounds are required to ensure safe operation of the G350 Media Gateway: the ground conductor that is part of the AC power cord, and the field-installed green/yellow conductor referred to as the Supplementary Ground Conductor. Both safety grounds must be connected to an approved ground. If a power cord accompanies the G350, use that cord whenever possible.

### Installation location

Select a location for the G350 installation that is close enough for use with the supplied secondary grounding conductor. If this location requirement is not met, contact a licensed electrician to install a Supplementary Ground Conductor per Article 250 of the National Electrical Code (NEC).

**WARNING:**

If the installation location is greater than the length of the supplied secondary grounding conductor from an approved ground, do not install the G350 until a licensed electrician is present to install a Supplementary Ground Conductor.

### Ground conductor

A 55 foot (16 m) Supplementary Ground Conductor is provided with the equipment, and is constructed of 10 AWG (4.0 mm<sup>2</sup>) wire, with an insulated ring terminal crimped to one end that is suitable for the #8 (M4) stud/screw on the rear of the G350 chassis.

The customer will need to provide a means of connecting this Supplementary Ground Conductor to an approved ground according to Article 250 of the National Electrical Code (NEC).

### Ground block

A ground block, supplied by the customer and installed by an electrician, is available for use when you are installing multiple G350 Media Gateways. The ground block, intended for rack mounting, has ten terminals available for terminating Supplementary Ground Conductors. Up to ten G350 Media Gateways can be grounded at the block installed close to the equipment (on a rack) and then a single ground conductor can be routed from the same block to an approved ground.



#### **DANGER:**

Failure to install both grounds will void the Product Safety certifications (UL and the CE Mark) on the product, as well as allow a hazard to be present that could result in death or severe personal injury.

### Restricted Access Location

In Finland, Norway, and Sweden, the G350 Media Gateway must be installed in a Restricted Access Location, due to unreliable earthing concerns. A Restricted Access Location is defined as access that can be gained by only Service Personnel or Customers who have been instructed about the reasons for the restricted access and any safety precautions that must be taken. In these cases, access to the G350 is gained by the use of a tool (such as a lock and key) or other means of security.



#### **WARNING:**

For installations in Finland, Norway, and Sweden, the Avaya G350 Media Gateway relies on two ground connections (mains plug with an earth contact, and a Supplementary Ground Conductor).

---

### Approved grounds

An approved ground is the closest acceptable medium for grounding the building entrance protector, entrance cable shield, or a single-point ground of electronic telephony equipment. If more than one type of approved ground is available on the premises, the grounds must be bonded together as required in Section 250-81 of the NEC for the US or per the local electrical code regulations in the country of installation.

- **Grounded Building Steel.** The metal frame of the building where it is effectively grounded by one of the following grounds: acceptable metallic water pipe, concrete encased ground, or a ground ring.

- **Acceptable Water Pipe.** A metal underground water pipe, at least 1/2 in (1.3 cm) in diameter, in direct contact with the earth for at least 10 ft (3m). The pipe must be electrically continuous (or made electrically continuous by bonding around insulated joints, plastic pipe, or plastic water meters) to the point where the protector ground wire connects. A metallic underground water pipe must be supplemented by the metal frame of the building, a concrete-encased ground, or a ground ring. If these grounds are not available, the water pipe ground can be supplemented by one of the following types of grounds:
  - Other local metal underground systems or structures, such as tanks and piping systems.
  - Rod and pipe electrodes. A 5/8 in (1.6 cm) solid rod or 3/4 in (2 cm) conduit or pipe electrode driven to a minimum depth of 8 ft (2.4 m).
  - Plate electrodes. Must have a minimum of 2 sq. ft (0.185 sq. m) of metallic surface exposed to the exterior soil.
- **Concrete Encased Ground.** An electrode encased by at least 2 in (5.1 cm) of concrete and located within and near the bottom of a concrete foundation or footing in direct contact with the earth. The electrode must be at least 20 ft (6.1 m) of one or more steel reinforcing bars or rods, 1/2 in (1.3 cm) in diameter, or at least 20 ft (6.1 m) of bare solid copper, 4 AWG (26 mm<sup>2</sup>) wire.
- **Ground Ring.** A buried ground that encircles a building or structure at a depth of at least 2.5 ft (0.76 m) below the earth's surface. The ground ring must be at least 20 ft (6.1 m) of 2 AWG (35 mm<sup>2</sup>) bare copper wire.
- **Approved Floor Grounds.** Floor grounds are those grounds on each floor of a high-rise building that are suitable for connection to the ground terminal in the riser closet and to the cabinet single-point ground terminal. Approved floor grounds may include the following:
  - Building steel.
  - The grounding conductor for the secondary side of the power transformer feeding the floor.
  - Metallic water pipes.
  - Power-feed metallic conduit supplying panel boards on the floor.
  - A grounding point specifically provided in the building for that purpose.



### **WARNING:**

If the approved ground or approved floor ground can only be accessed inside a dedicated power equipment room, then connections to this ground must be made by a licensed electrician.

## Connecting the safety ground

Proper grounding of the G350 installation safeguards the system, users, and service personnel by providing protection from lightning, power surges, AC mains faults, power crosses on central office trunks, and electrostatic discharge (ESD).

Local electrical installation codes must be followed when installing the G350.



### **DANGER:**

Connection of both grounds (through the AC Power Cord and the Supplementary Ground Conductor) is required for safe operation of the G350.



### **WARNING:**

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

## Attaching the ground wires

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<sup>2</sup>) 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.

### **If the ground block has been purchased**

1. Cut the Supplementary Ground Conductor (which has one end attached to the grounding screw on the chassis) to the length needed to terminate it 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<sup>2</sup>) 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.

#### **Note:**

The ground block is for use with more than one G350 in the rack. If the ground block is to be used, you must supply it and have it installed by an electrician.

### **If the ground block is not being used**

1. Attach the Supplementary Ground Conductor to an approved ground.
2. Connect the AC power cable to the inlet receptacle on the rear of the chassis.

---

## Step 4: Connecting power to the G350

After you have mounted the G350, installed the media modules, and attached grounding conductors, you can connect power to the G350.

1. Connect the power cable to the power connector on the G350 back panel.
2. Plug the power cable into an AC outlet. The G350 is now powered.

The PWR LED on the front panel lights. The CPU LED lights up if the firmware is running. At least one LED on each media module, except the S8300, lights up initially and then goes off after about 20 seconds.



# Chapter 3: Connecting devices

External endpoint devices can be connected to the ports on the front panels of the installed media modules and to the fixed front panel ports. Before you connect endpoint devices, the G350 should be mounted and all media modules should be inserted.



## **WARNING:**

To reduce the risk of fire, use only 26 AWG or larger telecommunication line cords when installing telephones or adjuncts.



## **ATTENTION:**

Pour réduire les risques d'incendie, utiliser uniquement des conducteurs de télécommunications 26 AWG ou de section supérieure.

---

## Step 1: Connecting data and voice devices

There are various possible ways of connecting different devices. See your planning documentation for any topology requirements to connect specific devices to specific ports. As you connect devices, keep a record of the slots and ports into which specific devices are connected. You will need this information when configuring the G350.

---

### Connecting a switch or a network data port

.There are various devices that may need to be connected.

#### Devices that may need connecting to a LAN switch or a network data port, via a network cable

- The ETH LAN port on the G350 front panel
- The copper Gigabit Ethernet port on an MM314 media module
- The copper Gigabit Ethernet port on an MM316 media module
- One of the 24 10/100 Ethernet ports on an MM314 media module
- One of the 40 10/100 Ethernet ports on an MM316 media module

### If the MM314 or MM316 media module is not installed

1. Connect a LAN switch to ETH LAN.
2. Connect all your data devices to the LAN switch.

### If the MM314 or MM316 media module is installed

The 10/100 Ethernet ports on the MM314 or MM316 media module can be configured to provide Power over Ethernet (PoE) to data devices. Any data device that you want to be powered through the G350 must be connected to a network data port that is directly connected to one of the 10/100 Ethernet ports on an MM314 or MM316 media module.

### Connecting a LAN switch

Prefer the ETH LAN port on the chassis front panel and the copper Gigabit Ethernet port on an MM314 or MM316 media module over the 10/100 Ethernet ports on the MM314 or MM316 media module. Reserve 10/100 Ethernet ports for devices, such as IP phones, that need to be powered through the G350.

**Figure 8: The MM314 media module**

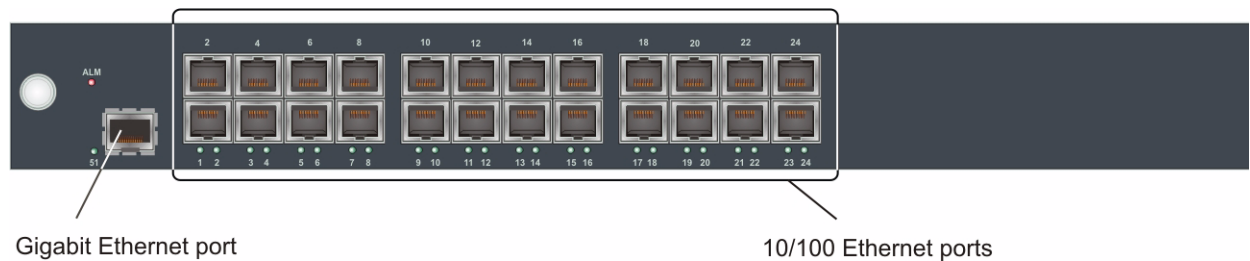
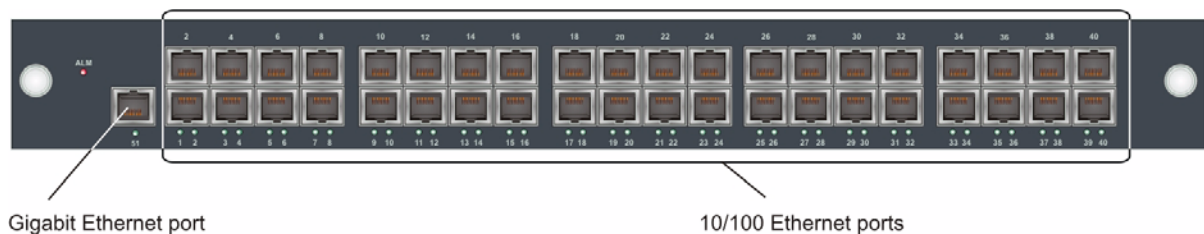


**Figure 9: The MM316 media module**



---

## Connecting a computer

You can connect a computer to any of the following:

- A switch connected to the G350
- The data port of an IP telephone connected to a PoE port on the G350
- One of the following data ports on the MM314 media module, if installed:
  - 24 Ethernet 10/100 Base-T Ethernet access ports with inline Power over Ethernet (PoE)
  - The copper Gigabit port, labelled 51
- One of the following data ports on the MM316 media module, if installed:
  - 40 Ethernet 10/100 Base-T Ethernet access ports with inline Power over Ethernet (PoE)
  - The copper Gigabit port, labelled 51
- One of the following ports on the front panel of the Avaya G350 Media Gateway chassis:
  - The ETH LAN ports
  - The ETH WAN ports
- The Console port on the front panel of the Avaya G350 Media Gateway chassis

To connect the computer to the ETH LAN, or ETH WAN, Console, SERVICES, MM314 ports, or MM316 ports, a network cable with an RJ-45 connector must be used. A straight network cable with an RJ-45 connector or a crossover cable with an RJ-45 connector must be used.

---

## Connecting a server

You can connect a server to any of the following:

- A switch connected to the Avaya G350 Media Gateway
- One of the following ports on the MM314 media module, if installed:
  - 24 Ethernet 10/100 Base-T Ethernet access ports with inline Power over Ethernet (PoE)
  - The copper Gigabit port, labelled 6/51
- One of the following ports on the MM316 media module, if installed:
  - 40 Ethernet 10/100 Base-T Ethernet access ports with inline Power over Ethernet (PoE)
  - The copper Gigabit port, labelled 51
- One of the following ports on the front panel of the Avaya G350 Media Gateway chassis:
  - The ETH LAN ports
  - The ETH WAN ports

To connect the computer to the ETH LAN, MM314, or MM316 port, use a straight network cable with an RJ-45 connector, or a crossover cable with an RJ-45 connector. To connect the computer to the ETH WAN port, use a straight network cable with an RJ-45 connector.

---

## Connecting an IP telephone

**Note:**

For a full list of supported phones, see Appendix B, *Supported Avaya telephones* in *Overview for the Avaya G250 and Avaya G350 Media Gateways*, 03-300435.

If the IP telephone will be powered through the G350, you must use a telephone that supports PoE, and the telephone will power up if and when PoE is configured on the port to which the telephone is connected. For information about configuring PoE, see Chapter 11, *Configuring PoE*, in *Administration for the Avaya G250 and Avaya G350 Media Gateways*, 03-300436.

**Note:**

First-generation IP phones do not support PoE.

## Connecting the telephone to the G350

1. Wire a telephone to a LAN port on the G350. If the IP telephone will be powered through the G350, make sure you use a 10/100 Ethernet port on an MM314 Media Module or MM316 Media Module installed in slot V6 of the G350. In this case, you do not need to plug the IP telephone into a power supply.
2. Plug the telephone into the telephone port.
3. If the IP telephone will be powered independently, plug the IP telephone into a power supply and check that the IP telephone is powered up.

---

## Connecting an ISDN BRI station

Each ISDN port on the MM720 media module supports up to two ISDN BRI stations.

**Note:**

The MM720 BRI media module cannot be administered to support both BRI trunks and BRI stations at the same time. However, the MM720 BRI media module supports combining both B-channels together to form a 128-kbps channel. CM 3.1 enables combining B-channels, using BONDing, to form a higher bandwidth connection.

Finally, if the MM720 BRI media module is administered to support BRI stations, it cannot be used as a clock synchronization source.

## Connecting one ISDN BRI station to one ISDN port

Connect the station via a standard 8-pin BRI cable to one of the ISDN ports on an MM720 media module.

## Connecting two ISDN BRI stations to one ISDN port

1. Connect each station to an RJ-45 splitter that provides two RJ-45 4-pair jacks, and one RJ-45 male connector. See [Figure 10](#) for the correct wiring for the splitter.
2. Connect the male connector of the splitter to one of the ISDN ports on an MM720 media module.

**Figure 10: RJ-45 splitter wiring for connecting two ISDN BRI stations to one ISDN port**

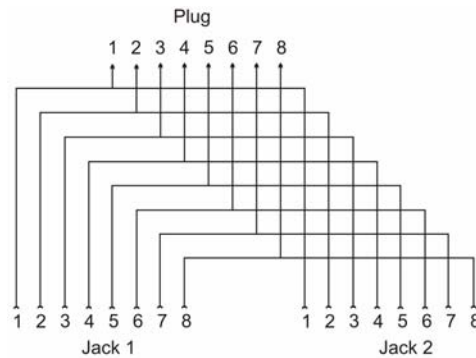
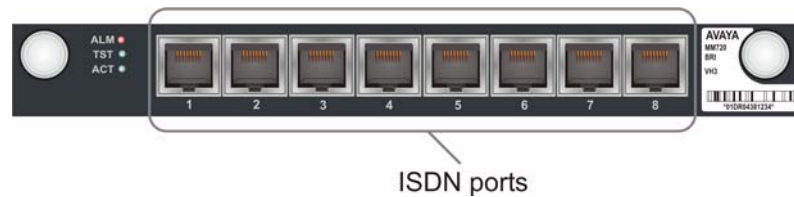


**Figure 11: The MM720 media module**



## Connecting an analog telephone

### Note:

For a full list of supported phones, see Appendix B, *Supported Avaya telephones in Overview for the Avaya G250 and Avaya G350 Media Gateways*, 03-300435.

1. Wire a telephone port to one of the following analog ports:
  - A universal analog port on an MM711 media module
  - Any analog line port on a punch down block connected to an MM716 media module. To connect the MM716 media module to a punch down block to enable telephone connection, see [Connecting devices to the MM717 and MM716 media modules](#) on page 54.
  - A LINE port on an MM714 or MM714B media module
  - One of the two fixed LINE ports on the G350 front panel
2. Plug the analog telephone into the telephone port.

**Note:**

The leftmost LINE analog telephone port on the G350 front panel provides the Emergency Transfer (power failure) function via a mechanical analog relay connecting it to the TRUNK port next to it. See [Figure 5](#). This relay can be configured to provide emergency transferred telephone service in the case of a power outage or disconnection from an external server. Therefore, the analog telephone connected to this LINE port is usually installed for this emergency purpose. Regular analog telephones on the network are usually connected to other analog ports.

**Figure 12: The MM711 media module**

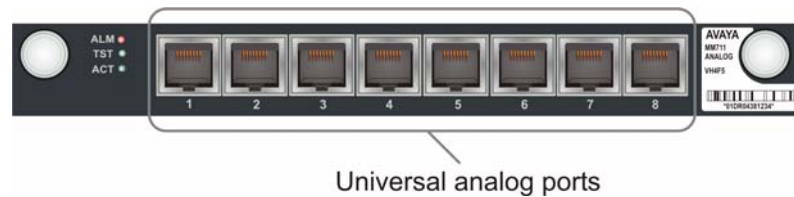


**Figure 13: The MM714 media module**

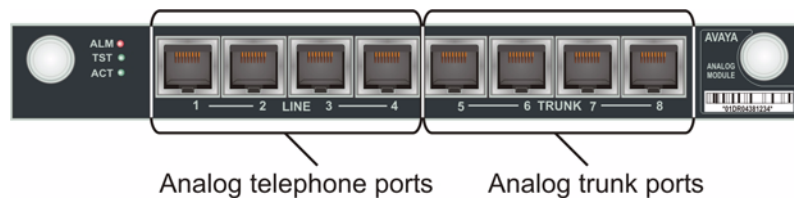


**Figure 14: The MM714B media module**

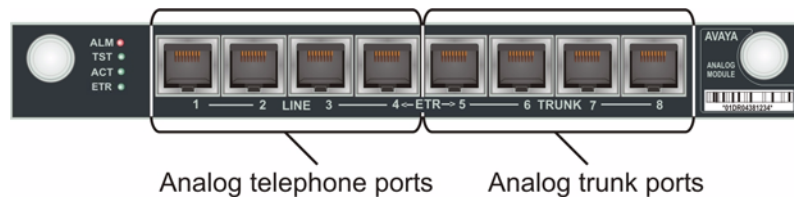
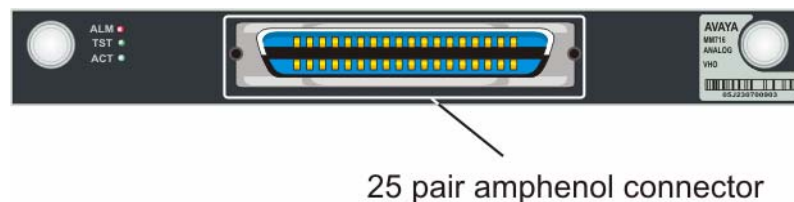


**Figure 15: The MM716 media module**



## Connecting devices

### **Note:**

Analog line ports support the following maximum distances:

- For phone equipment with a ringer load below 3 REN: up to 2,000 feet (609.6 m).

---

## Connecting a DCP telephone to an MM312, MM712, or MM717 media module

**Note:**

For a full list of supported phones, see Appendix B, *Supported Avaya telephones in Overview for the Avaya G250 and Avaya G350 Media Gateways*, 03-300435.

1. Wire a telephone port to a DCP port on the G350.

The following media modules provide DCP telephone ports:

- MM312. 24 DCP ports
- MM712. Eight DCP ports
- MM717. Twenty four DCP ports, provided via a single 25-pair amphenol socket on the front panel. To connect the MM717 media module to a punch down block to enable telephone connection, see [Connecting devices to the MM717 and MM716 media modules](#) on page 54.

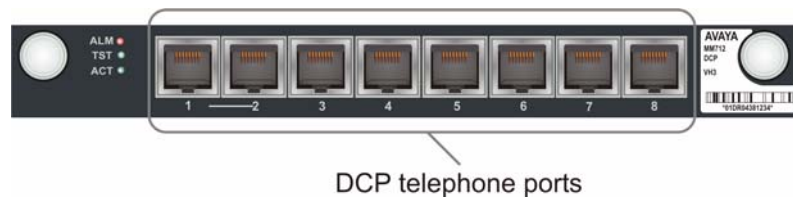
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**Figure 16: The MM312 media module**



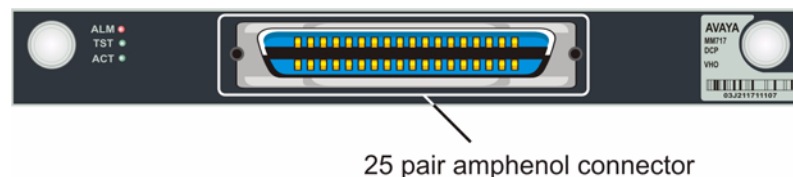
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**Figure 17: The MM712 media module**



---

**Figure 18: The MM717 media module**



2. Plug the DCP telephone into the telephone port.

**WARNING:**

With the exception of the MM712, all DCP media modules are intended for in-building use only. Phone lines connected to these ports are not to be routed out-of-building. Failure to comply with this could cause harm to personnel and equipment.

**Note:**

The MM312, MM712, and MM717 and media modules support the following maximum loop lengths:

- Up to 5500 ft for 22 AWG wire
- Up to 3500 ft for 24 AWG wire
- Up to 2200 ft for 26 AWG wire

---

## Connecting an analog trunk

### Analog trunk

Connect the trunk to one of the following ports:

- Any universal analog port on an MM711 media module
- One of the ports marked TRUNK on an MM714 or MM714B media module

### Analog DID trunk

Connect the trunk to one of the following ports:

- Any universal analog port on an MM711 media module
- Any analog line port on a punch down block connected to an MM716 media module. To connect the MM716 media module to a punch down block to enable trunk connection, [Connecting devices to the MM717 and MM716 media modules](#) on page 54.
- One of the ports marked Line on an MM714 or MM714B media module
- The TRUNK port on the G350 front panel.

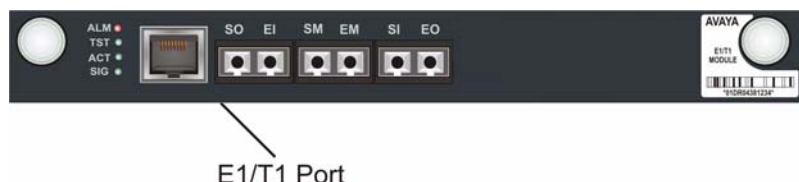
**Note:**

The TRUNK analog telephone port on the G350 front panel forms a mechanical analog relay with the LINE port next to it. See [Figure 5](#). This relay can be configured to provide emergency transferred telephone service in the case of a power outage or disconnection from an external server. During an emergency situation, all incoming calls on the trunk are directed to the telephone plugged into the LINE port. Conversely, the telephone plugged into the LINE port can use the trunk during an emergency situation to make outgoing calls.

## Connecting an E1/T1 trunk

Connect the trunk cable to the E1/T1 port on an MM710 or MM710B media module. The SIG LED lights.

Figure 19: The MM710B media module



## Connecting an ISDN BRI trunk

Connect the trunk to any ISDN port on an MM720 or MM722 media module.

**Note:**

In the US, you need to connect a separately purchased NT1 device to each ISDN port you use to connect an ISDN BRI trunk.

Figure 20: The MM720 media module

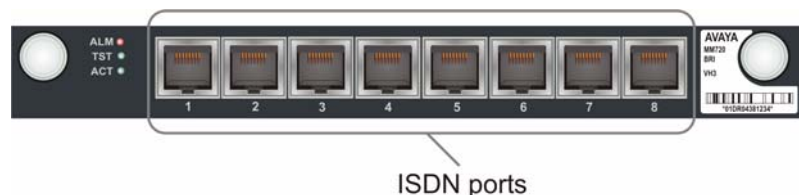
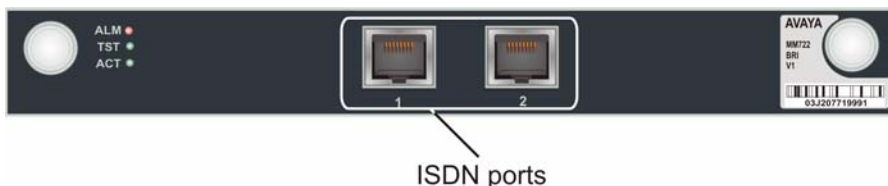


Figure 21: The MM722 media module



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## Connecting devices to the MM717 and MM716 media modules

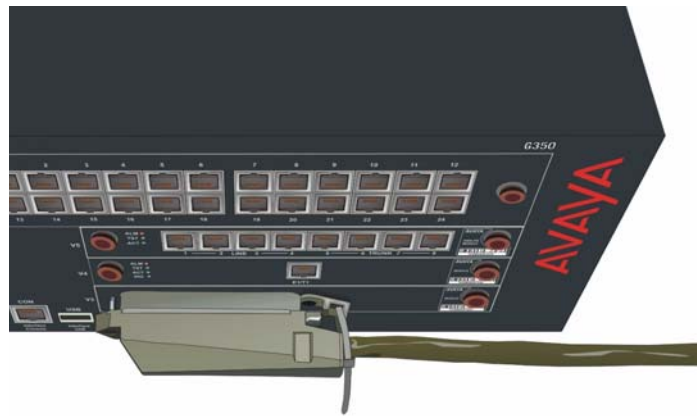
The MM716 and MM717 media modules each have a single 25-pair amphenol socket on the front panel, intended for use with a punch down block. Connect the front panel connector to a punch down block. You can terminate up to 24 endpoint devices on the connected punch down block.

