IP Office

System Status Application (SSA)

15-601758 Issue 2a (26th August 2007)

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Contents

Introduction to SSA

Overview

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

To assist with fault finding and diagnosis, the information reported is a combination of real-time and historical events as well as status and configuration data.

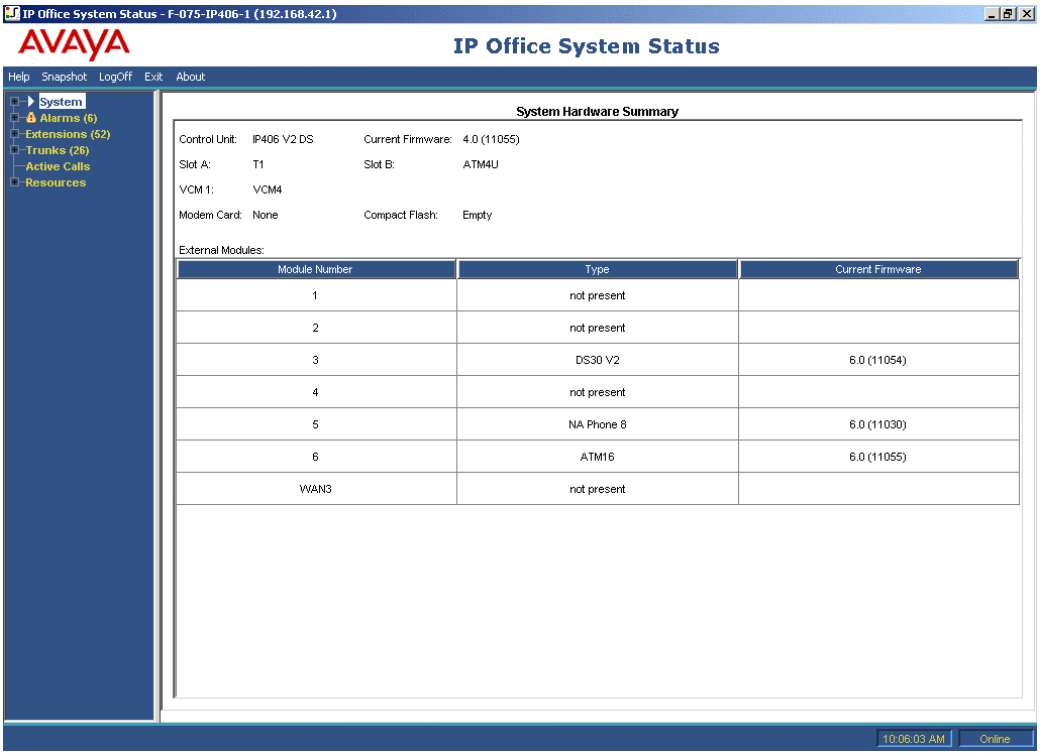
SSA provides real-time status, historic utilization and alarm information for ports, modules and expansion cards on the system.

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

SSA provides information on the following:

- **Alarms**
  SSA displays all alarms which are recorded within IP Office for each device in error. The number of occurrences and the date and time of the last occurrence are recorded.
- **Call Details**
  Information on incoming and outgoing calls; including call length, call reference and routing information.
- **Extensions**
  SSA details all extensions (including device type and port location) on the IP Office system. Information on the current status of a device is also displayed.
- **Trunks**
  IP Office trunks and connections (VoIP, analog and digital) and their current status are displayed.
- **System Resources**
  IP Office includes central resources that are utilized to perform various functions. These resources include:
  - Voicemail Channels
  - Conference Channels
  - Data Channels
  - VCM Channels
  - Modem Channels

  Diagnosing these resources is often critical to the successful operation of the system.

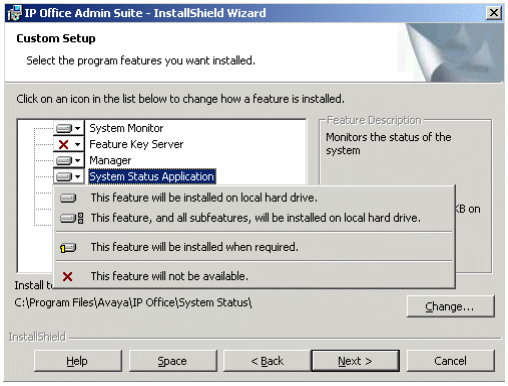

IP Office System Status - F-075-IP406-1 (192.168.42.1)
AVAYA
IP Office System Status
Help Snapshot LogOff Exit About
System
Alarms (6)
Extensions (52)
Trunks (26)
Active Calls
Resources
System Hardware Summary
Control Unit: IP406 V2 DS
Current Firmware: 4.0 (11055)
Slot A: T1
Slot B: ATM4U
VCM 1: VCM4
Modem Card: None
Compact Flash: Empty
External Modules:
Module Number
Type
Current Firmware
1 not present
2 not present
3 DS30 V2 6.0 (11054)
4 not present
5 NA Phone 8 6.0 (11030)
6 ATM16 6.0 (11055)
WAN3 not present
10:06:03 AM
Online

Installing the Application

SSA is a component of the IP Office 4.0 Admin suite of applications. This suite is supplied on the IP Office 4.0 Administrator Application CD and the IP Office 4.0 DVD.

To install SSA:

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



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

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

Notes

- SSA is not a configuration tool for IP Office systems. For information on configuration, refer to IP Office Manager.
- There can be up to two SSA clients connected to an IP Office unit at one time. However, two connections are not permitted from clients at the same IP address.

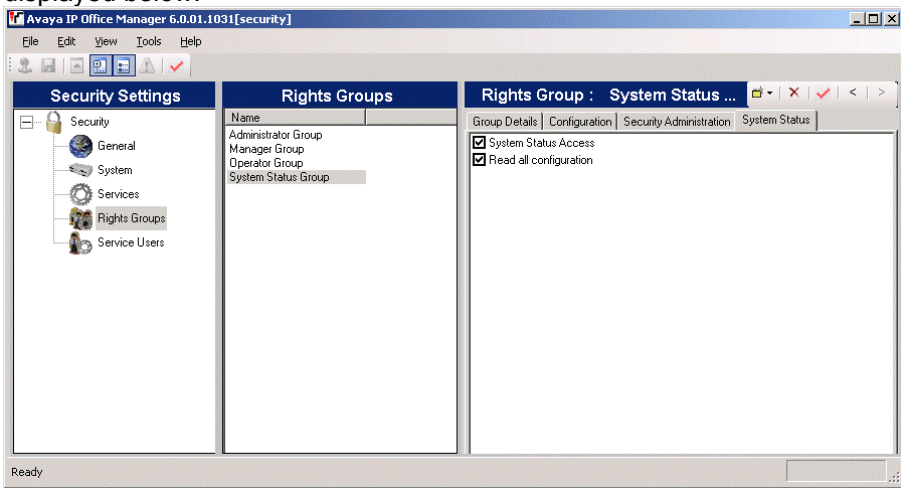
Assigning Security Settings

If this is a new IP Office installation or you have not altered the default security settings, then the standard users (Administrator, Manager and Operator) will all have SSA access rights.

If you are upgrading from IP Office 3.2 software and you have used Security Manager to alter any of these accounts, no SSA access rights will be created for them. You will need to create the SSA access rights in Manager before SSA can be connected. You can also create additional access accounts.

To create security settings for SSA access in Manager:

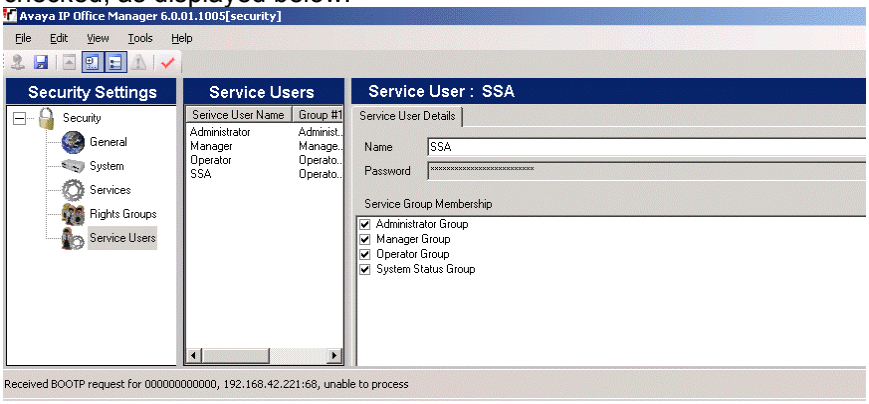
1. Launch Manager and select **File | Advanced | Security Settings...**
2. Select the appropriate IP Office unit and click **OK**.
3. Enter the security Service User Name and Password.
4. In the **Security Settings** panel, click **Rights Groups**.
5. In the **Rights Groups** panel, select **System Status Group**.
6. In the **Rights Group: System Status Group** panel, ensure that **System Status Access** is checked as displayed below:



If you want to take SSA snapshots that includes system configuration, ensure that **Read all configuration** is also checked.

7. In the **Security Settings** panel, select **Service Users**.
8. Right-click in the **Service Users** panel and click **New**. The following screen is displayed:

9. Enter a New User Name and New User Password and click **OK**.
10. In the **Service Users** panel, select the new service user name you have just created.
11. In the right hand panel, under **Service Group Membership**, ensure that **System Status Group** is checked, as displayed below:



12. Click **OK**.
13. To save the security settings to IP Office, select **File | Save Security** settings.

Starting the Application

There are two ways that SSA can be launched, independently or via Manager.

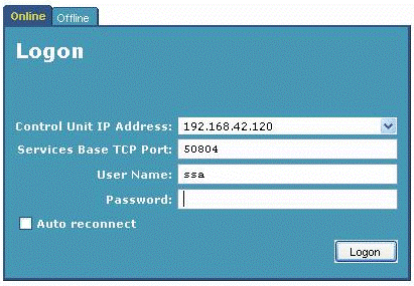
Note

- If you are using a PC with a low specification, SSA may take some time to start up. Launching SSA independently of Manager may improve the time taken to start the application.

Launching SSA Independently

To launch SSA independently:

1. Click the Windows **Start** icon and select **Programs | IP Office | System Status**. The following screen is displayed:



2. Logon using your chosen user name and password.

Note

- In order to provide access to the SSA service, the Services Base TCP Port field must match the value set for the target control unit (From Manager, select **File | Advanced | Security Settings | System**). The field defaults to 50804 in both Manager and SSA.

Launching SSA from Manager

To launch SSA from Manager:

1. Select **File | Configuration** and then **File | Advanced | System Status**. The Logon screen is displayed.
2. Logon using your chosen user name and password.

Auto Reconnect

By default, the **Auto reconnect** check box is unchecked.

If Auto reconnect is checked and there is no response from the switch after 15 seconds, the following pop-up message is displayed:

There is a problem connecting to the Control Unit. Trying to continue current connection

- If the switch responds in the next 45 seconds, the pop-up disappears and the session continues.
- If the switch does not respond in 60 seconds since the last switch response, the following pop-up message is displayed:

  There is a problem connecting to the Control Unit. Trying to establish new connection

  The viewer attempts reconnection until successful. The pop-up then displays:

  Connection to Control Unit restarted

- If the switch closes the TCP connection during the 60 seconds, the following pop-up message is displayed immediately:

  There is a problem connecting to the Control Unit. Trying to establish new connection

  The viewer attempts to reconnect.

Note

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

  java -Dsun.java2d.noddraw=true -jar ssaviewer.jar

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

  Possible reasons for DirectX problems:

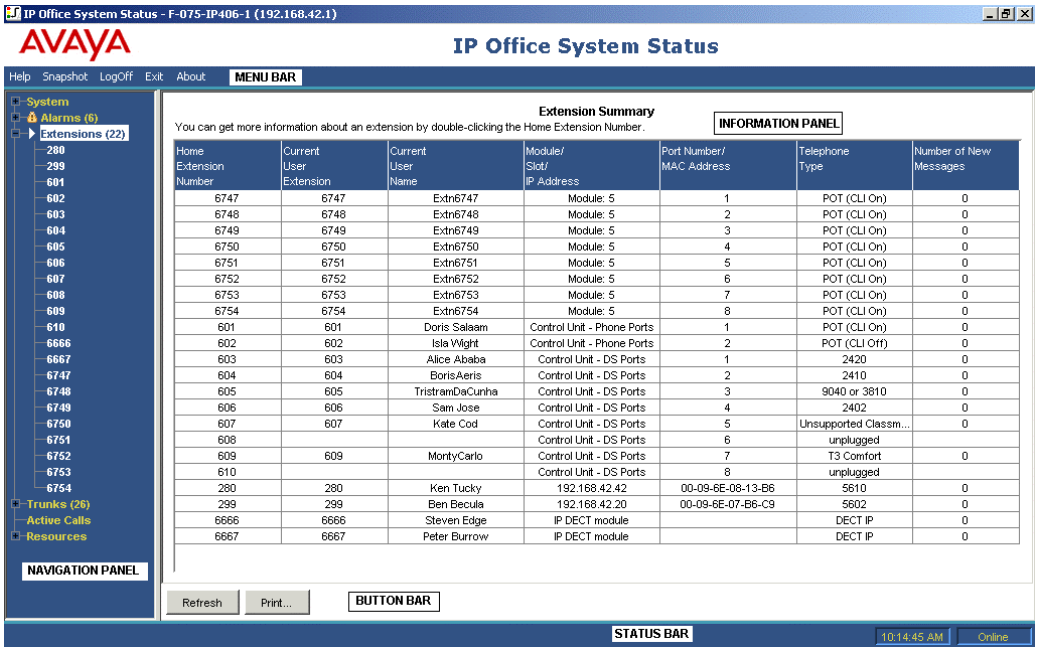
  - DirectX is not properly installed (e.g. an installation or a de-installation of a program has corrupted one or more DirectX files). Test the DirectX setup by calling the **dxdiag** tool from the command line. Re-install DirectX or the latest service pack for your system.
  - The driver of the graphics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

Using the Application

Overview

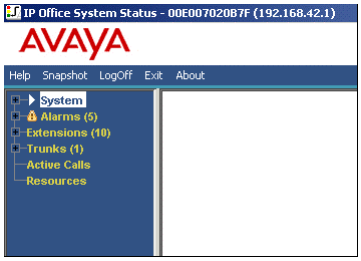
This section describes how to navigate and access the features available in SSA.

The following screen shows the layout of the application:



Navigation Panel

The **Navigation Panel** displays a list of SSA features that can be selected.



