



IP Office 8.1

Using System Status

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Chapter 1.

System Status Application

1. System Status Application

IP Office System Status is a diagnostic tool for system managers and administrators, used to monitor and check the status of systems. System Status connects to systems running IP Office Release 4.0 and higher software, using an IP connection.

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

System Status provides information on the following:

- **Alarms**
System Status displays all alarms for any system components. It shows the number of such alarms and the date and time of the last occurrence.
- **Call Details**
Information on incoming and outgoing calls; including call length, call reference and routing information.
- **Extensions**
System Status lists all extensions on the system, including device type, port location and status.
- **Trunks**
System Status lists all system trunks and connections (VoIP, analog and digital) and shows their status.
- **System Resources**
Systems include central resources utilized to perform various functions. Diagnosing these resources is often critical to the successful operation of the system. Those resources include:
 - Voicemail Channels
 - Conference Channels
 - Data Channels
 - VCM Channels
 - Modem Channels

Notes

- **System Configuration**
System Status is not a configuration tool for systems. For information on configuration, refer to IP Office Manager.
- **Maximum System Status Connections**
A system can support up to two System Status connections at the same time. However, the system only allows one connection from each IP address. Note that the Customer Call Reporter application uses the same interface to the system as System Status and so counts as a used connection.
- **Running System Status and Customer Call Reporter from the same PC**
Customer Call Reporter and System Status can connect to a system from the same PC if each application uses a different IP address, for example if the PC supports more than one LAN interface. You can select the IP address that System Status uses when [starting System Status](#) ^[12].

1.1 Installing the Application

For systems running IP Office Release 8.0 or higher, you can launch System Status directly from the system. However, it is also possible to install a local copy of the application onto a Windows PC. This allows you to perform actions such as viewing previously captured system snapshot.

System Status is a component of the IP Office 4.0 suite of applications. Avaya supply this suite on the IP Office Applications DVD made available for each IP Office release. You can download an ISO file of the DVD from the Avaya support website <http://support.avaya.com>.

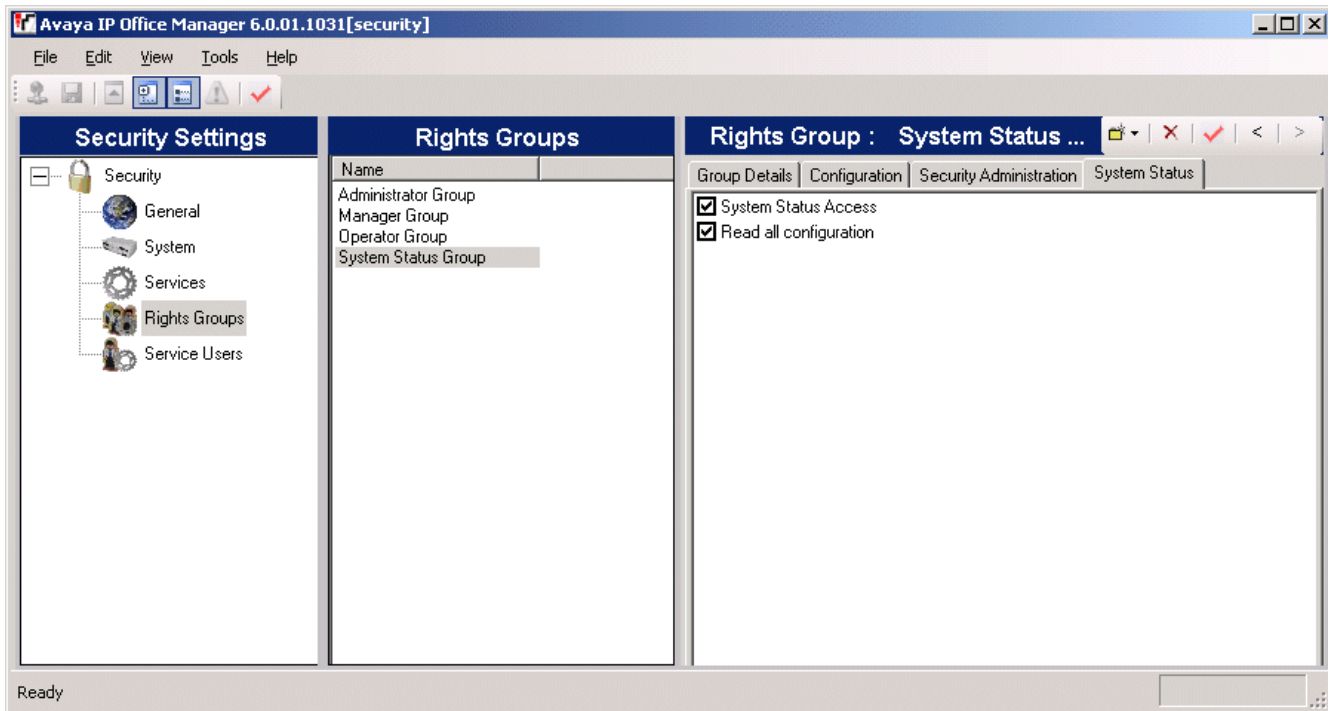
To install System Status:

1. You must first remove any pre-4.0 version of the IP Office Admin suite if installed.
 - a. From the Windows **Control Panel**, click **Add or Remove Programs**.
 - b. Click **IP Office Admin Suite** and then click **Remove**.
2. Insert the DVD. The installation process should automatically start. If it does not start, open the DVD contents and double-click **setup.exe**.
3. Select the language you want to use for the installation process and click **Next**.
4. Select whether only the current Windows logon account should be able to run the Admin suite applications or whether they will be available to all users of the PC. Click **Next**.
5. If required, select the destination for the installed applications. Click **Next**.
6. Select which applications to install. For System Status, select **System Status Application**. When you have selected the applications, click **Next**.
7. Click **Install**.
8. On completion, the installer prompts you whether you want to run the IP Office Manager. Select **No**.

1.2 Assigning Security Settings

For new systems or systems where the security settings have been defaulted, then the default service users all have rights to use System Status to connect to the system. For full details of security settings, refer to the IP Office Manager documentation.

For a service user to use System Status to logon to a system, they must belong to a **Rights Group** in the system's security settings that has **System Status Access** enabled. In addition, if they want to use System Status to take snapshots that include the system configuration, the **Rights Group** must have **Read all configuration** enabled.



1.3 Starting System Status

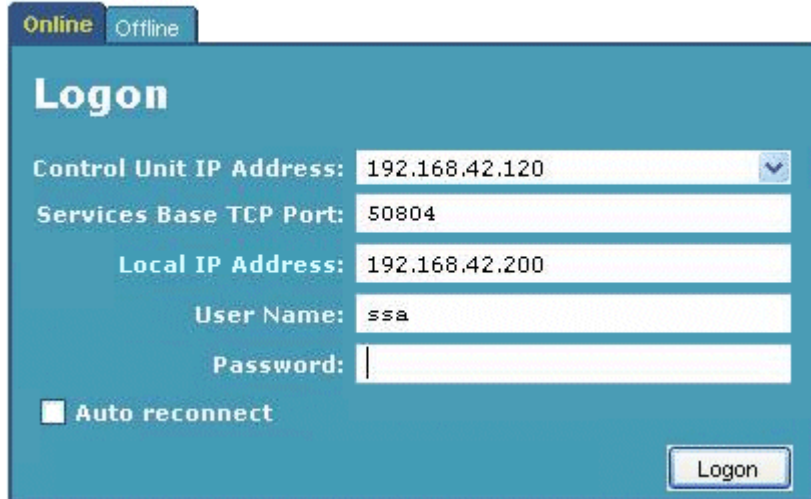
There are a number of ways to start System Status. For example, you can launch it from IP Office Manager or IP Office Web Manager. The methods depend on whether you launch System Status [installed locally on the PC](#)^[10] or from the system (not supported for IP500 systems).

To start System Status:

1. Use one of the following methods to start System Status:

- **To start a locally installed PC copy:**
Click the Windows **Start** icon and select **Programs | IP Office | System Status**.
- **To start the locally installed PC copy from within IP Office Manager:**
In IP Office Manager, select **File | Advanced | System Status**.
- **To start the system's copy in a web browser:**
Using a browser, enter the IP address of the system, for example **http://192.168.42.1**. The web page should show details of the system and a number of links. Select the **System Status** link.
- **To start the system's copy in IP Office Web Manager:**
The method depends on the operating mode of the system:
 - **IP Office Server Edition:**
Browse to **https://<server>:7070** where <server> is the system's IP address. On the **Solution** page, click the drop down arrow next to the system details and select **Launch SSA**.
 - **IP Office Basic Edition:**
Browse to **https://<server>:8443** where <server> is the system's IP address. Click **Monitoring** and select **System Status**.

2. The **Logon** menu appears with the Online tab selected.



- **Online: Logging onto a system**
Select the **Online** tab. When launching System Status from IP Office Web Manager many of the settings are preset using the values used for logging in to IP Office Web Manager. When starting a locally installed System Status, it inserts the previously used values other than **Password**.
 - **Control Unit IP Address**
Enter the IP address of the system or use the drop down to select a previously used address.
 - **Services Base TCP Port**
This should match the **Services Base TCP Port** setting of the system, set in its security settings. The default is 50804.
 - **Local IP Address:** *Default = Automatic*
This option appears when starting a locally installed copy of System Status. If the PC has more than one IP address assigned to its network card or multiple network cards, you can select which address System Status uses. This allows you to run System Status on PC that is already running Customer Call Reporter.
 - **User Name/Password**
Enter a user name and password. By default, these match the settings used for configuration access to the system. See [Assigning Security Settings](#)^[11]. If starting System Status from IP Office Web Manager, IP Office Web Manager automatically inserts the name and password used for logging in to IP Office Web Manager.
 - **Auto Reconnect**
If selected, System Status automatically attempts to reconnect using the same settings if connection to the system is lost.

- **Offline: View a snapshot**

Use the **Offline** tab to select and view a previously saved snapshot file. See [Snapshots](#) .

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

1.4 Snapshots

Taking a snapshot allows you to capture the System Status details to a file. You can then use System Status to view the saved snapshot.

There are two types of snapshot file:

- **Simple Snapshot**

This type of snapshot captures the status details shown by System Status. System Status gives this type of snapshot an SSH file extension.

- **Continuous Log**

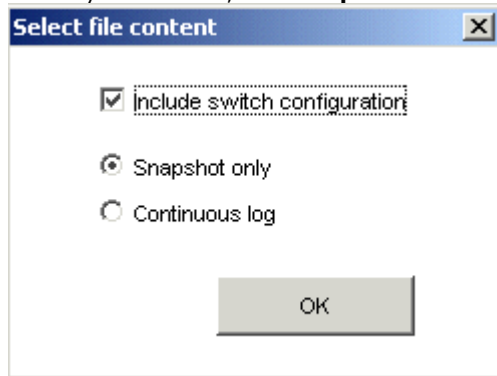
This type of snapshot captures the system's status details over a period of time. System Status gives this type of snapshot has an SLO file extension.

Either type of snapshot can also include a copy of the system configuration. You can use IP Office Manager to open the snapshot file to view that configuration.

1.4.1 Taking a Snapshot

To take a snapshot

1. From System Status, click **Snapshot** in the menu bar.



2. Select the type of snapshot.

- **Include switch configuration**

If selected, the snapshot includes a copy of the system's configuration. You can open the snapshot file in System Status to examine the status of the system at the time of the snapshot. You can also open the snapshot in IP Office Manager to examine the system configuration. To use this option, the account used to log in to System Status must have **Read All Configuration** enabled (see [Assigning Security Settings](#) ⁽¹¹⁾).

- **Snapshot only/Continuous log**

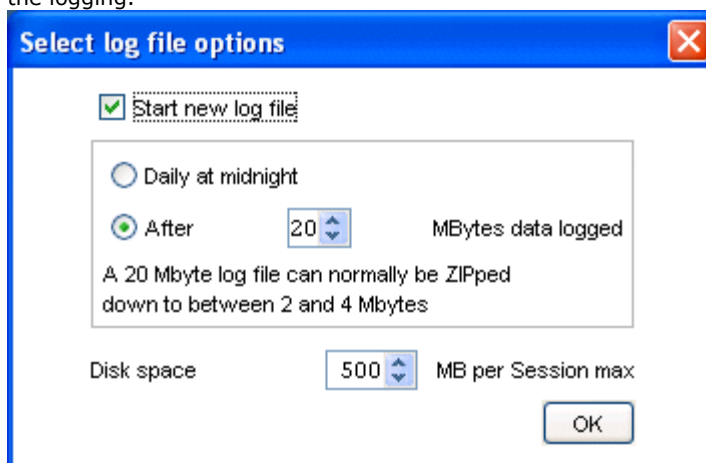
Select the type of snapshot.

- **Snapshot only**

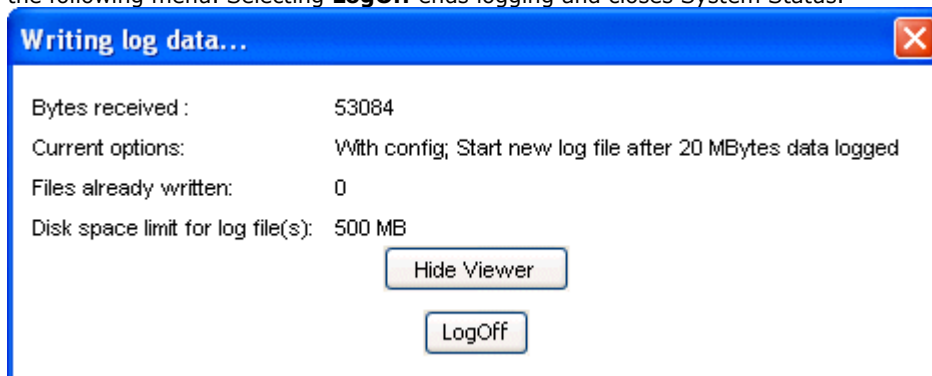
If selected, after clicking **OK**, System Status requests where you want to save the snapshot file. System Status snapshot files have an SSH extension.

- **Continuous log**

If selected, after clicking **OK**, System Status displays the logging options menu. Note that with continuous logging, you must leave System Status running and cannot use it for other activities without first stopping the logging.



Select the settings required and click **OK**. System Status requests where you want to save the snapshot file. System Status snapshot log files have an SLO extension. Once logging starts, System Status displays the following menu. Selecting **LogOff** ends logging and closes System Status.



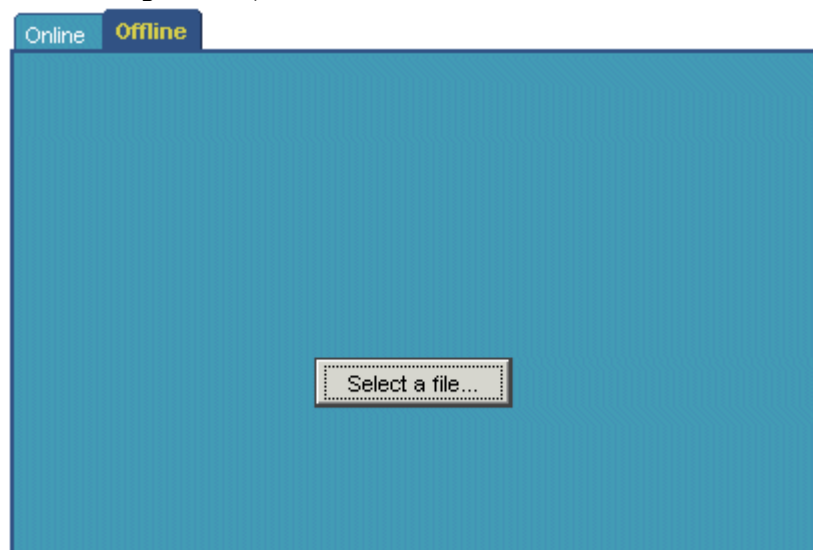
1.4.2 Viewing a Snapshot

You can use System Status to view previously saved snapshots. While viewing a snapshot, the by **Properties** and **Close** menu options replace **Snapshot** and **LogOff**. The **Properties** option shows whom took the snapshot and when.

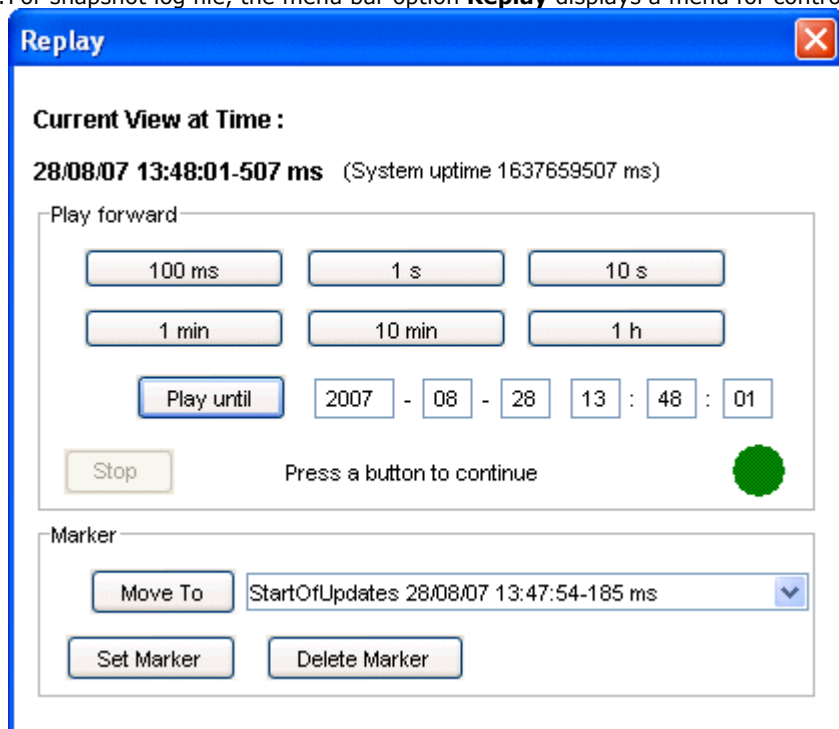
Note that when viewing a snapshot, controls relating to live information capture such as **Refresh**, and controls that alter the system state such as **Clear Alarms**, are not available.

To open a snapshot

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



2. Click **Select a file...**
3. Locate the saved snapshot SSH or SLO file and click **Open** to display the file.
4. For snapshot log file, the menu bar option **Replay** displays a menu for controlling the playback of the log file.



1.4.3 Opening a Configuration

If the snapshot file includes a copy of the system configuration, you can use IP Office Manager to view that configuration.

To open a snapshot in IP Office Manager

1. Start IP Office Manager.
2. Select **File | Offline | Open File...** .
3. In the **Files of type** drop-down list, select ***Snapshot Files (*.ssh, *.slo)***.
4. Browse to the location of the saved snapshot file.
5. Select the file and click **Open**.

1.5 Using The Application

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

IP Office System Status - F-075-IP406-1 (192.168.42.1)

AVAYA **IP Office System Status**

Help Snapshot LogOff Exit About **MENU BAR**

NAVIGATION PANEL

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

EXTENSION SUMMARY

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

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

STATUS BAR 10:14:45 AM Online

1.5.1 The Menu Bar

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

- **Help**
This option opens the application help.
- **LogOff**
This option logs off the connected system and displays the logon menu.
- **Exit**
This option closes the application.
- **About**
This option displays the application version. To close, click **OK**.
- **Snapshot** 
This option saves the status of the system to a file. System Status can view saved snapshot files.

1.5.2 Button Bar

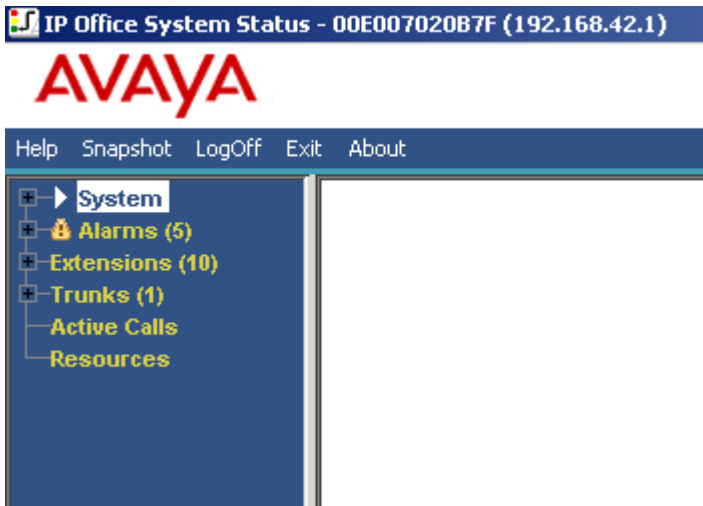
Depending on the screen, the following options may appear in the button bar:

- **Abandoned Calls**
The Active Calls screen splits to display a list of incoming calls on a trunk where the caller disconnected before the call was first answered.
- **Absolute Time**
Applies to the 24-Hour Performance History. Each line shows the actual time in 24-hour clock format at which the reported 15-minute period started.
- **Alarm History**
Display the [alarm history details](#) ^[40].
- **Back**
Returns to the previous screen.
- **Backup System Files** (*IP500 V2 and Linux based IP Office only*)
Backup the files in the systems /primary folder to the /backup folder.
- **Call Details**
Displays [call details](#) ^[81] for the selected call, trunk or trunk channel.
- **Clear**
Clears the selected alarms. Any still active alarms remain with a count of 1.
- **Clear Abandoned Calls**
Clears the list of all abandoned calls. This updates the date and time and enables the logging of further abandoned calls.
- **Clear Alarm History**
Clear the historical alarms displayed.
- **Clear All**
Clears all listed alarms. Any alarm still active will remain with the count of 1.
- **Clear Boot Flags** (*IP500 V2 only*)
During system booting various flags are set indicating from which source the system booted, etc. Occasionally it may be required to clear those flags.
- **Clear In Fallback**
Clear the currently selected SSL VPN service's fallback status.
- **Conference Details**
Available for calls in a conference. Displays the [conference details](#) ^[83].
- **Conflicts**
Displays any conflicts with directory entries on other systems if in a multi-site network.
- **Copy System Card**
This option is available for IP500 V2 control units fitted with a System SD and Optional SD card. When selected, the system copies the contents of the System SD card to the Optional SD card. Note that this process can take several hours.
- **Details** (*IP500, IP500 V2 and IP Office Linux PC only*)
This button allows additional information to be displayed. See [System Hardware Details](#) ^[25].
- **Disconnect**
Clears the current call. The button cannot stop alerting calls on Loop Start, T1 Loop Start and T1 Ground Start lines.
- **Format**
This option is available for IP500 V2 memory cards. When selected, the system formats the card, erasing all existing contents.
- **Full Details**
Applies to Active Calls. Resumes the full display.
- **Inject Error**
Insert an error into the digital trunk during a loopback test.
- **Membership**
Display the users who are members of the selected hunt group.
- **Pause**
Stops the screen from updating. The button label and function changes to **Resume** when the screen is paused.
- **Ping**
Perform a Ping action from the selected interface (system, line or extension) and display the results. See [Ping](#) ^[102].
- **Print**
Prints all information available in the current screen (including any information currently scrolled off).