### Connecting the MM716 or MM717 front panel connector to a punch down block

1. Connect one end of a CAT5 cable with a 25-pair amphenol connector at each end to the 25-pair socket on the MM716 or MM717 front panel, so that the cable extends to the right of the G350. (The cable you use must be such that the connector you plug into the media module is 90° to the cable.)
2. Tighten the end screw of the amphenol connector to securely fasten the connector to the left side of the front panel socket.
3. Thread a tie wrap through the small bracket to the right of the front panel socket.
4. Fasten the tie wrap around the cable to secure the cable to the right side of the front panel socket.

---

**Figure 22: Attaching and securing the amphenol cable to the MM716 or MM717 25-pair socket**



5. Connect the other end of the amphenol cable to a punch down block that converts the single amphenol connector to 24 RJ-11 jacks, as needed. You can now connect endpoint devices to the RJ-11 jacks. For the pin-out of the 25-pair connector, see [Table 20](#).

---

## Step 2: Installing circuit protection

Out-of-building installations of telephones or other standard (tip/ring) devices/terminals that connect to the Avaya G350 Media Gateway media modules require over-voltage and sneak current protection in both buildings. Field installed sneak current protectors must have a maximum current rating of 350 mA and a minimum voltage rating of 600V. The following devices have been evaluated or tested and approved to protect the media modules from over-voltages and sneak current protection:

- For the Avaya MM710, MM710B or MM340 T1/E1. Over-voltage and sneak current protection for the Avaya MM710 and MM340 are provided on the media modules themselves.
- For the Avaya MM711, MM714, MM714B, and MM716 Analog media modules, and G350 TRUNK PORT 1 Analog. Over-voltage and sneak current protection for these interfaces is provided on the media modules and gateway trunk interfaces. Incoming trunks normally have over-voltage protection provided by the local telephone company. Analog voice terminals use one of the following types of combined over-voltage and sneak current protection at both building entry points:
  - Gas tube with heat coil. 4B1E-W
  - Solid state with heat coil. 4C1S
  - IROB. 146C (4-lines) or 146F (25-lines)
- For the Avaya MM712 DCP: either 146E IROB (In-Range Out-of-Building) or 4C3S-75 solid state protectors for over-voltage and sneak current.
- For the Avaya MM722 ISDN-BRI: over-voltage and sneak current protection are provided on the media modules themselves.
- For the Avaya MM720 ISDN-BRI: network-side applications require an NT-1 device. Tie trunk applications require either the 146E IROB (In-Range Out-of-Building) or 4C3S-75 solid state protectors for over-voltage and sneak current.

**WARNING:**

Only service-trained personnel are to install these circuit protection devices.

**WARNING:**

With the exception of the MM712, all DCP media modules are intended for in-building use only. Phone lines connected to these ports are not to be routed out-of-building. Failure to comply with this could cause harm to personnel and equipment.

---

## Step 3: Connecting to the Wide Area Network (WAN)

Since the G350 contains an internal router, you can connect the G350 directly to a WAN endpoint device. You can also connect a WAN endpoint device to the G350 via an external router.

---

### Connecting a WAN to the G350

There are some differences in how to connect the WAN, depending on the type of WAN link you are connecting.

### Connecting a WAN link to the MM342 media module

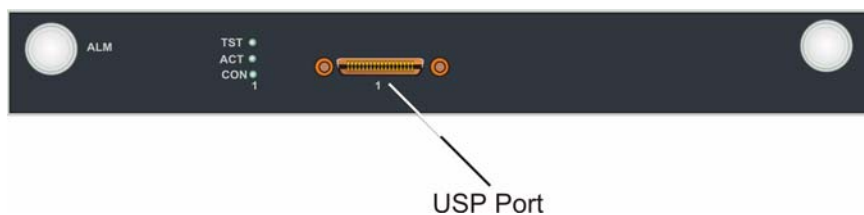
You must connect the WAN link to a device connected to the Avaya MM342 media module.

To connect the WAN link, plug the WAN line into the USP port on the MM342 media module. This port is marked USP. To connect the WAN line to the port, use one of the following cable types, depending on the service provider's equipment:

- Avaya Serial Cable DTE V.35
- Avaya Serial Cable DTE X.21

---

**Figure 23: The MM342 media module**

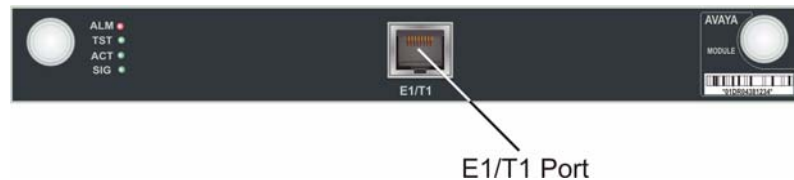


## Connecting an E1/T1 WAN link to the MM340 media module

To connect the WAN link, plug the WAN line into the E1/T1 port on the MM340 media module. This port is marked E1/T1. Use an unshielded twisted pair cable, straight or crossover, depending on the WAN equipment.

---

**Figure 24: The MM340 media module**



---

## Connecting an Ethernet WAN link

You must connect the Ethernet WAN line (DSL, firewall, etc.) to the Ethernet WAN port on the front panel of the Avaya G350 Media Gateway chassis. This port is marked ETH WAN. See [Figure 5](#). Use a CAT5 Ethernet cable to connect the WAN line to the port.

---

## Connecting an external router to the G350

You can connect a router to any of the following ports on the G350:

- The ETH WAN port on the G350 front panel
- The ETH LAN port on the G350 front panel
- The copper Gigabit Ethernet port on an MM314 media module
- The copper Gigabit Ethernet port on an MM316 media module
- One of the 24 10/100 Ethernet ports on an MM314 media module
- One of the 40 10/100 Ethernet ports on an MM316 media module

---

## Step 4: Installing the Coupled Bonding Conductor

The Coupled Bonding Conductor (CBC) provides mutual inductance coupling between the CBC and the telephone cables that are exposed to lightning. The conductor can be a 10 AWG (4 mm<sup>2</sup>) wire tie wrapped to the exposed cables, a metal cable shield around the exposed cables, or six spare pairs from the exposed cable. In a high-rise building, connect the CBC to an approved building ground on each floor.

---

### Installing the CBC

Before you begin, be sure the telephone lines are cross-connected to the appropriate media module(s).

1. Connect one end of the conductor to a telephone cable building entrance protector ground that is connected to an approved ground.
2. Route the rest of the conductor next to the exposed telephone cables being protected until they reach the cross-connect nearest to the telephone system.
3. Terminate the other end to the single-point ground block provided for the telephone system.

**Note:**

Position the non-exposed telephone cables at least 12 in (30.5 cm) away from exposed telephone cables whenever possible.

---

## Step 5: Installing the Avaya Partner Contact Closure Adjunct

The Contact Closure feature is a controllable relay providing dry contacts for various applications. To implement the contact closure feature, you connect an Avaya Partner Contact Closure Adjunct box to the CCA port on the G350 chassis. The adjunct box provides two contact closures that can be operated in either a “normally closed” or “normally open” state. The contact closures can control auxiliary devices such as devices that automatically lock or unlock doors or voice recording units. The CCA port can be configured so that the connected devices can be controlled by an end device, such as a telephone. For example, a user can unlock a door by keying a sequence into a telephone keypad.

---

## Installing the contact closure

1. Follow the installation instructions in the *Avaya Partner Contact Closure Adjunct Installation Instructions* leaflet to install the Contact Closure and connect the auxiliary devices that will be activated and deactivated by the Contact Closure relays.
2. Note which device is connected to each relay. You will need this information for configuration.
3. Connect the Avaya Partner Contact Closure adjunct box to the CC port on the G350 front panel. Use a 24 gauge minimum telephone wire, no longer than 200 ft, with a standard four wire RJ-11 connector.



# Chapter 4: Connecting and enabling a modem for remote access

You can connect a modem to the G350 to enable configuration from a remote location. A serial modem connected to the G350 can also be used for the modem dial backup feature, which provides a redundant connectivity with a remote primary Media Gateway Controller (MGC). Modem dial backup provides better survivability than switching to a secondary MGC, since more features are preserved.

If an S8300 is installed in the G350, leave a modem connected permanently to enable reporting of alarms to remote locations.

**Note:**

If you choose to configure the G350 by running an installation wizard, you can enable a modem with the wizard as part of the configuration. Instructions for connecting the modem are included in [Appendix C: Running the Avaya Installation Wizard \(Avaya IW\)](#) on page 137 and in [Appendix D: Running the Gateway Installation Wizard \(GIW\)](#) on page 127. You do not need to read this chapter.

**Note:**

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

---

## Connecting and enabling a modem (G350 without S8300)

You can either connect a serial modem to the Console port on the G350 front panel or you can connect a USB modem to the USB port on the G350 front panel.

---

## Connecting and enabling a serial modem

1. Prepare a PC with a CD-ROM drive and a TFTP server on the network. This may be needed for installing software and firmware upgrades.

**Note:**

When uploading firmware from the S8300 using TFTP, you may need to enable TFTP service in the Set LAN Security parameters of your web server.

### Note:

Firmware upgrades for the G350 and media modules can either be installed from CD or downloaded from the Web.

2. Download Gateway Installation Wizard (GIW) from the Avaya Support website ([support.avaya.com/avayaiw](http://support.avaya.com/avayaiw)) to the laptop computer. The laptop should be running Windows 2000, Windows 2003 server, or Windows XP to support GIW.
3. Plug one end of the provided flat RJ-45 to RJ-45 cable into the provided DB-9 adapter.
4. Plug the RJ-45 connector at the other end of the cable into the Console port of the G350.
5. Plug the DB-9 end of the flat cable into the COM port of the laptop computer.
6. From your laptop computer, double-click the GIW icon to run GIW. The Overview screen appears.
7. Click **Continue**. The Gateway Connection Details screen appears.
8. Choose **Select if this is any Gateway other than G430**.
9. Click **Continue**. The G350 Wizard Usage Options screen appears.
10. Select **Enable the modem for remote installation**.
11. Click **Continue**. The G350 Modem Type Selection screen appears.
12. Select **Serial Modem**.
13. Click **Continue**. The G350 Serial Modem Configuration screen appears.
14. In the IP Address field, enter the RAS IP address of the modem obtained using the ART tool. See [Running the Automatic Registration Tool \(ART\) for the RAS IP address](#) on page 20.
15. Fill in the remaining modem information fields.
16. Select the authentication method:
  - If you have an Avaya Service contract, check **Enable ASG Authentication** to enable remote access to the device.
  - If you do not have an Avaya Service contract:
    - Check **Enable CHAP Authentication**.
    - In the **CHAP Secret** field, enter the CHAP secret key obtained using the ART tool. See [Running the Automatic Registration Tool \(ART\) for the RAS IP address](#) on page 20.
    - In the **Confirm CHAP Secret** field, re-enter the CHAP secret key.
17. Click **Continue**. The Connect Modem screen appears.
18. Click **Finish**.
19. Connect the serial modem to a working telephone line.
20. Connect the provided DB-25 adapter to the modem.

21. Disconnect the flat cable from the COM port of the laptop computer.
22. Connect the flat cable to the DB-25 connector on the modem.

---

## Connecting and enabling a USB modem (G350 without S8300)

You can enable a USB modem on the USB port on the G350 front panel. See [USB modems supported by the G350](#) on page 136 for a list of the USB modems supported by the G350

**Note:**

No configuration is necessary for Services personnel to remotely access the gateway through a USB modem.

1. Prepare a PC with a CD-ROM drive and a TFTP server on the network. This may be needed for installing software and firmware upgrades.

**Note:**

When uploading firmware from the S8300 using TFTP, you may need to enable TFTP service in the Set LAN Security parameters of your web server.

**Note:**

Firmware upgrades for the G350 and media modules can either be installed from CD or downloaded from the Web.

2. Download GIW (Gateway Installation Wizard) from the Avaya Support website ([support.avaya.com/avaygiw](http://support.avaya.com/avaygiw)) to the laptop computer. The laptop should be running Windows 2000, Windows 2003 server, or Windows XP to support GIW.
3. Plug one end of the provided flat RJ-45 to RJ-45 cable into the provided DB-9 adapter.
4. Plug the RJ-45 connector at the other end of the cable into the Console port of the G350.
5. Plug the DB-9 end of the flat cable into the COM port of the laptop computer.
6. From your laptop computer, double-click the GIW icon to run GIW. The Overview screen appears.
7. Click **Continue**. The Gateway Connection Details screen appears.
8. Choose **Select if this is any Gateway other than G430**.
9. Click **Continue**. The G350 Wizard Usage Options screen appears.
10. Select **Enable the modem for remote installation**.
11. Click **Continue**. The G350 Modem Type Selection screen appears.
12. Select **USB Modem**.
13. Click **Continue**. The G350 USB Modem Configuration screen appears.

## Connecting and enabling a modem for remote access

14. In the PPP IP Address field, enter the RAS IP address of the modem obtained using the ART tool. See [Running the Automatic Registration Tool \(ART\) for the RAS IP address](#) on page 20.
15. Enter the PPP Subnet Mask.
16. Select the authentication method:
  - If you have an Avaya Service contract, check **Enable ASG Authentication** to enable remote access to the device.
  - If you do not have an Avaya Service contract:
    - Check **Enable CHAP Authentication**.
    - In the **CHAP Secret** field, enter the CHAP secret key obtained using the ART tool. See [Running the Automatic Registration Tool \(ART\) for the RAS IP address](#) on page 20.
    - In the **Confirm CHAP Secret** field, re-enter the CHAP secret key.
17. Click **Continue**. The Connect Modem screen appears.
18. From the Connect Modem screen, click **Finish** to exit the Gateway Installation Wizard.
19. Click **Finish**.
20. Connect a USB modem to a working telephone line.
21. Connect one end of a USB cable to the modem.
22. Connect the other end of the USB cable to the USB port on the G350 front panel.

---

## Testing the modem connection (G350 without S8300)

Dial into the modem to verify that you can authenticate to the modem.

1. Setup a dialup connection on a remote PC with the following settings:
  - Automatically detect settings.
  - No Username, Password, or Domain.
  - Security > Show Terminal Window.
2. Dial in to the modem from the remote PC.
3. When prompted, provide the rasaccess login and password in the Terminal Window.
4. Close the Terminal Window to complete the connection.
5. Activate an SSH session.
6. Login valid authentication to the G350 CLI.

---

## Connecting and enabling a USB modem (G350 with S8300)

You can connect a USB modem to the USB port on the S8300 front panel. See [USB modems supported by the S8300](#) on page 136 for a list of the USB modems supported by the S8300.

---

### Maintenance web pages

Most of the preparations you are making require you to access the Maintenance web pages part of Avaya Integrated Management (AIM) from your laptop. After accessing the Maintenance web pages, leave the Maintenance web pages open until you have completed all the preparations.

### Changing the modem settings on the Configure Server Maintenance Web Page

1. Select **Configure Server** from the left-hand menu on the Maintenance web page. The Back Up Data page appears.
2. Follow the on-screen instructions to back up the current data.
3. Click **Continue**.
4. Select **Configure individual services**.
5. Click **Continue**.
6. From the left navigation menu, click **Set Modem Interface**. The Set Modem Interface page appears.
7. Enter the RAS IP address you obtained using the ART tool. See [Running the Automatic Registration Tool \(ART\) for the RAS IP address](#) on page 20.
8. Click **Change modem settings**.
9. Click **Continue**.
10. Click **Close Window**.

**Note:**

You can only change the modem settings on the Configure Server Maintenance Web Pages if you have an Avaya Maintenance contract.

---

## Connecting and enabling a USB modem (G350 with S8300)

If your installation includes an S8300 Server module, you must connect the USB modem to the S8300. After the G350 is configured, you can leave the modem permanently connected to enable the S8300 to report alarms to remote locations.

**Note:**

If you require a USB CD-ROM drive to download software upgrades, connect the USB CD-ROM drive to the remaining available USB port on the S8300 Server.

### Connecting and enabling the modem

1. Connect the USB modem to a working telephone line.
2. Connect the modem to one of the USB ports on the S8300 Server.
3. From the navigation menu of the Maintenance Web Pages, select **Security > Modem**. The Modem page appears.

---

**Figure 25: Modem page**



- 
4. Select **Enable modem for unlimited incoming calls**.
  5. Click **Submit**.

---

## Testing the modem connection (G350 with S8300)

1. Setup a dialup connection on a remote PC with the following settings:
  - Automatically detect settings.
  - No Username, Password, or Domain.

- Security > Show Terminal Window.
- 2. Dial in to the modem from the remote PC.
- 3. When prompted, provide the rasaccess login and password in the Terminal Window.
- 4. Close the Terminal Window to complete the connection.
- 5. Activate an SSH session.
- 6. Login valid authentication to the Linux CLI.

---

## **If a USB CD-ROM drive is required to download software upgrades**

Connect the USB CD-ROM drive to the remaining available USB port on the S8300 Server.



# Chapter 5: Configuring the G350

The G350 requires software configuration. The G350 can be configured using:

- The Avaya Installation Wizard (Avaya IW). Avaya IW is a wizard that prompts you for all configurations required to complete the installation of the G350. Avaya IW is used only to configure a G350 with an S8300. See [Appendix C: Running the Avaya Installation Wizard \(Avaya IW\)](#) on page 137.
- The Gateway Installation Wizard (GIW). The GIW is a wizard that prompts you for all configurations required to complete the installation of the G350. You can run GIW to configure a G350 without an S8300. See [Appendix D: Running the Gateway Installation Wizard \(GIW\)](#) on page 127.
- The Avaya G350 Command Line Interface (CLI). The CLI is a comprehensive tool for configuring the gateway and includes all supported configuration tasks. For information about configuration using the CLI, see *Administration for the Avaya G250 and Avaya G350 Media Gateways*, 03-300436. For detailed information on CLI commands, see the *Avaya G350 CLI Reference*, 03-300437.

The G350 can be accessed:

- At the customer site via a laptop connected to the of the G350.
- From a remote location via a modem. For information about connecting and enabling a modem, see [Chapter 4: Connecting and enabling a modem for remote access](#) on page 61.
- Remotely through the network. For information about preparing a newly installed G350 for configuration via the network, see [Configuring basic gateway connectivity](#) on page 69.

---

## Configuring basic gateway connectivity

You can run an installation script on a newly installed gateway to configure the basic network parameters required to achieve network connectivity. A remote technician can then further configure the gateway as required. Note that the installation script does not require running any CLI command.

### Note:

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

1. Connect the flat RJ-45 to RJ-45 cable to the DB-9 cable adapter.
2. Plug the RJ-45 cable into the G350 Console port.
3. Plug the DB-9 end of the cable into a COM port of the laptop.

## Configuring the G350

4. At the prompt, enter username **root** and password **root**.
5. At the prompt, configure a new password.
6. 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.

7. 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

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.
8. 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.

# Chapter 6: After installation

After initial configuration, it is necessary to test the installation, and remove the installation equipment.

---

## Step 1: Testing the installation

When the installation is complete, simple tests must be performed to test telephone and data connectivity.

---

### Testing data connectivity

Test data connectivity by pinging the IP address of each device to test the device's connectivity within the network and outside the network.

Test local data connectivity on-site by checking that you can send an email between two PCs that are connected to the G350.

---

### Testing telephones

1. Make outgoing calls from the telephone. Make sure you hear a dial tone when you pick up the receiver. Make sure you can make both an internal (within the local network) and an external (outside the local network) call.
2. Make a call to the telephone from both within the network and outside of the network.

---

### Testing trunks

Use the facility test call feature to verify that each trunk is functioning properly.

For information about how to use the facility test call feature, see *Maintenance Procedures for Avaya Aura Communication Manager, Media Gateways and Servers*, 03-300432.

# LSP failover testing

If you have an S8300 Server installed in the G350 and configured as an LSP, you need to perform a test to make sure that the LSP takes over control of the G350 if the G350 becomes disconnected from the primary MGCs (Media Gateway Controller).

**Note:**

If SLS mode is enabled and the primary controller and LSP both fail, then the G350 enters SLS mode.

1. Verify that valid translations are file synchronized to the LSP by logging into Avaya Aura Communication Manager from the LSP and listing either stations or trunks, see *Administering Avaya Aura™ Communication Manager*, 03-300509. Verify that the list of stations or trunks is valid. If the files are not synchronized, verify that you have correctly configured the required IP address(es) for the primary controller(s) (MGC). If you are using Avaya IW to configure the G350, the following are key actions that must be done in the wizard to ensure correct IP address configuration:
  - a. In the Usage options screen, select the one of the following usage options that corresponds to the correct primary controller type:
    - **Install an LSP that is associated with an S8500 Primary Controller.**
    - **Install an LSP that is associated with an S8300 Primary Controller.**

If you selected the correct usage option, the Primary Controller IP Address screen appears later in the wizard, and calls for the required primary controller IP addresses for your primary controller type. The following IP addresses need to be configured for each primary controller type:

| Primary media gateway controller | Number of IP addresses to be configured | IP addresses to configure                                                             |
|----------------------------------|-----------------------------------------|---------------------------------------------------------------------------------------|
| S8300X                           | 1                                       | The IP address of the primary S8300X                                                  |
| S85XX                            | 2                                       | The IP address of the S85XX's Control-LAN card (CLAN) and the IP address of the S8500 |
|                                  |                                         |                                                                                       |

- b. In the Primary Controller IP address screen, enter all the required IP addresses for the primary controller type.

There may be a delay after running AIW until the LSP is registered with the primary MGC and the translations are file synchronized.

**Note:**

You must add the LSP server correctly to the Main CM Server.

2. If valid translations are not file synchronized to the LSP, do the following:
  - a. From a SAT session run from the primary controller, verify that the LSP node-name and IP address are correctly entered.
  - b. Use the **save translation lsp** command to start the file synchronization process.
  - c. Log in again to Avaya Aura Communication Manager from the LSP and list either stations or trunks.
  - d. Verify that the list of stations or trunks is valid.
3. Disconnect the G350 from the primary controller, ensuring that all telephones are still connected or have network connectivity to the G350.
4. Verify that calls can be made between local telephones using the locally connected outside lines to the G350.

**Note:**

See also "Auto Fallback for H.248 Gateways" in *Administering Network Connectivity on Avaya Aura™ Communication Manager*, 555-233-504 and the "Migrate H.248 MG to primary" screen command in *Avaya Aura™ Communication Manager Screen Reference*, 03-602878.

**Table 2: IP addresses and controllers**

| Primary media gateway controller | IP addresses to configure                                                                                                            |
|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| S8300                            | The IP address of the primary S8300                                                                                                  |
| S8400                            | The IP address of the S8400's C-LAN or the IP address of an Ethernet port on the S8400 configured for processor Ethernet connections |
| S8500                            | The IP address of the S8500's C-LAN or the IP address of an Ethernet port on the S8500 configured for processor Ethernet connections |
| S8510                            | The IP address of the S8510's C-LAN or the IP address of an Ethernet port on the S8510 configured for processor Ethernet connections |
| S8700*                           | The IP address of the S8700's C-LAN and the IP address of alternate C-LAN boards connected to the S8700 (Server A LAN, Server B LAN) |
| S8710                            | The IP address of the S8710's C-LAN and the IP address of alternate C-LAN boards connected to the S8710                              |
| S8720                            | The IP address of the S8720's C-LAN and the IP address of alternate C-LAN boards connected to the S8720                              |
| S8730                            | The IP address of the S8730's C-LAN and the IP address of alternate C-LAN boards connected to the S8730                              |

\*. You cannot upgrade the S8700 to CM5.0

---

## Step 2: Removing the installation equipment

Remove all equipment that you used to assist you in the installation process. This may include the CD-ROM drive, the software upgrade CDs, the laptop computer, and the modem (for installations without an S8300X module only).

**Note:**

If you have an S8300X Server module installed in the G350, leave the modem connected to enable reporting of alarms to remote locations.

# Chapter 7: Adding media modules and devices

When adding new devices to the G350, consult your project manager for topology requirements for specific ports to be connected to specific devices.

---

## Adding a media module

Various media modules including voice modules or WAN and LAN modules can be added to the Avaya G350 Media Gateway.

---

## Adding voice modules

You can hot-swap voice modules. This means that you can add or remove a voice module in the Avaya G350 Media Gateway while the system is running, without any disruption to your network. Configuration of the G350 is not necessary when you add or remove a voice module. Configuration is only necessary when you add telephones, fax machines, and trunks to the new module. See [Adding a telephone](#) on page 76 and [Adding a trunk](#) on page 77.

Some configuration of the Avaya Aura Communication Manager is necessary when you install an MM710, MM710B, MM720, or MM722 media module. See *Administrator's Guide for Avaya Aura Communication Manager*, 555-233-506. Also, for an MM710, MM720, or MM722, it is usually advisable to set the media module as the synchronization source of the G350. For information about setting the synchronization source of the G350, see the *Avaya G250 and Avaya G350 CLI Reference*, 03-300431.

---

## Adding WAN and LAN modules

You can hot-swap WAN and LAN modules. This means you can add or remove a WAN or LAN module in the Avaya G350 Media Gateway while the system is running, but the G350 resets when you add or remove the module. However, hot insertion and removal is not recommended in most cases. Because hot insertion or removal resets the G350, any translation and other data that is in the running configuration but has not been saved to the startup configuration will be lost.

There is no configuration necessary when you add or remove a WAN or LAN module. Configuration is only necessary when you add telephones, WAN lines, and LAN devices to the new module. See [Adding a telephone](#) on page 76, and [Adding a WAN line](#) on page 79.

---

## Adding a telephone

You must connect, configure and test the telephone before adding the telephone to the Avaya G350 Media Gateway.