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

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

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

Button Bar

The table below provides a description of the various buttons available from the Button Bar:

Button	Description
Abandoned Calls	The Active Calls screen splits to display a list of incoming calls on a trunk where the caller disconnected before the call was first answered
Absolute Time	Applies to the 24 Hour Performance History. Each line shows the absolute time at which the reported 15 minute period started (HH:MM in 24 hour clock format). See also Relative Time.
Back	Returns to the previously selected screen.
Call Details	Displays call details/traces. Only valid when a single row showing an active call is selected.
Clear	Clears all the alarms that have been selected. Any alarm still active will remain with the count of 1.
Clear Abandoned Calls	Clears all listed abandoned calls, updates the date and time and enables further abandoned calls to be logged.
Clear All	Clears all listed alarms. Any alarm still active will remain with the count of 1.
Conference Details	Available for call details when the call is connected to a conference.
Details	Available from the IP 500 System Hardware Summary. Shows more information about the system, e.g. Loader, FPGA and PCB versions.
Disconnect	Clears the current call.
Full Details	Applies to Active Calls. Resumes the full display.
Pause	Stops the screen from updating. Applies to screens that are continually updated. See also Resume.
Ping	Pings the IP address of the displayed extension or trunk.
Print	Prints all information available in the current screen (including any information currently scrolled off).
Refresh	Updates the screen. Applies to screens that are not automatically updated, such as Extension Summary.
Relative Time	Applies to the 24 Hour Performance History. Indicates how far into the 15 minute interval the line is (e.g. 3 minutes will show as 00:03). The times following that will be displayed in relationship to the current time as HH:MM (e.g. subtract 15 minutes from the current interval to get the next one).
Reset	Applies to the Utilization Summary. Resets all counters and timers to 0.
Resume	Resumes updating screen in real time.
Save As	Saves all information that is available on the screen. By default, the information is saved as a .txt file. For screens that include traces, the trace only can be saved as a .csv file.
Show Blanks	Applies to 24 Hour Performance History. 0 error values for each line appear as blanks.
Show Zeros	Applies to 24 Hour Performance History. 0 error values for each line are displayed.
Summary	Returns to the System Hardware Summary. See also Details.
Trace	Starts a trace of the rows selected. The trace is displayed for each call associated with the selected trunk ports or extension button. See Tracing.
Trace All	Starts a trace for the whole trunk group or extension. The trace is displayed for all calls associated with the trunk or extension.
Trace Clear	Clears the trace and continues tracing.

Menu Bar

Overview

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

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

Help

To open the help system, click **Help** from the menu bar. Alternatively, click **F1**.

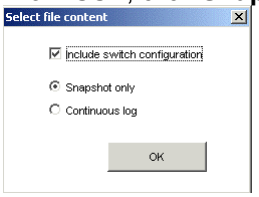
If applicable, the help will open at the page relating to the screen currently displayed, otherwise **About this Guide** is displayed.

Snapshot

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

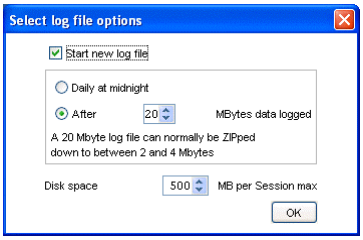
To take a snapshot

1. From SSA, click **Snapshot**:

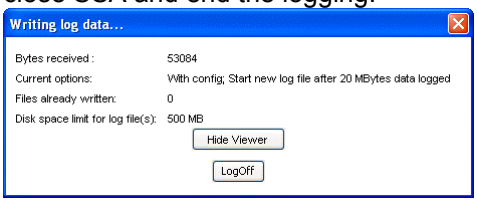


2. The options **include switch configuration** and **Snapshot only** are selected by default.

   - **Include switch configuration**
     The user must have **Read All Configuration** enabled in the System Status Rights Groups (see Assigning Security Settings).
     The same snapshot file can be opened in SSA (to examine the status of the system at the time of the snapshot) and in Manager (to examine the configuration of the system at the time of the snapshot).
   - **Snapshot only/Continuous log**
     Select either a single snapshot of the current status or a continuous log of the status until logging is stopped. Note that with continuous logging, SSA must be left running and cannot be used for other activities without first stopping the logging.
     - **Snapshot only**
       If this option is selected, when **OK** is clicked, SSA will request where you want to save the snapshot .ssh file. A default file name that includes the system name, date and time is shown but this can be replaced if required.
     - **Continuous log**
       If this option is selected, when **OK** is clicked a further menu will ask for the logging settings to be used.



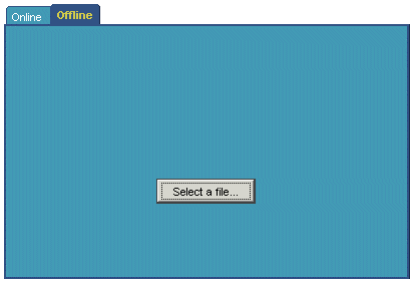
Select the settings required and click **OK**. SSA will then request where the .slo file should be saved. Once logging has started, the following menu is displayed. Selecting **LogOff** will close SSA and end the logging.



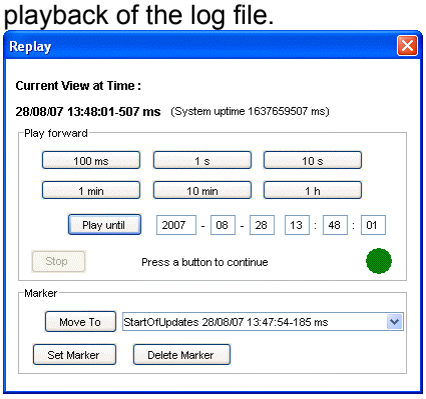
To open a snapshot

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

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



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



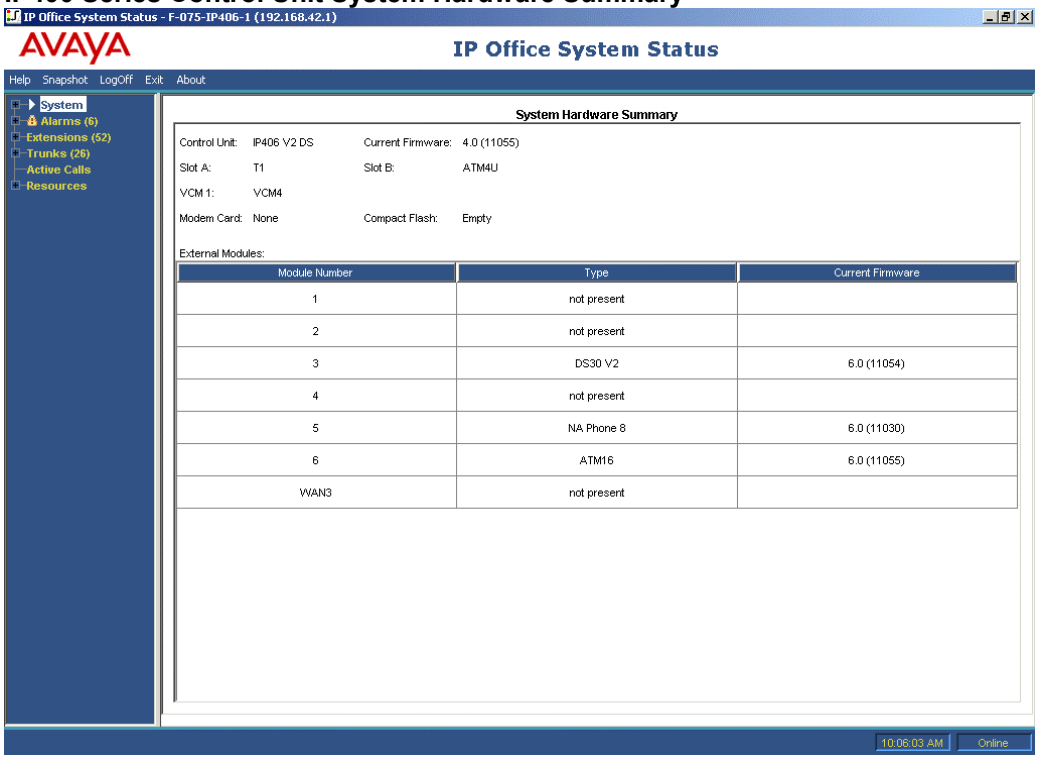
System

System Hardware Summary

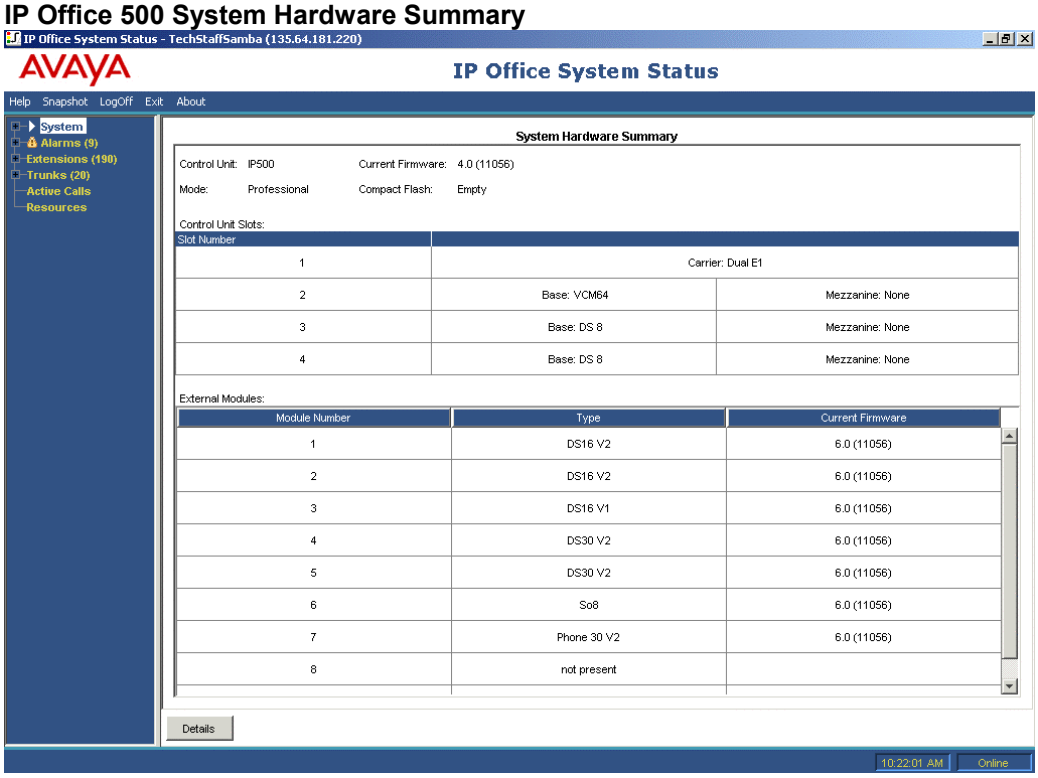
When you first log on to SSA, the System Hardware Summary screen is displayed, detailing information about the system modules. The format and layout of the screen will vary according to the type of IP Office control unit.

For IP Office 500 control units the **Details** button allows additional information to be displayed. This additional information can be hidden again by clicking on the **Summary** button.

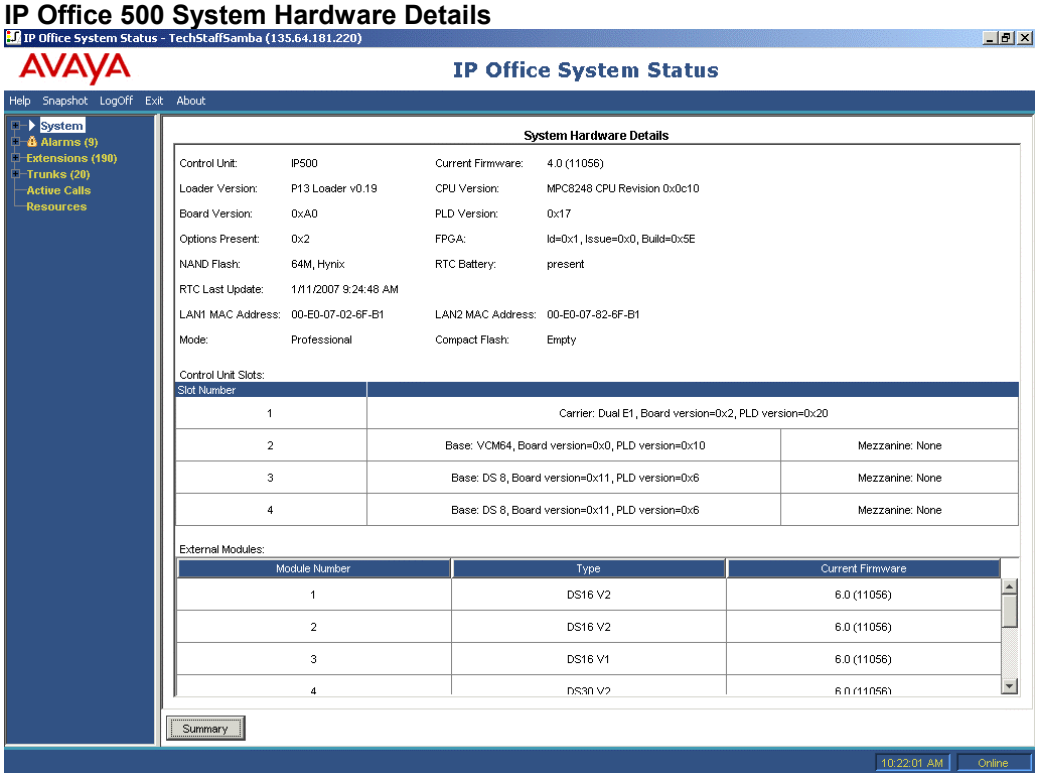
IP400 Series Control Unit System Hardware Summary



IP Office 500 System Hardware Summary



IP Office 500 System Hardware Details



Control Unit Port

Select an item to display control unit ports.

Phone Ports

Select a port to display the extension status.

Trunk Ports

Select a port to display data for digital trunks.

Expansion Modules

Select a module to display its extensions/trunks.

H.323 Extensions

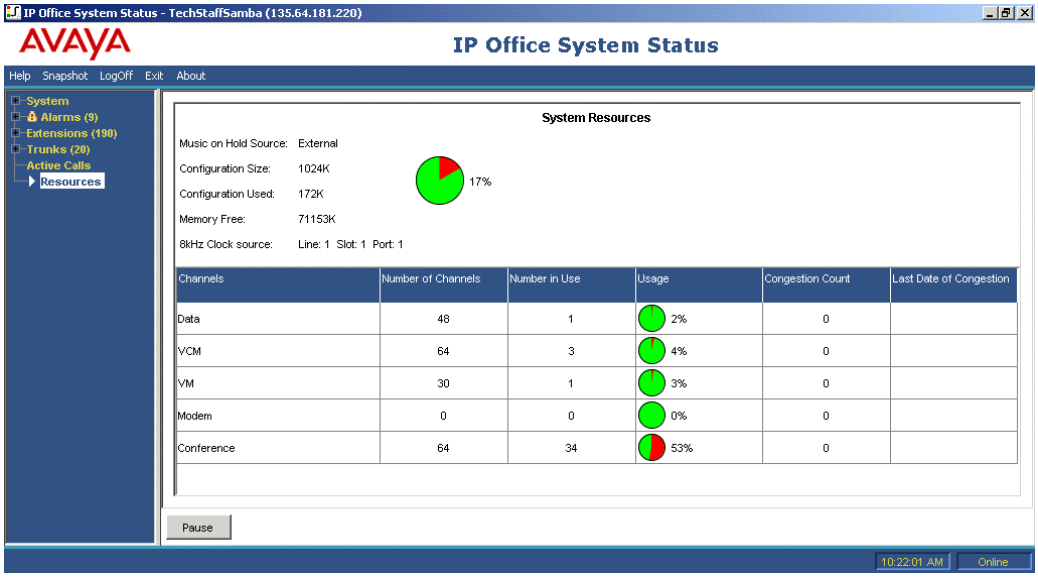
Select an IP phone category.