-
- **Refresh**
Updates the screen. This button appears on screens that do not update automatically.
 - **Relative Time**
Applies to the 24-Hour Performance History. When selected, for each line, the time value indicates how far into the 15-minute interval the line occurs. For example, 3 minutes appears as 00:03.
 - **Reregister**
This option can be used to force Avaya H.323 IP phones to both reregister with the system and to restart, including checking their current firmware against that available on the configured TFTP or HTTP file server. We recommend that only small groups of up to 15 phones reregister at any time. Attempting to reregister larger numbers of phones causes System Status to appear to frozen.
 - **Reset**
Applies to the Utilization Summary. Resets all counters and timers to 0.
 - **Reset Trunk**
Reset the selected digital trunk.
 - **Restores System Files** (*IP500 V2 and Linux based IP Office only*)
Restore the files from the */backup* folder to the */primary* folder. You must restart the system for it to use the restored files.
 - **Resume**
Resumes updating screen in real time. When pressed, the button label and function changes to **Pause**.
 - **Save As**
Saves the information shown on the screen to a text file (TXT or CSV). You can only save trace screens as CSV text files.
 - **Select**
Show details for the currently selected item.
 - **Set In Fallback**
Set the currently selected SSL VPN service into fallback status.
 - **Show Blanks**
Applies to 24-Hour Performance History. Show any 0 error values as blanks.
 - **Show Zeros**
Applies to 24-Hour Performance History. Show any 0 error values as zeros.
 - **Shutdown**
Shuts down the services provided by the memory card, including embedded voicemail. Once shutdown, the system switches of the card LED and you can safely remove the card.
 - **Shutdown System**
Shutdown the system either for a period of time after which it automatically restarts or until manually restarted.
 - **Start Test**
Start loopback testing on the trunk. You can only start testing when the **Whole Line** is set to **Out of Service**. When testing starts, the test results appear below the list of channels. During the test, the button label and function changes to **Stop Test**.
 - **Start Up**
Restart a shutdown memory card.
 - **Stop Test**
Stopt loopback testing on the selected trunk. The button label and function changes to **Start Test**.
 - **Summary**
Return to the [System Hardware Summary](#) ^[24].
 - **Trace**
Starts a trace of the rows selected. System Status displays a trace for each call associated with the selected trunk or extension. See [Trace](#) ^[67].
 - **Trace All**
Starts a trace for the whole trunk group or extension. System Status displays a trace for all calls associated with the trunk or extension. See [Trace](#) ^[67].
 - **Trace Clear**
Clears the trace and continues tracing.

1.5.3 Navigation Panel

The navigation panel displays a list of items on which you can select to display related information. To view more options, expand the structure by clicking + next to the feature.



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

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

Chapter 2.

Screens

2. Screens

2.1 System

When you first log on, System Status displays the **System Hardware Summary** screen. This screen details information about the system and the various installed cards and modules. The information varies depending on the type of system.

IP Office System Status

Help Snapshot LogOff Exit About

System Hardware Summary

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

SD Card Slots:

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

Control Unit Slots:

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

External Modules:

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

Details Shutdown System Backup System Files Restore System Files Clear Boot Flags

14:40:24 Online

Buttons

The following buttons can appear on this screen:

- **Details** (*IP500, IP500 V2 and IP Office Linux PC only*)
This button allows additional information to be displayed. See [System Hardware Details](#).
- **Shutdown System**
Shutdown the system either for a period of time after which it automatically restarts or until manually restarted.
- **Backup System Files** (*IP500 V2 and Linux based IP Office only*)
Backup the files in the systems /primary folder to the /backup folder.
- **Restores System Files** (*IP500 V2 and Linux based IP Office only*)
Restore the files from the /backup folder to the /primary folder. You must restart the system for it to use the restored files.
- **Clear Boot Flags** (*IP500 V2 only*)
During system booting various flags are set indicating from which source the system booted, etc. Occasionally it may be required to clear those flags.

2.1.1 System Hardware Details

The screenshot shows the AVAYA IP Office System Status window for IP500 Site A (192.168.42.1). The left sidebar contains a tree view with categories like System, Alarms, Extensions, Trunks, Active Calls, Resources, Voicemail, and IP Networking. The main area displays 'System Hardware Details'.

System Hardware Details

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

Control Unit Slots:

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

External Modules:

Module Number	Type	Current Firmware
1	not present	

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

Buttons

The following buttons can appear on this screen:

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

IP Office Release 6 and higher. You can select this screen on systems where the control unit is fitted with an additional memory card or cards.

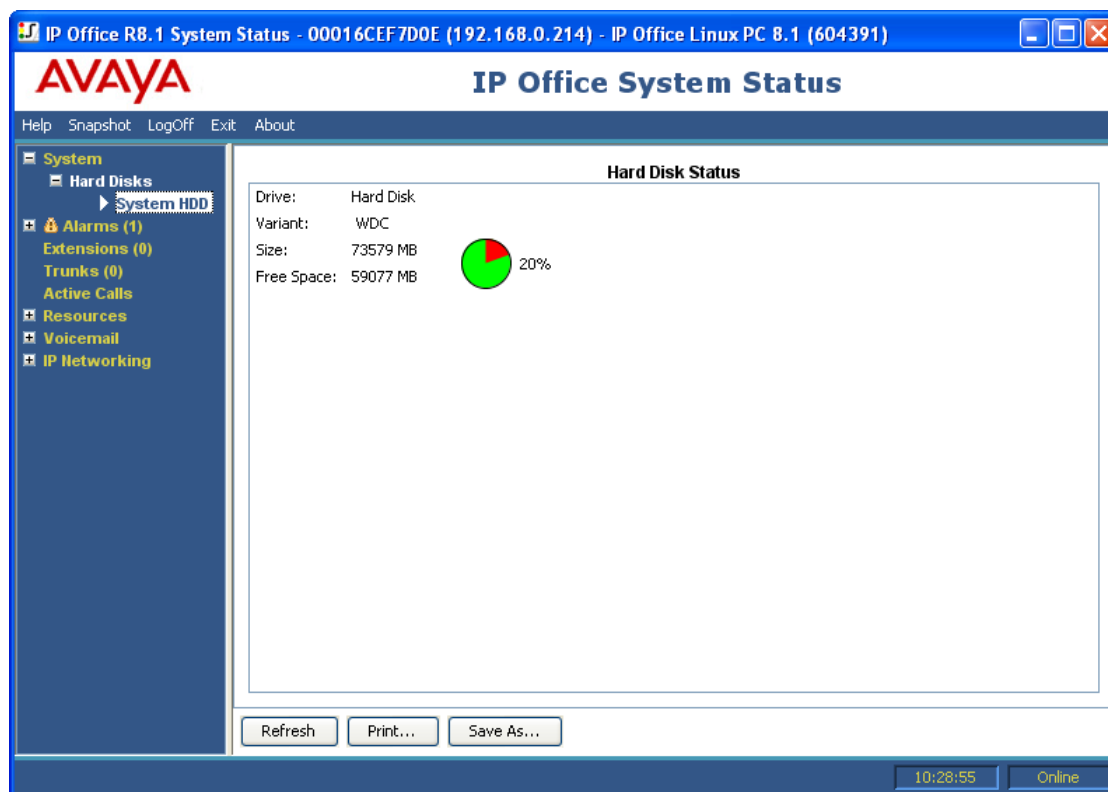
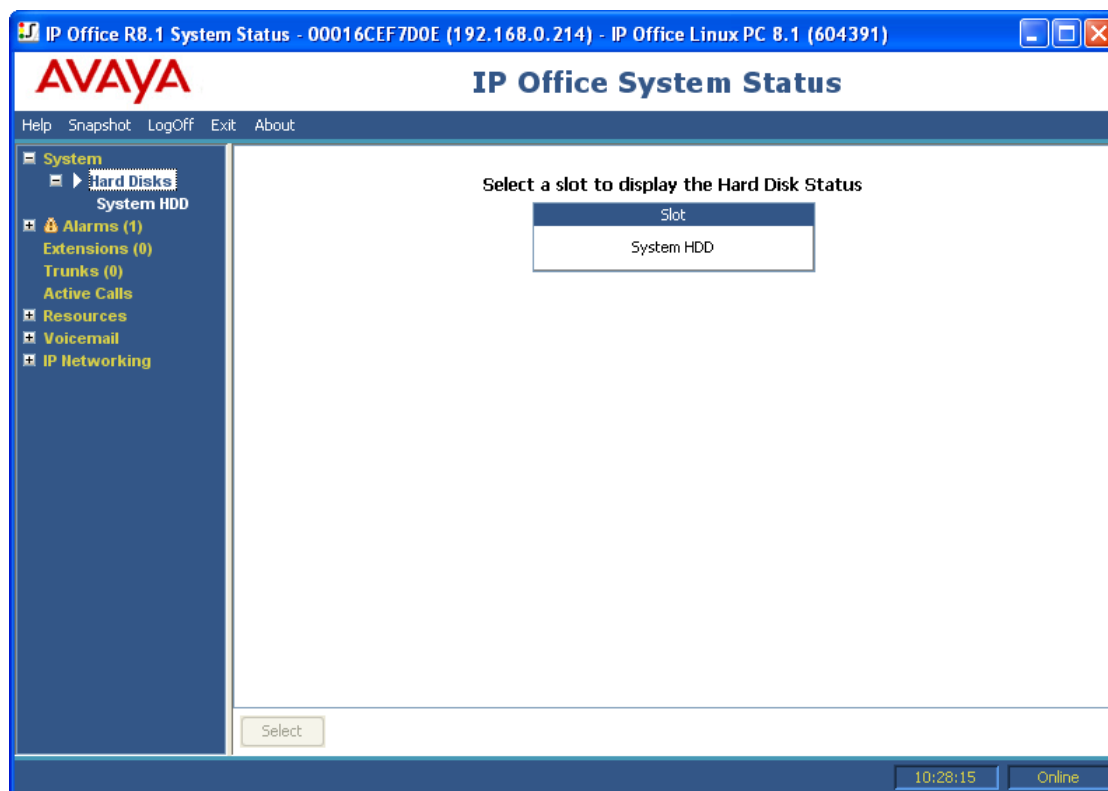


The commands at the bottom of the screen will depend on the type of control unit and the security settings of the account used to login to System Status. The possible commands are:

- **Refresh**
Updates the screen. This button appears on screens that do not update automatically.
- **Shutdown**
Shuts down the services provided by the memory card, including embedded voicemail. Once shutdown, the system switches of the card LED and you can safely remove the card.
- **Start Up**
Restart a shutdown memory card.
- **Copy System Card**
This option is available for IP500 V2 control units fitted with a System SD and Optional SD card. When selected, the system copies the contents of the System SD card to the Optional SD card. Note that this process can take several hours.
- **Format**
This option is available for IP500 V2 memory cards. When selected, the system formats the card, erasing all existing contents.
- **Print**
Prints all information available in the current screen (including any information currently scrolled off).
- **Save As**
Saves the information shown on the screen to a text file (TXT or CSV). You can only save trace screens as CSV text files.

2.1.3 Hard Disks

System Status shows this option for Linux based systems. It allows selection of a system hard disk to display details of that disk.



2.1.4 Control Unit

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

IP Office System Status - IP500 Site A (192.168.42.1)

AVAYA

IP Office System Status

Help Snapshot LogOff Exit About

System

- Control Unit (IP500)
 - Slot 1 DS Phones
 - Slot 2 Trunk Mod
 - Slot 3 POT Phone
 - Slot 3 Trunk Mod
- VoIP Trunks (2)
- H.323 Extensions

Alarms (10)

Extensions (17)

Trunks (10)

Active Calls

Resources

- Licenses
- Directory
- Control Unit Audit

Voicemail

- Mailboxes

IP Networking

- IP Routes
- Tunnels

Select an internal module to display its ports

Module
Slot 1 DS Phones Module (8)
Slot 2 Trunk Module (Quad BRI)
Slot 3 POT Phones Module (8)
Slot 3 Trunk Module (ATM4)

Select

08:34:51

Online

2.1.4.1 Extension Ports

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

IP Office System Status - IP500 Site A (192.168.42.1)

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System

- Control Unit (IP500)
 - Slot 1 DS Phone
 - Slot 2 Trunk Modem
 - Slot 3 POT Phone
 - Slot 3 Trunk Modem
- VoIP Trunks (2)
- H.323 Extensions
- Alarms (10)
- Extensions (17)
- Trunks (10)
- Active Calls
- Resources
 - Licenses
 - Directory
 - Control Unit Audit
- Voicemail
 - Mailboxes
- IP Networking
 - IP Routes
 - Tunnels

Select a port to display the Extension Status

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

Port 8

Select

08:35:59 Online

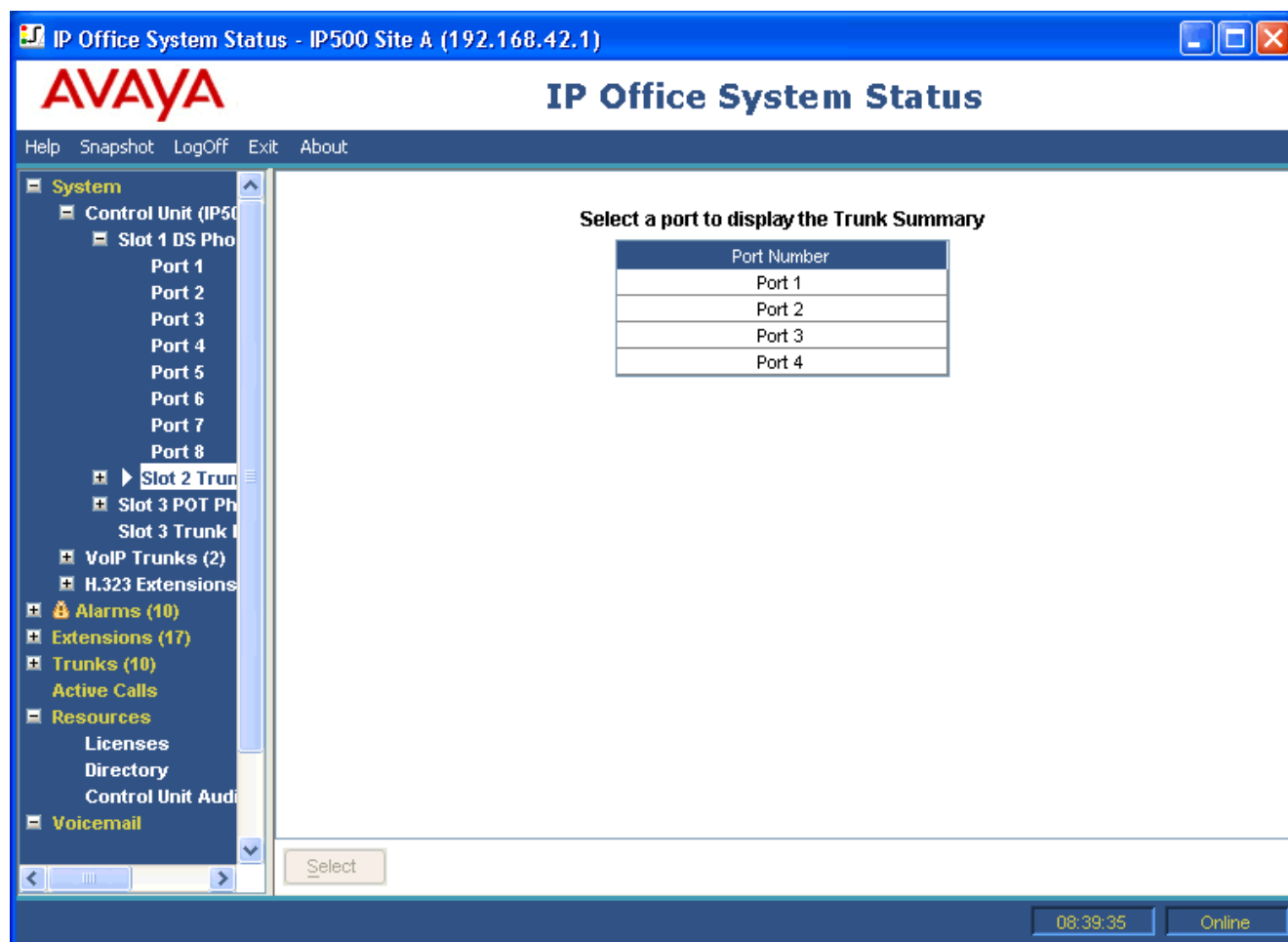
Buttons

The following buttons can appear on this screen:

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

2.1.4.2 Trunk Ports

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



Buttons

The following buttons can appear on this screen:

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

2.1.5 Expansion Modules

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

IP Office System Status - IP500 Site A (192.168.42.1)

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System

- Control Unit (IP500)
- Expansion Modules
 - Module 1 (DS30V)
- VoIP Trunks (2)
- H.323 Extensions
- Alarms (10)
- Extensions (47)
- Trunks (10)
- Active Calls
- Resources
- Voicemail
- IP Networking

Select a module to display its ports

Module Number	Type
1	DS30 V2

Select

09:46:11 Online

Module Information

IP Office System Status - IP500 Site A (192.168.42.1)

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System

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

Select a port to display the Extension Status

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

Select

09:46:49 Online

Buttons

The following buttons can appear on this screen:

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

2.1.6 VoIP Trunks

This screen lists the VoIP trunks configured within the system. To view details of an individual trunk, use the navigation pane or select the port and click **Select**. See [Status \(H.323 Trunk\)](#)^[62] or [Status \(SIP Trunk\)](#)^[65].

IP Office System Status - IP500 Site A (192.168.42.1)

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System

- Control Unit (IP500)
 - VoIP Trunks (2)**
 - Line: 13
 - Line: 14
 - H.323 Extensions
- Alarms (12)
- Extensions (17)
- Trunks (10)
- Active Calls
- Resources
- Voicemail
- IP Networking

Select a line to display the Trunk Summary

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

Select

09:38:53 Online

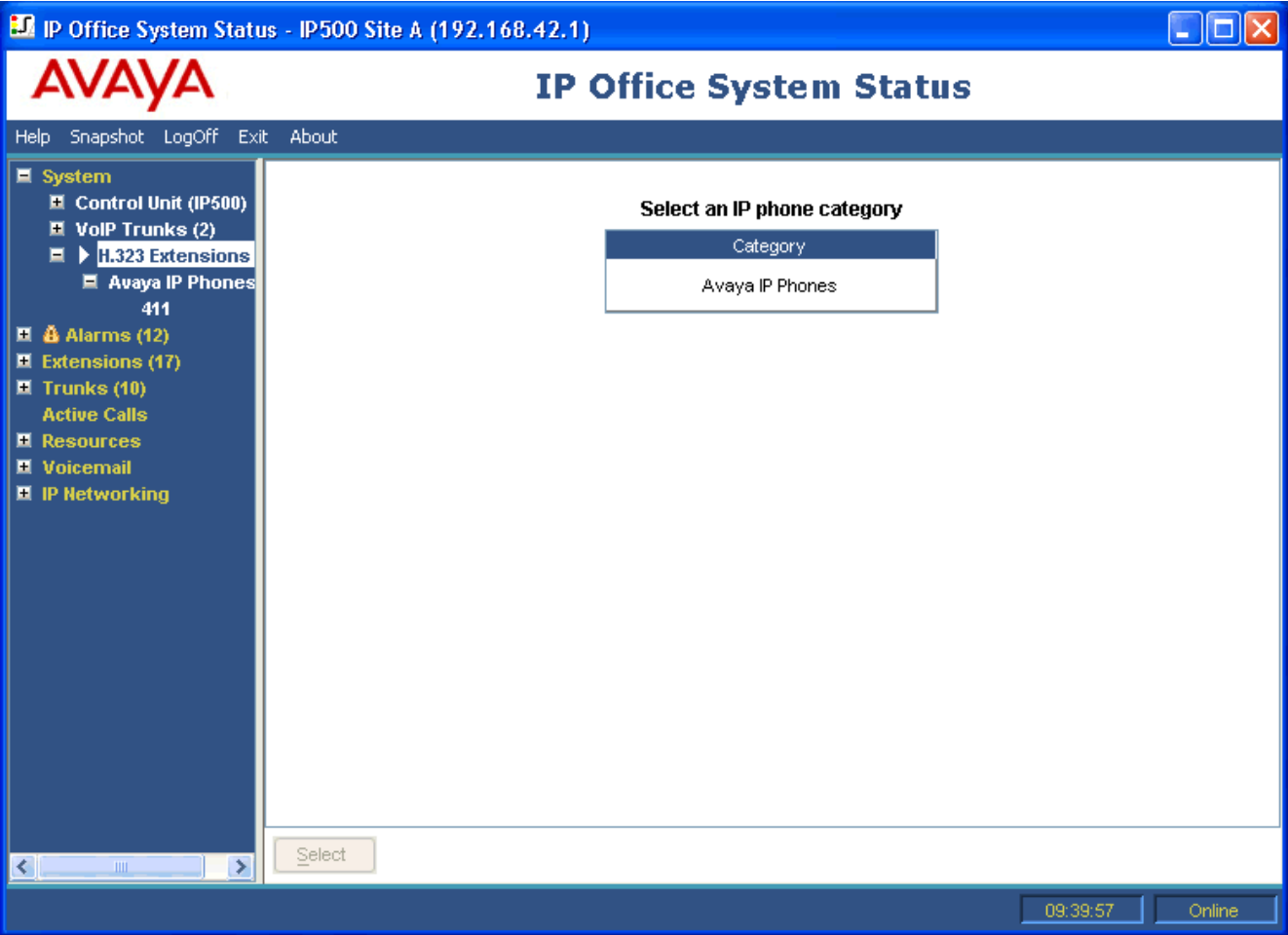
Buttons

The following buttons can appear on this screen:

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

2.1.7 H.323 Extensions

This screen lists the different types of IP telephones connected to the system. To see further details, use the navigation pane or select the type of phones required and click **Select**.