---

## Connecting the telephone

To connect a new telephone, see the following sections:

- [Connecting an IP telephone](#) on page 46
- [Connecting an analog telephone](#) on page 48
- [Connecting a DCP telephone to an MM312, MM712, or MM717 media module](#) on page 51

---

## Configuring the telephone on the Communication Manager

- Standalone: Configuration may be performed on site by connecting a laptop computer to the Console port of the G350 or S8300, or remotely via a modem connected to the G350 or S8300.
- LSP: Configuration is done on the primary CM server.

For information about preparing a modem, see [Chapter 4: Connecting and enabling a modem for remote access](#) on page 61. For information about configuration, see [Chapter 5: Configuring the G350](#) on page 69.

## Recording telephone information for software configuration

When you add a new telephone - IP, DCP or Analog - note the following information for software configuration:

- Name and location of the owner of the telephone
- Model number of the telephone
- Extension of the telephone
- Slot and port number on the Avaya G350 Media Gateway to which the telephone connects (this does not apply to IP telephones).

---

## Testing the telephone

1. Make outgoing calls from the telephone. Make sure you hear a dial tone when you pick up the receiver. Make sure you can make both an internal (within the local network) and an external (outside of the local network) call.
2. Make a call to the telephone from both within the network and outside of the network.

---

## Adding a trunk

You must order, connect, configure, and test the trunk before adding the trunk to the Avaya G350 Media Gateway.

---

## Ordering the trunk

- Make sure that the telephone service provider installs the trunk near the physical location of the G350 and verifies that the trunk is working properly before you contact the technician who is performing or supervising the configuration
- Note the telephone number of the trunk

## Special considerations when ordering an analog trunk

When you order an analog trunk, there are several recommendations depending on your system's particular needs:

- For optimal functioning of the MM714B Emergency Transfer Relay feature, it is recommended to use a loop-start trunk
- For access to voice mail systems in the United States, it is recommended to use a ground start trunk to ensure that calls are properly disconnected when the outside caller disconnects.
  - Ground start trunks may be provided via the MM711, MM714B or MM714 media modules.

**Note:**

If you use the MM714B with ground start, you must use a ground start button for ETR.

**Note:**

Ground start signaling trunks are not supported on the integrated port.

- Request conditioned lines to ensure satisfactory voice quality and trunking interactions

---

## Connecting the trunk

To connect a new trunk, see one of the following sections:

- [Connecting an analog trunk](#) on page 52
- [Connecting an E1/T1 trunk](#) on page 53
- [Connecting an ISDN BRI trunk](#) on page 53

---

## Configuring the trunk on CM

- Standalone: Configuration may be performed on site by connecting a laptop computer to the Console port of the G350 or S8300, or remotely via a modem connected to the G350 or S8300.
- LSP: Configuration is done on the primary CM server.

**Note:**

You can only configure Sync timing configuration for a T1/E1 trunk on the G350.

**Note:**

Sync timing configuration for a T1/E1 trunk is done via the CLI.

For information about preparing a modem, see [Chapter 4: Connecting and enabling a modem for remote access](#) on page 61. For information about configuration, see [Chapter 5: Configuring the G350](#) on page 69.

## Recording trunk information for software configuration

When you add a new trunk, note the following information for software configuration:

- Slot and port number on the Avaya G350 Media Gateway to which the trunk connects
- Telephone number of the trunk

---

## Testing the trunk

1. Make outgoing calls from the trunk. Ask the technician that is performing or supervising the configuration for instructions how to access the trunk. Make sure you can make both an internal (within the local network) and an external (outside of the local network) call.
2. Make a call into the G350 trunk.

---

## Adding a WAN line

You must order, connect, configure and test the WAN line before adding the line to the Avaya G350 Media Gateway.

---

### Ordering the WAN line

If you need to order the WAN line, make sure that the service provider installs the line near the physical location of the G350 and verifies that the line is working before you configure the WAN on the G350.

---

### Connecting the WAN line

To connect a WAN line, see [Step 3: Connecting to the Wide Area Network \(WAN\)](#) on page 56.

---

### Configuring the WAN line on the G350

Configuration may be performed on site by connecting a laptop computer to the Console port of the G350, or remotely via a modem connected to the G350 or S8300.

For information about preparing a modem, see [Chapter 4: Connecting and enabling a modem for remote access](#) on page 61. For information about configuration, see [Chapter 5: Configuring the G350](#) on page 69.

### Recording WAN information for software configuration

When you add a new WAN line, note the following information for software configuration:

- Slot and port number on the Avaya G350 Media Gateway to which the WAN line connects

---

### Testing the WAN link

After installation of the WAN line is complete, test the link by verifying that the SIG LED for the port to which the link connects is lit. It is also recommended that you ping the IP address of a device using the WAN line and perform a trace route test in order to test connectivity with the network and outside the network.

---

## Adding an Avaya Partner Contact Closure Adjunct

To install an Avaya Partner Contact Closure Adjunct, follow the instructions in [Step 5: Installing the Avaya Partner Contact Closure Adjunct](#) on page 58.

# Chapter 8: Upgrading the Avaya Aura Communication Manager software

If your Avaya G350 Media Gateway includes an Avaya S8300 Server, it might be necessary to upgrade the Avaya Aura Communication Manager software. Upgrading the software can be performed in one of the following ways:

- Remote configuration via Telnet — upgrade the software remotely via Telnet. In this scenario, a modem is required at the local site. See [Chapter 4: Connecting and enabling a modem for remote access](#) on page 61.
- Local configuration with S8300 Server — upgrade the software at the site, using a laptop computer and a CD-ROM drive connected to the S8300 Server
- Remote configuration via network — upgrade the software remotely via a network connection

**Note:**

Ensure you use the correct Communication Manager release with the correct server.

---

## Upgrading the software using a CD-ROM drive

The upgrade software is usually installed from a CD-ROM drive connected to the S8300. If the upgrade is performed locally, you might need to provide a laptop and a USB CD-ROM drive. If the upgrade is performed from a remote location, you must connect a USB CD-ROM drive to the S8300 and insert the upgrade CD-ROM in the CD-ROM drive. You also might need to connect a modem. This depends on the method used to perform the upgrade.

For a software upgrade on an Avaya G350 Media Gateway with an S8300 Server, use a USB modem. See [USB modems supported by the S8300](#) on page 136 for a list of USB modems supported by the S8300.

---

## Local configuration with S8300 Server

Upgrade the software at the site, using a laptop computer and a CD-ROM drive connected to the S8300 Server.

## Upgrading the Avaya Aura Communication Manager software

1. Connect the modem to a working telephone line. Note the telephone number of the line to which you connect the modem, so that you can provide the number to the technician who is performing or supervising the configuration.
2. Connect the USB modem to either of the two USB ports in the Avaya S8300 Server.

**Note:**

You may be required to enable the modem and port. For instructions on enabling the modem, see [Chapter 4: Connecting and enabling a modem for remote access](#) on page 61.

3. Connect a USB CD-ROM drive to the free USB port on the Avaya S8300 Server. Then, insert the CD-ROM provided by Avaya into the CD-ROM drive.

---

## Performing the upgrade

You can upgrade the S8300 using the Software Update Manager or the Manage Software option in the Maintenance web pages. For information about upgrading S8300 firmware using the Software Upgrade Manager, see the *Avaya Software Update Manager User Guide*, 14-300168.

# Chapter 9: Upgrading the G350 firmware

Software used to control the Avaya G350 Media Gateway itself and media modules installed on the G350 is called firmware. You can upgrade the firmware on the Avaya G350 Media Gateway and media modules using various different tools, each suitable for specific types of installation.

**Note:**

The G350 firmware also includes the firmware for the MM314, MM340, and MM342 media modules.

**Note:**

If you are upgrading a G350 to CM 4.0 or higher and have a service contract with Avaya Services, you must also download and install a gateway authentication file as described in [Downloading CM license and authentication files to your laptop](#) on page 19.

---

## Upgrading G350 firmware using Avaya Software Update Manager

You can use Avaya Software Update Manager to view your network inventory and the firmware vintages of devices on your network. Avaya Software Update Manager can also check the software versions currently in use against the latest versions available from Avaya and recommend updates when a newer version is available. Based on this information, you can download new firmware to multiple network devices simultaneously from a single management station, ensuring all devices are updated.

You can use Avaya Software Update Manager to take a new release from Avaya's website and store it on your hard disk for subsequent downloading to the appropriate devices.

Avaya Software Update Manager is a server application hosted on the Avaya Network Management server. The server stores all the software retrieved from the Web and can download the software to appropriate devices. You may also copy files containing embedded software to the server. You can reach the server locally or via remote access, so you can update the software on your devices from anywhere in the world.

Avaya Software Update Manager is part of the Integrated Management Enterprise Package which is an entitlement for all Avaya Aura Communication Manager non-introductory offers.

For information about using Avaya Software Update Manager, see the *Avaya Integrated Management Software Update Manager User Guide*, 14-300168.

---

## Upgrading G350 firmware from the primary controller

For a G350 without an S8300 or for a G350 with an S8300 installed as an LSP, you can upgrade G350 firmware from the remotely located primary controller. The primary controller may be an S8300, S85XX, S87XX, or S88XX server. See the guide for the primary controller for information about upgrading firmware from the primary controller. See *Upgrading, Migrating, and Converting Avaya Servers and Gateways*, 03-300412.

**Note:**

You can only upgrade using FTP on the S85XX, S87XX, and S88XX servers.

---

## Upgrading G350 firmware using Gateway Installation Wizard (GIW)

1. Prepare installation worksheets. See [Preparing installation worksheets](#) on page 87.
2. Download GIW from the Avaya Support website ([support.avaya.com/avayagiw](http://support.avaya.com/avayagiw)) to the laptop computer. The laptop should be running Windows 2000, Windows 2003 server, or Windows XP to support GIW.
3. Set up a TFTP server on the G350 network. See [Setting up a TFTP server](#) on page 89. The GIW runs the CLI commands on the G350 so the G350 can obtain the files from the TFTP server.
4. Download the G350 firmware files to the TFTP server. See [Downloading G350 firmware files to a local TFTP server](#) on page 89.
5. Run GIW to perform the upgrade. For instructions on performing the upgrade, see [Appendix D: Running the Gateway Installation Wizard \(GIW\)](#) on page 127.

**Note:**

This upgrade must be done locally.

**Note:**

You can only use GIW to upgrade firmware on a G350 that does not contain an S8300.

---

## Upgrading G350 firmware using Avaya Installation Wizard (IW)

For a G350 with an S8300C/D installed, you can use Avaya IW to upgrade G350 firmware. You can run Avaya IW from a remote location if the software is loaded locally. You can point your browser to the IP address of the S8300C/D if you are in the customer network or via the modem connection.

**Note:**

To upgrade the Avaya CM software use the Software Upgrade Manager (see the *Avaya Software Update Manager User Guide*, 14-300168).

1. Prepare installation worksheets. See [Preparing installation worksheets](#) on page 87.
2. Place the upgrade software and firmware files on a laptop. These files are on the Avaya Aura Communication Manager CD-ROM. To upgrade the G350 firmware, insert the Communication Manager CD-ROM into a CD-ROM drive connected to a laptop. Alternatively, you can upload the individual files to the hard drive of the laptop. For more details, see *Job Aid: Avaya Installation Wizard*, 555-245-754.

**Note:**

The CD-ROM may not contain the latest firmware. Check the Avaya Support website for the latest firmware versions and compare these with the versions in the directory. If the CD-ROM does not contain the latest versions, download the latest versions from the Avaya Support website to the laptop.

3. Connect the laptop to the services port of the S8300 Server.
4. Access Avaya IW. See *Job Aid: Avaya Installation Wizard*, 555-245-754.

---

## Upgrading G350 firmware using the CLI via FTP/TFTP

You can upgrade firmware via FTP/TFTP using the CLI. You can perform the upgrade remotely via a modem connection, but the upgrade files must first be downloaded to an FTP or TFTP server on the LAN connected to the G350.

1. Prepare installation worksheets. See [Preparing installation worksheets](#) on page 87.
2. Set up an FTP or TFTP server on the LAN connected to the G350. For information about setting up a TFTP server, see [Setting up a TFTP server](#) on page 89.

**Note:**

If you use an FTP server, the G350 prompts you for a username and password when you enter a command to transfer a file. Also, when opening an FTP connection to the S8300, all anonymous FTP file transfers are restricted to the /var/home/ftp/pub directory. Permission for anonymous FTP users to create files in other directories is denied.

You must enable the S8300 FTP server from the Maintenance web page. The S8300 FTP server disables itself after 15 minutes.

3. Download the firmware files to the FTP or TFTP server. See [Downloading G350 firmware files to a local TFTP server](#) on page 89 or [Installing firmware from the TFTP server on the S8300 Server](#) on page 90.
4. Connect to the G350 via modem or via the Console port on the front panel. For information about connecting and enabling a modem for remote access, see [Chapter 4: Connecting and enabling a modem for remote access](#) on page 61.
5. Run CLI commands. See [CLI commands for upgrading G350 firmware via FTP/TFTP](#) on page 86.

---

## CLI commands for upgrading G350 firmware via FTP/TFTP

You can use CLI commands to upload an upgrade file to the G350. For each of these commands, include the full path of the file and the IP address of the FTP or TFTP host as parameters. You must use the specific path to the file on the FTP or TFTP server according to the home directory of the service (FTP or TFTP) that you are using. When you enter the command, the CLI prompts you for a username and password.

- Use the **copy ftp EW\_archive** command to upgrade the Java applet for Avaya G350 Manager software from an FTP server
- Use the **copy ftp module** command, followed by the module number of the module you want to upgrade, to upgrade the firmware on a media module from an FTP server
- Use the **copy ftp SW\_imageA** command to upgrade the G350 firmware into Bank A from an FTP server

- Use the **copy ftp SW\_imageB** command to upgrade the G350 firmware into Bank B from an FTP server
- Use the **copy tftp EW\_archive** command to upgrade the Java applet for Avaya G350 Manager software from a TFTP server
- Use the **copy tftp module** command, followed by the module number of the module you want to upgrade, to upgrade the firmware on a media module from a TFTP server
- Use the **copy tftp SW\_imageA** command to upgrade the G350 firmware into Bank A from a TFTP server
- Use the **copy tftp SW\_imageB** command to upgrade the G350 firmware into Bank B from a TFTP server

---

## Example upgrade via FTP/TFTP using the CLI

To upgrade the firmware of an MM712 media module in slot 3 from a TFTP server with the IP address *192.1.1.10*, where the home directory is *c:\home\ftp\* and the upgrade file is located in the directory *c:\home\ftp\version*, use the following command:

```
copy tftp module \version\mm712v51.fdl 192.1.1.10 3
```

### Note:

When uploading firmware from the S8300, use only the file name, without the directory path, in the command line. Otherwise, the procedure will fail. For instance, in the example above, you must use the following command:

```
copy tftp module mm712v51.fdl 192.1.1.10 3
```

### Note:

When uploading firmware from the S8300 using TFTP, you may need to enable TFTP service in the Set LAN Security parameters of your web server.

The following example uploads a firmware version with the path and file name *C:\g350.net* from an FTP server with the IP address *149.49.134.153* to Bank A of the G350:

```
copy ftp SW_imageA C:\g350.net 149.49.134.153
```

---

## Preparing installation worksheets

Before you perform the upgrade, you must enter the names of the target software and firmware versions that you need to install in the software and firmware upgrade worksheet. If you will need to set up a TFTP server, you also need to plan the TFTP server IP address, login, and password.

## Entering values in Server Values worksheet

Enter software and firmware upgrade file names in the following table:

**Table 3: Software and firmware upgrade file names**

| Items for Upgrading                                                                                     | New file name for target |
|---------------------------------------------------------------------------------------------------------|--------------------------|
| File for LSP and primary controller (not used with Gateway Installation Wizard or for individual files) |                          |
| G350 Processor                                                                                          |                          |
| G350 Device Manager                                                                                     |                          |
| MM312 24-port DCP Media Module                                                                          |                          |
| MMANALOG (Integrated Analog)                                                                            |                          |
| MM710 E1/T1 media module                                                                                |                          |
| MM710B E1/T1 media module                                                                               |                          |
| MM711 Analog Port/Trunk media module                                                                    |                          |
| MM712 DCP media module                                                                                  |                          |
| MM714 Analog Port/Trunk media module                                                                    |                          |
| MM714B Analog Port/Trunk media module                                                                   |                          |
| MM716 Analog Port/Trunk media module                                                                    |                          |
| MM717 24-port DCP media module                                                                          |                          |
| MM720 BRI media module                                                                                  |                          |
| MM722 BRI Trunk media module                                                                            |                          |
|                                                                                                         |                          |

Enter the TFTP server information in the following table:

**Table 4: Global Settings for TFTP Server**

| TFTP Server IP Address | TFTP Server Directory |
|------------------------|-----------------------|
|                        |                       |
|                        |                       |
|                        |                       |

---

## Setting up a TFTP server

To load individual firmware files on an Avaya G350 Media Gateway, you must place the files on a PC connected to the customer's LAN or on an S8300 Server in the customer's network. Later, you will log onto the G350 and use its TFTP capability to download the new firmware. If you can use an S8300 Server to stage the firmware, see [Installing firmware from the TFTP server on the S8300 Server](#) on page 90. If not, a TFTP server must be set up on the LAN.

**Note:**

A Linux or Unix TFTP server should be used only if a Linux or Unix TFTP server already exists on the local network. In this case, download the appropriate files to your laptop and give it to the customer for proper placement and execution.

---

## Downloading G350 firmware files to a local TFTP server

1. Access the [www.avaya.com/support](http://www.avaya.com/support) website.
2. Navigate to G350 Media Gateway downloads.
3. Locate the file names that match the files listed in your installation worksheet. See [Table 5](#) for sample firmware file names.
4. Double-click the file name of the file you want to download. A File Download window appears.

**Note:**

Downloading files can occasionally add a [1] to the file name. Rename the file if necessary.

5. Select **Save this file to disk**.
6. Save the file to directory on the TFTP server on the local LAN that was created for this purpose. See [Setting up a TFTP server](#) on page 89.

**Note:**

If you are performing the upgrade using the G350's Command Line Interface (CLI), you can place the upgrade files on an FTP server. However, the GIW requires that the files be placed on a TFTP server.

**Table 5: Sample Software and Firmware File names**

| Component                                                   | File name Example           |
|-------------------------------------------------------------|-----------------------------|
| G350 Processors                                             |                             |
| G350 Processor                                              | <i>g350_sw_21_11_0.bin</i>  |
| G350 Device Manager                                         | <i>g350_emweb_1_0_7.bin</i> |
| media modules                                               |                             |
| MM710 E1/T1 media module                                    | <i>mm710v3.fdl</i>          |
| MM710B E1/T1 media module                                   | <i>mm710bv47.fdl</i>        |
| MM711 Analog Port/Trunk media module (version 6 or earlier) | <i>mm711v16.fdl</i>         |
| MM711 Analog Port/Trunk media module (version 7)            | <i>mm711h7v21.fdl</i>       |
| MM711 Analog Port/Trunk media module (version 20 or later)  | <i>mm711h20v54.fdl</i>      |
| MM712 DCP media module                                      | <i>mm712v14.fdl</i>         |
| MM714 Analog Port/Trunk media module                        | <i>mm714v5.fdl</i>          |
| MM714B Analog Port/Trunk media module                       | <i>mm714h10v93.fdl</i>      |
| MM716 Analog Port/Trunk media module                        | <i>mm716v80.fdl</i>         |
| MM717 DCP media module                                      | <i>mm717v3.fdl</i>          |
| MM720 BRI media module                                      | <i>mm720v1.fdl</i>          |
| MM722 BRI media module                                      | <i>mm722v3.fdl</i>          |
| MM312 DCP Media Module                                      | <i>mm312v6.fdl</i>          |
| MMANALOG Media Module (Integrated Analog)                   | <i>mmanalogv3.fdl</i>       |

---

## Installing firmware from the TFTP server on the S8300 Server

Instead of using a separately configured TFTP server on the LAN, you can use the TFTP server capability of an S8300 Server to stage the firmware for upgrading the G350. To do this, you must copy the individual firmware files to the */var/home/ftp/pub* directory on the S8300 Server using the Download Files web page on the S8300 Server. You must then copy the files to the */tftpboot* directory of the S8300 Server.

After copying the files to the */tftpboot* directory, you can use the GIW to install the files to the G350 or its media modules by specifying the S8300 Server's IP address as the TFTP server containing the new firmware files.

**Note:**

You only have to do this if you have not upgraded the S8300 first or if you did upgrade it first and found that the gateway files on the Communication Manager CD were out of date. Otherwise, when you upgrade the S8300, the files appear in the */tftpboot* directory automatically.

### Copying firmware files to the */tftpboot* directory of an S8300 Server

1. Use `ssh craft@<ip address>` to access the S8300 Server command line.
2. Address the password/challenge as required for access.
3. At the Linux prompt, type `cd /var/home/ftp/pub` and press **<Enter>**. The Linux prompt reappears. The current directory has changed to */var/home/ftp/pub*.
4. At the Linux prompt, type `mv <firmware_filename> /tftpboot`, and press **<Enter>** to move the firmware file to the */tftpboot* directory. To move multiple firmware files (most firmware files have an *.bin* suffix; the media module firmware files have a *.fdl* suffix), use the command `mv *.bin /tftpboot` or `mv *.fdl /tftpboot`. The Linux prompt reappears. The firmware file has been moved to the */tftpboot* directory. If you copy the firmware using the `cp` command, remove the files from the */var/home/ftp/pub* directory after you have copied them.
5. Repeat step 4, if necessary, for each firmware file you want to install.
6. At the Linux prompt, type `cd /tftpboot`. The Linux prompt reappears. The current directory has changed to */tftpboot*.
7. At the Linux prompt, type `ls`, and press **<Enter>**. A list of files in the directory appears.
8. Check the directory to make sure the firmware files you want to install are listed.

---

## Upgrading G350 firmware using the CLI via a USB device

You can upgrade firmware via a USB mass storage device using the CLI. The upgrade files must first be downloaded to a local PC.

1. Prepare installation worksheets. See [Preparing installation worksheets](#) on page 87.
2. Download the firmware files to a PC. See [Downloading G350 firmware files to a local PC](#) on page 92.
3. Insert a USB mass storage device into the PC's USB port, and copy the firmware files to the USB mass storage device.

4. Remove the USB mass storage device from the PC, and insert it into the G350 USB port.
5. Run CLI commands to copy the firmware files from the USB mass storage device to the G350. See [CLI Commands for upgrading G350 firmware via a USB device](#) on page 92.

---

## CLI Commands for upgrading G350 firmware via a USB device

You can use CLI commands to upload an upgrade file from a USB mass storage device to the G350. You must use the specific path to the file on the USB mass storage device.

- Use the **copy usb EW\_archive** command to upgrade the Java applet for Avaya G350 Manager software from a USB mass storage device
- Use the **copy usb module** command, followed by the slot number of the module you want to upgrade, to upgrade the firmware on a media module from a USB mass storage device
- Use the **copy usb SW\_imageA** command to upgrade the G350 firmware into Bank A from a USB mass storage device
- Use the **copy usb SW\_imageB** command to upgrade the G350 firmware into Bank B from a USB mass storage device

---

## Example upgrade using the CLI via a USB device

To upgrade the firmware of an MM712 media module in slot 3 from a USB mass storage device where the upgrade file is located in the directory `\temp\`, use the following command:

```
copy usb module usb-device0 \temp\mm712v51.fdl 3
```

---

## Downloading G350 firmware files to a local PC

1. Access the [www.avaya.com/support](http://www.avaya.com/support) website.
2. Navigate to G350 Media Gateway downloads.
3. Locate the file names that match the files listed in your installation worksheet. See [Table 5](#) for sample firmware file names.
4. Double-click the file name of the file you want to download. A File Download window appears.
5. Select **Save this file to disk**.
6. Save the file to a directory on the local PC.

**Note:**

Use WinZip or another zip file tool to unzip the file, if necessary, *before* you copy the file to the PC.



# Chapter 10: Upgrading IP phone configuration and firmware files

The Avaya G350 Media Gateway supports Trivial File Transfer Protocol (TFTP) downloading of configuration files and firmware files for IP phones. TFTP can be used to download image files, upgrade scripts, and settings files to IP phones. The local TFTP server stores the files and supports requests to read files from the its outgoing directory for phone images and scripts.

You can use CLI procedures for downloading the files for IP phone upgrade from the G350 TFTP server.

**Note:**

You can also upgrade IP phones using the S8300. For more details, see [\*Downloading Avaya 46xx IP Telephone Software Using Avaya Media Servers\*](#).

## IP telephones supported by the local TFTP Server feature

- **H.323:**
  - 4601
  - 4601+
  - 4602
  - 4602SW
  - 4602SW+
  - 4606
  - 4610SW
  - 4612/24
  - 4620
  - 4620SW
  - 4621SW
  - 4622SW
  - 4690

- **SIP:**
  - SIP phone: 4602 SIP
  - 4602SW
  - 4602SW+
  - 4610SW
  - 4620SW
  - 4621SW

### IP telephones not supported by the local TFTP Server feature

- 4630
- 4630SW

**Note:**

If you have an S8300 installed in the G350, you can alternatively upgrade IP phones using the CM web pages.

**Note:**

You can also upgrade IP phones using Avaya IW or GIW, as described in [Appendix C: Running the Avaya Installation Wizard \(Avaya IW\)](#) on page 137 and [Appendix D: Running the Gateway Installation Wizard \(GIW\)](#) on page 127.

**Note:**

An alternative tool, the Avaya Software Update Manager (4.0 or higher), is a GUI application that greatly simplifies the IP phone upgrade process, avoiding the need to know the file names of the necessary upgrade files for each IP phone type. For further information, see *Avaya Software Update Manager User Guide*, 14-300168.

**Note:**

The IP address of the TFTP server is the PMI.