VoIP Trunks

Select to display the trunk data.

System Resources

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



The following information is displayed:

- **Music on Hold Source**
  Music on Hold (MOH) is provided by IP Office as either an internally stored file or an externally connected audio input:
  - **Internal**
    The system is using a *holdmusic.wav* file.
  - **External**
    There is no *.wav* file in use. IP Office will use the audio input on the rear of the system unit.
- **Configuration Size**
  The maximum available Kbytes size available for a configuration file. This varies depending on the control unit.
- **Configuration Used**
  The total number of Kbytes that have been used in the configuration file.
- **Memory Free**
  The number of free Kbytes in IP Office.
- **8kHz Clock Source**
  For systems with digital trunks this will indicate the trunk being used as the clock source for the IP Office system. If no clock source has been configured the IP Office will default to using its own clock.

Below this information, a table displays the following details:

- **Channels**
  One of the following:
  - **VCM Channels**
    Voice compression channels are used for calls between IP and non-IP devices (trunks and or extensions). For most control units, voice compression channels are provided by the installation of VCM cards.
  - **Data Channels**
    Data Channels is used for Remote Access (RAS), Internet Access, and Voicemail sessions. A data channel is an internal signaling resource used whenever a call is made from the IP network to an exchange line (Central Office). For example, four people surfing the Internet will use a single data channel since they all share the same line to the ISP. Two people remotely accessing the Office LAN from home will use two data channels since they have dialed in on separate lines. IP extensions do not use data channels.

    - **Modem Channels**
      This is the internal modem card. The 'private' modem in a Small Office Edition base unit or an ATM4 card is not included in these channels.
    - **Conference Channels**
      The number of channels available for conference members (parties) varies with the IP Office control unit type. These channels are used for conference calls and for features such as call intrusion and call recording.
    - **Voicemail Channels**
      Based on the voicemail licenses installed.
- **Number of Channels**
  The total number of resources available in the system.
- **Number in Use**
  The number of resources that are currently in use.
- **Usage**
  The percentage of the resource currently being used.
- **Congestion Count**
  The total number of times that all of the resources were in use. For example; if there are 4 voicemail channels and there has been an attempt to access this channel, the congestion count will display 1.
- **Last Date of Congestion**
  When a request for a resource has failed.

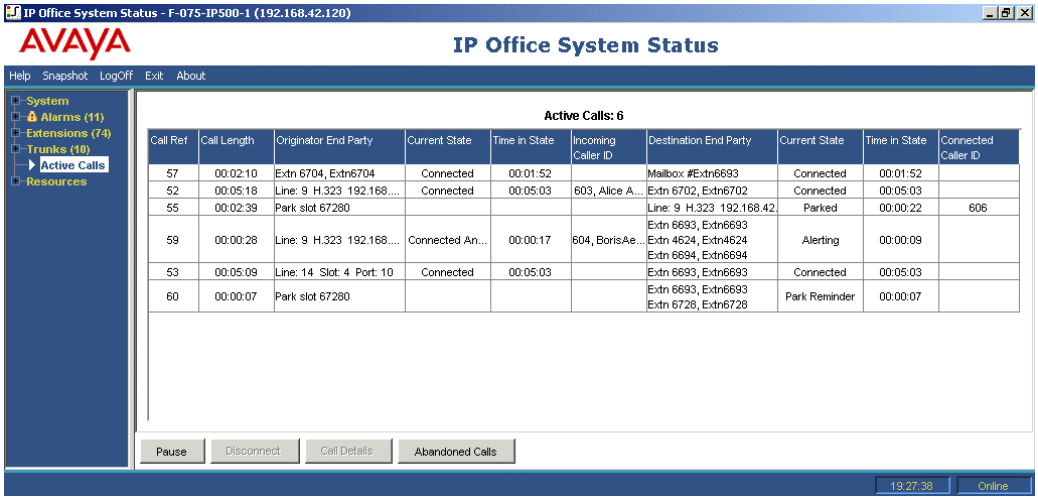
Extension Selection

Select an extension to display its state.

Calls

Active Calls

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



The following information is displayed:

- **Call Ref**
  Call reference for incoming trunks, assigned by IP Office and associated with the line in use.
- **Call Length**
  Total length of the call.

The following information is displayed for the call **originator**:

- **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.

The following information is displayed for the call **destination**:

- **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 available from this screen:

- Pause
- Disconnect
- Call Details
- Abandoned Calls/Clear Abandoned Calls

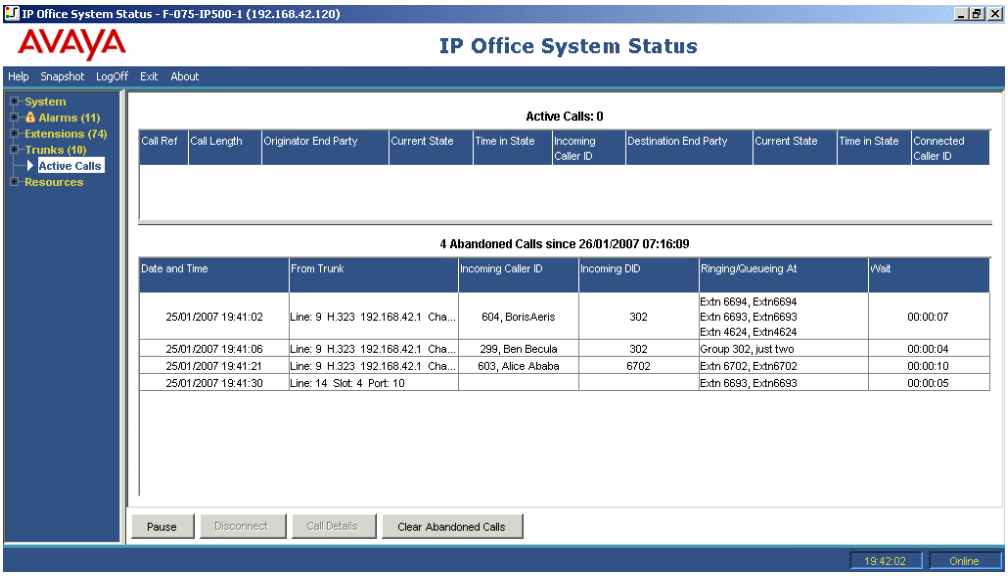
Note

- The **Disconnect** button cannot be used to stop alerting calls for calls on Loop Start, T1 Loop Start and T1 Ground Start lines.

Abandoned Calls

If the Abandoned Calls button is selected, the Active Calls screen splits to display a list of Abandoned Calls (below the Active Calls list).

The Abandoned Calls table lists incoming calls on a trunk where the caller disconnected before the call was first answered.



The following information is displayed for disconnections that have occurred since the time the Abandoned Calls button was selected:

- **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.
- **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.

Clicking the **Clear Abandoned Calls** button clears the Abandoned Calls list, updates the date and time and enables further abandoned calls to be logged.

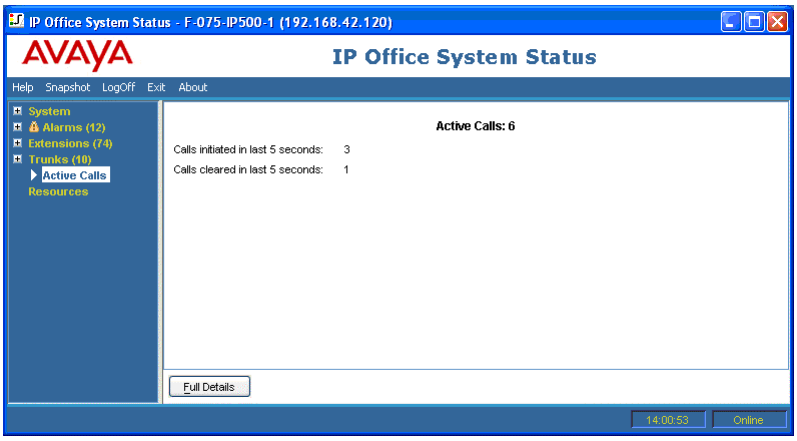
Note

- If the viewer restarts whilst an Abandoned Calls list is displayed, the list is cleared. After the restart, the viewer updates the time in the header to indicate that the list displays Abandoned Calls since the time of the restart.

Reduced Active Calls

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

Reduced information similar to the following is displayed:



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

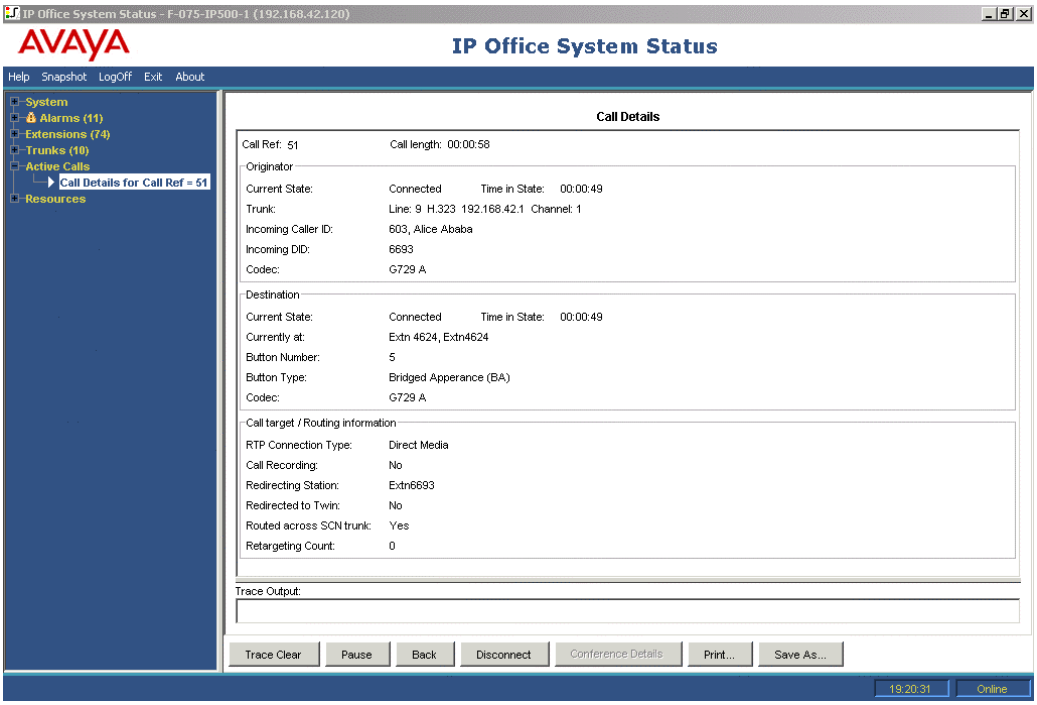
Call Details

The Call Details screen can be accessed as follows:

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

Note

- The Call Details screen is only displayed if a call is active.



The following information is displayed:

- **Call Ref**
  Call reference assigned by IP Office and associated with the line in use.
- **Call Length**
  Total length of the call.

Originator

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

Originating End is a Trunk

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

The following is reported for the **Originator** (trunk):

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

Originating End is not a Trunk

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

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

Destination

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

Destination End is a Trunk

Includes the following types of calls that involve trunks:

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

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

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

Destination End is not a Trunk

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

- **Current State and Time in State**
  The state is defined when there is a call associated with a button.
- **Currently At**
  One of the following:
    - **Group of Users**
      For paging and some hunt group calls, listed by user name and number. If the call is alerting/connected for both users and SCN trunks, all will be listed.
    - **User**
      The user name and number are listed. For multi-line sets the button number and button type (Call, Line and Bridged Appearance and Call Coverage) are displayed.
    - **Voicemail Call flow**
      The call flow name.
    - **AutoAttendant**
      The string *Automated Attendant* followed by the Automated Attendant number is listed.

- **Park Slot**
  The park slot and park slot number/name.
- **Mailbox**
  The mailbox and mailbox name.
- **Voicemail Announcement**
  This will be *Announcement* plus the group/username and the announcement number.
- **Conference**
  The conference name. See Conference Details.
- **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.

Call Target/Routing Information

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

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.

Notes

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

Buttons available from this screen:

- Trace Clear
- Pause
- Back
- Disconnect
- Conference Details
- Print
- Save As

Conference Details

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

Call States

Call States are shown for both ends of a call.

The valid states for extension and trunk ports are listed in the following table:

State	Extension	Trunk
Idle	There is no call or call attempt on this extension or button.	There is no call or call attempt on this port or channel.
Out of Service	N/A	The port has been set to **Out of Service** or the digital circuit (that this channel is on) is down.
Connected	A call is connected on this port.	
Connected WAN	N/A	This time slot in use to deliver WAN interface - digital trunks only.
Held	The call is on regular hold. This could be the result of pressing the Hold button, or a flash hook.	N/A
Held for Transfer/Conference	The call is on hold as the result of a user pressing the fixed Transfer or Conference button.	N/A
Parked	The call has been parked at a park slot.	
Seized	A call is being originated, the port has been seized but the call is not yet connected. No digits have been dialed.	A call is being made and the system selects a particular line.
Dialling	A call is being originated, the port has been seized but the call is not yet connected. At least one digit has been dialed.	A call is being originated from this port, the trunk has been seized but the call is not yet connected. On analog trunks, 'connected' may be an implied state based on a timeout.
Clearing	N/A	The call is in the process of terminating or is in the post call timeout period.
WrapUp	The user on this port is in the Wrapup state. This might be the automatic call time or set for call center agent.	N/A
In Use Elsewhere	This means that another person is active on a Call or Bridged Appearance. For Line Appearance, this means that another user is active on the call.	
On Hold Elsewhere	This means that another person has placed a call on hold at a Call or Bridged Appearance. For Line Appearance, this means another user has placed a call on hold.	
In Use Inaccessible	This means that the Call or Bridged Appearance cannot be accessed. For example: • The Call Appearance on the chain is associated with a user who is not logged in. • The longest internal member on the call has **Cannot Be Intruded** active. • The Call Appearance on the chain is on a button that has no LEDs. A Line Appearance cannot be accessed. For example: • The longest internal member on the call has **Cannot Be Intruded** active. • The line associated with the Line Appearance is **Out of Service**.	
Pre-Alert	N/A	This is when an incoming call arrives on a trunk and the system is waiting for Caller ID.
Alerting	When a call is visually or audibly alerting on a telephone.	N/A
Outgoing Alerting	N/A	When an outgoing call is being made and the far end is alerting.