Extension Information

IP Office System Status - IP500 Site A (192.168.42.1)

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System

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

Select an extension to display the Extension Status

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

Select Reregister

09:40:20 Online

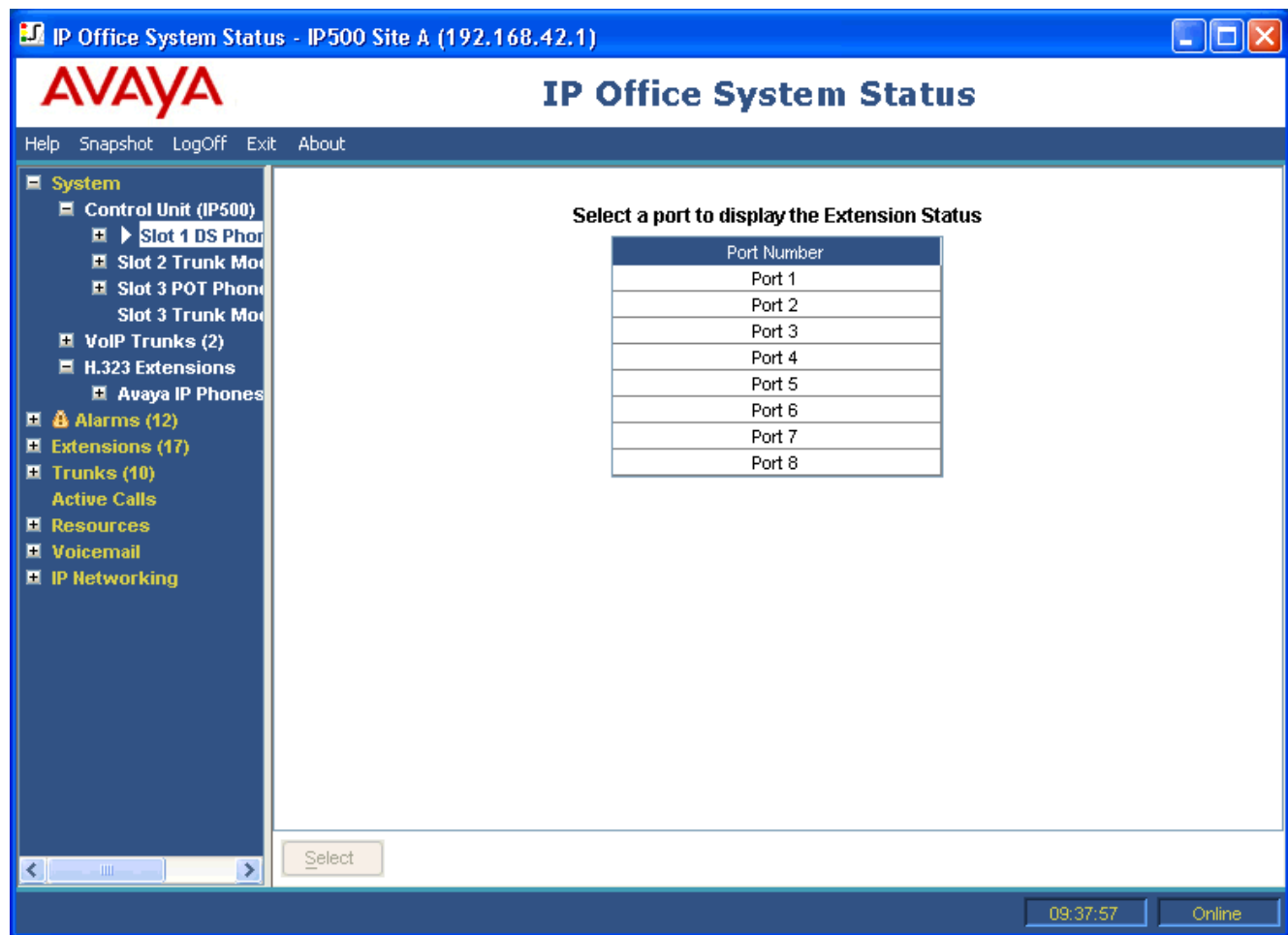
Buttons

The following buttons can appear on this screen:

- Select**
 Show details for the currently selected item.
- Reregister**
 This option can be used to force Avaya H.323 IP phones to both reregister with the system and to restart, including checking their current firmware against that available on the configured TFTP or HTTP file server. We recommend that only small groups of up to 15 phones reregister at any time. Attempting to reregister larger numbers of phones causes System Status to appear to frozen.

2.1.7.1 Extension Selection

This screen will show extension provided by a control unit (see Expansion Modules to access extension ports provided by an external expansion module). To view details of an individual extension port, use the navigation pane or select the port and click Select. See [Extension Status](#) ⁵⁴.



Buttons

The following buttons can appear on this screen:

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

2.2 Alarms

The system records alarms for each device error. It records the number of alarm occurrences and the date and time of the last occurrence. System Status lists the alarms by category and by trunk. Trunk alarms have a separate count for each trunk type and each particular trunk.

System Status distinguishes between the following alarm types:

- **Active**
Current alarms display in red with a  symbol. When the alarm is no longer active, it changes to black.
- **Historic**
Alarms no longer occurring display in black. The system keeps up to 50 historic alarms. If the system discards any historic alarms due to memory limitations, it keeps a count of the number of discards and the corresponding number of occurrences, shown as **Lost Alarms**.

Notes

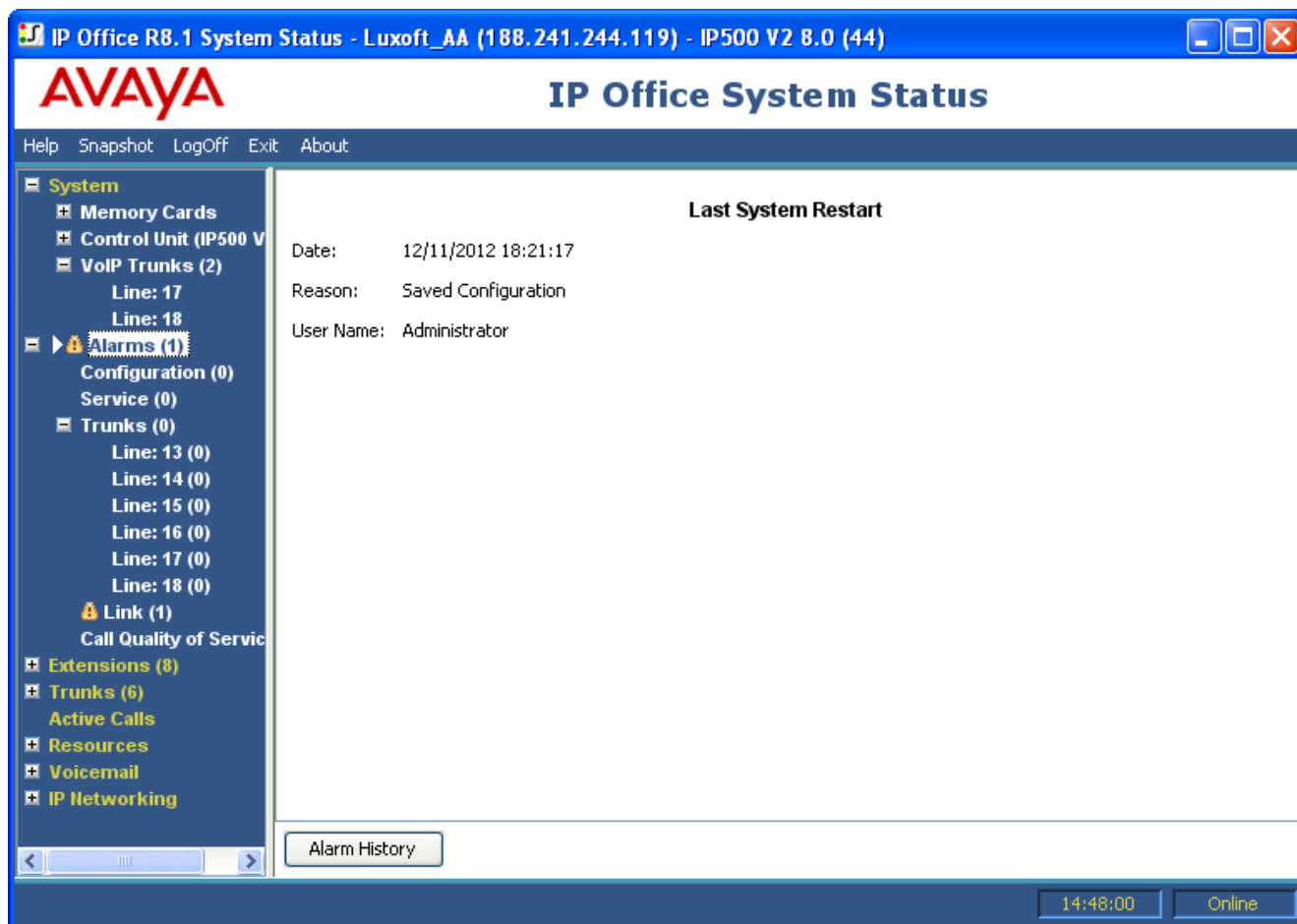
- You can clear alarms using the **Clear** or **Clear All** buttons. However, active alarms remain in the list.
- The system does not preserve alarms during a system reboot.

To view the alarms in a specific category:

1. In the navigation panel, click **+** next to **Alarms**.
2. System Status displays the alarm categories followed by the number of alarms.
 - [Last System Restart](#)  ³⁸
Shows alarms caused by potential problems with the system configuration.
 - [Configuration](#)  ⁴¹
Shows alarms for internal services such as licenses, music on hold, network clock, etc.
 - [Service](#)  ⁴²
Shows a summary table of the trunks and trunk alarms. You can expand the trunk alarms to display alarms for individual trunks.
 - [Trunks](#)  ⁴⁵
Shows alarms for non-trunk links to the system such as extensions and expansion modules.
 - [Link](#)  ⁴⁹
3. To view a specific alarm, click the alarm or trunk type.

2.2.1 Last System Restart

This screen list details of the last system restart.



Information Displayed

- **Date**
The date and time the system last restarted.
- **Reason**
Why the system restarted:
 - **User Initiated**
An administrator used IP Office Manager or similar to reboot the system. System Status displays the administrator account name.
 - **Saved Configuration**
An administrator saved a configuration change requiring a system reboot. System Status displays the administrator account name.
 - **Software Upgrade**
The software upgrade has caused a reboot.
 - **Normal Power-up**
The switch has restarted after power outage.
 - **Abnormal Termination**
The switch restarted for another reason. System Status displays a stack trace.

Buttons

The following buttons can appear on this screen:

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

2.2.1.1 Alarm History

System Status displays this screen when the **Alarm History** button is pressed.

IP Office System Status - IP500 Site A (192.168.42.1)

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

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

Last System Restart

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

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

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

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

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

Buttons

The following buttons can appear on this screen:

- **Pause**
Stops the screen from updating. The button label and function changes to **Resume** when the screen is paused.
- **Resume**
Resumes updating screen in real time. When pressed, the button label and function changes to **Pause**.
- **Print**
Prints all information available in the current screen (including any information currently scrolled off).
- **Save As**
Saves the information shown on the screen to a text file (TXT or CSV). You can only save trace screens as CSV text files.
- **Clear Alarm History**
Clear the historical alarms displayed.

2.2.2 Configuration Alarms

This screen displays configuration alarms. These are alarms arising from configuration errors found during system operation. For example:

- Incoming call routes to a Voicemail Pro start point that does not exist.
- Small Community Network duplicate numbers.
- Calls arriving on a line for the routing is invalid.

These configuration errors do not necessarily match the errors listed by IP Office Manager.

2.2.3 Service Alarms

The Service Alarm screen shows service error. System Status displays current alarms in red and updates the alarms in real time.

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

Information Displayed

- **Last Date of Error**
The last time the particular error occurred.
- **Occurrences**
How many times the alarm has occurred since the system last restarted or System Status last cleared the alarms.
- **Error Description**
A description of the error that caused the alarm.

Buttons

The following buttons can appear on this screen:

- **Clear**
Clears the selected alarms. Any still active alarms remain with a count of 1.
- **Clear All**
Clears all listed alarms. Any alarm still active will remain with the count of 1.
 - Some service alarms also appear in the System Resources screen. Clearing alarms from this screen also clears them in the System Resources screen.
- **Print**
Prints all information available in the current screen (including any information currently scrolled off).
- **Save As**
Saves the information shown on the screen to a text file (TXT or CSV). You can only save trace screens as CSV text files.

2.2.3.1 Logon Failure Due to User ID/Password

This type of alarm details failed attempts to access the system.

- **Manager**
This type of alarm occurs for a failed attempt to connect the IP Office Manager application to the system.
- **Monitor**
This type of alarm occurs for a failed attempt to connect the System Monitor application to the system.
- **User**
This type of alarm occurs for a failed user login.
- **Voicemail Box**
This type of alarm occurs for a failed access attempt to a voicemail box.
- **Voicemail System**
This type of alarm occurs for a failed attempt by a voicemail server to connect to the system. The system security settings can require the voicemail server to use a particular security password for connection.
- **SNMP**
This type of alarm occurs if a management system attempts to execute an SNMP request using the wrong community string.
- **H.323 Extension**
This type of alarm occurs if an invalid extension or passcode is been entered on the telephone during registration.
- **RAS**
A dial-in user attempted to connect with the wrong password.
- **System Status**
A login has been attempted from System Status with an invalid user ID or password.

If an alarm has additional information, System Status displays the following:

Logon failed due to incorrect userId/password.

Application: YYYYYYYYYY

Additional information

The table below lists the additional information displayed for each login alarm type.

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

2.2.3.2 Feature Key Server Connection Failure

If the system cannot connect to the Feature Key Server, System Status displays the following:

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

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

2.2.3.3 Resources Not Available

This type of alarm occurs when the system denies a request to access a resource because there are no resources available. System Status displays:

"The following system resources are all in use"

The table below lists the additional information displayed for each login alarm type:

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

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

2.2.4 Trunk Alarms Summary

This screen displays a summary of the trunks in the system and the number of alarms for each. Double-click a line to display its individual [trunk alarms](#) ^[70].

IP Office System Status - IP500 Site A (192.168.42.1)

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System

- Alarms (10)**
 - Configuration (0)
 - Service (6)
 - Trunks (3)**
 - Line: 5 (0)
 - Line: 6 (1)
 - Line: 7 (1)
 - Line: 8 (1)
 - Line: 9 (0)
 - Line: 10 (0)
 - Line: 11 (0)
 - Line: 12 (0)
 - Line: 13 (0)
 - Line: 14 (0)
 - Link (1)
- Extensions (17)
- Trunks (10)
- Active Calls
- Resources
- Voicemail
- IP Networking

Select a line to display the alarm information

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

Select

08:58:52 Online

Buttons

The following buttons can appear on this screen:

- Select**

Show details for the currently selected item.

- The screen displays two tabs for digital trunks:

- Alarms** ^[37]

Any current alarms appear in red.

- 24-Hour Performance History** ^[48]

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

2.2.4.1 Alarms

Information Displayed

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

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

Error	Description
Yellow Alarm Active on Trunk	When a T1/PRI trunk reports a yellow alarm, System Status displays Yellow Alarm . A yellow alarm indicates a transmission problem.
Loss of Signal on Trunk	This alarm indicates loss of signal from a trunk.
Caller ID not received	For analog loop start trunks set to ICLID, this alarm indicates that the system did not receive any CLI.
Seize Failure	This alarm indicates that the system did not detect loop current when trying to seize the trunk.
Response Failure	The system generates this alarm when it sends a TCP Sync to the remote end of an H.323 trunk and does not receive an acknowledgement and when it sends an INVITE over a SIP trunk which times out. No response to IP trunk call request. IP Trunk Line Number: xxx Remote end IP address: yyy.yyy.yyy.yyy

Buttons

The following buttons can appear on this screen:

- **Clear**
Clears the selected alarms. Any still active alarms remain with a count of 1.
- **Clear All**
Clears all listed alarms. Any alarm still active will remain with the count of 1.
- **Print**
Prints all information available in the current screen (including any information currently scrolled off).
- **Save As**
Saves the information shown on the screen to a text file (TXT or CSV). You can only save trace screens as CSV text files.

2.2.4.2 24 Hour Performance History

The first line in the table displays the current 15-minute interval. Subsequent lines display the last 24-hours divided into 15-minute intervals. Fewer lines appear if the system has been running for less than 24-hours.

The screenshot shows the AVAYA IP Office System Status window. The title bar reads "IP Office System Status - F-075-IP500-1 (192.168.42.120)". The AVAYA logo is on the left, and the title "IP Office System Status" is on the right. The menu bar includes "Help", "Snapshot", "LogOff", "Exit", and "About".

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

- System
 - Alarms (12)
 - Service (5)
 - Line: 1 (1)
 - Line: 2 (1)
 - Line: 3 (1)
 - Line: 4 (1)
 - Line: 5 (2)**
 - Line: 9 (0)
 - Line: 13 (0)
 - Line: 14 (0)
 - Line: 15 (0)
 - Line: 16 (0)
 - Link (1)
 - Extensions (73)
 - Trunks (10)
 - Active Calls
 - Resources

The main content area is titled "Alarms for Line: 5 Slot: 2 Port: 1". It has two tabs: "Alarms" and "24 Hour Performance History", with the latter selected. Below the tabs is a text box: "The number in each line indicates the number of times during the 15 minutes interval that the error occurred. By default, the first row is the current 15 minute interval."

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

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

Buttons

The following buttons can appear on this screen:

- **Absolute Time**
Applies to the 24-Hour Performance History. Each line shows the actual time in 24-hour clock format at which the reported 15-minute period started.
- **Relative Time**
Applies to the 24-Hour Performance History. When selected, for each line, the time value indicates how far into the 15-minute interval the line occurs. For example, 3 minutes appears as 00:03.
- **Show Blanks**
Applies to 24-Hour Performance History. Show any 0 error values as blanks.
- **Show Zeros**
Applies to 24-Hour Performance History. Show any 0 error values as zeros.
- **Print**
Prints all information available in the current screen (including any information currently scrolled off).
- **Save As**
Saves the information shown on the screen to a text file (TXT or CSV). You can only save trace screens as CSV text files.

2.2.5 Link Alarms

This screen shows alarms for non-trunk devices linked to the control unit such as expansion modules and extension devices. Current alarms appear in red.

IP Office System Status - IP500 Site A (192.168.42.1)

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System

- Alarms (12)
 - Configuration (0)
 - Service (8)
 - Trunks (3)
 - Link (1)
- Extensions (17)
- Trunks (10)
- Active Calls
- Resources
 - Licenses
 - Directory
 - Control Unit Audit
- Voicemail
- IP Networking

Link Alarms

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

Clear Clear All Print... Save As...

09:33:03 Online

Information Displayed

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

Buttons

The following buttons can appear on this screen:

- **Clear**
Clears the selected alarms. Any still active alarms remain with a count of 1.
- **Clear All**
Clears all listed alarms. Any alarm still active will remain with the count of 1.
- **Print**
Prints all information available in the current screen (including any information currently scrolled off).
- **Save As**
Saves the information shown on the screen to a text file (TXT or CSV). You can only save trace screens as CSV text files.

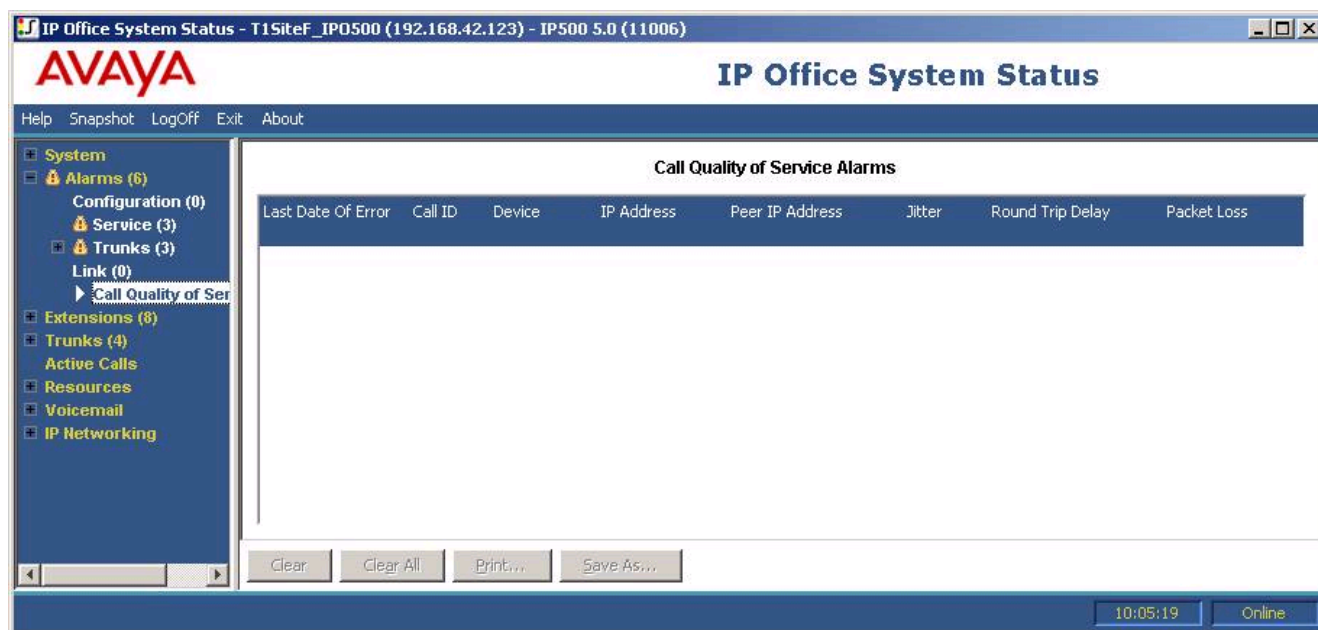
2.2.6 Call Quality of Service

System Status can display QoS measurements for calls on external IP trunks. For IP Office Release 5.0, you can also enable QoS reporting and alarms for extensions.

When enabled, System Status displays QoS statistics for calls made by H323 IP extensions (1600 Series, 4600 Series and 5600 Series) registered to the system. It also displays QoS statistics for other extension types when their call involves a VCM channel. The QoS information for the extension's current call appears in the [Extension Status](#) ⁵⁴ screen.

In the system configuration, you can configure alarm thresholds for jitter (default 20ms), round trip delay (default 350ms) and packet loss (default 0.5%). If a call exceeds any threshold, an alarm occurs reporting the device and call involved and the maximum values of the QoS measurements during the call.