---

## Administering the upgrade

When using supported IP phones with the G350, the IP phones require the downloading of the settings file and the upgrade scripts. These files are stored in the script banks in NVRAM and are preserved in the event of a reset or power failure. There are two script banks.

In addition, each phone can have a booter application and a phone application. There are four banks that can store up to two phone images (booter and phone application files) at any given time. Since the image files are stored in RAM, a reset or power failure erases these files. The image files are used only for upgrading the IP phone, so there is no need to store them permanently. However, the scripts are used by the IP phones when they are reset, and are therefore stored in NVRAM. You can upgrade up to two types of phones and then release the banks for use with another IP phone type.

There are cases where the image files are the same for different IP phone types. In these cases, you can download the image files once for the IP phones that use the same image. The scripts are global to all the supported IP phone images.

You can download and then upload setting script files in order to update their content. It is not recommended to change the upgrade script.

By default, the RAM allocation for TFTP server is 10 MB. You can increase the RAM allocation for TFTP server to up to 11.264 MB at the expense of the Sniffer cache application. The maximum RAM for both applications is 12 MB.

There are four image banks, supporting two IP phone images in RAM, provided the combined file sizes do not exceed the RAM allocation for TFTP server. The maximum size for a booter application or phone application file is 4.5 MB. Thus, it is possible that in some cases, the allocation may only suffice for one complete IP phone image and not two.

**CAUTION:**

To activate a change in RAM allocation to the TFTP server, reset is required. Upon reset, any phone image files stored in RAM are erased.

**Note:**

Previous releases of TFTP server required the configuration of the DHCP server option 43/176 with the named value pair TFTPDIR=/phonedir/ in order to allow the IP phone to access the files in this directory. This configuration is still supported but is no longer required.

---

## Upgrading the IP telephone

IP phone upgrade files include script files, boot images files, and phone application image files. You can download these files to a remote FTP/TFTP/SCP server, or you can download them to a laptop and copy them to a USB device. You can then copy the upgrade files to the G350.

**Note:**

An SCP server can be used for copying the script files, which do not exceed 128 KB, but cannot be used for copying image files. You cannot use SCP to copy 46xxsettings files as they exceed 128 KB.

### Note:

The G350 uses the SSH protocol to support the use of SCP for secure file transfer. When using SCP, the G350 is the SCP client, and an SCP server must be configured on the management station. For more information about establishing an SCP session, see *Administration for the Avaya G250 and Avaya G350 Media Gateways*, 03-300436.

1. Check the available memory size for the image files using the **show application-memory** command. If the memory size needs to be changed, proceed to step 2, otherwise proceed to step 6.
2. Set the memory size for the image files using the **ip tftp-server file-system size** command.
3. Copy the running configuration to the start-up configuration using the **copy running-config startup-config** command.
4. Reset the G350 using the **reset** command.
5. From the Avaya Support website, obtain the desired phone upgrade files (script files, boot image files, phone application image files), using either of the following methods:
  - Download the phone upgrade files to a remote FTP/TFTP/SCP server. Note that SCP can be used to download script files but not image files.
  - Download the upgrade files to a laptop and copy them to a USB mass storage device.
6. Copy the script files for the IP phone family.
  - To copy from the remote FTP/SCP/TFTP server, use one of the following commands:
    - **copy scp phone-script**
    - **copy ftp phone-script**
    - **copy tftp phone-script**
  - To copy from the USB device, insert the USB device into the G350 USB port and copy the files to the resident TFTP server using the **copy usb phone-script** command.
7. Copy the boot image files for up to two IP phone types.
  - To copy from the remote FTP/TFTP server, use either the **copy ftp phone-image** command or the **copy tftp phone-image** command for each IP phone type.
  - To copy from the USB device, insert the USB device into the G350 USB port and copy the files to the resident TFTP server using the **copy usb phone-image** command.
8. Copy the phone application image files for up to two IP phone types.
  - To copy from the remote FTP/TFTP server, use either the **copy ftp phone-image** command or the **copy tftp phone-image** command for each IP phone type.
  - To copy from the USB device, insert the USB device into the G350 USB port and copy the files to the resident TFTP server using the **copy usb phone-image** command.
9. Reset the phones and wait for the installation to be completed.

**Note:**

Once the upgrade procedure is complete, you can delete the files using the **erase phone-image** command.

---

## TFTP IP telephone upgrade examples

In the following example, 4602SW and 4602D phones, which use the same image files, are upgraded first. Later, 4620 phones are upgraded. The script files are not copied for the second upgrade, since they are already stored in NVRAM.

---

### Upgrading the 4602SW and 4602D phones

1. Check the available memory size for the image files using the **show application-memory** command. If the memory size is smaller than the combined sizes of the image files for the phones, proceed to step 2, otherwise proceed to step 5.
2. Set the memory size for the image files using the **ip tftp-server file-system size** command. For example:

```
G350-001(super)# ip tftp-server file-system-size 12228
To change ip tftp-server file system size, copy the running configuration
to the start-up configuration file, and reset the device
G350-001(super)
```

3. Copy the running configuration to the start-up configuration using the **copy running-config startup-config** command. For example:

```
G350-001(super)# copy running-config startup-config
Beginning copy operation ..... Done!
```

4. Reset the G350 using the **reset** command. For example:

```
G350-001(super)# reset
This command will reset the device
*** Reset the device *** - do you want to continue (Y/N)? y

Resetting the device...
```

5. From the Avaya Support website, download the desired phone upgrade files (script files, boot image files, phone application image files) to a remote FTP server at IP address 192.168.49.10.

6. Copy the script files for the 46xx IP phone family using the **copy ftp phone-script** command. For example:

```
G350-001(super)# copy ftp phone-scriptA 46xxupgrade.txt 192.168.49.10
Confirmation - do you want to continue (Y/N)? y

Username: root
Password:
Beginning download operation ...

This operation may take up to 20 seconds.
Please refrain from any other operation during this time.
For more information , use 'show download phone-script-file status'
command
G350-001(super)#
G350-001(super)# copy ftp phone-scriptB 46xxupgrade.txt 192.168.49.10
Confirmation - do you want to continue (Y/N)? y

Username: root
Password:
Beginning download operation ...

This operation may take up to 20 seconds.
Please refrain from any other operation during this time.
For more information , use 'show download phone-script-file status'
command
G350-001(super)#
```

7. Copy the boot image files for the Avaya 4602 IP telephone using the **copy ftp phone-image** command. For example:

```
G350-001(super)# copy ftp phone-imageA pub\4602dbte1_8.bin 192.168.49.10

Username: root
Password:
Beginning download operation ...
This operation may take up to 20 seconds.
Please refrain from any other operation during this time.
For more information , use 'show download phone-image-file status'
command
G350-001(super)# copy ftp phone-imageB pub\4602sbte1_8.bin 192.168.49.10

Username: root
Password:
Beginning download operation ...
This operation may take up to 20 seconds.
Please refrain from any other operation during this time.
For more information , use 'show download phone-image-file status'
command
```

8. Copy the phone application image files for the 4602 IP phone type DEF4602D using the **copy ftp phone-image** command. For example:

```
G350-001(super)# copy ftp phone-imageC pub\4602dape_8.bin 192.168.49.10

Username: root
Password:
Beginning download operation ...
This operation may take up to 20 seconds.
Please refrain from any other operation during this time.
For more information , use 'show download phone-image-file status'
command
G350-001(super)# copy ftp phone-imageD pub\4602sape_8.bin 192.168.49.10

Username: root
Password:
Beginning download operation ...
This operation may take up to 20 seconds.
Please refrain from any other operation during this time.
For more information , use 'show download phone-image-file status'
command
```

9. Reset the phones and wait for the installation to be completed.

---

## Upgrading 4620 IP phones

1. Copy the boot image files for the 4620 IP phone using the **copy ftp phone-image** command. For example:

```
G350-001(super)# copy ftp phone-imageA pub\bbla20_1817.bin 192.168.49.10

Username: root
Password:
Beginning download operation ...
This operation may take up to 20 seconds.
Please refrain from any other operation during this time.
For more information , use 'show download phone-image-file status'
command
```

2. Copy the phone application image files for the 4620 IP phone using the **copy ftp phone-image** command. For example:

```
G350-001(super)# copy ftp phone-imageB pub\def20r1_8_1.bin 192.168.49.10

Username: root
Password:
Beginning download operation ...
This operation may take up to 20 seconds.
Please refrain from any other operation during this time.
For more information , use 'show download phone-image-file status'
command
```

**Note:**  
Once the upgrade procedure is complete, you can delete the files using the **erase phone-image** command.

---

## Failure scenarios and repair actions

There are various configuration related problems which will cause the upgrade to fail. The scenarios can be repaired by readjusting the downloading or configuration settings.

**Table 6: Failure scenarios and repair actions**

| Problem                                                                                                       | Possible cause                                                                                                                                                                                | Action                                                                                                                                                           |
|---------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| "Free Application Memory is xxx MB. Use <b>show application-memory</b> for more details"                      | You tried to configure more memory than is available in the main bank.                                                                                                                        | Re-adjust the allocation of memory between the Sniffer cache application and the TFTP server. Be sure the Sniffer allocation is not needed for trouble shooting. |
| "Application Memory reached its limits. Sniffer and TFTP server application memory sizes restore to defaults" | You tried to download configuration files after configuring the total memory allocations for applications and Sniffer to more than 12 Mb in the startup configuration and performing a reset. | None. The memory allocations are set to the default values.                                                                                                      |
| Cannot download file to Gateway                                                                               |                                                                                                                                                                                               | See the specific error message you receive.                                                                                                                      |

1 of 2

**Table 6: Failure scenarios and repair actions (continued)**

| Problem                                                                                                             | Possible cause                                             | Action                                                                                              |
|---------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| "Not enough memory in RAM"                                                                                          | The remote file is larger than the available RAM.          | Free more space in the RAM using the <b>erase phone-script</b> or <b>erase phone-image</b> command. |
| "Not enough memory in NVRAM"                                                                                        | The remote file is larger than the available NVRAM.        | Free space in the NVRAM using the <b>erase phone-script</b> command.                                |
| "File already Exists in other Bank"                                                                                 | You tried to download the same file to more than one bank. | None. You cannot load two files with the same file name to more than one bank.                      |
| "TFTP - General failure"                                                                                            | File name or path incorrect                                | Check the file name and path.                                                                       |
| "Can't start upload operation. Wrong operation parameters or other operation already in progress, please try again" | You are trying to upload a file from an empty bank.        | Upload from a different bank.<br>Download a file to the bank.                                       |
| <b>2 of 2</b>                                                                                                       |                                                            |                                                                                                     |

---

## Upgrading considerations

- Configuration files, such as upgrade script and setting files, are copied to the phone configuration banks in NVRAM, while phone images are stored in RAM

**Note:**

Image files are cleared if you reset the gateway.

- Phone image banks are stored in the same TFTP directory. Therefore, you cannot copy the same file name to more than one bank. Copying a file to a bank containing a file with the same file name causes the old file to be overwritten by the new one.
- File names for IP phone image files and script files are limited to 32 characters



# Chapter 11: Backing up and restoring the G350

You can backup and restore the G350 to and from a USB mass storage device using a single CLI command for backup and a single CLI command for restore. This is especially helpful for efficient restoring or replicating of a G350 media gateway.

If the G350 is located remotely, you can backup and restore the G350 files one by one, using TFTP/FTP/SCP servers.

For information about G350 backup and restore, see chapter 4 in *Administration for the Avaya G250 and Avaya G350 Media Gateways*, 03-300436.



# Chapter 12: Troubleshooting

You can have problems with phones, a trunk, the power, or the WAN. It is necessary to identify the specific problem to figure out how it can be resolved. In addition, you may have to perform an NVRAM initialization if you are unable to access the CLI.

---

## One telephone stops working

If one telephone in the network stops working, but the other telephones and data devices continue to work normally, the problem is probably with the telephone itself. There could also be a problem with the telephone's connection to the Avaya G350 Media Gateway, or a power management event, in which the power budget is exceeded and low priority ports are disconnected.

---

### Identifying the problem when one phone stops working

1. Replace the telephone. If the new telephone works, the problem is with the telephone itself. If the new telephone does not work, go on to the next step.
2. See *Maintenance Procedures for Avaya Communication Manager, Media Gateways and Servers*, 03-300432 for further information.

---

## No power on the G350

1. Check the AC power source with a voltmeter.
2. Connect the Avaya G350 Media Gateway to a different AC power source. If the G350 has power, the problem is with the original power source. If the G350 still does not work, go on to the next step.
3. Check the ALM LED on the Avaya G350 Media Gateway chassis. If it is lit, there may be a system-wide problem. Contact your project manager. See [Appendix A: Front panel description](#) on page 111.

---

## CLI is not accessible

Check the connectivity to the G350: correct ip address and subnet on the PC attached to the G350, and the cable. Contact a certified technician if you can't resolve this problem.

---

## NVRAM Init

Perform an NVRAM init only when you cannot access the G350, for example when the G350 resets continuously.



**Important:**

Performing the NVRAM init restores the G350 to its initial state with the default settings.

You can perform an NVRAM initialization using a jumper on the G350 motherboard.



**VOLTAGE ALERT:**

Disconnect the G350 from the external power source before proceeding.



**ELECTROSTATIC ALERT:**

Do not touch any components on the printed circuit board except when installing or removing the bridge for the jumper pins.

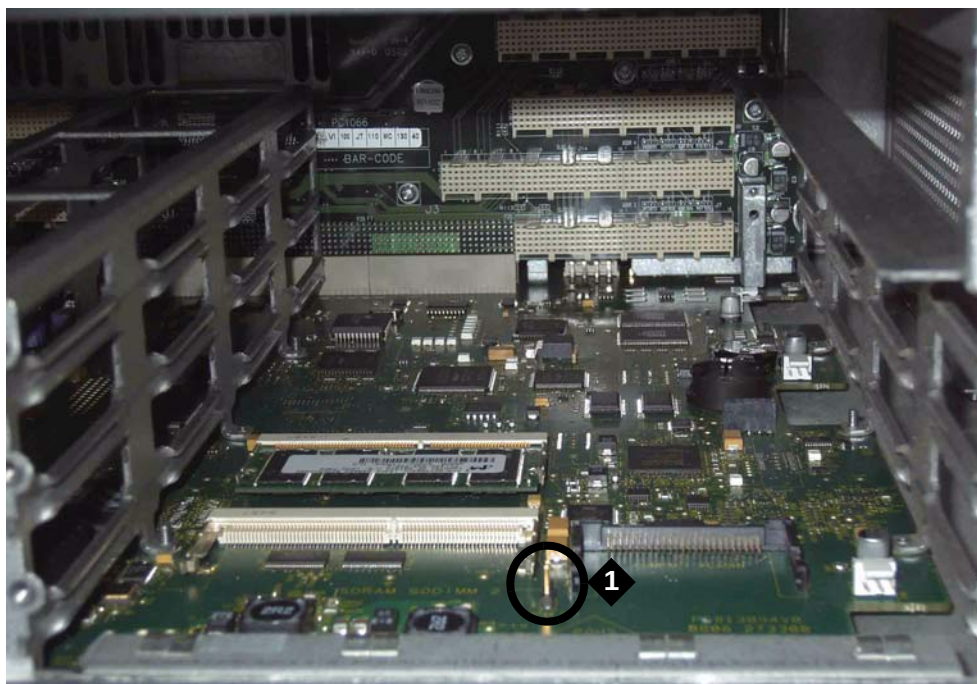
1. Disconnect the cables from the media modules in slots V3, V4 and V5.
2. Disconnect the power cord from the power receptacle on the rear panel of the G350.
3. Remove the G350 from the rack or wall if necessary.

**Note:**

You do not need to remove the mounting brackets.

4. Remove the media modules or slot covers from slots V3, V4 and V5.
5. Locate the NVRAM init jumper (jumper JP18) on the front of the G350 motherboard. Refer to [Figure 26](#).

---

**Figure 26: G350 NVRAM INIT Jumper Location****Figure notes:**

1. NVRAM INIT jumper

- 
6. Bridge jumper JP18 (refer to [Figure 26](#)) using the bridge provided in the accessory kit.
  7. Reconnect the G350 to the electricity supply.
    - The PWR LED on the front panel lights. The CPU LED lights up if the firmware is running.
  8. Disconnect the power cord from the power receptacle on the rear panel of the G350.
  9. Remove the bridge.

**⚠ Important:**

If you do not remove the bridge, the G350 will continue to initialize the NVRAM when it resets or is powered up.

10. Re-insert the media modules or slot covers in slots V3, V4 and V5.
11. Replace the G350 in the rack if applicable.
12. Reconnect the cables to the media modules.
13. Connect the power cord to the power receptacle on the rear panel of the G350.



# Appendix A: Front panel description

You can use the front panel of the Avaya G350 Media Gateway to:

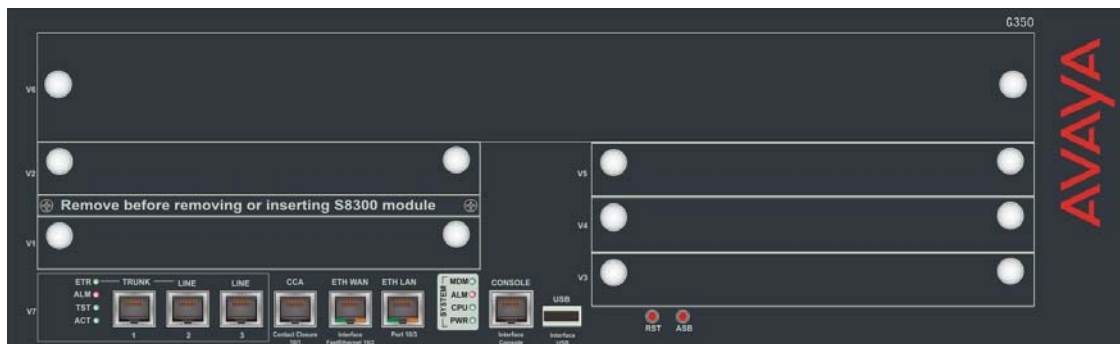
- Connect devices
- Add media modules
- View LEDs
- Reset the device
- Reset and recover from the alternate bank

---

## The front panel of the Avaya G350 Media Gateway chassis without media modules

---

Figure 27: G350 chassis



---

## Media module slots

The G350 has the following media module slots:

- One high-density media module slot (V6)
- Five standard media module slots (V1 through V5)

For information about the different media modules that can be housed in the media module slots, see [Combination limitations](#) on page 30 and [Allocating slots](#) on page 30.

---

## System LEDs

**Table 7: System LEDs**

| LED | Name           | Color | Indication                                                                      |
|-----|----------------|-------|---------------------------------------------------------------------------------|
| MDM | Modem Detected | Green | A modem is connected to the CONSOLE or USB port                                 |
| ALM | Alarm          | Red   | An alarm is present in the system, or an enabled compact flash has been removed |
| CPU | CPU            | Green | OFF — A test is in progress<br>ON — Normal operation                            |
| PWR | Power          | Green | OFF — No power<br>BLINKING — Problem with power<br>ON — Normal operation        |
|     |                |       |                                                                                 |

---

## Analog telephone ports and LEDs

The analog telephone ports are standard RJ-45 telephone network ports.

- TRUNK is a trunk port.
- The two LINE ports (ports 2 and 3) are analog telephone ports.

The analog telephone port LEDs show the status of the analog telephone ports.

**Table 8: Analog telephone port LEDs**

| LED | Name               | Color | Meaning                                                                                                                                                                                                                                                                                                                              |
|-----|--------------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ETR | Emergency Transfer | Green | The Emergency Transfer Relay (ETR) feature has been activated. This feature provides an emergency link between the telephone connected to the first LINE port (port 2) and the trunk connected to the TRUNK port if power is disconnected from the G350 or if the G350 becomes unregistered from its Media Gateway Controller (MGC). |
| ALM | Alarm              | Red   | An alarm is present on the board.                                                                                                                                                                                                                                                                                                    |

**Table 8: Analog telephone port LEDs**

| LED | Name     | Color  | Meaning                                       |
|-----|----------|--------|-----------------------------------------------|
| TST | Test     | Green  | Avaya Aura™ Communication Manager is running. |
| ACT | Activity | Yellow | A call is in progress.                        |

---

## USB port

USB is a standard USB port. The USB port supports the connection of:

- USB flash drive
- USB externally powered hub
- USB modem. See [USB modems supported by the G350](#) on page 136 for a list of supported USB modems.

---

## Console port (Console)

The Console port is a standard RJ-45 network port. Use the Console port to connect a console device or modem to the G350.

**Note:**

Use a cross-over Ethernet cable.

---

## Contact Closure port (CCA)

The Contact Closure port (CCA) is wired as an RJ-14 port, but uses an RJ-45 network jack. This port is used to support the G350's Contact Closure feature. The Contact Closure feature is a controllable relay providing dry contacts for various applications.

The adjunct box provides two contact closures that can be operated in either a normally closed or normally open state. The contact closures can control devices such as devices that automatically lock or unlock doors or voice recording units. The CCA port can be configured so that the connected devices can be controlled by an end device, such as a telephone. For example, a user can unlock a door by keying a sequence into a telephone keypad. For more information on Contact Closure, see [Step 5: Installing the Avaya Partner Contact Closure Adjunct](#) on page 58.

## Implement the Contact Closure feature

Connect an Avaya Partner System Contact Closure Adjunct™ box to the CCA port.

---

## Router port (ETH WAN)

ETH WAN is a standard RJ-45 network port. Use ETH WAN to connect a data device to the internal router through a 10/100 Mbps Ethernet port. The G350 serves as a router for the WAN.

---

## Switch port (ETH LAN)

ETH LAN is a standard RJ-45 network port. Use ETH LAN to connect a data device to the switch through a 10/100 Mbps Ethernet port. You can connect an external LAN to ETH LAN.

---

## Reset (RST) and Alternate Software Bank (ASB) buttons

RST is the reset button. ASB is the Alternate Software Bank button.

The Avaya G350 Media Gateway has two firmware banks:

- Bank A
- Bank B

Each firmware bank contains a version of the G350 firmware. These may be different versions. The purpose of this feature is to provide software redundancy. If one of the versions becomes corrupted, you can reset the G350 using the other version. This is particularly important when uploading new versions.

By default, when you turn on or reset the G350, the G350 loads firmware from Bank B. This default setting can be changed by the system administrator.

For example, if the G350 is configured to load firmware from Bank B, you can reset the G350 to load the firmware from Bank A instead.

## Load firmware from a bank other than the default bank during startup

1. Press and hold the reset button.
2. Press and hold the ASB button.
3. Release the reset button.
4. Release the ASB button.

---

## The front panel of the Avaya MM312 media module

The MM312 DCP media module front panel has 24 Digital Communications Protocol (DCP) ports with RJ-45 network ports. The MM312 supports simultaneous operation of all 24 ports. Each port can be connected to a two-wire DCP telephone. The MM312 does not support four-wire DCP telephones.

---

**Figure 28: The MM312 media module front panel**



---

### MM312 ports

The MM312's 24 DCP ports are labeled 1 through 24.

---

### MM312 LEDs

| LED | Name     | Color  | Meaning                                                                                                                        |
|-----|----------|--------|--------------------------------------------------------------------------------------------------------------------------------|
| ALM | Alarm    | Red    | The module type is not the type configured in the server for the slot.                                                         |
| TST | Test     | Green  | Either a test is being performed on the module via the server, or the module is performing a self-test upon initial insertion. |
| ACT | Activity | Yellow | A device connected to the module is in use. This can include a telephone that is off the hook.                                 |

---

## The front panel of the Avaya MM314 media module

The MM314 media module is a LAN media module that provides:

- 24 10/100 Base-T Ethernet access ports with inline Power over Ethernet (PoE)

Front panel description

- One copper Gigabit Ethernet 1000 uplink/access port

Versions of the MM314 media module with Material Code 700384 (C/S:2.0) require Avaya CM version 2.0 and higher, and G350 firmware version 25.0.0 and higher.

Figure 29: The MM314 media module front panel



MM314 ports

The MM314’s 24 10/100 Base-T Ethernet ports are located on the front panel and are labeled 1 through 24. The MM314’s copper Gigabit Ethernet port is located on the left of the front panel and is labeled 51. You can connect to these ports using a straight network cable with an RJ-45 connector, or a crossover cable with an RJ-45 connector.

MM314 alarm LED

The MM314’s alarm (ALM) LED is located on the left of the front panel. The ALM LED indicates that an alarm is present in the module.

Table 9: MM314 System LED

| LED | Name  | Color | Meaning                                                                                                                                                                                                                                                                                                                                                                                         |
|-----|-------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ALM | Alarm | Red   | <ul style="list-style-type: none"><li>● OFF - The software turns this LED off if BIST has passed and 48V PS is active</li><li>● ON - Module is initializing, or an alarm state exists on an interface, or there is a mismatch between Communication Manager configuration and the Media Module.</li><li>● BLINK - There is a mismatch between MV configuration and this Media Module.</li></ul> |

## MM314 port LEDs

Along the bottom of the MM314's front panel are numbered LEDs that correspond to each of the MM314's network ports.

**Table 10: MM314 Port LEDs**

| LED     | Name          | Color  | Meaning                                                                                                                                                                                                                              |
|---------|---------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 to 24 | PoE port LEDs | Green  | <ul style="list-style-type: none"> <li>ON - Link Up, port enabled, no traffic and PoE delivered.</li> <li>BLINK - Ethernet traffic with PoE being delivered. The rate of blinking is proportional to the rate of traffic.</li> </ul> |
| 1 to 24 |               | Yellow | <ul style="list-style-type: none"> <li>ON - Link Up, port enabled, no traffic and no PoE delivered.</li> <li>BLINK - Ethernet traffic without PoE being delivered.</li> </ul>                                                        |
| 51      |               | Green  | <ul style="list-style-type: none"> <li>ON - Link Up, port enabled, no traffic.</li> <li>BLINK - Ethernet traffic.</li> </ul>                                                                                                         |

## The front panel of the Avaya MM316 media module

The MM316 media module is a LAN media module that provides:

- 40 10/100 Base-T Ethernet access ports with inline Power over Ethernet (PoE)
- One copper Gigabit Ethernet 10/100/1000 uplink/access port

The MM316 is compatible with Avaya CM version 2.0 and higher, and G350 firmware version 25.0.0 and higher.