Incoming Alerting	N/A	When an incoming trunk call is visually or audibly alerting or is in a hunt group queue.
Ringback*	For outgoing calls, this is the state after the user has completed dialling and is listening to ringback.	N/A
Call Listen	Indicates the call is listening to this extension	N/A
Paging	Indicates one or more output points of a paging call.	
Recording	A surrogate call is being used to record the call whose ID is indicated.	
Hold Reminder	Extension is alerting with a hold reminder notification.	N/A
Park Reminder	Extension is alerting with a park reminder notification.	N/A
Transfer Return	Extension is alerting with a transfer return call notification.	N/A
Voicemail Ringback	Extension is alerting with a voicemail ringback notification.	N/A
Auto Callback	Extension is alerting with a callback/reminder notification.	N/A
Held at Central Office	For European ISDN lines, the central office has the call on hold. It will free the B-channel which will be seen as idle in SSA.	
Holding	Indicates that the other party on the call is in one of the Held states: Held, Held for Transfer, Held for Conference, Held at Central Office, Hold Reminder.	
Connected Blind	Indicates that this end of the call is connected and that the other party on the call is alerting with either a blind transferred call or a transfer return.	
Queuing	Indicates that the call is held in a hunt group queue and is not alerting at any extension. The other end will be in Ringback/Incoming Alerting or Connected Announcement state.	
Alerting Announcement	Indicates that the call is alerting at one or more extensions or trunks and is also currently connected to voicemail for a queuing announcement.	
Queuing Announcement	Indicates that the call is held in a hunt group queue, is not alerting at any extension and is currently connected to voicemail for a queuing announcement.	
Connected Announcement	Indicates that this end of the call is connected because the call is or has been listening to a queuing announcement.	
Number Unobtainable	States that an extension can be left in by a failed/cleared call.	N/A
Busy	States that an extension can be left in by a failed/cleared call.	N/A
Disconnected	States that an extension can be left in by a failed/cleared call.	N/A

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

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

For examples of call sequences that include announcements, see Tracing.

Callback and Returning Calls

The following table shows what is reported as the originator:

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

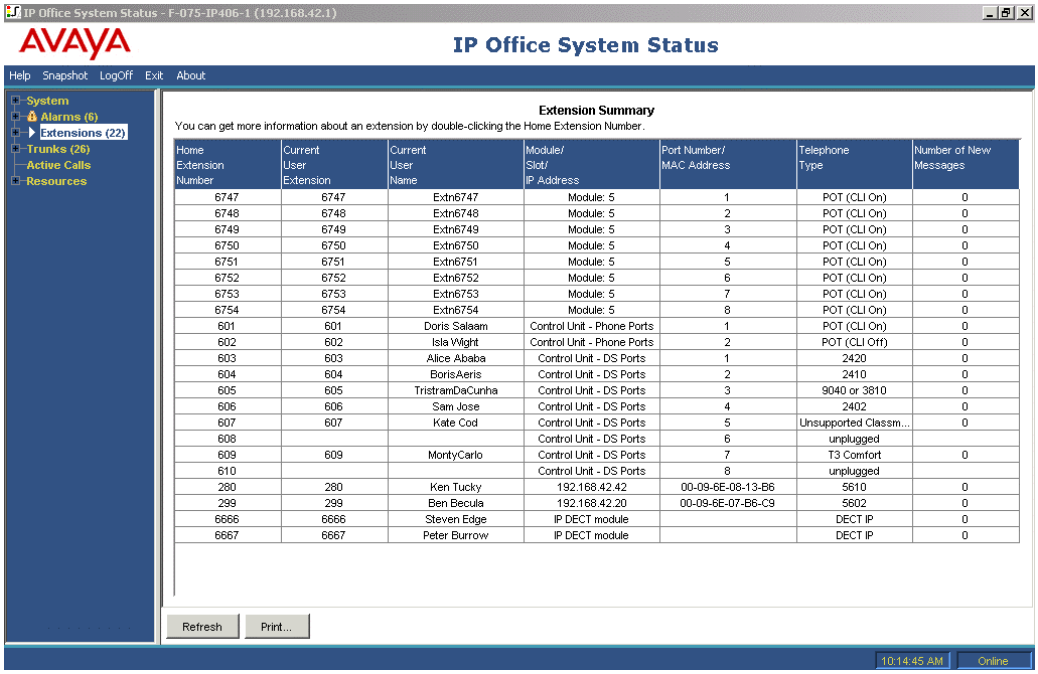
* While alerting at the telephone who originated the callback.

Extensions

Extensions

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

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



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	BorisAeris	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

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

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

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

For example:

Extension: 201 Control Unit DS Port: 1

Extension: 231 Slot: 4 Port: 7

Extension: 271 Module: 4 Port: 1

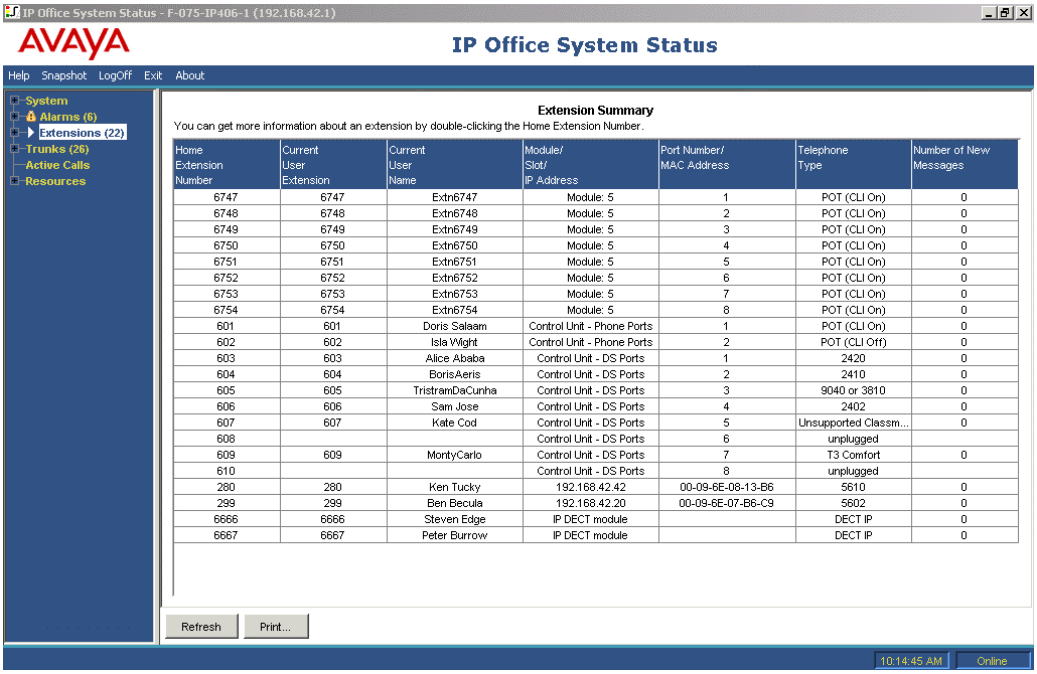
The port number will always match any number printed against the physical port connector.

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

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

Extension Summary

The Extension Summary screen displays all extensions in the system.



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	BorisAeris	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

The following information is displayed:

- **Home Extension Number**
  The default extension number for this telephone.
- **Current User Extension**
  The extension of the user currently logged in to the telephone.
- **Current User Name**
  The name of the user currently logged in to the telephone.
- **Module/Slot/IP Address**
  Module number, slot details or IP address.
- **Port Number/MAC Address**
  Port number or MAC address of the control unit.
- **Telephone Type**
  The telephone model (e.g. 5410).
- **Number of New Messages**
  The number of new messages for the currently logged in user.

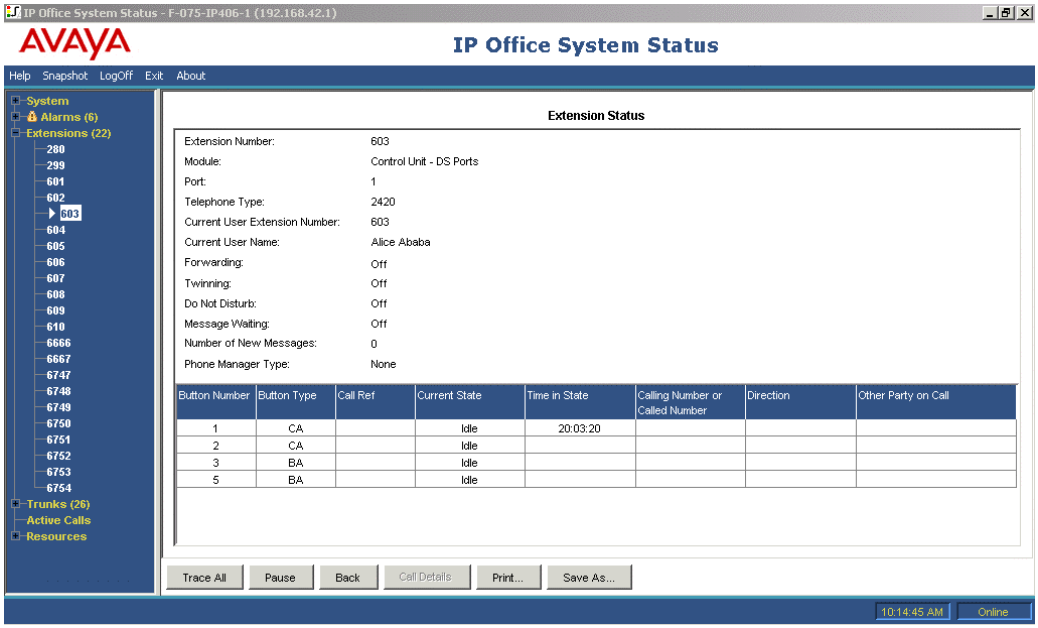
For detailed information about an extension, double-click a specific extension number to display the Extension Status screen. See Extension Status.

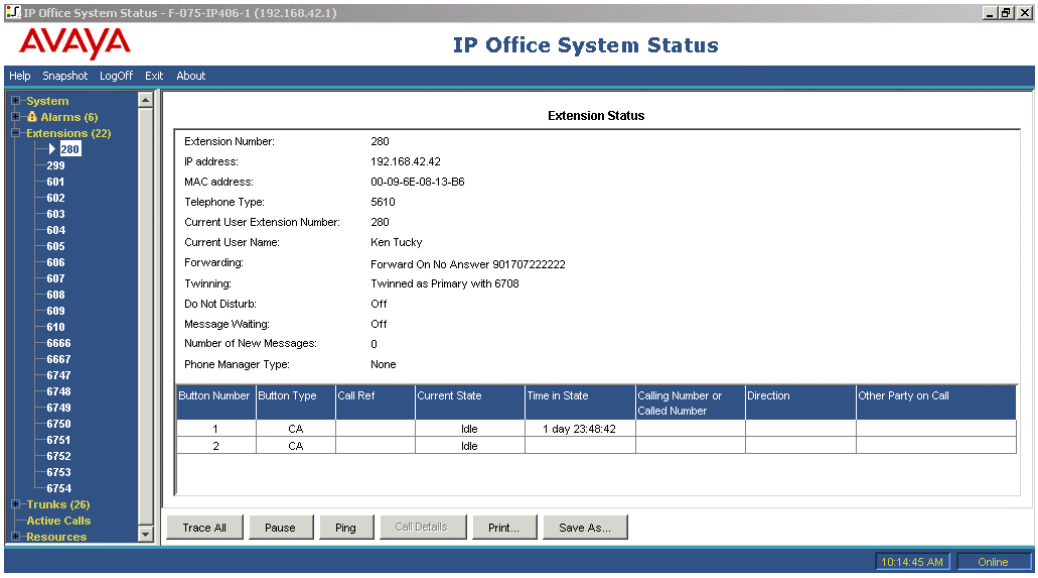
Buttons available from this screen:

- Refresh
- Print

Extension Status

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





The following information is displayed:

- **Home 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 (e.g. 5410).
- **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.

The remaining fields apply to the current user:

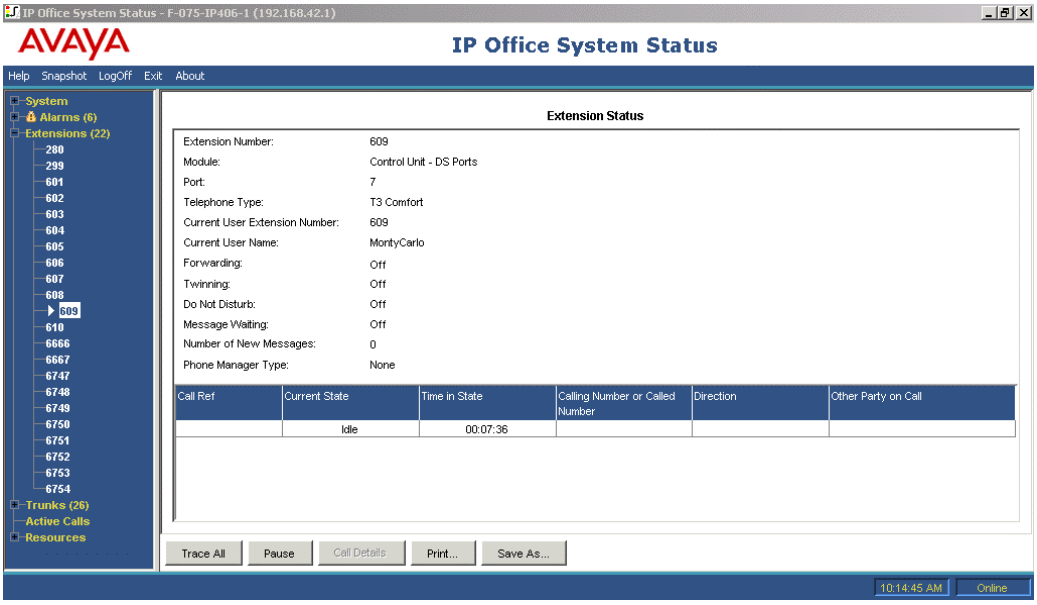
- **Forwarding**
  Set to 'Off' or one or more of the following options:
    - Forward Unconditional + Number
    - Forward On Busy + Number
    - Forward On No Answer + Number
    - Follow Me + Number
- **Twinning**
  Set as one of the following options:
    - Twinned as Primary with + Secondary User Name/Number
    - Twinned as Secondary with + Primary User Name/Number
    - Twinned to External Number + External Number
    - Off
- **Do Not Disturb**
  Either On or Off.
- **Message Waiting**
  If the user has an unread message, this will be **On**. If the personal messages have been read, this will be **Off**.
- **Number of New Messages**
  The number of new messages for the current user. This does not include hunt group messages.
- **Phone Manager Type**
  Lite, Pro, IP or None - the Phone Manager type that is currently being used.