- **Round Trip Delay** (msec): Default = 350.
Less than 160ms is high quality. Less than 350ms is good quality. Any higher delay is noticeable by those involved in the call. Depending on the codec used, some delay stems from the signal processing: G711 = 40ms, G723a = 160ms, G729 = 80ms.
- **Jitter** (msec): Default = 20.
Jitter is a measure of the variance in the time for different voice packets in the same call to reach the destination. Excessive jitter will become audible as echo.
- **Packet Loss** (%): Default = 0.5.
Excessive packet loss will be audible as clipped words and may also cause call setup delays.



- If the call involves another extension, separate alarms may occur for both extensions.
- No alarms are generated for QoS measurements during the first 5 seconds of a call.
- Calls can divide into call segments. For example, if a user holds and then unholds a call, the system treats each part of the call as a separate call segment.
- Alarms are output at the end of the call segment in which the call exceeds a threshold.
- The system generates one alarm even if the call exceeds more than one threshold. The alarm contains the maximum value of all 3 measured QoS values.

Buttons

The following buttons can appear on this screen:

- **Clear**
Clears the selected alarms. Any still active alarms remain with a count of 1.
- **Clear All**
Clears all listed alarms. Any alarm still active will remain with the count of 1.
- **Print**
Prints all information available in the current screen (including any information currently scrolled off).
- **Save As**
Saves the information shown on the screen to a text file (TXT or CSV). You can only save trace screens as CSV text files.

2.2.6.1 Quality of Service Alarms

IP Office Release 5.0+ supports Quality of Service (QoS) monitoring for extensions. System Status displays the current quality of service for a call on the extension's [Extension Status](#)⁵⁴ form. It displays the information for Avaya H323 IP phones registered with the system. It also displays information for other extension when their call involves a VCM channel.

The thresholds for quality of service alarms are set within the system configuration. Separate thresholds are set for **Round Trip Delay** (default 350ms), **Jitter** (default 20ms) and **Packet Loss** (0.5%). At the end of a call segment that exceeds any of the thresholds, the system outputs a QoS alarm containing details of the call and the maximum value of each of QoS measurement during the call.

Call Quality of Service Alarms

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

For calls held or parked and then resumed, separate QoS alarms are output for each segment of the call. If the call involves several extensions, the system outputs separate alarms for each extension.

2.3 Extensions

You can access information on the status of a specific extension by doing one of the following:

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

System Status uses the following method to indicate the port used by an analog or digital extension:

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

For example:

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

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

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

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

2.3.1 Extension Summary

The Extension Summary screen displays all extensions in the system. For detailed information about an extension, double-click a specific extension number to display the [Extension Status](#) ⁵⁴ screen.

IP Office System Status - IP500 Site A (192.168.42.1)

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

Extension Summary

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

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

Refresh Print...

08:37:44 Online

Buttons

The following buttons can appear on this screen:

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

2.3.2 Extension Status

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

IP Office System Status - IP500 Site A (192.168.42.1)

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System

Alarms (10)

Extensions (17)

201

202

203

204

205

206

207

208

209

210

211

212

213

214

215

216

411

Trunks (10)

Active Calls

Resources

Licenses

Directory

Extension Status

Extension Number: 203

IP address: 192.168.42.16

MAC address: 00-1B-4F-06-F2-AA

Firmware Version: 1.042

Telephone Type: 1608

Current User Extension Number: 5802

Current User Name: Extn5802

Forwarding: Off

Trinning: Off

Do Not Disturb: Off

Message Waiting: Off

Number of New Messages: 0

Phone Manager Type: None

Packet Loss Fraction:

Jitter:

Round Trip Delay:

Connection Type:

Codec:

Remote Media Address:

Button Number	Button Type	Call Ref	Current State	Time in State	Calling Number or Called	Direction	Other Party on Call
1	CA	31	Connected	00:00:49	5201	Outgoing	Extn 5201, Extn5201
2	CA		Idle				
3	CA		Idle				

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

09:15:11 Online

Information Displayed

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

- **Twinned as Secondary with** + Primary User Name/Number
- **Twinned to External Number** + External Number
- **Do Not Disturb**
Indicates whether the user has do not disturb enabled.
- **Message Waiting**
The current status of the extension user's message waiting indicator.
- **Number of New Messages**
The number of new messages for the current user. This does not include hunt group messages.
- **Phone IP Office Manager Type**
Indicates the type of Phone Manager for configured for the extension user.
- **Quality of Service Fields**
The following addition items are available for calls by H323 phones and for other extension types when their current call uses a VCM channel.
 - **Packet Loss Fraction**
 - **Jitter**
 - **Round Trip Delay**
 - **Connection Type**
 - **Codec**
 - **Remote Media Address**
- **Call Information Table**
The information displayed in the table depends on whether the extension has call appearances. For an extension without call appearances (e.g. T3, softphone, third party H.323 or analog), the table shows as many rows as there are currently calls, or a single row if the phone is idle. The following appears for a telephone with call appearances:
 - **Button Number**
The number associated with the button on the telephone, if applicable.
 - **Button Type**
Call, Line, Bridged or Cover Appearance button, if applicable.
 - **Call Ref**
Call reference, assigned by the system and associated with the line in use. When a trace is in progress, any calls on the trunk will show **(i)** next to the Call Ref. If you select Call Details while a trace is in progress, the screen remains unchanged and a pop-up window appears which contains details about the selected call. The pop-up shows the state of the call at the time of selection and does not update. See [Trace](#) ⁶⁷.
 - **Current State**
The current state of the call associated with the button. See [Call States](#) ⁸⁸.
 - **Time in State**
Reset to zero each time there is a state change.
 - **Caller ID or Dialed Digits**
The information displayed depends on the call direction.
 - **Incoming Calls**
The Caller ID name and number. System Status displays **None** if the system received no caller ID.
 - **Outgoing Calls**
The digits sent to the central office.
 - **Other Party on Call**
Contains one of the following:

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

- **Direction of Call**

Displays the call as either **Incoming** or **Outgoing**.

Buttons

The following buttons can appear on this screen:

- **Trace**

Starts a trace of the rows selected. System Status displays a trace for each call associated with the selected trunk or extension. See [Trace](#) .

- **Trace All**

Starts a trace for the whole trunk group or extension. System Status displays a trace for all calls associated with the trunk or extension. See [Trace](#) .

- **Pause**

Stops the screen from updating. The button label and function changes to **Resume** when the screen is paused.

- **Resume**

Resumes updating screen in real time. When pressed, the button label and function changes to **Pause**.

- **Back**

Returns to the previous screen.

- **Call Details**

Displays [call details](#)  for the selected call, trunk or trunk channel.

- **Print**

Prints all information available in the current screen (including any information currently scrolled off).

- **Save As**

Saves the information shown on the screen to a text file (TXT or CSV). You can only save trace screens as CSV text files.

2.4 Trunks

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

IP Office System Status - IP500 Site A (192.168.42.1)

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System

Alarms (10)

Extensions (17)

201

202

203

204

205

206

207

208

209

210

211

212

213

214

215

216

411

Trunks (10)

Active Calls

Resources

Licenses

Directory

Select a line to display the Trunk Summary

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

Select

09:20:15 Online

Buttons

The following buttons can appear on this screen:

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

2.4.1 Status (Analog Trunk)

Access this menu by clicking **Trunks** on the navigation panel. Alternatively, click **System** and then **Control Unit** and double-click the line.

The screenshot shows the AVAYA IP Office System Status window. The title bar reads 'IP Office System Status - IP500 Site A (192.168.42.1)'. The main window has a menu bar with 'Help', 'Snapshot', 'LogOff', 'Exit', and 'About'. On the left is a navigation pane with a tree view containing 'System', 'Alarms (10)', 'Extensions (17)', 'Trunks (10)', 'Active Calls', 'Resources', 'Licenses', 'Directory', 'Control Unit Audit', 'Voicemail', 'Mailboxes', 'IP Networking', 'IP Routes', and 'Tunnels'. The 'Trunks (10)' folder is expanded, showing 'Line: 5', 'Line: 6', 'Line: 7', 'Line: 8', 'Lines: 9 - 12' (selected), 'Line: 13', and 'Line: 14'. The main content area has three tabs: 'Status' (selected), 'Utilization Summary', and 'Alarms'. The 'Status' tab displays the 'Analog Trunk Summary' section with the following data:

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

Below this summary is a table with the following columns: Port, Line ID, Line Type, Call Ref, Current State, Time in State, Caller ID or Dialed Digits, Other Party on Call, and Direction of Call. The table contains four rows of data for ports 9, 10, 11, and 12, all showing 'Idle' state and 'Loop Start CLI' line type.

Port	Line ID	Line Type	Call Ref	Current State	Time in State	Caller ID or Dialed Digits	Other Party on Call	Direction of Call
9	Line: 9 Slot: 3 P...	Loop Start CLI		Idle	22:46:29			
10	Line: 10 Slot: 3 ...	Loop Start CLI		Idle	22:46:29			
11	Line: 11 Slot: 3 ...	Loop Start CLI		Idle	22:46:29			
12	Line: 12 Slot: 3 ...	Loop Start CLI		Idle	22:46:29			

At the bottom of the window, there are buttons for 'Trace', 'Trace All', 'Pause', 'Call Details', 'Print...', and 'Save As...'. The status bar at the bottom right shows the time '09:32:36' and the status 'Online'.

Information Displayed

System Status displays the following information under the Status tab:

- **Slot/Module**
Slot or module number.
- **Number of Trunks**
Total number of trunks.
- **Number of Administered Trunks**
Number of channels configured as in service.
- **Number of Trunks in Use**
- **Ports Table**
This table displays the following details:
 - **Port**
The port number.
 - **Line ID**
The line, module and port number.
 - **Line Type**
The type of line protocol. See Line Protocols.
 - **Call Ref**
Call reference, assigned by the system and associated with the line in use. When a trace is in progress, any calls on the trunk will show **(i)** next to the Call Ref. If you select Call Details while a trace is in progress, the screen remains unchanged and a pop-up window appears which contains details about the selected call. The pop-up shows the state of the call at the time of selection and does not update. See [Trace](#) ⁶⁷.
 - **Current State**
The current state of the call associated with the button. See [Call States](#) ⁸⁸.

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

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

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

Buttons

The following buttons can appear on this screen:

- **Trace**
Starts a trace of the rows selected. System Status displays a trace for each call associated with the selected trunk or extension. See [Trace](#) .
- **Trace All**
Starts a trace for the whole trunk group or extension. System Status displays a trace for all calls associated with the trunk or extension. See [Trace](#) .
- **Pause**
Stops the screen from updating. The button label and function changes to **Resume** when the screen is paused.
- **Resume**
Resumes updating screen in real time. When pressed, the button label and function changes to **Pause**.
- **Call Details**
Displays [call details](#)  for the selected call, trunk or trunk channel.
- **Print**
Prints all information available in the current screen (including any information currently scrolled off).
- **Save As**
Saves the information shown on the screen to a text file (TXT or CSV). You can only save trace screens as CSV text files.

2.4.2 Status (Digital Trunk)

Access this menu by clicking **Trunks** on the navigation panel. Alternatively, click **System** and then **Control Unit** and double-click the line.

IP Office System Status - IP500 Site A (192.168.42.1)

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System

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

Status Utilization Summary Alarms

Digital Trunk Summary

Line: 5 Slot: 2 Port: 1

Line Type: BRI

Line Subtype: ETSI

Number of Channels: 2

Number of Administered Channels: 2

Number of Channels in Use: 0

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

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

09:31:48 Online

Information Displayed

- **Line/Slot/Port**
The line, slot and port number.
- **Line Type**
See Line Protocols.
- **Line Subtype**
See Line Protocols.
- **Number of Channels**
The number of channels the trunk supports.
- **Number of Administered Channels**
The number of channels configured as in service.
- **Number of Channels in Use**
The number of channels currently in use.
- **Channels Table**
This table displays the following details:
 - **Channel Number**
Click on the row to view details of the call.
 - **Call Ref**
Call reference, assigned by the system and associated with the line in use. When a trace is in progress, any calls on the trunk will show **(i)** next to the Call Ref. If you select Call Details while a trace is in progress, the screen remains unchanged and a pop-up window appears which contains details about the selected call. The pop-up shows the state of the call at the time of selection and does not update. See [Trace](#) ⁶⁷.
 - **Current State**
The current state of the call associated with the button. See [Call States](#) ⁸⁸.
 - **Time in State**
Reset to zero each time there is a state change.

- **Routing Digits**
The directed inward dialed digits that are sent by the central office.
- **Caller ID or Dialed Digits**
The information displayed depends on the call direction.
 - **Incoming Calls**
The Caller ID name and number. System Status displays **None** if the system received no caller ID.
 - **Outgoing Calls**
The digits sent to the central office.
- **Other Party on Call**
Contains one of the following:

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

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

Buttons

The following buttons can appear on this screen:

- **Trace**
Starts a trace of the rows selected. System Status displays a trace for each call associated with the selected trunk or extension. See [Trace](#) .
- **Trace All**
Starts a trace for the whole trunk group or extension. System Status displays a trace for all calls associated with the trunk or extension. See [Trace](#) .
- **Pause**
Stops the screen from updating. The button label and function changes to **Resume** when the screen is paused.
- **Resume**
Resumes updating screen in real time. When pressed, the button label and function changes to **Pause**.
- **Call Details**
Displays [call details](#)  for the selected call, trunk or trunk channel.
- **Print**
Prints all information available in the current screen (including any information currently scrolled off).
- **Save As**
Saves the information shown on the screen to a text file (TXT or CSV). You can only save trace screens as CSV text files.

2.4.3 Status (H.323 Trunk)

Access this menu by clicking **Trunks** on the navigation panel. Alternatively, click **System** and then **Control Unit** and double-click the line.

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System

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

Status Utilization Summary Alarms

H.323 Trunk Summary

IP Address: 192.168.46.1

Line Number: 14

Number of Administered Channels: 20

Number of Channels in Use: 0

Administered Compression: Auto

Small Community Networking: Up

Direct Media Path: On

Enable Faststart: Off

Silence Suppression: Off

Channel Number	Call Ref	Current State	Time in State	Remote Address	Code	Connection Type	Caller ID Dialed	Other Party on Call	Direction of Call	Round Delay	Receive Jitter	Receive Loss F	Transmit Jitter	Transmit Loss F
1		Idle	22:4...											
2		Idle	22:4...											
3		Idle	22:4...											
4		Idle	22:4...											
5		Idle	22:4...											
6		Idle	22:4...											

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

09:33:07 Online

Information Displayed

- **IP Address**
The gateway IP address from the VoIP form.
- **Line Number**
Defined in the system configuration.
- **Number of Administered Channels**
Number of channels from the VoIP line tab.
- **Total Channels in Use**
Total of all the channels that have associated call references.
- **Administered Compression**
The compression mode from the VoIP form.
- **Small Community Networking**
The menu displays one of the following:
 - If not configured, the menu displays **Disabled**.
 - If configured and the other end responds, the menu displays **Up**.
 - If configured but the other end does not respond, the menu displays **Down**.
- **Direct Media Path**
Either **On** or **Off**.
- **Enable Faststart**
Either **On** or **Off**.
- **Silence Suppression**
Either **On** or **Off**.
- **Channels Table**
This table displays the following details:

- **Channel Number**

Click on the row to view details of the call.

- **Call Ref**

Call reference, assigned by the system and associated with the line in use. When a trace is in progress, any calls on the trunk will show **(i)** next to the Call Ref. If you select Call Details while a trace is in progress, the screen remains unchanged and a pop-up window appears which contains details about the selected call. The pop-up shows the state of the call at the time of selection and does not update. See [Trace](#)^[67].

- **Current State**

The current state of the call associated with the button. See [Call States](#)^[88].

- **Time in State**

Reset to zero each time there is a state change.

- **RTP IP Address from Connection**

IP address of the remote end of the RTP Media Stream.

- **CODEC**

Available via H.323 message and may change throughout the call.

- **Connection Type**

Either **DirectMedia**, **RTP Relay** or **VCMs**.

- **Caller ID or Dialed Digits**

The information displayed depends on the call direction.

- **Incoming Calls**

The Caller ID name and number. System Status displays **None** if the system received no caller ID.

- **Outgoing Calls**

The digits sent to the central office.

- **Other Party on Call**

Contains one of the following:

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

- **Direction of Call**

Displays the call as either **Incoming** or **Outgoing**.

- **Quality of Service (QoS)**

Normal data packets can prevent or delay voice data from getting across the link, causing unacceptable speech quality. System Status provides the following information. The system calculates the statistics as defined in RFC 1889.

- **Round Trip Delay**

- **Receive Jitter**

- **Transmit Jitter**

- **Receive Packet Loss**

- **Transmit Packet Loss**

Buttons

The following buttons can appear on this screen:

- **Trace**

Starts a trace of the rows selected. System Status displays a trace for each call associated with the selected trunk or extension. See [Trace](#)^[67].

- **Trace All**

Starts a trace for the whole trunk group or extension. System Status displays a trace for all calls associated with the trunk or extension. See [Trace](#) ⁶⁷.

- **Pause**

Stops the screen from updating. The button label and function changes to **Resume** when the screen is paused.

- **Resume**

Resumes updating screen in real time. When pressed, the button label and function changes to **Pause**.

- **Ping**

Perform a Ping action from the selected interface (system, line or extension) and display the results. See [Ping](#) ¹⁰².

- **Call Details**

Displays [call details](#) ⁸¹ for the selected call, trunk or trunk channel.

- **Print**

Prints all information available in the current screen (including any information currently scrolled off).

- **Save As**

Saves the information shown on the screen to a text file (TXT or CSV). You can only save trace screens as CSV text files.

2.4.4 Status (SIP Trunk)

For System Status and IP Office 5.0, System Status displays the configured and free SIP Channel license count in the top of the SIP trunk screen. In addition, where the SIP Trunk requires registration, the status of the primary and secondary registration appear in the summary section of the Trunk Status Screen for the SIP trunk.

Information Displayed

- **Peer Domain Name**
The name of the service from the line form.
- **Gateway Address**
Gateway IP address from the VoIP form.
- **Line Number**
Defined in the system configuration.
- **Number of Administered Channels**
The number of channels from the line form.
- **Total Channels in Use**
The total number of channels that have associated call references.
- **Administered Compression**
The compression mode from the VoIP form.
- **Silence Suppression**
Either On or Off.
- **Channels Table**
This table displays the following details:

- **Channel Number**
Click on the row to view details of the call.
- **URI Group**
The URI Group via which the system routed the call in or out of the trunk. If there is no **Call Ref**, the URI Group is blank.
- **Call Ref**
Call reference, assigned by the system and associated with the line in use. When a trace is in progress, any calls on the trunk will show **(i)** next to the Call Ref. If you select Call Details while a trace is in progress, the screen remains unchanged and a pop-up window appears which contains details about the selected call. The pop-up shows the state of the call at the time of selection and does not update. See [Trace](#) ⁶⁷.
- **Current State**
The current state of the call associated with the button. See [Call States](#) ⁸⁸.

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

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

- **Direction of Call**
Displays the call as either *Incoming* or *Outgoing*.
- **Quality of Service (QoS)**
Normal data packets can prevent or delay voice data from getting across the link, causing unacceptable speech quality. System Status provides the following information. The system calculates the statistics as defined in RFC 1889.
 - **Round Trip Delay**
 - **Receive Jitter**
 - **Transmit Jitter**
 - **Receive Packet Loss**
 - **Transmit Packet Loss**

Buttons

The following buttons can appear on this screen:

- **Trace All**
Starts a trace for the whole trunk group or extension. System Status displays a trace for all calls associated with the trunk or extension. See [Trace](#)^[67].
- **Ping**
Perform a Ping action from the selected interface (system, line or extension) and display the results. See [Ping](#)^[102].
- **Call Details**
Displays [call details](#)^[81] for the selected call, trunk or trunk channel.
- **Print**
Prints all information available in the current screen (including any information currently scrolled off).
- **Save As**
Saves the information shown on the screen to a text file (TXT or CSV). You can only save trace screens as CSV text files.

2.4.5 Trace

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

The screenshot shows the AVAYA IP Office System Status interface. The left sidebar contains a tree view with categories: System, Alarms (7), Extensions (22), Trunks (26), Active Calls, and Resources. Under Trunks, Line 9 is selected. The main area displays the 'Status' tab for Line 9, showing various parameters like IP Address (192.168.42.120), Line Number (9), and a table of channels. A 'Trace Output - All Channels' section shows a list of events. A pop-up window titled 'Information Snapshot for Call Ref 54' is open, displaying detailed call information for Call Ref 54, including originator, destination, and various timing and quality metrics.