**Figure 30: The MM316 media module front panel**



---

### MM316 ports

The MM316's 40 10/100 Base-T Ethernet ports are located on the front panel and are labeled 1 through 40. The MM316's copper Gigabit Ethernet port is located on the left of the front panel and is labeled 51. These ports support Auto-MDIX, so you can connect to these ports using a straight network cable with an RJ-45 connector, or a crossover cable with an RJ-45 connector.

---

### MM314 alarm LED

The MM316's alarm (ALM) LED is located on the left of the front panel. The ALM LED indicates that an alarm is present in the module.

**Table 11: MM316 System LED**

| LED | Name  | Color | Meaning                                                                                                                                                                                                                                                                                                                                                                                         |
|-----|-------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ALM | Alarm | Red   | <ul style="list-style-type: none"><li>● OFF - The software turns this LED off if BIST has passed and 48V PS is active</li><li>● ON - Module is initializing, or an alarm state exists on an interface, or there is a mismatch between Communication Manager configuration and the Media Module.</li><li>● BLINK - There is a mismatch between MV configuration and this Media Module.</li></ul> |

---

## MM314 port LEDs

Along the bottom of the MM316's front panel are numbered LEDs that correspond to each of the MM316's network ports.

**Table 12: MM316 Port LEDs**

| LED     | Name          | Color  | Meaning                                                                                                                                                                                                                              |
|---------|---------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 to 40 | PoE port LEDs | Green  | <ul style="list-style-type: none"> <li>ON - Link Up, port enabled, no traffic and PoE delivered.</li> <li>BLINK - Ethernet traffic with PoE being delivered. The rate of blinking is proportional to the rate of traffic.</li> </ul> |
| 1 to 40 |               | Yellow | <ul style="list-style-type: none"> <li>ON - Link Up, port enabled, no traffic and no PoE delivered.</li> <li>BLINK - Ethernet traffic without PoE being delivered.</li> </ul>                                                        |
| 51      |               | Green  | <ul style="list-style-type: none"> <li>ON - Link Up, port enabled, no traffic.</li> <li>BLINK - Ethernet traffic.</li> </ul>                                                                                                         |

## The front panel of the Avaya MM340 media module

The MM340 media module provides one WAN access port for the connection of an E1 or T1 WAN line.

**Figure 31: The MM340 media module front panel**



---

### MM340 ports

The MM340's E1/T1 WAN access port is marked E1/T1. This port is located in the center of the front panel.

---

### MM340 LEDs

**Table 13: MM340 LEDs**

| LED | Name     | Color  | Indication                                                         |
|-----|----------|--------|--------------------------------------------------------------------|
| ALM | Alarm    | Red    | The module type is not the type configured in the MSG for the slot |
| TST | Test     | Green  | A port is being initialized or a loopback is present               |
| ACT | Activity | Yellow | At least one PPP/Frame Relay session is active                     |
| SIG | Signal   | Green  | The physical connection is up.                                     |
|     |          |        |                                                                    |

## The front panel of the Avaya MM342 media module

The MM342 media module provides one USP WAN access port and supports the following WAN interface types:

- V.35/ RS449
- X.21

**Figure 32: The MM342 media module front panel**



## MM342 ports

The MM342 contains one WAN SCSI access port.

## MM342 LEDs

**Table 14: MM342 LEDs**

| LED | Name       | Color  | Indication                                                         |
|-----|------------|--------|--------------------------------------------------------------------|
| ALM | Alarm      | Red    | The module type is not the type configured in the MSG for the slot |
| TST | Test       | Green  | A port is being initialized or a loopback is present               |
| ACT | Activity   | Yellow | At least one PPP/Frame Relay session is active                     |
| CON | Connection | Green  | The physical connection is up                                      |

---

# The front panel of the Avaya MM710B media module

The MM710B T1/E1 media module terminates a T1 or E1 trunk facility. For T1 connections, you can provision the MM710B to either utilize the integrated Channel Service Unit (CSU) capabilities or connect directly to an external CSU

**Note:**

This information also applies to the MM710.

**Note:**

For drop and insert, an external CSU is required.

---

**Figure 33: The MM710B media module front panel**



**Note:**

The six ports in the middle of the front panel are used for testing.

---

## MM710B ports

The MM710B contains an E1/T1 port.

---

## MM710B LEDs

**Table 15: MM710B LEDs**

| LED    | Name  | Color | Indication                                                                                                                    |
|--------|-------|-------|-------------------------------------------------------------------------------------------------------------------------------|
| ALM    | Alarm | Red   | The module type is not the type configured in the MSG for the slot                                                            |
| TST    | Test  | Green | Either a test is being performed on the module via the server, or the module is performing a self-test upon initial insertion |
| 1 of 2 |       |       |                                                                                                                               |

Table 15: MM710B LEDs (continued)

| LED           | Name     | Color  | Indication                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|---------------|----------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ACT           | Activity | Yellow | <p>An E1/T1 trunk device connected to the module is in use.</p> <p>The light is always on if the trunk is an ISDN E1 or T1 PRI trunk, and the MM710B is not configured as the synchronization source of the G350.</p> <p>The light flashes at a rate of 2.8 seconds on and 0.2 seconds off if the MM710B synchronization source is configured to synchronize the G350 and the module is receiving a T1 source signal.</p> <p>The light flashes at a rate of 0.2 seconds on and 2.8 seconds off if the MM710B synchronization source is configured to synchronize the G350 and the T1 source is lost.</p> |
| SIG           | Signal   | Green  | The physical connection is up.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>2 of 2</b> |          |        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

## The front panel of the Avaya MM711 media module

The MM711 media module provides analog line, trunk and telephone features and functionality. The MM711 front panel includes eight universal analog ports. These ports can be used for analog telephone or fax machines, or for analog trunks.

Figure 34: The MM711 media module front panel



## MM711 ports

The MM711's eight universal analog ports are labeled 1 through 8.

# MM711 LEDs

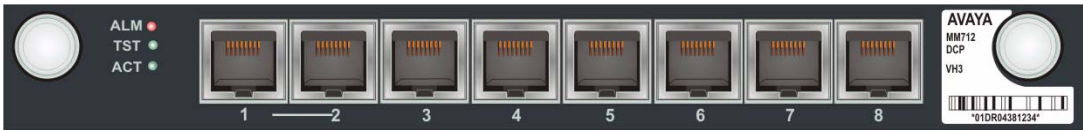
Table 16: MM711 LEDs

| LED | Name     | Color  | Indication                                                                                                                    |
|-----|----------|--------|-------------------------------------------------------------------------------------------------------------------------------|
| ALM | Alarm    | Red    | The module type is not the type configured in the MSG for the slot                                                            |
| TST | Test     | Green  | Either a test is being performed on the module via the server, or the module is performing a self-test upon initial insertion |
| ACT | Activity | Yellow | A device connected to the module is in use. This can include a telephone that is off the hook.                                |

# The front panel of the Avaya MM712 media module

The MM712 DCP media module includes eight DCP telephone ports. The ports support two-wire DCP telephones.

Figure 35: The MM712 media module front panel



# MM712 ports

The MM712's eight DCP telephone ports are labeled 1 through 8.

## MM712 LEDs

Table 17: MM712 LEDs

| LED | Name     | Color  | Indication                                                                                                                    |
|-----|----------|--------|-------------------------------------------------------------------------------------------------------------------------------|
| ALM | Alarm    | Red    | The module type is not the type configured in the MSG for the slot                                                            |
| TST | Test     | Green  | Either a test is being performed on the module via the server, or the module is performing a self-test upon initial insertion |
| ACT | Activity | Yellow | A device connected to the module is in use. This can include a telephone that is off the hook.                                |

## The front panel of the Avaya MM714 media module

The MM714 analog media module includes four analog telephone ports and four analog trunk ports.

**Note:**

The four analog trunk ports can *not* be used for analog DID trunks. Instead, the four analog line ports must be used.

Figure 36: The MM714 media module front panel



## MM714 ports

The MM714's four analog telephone ports are labeled 1 through 4. These ports can also be used for DID trunks.

The MM714's four analog trunk ports are labeled 5 through 8.

# MM714 LEDs

Table 18: MM714 LEDs

| LED | Name     | Color  | Indication                                                                                                                    |
|-----|----------|--------|-------------------------------------------------------------------------------------------------------------------------------|
| ALM | Alarm    | Red    | The module type is not the type configured in the MSG for the slot                                                            |
| TST | Test     | Green  | Either a test is being performed on the module via the server, or the module is performing a self-test upon initial insertion |
| ACT | Activity | Yellow | A device connected to the module is in use. This can include a telephone that is off the hook.                                |
|     |          |        |                                                                                                                               |

## The front panel of the Avaya MM714B media module

The MM714B analog media module provides all the features provided by the MM714 (see [The front panel of the Avaya MM714 media module](#)), and in addition provides an emergency transfer relay. In the event of system failure, the MM714B provides emergency transfer relay (ETR) services by connecting trunk port 5 and line port 4.

Figure 37: The MM714B media module front panel



## MM714B ports

The MM714B's four analog telephone ports are labeled 1 through 4. These ports can also be used for DID trunks.

The MM714B's four analog trunk ports are labeled 5 through 8.

---

## MM714B LEDs

Table 19: MM714B LEDs

| LED | Name     | Color  | Indication                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----|----------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ALM | Alarm    | Red    | The module type is not the type configured in the MSG for the slot                                                                                                                                                                                                                                                                                                                                                               |
| TST | Test     | Green  | Either a test is being performed on the module via the server, or the module is performing a self-test upon initial insertion                                                                                                                                                                                                                                                                                                    |
| ACT | Activity | Yellow | A device connected to the module is in use. This can include a telephone that is off the hook.                                                                                                                                                                                                                                                                                                                                   |
| ETR | ETR      | Green  | <p>The Emergency Transfer Relay (ETR) feature has been activated. This feature provides an emergency link between the telephone connected to the line port 4 and the trunk connected to trunk port 5 if power is disconnected from the G350 or if the G350 becomes unregistered from its Media Gateway Controller (MGC)</p> <p>Turning on ETR manually using the <b>set etr manual-on</b> CLI command also lights this LED..</p> |
|     |          |        |                                                                                                                                                                                                                                                                                                                                                                                                                                  |

---

## The front panel of the Avaya MM716 media module

The MM716 media module front panel has a 25-pair amphenol connector supporting 24 analog line ports. These ports can be configured as DID trunks with either wink start or immediate start.

The MM716 is compatible with Avaya CM version 2.0 and higher, and G350 firmware version 25.0.0 and higher.

Figure 38: The MM716 media module front panel



## MM716 ports

The MM716 contains a single 25-pair amphenol connector, which can be connected by an amphenol cable to a breakout box or punch down block containing RJ-45 or RJ-11 jacks, as needed. You can attach up to 24 devices (analog telephones, trunks, modems, or fax machines) to these jacks.

Table 20: 25-pair amphenol connector pinout

| Station port | Cable pair |        |
|--------------|------------|--------|
| 1            | White      | Blue   |
| 2            | White      | Orange |
| 3            | White      | Green  |
| 4            | White      | Brown  |
| 5            | White      | Slate  |
| 6            | Red        | Blue   |
| 7            | Red        | Orange |
| 8            | Red        | Green  |
| 9            | Red        | Brown  |
| 10           | Red        | Slate  |
| 11           | Black      | Blue   |
| 12           | Black      | Orange |
| 13           | Black      | Green  |
| 14           | Black      | Brown  |
| 15           | Black      | Slate  |
| 16           | Yellow     | Blue   |
| 1 of 2       |            |        |

Table 20: 25-pair amphenol connector pinout (continued)

| Station port  | Cable pair |        |
|---------------|------------|--------|
| 17            | Yellow     | Orange |
| 18            | Yellow     | Green  |
| 19            | Yellow     | Brown  |
| 20            | Yellow     | Slate  |
| 21            | Violet     | Blue   |
| 22            | Violet     | Orange |
| 23            | Violet     | Green  |
| 24            | Violet     | Brown  |
| OPEN          | Violet     | Slate  |
| <b>2 of 2</b> |            |        |

## MM716 LEDs

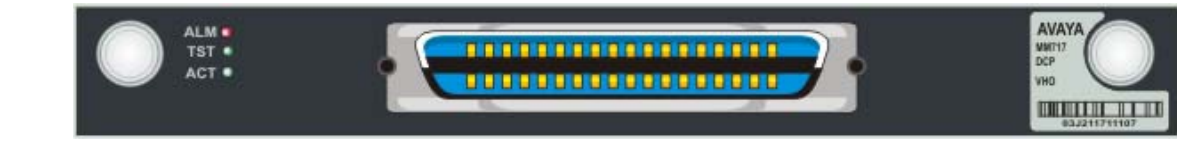
Table 21: MM716 LEDs

| LED | Name     | Color  | Indication                                                                                                                    |
|-----|----------|--------|-------------------------------------------------------------------------------------------------------------------------------|
| ALM | Alarm    | Red    | The module type is not the type configured in the MSG for the slot                                                            |
| TST | Test     | Green  | Either a test is being performed on the module via the server, or the module is performing a self-test upon initial insertion |
| ACT | Activity | Yellow | A device connected to the module is in use. This can include a telephone that is off the hook.                                |
|     |          |        |                                                                                                                               |

# The front panel of the Avaya MM717 media module

The MM717 high density DCP media module front panel has a 25-pair amphenol connector supporting 24 Digital Communications Protocol (DCP) ports. To use the MM717 media module, connect an amphenol cable to the port and to either a breakout box or a punch down block containing RJ-45 or RJ-11 jacks, as needed. You can attach up to 24 two-wire DCP telephones to these jacks. The MM717 does not support four-wire DCP telephones.

Figure 39: The MM717 media module front panel



## MM717 ports

The MM717 contains a single 25-pair amphenol connector, which can be connected by an amphenol cable to a breakout box or punch down block containing RJ-45 or RJ-11 jacks, as needed.

Table 22: 25-pair amphenol connector pinout

| Station port | Cable pair |        |
|--------------|------------|--------|
| 1            | White      | Blue   |
| 2            | White      | Orange |
| 3            | White      | Green  |
| 4            | White      | Brown  |
| 5            | White      | Slate  |
| 6            | Red        | Blue   |
| 7            | Red        | Orange |
| 8            | Red        | Green  |
| 9            | Red        | Brown  |
| 10           | Red        | Slate  |
| 1 of 2       |            |        |

**Table 22: 25-pair amphenol connector pinout (continued)**

| Station port  | Cable pair |        |
|---------------|------------|--------|
| 11            | Black      | Blue   |
| 12            | Black      | Orange |
| 13            | Black      | Green  |
| 14            | Black      | Brown  |
| 15            | Black      | Slate  |
| 16            | Yellow     | Blue   |
| 17            | Yellow     | Orange |
| 18            | Yellow     | Green  |
| 19            | Yellow     | Brown  |
| 20            | Yellow     | Slate  |
| 21            | Violet     | Blue   |
| 22            | Violet     | Orange |
| 23            | Violet     | Green  |
| 24            | Violet     | Brown  |
| OPEN          | Violet     | Slate  |
| <b>2 of 2</b> |            |        |

---

## MM717 LEDs

**Table 23: MM717 LEDs**

| LED | Name     | Color  | Indication                                                                                                                    |
|-----|----------|--------|-------------------------------------------------------------------------------------------------------------------------------|
| ALM | Alarm    | Red    | The module type is not the type configured in the MSG for the slot                                                            |
| TST | Test     | Green  | Either a test is being performed on the module via the server, or the module is performing a self-test upon initial insertion |
| ACT | Activity | Yellow | A device connected to the module is in use                                                                                    |
|     |          |        |                                                                                                                               |

---

# The front panel of the Avaya MM720 media module

The MM720 ISDN BRI media module contains eight 4-wire S/T ISDN BRI ports. These ports interface to the central office at the ISDN T reference point.

---

**Figure 40: The MM720 media module front panel**



---

## MM720 ports

The MM720's eight ISDN BRI ports are labeled 1 through 8.

---

## MM720 LEDs

**Table 24: MM720 LEDs**

| LED | Name     | Color  | Indication                                                                                                                                               |
|-----|----------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| ALM | Alarm    | Red    | The module type is not the type configured in the MSG for the slot                                                                                       |
| TST | Test     | Green  | Either a test is being performed on the module via the server, or the module is performing a self-test upon initial insertion                            |
| ACT | Activity | Yellow | A trunk connected to the module is in use. In CM 3.0 or higher, the LED could alternatively indicate that a telephone connected to the module is in use. |
|     |          |        |                                                                                                                                                          |

## The front panel of the Avaya MM722 media module

The MM722 ISDN BRI media module provides two 4-wire S/T ISDN BRI (Basic Rate Interface) 2B+D access ports with RJ-45 jacks.

**Figure 41: The MM722 media module front panel**



### MM722 ports

The MM722 contains two ISDN BRI ports.

### MM722 LEDs

**Table 25: MM722 LEDs**

| LED | Name     | Color  | Indication                                                                                                                                               |
|-----|----------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| ALM | Alarm    | Red    | The module type is not the type configured in the MSG for the slot                                                                                       |
| TST | Test     | Green  | Either a test is being performed on the module via the server, or the module is performing a self-test upon initial insertion                            |
| ACT | Activity | Yellow | A trunk connected to the module is in use. In CM 3.0 or higher, the LED could alternatively indicate that a telephone connected to the module is in use. |
|     |          |        |                                                                                                                                                          |

## Front panel description

# Appendix B: Technical specifications

This appendix provides technical specifications for the G350, for compatible power cords, and for USB modem support.

---

## G350 Media Gateway specifications

The following table provides detailed information on the physical dimensions and tolerances of the G350 Media Gateway.

**Table 26: G350 Media Gateway specifications**

| Description                 | Value                      |
|-----------------------------|----------------------------|
| Height                      | 5.25 in. (133.3 mm)        |
| Width                       | 19 in. (482.6 mm)          |
| Depth                       | 15.75 in. (400 mm)         |
| Weight of empty chassis     | 18.8 to 22 lb (9 to 10 kg) |
| Ambient working temperature | 32 to 104°F (0 to 40°C)    |
| Operation altitude          | up to 6561 feet (2000 m)   |
| Front clearance             | 12 in. (30 cm)             |
| Rear clearance              | 18 in. (45 cm)             |
| Relative humidity           | 10 to 90%, non-condensing  |
|                             |                            |

---

## Power cord specifications

Following are specifications for power cords suitable for use with the G350.

**For North America:** The cordset must be UL Listed/CSA Certified, 16 AWG, 3-conductor (3rd wire ground), type SJT. One end is to be terminated to an IEC 60320, sheet C13 type connector rated 10A, 250V. The other end is to be terminated to either a NEMA 5-15P attachment plug for nominal 125V applications or a NEMA 6-15P attachment plug for nominal 250V applications.

**For Outside North America:** The cord must be VDE Certified or Harmonized (HAR), rated 250V, 3-conductor (3rd wire ground), 1.0 mm<sup>2</sup> minimum conductor size. The cord is to be terminated at one end to a VDE Certified/CE Marked IEC 60320, sheet C13 type connector rated 10A, 250V and the other end to a 3-conductor grounding type attachment plug rated at a minimum of 10A, 250V and a configuration specific for the region/country in which it will be used. The attachment plug must bear the safety agency certifications mark(s) for the region/country of installation.

---

## USB modems supported by the G350

- USRobotics USB modem, model 5637
- Multitech USB modem, model MT5634ZBA-USB-V92

---

## USB modems supported by the S8300

- USRobotics USB modem, model 5637
- Multitech USB modem, model MT5634ZBA-USB-V92
- Multitech USB modem, model MT9234-ZBA

# Appendix C: Running the Avaya Installation Wizard (Avaya IW)

The Avaya IW is a web-based installation wizard that is used with the Avaya G350 Media Gateway to perform initial configuration tasks and to upgrade software and firmware. The Avaya IW is designed for use with systems that contain an S8300 Server, operating in either ICC or LSP mode. You can use Avaya IW to configure the Avaya G350 Media Gateway or to upgrade an installed S8300 with new Avaya Aura Communication Manager (CM) software and/or G350 firmware.

See *Job Aid: Avaya Installation Wizard*, 555-245-754 for information on the Avaya Installation Wizard.



# Appendix D: Running the Gateway Installation Wizard (GIW)

If you did not install an S8300 in the G350, you can use the Gateway Installation Wizard (GIW) to perform the configurations required to complete the installation. GIW prompts you for all the configurations required to complete the installation. If you have an EPW (see [Obtaining the Electronic Preinstallation Worksheet \(EPW\)](#) on page 21), you will be able to upload configuration parameters from the EPW to GIW as part of your GIW session.

GIW includes the option to enable a modem connected to the S8300. This appendix describes how to run GIW, and how to connect and test a modem if you choose to enable the modem.

**Note:**

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

---

## Running the Gateway Installation Wizard (GIW)

Running the GIW performs a basic configuration of the G350. The configuration can include:

- Configuring the Primary Management Interface (PMI)
- Setting SNMP communities and trap destinations
- Upgrading firmware
- Enabling a modem on the G350

---

## Performing a basic configuration of the G350

1. Prepare a PC with a CD-ROM drive and a TFTP server on the network. This may be needed for installing software and firmware upgrades.

**Note:**

When uploading firmware from the S8300 using TFTP, you may need to enable TFTP service in the Set LAN Security parameters of your web server.

### Note:

Firmware upgrades for the G350 and media modules can either be installed from CD or downloaded from the Web. For information about downloading firmware upgrades from the Web to the TFTP server, see [Downloading G350 firmware files to a local TFTP server](#) on page 89.

2. Download GIW (Gateway Installation Wizard) from the Avaya Support website (support.avaya.com/avaya\_iw) to the laptop computer. The laptop should be running Windows 2000, Windows 2003 server, or Windows XP to support GIW.
3. Plug one end of the provided flat RJ-45 to RJ-45 cable into the provided DB-9 adapter.
4. Plug the RJ-45 connector at the other end of the cable into the CON port of the G350.
5. Plug the DB-9 end of the flat cable into the COM port of the laptop computer.
6. From your laptop computer, double-click the GIW icon to run GIW. The Overview screen appears.
7. Click **Continue**. The Gateway Connection Details screen appears.
8. Choose **Select if this is any Gateway other than G430**.
9. Click **Continue**. The G350 Wizard Usage Options screen appears.
10. Select **Continue the installation using this wizard**.
11. Click **Continue**. The Initializing the Components screen appears.
12. Select **Initialize the Gateway Installation Session**.
13. Click **Continue**. The Import Electronic Preinstallation Worksheet screen appears.
14. If you have an EPW on your laptop (see [Obtaining the Electronic Preinstallation Worksheet \(EPW\)](#) on page 21), check **Import EPW**. If you are using GIW to only upgrade files, verify that **Import EPW** is unchecked.
15. Browse to the EPW file on your laptop. Any values that are included in the EPW will appear as default values from now on as you move through this wizard.
16. Click **Continue**. The IP Addresses screen appears.

The IP Addresses screen displays automatically detected information about the G350, such as what media modules are installed in the media modules slots.
17. If you are using GIW only to upgrade firmware, continue with step 27.
18. Click  in the Action column. The PMI screen appears.
19. In the PMI screen, specify the details of the Primary Management Interface (PMI) for the G350. The PMI is used as the IP address of the G350 for specific management functions. If you do not know which interface to designate as the PMI, check with your project manager.
20. Click **Continue**. The SNMP V1 screen appears.
21. In the SNMP V1 screen, specify SNMP V1 Community Strings for **Read Only** and **Read Write** access.

22. Click **Continue**. The SNMP V3 screen appears.
23. If you want to configure an SNMP V3 user on the G350:
  - a. In the **User Name** field, enter a string of up to 32 characters representing the SNMP V3 user.
  - b. In the **Authentication Protocol** field, select the authentication protocol by which the SNMP V3 user should be authenticated (SHA1 or MD5).
  - c. In the **Authentication Password** field, enter a string of between 8 and 64 characters specifying the user's authentication password. The authentication password is transformed using the authentication protocol and the SNMP engine ID to create an authentication key.
  - d. In the **Re-enter Authentication Password** field, enter the authentication password again for verification.
  - e. In the **Privacy Password** field, enter a string of between 8 and 64 characters specifying the SNMP V3 user's privacy password.
  - f. In the **Re-enter Privacy Password** field, enter the privacy password again for verification.
24. Click **Continue**. The IP Addresses - Media Gateway Controller List screen appears.
25. In the Media Gateway Controller List screen:
  - a. Specify the IP address of the primary Media Gateway Controller (MGC) in the first IP address box.
  - b. Specify the IP addresses of up to three additional MGCs, optionally, in the subsequent boxes.
  - c. Specify Transition Point information.
  - d. Click **Ping Test** to test the accessibility of each MGC.
26. Click **Continue**. You return to the IP addresses screen.
27. Click **Continue**. The Firmware screen appears.
28. In the Firmware screen:
  - a. Upload any firmware upgrades you need to install to your TFTP server.
  - b. In the **TFTP Address** field, enter the address of your TFTP server.
  - c. In the **TFTP Directory** field, enter the name of the directory on the TFTP server in which the upgrade files are located.
  - d. In the table, check the **Select** box for all firmware components you want to upgrade. The current version of each component is listed to help you confirm the need for upgrade.
  - e. Enter the file name of each firmware upgrade file you want to install in each line of the table where you checked the **Select** box.