The information displayed in the table below, will depend on whether the extension has call appearances. 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**
  Any call associated with a button.
- **Current State**
  Defined when there is a call associated with a button.
- **Time in State**
  Reset to 0 each time there is a state change.
- **Calling Number** or **Called Number**
  - **Incoming Calls**
    The Caller ID name and number. If there is no Caller ID, **None** is displayed.
  - **Outgoing Calls**
    The digits that are sent to the central office (not including the dial-out code).
- **Direction**
  Incoming or outgoing.
- **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 or announcement
Conference	Conference name
Trunk	Line ID/URI Group/Channel number as appropriate
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)

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.



When a trace is in progress, any calls on the extension will show ⓘ 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.

Buttons available from this screen:

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

Trunks

Trunks

Trunk information (via the **Status** tab) can be accessed from the navigation panel by either:

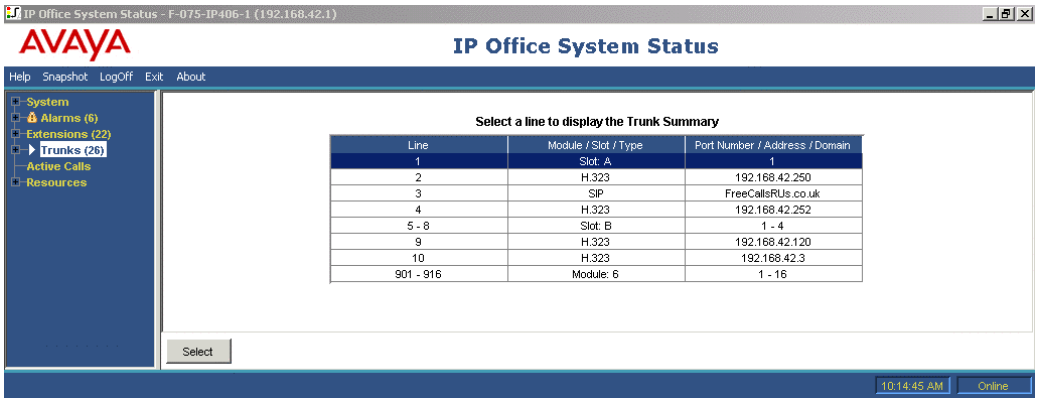
- Double-clicking **Trunks** and then selecting a line from the navigation panel or the information panel.
- Clicking **System** and then **Control Unit** and double-clicking a trunk port.

Depending on the line selected, one of the following is displayed:

- Digital Trunk Summary
- Analog Trunk Summary
- VoIP - either; H.323 Trunk Summary or SIP Trunk Summary

Trunks Line Selection

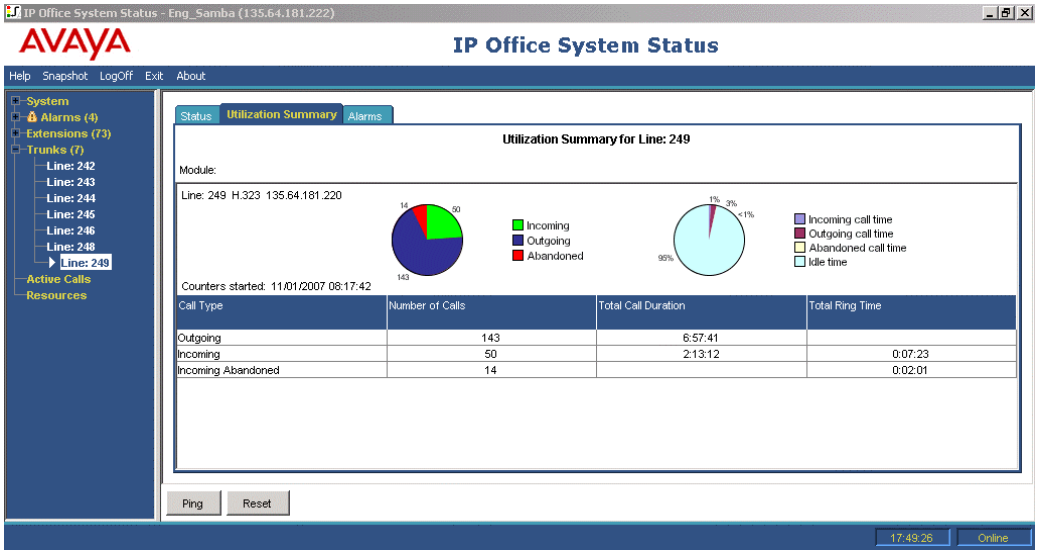
Select and then double-click a line to display the trunk data.



Utilization Summary

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

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



The following information is shown:

- **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.

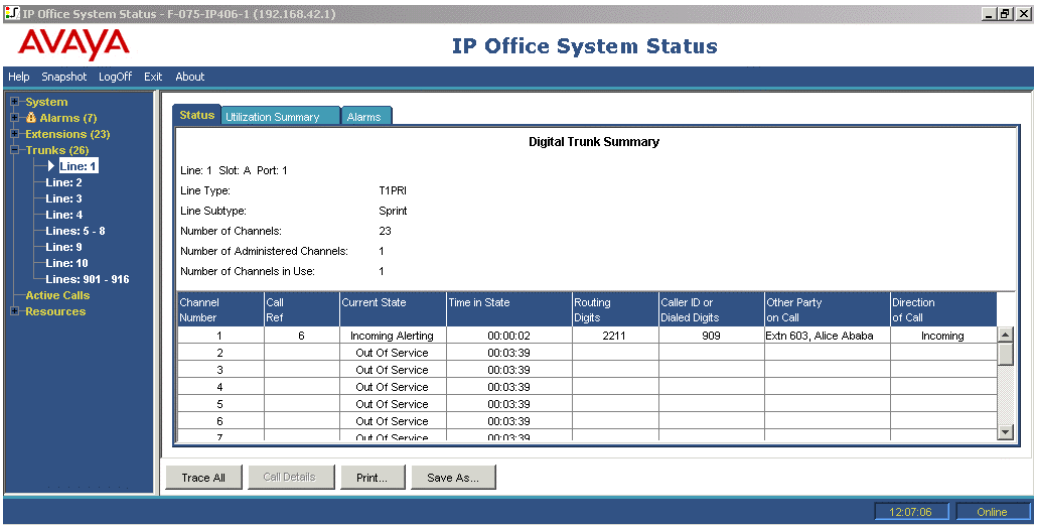
Below this information, a table displays the following details:

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

Status

Digital Trunk Summary

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



The following information is displayed under the **Status** tab:

- **Line/Slot/Port**
  The line, slot and port number.
- **Line Type**
  See Line Protocols.
- **Line Subtype**
  See Line Protocols.
- **Number of Channels**
  The number of channels that can be supported with a digital trunk.
- **Number of Administered Channels**
  Number of channels from the line form that are administered to be in service.
- **Number of Channels in Use**
  The total number of channels currently in use.

Below this information, a table displays the following details:

- **Channel Number**
  To view details of the call, click on the row.
- **Call Ref**
  Call reference, assigned by IP Office and associated with the line in use.
- **Current State**
  The state is defined when there is a call associated with a button. See Call States.
- **Time in State**
  Reset to zero each time there is a state change.
- **Routing Digits**
  The directed inward dialed digits that are sent by the central office.
- **Caller ID or Dialed Digits**
  - **Incoming Calls**
    The Caller ID name and number. If there is no Caller ID, **None** is displayed.
  - **Outgoing Calls**
    The digits that are sent to the central office.

- **Other Party on Call**
  Contains one of the following:

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

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

When a trace is in progress, any calls on the trunk will show  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.

Buttons available from this screen:

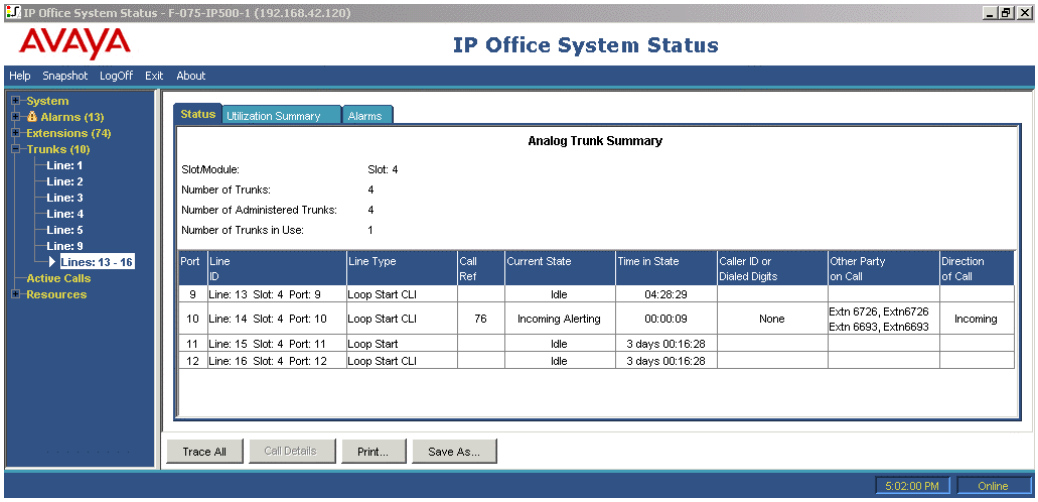
- Trace
- Trace All
- Call Details
- Print
- Save As

To display further information on a call, select one or more rows in the table and click the **Call Details** button. See Button Bar.

Analog Trunk Summary

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

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



The following information is displayed under the **Status** tab:

- **Slot/Module**
  Slot or module number.
- **Number of Trunks**
  Total number of trunks.
- **Number of Administered Trunks**
  Number of channels from the line form that are administered to be in service.
- **Number of Trunks in Use**

Below this information, a table displays the following details:

- **Port**
  The port number.
- **Line ID**
  The line, module and port number.
- **Line Type**
  The type of line protocol. See Line Protocols.
- **Call Ref**
  Call reference assigned by IP Office and associated with the line in use.
- **Current State**
  See Call States.
- **Time in State**
  Reset to zero each time there is a state change.
- **Caller ID or Dialed Digits**
  - **Caller ID**
    The Caller ID name and number. If there is no Caller ID, **None** is displayed.
  - **Dialed Digits**
    The digits that are sent to the central office.

- **Other Party on Call**
  Contains one of the following:

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

- **Direction of Call**
  Incoming or Outgoing.

When a trace is in progress, any calls on the trunk will show  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.

Buttons available from this screen:

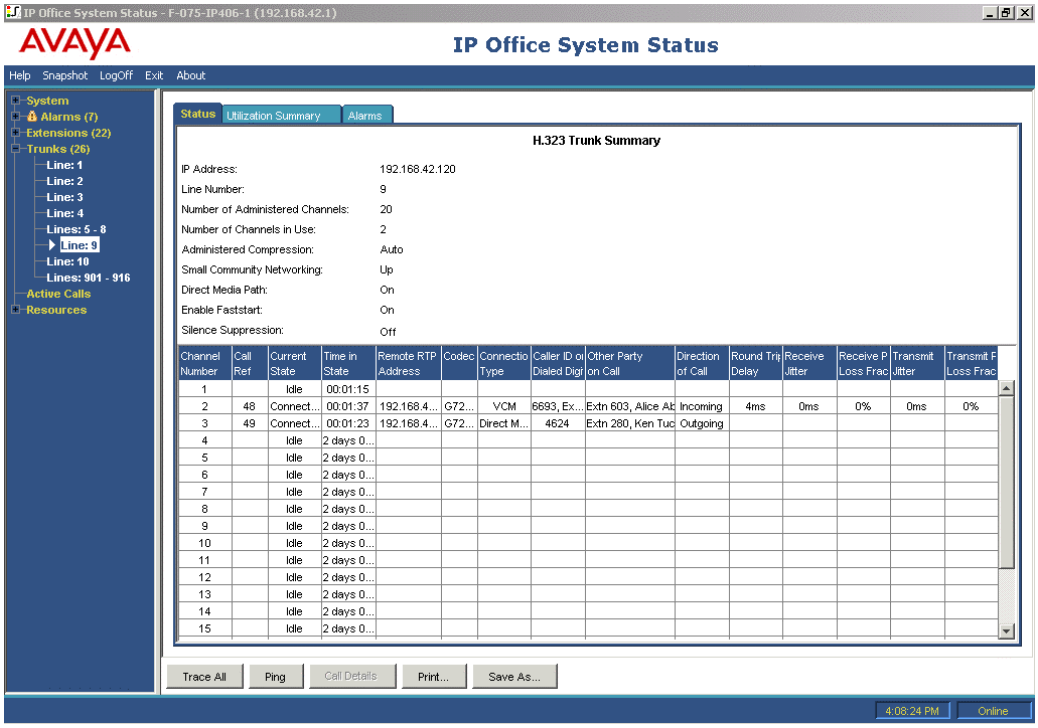
- Trace
- Trace All
- Call Details
- Print
- Save As

To display further information on a call, select one or more rows in the table and click the **Call Details** button. See Button Bar.

VoIP Trunk Summary

The VoIP Trunk Summary is accessed by clicking **Trunks** on the navigation panel and is displayed under the **Status** tab as either H.323 Trunk Summary or SIP Trunk Summary. Alternatively, click **System** and then **Control Unit** and double-click the line.

H.323 Trunk



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

Below this information, a table containing the following information is displayed:

- **Channel Number**
  Click on the row to view details of the call.

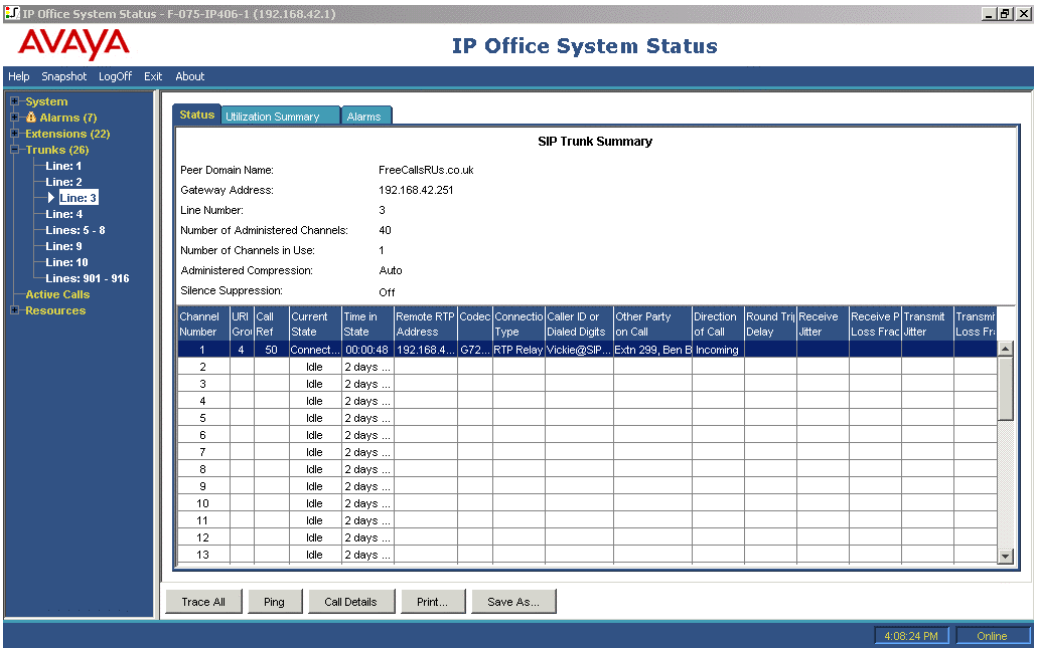
- **Call Ref**
  Call reference assigned by IP Office and associated with the line in use.
- **Current State**
  See Call States.
- **Time in State**
  Reset to zero each time there is a state change.
- **RTP IP Address from Connection**
  IP address of the remote end of the RTP Media Stream.
- **CODEC**
  Available via H.323 message and may change throughout the call.
- **Connection Type**
  Either DirectMedia, RTP Relay or VCMs.
- **Caller ID or Dialed Digits**
  - **Caller ID**
    The Caller ID name and number. If there is no Caller ID, **None** is displayed.
  - **Dialed Digits**
    The digits that are sent to the central office.
- **Other Party on Call**
  Contains one of the following:

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

- **Direction of Call**
  Incoming or Outgoing.
- **QoS**
  Receive and transmit details. Normal data packets can prevent or delay voice data from getting across the link, causing unacceptable speech quality. The QoS settings are:
  - Round Trip Delay
  - Receive Jitter
  - Transmit Jitter
  - Receive Packet Loss
  - Transmit Packet Loss

To display further information on a call, select one or more rows in the table and click on one of the buttons at the bottom of the screen.