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

Originator	
Call Ref: 54	Call length: 00:00:11
Current State:	Connected Time in State: 00:00:04
Currently at:	Extn 604, BorisAeris
Button Number:	1
Button Type:	Call Appearance (CA)
Dialed Digits:	6704

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

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

Buttons

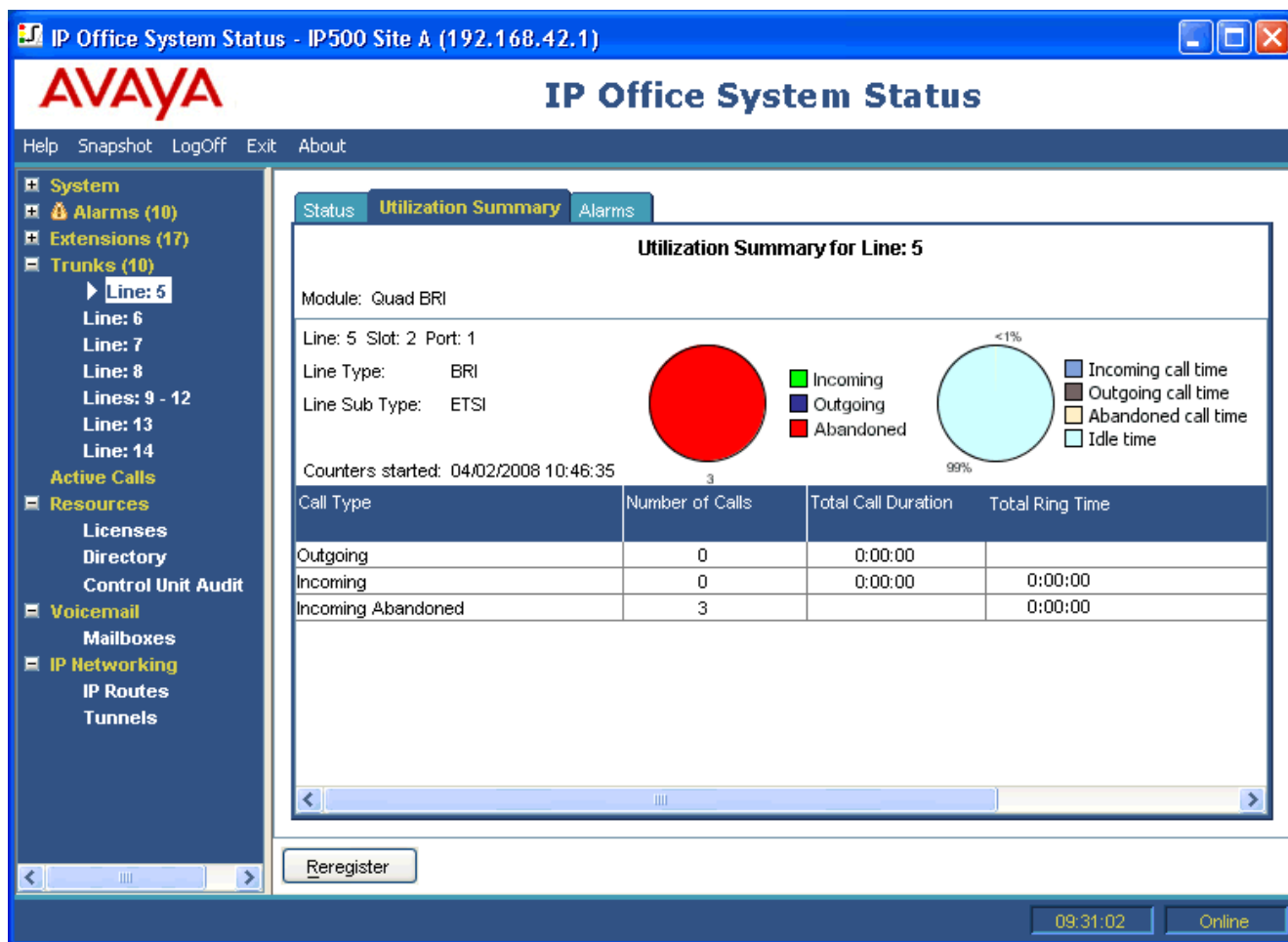
The following buttons can appear on this screen:

- **Clear**
Clears the selected alarms. Any still active alarms remain with a count of 1.
- **Call Details**
Displays [call details](#) ^[81] for the selected call, trunk or trunk channel.
- **Print**
Prints all information available in the current screen (including any information currently scrolled off).
- **Save As**
Saves the information shown on the screen to a text file (TXT or CSV). You can only save trace screens as CSV text files.
- **Trace All**
Starts a trace for the whole trunk group or extension. System Status displays a trace for all calls associated with the trunk or extension. See [Trace](#) ^[67].
- **Ping**
Perform a Ping action from the selected interface (system, line or extension) and display the results. See [Ping](#) ^[102].
- **Call Details**
Displays [call details](#) ^[81] for the selected call, trunk or trunk channel.
- **Print**
Prints all information available in the current screen (including any information currently scrolled off).
- **Save As**
Saves the information shown on the screen to a text file (TXT or CSV). You can only save trace screens as CSV text files.

2.4.6 Utilization Summary

Access this menu by clicking **Trunks** on the navigation panel. Alternatively, click **System** and then **Control Unit** and double-click the expansion module or VoIP trunk.

The menu provides a usage history for each trunk. Counts reset either when you click the **Reset** button or when the system reboots.



Information Displayed

- **Module**
Type of trunk module.
- **Line**
Line ID.
- **Line Type**
See Line Protocols.
- **Line Sub Type**
See Line Protocols.
- **Counters Started**
Date and time the counts began.
- **Calls Table**
 - **Call Type**
 - **Outgoing**
The count of all Outgoing calls.
 - **Incoming**
The count of Incoming calls, excludes Incoming Abandoned calls.
 - **Incoming Abandoned**
Calls where the caller disconnected before the system or a user answered the call. Abandoned calls have a blank **Total Call Duration**.
 - **Number of Calls**
Total number of calls by call type.

- **Total Call Duration**

Hours, minutes and seconds format. For outgoing calls, measured from the call start. For incoming calls, measured from call answer.

- **Total Ring Time**

Hours, minutes and seconds format.

Buttons

The following buttons can appear on this screen:

- **Reregister**

This option can be used to force Avaya H.323 IP phones to both reregister with the system and to restart, including checking their current firmware against that available on the configured TFTP or HTTP file server. We recommend that only small groups of up to 15 phones reregister at any time. Attempting to reregister larger numbers of phones causes System Status to appear to frozen.

2.4.7 Alarms

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

The screen displays two tabs for digital trunks:

- **Alarms** ³⁷
Current alarms appear in red on the Alarm tab.
- **24-Hour Performance History** ⁴⁸
This tab provides a 24-hour view of errors that occur on the line. If no errors have occurred within the last 24-hours, the table displays zero or blank values.

2.4.7.1 Alarms

The screenshot shows the AVAYA IP Office System Status application window. The title bar reads "IP Office System Status - IP500 Site A (192.168.42.1)". The AVAYA logo is in the top left, and the title "IP Office System Status" is in the top center. A menu bar includes "Help", "Snapshot", "LogOff", "Exit", and "About". On the left is a tree view with categories like "Port 7", "Port 8", "Slot 2 Trunk", "Port 1", "Port 2", "Port 3", "Port 4", "Slot 3 POT Ph", "Slot 3 Trunk", "VoIP Trunks (2)", "H.323 Extensions", "Alarms (10)", "Configuration (0)", "Service (6)", "Trunks (3)", "Line: 5 (0)", "Line: 6 (1)", "Line: 7 (1)", "Line: 8 (1)", "Line: 9 (0)", "Line: 10 (0)", "Line: 11 (0)", "Line: 12 (0)", "Line: 13 (0)", "Line: 14 (0)", and "Link (1)". The "Alarms" tab is selected in the main pane, showing "Alarms for Line: 8 Slot: 2 Port: 4". A table displays one alarm:

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

At the bottom of the main pane are buttons: "Clear", "Clear All", "Print...", and "Save As...". The bottom status bar shows the time "08:42:46" and the status "Online".

Information Displayed

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

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

Error	Description
Yellow Alarm Active on Trunk	When a T1/PRI trunk reports a yellow alarm, System Status displays Yellow Alarm . A yellow alarm indicates a transmission problem.
Loss of Signal on Trunk	This alarm indicates loss of signal from a trunk.
Caller ID not received	For analog loop start trunks set to ICLID, this alarm indicates that the system did not receive any CLI.
Seize Failure	This alarm indicates that the system did not detect loop current when trying to seize the trunk.
Response Failure	The system generates this alarm when it sends a TCP Sync to the remote end of an H.323 trunk and does not receive an acknowledgement and when it sends an INVITE over a SIP trunk which times out. No response to IP trunk call request. IP Trunk Line Number: xxx Remote end IP address: yyy.yyy.yyy.yyy

Buttons

The following buttons can appear on this screen:

- **Clear**
Clears the selected alarms. Any still active alarms remain with a count of 1.
- **Clear All**
Clears all listed alarms. Any alarm still active will remain with the count of 1.
- **Print**
Prints all information available in the current screen (including any information currently scrolled off).
- **Save As**
Saves the information shown on the screen to a text file (TXT or CSV). You can only save trace screens as CSV text files.

2.4.7.2 24 Hour Performance History

The first line in the table displays the current 15-minute interval. Subsequent lines display the last 24-hours divided into 15-minute intervals. Fewer lines appear if the system has been running for less than 24-hours.

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

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System

- Alarms (12)
 - Service (5)
 - Trunks (6)
 - Line: 1 (1)
 - Line: 2 (1)
 - Line: 3 (1)
 - Line: 4 (1)
 - Line: 5 (2)**
 - Line: 9 (0)
 - Line: 13 (0)
 - Line: 14 (0)
 - Line: 15 (0)
 - Line: 16 (0)
 - Link (1)
 - Extensions (73)
 - Trunks (10)
 - Active Calls
 - Resources

Alarms for Line: 5 Slot: 2 Port: 1

Alarms 24 Hour Performance History

The number in each line indicates the number of times during the 15 minutes interval that the error occurred. By default, the first row is the current 15 minute interval.

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

Relative Time Show Zeros Print... Save As...

12:00:53 Online

Buttons

The following buttons can appear on this screen:

- Absolute Time**
 Applies to the 24-Hour Performance History. Each line shows the actual time in 24-hour clock format at which the reported 15-minute period started.
- Relative Time**
 Applies to the 24-Hour Performance History. When selected, for each line, the time value indicates how far into the 15-minute interval the line occurs. For example, 3 minutes appears as 00:03.
- Show Blanks**
 Applies to 24-Hour Performance History. Show any 0 error values as blanks.
- Show Zeros**
 Applies to 24-Hour Performance History. Show any 0 error values as zeros.
- Print**
 Prints all information available in the current screen (including any information currently scrolled off).
- Save As**
 Saves the information shown on the screen to a text file (TXT or CSV). You can only save trace screens as CSV text files.

2.4.8 Line Testing

You can use this screen to perform loop back testing on a digital trunk.

IP Office R9 System Status - System D (192.168.0.218) - IP500 V2 9.0 (103464)

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System
Alarms (3)
Extensions (30)
Trunks (5)
Lines: 5 - 8
Line: 13
Active Calls
Resources
Voicemail
IP Networking
Locations
Outdialer

Status Utilization Summary Alarms **Line Testing**

Configure Line for Testing

Loopback Status: None
Admin State: Out of Service
Test Type: Pseudo-random 15 bit

Channel Number	Call Ref	Admin State	Loopback Status
Whole Line		In Service	None
1		Out of Service	None
2		Maintenance	None
3		In Service	None
4		In Service	None
5		In Service	None
6		In Service	None
7		In Service	None
8		In Service	None
9		In Service	None
10		In Service	None
11		Out of Service	None
12		Out of Service	None
13		Out of Service	None
14		Out of Service	None

Disconnect Call Details Reset Trunk Start Test Inject Error

07:31:25 Online

Information Displayed

- **Loopback Status**

You can use this drop-down to show and set the type of loopback applied to the currently selected channel or channels. The options are **None**, **Payload**, **Line** and **Line (Anti Jitter)**.

- **Admin State**

You can use this drop-down to show and set the **Admin State** of the currently selected channel or channels.

- Changes made using System Status only apply to the channel whilst running System Status. They do not override the system configuration settings.
- To perform loopback testing, select **Whole Line** and set the **Admin State** to **Out of Service**. The changes applies to all channels.
- Selecting **Whole Line** and setting the **Admin State** back to **In Service** returns the status of each channel back to their current configuration settings.

- **Test Type**

You can use this drop-down to select the type of loopback testing used. The options are **Pseudo-random 15 bit** or **Pseudo-random 20-bit**.

The table lists the individual channels provided by the trunk. Selecting a particular channel allows you to change the change the settings of the channel and perform loopback testing on that channel. The Whole Line row allows you to perform the same action on all the channels at the same time.

- **Channel Number**
The individual channel number.
- **Call Ref**
The call reference of the current call on the channel.
- **Admin State**
The admin status of the individual channel. See above.
- **Loopback Status**
The loopback status of the individual channel. See above.

Buttons

The following buttons can appear on this screen:

- **Call Details**
Displays [call details](#)  for the selected call, trunk or trunk channel.
- **Disconnect**
Clears the current call. The button cannot stop alerting calls on Loop Start, T1 Loop Start and T1 Ground Start lines.
- **Inject Error**
Insert an error into the digital trunk during a loopback test.
- **Reset Trunk**
Reset the selected digital trunk.
- **Start Test**
Start loopback testing on the trunk. You can only start testing when the **Whole Line** is set to **Out of Service**. When testing starts, the test results appear below the list of channels. During the test, the button label and function changes to **Stop Test**.
- **Stop Test**
Stopt loopback testing on the selected trunk. The button label and function changes to **Start Test**.

2.5 Active Calls

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

IP Office System Status - IP500 Site A (192.168.42.1)

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System

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

Active Calls: 1

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

Pause Disconnect Call Details Abandoned Calls

09:34:47 Online

Information Displayed

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

Buttons

The following buttons can appear on this screen:

- **Pause**
Stops the screen from updating. The button label and function changes to **Resume** when the screen is paused.

- **Resume**
Resumes updating screen in real time. When pressed, the button label and function changes to **Pause**.
- **Disconnect**
Clears the current call. The button cannot stop alerting calls on Loop Start, T1 Loop Start and T1 Ground Start lines.
- **Call Details**
Displays [call details](#)  for the selected call, trunk or trunk channel.
- **Abandoned Calls**
The Active Calls screen splits to display a list of incoming calls on a trunk where the caller disconnected before the call was first answered.

2.5.1 Abandoned Calls

Clicking the Abandoned Calls button whilst viewing the [Active Calls](#) ⁷⁶ screen, splits the screen to include a list of abandoned calls below the list of active calls. The abandoned calls table lists incoming calls where the caller disconnected before any answer.

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System

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

Active Calls: 1

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

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

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

Pause Disconnect Call Details Clear Abandoned Calls

12:38:20 Online

Information Displayed

The following information appears for abandoned calls that occur after clicking the **Abandoned Calls** button.

- Date and Time**
Date and time the call started.
- From Trunk**
The line/channel information about the calling party.
- Incoming Caller ID**
The name and/or number as shown in the Active Calls list.
- Incoming DID**
The number as displayed in the Call Details screen. See [Call Details](#) ⁷⁸.
- Ringing/Queueing At**
The alerting parties (if any) on the call at the time of disconnection. Otherwise (if the call was in a queue), the hunt group name.
- Wait**
The call duration until disconnection occurred.

Buttons

The following buttons can appear on this screen:

- Pause**
Stops the screen from updating. The button label and function changes to **Resume** when the screen is paused.
- Resume**
Resumes updating screen in real time. When pressed, the button label and function changes to **Pause**.
- Disconnect**
Clears the current call. The button cannot stop alerting calls on Loop Start, T1 Loop Start and T1 Ground Start lines.

- **Call Details**

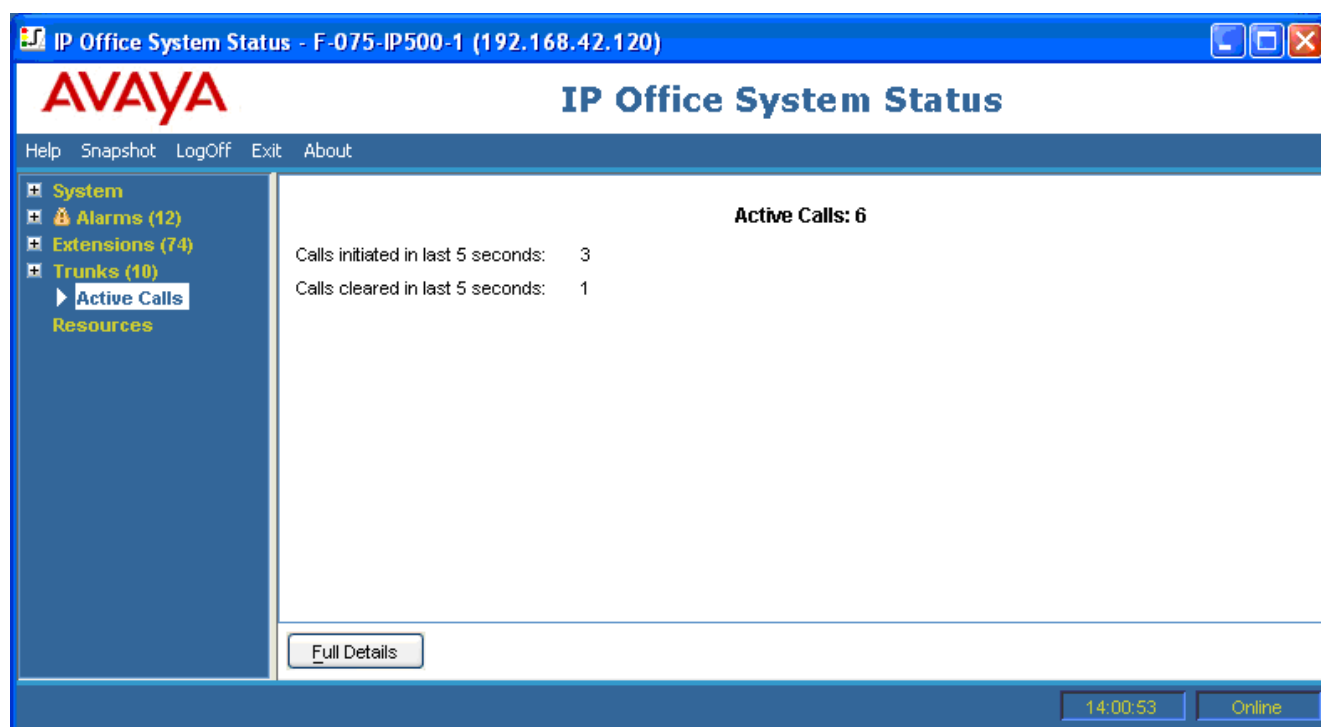
Displays [call details](#)  for the selected call, trunk or trunk channel.

- **Clear Abandoned Calls**

Clears the list of all abandoned calls. This updates the date and time and enables the logging of further abandoned calls.

2.5.2 Reduced Active Calls

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



When the call initiation/setup rate has reduced, click the **Full Details** button to resume the full display. If you want to view active calls during a high load, use the snapshot facility to obtain a view of the system.

Buttons

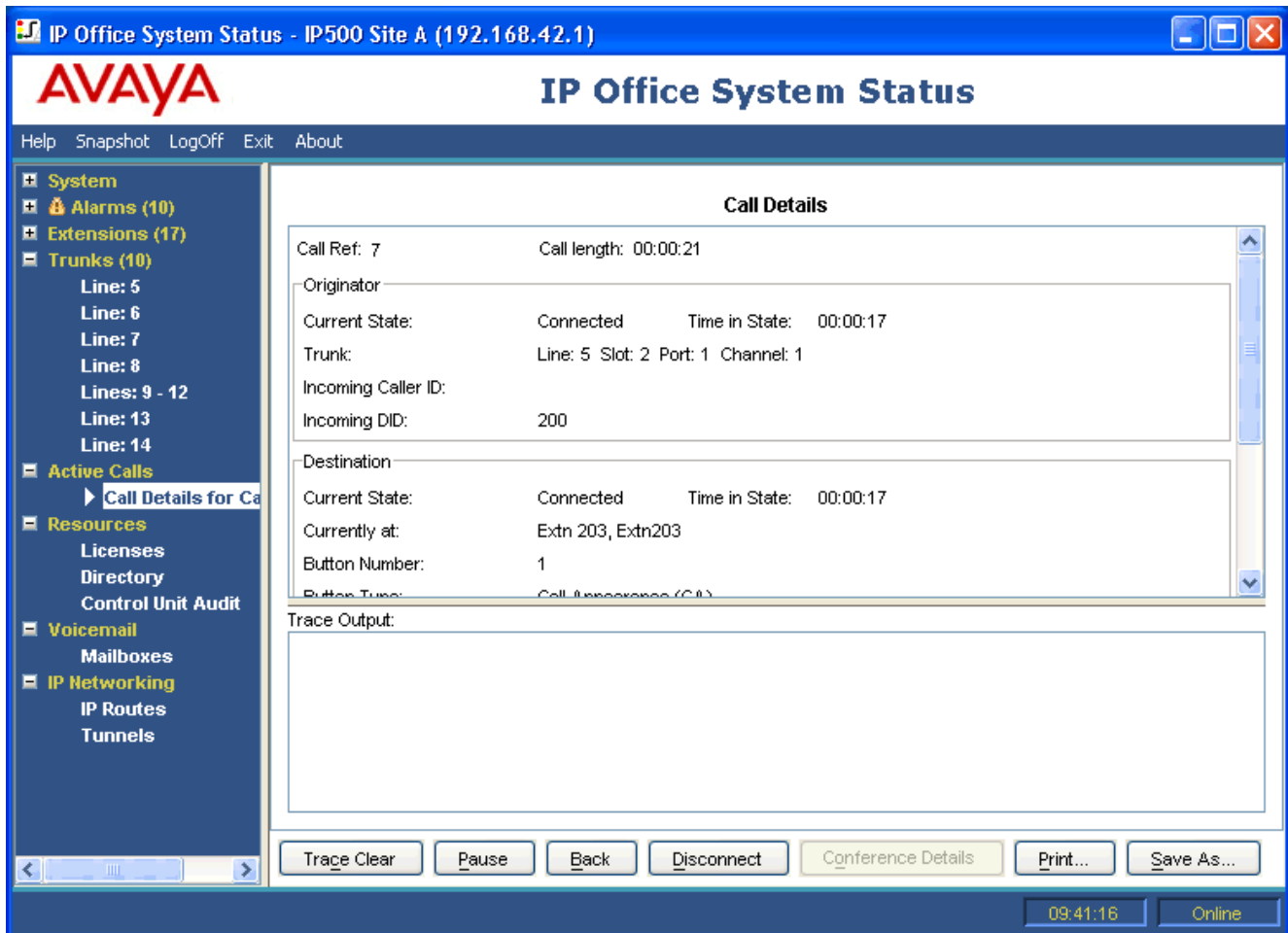
The following buttons can appear on this screen:

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

2.5.3 Call Details

You can access the Call Details screen using the following method:

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



Information Displayed

- **Call Ref**
Call reference assigned by the system and associated with the line in use.
- **Call Length**
Total length of the call.
- For further details see the following sections:
 - [Originator Information](#) ⁸⁴
 - [Destination Information](#) ⁸⁵
 - [Call Target Information](#) ⁸⁷
 - [Conference Details](#) ⁸³
 - [Call States \(Extension Ports\)](#) ⁸⁸
 - [Call States \(Trunk Ports\)](#) ⁸⁹
 - [Callback and Returning Calls](#) ⁹⁰
- **Trace Output**
The bottom section of the screen contains trace information and a scroll bar, enabling you to view the trace. Tracing enables you to view details of specific calls and is useful for problem solving. For more information, see [Tracing](#) ¹⁰⁸.

Notes

- The names shown for voicemail destinations are those supplied by the system to voicemail during connection. The information does not update for any subsequent changes, for example logging in to another mailbox.

-
- A call that is both alerting/queuing and listening to an announcement will indicate information about both.

Buttons

The following buttons can appear on this screen:

- **Trace Clear**
Clears the trace and continues tracing.
- **Pause**
Stops the screen from updating. The button label and function changes to **Resume** when the screen is paused.
- **Resume**
Resumes updating screen in real time. When pressed, the button label and function changes to **Pause**.
- **Back**
Returns to the previous screen.
- **Disconnect**
Clears the current call. The button cannot stop alerting calls on Loop Start, T1 Loop Start and T1 Ground Start lines.
- **Conference Details**
Available for calls in a conference. Displays the [conference details](#) .
- **Print**
Prints all information available in the current screen (including any information currently scrolled off).
- **Save As**
Saves the information shown on the screen to a text file (TXT or CSV). You can only save trace screens as CSV text files.