## Running the Gateway Installation Wizard (GIW)

29. Click **Continue**. The firmware is upgraded and the Change Master Key - Optional screen appears. The master key is used to encrypt gateway secrets (passwords, etc.) in the gateway configuration file.
30. If you want to change the master key, enter the new master key passphrase in the Create Master Key field, and then confirm by entering it again in the Confirm Master Key field. A new master key is generated from the passphrase.
31. Click **Continue**. The Gateway Authentication screen appears.
32. If you have a service contract, the G350 is shipped with an authentication file. This authentication file is required for Avaya services personnel to allow them secure remote access to the gateway.
33. Click **Continue**. The TFTP Server screen appears. The TFTP Server screen enables you to upload firmware and configuration files for IP phone upgrades to the G350 TFTP server.
34. If you want to upload configuration and firmware files for IP phones to the G350 TFTP Server, do the following:
  - a. In the **Server IP Address** field, enter the IP address of the machine hosting the files that are to be uploaded.
  - b. Select the file transfer protocol (TFTP, FTP, or SCP) you want to use to upload the files from the host machine. TFTP is selected by default.

The use of the SCP protocol is limited to copying files of 1 MB or less. Therefore, an SCP server can be used for copying the script files, which do not exceed 128 KB, but cannot be used for copying image files.
  - c. If you selected FTP or SCP, enter the username and password in the **Username** and **Password** fields, and re-enter the password for confirmation in the **Re-enter Password** field.
35. Click **Continue**.
36. In the **Select** column, check any files you wish to upload.

### Note:

If you selected SCP as your upload protocol, the checkboxes for the phone images are disabled. If a green circled checkmark is displayed in the Uploaded column, the file has already been uploaded.

37. Click **Continue**. The files are uploaded and the G350 Modem Type Selection screen appears. If you are using GIW only to upgrade firmware, click **Continue** until you reach the Finish Up screen. Go to step 43.
38. If you do not need to connect a modem to the G350, select **None**. If you do need to connect a modem to the G350, select the type of modem you want to connect.
39. Click **Continue**. The appropriate modem configuration (Serial or USB) screen appears.
40. To configure the modem:

- a. In the **PPP IP Address** field, enter the RAS IP address of the modem obtained using the ART tool. See [Running the Automatic Registration Tool \(ART\) for the RAS IP address](#) on page 20.
  - b. Enter the PPP Subnet Mask.
  - c. Select the authentication method:
    - If you have an Avaya Service contract, check **Enable ASG Authentication** to enable remote access to the device.
    - If you do not have an Avaya Service contract:
      - Check **Enable CHAP Authentication**.
      - In the **CHAP Secret** field, enter the CHAP secret key obtained using the ART tool. See [Running the Automatic Registration Tool \(ART\) for the RAS IP address](#) on page 20.
      - In the **Confirm CHAP Secret** field, re-enter the CHAP secret key.
  41. Click **Continue**. The Change Root Password screen appears.
  42. If you would like to change the password on the G350 Media Gateway, enter the current password in the Current Password field, enter a new password in the New Password field, and re-enter the new password in the Confirm New Password field.
  43. Click **Continue**. The Finish Up screen appears.
- Follow the on-screen instructions if you want to save the installation log file. Further configurations, as described in this screen, can now be performed either remotely, via a modem that you enabled with GIW, or locally.

---

## Connect a modem, if necessary

If you enabled a serial or USB modem on the G350 during your GIW session, you can now connect the modem.

---

### Connecting a serial modem

1. Connect the serial modem to a working telephone line.
2. Connect the provided DB-25 adapter to the modem.
3. Disconnect the flat cable from the COM port of the laptop computer.
4. Connect the flat cable to the DB-25 connector on the modem.

## Connecting a USB modem

1. Connect a USB modem to a working telephone line.

**Note:**

See [USB modems supported by the G350](#) on page 136 for a list of supported USB modems.

2. Connect one end of a USB cable to the modem.
3. Connect the other end of the USB cable to the USB port on the G350 front panel.

---

## Test the modem connection

If the modem is successfully initialized, the MDM LED on the G350 front panel lights.

---

## Testing the modem

If you connected a modem, verify that the MDM LED is lit, and then dial into the modem to check that you can authenticate to the modem.

# Index

## A

Access, RFA . . . . . [18](#)  
 Accessories box, contents . . . . . [23](#)  
 After installation  
   overview . . . . . [71](#)  
   testing  
     connectivity . . . . . [71](#)  
     LSP failover . . . . . [72](#)  
     overview . . . . . [71](#)  
     telephones . . . . . [71](#)  
     trunks . . . . . [71](#)  
 Allocating media module slots . . . . . [30](#)  
 Alternate Software Bank button . . . . . [114](#)  
 Amphenol cable, attaching to MM716 or MM717 . . . . . [54](#)  
 Analog  
   port, connecting analog telephone to . . . . . [48](#)  
   telephone  
     port LEDs . . . . . [112](#)  
   telephone, connecting to analog port . . . . . [48](#)  
   trunk  
     connecting . . . . . [52](#)  
     ordering . . . . . [77](#)  
 Approved grounds . . . . . [38](#)  
 ART (Automatic Registration Tool), running for RAS IP  
   address . . . . . [20](#)  
 ASB button . . . . . [114](#)  
 ASG authentication  
   enabling in GIW . . . . . [62](#), [64](#), [143](#)  
   installing authentication file  
     in GIW . . . . . [142](#)  
 Attaching  
   amphenol cable to MM716 or MM717 . . . . . [54](#)  
   analog telephone to analog port . . . . . [48](#)  
   analog trunk . . . . . [52](#)  
   and enabling a modem  
     gateway without S8300 . . . . . [61](#)  
     general description . . . . . [61](#)  
   and enabling a USB modem  
     gateway with S8300 . . . . . [66](#)  
 Avaya Partner Contact Closure Adjunct . . . . . [58](#)  
 BRI stations to ISDN port . . . . . [47](#)  
 chassis to wall or rack . . . . . [25](#)  
 circuit protection devices . . . . . [55](#)  
 computer . . . . . [45](#)  
 Coupled Bonding Conductor (CBC) . . . . . [58](#)  
 data and voice devices . . . . . [43](#)  
 DCP telephones . . . . . [51](#)

## E1/T1

  trunk . . . . . [53](#)  
   WAN link . . . . . [57](#)  
 endpoint devices . . . . . [43](#)  
 Ethernet WAN link . . . . . [57](#)  
 external router . . . . . [57](#)  
 ground conductors . . . . . [37](#)  
 IP telephone to gateway . . . . . [47](#)  
 ISDN trunk . . . . . [53](#)  
 modem to gateway without S8300 . . . . . [61](#)  
 safety ground . . . . . [40](#)  
 server . . . . . [46](#)  
 switch or network data port . . . . . [43](#)  
 USB modem to gateway with S8300 . . . . . [66](#)  
 USP WAN link . . . . . [56](#)  
 WAN link . . . . . [56](#)  
 Authentication  
   CHAP, enabling in GIW . . . . . [143](#)  
   file  
     for CM  
       obtaining . . . . . [19](#)  
     for gateway  
       installing in GIW . . . . . [142](#)  
 Automatic Registration Tool  
   see ART  
 Avaya Aura Communication Manager (CM)  
   software  
     upgrading  
       overview . . . . . [81](#)  
       via S8300 . . . . . [81](#)  
       with CD-ROM drive . . . . . [81](#)  
     version requirements for LSP . . . . . [19](#)  
 Avaya Ethernet switch, external . . . . . [46](#)  
 Avaya Gateway Manager, upgrading Java applet via FTP/  
   TFTP . . . . . [86](#)  
 Avaya Installation Wizard (IW)  
   configuration, initial . . . . . [137](#)  
   description . . . . . [69](#)  
   gateway  
     firmware, upgrading . . . . . [85](#)  
     overview . . . . . [137](#)  
 Avaya Navy Shipboard Services . . . . . [25](#)  
 Avaya Partner Contact Closure Adjunct . . . . . [58](#)  
 Avaya Software Update Manager . . . . . [83](#)

## B

Backing up the gateway to USB mass storage device [105](#)  
 Before installation

## Index

|                                                 |                     |
|-------------------------------------------------|---------------------|
| environmental verification . . . . .            | <a href="#">22</a>  |
| grounding verification . . . . .                | <a href="#">22</a>  |
| power verification . . . . .                    | <a href="#">22</a>  |
| read planning documentation . . . . .           | <a href="#">17</a>  |
| required equipment . . . . .                    | <a href="#">17</a>  |
| site requirements . . . . .                     | <a href="#">22</a>  |
| unpacking . . . . .                             | <a href="#">24</a>  |
| Boot banks . . . . .                            | <a href="#">114</a> |
| Box inventory . . . . .                         | <a href="#">23</a>  |
| Brackets, mounting                              |                     |
| for rack                                        |                     |
| attaching . . . . .                             | <a href="#">27</a>  |
| checks before . . . . .                         | <a href="#">28</a>  |
| types of . . . . .                              | <a href="#">25</a>  |
| with cable guides . . . . .                     | <a href="#">27</a>  |
| without cable guides . . . . .                  | <a href="#">26</a>  |
| for wall . . . . .                              | <a href="#">28</a>  |
| attaching to gateway . . . . .                  | <a href="#">28</a>  |
| BRI stations, connecting to ISDN port . . . . . | <a href="#">47</a>  |
| Buttons                                         |                     |
| ASB . . . . .                                   | <a href="#">114</a> |
| RST . . . . .                                   | <a href="#">114</a> |

## C

|                                             |                                         |
|---------------------------------------------|-----------------------------------------|
| Cable guides on mounting bracket . . . . .  | <a href="#">25</a> , <a href="#">27</a> |
| CBC (Coupled Bonding Conductor) . . . . .   | <a href="#">58</a>                      |
| installing . . . . .                        | <a href="#">58</a>                      |
| CCA port . . . . .                          | <a href="#">113</a>                     |
| CD-ROM drive, upgrading software . . . . .  | <a href="#">67</a> , <a href="#">81</a> |
| CHAP authentication                         |                                         |
| enabling . . . . .                          | <a href="#">62</a> , <a href="#">64</a> |
| enabling in GIW . . . . .                   | <a href="#">143</a>                     |
| Chassis                                     |                                         |
| dimensions and weight . . . . .             | <a href="#">135</a>                     |
| front panel description . . . . .           | <a href="#">111</a>                     |
| installation                                |                                         |
| see Gateway chassis installation            |                                         |
| Checking                                    |                                         |
| available number of power outlets . . . . . | <a href="#">22</a>                      |
| environment before installing . . . . .     | <a href="#">22</a>                      |
| grounding . . . . .                         | <a href="#">22</a>                      |
| Circuit protection, installing . . . . .    | <a href="#">55</a>                      |
| Clearance, front and rear . . . . .         | <a href="#">135</a>                     |
| CLI                                         |                                         |
| commands for upgrading firmware             |                                         |
| via a USB device . . . . .                  | <a href="#">92</a>                      |
| via FTP/TFTP . . . . .                      | <a href="#">86</a>                      |
| description . . . . .                       | <a href="#">69</a>                      |
| troubleshooting . . . . .                   | <a href="#">108</a>                     |
| upgrading gateway firmware                  |                                         |
| via FTP/TFTP . . . . .                      | <a href="#">86</a>                      |
| via USB device . . . . .                    | <a href="#">91</a>                      |
| CM                                          |                                         |
| authentication file                         |                                         |

|                                                         |                     |
|---------------------------------------------------------|---------------------|
| downloading to laptop . . . . .                         | <a href="#">19</a>  |
| license file                                            |                     |
| downloading to laptop . . . . .                         | <a href="#">19</a>  |
| software                                                |                     |
| upgrading                                               |                     |
| overview . . . . .                                      | <a href="#">81</a>  |
| via S8300 . . . . .                                     | <a href="#">81</a>  |
| with CD-ROM drive . . . . .                             | <a href="#">81</a>  |
| Combination limitations for media modules . . . . .     | <a href="#">30</a>  |
| Command Line Interface                                  |                     |
| see CLI                                                 |                     |
| Commands                                                |                     |
| copy ftp EW_archive. . . . .                            | <a href="#">86</a>  |
| copy ftp module . . . . .                               | <a href="#">86</a>  |
| copy ftp phone-image . . . . .                          | <a href="#">98</a>  |
| copy ftp phone-script . . . . .                         | <a href="#">98</a>  |
| copy ftp SW_imageA . . . . .                            | <a href="#">86</a>  |
| copy ftp SW_imageB . . . . .                            | <a href="#">87</a>  |
| copy running-config startup-config . . . . .            | <a href="#">98</a>  |
| copy scp phone-script . . . . .                         | <a href="#">98</a>  |
| copy tftp EW_archive . . . . .                          | <a href="#">87</a>  |
| copy tftp module. . . . .                               | <a href="#">87</a>  |
| copy tftp phone-image . . . . .                         | <a href="#">98</a>  |
| copy tftp phone-script . . . . .                        | <a href="#">98</a>  |
| copy tftp SW_imageA . . . . .                           | <a href="#">87</a>  |
| copy tftp SW_imageB . . . . .                           | <a href="#">87</a>  |
| copy usb EW_archive . . . . .                           | <a href="#">92</a>  |
| copy usb module . . . . .                               | <a href="#">92</a>  |
| copy usb phone-image. . . . .                           | <a href="#">98</a>  |
| copy usb phone-script . . . . .                         | <a href="#">98</a>  |
| copy usb SW_imageA . . . . .                            | <a href="#">92</a>  |
| copy usb SW_imageB . . . . .                            | <a href="#">92</a>  |
| erase phone-image . . . . .                             | <a href="#">99</a>  |
| ip tftp-server file-system size . . . . .               | <a href="#">98</a>  |
| reset . . . . .                                         | <a href="#">98</a>  |
| save translation lsp . . . . .                          | <a href="#">73</a>  |
| show application-memory . . . . .                       | <a href="#">98</a>  |
| Computer                                                |                     |
| connecting to the gateway . . . . .                     | <a href="#">45</a>  |
| downloading gateway firmware to local . . . . .         | <a href="#">92</a>  |
| Conditions good for installation . . . . .              | <a href="#">22</a>  |
| Configuration                                           |                     |
| Avaya Aura Communication Manager software via S8300     |                     |
| Server. . . . .                                         | <a href="#">81</a>  |
| files                                                   |                     |
| upgrading IP phone, overview. . . . .                   | <a href="#">95</a>  |
| gateway . . . . .                                       | <a href="#">69</a>  |
| basic . . . . .                                         | <a href="#">139</a> |
| initial in GIW . . . . .                                | <a href="#">139</a> |
| initial in IW. . . . .                                  | <a href="#">137</a> |
| limitations of media modules . . . . .                  | <a href="#">30</a>  |
| telephone . . . . .                                     | <a href="#">76</a>  |
| telephone software, recording information for . . . . . | <a href="#">76</a>  |
| trunk . . . . .                                         | <a href="#">78</a>  |
| trunk software, recording information for . . . . .     | <a href="#">78</a>  |
| WAN                                                     |                     |

|                                                 |                        |
|-------------------------------------------------|------------------------|
| line . . . . .                                  | <a href="#">79</a>     |
| software, recording information for . . . . .   | <a href="#">79</a>     |
| Connecting                                      |                        |
| analog telephone to analog port . . . . .       | <a href="#">48</a>     |
| analog trunk . . . . .                          | <a href="#">52</a>     |
| and enabling a modem                            |                        |
| gateway without S8300 . . . . .                 | <a href="#">61</a>     |
| general description . . . . .                   | <a href="#">61</a>     |
| serial . . . . .                                | <a href="#">61</a>     |
| USB                                             |                        |
| gateway with S8300 . . . . .                    | <a href="#">66</a>     |
| gateway without S8300 . . . . .                 | <a href="#">63</a>     |
| Avaya Partner Contact Closure Adjunct . . . . . | <a href="#">58</a>     |
| BRI stations to ISDN port . . . . .             | <a href="#">47</a>     |
| circuit protection devices . . . . .            | <a href="#">55</a>     |
| computer. . . . .                               | <a href="#">45</a>     |
| Coupled Bonding Conductor (CBC) . . . . .       | <a href="#">58</a>     |
| data and voice devices . . . . .                | <a href="#">43</a>     |
| DCP telephones . . . . .                        | <a href="#">51</a>     |
| E1/T1 trunk. . . . .                            | <a href="#">53</a>     |
| E1/T1 WAN link . . . . .                        | <a href="#">57</a>     |
| endpoint devices . . . . .                      | <a href="#">43</a>     |
| Ethernet WAN link . . . . .                     | <a href="#">57</a>     |
| external router . . . . .                       | <a href="#">57</a>     |
| IP telephone to gateway. . . . .                | <a href="#">47</a>     |
| ISDN trunk . . . . .                            | <a href="#">53</a>     |
| modem after running GIW. . . . .                | <a href="#">143</a>    |
| over-voltage protection devices . . . . .       | <a href="#">55</a>     |
| power to the gateway . . . . .                  | <a href="#">41</a>     |
| safety ground. . . . .                          | <a href="#">40</a>     |
| serial modem in GIW . . . . .                   | <a href="#">143</a>    |
| server . . . . .                                | <a href="#">46</a>     |
| sneak-current protection devices. . . . .       | <a href="#">55</a>     |
| switch or network data port . . . . .           | <a href="#">43</a>     |
| telephone . . . . .                             | <a href="#">76</a>     |
| trunk. . . . .                                  | <a href="#">78</a>     |
| USB modem                                       |                        |
| gateway with S8300 . . . . .                    | <a href="#">66</a>     |
| in GIW . . . . .                                | <a href="#">144</a>    |
| USP WAN link . . . . .                          | <a href="#">56</a>     |
| WAN. . . . .                                    | <a href="#">56</a>     |
| Connectivity                                    |                        |
| testing after installation . . . . .            | <a href="#">71</a>     |
| Console (CON) port . . . . .                    | <a href="#">113</a>    |
| Contact closure                                 |                        |
| implementing . . . . .                          | <a href="#">114</a>    |
| installing . . . . .                            | <a href="#">58, 59</a> |
| port description . . . . .                      | <a href="#">113</a>    |
| Contents of gateway package . . . . .           | <a href="#">23</a>     |
| copy ftp EW_archive CLI command . . . . .       | <a href="#">86</a>     |
| copy ftp module CLI command . . . . .           | <a href="#">86</a>     |
| copy ftp phone-image CLI command . . . . .      | <a href="#">98</a>     |
| copy ftp phone-script CLI command . . . . .     | <a href="#">98</a>     |
| copy ftp SW_imageA CLI command . . . . .        | <a href="#">86</a>     |
| copy ftp SW_imageB CLI command . . . . .        | <a href="#">87</a>     |

|                                                          |                    |
|----------------------------------------------------------|--------------------|
| copy running-config startup-config CLI command . . . . . | <a href="#">98</a> |
| copy scp phone-script CLI command. . . . .               | <a href="#">98</a> |
| copy tftp EW_archive CLI command . . . . .               | <a href="#">87</a> |
| copy tftp module CLI command . . . . .                   | <a href="#">87</a> |
| copy tftp phone-image CLI command . . . . .              | <a href="#">98</a> |
| copy tftp phone-script CLI command . . . . .             | <a href="#">98</a> |
| copy tftp SW_imageA CLI command . . . . .                | <a href="#">87</a> |
| copy tftp SW_imageB CLI command . . . . .                | <a href="#">87</a> |
| copy usb EW_archive CLI command. . . . .                 | <a href="#">92</a> |
| copy usb module CLI command . . . . .                    | <a href="#">92</a> |
| copy usb phone-image CLI command . . . . .               | <a href="#">98</a> |
| copy usb phone-script CLI command . . . . .              | <a href="#">98</a> |
| copy usb SW_imageA CLI command . . . . .                 | <a href="#">92</a> |
| copy usb SW_imageB CLI command . . . . .                 | <a href="#">92</a> |
| Coupled Bonding Conductor                                |                    |
| see CBC                                                  |                    |

---

## D

|                                                            |                        |
|------------------------------------------------------------|------------------------|
| DCP                                                        |                        |
| media modules, ports for in-building use only . . . . .    | <a href="#">56</a>     |
| telephone, connecting . . . . .                            | <a href="#">51</a>     |
| Device Manager, upgrading Java applet via a USB device     | <a href="#">92</a>     |
| Devices                                                    |                        |
| connecting endpoint . . . . .                              | <a href="#">43</a>     |
| data and voice, connecting. . . . .                        | <a href="#">43</a>     |
| new, replacing and adding . . . . .                        | <a href="#">75</a>     |
| Dimensions of plywood board for mounting gateway . . . . . | <a href="#">17</a>     |
| Documentation, planning . . . . .                          | <a href="#">17</a>     |
| Downloading                                                |                        |
| CM                                                         |                        |
| authentication file . . . . .                              | <a href="#">19</a>     |
| license file . . . . .                                     | <a href="#">19</a>     |
| gateway                                                    |                        |
| firmware to local PC . . . . .                             | <a href="#">92</a>     |
| firmware to local TFTP sever . . . . .                     | <a href="#">89</a>     |
| IP telephone                                               |                        |
| configuration files . . . . .                              | <a href="#">96</a>     |
| latest version of guide from website. . . . .              | <a href="#">11</a>     |
| recent firmware updates . . . . .                          | <a href="#">21</a>     |
| upgrade software from CD-ROM . . . . .                     | <a href="#">67, 81</a> |
| DTE                                                        |                        |
| V.35 serial cable . . . . .                                | <a href="#">56</a>     |
| X.21 serial cable . . . . .                                | <a href="#">56</a>     |

---

## E

|                                            |                     |
|--------------------------------------------|---------------------|
| E1 trunk, connecting . . . . .             | <a href="#">53</a>  |
| E1/T1                                      |                     |
| port, on MM340 media module . . . . .      | <a href="#">57</a>  |
| WAN link, connecting . . . . .             | <a href="#">57</a>  |
| Electronic Preinstallation Worksheet (EPW) |                     |
| importing in GIW . . . . .                 | <a href="#">140</a> |
| obtaining . . . . .                        | <a href="#">21</a>  |
| Emergency Transfer                         |                     |

## Index

|                                                |                                                               |
|------------------------------------------------|---------------------------------------------------------------|
| see ETR                                        |                                                               |
| Enabling                                       |                                                               |
| ASG authentication in GIW                      | <a href="#">62</a> , <a href="#">64</a> , <a href="#">143</a> |
| CHAP authentication                            | <a href="#">62</a> , <a href="#">64</a> , <a href="#">143</a> |
| modem                                          |                                                               |
| gateway without S8300                          | <a href="#">61</a>                                            |
| general description                            | <a href="#">61</a>                                            |
| serial                                         | <a href="#">61</a>                                            |
| USB                                            |                                                               |
| gateway with S8300                             | <a href="#">66</a>                                            |
| gateway without S8300                          | <a href="#">63</a>                                            |
| Endpoint devices                               |                                                               |
| connecting                                     | <a href="#">43</a>                                            |
| new, replacing and adding                      | <a href="#">75</a>                                            |
| Environmental conditions                       |                                                               |
| mounting solution for harsh                    | <a href="#">25</a>                                            |
| verifying for installation                     | <a href="#">22</a>                                            |
| EPW                                            |                                                               |
| see Electronic Preinstallation Worksheet (EPW) |                                                               |
| Equipment                                      |                                                               |
| required for installation                      |                                                               |
| gathering                                      | <a href="#">17</a>                                            |
| removing                                       | <a href="#">74</a>                                            |
| unpacking                                      | <a href="#">24</a>                                            |
| erase phone-image CLI command                  | <a href="#">99</a>                                            |
| ETH LAN port                                   |                                                               |
| connecting                                     |                                                               |
| computer to                                    | <a href="#">45</a>                                            |
| external router to                             | <a href="#">57</a>                                            |
| server to                                      | <a href="#">46</a>                                            |
| description                                    | <a href="#">114</a>                                           |
| for network switching                          | <a href="#">43</a>                                            |
| ETH WAN port                                   |                                                               |
| connecting                                     |                                                               |
| computer to                                    | <a href="#">45</a>                                            |
| Ethernet WAN link to                           | <a href="#">57</a>                                            |
| external router to                             | <a href="#">57</a>                                            |
| server to                                      | <a href="#">46</a>                                            |
| description                                    | <a href="#">114</a>                                           |
| Ethernet                                       |                                                               |
| switch, external Avaya                         | <a href="#">46</a>                                            |
| WAN link, connecting                           | <a href="#">57</a>                                            |
| ETR                                            | <a href="#">112</a> , <a href="#">127</a>                     |
| External                                       |                                                               |
| Avaya Ethernet switch                          | <a href="#">46</a>                                            |
| endpoint devices, connecting                   | <a href="#">43</a>                                            |
| router, connecting to gateway                  | <a href="#">57</a>                                            |