SIP Trunk



- **Peer Domain Name**
  The name of the service from the line form.
- **Gateway Address**
  Gateway IP address from the VoIP form.
- **Line Number**
  Fixed line number, defined by the user.
- **Number of Administered Channels**
  The number of channels from the line form.
- **Total Channels in Use**
  The total number of channels that have associated call references.
- **Administered Compression**
  The compression mode from the VoIP form.
- **Silence Suppression**
  Either On or Off.

Below this information, a table displays the following details:

- **Channel Number**
  Click on the row to view details of the call.
- **URI Group**
  The URI Group via which the call was routed in or out of the trunk. If there is no Call Ref, the URI Group is blank.
- **Call Ref**
  Call Ref associated with the line in use.
- **Current State**
  See Call States.
- **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**

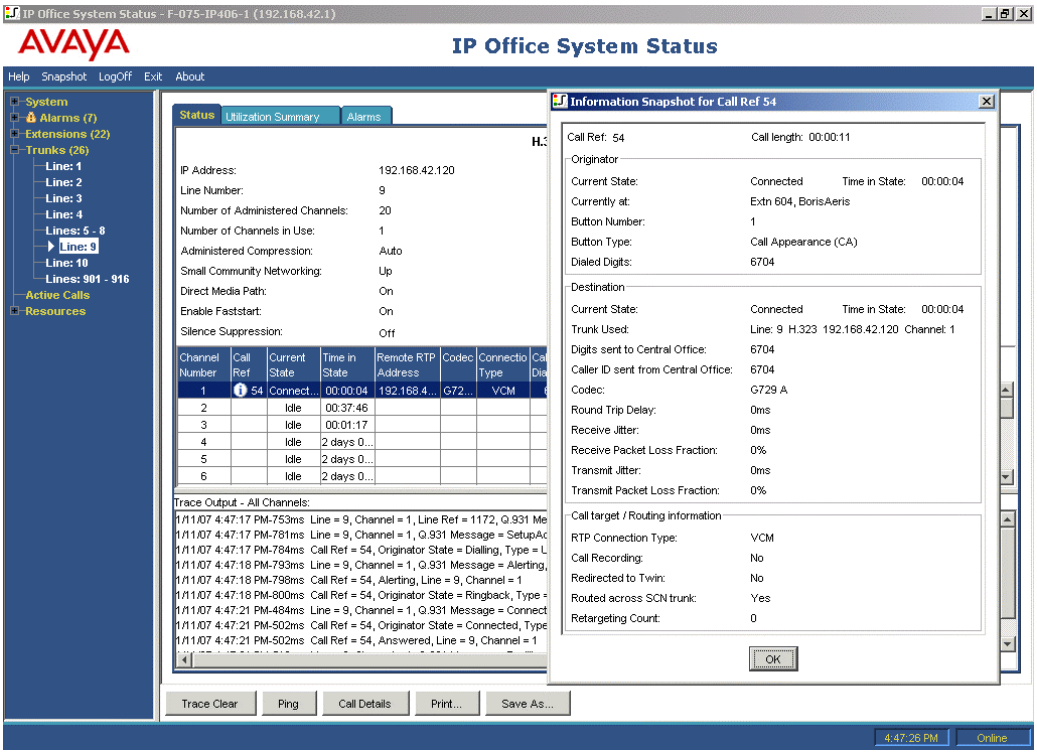
- **Caller ID**
  The Caller ID name and number. If there is no Caller ID, **None** is displayed.
- **Dialed Digits**
  The digits that are sent to the central office.

- **Other Party on Call**
  Contains one of the following:

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

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

When a trace is in progress, any calls on the trunk will show ⓘ 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.

Buttons available from the H.323 and SIP screens:

- Trace
- Trace All
- Ping
- Call Details
- Print
- Save As

To display further information on a call, select one or more rows in the table and click the **Call Details** button. See Button Bar.

Alarms

Alarms

Alarms are recorded within IP Office for each device in error. The number of occurrences (peg count) and the date and time of the last occurrence is recorded. Alarms are listed on the display, by category and by trunk.

Note

- Alarms are not preserved after a control unit reboot.

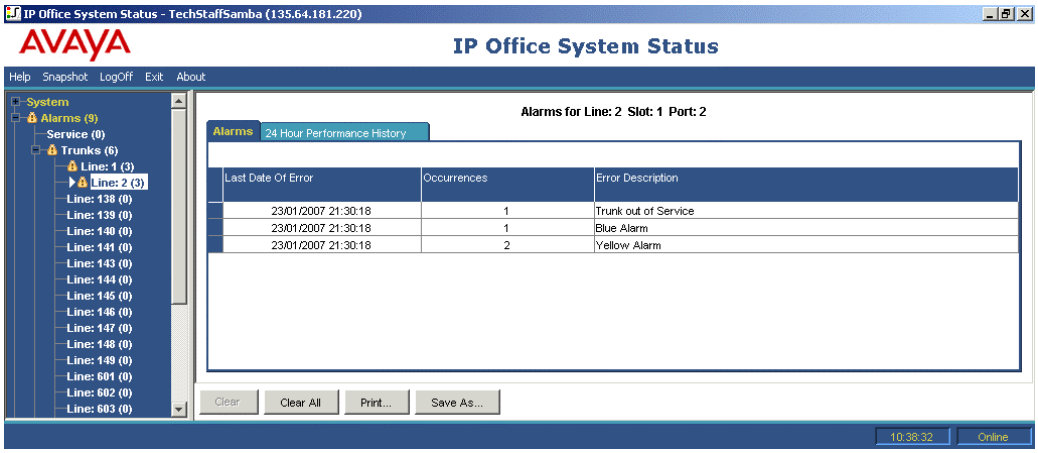
Alarms have a separate count for the number of times the alarm occurs. Trunk alarms have a separate count for each alarm that happens on a particular trunk.

SSA distinguishes between the following alarms:

- **Active**
  Current prevailing alarms, displayed in red with a symbol. If an alarm is no longer active, the alarm changes to black but the count will remain the same. When an alarm goes from historical to active, the count is increased by one.
- **Historic**
  Alarms which are no longer occurring or which are instantaneous events are displayed in black. IP Office will hold at least 50 historic alarms. If historic alarms are discarded by due to memory limitations, IP Office keeps a count of the number of discards and the corresponding number of occurrences. This is represented as 'Lost Alarms', which is displayed as a configuration alarm that is never automatically discarded.

Note

- If there are no alarms, the labelled columns are displayed but no alarms are listed.



To view the alarms in a specific category:

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

   The alarm categories are displayed followed by the number of alarms (in brackets). Trunk alarms can be further expanded to display alarms for individual trunk lines.
2. To view a specific alarm, click the alarm or trunk type. The alarm details are displayed in the information panel.

Note

- Alarms can be cleared using the **Clear** or **Clear All** buttons. If an alarm is still active, it will remain in the list with an occurrence count of 1.

Last System Restart

When you click Alarms, the Last System Restart screen displays the following details:

- **Date**
  Date and time the system was last restarted.
- **Reason**
  Why the system restarted.

The reasons may be:

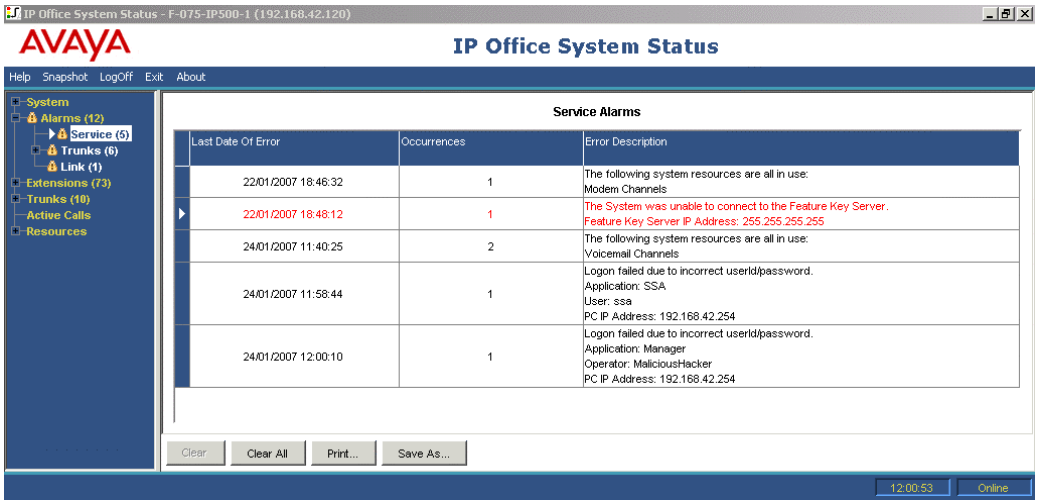
- **User Initiated**
  The user has selected **File | Advanced | Reboot** in Manager. The Manager operator name is displayed.
- **Saved Configuration**
  A configuration save has required a reboot. The Manager operator name is displayed.
- **Software Upgrade**
  The software upgrade has caused a reboot.
- **Normal Power-up**
  The switch has restarted after power outage.
- **Abnormal Termination**
  The switch has restarted for any other reason. The stack trace is displayed.

Note

- Reboot information (accessible from the navigation panel) cannot be cleared. The information does not appear in the list of Service Alarms.

Service Alarms

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



The following information is displayed:

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

Note

- Some service alarms are also shown in the System Resources screen. Clearing the alarms from this screen will also clear them in the System Resources screen.

Logon Failure Due to User ID/Password

An alarm is displayed when attempted access has failed:

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

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

Logon failed due to incorrect userId/password.
Application: YYYYYYYYY
Additional information

The following table lists what is displayed as additional information:

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

Feature Key Server Connection Failure

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

"The system was unable to connect to the Feature Key Server."
Feature Key Server IP Address: XXX.XXX.XXX.XXX

Resources Not Available

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

"The following system resources are all in use"

The following table lists what is displayed as additional information:

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

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

Buttons available from this screen:

- Clear
- Clear All
- Print
- Save As

Trunk Alarms Selection

Double-click a line to display its trunk alarms.

Trunk Alarms

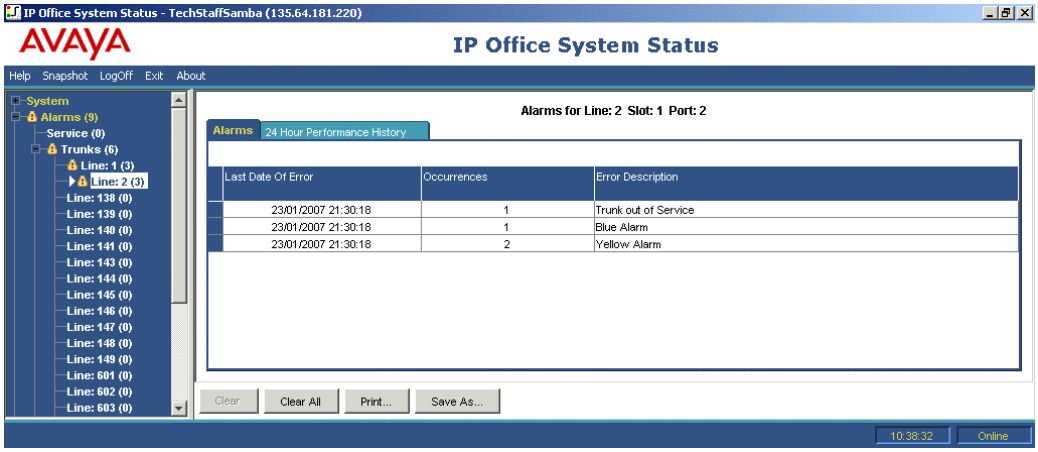
The Trunk Alarm screen contains an entry for each trunk. There is always an entry in the navigation panel for each trunk regardless of whether it has alarms. Trunk alarms are updated in real time.