2.5.4 Conference Details

For a call in a conference, clicking the **Conference Details** button shows all connected calls in the conference and other conference information.

IP Office System Status - IP500 Site A (192.168.42.1)

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

- System
- Alarms (10)
- Extensions (17)
- Trunks (10)
- Active Calls
 - Call Details for Call F
 - Conference C
- Resources
- Voicemail
- IP Networking

Conference Details

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

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

Pause Back Print... Save As...

08:26:23 Online

Buttons

The following buttons can appear on this screen:

- **Pause**
Stops the screen from updating. The button label and function changes to **Resume** when the screen is paused.
- **Refresh**
Updates the screen. This button appears on screens that do not update automatically.
- **Back**
Returns to the previous screen.
- **Print**
Prints all information available in the current screen (including any information currently scrolled off).
- **Save As**
Saves the information shown on the screen to a text file (TXT or CSV). You can only save trace screens as CSV text files.

2.5.5 Call Information

2.5.5.1 Originator Information

The originator information varies depending on whether the originating end is a trunk or not.

Originating End is a Trunk

Includes all incoming calls on analog, digital or VoIP trunks.

- **Trunk**
Includes fixed line number, URI group (SIP lines) and channel (for digital and VoIP lines).
- **Current State and Time in State**
See [Call States](#) ⁸⁸.
- **Incoming Caller ID**
The caller ID name and number.
- **Incoming DID**
The incoming DID digits (when applicable).
- **Codec**
Selected via H.323/SIP messages and may change during the call.
- **VoIP Trunk (H.323, SCN or SIP)**
The system calculates these statistics as defined in RFC 1889.
 - Round Trip Delay
 - Receive Jitter
 - Transmit Jitter
 - Receive Packet Loss
 - Transmit Packet Loss

Originating End is not a Trunk

- **Current State and Time in State**
The state of the call associated with the button.
- **Currently At:**
 - **Users**
The user name and number. For multi-line sets, the button number and button type.
 - **Voicemail Call flow**
For calls originated by voicemail, System Status shows no call flow name.
 - **Data Service**
The service name.
 - **Park Slot**
The park slot number.
 - **Conference**
The conference number.
 - **Multicast**
Multicast.
 - **Dialed Digits**
The digits that were dialed by the user.
- **Codec** (if applicable)
Selected via H.323/SIP messages and may change during the call.

2.5.5.2 Destination Information

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

Destination End is a Trunk

Includes the following types of calls that involve trunks:

- Call to an outside number from the switch
- VoiceMail Pro calling an outside number (for a callback)
- External forwarding
- SCN call
- **Trunk Used**
Includes fixed line number, URI group (SIP lines) and channel (for digital and VoIP lines).
- **Current State and Time of State**
The state of the call associated with the button.
- **Digits sent to Central Office**
Shows the digits that the system sent to the central office or the To: URL, sent in the INVITE for a SIP trunk.
- **Caller ID sent from Central Office**
Some central offices send the connected Caller ID rather than who was called.
- **Codec**
Selected via H.323/SIP messages and may change during the call.
- **VoIP Trunk (H.323, SCN or SIP)**
The system calculates these statistics as defined in RFC 1889.
 - Round Trip Delay
 - Receive Jitter
 - Transmit Jitter
 - Receive Packet Loss
 - Transmit Packet Loss

Destination End is not a Trunk

- **Current State and Time in State**
The state of the call associated with the button.
- **Currently At**
One of the following:
 - **Group of Users**
For paging and some hunt group calls, listed by user name and number. For a call alerting or connected to both users and SCN trunks, System Status lists all.
 - **User**
The user name and number. For multi-line sets, System Status shows the button number and button type.
 - **Voicemail Call flow**
The call flow name.
 - **AutoAttendant**
The string Automated Attendant followed by the Automated Attendant number is listed.
 - **Park Slot**
The park slot and park slot number/name.
 - **Mailbox**
The mailbox and mailbox name.
 - **Voicemail Announcement**
This will be Announcement plus the group/username and the announcement number.
 - **Conference**
The conference name. See [Conference Details](#) ⁸³.
 - **RAS**
The user name.
 - **Hunt Group Queue**
The hunt group name and number when a call is in a hunt group queue but not alerting.
- **Codec**
Selected via H.323/SIP messages and may change during the call.

2.5.5.3 Call Target/Routing Information

- **RTP Connection Type** (if applicable)
DirectMedia, RTPRelay or VCM.
- **Shortcode Matched** (if applicable)
Includes the shortcode name, feature and the type.
- **Original Target** (if applicable)
One of the following:
 - **Destination is a User**
The user name or extension number.
 - **Destination is a Hunt Group**
The hunt group name or extension number.
 - **Destination is a shortcode**
The shortcode, the feature and the short code type.
 - **Destination is an embedded Automated Attendant**
The string Automated Attendant, followed by the Automated Attendant number.
- **Call Recording**
Indicates whether call recording is in progress.
- **Call Redirected to a Twin**
Indicates whether the call used twinning.
- **Call Routed Across SCN Trunk**
Yes or No. Set to Yes only when the call becomes connected.
- **Retargeting Count**
The number of times the system retargeted the call. Retargeting means that the current destination stops alerting and system sends the call to a new destination.
- **Transfer Count** (if appropriate)
The number of times a call has been transferred.
- **Redirecting Station** (if appropriate)
The station from which a call was re-directed on Forwarding, Follow Me, coverage or twinning.

2.5.5.4 Call States (Extension)

State	Extension
Idle	There is no call or call attempt on this extension or button.
Connected	The port has a connected call..
Held	The call is on hold. This could be the result of pressing the Hold button, or a flash hook.
Held for Transfer/Conference	The call is on hold pending transfer or a conference.
Parked	The user or system has parked the call.
Seized	The system has seized a port for the call but the call is not yet connected. The user has not dialed any digits.
Dialling	The system has seized a port for the call but the call is not yet connected. The user has dialed at least one digit.
WrapUp	The user on this port is in the wrap-up state.
In Use Elsewhere	This means that another person is active on a call using an associated button.
On Hold Elsewhere	This means that another person has placed a call on hold using an associated button.
In Use Inaccessible	For call and bridged appearance buttons: • The button is associated with a logged out user. • The oldest internal user on the call has Cannot Be Intruded active. • The button has no LEDs. For line appearance buttons: • The oldest internal user on the call has Cannot Be Intruded active. • The associated line is out of service.
Alerting	When a call is visually or audibly alerting on a telephone.
Ringback*	For outgoing calls, this is the state after the user has completed dialling and is listening to ringback.
Call Listen	Indicates the call is listening to this extension
Paging	Indicates one or more output points of a paging call.
Recording	The system is recording the call.
Hold Reminder	The system is alerting the extension with a held call reminder.
Park Reminder	The system is alerting the extension with a parked call reminder.
Transfer Return	The system is alerting the extension with a transfer return.
Voicemail Ringback	The system is alerting the extension with a voicemail ringback.
Auto Callback	The system is alerting the extension with a callback call.
Held at Central Office	For European ISDN lines, the central office has the call on hold. It frees the B-channel which returns to idle in System Status.
Holding	Indicates that the other party on the call is in one of the Held states: Held, Held for Transfer, Held for Conference, Held at Central Office, Hold Reminder.
Connected Blind	Indicates that this end of the call is connected and that the other party on the call is alerting with either a blind transferred call or a transfer return.
Queuing	Indicates that the system has queued the call for a hunt group. While queued, the call does not alert at any extension.
Alerting Announcement	Indicates that the call is alerting at one or more extensions or trunks and also currently connected to voicemail for a queuing announcement.
Queuing Announcement	Indicates a queued call connected to voicemail for a queuing announcement.
Connected Announcement	Indicates a connected call listening to a queuing announcement.
Number Unobtainable	The call failed or cleared because the target was unobtainable.
Busy	The call failed or cleared because the target was busy.
Disconnected	The call failed or cleared because the target disconnected the call.

When a call is alerting, one end is in the alerting state while the other is in the ringback state. From the view of the system, Ringback and Incoming Alerting are equivalent states. Similarly, Alerting and Outgoing Alerting are equivalent states.

The Trunk Summary and Extension Status screens show the direction of each call. Trunks show the as outgoing if the system initiated the call and incoming if the central office or network initiated the call. Extensions show the call as outgoing if the extension initiated the call and incoming if another party initiated the call.

2.5.5.5 Call States (Trunk)

System Status shows call states for both ends of a call.

State	Trunk
Idle	There is no call or call attempt on this port or channel.
Out of Service	The port has been set out of service or the digital circuit (that this channel is on) is down.
Connected	The port has a connected call.
Connected WAN	This time slot in use to deliver WAN interface - digital trunks only.
Parked	The system or a user has parked the call.
Seized	The system has seized the line in preparation to make a call.
Dialling	The system has seized the line and dialed out digits but the call is not yet connected.
Clearing	The call is in the process of terminating or is in post call wrap-up.
Pre-Alert	The system has received an incoming on the trunk. The system is waiting for Caller ID.
Outgoing Alerting	The system has made an outgoing call on the trunk, The far end is alerting.
Incoming Alerting	The system has presented the incoming to a target at which it is alerting or queued.
Paging	Indicates one or more output points of a paging call.
Recording	The system is using the call record another call.
Held at Central Office	For European ISDN lines, the central office has the call on hold. It frees the B-channel which returns to idle in System Status.
Holding	Indicates that the other party on the call is in one of the Held states: Held, Held for Transfer, Held for Conference, Held at Central Office, Hold Reminder.
Connected Blind	Indicates that this end of the call is connected and that the other party on the call is alerting with either a blind transferred call or a transfer return.
Queuing	Indicates that the system has queued the call for a hunt group. While queued, the call does not alert at any extension.
Alerting Announcement	Indicates that the call is alerting at one or more extensions or trunks and also currently connected to voicemail for a queuing announcement.
Queuing Announcement	Indicates a queued call connected to voicemail for a queuing announcement.
Connected Announcement	Indicates a connected call listening to a queuing announcement.

When a call is alerting, one end is in the alerting state while the other is in the ringback state. From the view of the system, Ringback and Incoming Alerting are equivalent states. Similarly, Alerting and Outgoing Alerting are equivalent states.

The Trunk Summary and Extension Status screens show the direction of each call. Trunks show the as outgoing if the system initiated the call and incoming if the central office or network initiated the call. Extensions show the call as outgoing if the extension initiated the call and incoming if another party initiated the call.

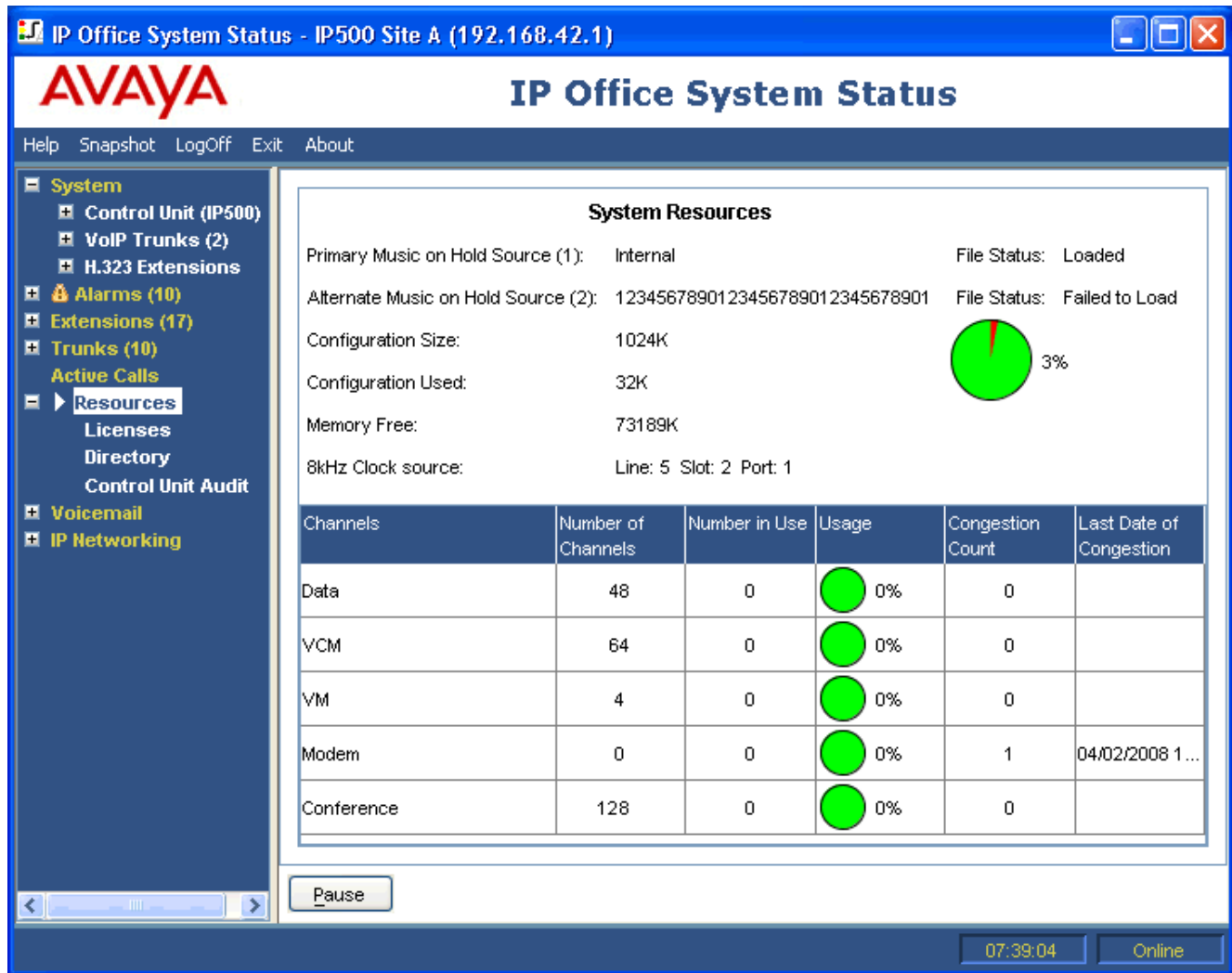
2.5.5.6 Callback and Returning Calls

For these types of call, System Status reports the following as the call originator:

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

2.6 Resources

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



Information Displayed

- Music on Hold Source**
 The system provides music on hold using either an internally stored file or an externally connected audio input.
- Configuration Size**
 The maximum possible size for the system configuration. This varies depending on the type of control unit.
- Configuration Used**
 The current configuration size.
- Memory Free**
 The number of free Kbytes.
- 8kHz Clock Source**
 Indicates which digital trunk the system is configured to use as the trunk clock source.
- Channels Table**
 This table lists details of various resource channels.
 - Channels**
 One of the following:
 - VCM Channels**
 The system uses voice compression channels for calls between IP and non-IP devices (trunks and or extensions).
 - Data Channels**
 The system uses data channels for Remote Access (RAS), Internet Access, and voicemail sessions. A data channel is an internal signaling resource used whenever a call goes between the IP network and an exchange line. For example, four people surfing the Internet will use a single data channel since they all share the same line to the ISP. Two people remotely accessing the Office LAN from home will use two data channels since they have dialed in on separate lines. IP extensions do not use data channels.

- **Modem Channels**

This is the internal IP400 modem card. The 'private' modem in a Small Office Edition base unit or an ATM4 card is not included in these channels.

- **Conference Channels**

The number of channels available for conference members (parties) depend on the type of system control unit. Systems use these channels for conference calls and for features such as call intrusion and call recording.

- **VM Channels**

The number of voicemail channels available and the number in use.

- **Number of Channels**

The total number of resources available in the system.

- **Number in Use**

The number of resources that are currently in use.

- **Usage**

The percentage of the resource currently being used.

- **Congestion Count**

The total number of times that requests for a resource exceeded the available resource .

- **Last Date of Congestion**

The last occasion when insufficient resources were available.

Buttons

The following buttons can appear on this screen:

- **Pause**

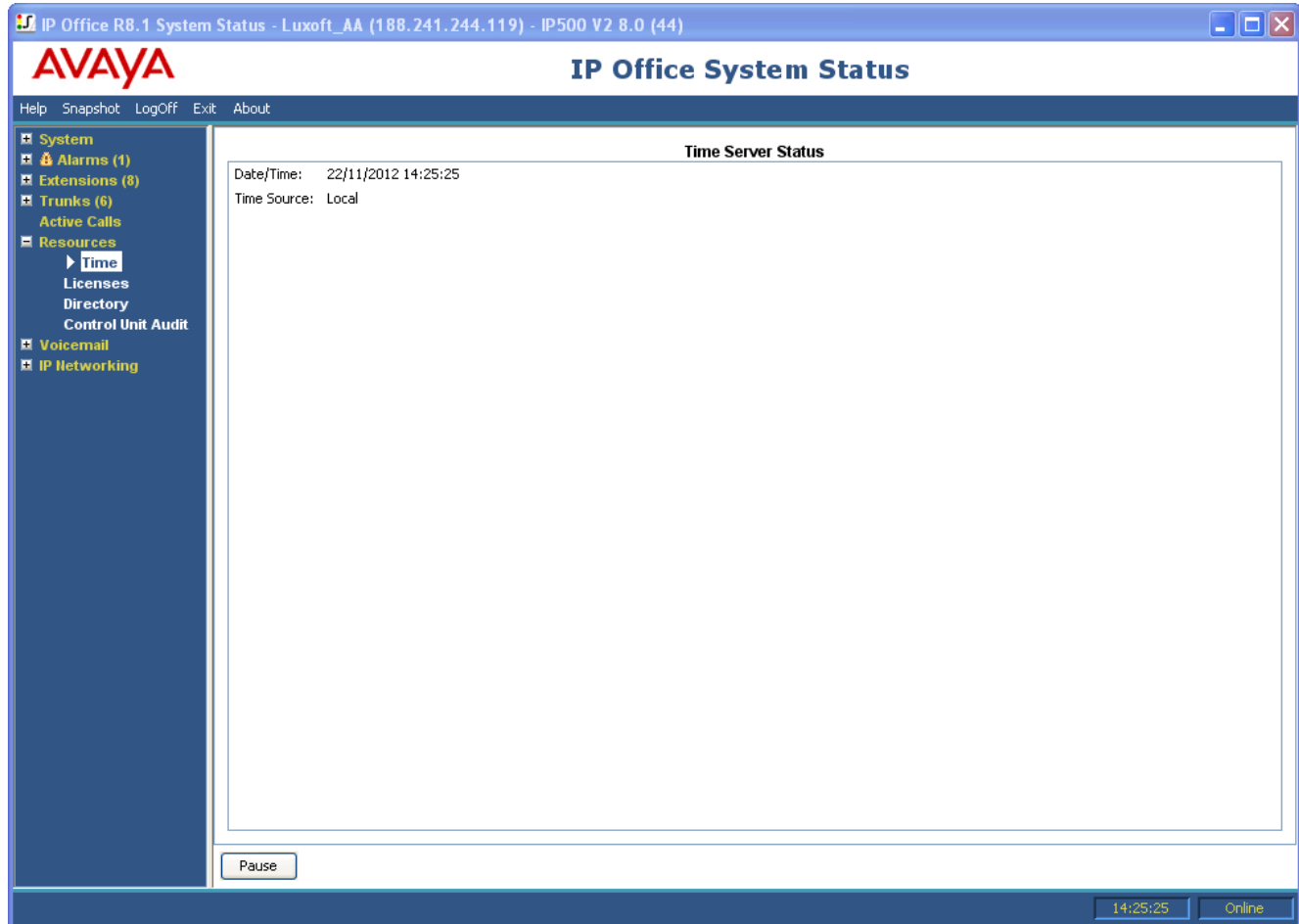
Stops the screen from updating. The button label and function changes to **Resume** when the screen is paused.

- **Refresh**

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

2.6.1 Time

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



Buttons

The following buttons can appear on this screen:

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

This screen shows the current installed licenses and the status of those licenses. It also shows the type and serial number of the feature key.



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

2.6.3 Networked Licenses

For a system in a Server Edition multi-site network, this screen lists the licenses granted to the system from the network's primary server. This differs from licenses held in the system's own configuration shown on the [Licenses](#) ⁹⁴ screen.

IP Office System Status

Help Snapshot LogOff Exit About

System

- Hard Disks
 - System HDD
- Alarms (1)
- Extensions (0)
- Trunks (0)
- Active Calls
- Resources
 - Time
 - Licenses
 - Networked Licenses**
 - Directory
 - Control Unit Audit
- Voicemail
 - Mailboxes
- IP Networking

Networked Licenses - Client Data

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

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

Pause

10:45:39 Online

Buttons

The following buttons can appear on this screen:

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

2.6.4 Directory

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

IP Office System Status - System5 (192.168.42.1) - IP500 5.0 (11012)

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System

Alarms (4)

Extensions (9)

Trunks (7)

Active Calls

Resources

Licenses

Directory

Control Unit Audit

Voicemail

IP Networking

Directory

Sources:

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

Number of Remote Small Community Network Sites: Not Networked

Number of Local User Entries: 15

Number of Local Group Entries: 2

Number of Remote User Entries: 0

Number of Remote Group Entries: 0

Total Number of User and Group Entries: 17

Users and Groups:

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

Refresh Membership Conflicts

09:30:26 Online

Information Displayed

- **Sources**

This part of the table indicates the directory sources the system is using.

- **System**

Directory entries stored permanently as part of the system configuration.

- **LDAP**

Directory entries imported using LDAP from an LDAP server.

- **HTTP**

Directory entries imported using HTTP from another system.

- **Total**

The total number of current directory entries and the overall system maximum.

- **Running**

The number of directory entries.

- **Maximum**

The maximum capacity of such directory records that the system will allow. Note that System source entries have priority over imported LDAP/HTTP entries.

- **Last Update**

The last time the Update Status was changed. Shown for LDAP and HTTP sources only.

- **Update Status**

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

- **Success**
The last update was successful.
- **Success with Overflow**
The last update was successful. However, the system discarded some entries because they exceeded the maximum capacity limits.
- **Failure**
The last update attempt was not successful.
- **In Progress**
The system is currently importing records.
- **Not Configured**
The system does not have an import source configured.
- **Imported**
The number of entries imported during the last successful update. Shown for LDAP and HTTP sources only.
- **Discard**
The number of entries discarded, due to being invalid or duplicate, during the last successful update. The system discards records if they have a blank name or number, they match an existing record or then exceed the total capacity of the system. Shown for LDAP and HTTP sources only.