## F

|                                          |                     |
|------------------------------------------|---------------------|
| Fastening chassis to wall or rack        | <a href="#">25</a>  |
| Feet, affixing to stand gateway on table | <a href="#">29</a>  |
| Firmware                                 |                     |
| banks                                    | <a href="#">114</a> |
| copying files to S8300 Server            | <a href="#">91</a>  |

|                                                 |                                           |
|-------------------------------------------------|-------------------------------------------|
| default bank                                    | <a href="#">114</a>                       |
| downloading recent updates                      | <a href="#">21</a>                        |
| files                                           |                                           |
| upgrading IP phone                              | <a href="#">95</a>                        |
| installing from TFTP server on the S8300 Server | <a href="#">90</a>                        |
| loading                                         | <a href="#">114</a>                       |
| upgrading                                       |                                           |
| example using FTP/TFTP                          | <a href="#">87</a>                        |
| gateway                                         |                                           |
| CLI commands for, via FTP/TFTP                  | <a href="#">86</a>                        |
| downloading to local PC                         | <a href="#">92</a>                        |
| downloading to local TFTP server                | <a href="#">89</a>                        |
| from primary controller                         | <a href="#">84</a>                        |
| in GIW                                          | <a href="#">84</a>                        |
| in IW                                           | <a href="#">85</a>                        |
| overview                                        | <a href="#">83</a>                        |
| using CLI via FTP/TFTP                          | <a href="#">86</a>                        |
| using CLI via USB device                        | <a href="#">91</a>                        |
| installation worksheets, preparing              | <a href="#">87</a>                        |
| Server Values worksheets, preparing             | <a href="#">88</a>                        |
| with Avaya Software Update Manager              | <a href="#">83</a>                        |
| Front panel                                     |                                           |
| gateway                                         |                                           |
| buttons                                         |                                           |
| ASB                                             | <a href="#">114</a>                       |
| RST                                             | <a href="#">114</a>                       |
| description                                     | <a href="#">111</a>                       |
| media module slots                              | <a href="#">111</a>                       |
| overview                                        | <a href="#">111</a>                       |
| ports                                           |                                           |
| analog telephone                                | <a href="#">112</a>                       |
| CCA                                             | <a href="#">113</a>                       |
| Console (CON)                                   | <a href="#">113</a>                       |
| ETH WAN                                         | <a href="#">114</a>                       |
| line                                            | <a href="#">112</a>                       |
| router                                          | <a href="#">114</a>                       |
| trunk                                           | <a href="#">112</a>                       |
| system LEDs                                     | <a href="#">112</a>                       |
| media modules                                   |                                           |
| MM312                                           |                                           |
| LEDs                                            | <a href="#">115</a>                       |
| overview                                        | <a href="#">115</a>                       |
| ports                                           | <a href="#">115</a>                       |
| MM314                                           |                                           |
| LEDs                                            | <a href="#">116</a> , <a href="#">117</a> |
| overview                                        | <a href="#">115</a>                       |
| ports                                           | <a href="#">116</a>                       |
| MM316                                           |                                           |
| LEDs                                            | <a href="#">118</a> , <a href="#">119</a> |
| overview                                        | <a href="#">117</a>                       |
| ports                                           | <a href="#">118</a>                       |
| MM340                                           |                                           |
| LEDs                                            | <a href="#">120</a>                       |
| overview                                        | <a href="#">119</a>                       |
| ports                                           | <a href="#">120</a>                       |

|          |                     |
|----------|---------------------|
| MM342    |                     |
| LEDs     | <a href="#">121</a> |
| overview | <a href="#">121</a> |
| ports    | <a href="#">121</a> |
| MM710B   |                     |
| LEDs     | <a href="#">122</a> |
| overview | <a href="#">122</a> |
| ports    | <a href="#">122</a> |
| MM711    |                     |
| LEDs     | <a href="#">124</a> |
| overview | <a href="#">123</a> |
| ports    | <a href="#">123</a> |
| MM712    |                     |
| LEDs     | <a href="#">125</a> |
| overview | <a href="#">124</a> |
| ports    | <a href="#">124</a> |
| MM714    |                     |
| LEDs     | <a href="#">126</a> |
| overview | <a href="#">125</a> |
| ports    | <a href="#">125</a> |
| MM714B   |                     |
| LEDs     | <a href="#">127</a> |
| overview | <a href="#">126</a> |
| ports    | <a href="#">126</a> |
| MM716    |                     |
| LEDs     | <a href="#">129</a> |
| overview | <a href="#">127</a> |
| ports    | <a href="#">128</a> |
| MM717    |                     |
| LEDs     | <a href="#">131</a> |
| overview | <a href="#">130</a> |
| ports    | <a href="#">130</a> |
| MM720    |                     |
| LEDs     | <a href="#">132</a> |
| overview | <a href="#">132</a> |
| ports    | <a href="#">132</a> |
| MM722    |                     |
| LEDs     | <a href="#">133</a> |
| overview | <a href="#">133</a> |
| ports    | <a href="#">133</a> |

## G

### Gateway

|                                       |                     |
|---------------------------------------|---------------------|
| backing up to USB mass storage device | <a href="#">105</a> |
| components, initializing in GIW       | <a href="#">140</a> |
| configuration                         | <a href="#">69</a>  |
| initial gateway in GIW                | <a href="#">139</a> |
| initial in IW                         | <a href="#">137</a> |
| connecting                            |                     |
| computer to                           | <a href="#">45</a>  |
| power to                              | <a href="#">41</a>  |
| firmware                              |                     |
| banks                                 | <a href="#">114</a> |
| downloading files                     |                     |

|                                              |                        |
|----------------------------------------------|------------------------|
| to local PC                                  | <a href="#">92</a>     |
| to local TFTP server                         | <a href="#">89</a>     |
| installing from TFTP server on S8300 Server  | <a href="#">90</a>     |
| upgrading                                    |                        |
| CLI commands for, via FTP/TFTP               | <a href="#">86</a>     |
| CLI commands for, via USB device             | <a href="#">92</a>     |
| from primary controller                      | <a href="#">84</a>     |
| in GIW                                       | <a href="#">84</a>     |
| in IW                                        | <a href="#">85</a>     |
| overview                                     | <a href="#">83</a>     |
| using CLI via FTP/TFTP                       | <a href="#">86</a>     |
| using CLI via USB device                     | <a href="#">91</a>     |
| with Avaya Software Update Manager           | <a href="#">83</a>     |
| front panel                                  |                        |
| buttons                                      |                        |
| ASB                                          | <a href="#">114</a>    |
| RST                                          | <a href="#">114</a>    |
| description                                  | <a href="#">111</a>    |
| media module slots                           | <a href="#">111</a>    |
| ports                                        |                        |
| analog telephone                             | <a href="#">112</a>    |
| CCA                                          | <a href="#">113</a>    |
| Console (CON)                                | <a href="#">113</a>    |
| ETH WAN                                      | <a href="#">114</a>    |
| line                                         | <a href="#">112</a>    |
| router                                       | <a href="#">114</a>    |
| trunk                                        | <a href="#">112</a>    |
| system LEDs                                  | <a href="#">112</a>    |
| ground block for multiple                    | <a href="#">38</a>     |
| installation                                 |                        |
| chassis                                      |                        |
| media modules, before inserting              | <a href="#">29, 30</a> |
| mounting options                             | <a href="#">25</a>     |
| overview                                     | <a href="#">25</a>     |
| rack mounting                                | <a href="#">25</a>     |
| tabletop installation                        | <a href="#">29</a>     |
| wall mounting                                | <a href="#">28, 29</a> |
| equipment required                           | <a href="#">17</a>     |
| non-S8300, prerequisites for                 | <a href="#">18</a>     |
| S8300 Server, prerequisites for              | <a href="#">17</a>     |
| session, initializing in GIW                 | <a href="#">140</a>    |
| LAN                                          |                        |
| modules, adding to                           | <a href="#">75</a>     |
| mounting hardware required                   | <a href="#">17</a>     |
| package, contents of                         | <a href="#">23</a>     |
| prerequisites for installing S8300 Server in | <a href="#">17</a>     |
| replicating to USB mass storage device       | <a href="#">105</a>    |
| restoring from USB mass storage device       | <a href="#">105</a>    |
| serial number                                | <a href="#">18</a>     |
| specifications, technical                    | <a href="#">135</a>    |
| chassis                                      | <a href="#">135</a>    |
| clearance                                    | <a href="#">135</a>    |
| supported modems                             | <a href="#">18</a>     |
| telephone                                    |                        |
| adding to                                    | <a href="#">76</a>     |
| configuring on                               | <a href="#">76</a>     |

## Index

|                                                           |                                                               |
|-----------------------------------------------------------|---------------------------------------------------------------|
| troubleshooting . . . . .                                 | <a href="#">107</a>                                           |
| trunk                                                     |                                                               |
| adding to . . . . .                                       | <a href="#">77</a>                                            |
| configuring on . . . . .                                  | <a href="#">78</a>                                            |
| USB mass storage device                                   |                                                               |
| backing up to . . . . .                                   | <a href="#">105</a>                                           |
| replicating to . . . . .                                  | <a href="#">105</a>                                           |
| restoring from . . . . .                                  | <a href="#">105</a>                                           |
| voice modules, adding to . . . . .                        | <a href="#">75</a>                                            |
| WAN                                                       |                                                               |
| line, configuring on . . . . .                            | <a href="#">79</a>                                            |
| modules, adding to . . . . .                              | <a href="#">75</a>                                            |
| Gateway Installation Wizard (GIW)                         |                                                               |
| ASG authentication, enabling . . . . .                    | <a href="#">62</a> , <a href="#">64</a> , <a href="#">143</a> |
| authentication file, installing . . . . .                 | <a href="#">142</a>                                           |
| basic configuration . . . . .                             | <a href="#">139</a>                                           |
| CHAP authentication, enabling . . . . .                   | <a href="#">143</a>                                           |
| configuration, initial gateway. . . . .                   | <a href="#">139</a>                                           |
| description . . . . .                                     | <a href="#">69</a>                                            |
| Electronic PreInstallation Worksheet, importing . . . . . | <a href="#">140</a>                                           |
| gateway                                                   |                                                               |
| components, initializing . . . . .                        | <a href="#">140</a>                                           |
| firmware, upgrading . . . . .                             | <a href="#">84</a>                                            |
| installation session, initializing . . . . .              | <a href="#">140</a>                                           |
| IP phone upgrade files, uploading . . . . .               | <a href="#">142</a>                                           |
| modem                                                     |                                                               |
| connecting after running GIW . . . . .                    | <a href="#">143</a>                                           |
| serial                                                    |                                                               |
| connecting . . . . .                                      | <a href="#">143</a>                                           |
| enabling . . . . .                                        | <a href="#">61</a>                                            |
| testing after running GIW. . . . .                        | <a href="#">144</a>                                           |
| USB                                                       |                                                               |
| connecting . . . . .                                      | <a href="#">144</a>                                           |
| enabling (gateway with S8300) . . . . .                   | <a href="#">66</a>                                            |
| enabling (gateway without S8300). . . . .                 | <a href="#">63</a>                                            |
| Primary Management Interface (PMI), configuring . . . . . | <a href="#">140</a>                                           |
| RAS IP address, entering . . . . .                        | <a href="#">62</a>                                            |
| running. . . . .                                          | <a href="#">139</a>                                           |
| SNMP                                                      |                                                               |
| V1 community strings, configuring . . . . .               | <a href="#">140</a>                                           |
| V3 user, configuring . . . . .                            | <a href="#">141</a>                                           |
| usage options, selecting. . . . .                         | <a href="#">140</a>                                           |
| Gigabit Ethernet port, for network switching . . . . .    | <a href="#">43</a>                                            |
| Ground block for multiple gateways . . . . .              | <a href="#">38</a>                                            |
| Ground conductors, attaching                              |                                                               |
| general requirements . . . . .                            | <a href="#">37</a>                                            |
| location . . . . .                                        | <a href="#">37</a>                                            |
| overview . . . . .                                        | <a href="#">37</a>                                            |
| safety ground. . . . .                                    | <a href="#">40</a>                                            |
| Grounding                                                 |                                                               |
| approved. . . . .                                         | <a href="#">38</a>                                            |
| requirements . . . . .                                    | <a href="#">37</a>                                            |
| Supplementary Ground Conductor. . . . .                   | <a href="#">37</a>                                            |
| verifying . . . . .                                       | <a href="#">22</a>                                            |
| Guide                                                     |                                                               |

|                                                   |                                         |
|---------------------------------------------------|-----------------------------------------|
| downloading latest version from website . . . . . | <a href="#">11</a>                      |
| related resources . . . . .                       | <a href="#">13</a>                      |
| safety labels . . . . .                           | <a href="#">11</a>                      |
| security alert labels . . . . .                   | <a href="#">11</a>                      |
| sending comments about . . . . .                  | <a href="#">15</a>                      |
| trademarks . . . . .                              | <a href="#">14</a>                      |
| typographical conventions . . . . .               | <a href="#">11</a>                      |
| Guides for cables. . . . .                        | <a href="#">25</a> , <a href="#">27</a> |

---

## H

|                                              |                    |
|----------------------------------------------|--------------------|
| Help                                         |                    |
| resources for technical assistance . . . . . | <a href="#">14</a> |
| technical assistance                         |                    |
| international . . . . .                      | <a href="#">14</a> |
| within the US . . . . .                      | <a href="#">14</a> |
| Hot-inserting WAN and LAN modules . . . . .  | <a href="#">75</a> |
| Hot-swapping media modules . . . . .         | <a href="#">75</a> |

---

## I

|                                                         |                     |
|---------------------------------------------------------|---------------------|
| INADS                                                   |                     |
| address. . . . .                                        | <a href="#">20</a>  |
| Inserting                                               |                     |
| media modules . . . . .                                 | <a href="#">35</a>  |
| S8300 Server module . . . . .                           | <a href="#">33</a>  |
| Installation                                            |                     |
| after . . . . .                                         | <a href="#">71</a>  |
| Avaya Partner Contact Closure Adjunct. . . . .          | <a href="#">58</a>  |
| before you start . . . . .                              | <a href="#">17</a>  |
| CBC . . . . .                                           | <a href="#">58</a>  |
| conditions good for . . . . .                           | <a href="#">22</a>  |
| contact closure . . . . .                               | <a href="#">59</a>  |
| equipment, removing . . . . .                           | <a href="#">74</a>  |
| firmware from TFTP server on the S8300 Server . . . . . | <a href="#">90</a>  |
| required equipment . . . . .                            | <a href="#">17</a>  |
| testing                                                 |                     |
| connectivity . . . . .                                  | <a href="#">71</a>  |
| LSP failover . . . . .                                  | <a href="#">72</a>  |
| telephones. . . . .                                     | <a href="#">71</a>  |
| trunks . . . . .                                        | <a href="#">71</a>  |
| worksheets, preparing . . . . .                         | <a href="#">87</a>  |
| Installing the gateway chassis                          |                     |
| see Gateway chassis installation                        |                     |
| Inventory of packed items . . . . .                     | <a href="#">23</a>  |
| IP address                                              |                     |
| RAS, obtaining . . . . .                                | <a href="#">20</a>  |
| IP telephones                                           |                     |
| connecting to gateway . . . . .                         | <a href="#">47</a>  |
| not supported by local TFTP server. . . . .             | <a href="#">96</a>  |
| supported by local TFTP server . . . . .                | <a href="#">95</a>  |
| TFTP server upgrade example . . . . .                   | <a href="#">99</a>  |
| upgrade files                                           |                     |
| downloading . . . . .                                   | <a href="#">96</a>  |
| uploading in GIW. . . . .                               | <a href="#">142</a> |

|                                                       |                     |
|-------------------------------------------------------|---------------------|
| upgrading . . . . .                                   | <a href="#">97</a>  |
| configuration files, overview . . . . .               | <a href="#">95</a>  |
| considerations. . . . .                               | <a href="#">103</a> |
| examples of                                           |                     |
| 4602 after file stored in NVRAM . . . . .             | <a href="#">101</a> |
| 4602SW and 4602D . . . . .                            | <a href="#">99</a>  |
| firmware files, overview . . . . .                    | <a href="#">95</a>  |
| troubleshooting . . . . .                             | <a href="#">102</a> |
| ip tftp-server file-system size CLI command . . . . . | <a href="#">98</a>  |
| ISDN                                                  |                     |
| BRI stations, connecting . . . . .                    | <a href="#">47</a>  |
| trunk, connecting . . . . .                           | <a href="#">53</a>  |

## L

|                                                    |                     |
|----------------------------------------------------|---------------------|
| Labels                                             |                     |
| safety . . . . .                                   | <a href="#">11</a>  |
| security alert . . . . .                           | <a href="#">11</a>  |
| LAN                                                |                     |
| port                                               |                     |
| connecting computer to . . . . .                   | <a href="#">45</a>  |
| connecting IP phone to . . . . .                   | <a href="#">47</a>  |
| connecting switch to . . . . .                     | <a href="#">43</a>  |
| switch, connecting to the gateway . . . . .        | <a href="#">43</a>  |
| LEDs                                               |                     |
| analog telephone port . . . . .                    | <a href="#">112</a> |
| media modules                                      |                     |
| MM312 . . . . .                                    | <a href="#">115</a> |
| MM314                                              |                     |
| alarm . . . . .                                    | <a href="#">116</a> |
| port . . . . .                                     | <a href="#">117</a> |
| MM316                                              |                     |
| alarm . . . . .                                    | <a href="#">118</a> |
| port . . . . .                                     | <a href="#">119</a> |
| MM340 . . . . .                                    | <a href="#">120</a> |
| MM342 . . . . .                                    | <a href="#">121</a> |
| MM710B . . . . .                                   | <a href="#">122</a> |
| MM711 . . . . .                                    | <a href="#">124</a> |
| MM712 . . . . .                                    | <a href="#">125</a> |
| MM714 . . . . .                                    | <a href="#">126</a> |
| MM714B . . . . .                                   | <a href="#">127</a> |
| MM716 . . . . .                                    | <a href="#">129</a> |
| MM717 . . . . .                                    | <a href="#">131</a> |
| MM720 . . . . .                                    | <a href="#">132</a> |
| MM722 . . . . .                                    | <a href="#">133</a> |
| system . . . . .                                   | <a href="#">112</a> |
| License file                                       |                     |
| for CM                                             |                     |
| obtaining . . . . .                                | <a href="#">19</a>  |
| required for LSP . . . . .                         | <a href="#">19</a>  |
| Lightning exposure. . . . .                        | <a href="#">58</a>  |
| Limitations                                        |                     |
| media module combinations. . . . .                 | <a href="#">30</a>  |
| LINE port, connecting analog telephone to. . . . . | <a href="#">48</a>  |
| LSP                                                |                     |

|                                          |                    |
|------------------------------------------|--------------------|
| Avaya Aura Communication Manager version |                    |
| requirements . . . . .                   | <a href="#">19</a> |
| failover testing . . . . .               | <a href="#">72</a> |
| license file requirements . . . . .      | <a href="#">19</a> |

## M

|                                               |                         |
|-----------------------------------------------|-------------------------|
| Media Gateway installation                    |                         |
| before inserting media modules . . . . .      | <a href="#">30</a>      |
| connecting                                    |                         |
| endpoint devices . . . . .                    | <a href="#">43</a>      |
| power to . . . . .                            | <a href="#">41</a>      |
| ground conductors                             |                         |
| attaching . . . . .                           | <a href="#">37</a>      |
| location . . . . .                            | <a href="#">37</a>      |
| installing                                    |                         |
| chassis . . . . .                             | <a href="#">25</a>      |
| media modules. . . . .                        | <a href="#">29</a>      |
| Restricted Access Location . . . . .          | <a href="#">38</a>      |
| S8300 server module, inserting. . . . .       | <a href="#">33</a>      |
| safety ground, connecting . . . . .           | <a href="#">40</a>      |
| Media module slots . . . . .                  | <a href="#">111</a>     |
| Media modules                                 |                         |
| before installing . . . . .                   | <a href="#">30</a>      |
| capacity . . . . .                            | <a href="#">30</a>      |
| combination limitations of . . . . .          | <a href="#">30</a>      |
| firmware                                      |                         |
| upgrading via FTP/TFTP . . . . .              | <a href="#">86</a>      |
| upgrading via USB device . . . . .            | <a href="#">92</a>      |
| for indoor use only. . . . .                  | <a href="#">52</a>      |
| gateway chassis, inserting into . . . . .     | <a href="#">35</a>      |
| hot-swapping . . . . .                        | <a href="#">75</a>      |
| installing . . . . .                          | <a href="#">29</a>      |
| LAN modules, adding . . . . .                 | <a href="#">75</a>      |
| MM312 . . . . .                               | <a href="#">115</a>     |
| MM314 . . . . .                               | <a href="#">44, 115</a> |
| MM316 . . . . .                               | <a href="#">44, 117</a> |
| MM340 . . . . .                               | <a href="#">119</a>     |
| MM342 . . . . .                               | <a href="#">121</a>     |
| MM710B . . . . .                              | <a href="#">122</a>     |
| MM711 . . . . .                               | <a href="#">123</a>     |
| MM712 . . . . .                               | <a href="#">124</a>     |
| MM714 . . . . .                               | <a href="#">125</a>     |
| MM714B . . . . .                              | <a href="#">126</a>     |
| MM716 . . . . .                               | <a href="#">127</a>     |
| MM717 . . . . .                               | <a href="#">130</a>     |
| MM720 . . . . .                               | <a href="#">132</a>     |
| MM722 . . . . .                               | <a href="#">133</a>     |
| new, replacing and adding . . . . .           | <a href="#">75</a>      |
| slot allocation . . . . .                     | <a href="#">30</a>      |
| slots, permitted . . . . .                    | <a href="#">30</a>      |
| voice modules, adding . . . . .               | <a href="#">75</a>      |
| WAN modules, adding . . . . .                 | <a href="#">75</a>      |
| MM312                                         |                         |
| DCP ports, connecting DCP phones to . . . . . | <a href="#">51</a>      |

## Index

|                                                       |                     |
|-------------------------------------------------------|---------------------|
| media module                                          |                     |
| description . . . . .                                 | <a href="#">115</a> |
| LEDs . . . . .                                        | <a href="#">115</a> |
| ports . . . . .                                       | <a href="#">115</a> |
| MM314                                                 |                     |
| 10/100 Ethernet port, connecting external router to   | <a href="#">57</a>  |
| Gigabit Ethernet port                                 |                     |
| connecting computer to . . . . .                      | <a href="#">45</a>  |
| connecting external router to . . . . .               | <a href="#">57</a>  |
| connecting server to . . . . .                        | <a href="#">46</a>  |
| media module . . . . .                                | <a href="#">44</a>  |
| description . . . . .                                 | <a href="#">115</a> |
| LEDs                                                  |                     |
| alarm . . . . .                                       | <a href="#">116</a> |
| port . . . . .                                        | <a href="#">117</a> |
| ports . . . . .                                       | <a href="#">116</a> |
| PoE ports                                             |                     |
| connecting computers to . . . . .                     | <a href="#">45</a>  |
| connecting IP phones to . . . . .                     | <a href="#">46</a>  |
| connecting servers to . . . . .                       | <a href="#">46</a>  |
| for network switching . . . . .                       | <a href="#">43</a>  |
| MM316                                                 |                     |
| 10/100 Ethernet port, connecting external router to   | <a href="#">57</a>  |
| Gigabit Ethernet port                                 |                     |
| connecting computer to . . . . .                      | <a href="#">45</a>  |
| connecting external router to . . . . .               | <a href="#">57</a>  |
| connecting server to . . . . .                        | <a href="#">46</a>  |
| media module . . . . .                                | <a href="#">44</a>  |
| description . . . . .                                 | <a href="#">117</a> |
| LEDs                                                  |                     |
| alarm . . . . .                                       | <a href="#">118</a> |
| port . . . . .                                        | <a href="#">119</a> |
| ports . . . . .                                       | <a href="#">118</a> |
| PoE ports                                             |                     |
| connecting computers to . . . . .                     | <a href="#">45</a>  |
| connecting IP phones to . . . . .                     | <a href="#">46</a>  |
| connecting servers to . . . . .                       | <a href="#">46</a>  |
| for network switching . . . . .                       | <a href="#">43</a>  |
| MM340 media module                                    |                     |
| connecting to WAN . . . . .                           | <a href="#">57</a>  |
| description . . . . .                                 | <a href="#">119</a> |
| LEDs . . . . .                                        | <a href="#">120</a> |
| ports . . . . .                                       | <a href="#">120</a> |
| MM342 media module                                    |                     |
| connecting to WAN . . . . .                           | <a href="#">56</a>  |
| description . . . . .                                 | <a href="#">121</a> |
| LEDs . . . . .                                        | <a href="#">121</a> |
| ports . . . . .                                       | <a href="#">121</a> |
| MM710 and MM170B                                      |                     |
| media module                                          |                     |
| circuit protection devices for outdoor endpoints      | <a href="#">55</a>  |
| MM710 and MM710B                                      |                     |
| E1/T1 port, connecting E1/T1 trunk to . . . . .       | <a href="#">53</a>  |
| MM710B                                                |                     |
| media module                                          |                     |
| description . . . . .                                 | <a href="#">122</a> |
| LEDs . . . . .                                        | <a href="#">122</a> |
| ports . . . . .                                       | <a href="#">122</a> |
| MM711                                                 |                     |
| analog port                                           |                     |
| connecting analog telephone to . . . . .              | <a href="#">48</a>  |
| connecting analog trunk to . . . . .                  | <a href="#">52</a>  |
| media module                                          |                     |
| circuit protection devices for outdoor endpoints.     | <a href="#">55</a>  |
| description . . . . .                                 | <a href="#">123</a> |
| LEDs . . . . .                                        | <a href="#">124</a> |
| ports . . . . .                                       | <a href="#">123</a> |
| MM712                                                 |                     |
| DCP ports                                             |                     |
| connecting DCP phones to . . . . .                    | <a href="#">51</a>  |
| for in-building use only . . . . .                    | <a href="#">56</a>  |
| media module                                          |                     |
| description . . . . .                                 | <a href="#">124</a> |
| LEDs . . . . .                                        | <a href="#">125</a> |
| ports . . . . .                                       | <a href="#">124</a> |
| MM714                                                 |                     |
| analog trunk ports, connecting analog trunks to . . . | <a href="#">52</a>  |
| LINE port, connecting analog telephone to . . . .     | <a href="#">48</a>  |
| media module                                          |                     |
| description . . . . .                                 | <a href="#">125</a> |
| LEDs . . . . .                                        | <a href="#">126</a> |
| ports . . . . .                                       | <a href="#">125</a> |
| MM714B                                                |                     |
| media module                                          |                     |
| description . . . . .                                 | <a href="#">126</a> |
| LEDs . . . . .                                        | <a href="#">127</a> |
| ports . . . . .                                       | <a href="#">126</a> |
| MM716                                                 |                     |
| analog port                                           |                     |
| connecting analog telephone to . . . . .              | <a href="#">48</a>  |
| connecting analog trunk to . . . . .                  | <a href="#">52</a>  |
| attaching amphenol cable to . . . . .                 | <a href="#">54</a>  |
| media module                                          |                     |
| connecting to punch down block for RJ-45 or RJ-11     |                     |
| jacks . . . . .                                       | <a href="#">54</a>  |
| description . . . . .                                 | <a href="#">127</a> |
| LEDs . . . . .                                        | <a href="#">129</a> |
| ports . . . . .                                       | <a href="#">128</a> |
| MM717                                                 |                     |
| attaching amphenol cable to . . . . .                 | <a href="#">54</a>  |
| DCP ports                                             |                     |
| connecting DCP phones to . . . . .                    | <a href="#">51</a>  |
| for in-building use only . . . . .                    | <a href="#">56</a>  |
| media module                                          |                     |
| connecting to punch down block for RJ-45 or RJ-11     |                     |
| jacks . . . . .                                       | <a href="#">54</a>  |
| description . . . . .                                 | <a href="#">130</a> |
| LEDs . . . . .                                        | <a href="#">131</a> |
| ports . . . . .                                       | <a href="#">130</a> |
| MM720                                                 |                     |
| ISDN ports, connecting ISDN BRI trunks to . . . .     | <a href="#">53</a>  |