Digital Trunks

The screen displays two tabs for digital trunks:

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

Alarms



The following information is displayed:

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

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

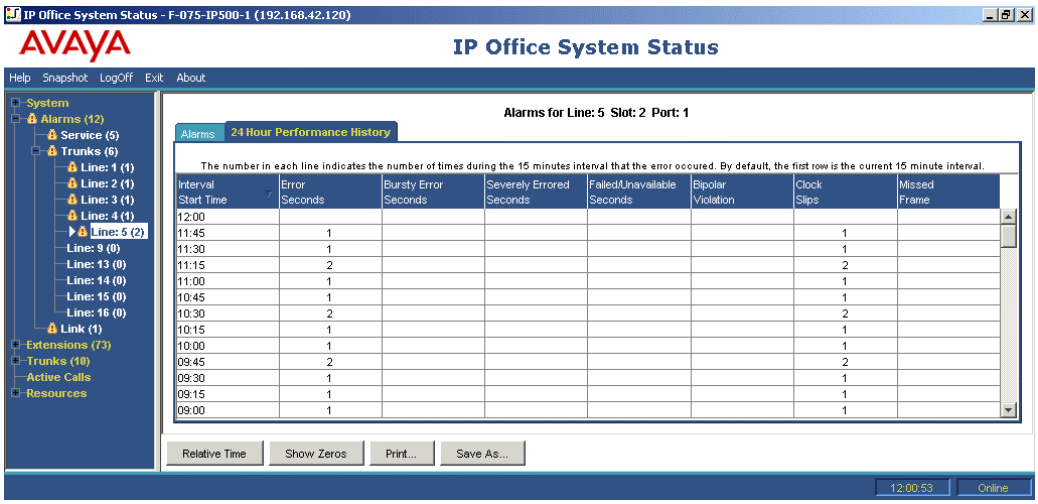
received	
Seize Failure	When there is no loop current detected when trying to seize the trunk.
Response Failure	This alarm is generated when IP Office sends a TCP Sync to the remote end of an H.323 trunk and fails to receive an acknowledgement from the remote end, also when IP Office sends an INVITE over a SIP trunk and times out on no response. *No response to IP trunk call request.* *IP Trunk Line Number: xxx* *Remote end IP address: yyy.yyy.yyy.yyy*

Buttons available from this screen:

- Clear
- Clear All
- Print
- Save As

24 Hour Performance History

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



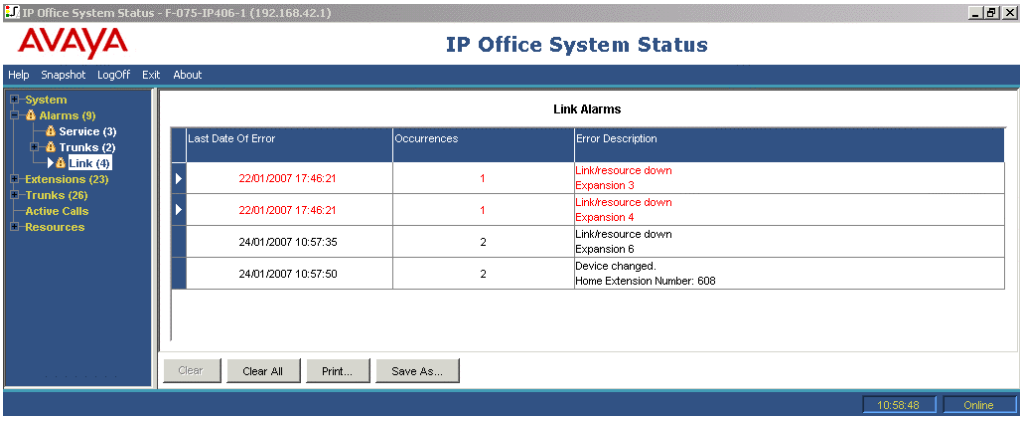
The table is displayed regardless of whether there are errors on the trunk.

Buttons available from this screen:

- Absolute Time or Relative Time
- Show Blanks or Show Zeros
- Print
- Save As

Link Alarms

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



The following information is 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 available from this screen:

- Clear
- Clear All
- Print
- Save As

Tracing

Overview

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

Call Traces

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

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.

Trunk Traces

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

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

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

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.

Manipulating Traces

Trace information is presented at the bottom of the screen. The **Pause** button and scroll bar enable you to view the information whilst the application continues to record new trace events.

The **Resume** button displays all the events recorded when a trace is paused, as well as further new events as they occur.

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

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

Note

- If the viewer restarts whilst a trace is being generated and the trunk/channel/extension/buttons being traced are still valid, the viewer retains the trace before loss of connection. A line is added to the trace as follows:

  [time and date] Connection to the Control Unit restarted

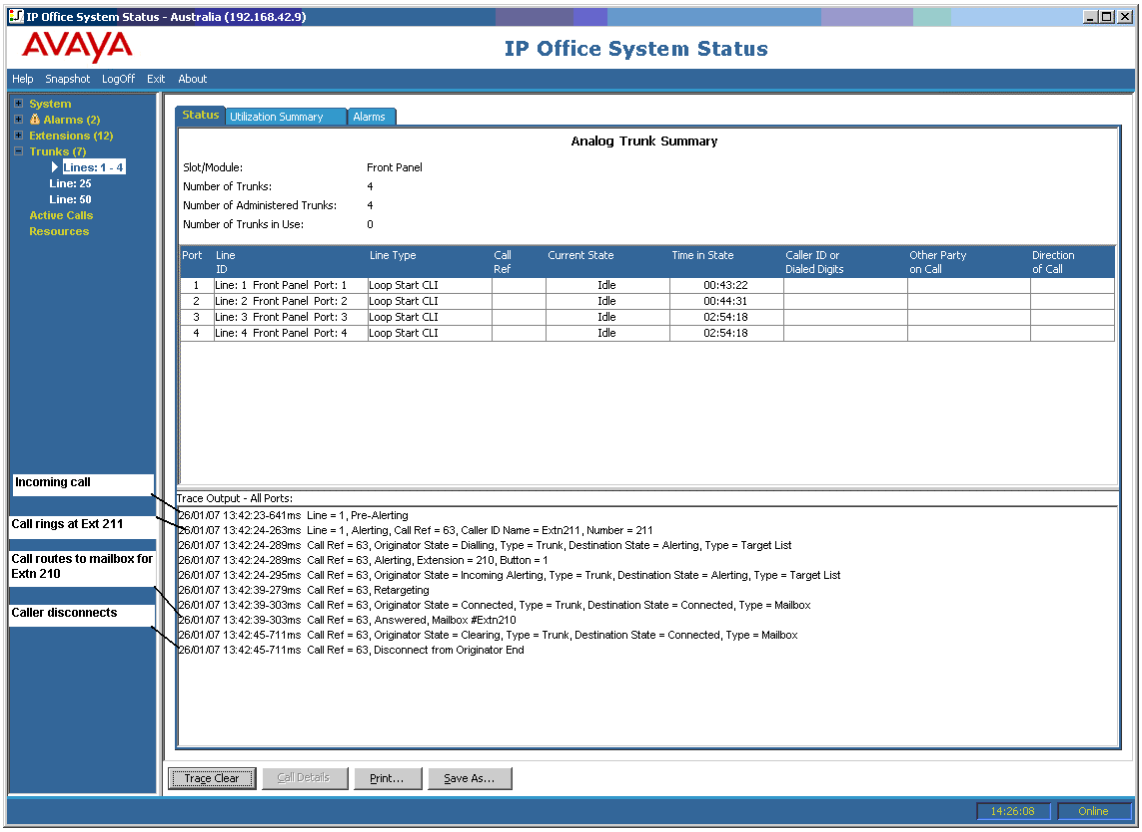
  The trace continues to generate.

Analog Trunk

Tracing Incoming Calls on Analog Lines

SSA can be used to troubleshoot calls that are being disconnected.

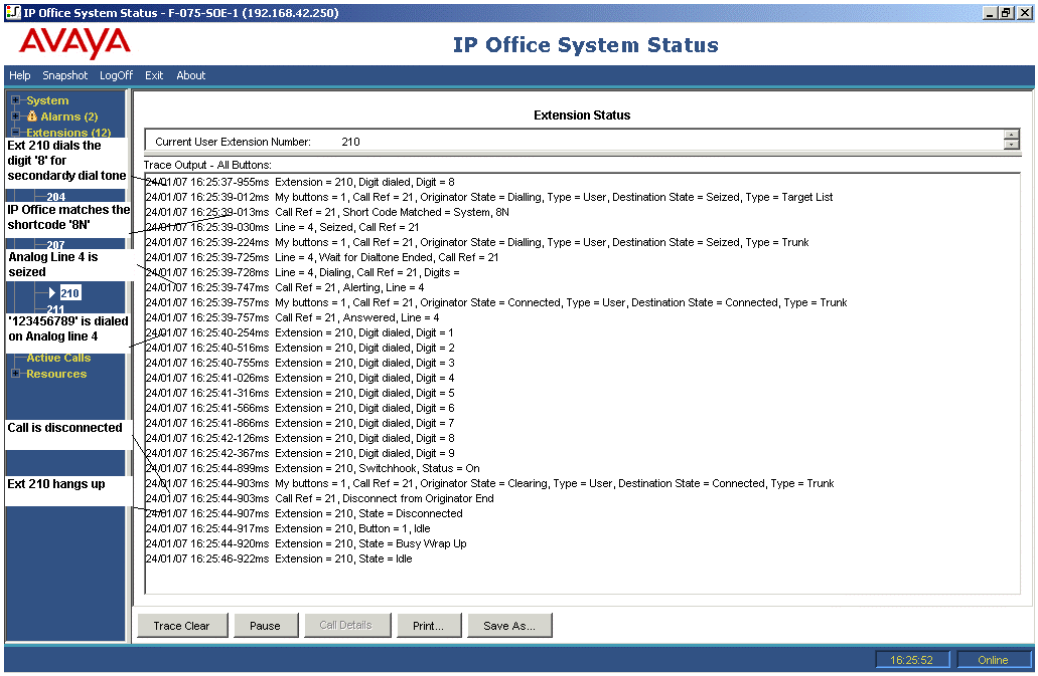
The following example shows how SSA traces an incoming call which rings at an extension and then transfers to voicemail:



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

Tracing Outgoing Call - Call Disconnected by the IP Office User

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



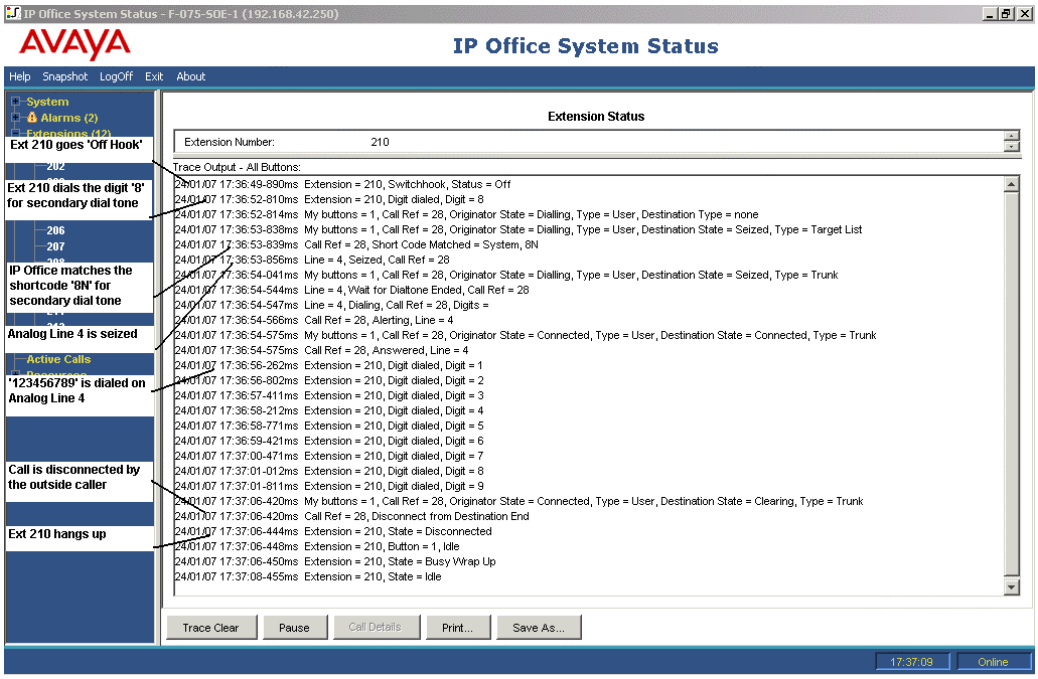
1. Extension 210 dials **8123456789**.
2. The trace shows **Extension = 210, Digit dialed, digit = 8**.
3. IP Office matches the dialed 8, to the system shortcode 8N.
4. The trace shows that the analog line 4 is seized and **123456789** is dialed on the line.
5. The trace shows that extension 210 goes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

Notes

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

Tracing Outgoing Call - Call Disconnected by Outside Caller

The following example describes an outgoing call on an analog line, where the call is disconnected by an outside caller:



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

This type of trace is useful when customer report calls are being disconnected.

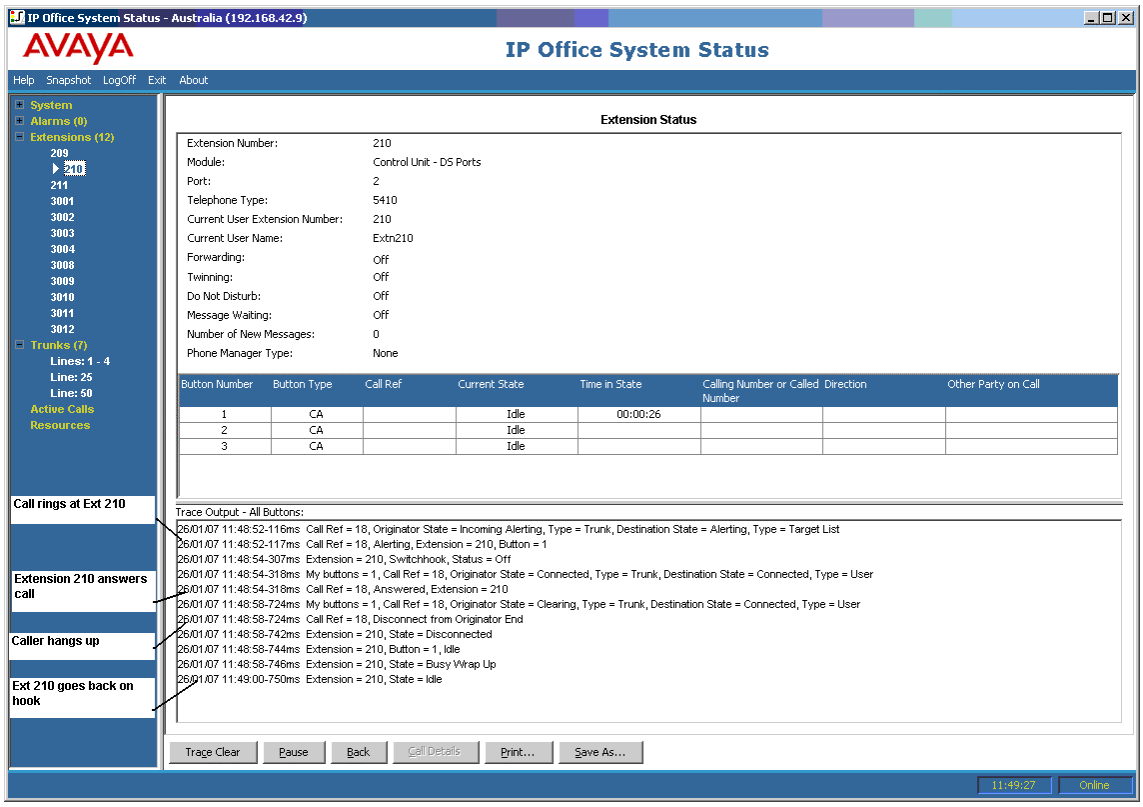
Notes

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

Extension

Incoming Outside Call - Disconnected by Outside Caller

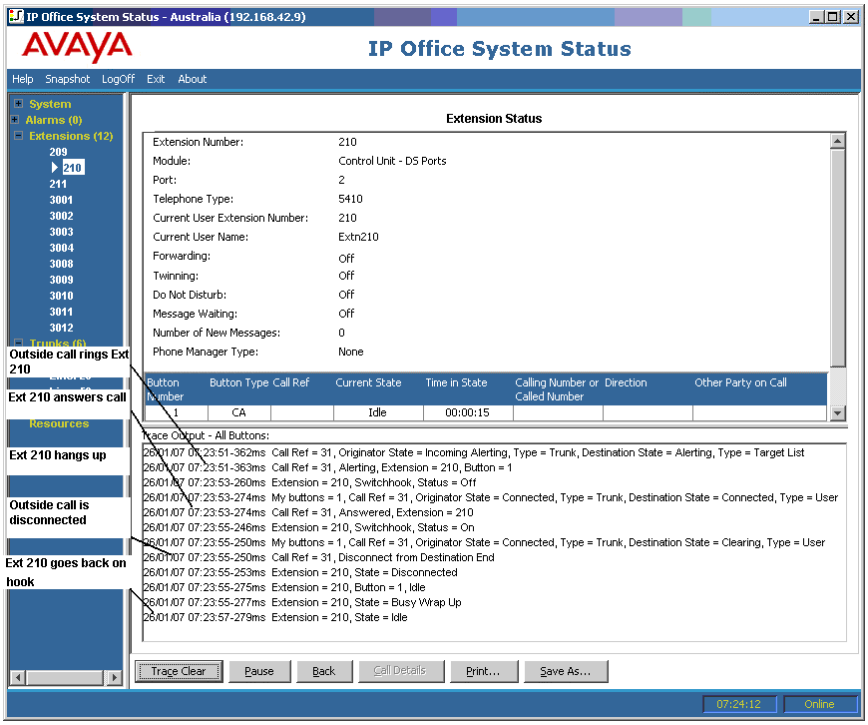
The following example details an incoming call that has been answered and then dropped by the outside caller:



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.