Buttons

The following buttons can appear on this screen:

- **Pause**
Stops the screen from updating. The button label and function changes to **Resume** when the screen is paused.
- **Refresh**
Updates the screen. This button appears on screens that do not update automatically.
- **Membership**
Display the users who are members of the selected hunt group.
- **Conflicts**
Displays any conflicts with directory entries on other systems if in a multi-site network.

2.6.5 Control Unit Audit

This screen displays who has accessed the system configuration and the type of actions they performed.

IP Office System Status - IP500 Site A (192.168.42.1)

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System

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

Control Unit Audit

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

Refresh

07:50:14 Online

Buttons

The following buttons can appear on this screen:

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

2.7 Voicemail

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

IP Office System Status - IP500 Site A (192.168.42.1)

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System

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

Voicemail Status

Voicemail Type: Voice Mail Pro

Licenses:

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

Total Number of Voicemail Ports: 4

Total Number of Voicemail Ports in use: 1

Last date and time port allocation failed:

Active Voicemail Ports:

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

Pause Call Details

08:08:32 Online

Buttons

The following buttons can appear on this screen:

- Pause**
 Stops the screen from updating. The button label and function changes to **Resume** when the screen is paused.
- Resume**
 Resumes updating screen in real time. When pressed, the button label and function changes to **Pause**.
- Call Details**
 Displays [call details](#) for the selected call, trunk or trunk channel.

2.7.1 Mailboxes

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

IP Office System Status - IP500 Site A (192.168.42.1)

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System

- Control Unit (IP500)
- VoIP Trunks (2)
- H.323 Extensions

Alarms (10)

Extensions (17)

Trunks (10)

Active Calls

Resources

- Licenses
- Directory
- Control Unit Audit

Voicemail

- Mailboxes

IP Networking

Mailbox Status

Number of Mailboxes: 26

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

Pause

08:09:05 Online

Buttons

The following buttons can appear on this screen:

- **Pause**
Stops the screen from updating. The button label and function changes to **Resume** when the screen is paused.
- **Resume**
Resumes updating screen in real time. When pressed, the button label and function changes to **Pause**.

2.8 IP Networking

2.8.1 IP Routes

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

IP Office System Status - IP500 Site A (192.168.42.1)

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System

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

IP Routes

Total Number of Administered IP Routes: 5

Total Number of IP Routes: 5

Route Priority: Prefer Static

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

Pause Ping

08:10:00 Online

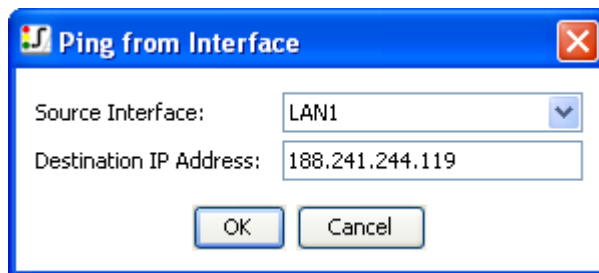
Buttons

The following buttons can appear on this screen:

- **Pause**
Stops the screen from updating. The button label and function changes to **Resume** when the screen is paused.
- **Resume**
Resumes updating screen in real time. When pressed, the button label and function changes to **Pause**.
- **Ping**
Perform a Ping action from the selected interface (system, line or extension) and display the results. See [Ping](#) ^[102].

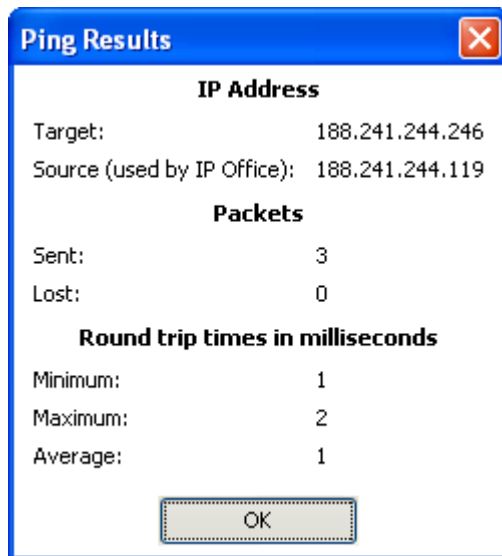
2.8.1.1 Ping

You can use the Ping button to ping an IP address from the perspective of the system rather than your PC. Ping action. When selected from the line details screen of an IP line, the system sends the ping to the configured gateway for the line. When selected from the IP routes screen, the system sends the ping from the selected interface (LAN1, LAN2 or Remote Manager).



The 'Ping from Interface' dialog box has a blue title bar with a close button. It contains two input fields: 'Source Interface' with a dropdown menu showing 'LAN1', and 'Destination IP Address' with a text box containing '188.241.244.119'. At the bottom are 'OK' and 'Cancel' buttons.

Ping Settings



The 'Ping Results' dialog box has a blue title bar with a close button. It displays the following information:

IP Address	
Target:	188.241.244.246
Source (used by IP Office):	188.241.244.119

Packets	
Sent:	3
Lost:	0

Round trip times in milliseconds	
Minimum:	1
Maximum:	2
Average:	1

An 'OK' button is located at the bottom.

Ping Results

2.8.2 Tunnels

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

IP Office System Status - IP500 Site A (192.168.42.1)

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System
Alarms (9)
Extensions (17)
Trunks (10)
Active Calls
Resources
Voicemail
IP Networking
 IP Routes
 Tunnels

Tunnel Status

Total Number of Administered Tunnels: 2

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

Pause

08:00:24 Online

Buttons

The following buttons can appear on this screen:

- **Pause**
Stops the screen from updating. The button label and function changes to **Resume** when the screen is paused.
- **Resume**
Resumes updating screen in real time. When pressed, the button label and function changes to **Pause**.

2.8.3 SSL VPN

This menu lists the SSL VPN services configured on the system. Supported for IP500 V2 and Linux based systems only.

The screenshot shows the 'IP Office System Status' window. The title bar reads 'IP Office R8.1 System Status - 00016CEF7D0E (192.168.0.214) - IP Office Linux PC 8.1 (604391)'. The Avaya logo is in the top left. The main menu on the left includes System, Hard Disks, System HDD, Alarms (1), Extensions (0), Trunks (0), Active Calls, Resources, Voicemail, and IP Networking. Under IP Networking, 'IP Routes' is expanded, and 'SSL VPN' is selected. The main content area is titled 'SSL VPN Services' and shows 'Total Number of Administered SSL VPN Services: 0'. Below this is a table with columns: Name, Service, Last Status, Last Connect..., Last Disconn..., Tunnel IP Address, Total Misse..., Total Misse..., Local TCP Endpoint, Remote TCP End..., Local UDP Endpoint, and Remote UDP En... The table is currently empty. At the bottom of the main area are three buttons: 'Pause', 'Select', and 'Set In Fallback'. The status bar at the bottom right shows the time '10:34:51' and the status 'Online'.

Buttons

The following buttons can appear on this screen:

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

Chapter 3.

Tracing

3. Tracing

System Status can generate traces for particular calls, lines and extensions. It displays trace information at the bottom of the screen.

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

Whilst displaying a trace, System Status provides options to **Print** and **Save As**. You can save a trace as either a TXT or CSV text file. If the trace is paused, System Status only saves or prints the currently displayed information.

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

- If the viewer restarts during a trace, if the traced trunk/channel/extension/buttons remains valid, the viewer retains the trace from before loss of connection. System Status adds a line to the trace to indicate the restart.

3.1 Using Traces for Troubleshooting

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

3.2 Call Traces

You can trace a call from the Call Details screen. The trace shows changes of state for the call and events relating to both ends of the call. For example, it indicates button presses on an extension or if a protocol message is sent or received for a trunk channel that is on the call. These events appear for as long as the extension or trunk remains associated with the call. For example, if one extension transfers a call to another, the trace shows the transfer carried out by the first extension and then events relating to the second extension.

3.3 Extension Traces

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

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

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

3.3.1 Incoming Outside Call

Disconnected by Outside Caller

The following example shows an incoming call answered and then dropped by the outside caller:

IP Office System Status - Australia (192.168.42.9)

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System

Alarms (0)

Extensions (12)

209

210

211

3001

3002

3003

3004

3008

3009

3010

3011

3012

Trunks (7)

Lines: 1 - 4

Line: 25

Line: 50

Active Calls

Resources

Extension Status

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

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

Call rings at Ext 210

Extension 210 answers call

Caller hangs up

Ext 210 goes back on hook

Trace Output - All Buttons:

```

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

```

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

11:49:27 Online

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

Disconnected by System User

The following example details an incoming call answered and dropped by an internal user.

The screenshot shows the AVAYA IP Office System Status window. The left sidebar lists system components: System, Alarms (0), Extensions (12), and Trunks (6). Extension 210 is selected. The main area displays the 'Extension Status' for extension 210, including details like Module (Control Unit - D5 Ports), Port (2), Telephone Type (5410), and Current User (Extn210). Below this is a table showing the current state of extension 210, which is 'Idle'.

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

Below the table is a 'Trace Output - All Buttons' section showing a series of events for extension 210. The events are as follows:

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

At the bottom of the window, there are buttons for 'Trace Clear', 'Pause', 'Back', 'Call Details', 'Print...', and 'Save As...'. The status bar at the bottom right shows the time '07:24:12' and the status 'Online'.

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

3.3.2 Extension Button Selection

System Status can trace the buttons on a particular extension. The following example details a trace of button activity at an extension:

IP Office System Status - Australia (192.168.42.9)

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

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

Call rings in to IP Office

Call rings at Ext 209

Ext 209 answers the call

Ext 209 parks the call on park 1

Ext 209 takes the call off of Park 1

Ext 209 pushes Transfer

Ext 209 hangs up

Extension Status

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

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

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

11:35:35 Online

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

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

If you are tracing from the **Extension Status** screen, you also see **My buttons** marked against call state changes.

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

AVAYA

IP Office System Status

Help Snapshot LogOff Exit About

System

Alarms (12)

Extensions (74)

4624

6666

6667

6668

6669

6670

6671

6672

6673

6674

6675

6676

6677

6678

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

6686

6687

6688

6689

6690

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

6699

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

6704

6705

With the call cleared, Button 1 returns to idle

Extension Status

Extension Number: 6693

Slot: 3

Port: 1

Telephone Type: 6424

Current User Extension Number: 6693

Current User Name: Extn6693

Forwarding: Off

Twinning: Off

Do Not Disturb: Off

Message Waiting: On

Number of New Messages: 14

Phone Manager Type: None

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

Trace Output - All Buttons:

26/01/07 15:38:02-058ms Call Ref = 192, Originator State = Incoming Alerting, Type = Trunk, Destination State = Alerting, Type = Target List

26/01/07 15:38:02-058ms Call Ref = 192, Alerting, Extension = 4624, Button = 5

26/01/07 15:38:02-058ms Call Ref = 192, Alerting, Extension = 6693, Button = 1

26/01/07 15:38:09-699ms Extension = 4624, Switchhook, Status = Off

26/01/07 15:38:09-702ms My buttons = 1, Call Ref = 192, Originator State = Incoming Alerting, Type = Trunk, Destination State = Alerting, Type = User

26/01/07 15:38:09-705ms Extension = 6693, State = Busy Vwrap Up

26/01/07 15:38:09-706ms Extension = 6693, State = Idle

26/01/07 15:38:09-716ms Extension = 6693, Button = 1, State = In Use Elsewhere

26/01/07 15:38:09-720ms Line = 9, Channel = 1, Q.931 Message = Connect, Call Ref = 192, Direction = From Switch

26/01/07 15:38:09-725ms My buttons = 1, Call Ref = 192, Originator State = Connected, Type = Trunk, Destination State = Connected, Type = User

26/01/07 15:38:09-725ms Call Ref = 192, Answered, Extension = 4624

26/01/07 15:38:22-867ms Extension = 4624, Switchhook, Status = On

26/01/07 15:38:22-869ms My buttons = 1, Call Ref = 192, Originator State = Connected, Type = Trunk, Destination State = Clearing, Type = User

26/01/07 15:38:22-869ms Call Ref = 192, Disconnect from Destination End

26/01/07 15:38:22-884ms Extension = 6693, Button = 1, Idle

Trace Clear

Pause

Back

Call Details

Print...

Save As...

15:39:46 Online

Using System Status
IP Office 8.1

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

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

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

6696

6697

6698

6699

6700

6701

6702

6703

6704

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6706

6707

6708

6709

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6725

Extension Status

Extension Number: 6728

Module: 6

Port: 20

Telephone Type: 6424

Current User Extension Number: 6728

Current User Name: Extn6728

Forwarding: Off

Twinning: Off

Do Not Disturb: Off

Message Waiting: On

Number of New Messages:

Phone Manager Type: None

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

Trace Output - All Buttons:

26/01/07 15:51:09-137ms Call Ref = 201, Originator State = Incoming Alerting, Type = Trunk, Destination State = Alerting, Type = Target List

26/01/07 15:51:09-138ms Call Ref = 201, Alerting, Extension = 6693, Button = 1

26/01/07 15:51:09-138ms Call Ref = 201, Alerting, Extension = 6728, Button = 4

26/01/07 15:51:09-138ms Call Ref = 201, Alerting, Extension = 4624, Button = 5

26/01/07 15:51:22-056ms Extension = 6728, Pressed Programmed Button, Button Number = 6, Label = Coverage Appearance

26/01/07 15:51:22-069ms Call Ref = 201, Originator State = Connected, Type = Trunk, Destination State = Connected, Type = User

26/01/07 15:51:22-069ms Call Ref = 201, Answered, Extension = 6728

26/01/07 15:51:22-073ms Extension = 6728, Button = 4, State = In Use Elsewhere

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

15:51:36 Online

A call alerts on the line appearance

Later, it also alerts on the coverage appearance (where it is answered), so that the line appearance shows 'In Use Elsewhere'. 'My buttons' shows that the call is associated with both of the appearances

3.4 Trunk Traces

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

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

In some territories, the central office can hold calls. In such cases, the call is no longer associated with a particular channel. When un-held, it may become associated with the same or a different channel. If such a call is initially associated with a traced trunk channel, it continues in the trace, even if re-associated with a different channel or associated with no channel.

3.4.1 Tracing Incoming Calls on Analog Lines

The following example shows an incoming call which rings at an extension and then transfers to voicemail:

The screenshot displays the AVAYA IP Office System Status application. The left sidebar shows a navigation menu with options like System, Alarms (2), Extensions (12), and Trunks (7). The main window is titled 'IP Office System Status' and has tabs for Status, Utilization Summary, and Alarms. The 'Status' tab is active, showing an 'Analog Trunk Summary' table with columns for Port, Line ID, Line Type, Call Ref, Current State, Time in State, Caller ID or Dialed Digits, Other Party on Call, and Direction of Call. Below this, a 'Trace Output - All Ports' section shows a list of call events with timestamps and details. The events include: 26/01/07 13:42:23-641ms Line = 1, Pre-Alerting; 26/01/07 13:42:24-263ms Line = 1, Alerting, Call Ref = 63, Caller ID Name = Extn211, Number = 211; 26/01/07 13:42:24-289ms Call Ref = 63, Originator State = Dialling, Type = Trunk, Destination State = Alerting, Type = Target List; 26/01/07 13:42:24-289ms Call Ref = 63, Alerting, Extension = 210, Button = 1; 26/01/07 13:42:24-295ms Call Ref = 63, Originator State = Incoming Alerting, Type = Trunk, Destination State = Alerting, Type = Target List; 26/01/07 13:42:39-279ms Call Ref = 63, Retargeting; 26/01/07 13:42:39-303ms Call Ref = 63, Originator State = Connected, Type = Trunk, Destination State = Connected, Type = Mailbox; 26/01/07 13:42:39-303ms Call Ref = 63, Answered, Mailbox #Extn210; 26/01/07 13:42:45-711ms Call Ref = 63, Originator State = Clearing, Type = Trunk, Destination State = Connected, Type = Mailbox; and 26/01/07 13:42:45-711ms Call Ref = 63, Disconnect from Originator End. The bottom of the interface shows a status bar with the time 14:26:08 and the word 'Online'.

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

Trace Output - All Ports:

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

1. The system receives an incoming call.
2. The system assigns a Call Ref of 63.
3. The call rings at extension 211.
4. The system redirects the call to the user's voicemail box.
5. The external caller disconnected the call.

3.4.2 Tracing Outgoing Call

3.4.2.1 Call Disconnected by Internal User

The following example shows an extension dialling out on an analog trunk:

The screenshot displays the AVAYA IP Office System Status application. The title bar indicates the system is at IP 192.168.42.250. The left sidebar contains navigation options: System, Alarms (2), Extensions (12), Active Calls, and Resources. The main window is titled 'Extension Status' and shows a 'Current User Extension Number' of 210. A 'Trace Output - All Buttons' window is open, displaying a list of call events with timestamps and details. The events show extension 210 dialing digit 8, matching short code 8N, seizing analog line 4, dialing 123456789, and eventually disconnecting the call. The bottom of the window has buttons for 'Trace Clear', 'Pause', 'Call Details', 'Print...', and 'Save As...'. The status bar at the bottom right shows the time 16:25:52 and the system is 'Online'.

Current User Extension Number: 210

Trace Output - All Buttons:

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

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

16:25:52 Online

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

Notes

- Analog lines do not provide call progress signalling. Therefore, they go directly from the 'seized' to the 'connected' state.
- The trace will not show the digits dialed on an analog trunk after short code matching, if the pause between digits dialed exceeds an 'inter-digit' timeout.

3.4.2.2 Call Disconnected by Outside Caller

This type of trace is useful when a customer reports disconnected calls. The following example shows an outgoing call on an analog line where the external party disconnects the call.

IP Office System Status - F-075-SOE-1 (192.168.42.250)

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System
Alarms (2)
Extensions (12)
Active Calls

Ext 210 goes 'Off Hook'

202
Ext 210 dials the digit '8' for secondary dial tone

206
207
IP Office matches the shortcode '8N' for secondary dial tone

Analog Line 4 is seized

'123456789' is dialed on Analog Line 4

Call is disconnected by the outside caller

Ext 210 hangs up

Extension Status

Extension Number: 210

Trace Output - All Buttons:

```

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

```

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

17:37:09 Online

1. Extension 210 dials **8123456789**.
2. The trace shows **Extension = 210, Digit dialed, digit = 8**.
3. The system matches the dialed 8, to the system shortcode 8N.
4. The system seizes analog line 4 and dials **123456789**.
5. The trace shows that external party disconnecting the call.
6. The system disconnects the internal user.

Notes

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

3.5 Hunt Group

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

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

3.5.1 Hunt Group Calls Sent to Voicemail

The following example details a call received on the system and re-directed to voicemail:

The screenshot shows the AVAYA IP Office System Status interface. The left sidebar contains a tree view with 'System', 'Alarms (0)', and 'Extensions (12)'. The 'Extensions' list includes 209, 210, 211, 3001, 3002, 3003, 3004, 3008, 3009, 3010, 3011, and 3012. Below this, a status bar indicates 'Line: 25', 'Ext 209 and 210 ring', 'Resources', 'Call is redirected', and 'Call is routed to voicemail'. The main window has tabs for 'Status', 'Utilization Summary', and 'Alarms'. The 'Status' tab is active, showing an 'Analog Trunk Summary' section with the following data:

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

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

```

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

At the bottom of the window are buttons for 'Trace Clear', 'Call Details', 'Print...', and 'Save As...'. The status bar at the bottom right shows '08:28:56' and 'Online'.

1. The system receives an external call.
2. The call rings at extension 209 and extension 210.
3. The system re-directs the call to voicemail.

3.5.2 Answered Hunt Group Call

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

The screenshot shows the AVAYA IP Office System Status application window. The title bar indicates the system is at 192.168.42.9. The main menu includes Help, Snapshot, LogOff, Exit, and About. The left sidebar shows a tree view with System, Alarms (0), Extensions (12), and Trunks (6). Under Trunks, 'Lines: 1 - 4' is selected, showing Line 25 and Line 50, with Active Calls and Resources links.

The main content area has tabs for Status, Utilization Summary, and Alarms. The 'Status' tab is active, displaying the 'Analog Trunk Summary' section. This section shows Slot/Module: Front Panel, Number of Trunks: 4, Number of Administered Trunks: 4, and Number of Trunks in Use: 0.

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

Below the table is the 'Trace Output - All Ports' section, which contains a list of call events with timestamps and details. The events are:

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

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

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

3.5.3 Hunt Group Queued Call Sent to Voicemail

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

The screenshot shows the AVAYA IP Office System Status interface. The left sidebar contains navigation links: System, Alarms (0), Extensions (12), Trunks (6), Lines: 1-4, Line: 25, Line: 50, Active Calls, and Resources. The main area displays the 'Status' tab with 'Analog Trunk Summary' and 'Trace Output - All Ports'.

Analog Trunk Summary

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

Trace Output - All Ports:

```

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

Annotations on the left side of the screenshot indicate the call flow:

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

At the bottom, there are buttons for 'Trace Clear', 'Call Details', 'Print...', and 'Save As...'. The status bar shows '06:49:17' and 'Online'.

1. The system receives an external call.
2. The system sends the call to the hunt group's queue.
3. The system plays the queue message.
4. The system re-directs the call to voicemail.

3.5.4 Call Being Abandoned

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

The screenshot shows the AVAYA IP Office System Status window. The left sidebar contains a tree view with 'System', 'Alarms (0)', 'Extensions (12)', and 'Trunks (6)'. Under 'Trunks (6)', 'Lines: 1 - 4' is selected. The main area has tabs for 'Status', 'Utilization Summary', and 'Alarms'. The 'Status' tab is active, showing an 'Analog Trunk Summary' section with the following data:

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

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

```

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

On the left side of the screenshot, there are four text boxes with arrows pointing to the corresponding log entries in the trace output:

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

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

1. The system receives an external call.
2. The system sends the call to the hunt group's queue.
3. The system plays the queue message.
4. The external caller disconnects the call.

3.5.5 Hunt Group Call Overflowing

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

The screenshot displays the AVAYA IP Office System Status application. The left sidebar shows navigation options: System, Alarms (0), Extensions (12), Trunks (7), and a selected 'Lines: 1 - 4' section. The main area is titled 'IP Office System Status' and contains tabs for Status, Utilization Summary, and Alarms. The 'Status' tab is active, showing an 'Analog Trunk Summary' table with columns: Port, Line ID, Line Type, Call Ref, Current State, Time in State, Caller ID or Dialed Digits, Other Party on Call, and Direction of Call. Below this is a 'Trace Output - All Ports' section showing a detailed call log. On the left side of the interface, there are several status indicators with arrows pointing to the trace log: 'Outside call rings in to IP Office', 'The call rings at Ext 209 and Ext 210', 'Queue message is played', 'The call is being redirected to the Overflow group', and 'The call is sent to the Mailbox of the hunt group'. At the bottom of the interface, there are buttons for 'Trace Clear', 'Call Details', 'Print...', and 'Save As...', along with a status bar showing '12:36:33' and 'Online'.

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

Trace Output - All Ports:

```

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

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

1. The system receives an outside call.
2. The call rings at extension 209 and extension 210.
3. The system plays a queue message.
4. The system redirects the call to an overflow hunt group.
5. The call rings at extension 211 (a member of the overflow hunt group).
6. The system redirects the call to the original hunt group's voicemail.