|                                                   |                        |
|---------------------------------------------------|------------------------|
| media module                                      |                        |
| connecting ISDN BRI stations to . . . . .         | <a href="#">47</a>     |
| description . . . . .                             | <a href="#">132</a>    |
| LEDs . . . . .                                    | <a href="#">132</a>    |
| ports . . . . .                                   | <a href="#">132</a>    |
| MM722                                             |                        |
| ISDN ports, connecting ISDN BRI trunks to . . . . | <a href="#">53</a>     |
| media module                                      |                        |
| description . . . . .                             | <a href="#">133</a>    |
| LEDs . . . . .                                    | <a href="#">133</a>    |
| ports . . . . .                                   | <a href="#">133</a>    |
| Modem                                             |                        |
| connecting                                        |                        |
| after running GIW . . . . .                       | <a href="#">143</a>    |
| for remote access . . . . .                       | <a href="#">61</a>     |
| gateway without S8300 . . . . .                   | <a href="#">61</a>     |
| serial . . . . .                                  | <a href="#">61</a>     |
| serial in GIW . . . . .                           | <a href="#">143</a>    |
| USB                                               |                        |
| gateway with S8300 . . . . .                      | <a href="#">66</a>     |
| gateway without S8300 . . . . .                   | <a href="#">63</a>     |
| USB in GIW . . . . .                              | <a href="#">144</a>    |
| dial backup . . . . .                             | <a href="#">61</a>     |
| enabling                                          |                        |
| for remote access . . . . .                       | <a href="#">61</a>     |
| gateway without S8300 . . . . .                   | <a href="#">61</a>     |
| serial in GIW . . . . .                           | <a href="#">61</a>     |
| USB in GIW                                        |                        |
| gateway with S8300 . . . . .                      | <a href="#">66</a>     |
| gateway without S8300 . . . . .                   | <a href="#">63</a>     |
| permanent connection for reporting alarms . . . . | <a href="#">61</a>     |
| settings, Configure Server Maintenance Web page   | <a href="#">65</a>     |
| supported by gateway . . . . .                    | <a href="#">18</a>     |
| testing connection                                |                        |
| after running GIW . . . . .                       | <a href="#">144</a>    |
| gateway with S8300 . . . . .                      | <a href="#">66</a>     |
| gateway without S8300 . . . . .                   | <a href="#">64</a>     |
| USB                                               |                        |
| supported by gateway . . . . .                    | <a href="#">136</a>    |
| supported by S8300 . . . . .                      | <a href="#">136</a>    |
| Mounting                                          |                        |
| brackets                                          |                        |
| for wall . . . . .                                | <a href="#">28</a>     |
| attaching to gateway . . . . .                    | <a href="#">28</a>     |
| gateway                                           |                        |
| in 19-inch rack . . . . .                         | <a href="#">25</a>     |
| in rack . . . . .                                 | <a href="#">28</a>     |
| on tabletop . . . . .                             | <a href="#">29</a>     |
| on wall . . . . .                                 | <a href="#">28, 29</a> |
| hardware required . . . . .                       | <a href="#">17</a>     |
| options for chassis . . . . .                     | <a href="#">25</a>     |
| mounting brackets for rack                        |                        |
| attaching . . . . .                               | <a href="#">27</a>     |
| checks before . . . . .                           | <a href="#">28</a>     |
| types of . . . . .                                | <a href="#">25</a>     |

|                                      |                    |
|--------------------------------------|--------------------|
| with cable guides . . . . .          | <a href="#">27</a> |
| without cable guides . . . . .       | <a href="#">26</a> |
| Multi-Tech modem                     |                    |
| MT5634ZBA-USB . . . . .              | <a href="#">63</a> |
| Mutual inductance coupling . . . . . | <a href="#">58</a> |

---

## N

|                                            |                     |
|--------------------------------------------|---------------------|
| Network                                    |                     |
| data port, connecting to gateway . . . . . | <a href="#">43</a>  |
| NVRAM                                      |                     |
| initializing with a jumper . . . . .       | <a href="#">108</a> |

---

## O

|                                        |                    |
|----------------------------------------|--------------------|
| Ordering                               |                    |
| analog trunk . . . . .                 | <a href="#">77</a> |
| trunk . . . . .                        | <a href="#">77</a> |
| WAN line . . . . .                     | <a href="#">79</a> |
| Outdoor installation . . . . .         | <a href="#">55</a> |
| Out-of-building installation . . . . . | <a href="#">55</a> |
| Over-voltage protection . . . . .      | <a href="#">55</a> |

---

## P

|                                                       |                     |
|-------------------------------------------------------|---------------------|
| Package inventory . . . . .                           | <a href="#">23</a>  |
| Password                                              |                     |
| RAS, obtaining . . . . .                              | <a href="#">20</a>  |
| PC                                                    |                     |
| connecting to the gateway . . . . .                   | <a href="#">45</a>  |
| downloading gateway firmware to local . . . . .       | <a href="#">92</a>  |
| Physical description of gateway front panel . . . . . | <a href="#">111</a> |
| Planning                                              |                     |
| documentation . . . . .                               | <a href="#">17</a>  |
| installation . . . . .                                | <a href="#">17</a>  |
| Platform, hardware, for harsh environment . . . . .   | <a href="#">25</a>  |
| Plugging in                                           |                     |
| endpoint devices . . . . .                            | <a href="#">43</a>  |
| the gateway . . . . .                                 | <a href="#">41</a>  |
| Plywood board                                         |                     |
| dimensions . . . . .                                  | <a href="#">17</a>  |
| using to wall-mount gateway . . . . .                 | <a href="#">29</a>  |
| PoE ports                                             |                     |
| connecting                                            |                     |
| computers to . . . . .                                | <a href="#">45</a>  |
| IP phones to . . . . .                                | <a href="#">46</a>  |
| servers to . . . . .                                  | <a href="#">46</a>  |
| for network switching . . . . .                       | <a href="#">43</a>  |
| Ports                                                 |                     |
| analog telephone . . . . .                            | <a href="#">112</a> |
| CCA . . . . .                                         | <a href="#">113</a> |
| CON . . . . .                                         | <a href="#">113</a> |
| connecting                                            |                     |
| data and voice devices to . . . . .                   | <a href="#">43</a>  |

## Index

|                                                |                     |
|------------------------------------------------|---------------------|
| endpoint devices to                            | <a href="#">43</a>  |
| contact closure                                | <a href="#">113</a> |
| ETH LAN                                        | <a href="#">114</a> |
| ETH WAN                                        | <a href="#">114</a> |
| line                                           | <a href="#">112</a> |
| MM312                                          | <a href="#">115</a> |
| MM314                                          | <a href="#">116</a> |
| MM316                                          | <a href="#">118</a> |
| MM340                                          | <a href="#">120</a> |
| MM342                                          | <a href="#">121</a> |
| MM710B                                         | <a href="#">122</a> |
| MM711                                          | <a href="#">123</a> |
| MM712                                          | <a href="#">124</a> |
| MM714                                          | <a href="#">125</a> |
| MM714B                                         | <a href="#">126</a> |
| MM716                                          | <a href="#">128</a> |
| MM717                                          | <a href="#">130</a> |
| MM720                                          | <a href="#">132</a> |
| MM722                                          | <a href="#">133</a> |
| router                                         | <a href="#">114</a> |
| switch                                         | <a href="#">114</a> |
| switch or network data, connecting             | <a href="#">43</a>  |
| trunk                                          | <a href="#">112</a> |
| Positioning                                    |                     |
| gateway in rack                                | <a href="#">28</a>  |
| S8300 media module                             | <a href="#">33</a>  |
| Power                                          |                     |
| connection                                     |                     |
| to gateway                                     | <a href="#">41</a>  |
| cords                                          |                     |
| obtaining                                      | <a href="#">136</a> |
| specifications                                 | <a href="#">136</a> |
| outlets, checking available number of          | <a href="#">22</a>  |
| verification                                   | <a href="#">22</a>  |
| Pre-installation activities                    | <a href="#">17</a>  |
| Preinstallation worksheet                      |                     |
| see Electronic Preinstallation Worksheet (EPW) |                     |
| Preparation                                    |                     |
| installation worksheets                        | <a href="#">87</a>  |
| Server Values worksheets                       | <a href="#">88</a>  |
| telephone configuration                        | <a href="#">76</a>  |
| trunk configuration                            | <a href="#">78</a>  |
| WAN line configuration                         | <a href="#">79</a>  |
| Primary controller                             |                     |
| upgrading gateway firmware from                | <a href="#">84</a>  |
| Primary Management Interface (PMI)             |                     |
| configuring in GIW                             | <a href="#">140</a> |

## R

|                     |                    |
|---------------------|--------------------|
| Rack mounting       |                    |
| brackets            | <a href="#">25</a> |
| the gateway chassis | <a href="#">25</a> |
| RAS                 |                    |
| IP address          |                    |

|                                                    |                                         |
|----------------------------------------------------|-----------------------------------------|
| entering in GIW                                    | <a href="#">62</a> , <a href="#">64</a> |
| obtaining                                          | <a href="#">20</a>                      |
| password, obtaining                                | <a href="#">20</a>                      |
| Remote                                             |                                         |
| access, enabling                                   | <a href="#">61</a>                      |
| Removing installation equipment                    | <a href="#">74</a>                      |
| Replacing                                          |                                         |
| endpoint devices                                   | <a href="#">75</a>                      |
| Replicating the gateway to USB mass storage device | <a href="#">105</a>                     |
| Required                                           |                                         |
| equipment                                          | <a href="#">17</a>                      |
| Reset button                                       | <a href="#">114</a>                     |
| reset CLI command                                  | <a href="#">98</a>                      |
| Restoring the gateway from USB mass storage device | <a href="#">105</a>                     |
| Restricted Access Location                         | <a href="#">38</a>                      |
| RFA access                                         | <a href="#">18</a>                      |
| RJ-45 splitter for connecting two BRI stations     | <a href="#">47</a>                      |
| Router                                             |                                         |
| connecting external to gateway                     | <a href="#">57</a>                      |
| ports                                              | <a href="#">114</a>                     |
| RST button                                         | <a href="#">114</a>                     |
| Rubber feet, affixing to stand gateway on table    | <a href="#">29</a>                      |
| Ruggedized mounting solution for harsh environment | <a href="#">25</a>                      |
| Running Gateway Installation Wizard (GIW)          | <a href="#">139</a>                     |

## S

|                                             |                     |
|---------------------------------------------|---------------------|
| S8300                                       |                     |
| Server                                      |                     |
| Avaya Aura Communication Manager software,  |                     |
| upgrading via                               | <a href="#">81</a>  |
| connecting to                               |                     |
| gateway                                     | <a href="#">46</a>  |
| connecting to USB modem                     | <a href="#">66</a>  |
| copying firmware to                         | <a href="#">91</a>  |
| gateway chassis, inserting into             | <a href="#">33</a>  |
| installing firmware from the TFTP server on | <a href="#">90</a>  |
| prerequisites for installing in gateway     | <a href="#">17</a>  |
| software                                    |                     |
| upgrading                                   | <a href="#">82</a>  |
| Safety                                      |                     |
| ground, connecting                          | <a href="#">40</a>  |
| labels                                      | <a href="#">11</a>  |
| save translation lsp CLI command            | <a href="#">73</a>  |
| Screws required for mounting gateway        | <a href="#">17</a>  |
| Securing amphenol cable to MM716 or MM717   | <a href="#">54</a>  |
| Security alert labels                       | <a href="#">11</a>  |
| Serial                                      |                     |
| cable                                       |                     |
| DTE V.35                                    | <a href="#">56</a>  |
| DTE X.21                                    | <a href="#">56</a>  |
| modem                                       |                     |
| connecting and enabling                     | <a href="#">61</a>  |
| connecting in GIW                           | <a href="#">143</a> |
| Serial number of gateway                    | <a href="#">18</a>  |

|                                                    |                     |
|----------------------------------------------------|---------------------|
| Server Values worksheets, preparing . . . . .      | <a href="#">88</a>  |
| show application-memory CLI command . . . . .      | <a href="#">98</a>  |
| Single Sign-On (SSO) . . . . .                     | <a href="#">18</a>  |
| Site                                               |                     |
| conditions, checking before installation . . . . . | <a href="#">22</a>  |
| requirements . . . . .                             | <a href="#">22</a>  |
| Sneak-current protection . . . . .                 | <a href="#">55</a>  |
| SNMP                                               |                     |
| V1 community strings, configuring in GIW . . . . . | <a href="#">140</a> |
| V3 user, configuring in GIW . . . . .              | <a href="#">141</a> |
| Software                                           |                     |
| configuration . . . . .                            | <a href="#">69</a>  |
| recording telephone information for . . . . .      | <a href="#">76</a>  |
| recording trunk information for . . . . .          | <a href="#">78</a>  |
| recording WAN information for . . . . .            | <a href="#">79</a>  |
| upgrading                                          |                     |
| Avaya CM via S8300 Server . . . . .                | <a href="#">81</a>  |
| overview . . . . .                                 | <a href="#">81</a>  |
| with CD-ROM drive . . . . .                        | <a href="#">81</a>  |
| software                                           |                     |
| upgrading                                          |                     |
| in IW . . . . .                                    | <a href="#">85</a>  |
| Software Update Manager . . . . .                  | <a href="#">83</a>  |
| Specifications, technical . . . . .                | <a href="#">135</a> |
| chassis. . . . .                                   | <a href="#">135</a> |
| clearance . . . . .                                | <a href="#">135</a> |
| power cord . . . . .                               | <a href="#">136</a> |
| Supplementary Ground Conductor . . . . .           | <a href="#">37</a>  |
| if ground block is used . . . . .                  | <a href="#">40</a>  |
| if ground block not used . . . . .                 | <a href="#">40</a>  |
| Survivability by modem dial backup . . . . .       | <a href="#">61</a>  |
| Switch                                             |                     |
| connecting to computer . . . . .                   | <a href="#">45</a>  |
| connecting to gateway . . . . .                    | <a href="#">43</a>  |
| connecting to server . . . . .                     | <a href="#">46</a>  |
| external Avaya Ethernet. . . . .                   | <a href="#">46</a>  |
| P130. . . . .                                      | <a href="#">46</a>  |
| P130PWR . . . . .                                  | <a href="#">46</a>  |
| P333PWR . . . . .                                  | <a href="#">46</a>  |
| P333T . . . . .                                    | <a href="#">46</a>  |
| port . . . . .                                     | <a href="#">114</a> |

## T

|                                                        |                     |
|--------------------------------------------------------|---------------------|
| T1                                                     |                     |
| trunk, connecting . . . . .                            | <a href="#">53</a>  |
| Tabletop installation of the gateway chassis . . . . . | <a href="#">29</a>  |
| Technical assistance                                   |                     |
| international . . . . .                                | <a href="#">14</a>  |
| resources . . . . .                                    | <a href="#">14</a>  |
| within the US. . . . .                                 | <a href="#">14</a>  |
| Technical specifications . . . . .                     | <a href="#">135</a> |
| chassis. . . . .                                       | <a href="#">135</a> |
| clearance . . . . .                                    | <a href="#">135</a> |
| power cord . . . . .                                   | <a href="#">136</a> |

|                                                            |                     |
|------------------------------------------------------------|---------------------|
| Telephone                                                  |                     |
| adding to gateway . . . . .                                | <a href="#">76</a>  |
| configuring . . . . .                                      | <a href="#">76</a>  |
| connecting . . . . .                                       | <a href="#">76</a>  |
| IP, connecting to gateway . . . . .                        | <a href="#">47</a>  |
| software configuration, recording information for. . . . . | <a href="#">76</a>  |
| testing . . . . .                                          | <a href="#">77</a>  |
| after installation . . . . .                               | <a href="#">71</a>  |
| troubleshooting                                            |                     |
| one . . . . .                                              | <a href="#">107</a> |
| Terminating telephones on the MM717 and MM716. . . . .     | <a href="#">54</a>  |
| Testing                                                    |                     |
| installation                                               |                     |
| connectivity . . . . .                                     | <a href="#">71</a>  |
| LSP failover . . . . .                                     | <a href="#">72</a>  |
| overview. . . . .                                          | <a href="#">71</a>  |
| telephones. . . . .                                        | <a href="#">71</a>  |
| trunks . . . . .                                           | <a href="#">71</a>  |
| modem connection                                           |                     |
| gateway with S8300 . . . . .                               | <a href="#">66</a>  |
| gateway without S8300. . . . .                             | <a href="#">64</a>  |
| telephone . . . . .                                        | <a href="#">77</a>  |
| trunk . . . . .                                            | <a href="#">78</a>  |
| WAN link . . . . .                                         | <a href="#">79</a>  |
| TFTP server                                                |                     |
| downloading gateway firmware to local . . . . .            | <a href="#">89</a>  |
| for upgrading IP phones . . . . .                          | <a href="#">95</a>  |
| installing firmware from, on the S8300 Server . . . . .    | <a href="#">90</a>  |
| IP telephones                                              |                     |
| not supported by local . . . . .                           | <a href="#">96</a>  |
| supported by local . . . . .                               | <a href="#">95</a>  |
| upgrade example. . . . .                                   | <a href="#">99</a>  |
| setting up                                                 |                     |
| overview. . . . .                                          | <a href="#">89</a>  |
| uploading IP phone upgrade files                           |                     |
| in GIW. . . . .                                            | <a href="#">142</a> |
| Trademarks . . . . .                                       | <a href="#">14</a>  |
| Troubleshooting                                            |                     |
| CLI not accessible. . . . .                                | <a href="#">108</a> |
| gateway has no power. . . . .                              | <a href="#">107</a> |
| IP telephone upgrades. . . . .                             | <a href="#">102</a> |
| overview . . . . .                                         | <a href="#">107</a> |
| telephone                                                  |                     |
| one stops working . . . . .                                | <a href="#">107</a> |
| Trunk                                                      |                     |
| adding                                                     |                     |
| to gateway. . . . .                                        | <a href="#">77</a>  |
| analog                                                     |                     |
| connecting to TRUNK port . . . . .                         | <a href="#">52</a>  |
| ordering . . . . .                                         | <a href="#">77</a>  |
| configuring                                                |                     |
| on gateway . . . . .                                       | <a href="#">78</a>  |
| connecting . . . . .                                       | <a href="#">78</a>  |
| ordering . . . . .                                         | <a href="#">77</a>  |
| software configuration, recording information for. . . . . | <a href="#">78</a>  |

## Index

|                                                 |                    |
|-------------------------------------------------|--------------------|
| testing . . . . .                               | <a href="#">78</a> |
| after installation . . . . .                    | <a href="#">71</a> |
| TRUNK port, connecting analog trunk to. . . . . | <a href="#">52</a> |

## U

|                                                |                     |
|------------------------------------------------|---------------------|
| Unpacking. . . . .                             | <a href="#">24</a>  |
| Upgrading                                      |                     |
| Avaya Aura Communication Manager software      |                     |
| overview . . . . .                             | <a href="#">81</a>  |
| firmware                                       |                     |
| example                                        |                     |
| using a USB device. . . . .                    | <a href="#">92</a>  |
| using FTP/TFTP . . . . .                       | <a href="#">87</a>  |
| installation worksheets, preparing. . . . .    | <a href="#">87</a>  |
| Server Values worksheets, preparing . . . . .  | <a href="#">88</a>  |
| gateway firmware                               |                     |
| CLI commands for, via FTP/TFTP . . . . .       | <a href="#">86</a>  |
| downloading                                    |                     |
| to local PC . . . . .                          | <a href="#">92</a>  |
| to local TFTP server . . . . .                 | <a href="#">89</a>  |
| from primary controller . . . . .              | <a href="#">84</a>  |
| in GIW . . . . .                               | <a href="#">84</a>  |
| in IW . . . . .                                | <a href="#">85</a>  |
| overview . . . . .                             | <a href="#">83</a>  |
| using CLI                                      |                     |
| via USB device. . . . .                        | <a href="#">91</a>  |
| using CLI via FTP/TFTP . . . . .               | <a href="#">86</a>  |
| with Avaya Software Update Manager . . . . .   | <a href="#">83</a>  |
| IP telephones. . . . .                         | <a href="#">97</a>  |
| configuration files                            |                     |
| downloading . . . . .                          | <a href="#">96</a>  |
| overview. . . . .                              | <a href="#">95</a>  |
| considerations. . . . .                        | <a href="#">103</a> |
| examples of                                    |                     |
| 4602 after file stored in NVRAM . . . . .      | <a href="#">101</a> |
| 4602SW and 4602D . . . . .                     | <a href="#">99</a>  |
| firmware files, overview . . . . .             | <a href="#">95</a>  |
| troubleshooting . . . . .                      | <a href="#">102</a> |
| media modules and devices . . . . .            | <a href="#">75</a>  |
| software                                       |                     |
| S8300 . . . . .                                | <a href="#">82</a>  |
| with CD-ROM drive . . . . .                    | <a href="#">81</a>  |
| Usage options                                  |                     |
| selecting in GIW . . . . .                     | <a href="#">140</a> |
| USB                                            |                     |
| mass storage device                            |                     |
| backing up the gateway . . . . .               | <a href="#">105</a> |
| CLI commands for upgrading firmware . . . . .  | <a href="#">92</a>  |
| example of upgrading firmware . . . . .        | <a href="#">92</a>  |
| replicating the gateway . . . . .              | <a href="#">105</a> |
| restoring the gateway . . . . .                | <a href="#">105</a> |
| upgrading gateway firmware using CLI . . . . . | <a href="#">91</a>  |
| modem                                          |                     |
| connecting in GIW . . . . .                    | <a href="#">144</a> |

|                                           |                     |
|-------------------------------------------|---------------------|
| gateway with S8300. . . . .               | <a href="#">66</a>  |
| gateway without S8300 . . . . .           | <a href="#">63</a>  |
| enabling in GIW                           |                     |
| gateway with S8300. . . . .               | <a href="#">66</a>  |
| gateway without S8300 . . . . .           | <a href="#">63</a>  |
| supported by gateway . . . . .            | <a href="#">63</a>  |
| USB Modem                                 |                     |
| supported by gateway . . . . .            | <a href="#">136</a> |
| supported by S8300 . . . . .              | <a href="#">136</a> |
| USP port, on MM342 media module . . . . . | <a href="#">56</a>  |

## V

|                                                        |                    |
|--------------------------------------------------------|--------------------|
| Verifying                                              |                    |
| environmental conditions before installation . . . . . | <a href="#">22</a> |
| grounding. . . . .                                     | <a href="#">22</a> |
| power . . . . .                                        | <a href="#">22</a> |

## W

|                                                            |                                         |
|------------------------------------------------------------|-----------------------------------------|
| Wall mounting                                              |                                         |
| brackets . . . . .                                         | <a href="#">28</a>                      |
| the gateway chassis . . . . .                              | <a href="#">28</a> , <a href="#">29</a> |
| WAN                                                        |                                         |
| configuring on gateway . . . . .                           | <a href="#">79</a>                      |
| connecting . . . . .                                       | <a href="#">56</a>                      |
| E1/T1 port . . . . .                                       | <a href="#">57</a>                      |
| link                                                       |                                         |
| connecting. . . . .                                        | <a href="#">56</a>                      |
| connecting to E1/T1 port . . . . .                         | <a href="#">57</a>                      |
| connecting to USP port . . . . .                           | <a href="#">56</a>                      |
| ordering . . . . .                                         | <a href="#">79</a>                      |
| preparing for configuration . . . . .                      | <a href="#">79</a>                      |
| testing. . . . .                                           | <a href="#">79</a>                      |
| modules                                                    |                                         |
| adding. . . . .                                            | <a href="#">75</a>                      |
| hot-inserting . . . . .                                    | <a href="#">75</a>                      |
| software configuration, recording information for. . . . . | <a href="#">79</a>                      |
| Worksheets                                                 |                                         |
| installation, preparing . . . . .                          | <a href="#">87</a>                      |
| Server Values, preparing. . . . .                          | <a href="#">88</a>                      |