3.6 Announcements

The system allows calls that are either queuing or alerting, to hear announcements. When the system plays an announcement, the current state of the call changes to **Connected Announcement**. The call remains in that state until either answered or cleared. System Status displays the type of announcement and details of the queued or alerting parties.

Example:

1. Call 37 is alerting at two extensions, as well as listening to Announcement 2 for the hunt group 'just two'.
2. Call 38 is queuing for the hunt group 'just two', as well as listening to Announcement 2 for the hunt group 'just two'.
3. Call 39 is queuing for the hunt group 'just two'.

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

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System
Alarms (11)
Extensions (74)
Trunks (10)
Active Calls
Resources

Active Calls: 3

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

Pause Disconnect Call Details Abandoned Calls

18:46:38 Online

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

The screenshot displays the IP Office System Status application interface. The top bar shows the IP Office System Status - F-075 IP500-1 (192.168.42.120). The left sidebar contains navigation options: System, Alarms (12), Extensions (74), Trunks (10), and Line: 9. The main window is titled 'H.323 Trunk Summary' and shows a trace output for all channels. The trace output lists various call events, including Setup, Alerting, and Connected states, with timestamps and call references. The bottom of the window includes buttons for Trace Clear, Ping, Call Details, Print..., and Save As... The status bar at the bottom right shows the time 14:10:13 and the word Online.

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

IP Office System Status

Help Snapshot LogOff Exit About

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

Status Utilization Summary Alarms

H.323 Trunk Summary

IP Address: 192.168.42.1

Trace Output - All Channels:

```

26/01/07 14:09:26-012ms Line = 9, Line Ref = 32840, Q.931 Message = Setup, Direction = To Switch, Calling Party Number = 604, Called Party Number = 302
26/01/07 14:09:26-025ms Line = 9, Channel Allocated, Channel ID = 1, Call Ref = 174, Line Ref = 32840
26/01/07 14:09:26-026ms Call Ref = 174, Originator State = Dialing, Type = Trunk, Destination Type = none
26/01/07 14:09:26-031ms Line = 9, Channel = 1, Q.931 Message = SetupAck, Call Ref = 174, Direction = From Switch
26/01/07 14:09:27-030ms Call Ref = 174, Originator State = Incoming Alerting, Type = Trunk, Destination State = Queueing, Type = Queue
26/01/07 14:09:27-033ms Line = 9, Channel = 1, Q.931 Message = Alerting, Call Ref = 174, Direction = From Switch
26/01/07 14:09:27-051ms Call Ref = 174, Originator State = Incoming Alerting, Type = Trunk, Destination State = Alerting, Type = Target List
26/01/07 14:09:27-051ms Call Ref = 174, Alerting, Extension = 6693, Button = 1
26/01/07 14:09:27-051ms Call Ref = 174, Alerting, Extension = 4624, Button = 1
26/01/07 14:09:27-051ms Call Ref = 174, Alerting, Extension = 6694, Button = 1
26/01/07 14:09:35-342ms Line = 9, Line Ref = 32841, Q.931 Message = Setup, Direction = To Switch, Calling Party Number = 280, Called Party Number = 302
26/01/07 14:09:35-353ms Line = 9, Channel Allocated, Channel ID = 2, Call Ref = 175, Line Ref = 32841
26/01/07 14:09:35-353ms Call Ref = 175, Originator State = Dialing, Type = Trunk, Destination Type = none
26/01/07 14:09:35-358ms Line = 9, Channel = 2, Q.931 Message = SetupAck, Call Ref = 175, Direction = From Switch
26/01/07 14:09:36-357ms Call Ref = 175, Originator State = Incoming Alerting, Type = Trunk, Destination State = Queueing, Type = Queue
26/01/07 14:09:36-360ms Line = 9, Channel = 2, Q.931 Message = Alerting, Call Ref = 175, Direction = From Switch
26/01/07 14:09:37-368ms Line = 9, Channel = 1, Q.931 Message = Connect, Call Ref = 174, Direction = From Switch
26/01/07 14:09:37-371ms Call Ref = 174, Announcement = just two, Number = 1
26/01/07 14:09:37-373ms Call Ref = 174, Originator State = Connected Announcement, Type = Trunk, Destination State = Alerting Announcement, Type = Target List
26/01/07 14:09:45-519ms Call Ref = 174, Originator State = Connected Announcement, Type = Trunk, Destination State = Alerting, Type = Target List
26/01/07 14:09:45-519ms Call Ref = 174, Alerting, Extension = 6693, Button = 1
26/01/07 14:09:45-519ms Call Ref = 174, Alerting, Extension = 4624, Button = 1
26/01/07 14:09:45-519ms Call Ref = 174, Alerting, Extension = 6694, Button = 1
26/01/07 14:09:46-537ms Line = 9, Channel = 2, Q.931 Message = Connect, Call Ref = 175, Direction = From Switch
26/01/07 14:09:46-538ms Call Ref = 175, Announcement = just two, Number = 1
26/01/07 14:09:46-541ms Call Ref = 175, Originator State = Connected Announcement, Type = Trunk, Destination State = Queueing Announcement, Type = Queue
26/01/07 14:09:54-677ms Call Ref = 175, Originator State = Connected Announcement, Type = Trunk, Destination State = Queueing, Type = Queue
26/01/07 14:09:55-649ms Line = 9, Line Ref = 32842, Q.931 Message = Setup, Direction = To Switch, Calling Party Number = 299, Called Party Number = 302
26/01/07 14:09:55-660ms Line = 9, Channel Allocated, Channel ID = 3, Call Ref = 176, Line Ref = 32842
26/01/07 14:09:55-661ms Call Ref = 176, Originator State = Dialing, Type = Trunk, Destination Type = none
26/01/07 14:09:55-666ms Line = 9, Channel = 3, Q.931 Message = SetupAck, Call Ref = 176, Direction = From Switch
26/01/07 14:09:56-665ms Call Ref = 176, Originator State = Incoming Alerting, Type = Trunk, Destination State = Queueing, Type = Queue
26/01/07 14:09:56-668ms Line = 9, Channel = 3, Q.931 Message = Alerting, Call Ref = 176, Direction = From Switch
26/01/07 14:10:05-671ms Call Ref = 174, Originator State = Connected Announcement, Type = Trunk, Destination State = Alerting Announcement, Type = Target List
26/01/07 14:10:05-671ms Call Ref = 174, Announcement = just two, Number = 2
26/01/07 14:10:06-681ms Line = 9, Channel = 3, Q.931 Message = Connect, Call Ref = 176, Direction = From Switch
26/01/07 14:10:06-684ms Call Ref = 176, Announcement = just two, Number = 1
26/01/07 14:10:06-685ms Call Ref = 176, Originator State = Connected Announcement, Type = Trunk, Destination State = Queueing Announcement, Type = Queue
26/01/07 14:10:13-833ms Call Ref = 174, Originator State = Connected Announcement, Type = Trunk, Destination State = Alerting, Type = Target List
26/01/07 14:10:13-833ms Call Ref = 174, Alerting, Extension = 6693, Button = 1
26/01/07 14:10:13-833ms Call Ref = 174, Alerting, Extension = 4624, Button = 1
26/01/07 14:10:13-833ms Call Ref = 174, Alerting, Extension = 6694, Button = 1

```

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

14:10:13 Online

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

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

The trace of a call hearing an announcement indicates the call reference of the multicasting call.

Example:

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

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

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System
Alarms (11)
Extensions (74)
Trunks (10)
Active Calls
Resources

Active Calls: 4

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

Pause Disconnect Call Details Abandoned Calls

18:54:50 Online

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

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

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System
Alarms (12)
Extensions (14)
Trunks (10)
Line: 1
Line: 2
Line: 3
Line: 4
Line: 5
Line: 9
Lines: 13 - 16
Active Calls
Resources

Status Utilization Summary Alarms

H.323 Trunk Summary

IP Address: 192.168.42.1

Trace Output - All Channels:

26/01/07 14:19:33-935ms Line = 9, Line Ref = 32847, Q.931 Message = Setup, Direction = To Switch, Calling Party Number = 604, Called Party Number = 301
26/01/07 14:19:33-949ms Line = 9, Channel Allocated, Channel ID = 1, Call Ref = 186, Line Ref = 32847
26/01/07 14:19:33-949ms Call Ref = 186, Originator State = Dialling, Type = Trunk, Destination Type = none
26/01/07 14:19:33-954ms Line = 9, Channel = 1, Q.931 Message = SetupAck, Call Ref = 186, Direction = From Switch
26/01/07 14:19:34-953ms Call Ref = 186, Originator State = Incoming Alerting, Type = Trunk, Destination State = Queueing, Type = Queue
26/01/07 14:19:34-959ms Line = 9, Channel = 1, Q.931 Message = Alerting, Call Ref = 186, Direction = From Switch
26/01/07 14:19:34-972ms Call Ref = 186, Originator State = Incoming Alerting, Type = Trunk, Destination State = Alerting, Type = Target List
26/01/07 14:19:34-972ms Call Ref = 186, Alerting, Extension = 4624, Button = 5
26/01/07 14:19:34-972ms Call Ref = 186, Alerting, Extension = 6693, Button = 1
26/01/07 14:19:44-981ms Line = 9, Channel = 1, Q.931 Message = Connect, Call Ref = 186, Direction = From Switch
26/01/07 14:19:44-985ms Call Ref = 186, Originator State = Connected Announcement, Type = Trunk, Destination State = Alerting Announcement, Type = Target List
26/01/07 14:19:45-041ms Call Ref = 187, Originator Type = Multicast, Destination State = Connected, Type = Announcement
26/01/07 14:19:45-041ms Call Ref = 187, Announcement = just one, Number = 1
26/01/07 14:19:49-077ms Line = 9, Line Ref = 32848, Q.931 Message = Setup, Direction = To Switch, Calling Party Number = 280, Called Party Number = 301
26/01/07 14:19:49-088ms Line = 9, Channel Allocated, Channel ID = 2, Call Ref = 188, Line Ref = 32848
26/01/07 14:19:49-089ms Call Ref = 188, Originator State = Dialling, Type = Trunk, Destination Type = none
26/01/07 14:19:49-094ms Line = 9, Channel = 2, Q.931 Message = SetupAck, Call Ref = 188, Direction = From Switch
26/01/07 14:19:50-093ms Call Ref = 188, Originator State = Incoming Alerting, Type = Trunk, Destination State = Queueing, Type = Queue
26/01/07 14:19:50-096ms Line = 9, Channel = 2, Q.931 Message = Alerting, Call Ref = 188, Direction = From Switch
26/01/07 14:19:52-574ms Call Ref = 187, Originator Type = Multicast, Destination State = Waiting Announcement, Type = Announcement
26/01/07 14:19:52-578ms Call Ref = 186, Originator State = Connected Announcement, Type = Trunk, Destination State = Alerting, Type = Target List
26/01/07 14:19:52-578ms Call Ref = 186, Alerting, Extension = 4624, Button = 5
26/01/07 14:19:52-578ms Call Ref = 186, Alerting, Extension = 6693, Button = 1
26/01/07 14:20:02-591ms Line = 9, Channel = 2, Q.931 Message = Connect, Call Ref = 188, Direction = From Switch
26/01/07 14:20:02-594ms Call Ref = 188, Originator State = Connected Announcement, Type = Trunk, Destination State = Queueing Announcement, Type = Queue

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

14:20:05 Online

Chapter 4.

Troubleshooting Examples

4. Troubleshooting Examples

4.1 ISDN Calls Cutting Off

Issue

The user experiences call cut offs.

Action

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

Procedure

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

Line	Module / Slot / Type	Port Number / Address / Domain	Alarms
1	Slot: 1	1	1
2	Slot: 1	2	1
3	Slot: 1	3	1
4	Slot: 1	4	1
5	Slot: 2	1	2
9	H.323	192.168.42.1	0
13	Slot: 4	9	1
14	Slot: 4	10	1
15	Slot: 4	11	0
16	Slot: 4	12	0

2. If no alarms are present, click **Trace All** to establish the reasons for the call cut off..

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

For example:

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

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

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

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

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

4.2 Delay Between Analog Line and Extension

Issue

An incoming analog line rings several times before presenting the call to an extension.

Actions

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

Procedure

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

The screenshot shows the IP Office System Status window. The left sidebar contains a tree view with 'System', 'Alarms (11)', 'Service (3)', 'Trunks (7)', 'Line: 1 (1)', 'Line: 2 (1)', 'Line: 3 (1)', 'Line: 4 (1)', 'Line: 5 (2)', 'Line: 9 (0)', 'Line: 13 (0)', 'Line: 14 (1)', 'Line: 15 (0)', 'Line: 16 (0)', 'Link (1)', 'Extensions (73)', and 'Trunks (10)'. The main area has tabs for 'Status', 'Utilization Summary', and 'Alarms'. The 'Status' tab is active, showing the 'Analog Trunk Summary'.

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

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

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

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

The screenshot shows the IP Office System Status window with the 'Alarms' tab selected. The main area displays 'Alarms for Lines: 13 - 16 Slot: 4'.

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

Buttons at the bottom: Clear, Clear All, Print..., Save As...

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

4.3 Expansion Units Constantly Rebooting

Issue

Expansion units constantly reboot.

Action

1. Check the power supply for failure or faulty power bricks.
2. As a precaution, replace the power brick.
3. Check that the cable between the control unit and the resetting module.
4. Change the module with another module or plug the TDM cable in to another spare slot.

Procedure

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

The screenshot shows the AVAYA IP Office System Status web interface. The title bar indicates the system is F-075-IP500-1 (192.168.42.120). The AVAYA logo is on the left, and the title 'IP Office System Status' is in the center. A navigation menu on the left includes System, Alarms (10), Service (3), Trunks (6), Link (1), Extensions (73), Trunks (10), Active Calls, and Resources. The 'Link (1)' item is selected. The main content area is titled 'Link Alarms' and contains a table with the following data:

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

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

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

4.4 User Receives Busy When Calling

Issue

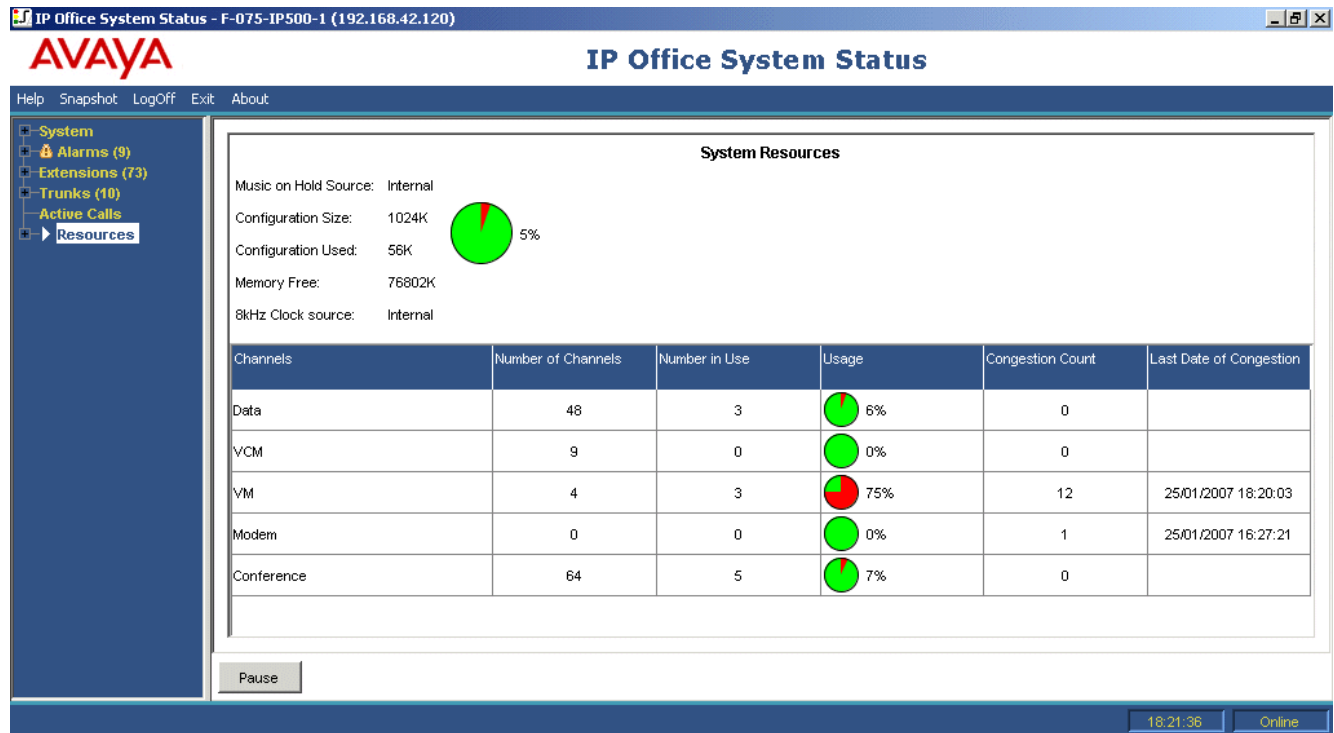
User receives Busy when calling voicemail (internal and external).

Action

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

Procedure

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



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

4.5 SCN VoIP Calls Echo or Have Poor Speech Quality

Issue

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

Action

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

Procedure

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

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

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System
Alarms (8)
Extensions (73)
Trunks (10)
Active Calls
Call Details for Call Ref = 1
Resources

Call Details

Call Ref: 1 Call length: 00:05:35

Originator

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

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

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

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

IP Office System Status - F-075-IP406-1 (192.168.42.1)

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System
Alarms (10)
Extensions (23)
Trunks (26)
Active Calls
Call Details for Call Ref = 71
Resources

Call Details

Destination

Current State: Connected Time in State: 00:06:26
Trunk Used: Line: 9 H.323 192.168.42.120 Channel: 1
Digits sent to Central Office: 6693
Caller ID sent from Central Office: 6693
Codec: G729 A
Round Trip Delay: 3.5ms
Receive Jitter: 0ms
Receive Packet Loss Fraction: 73.82%
Transmit Jitter: 0ms
Transmit Packet Loss Fraction: 71.09%

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

4.6 Phone User Unable to Dial Out

Issue

Phone user without caller display is unable to dial out.

Action

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

Procedure

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

IP Office System Status - Australia (192.168.42.9)

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System

Alarms (2)

Extensions (12)

209

210

211

3001

3002

3003

3004

3008

3009

3010

3011

3012

Trunks (7)

Lines: 1 - 4

Line: 25

Line: 50

Active Calls

Resources

Extension Status

Extension Number: 3002

Module: Control Unit - Phone Ports

Port: 2

Telephone Type: POT (CLI On)

Current User Extension Number: 3002

Current User Name: NoUser

Forwarding: Off

Trwinning: Off

Do Not Disturb: Off

Message Waiting: Off

Number of New Messages: 0

Phone Manager Type: None

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

Trace Output:

26/01/07 13:09:49-755ms Extension = NoUser, Switchhook, Status = Off

26/01/07 13:09:49-782ms Call Ref = 47, Originator State = Seized, Type = User, Destination Type = none

26/01/07 13:09:51-331ms Extension = NoUser, Digit dialed, Digit = 9

26/01/07 13:09:51-334ms Call Ref = 47, Originator State = Dialling, Type = User, Destination Type = none

26/01/07 13:09:52-335ms Call Ref = 47, Short Code Matched = System, 9N

26/01/07 13:09:52-348ms Extension = NoUser, State = Call Barred

26/01/07 13:09:55-072ms Extension = NoUser, Switchhook, Status = On

26/01/07 13:09:55-075ms Extension = NoUser, State = Busy Wrap Up

26/01/07 13:09:57-075ms Extension = NoUser, State = Idle

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

13:10:48 Online

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

4.7 PRI Line is Out of Service

Issue

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

Action

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

Procedure

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

IP Office System Status - F-075-IP406-1 (192.168.42.1)

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System

- Alarms (7)
- Service (2)
- Trunks (3)
 - Line: 1 (3)**
 - Line: 2 (0)
 - Line: 3 (0)
 - Line: 4 (0)
 - Line: 5 (0)
 - Line: 6 (0)
 - Line: 7 (0)
 - Line: 8 (0)
 - Line: 9 (0)
 - Line: 10 (0)
 - Line: 901 (0)
 - Line: 902 (0)
 - Line: 903 (0)
 - Line: 904 (0)
 - Line: 905 (0)
 - Line: 906 (0)
 - Line: 907 (0)
 - Line: 908 (0)
 - Line: 909 (0)

Alarms for Line: 1 Slot: A Port: 1

Alarms 24 Hour Performance History

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

Clear Clear All Print... Save As...

12:47:00 Online

3. Select the 24-Hour Performance History tab.

IP Office System Status - F-075-IP406-1 (192.168.42.1)

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System

- Alarms (7)
- Service (2)
- Trunks (3)
 - Line: 1 (3)**
 - Line: 2 (0)
 - Line: 3 (0)
 - Line: 4 (0)
 - Line: 5 (0)
 - Line: 6 (0)
 - Line: 7 (0)
 - Line: 8 (0)
 - Line: 9 (0)
 - Line: 10 (0)
 - Line: 901 (0)
 - Line: 902 (0)
 - Line: 903 (0)
 - Line: 904 (0)
 - Line: 905 (0)
 - Line: 906 (0)
 - Line: 907 (0)
 - Line: 908 (0)
 - Line: 909 (0)

Alarms for Line: 1 Slot: A Port: 1

Alarms 24 Hour Performance History

The number in each line indicates the number of times during the 15 minutes interval that the error occurred. By default, the first row is the current 15 minute interval.

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

Relative Time Show Blanks Print... Save As...

12:47:00 Online

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

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- 24 Hour Performance History
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 - Select 134

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