Incoming Outside Call - Disconnected by IP Office User

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

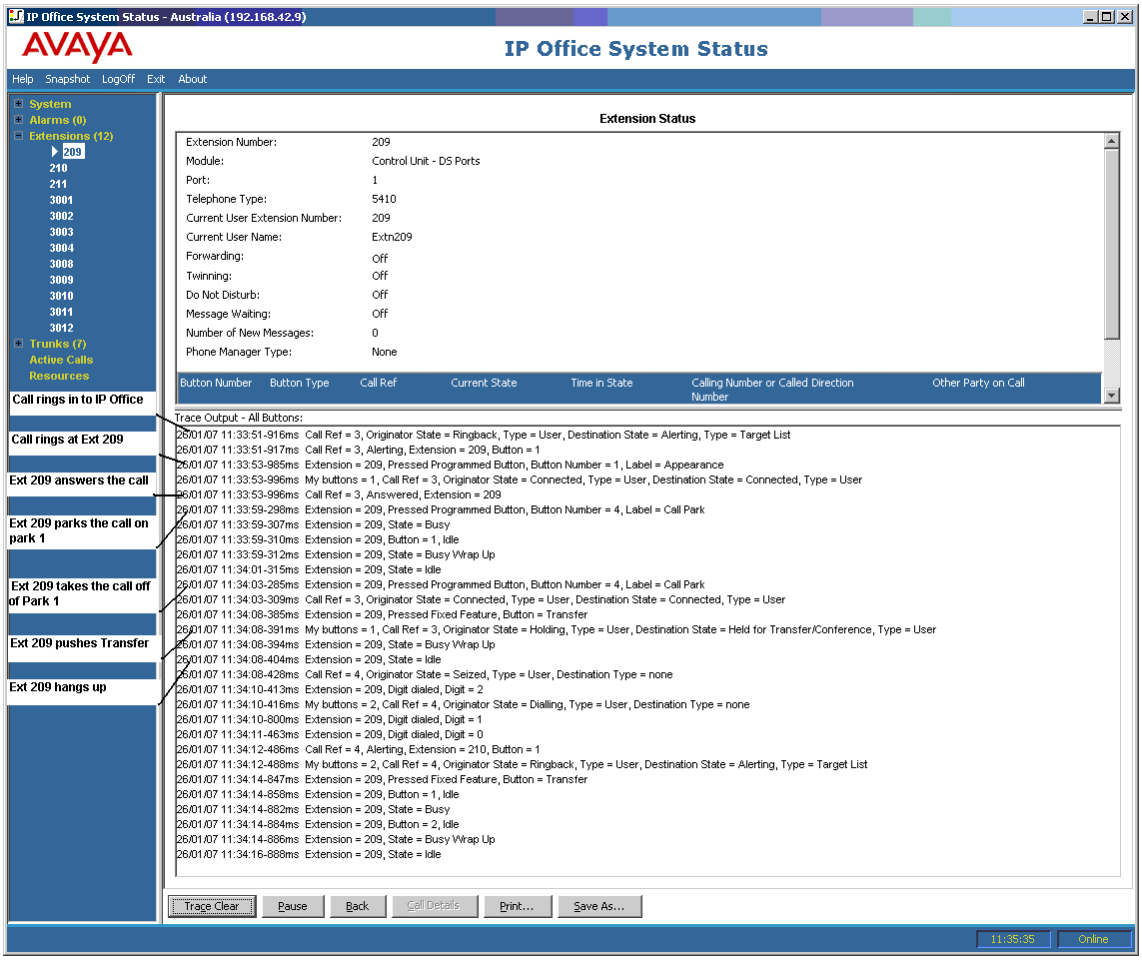


1. The outside call (originator) rings at extension 210.
2. Extension 210 (destination end) answers the call.
3. Extension 210 hangs up.
4. The outside call is disconnected.
5. Extension 210 goes back on hook.

Extension Button Selection

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

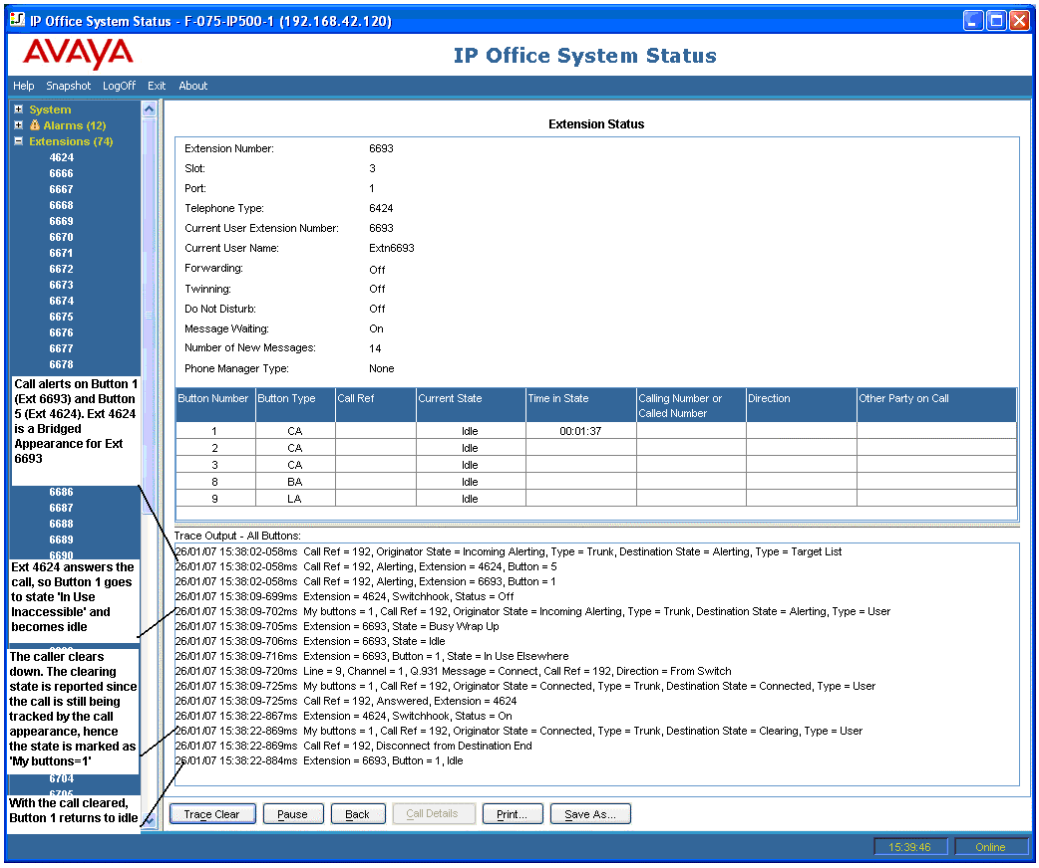
The following example details a trace of button activity at an extension:



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

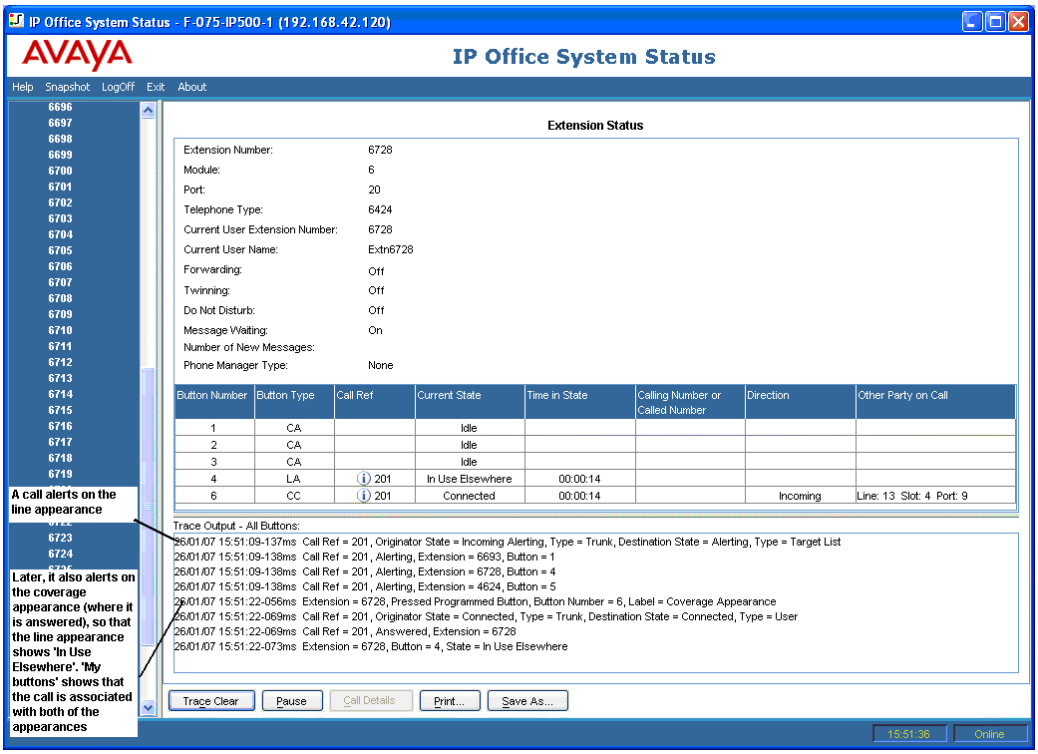
Many trace events relating to an extension that has appearance buttons, will indicate a button number against the event. When troubleshooting, this allows you to understand why, for example; a call alerted on a particular extension.

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



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

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



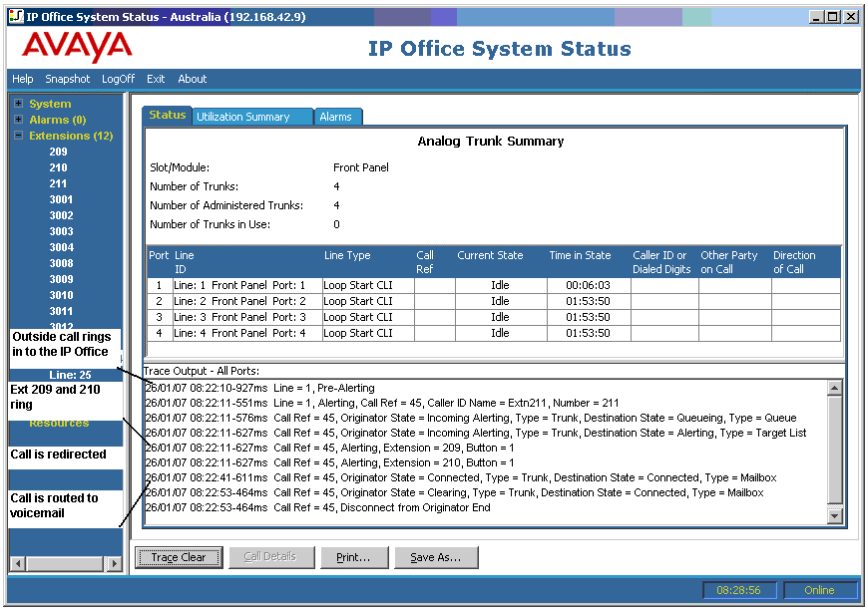
Hunt Group

Note

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

Hunt Group Calls Sent to Voicemail After Ringing Hunt Group Members

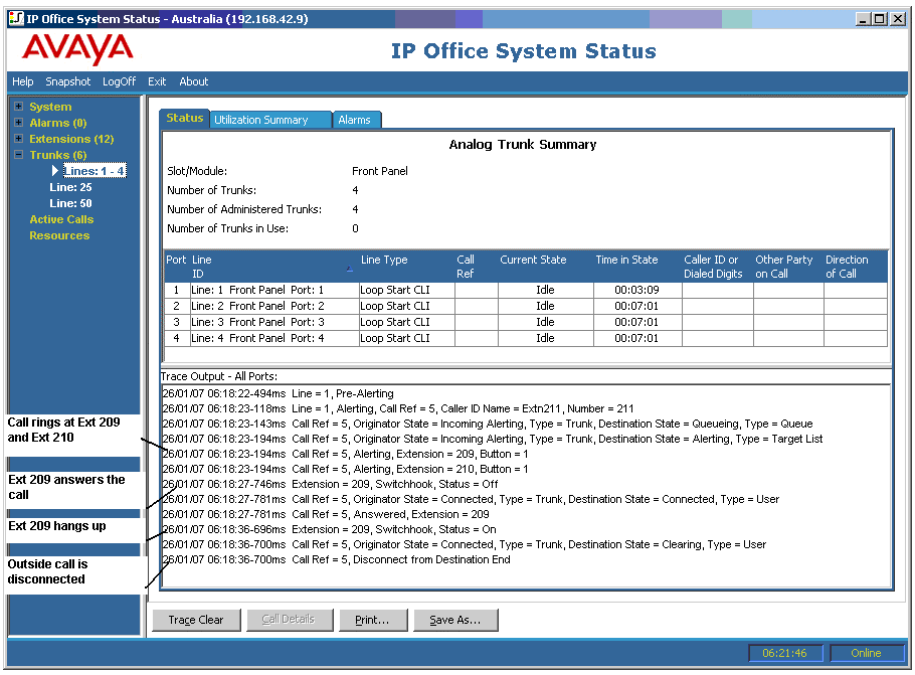
The following example details a call received on IP Office and re-directed to voicemail:



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

Hunt Group Calls Being Answered by Hunt Group Member

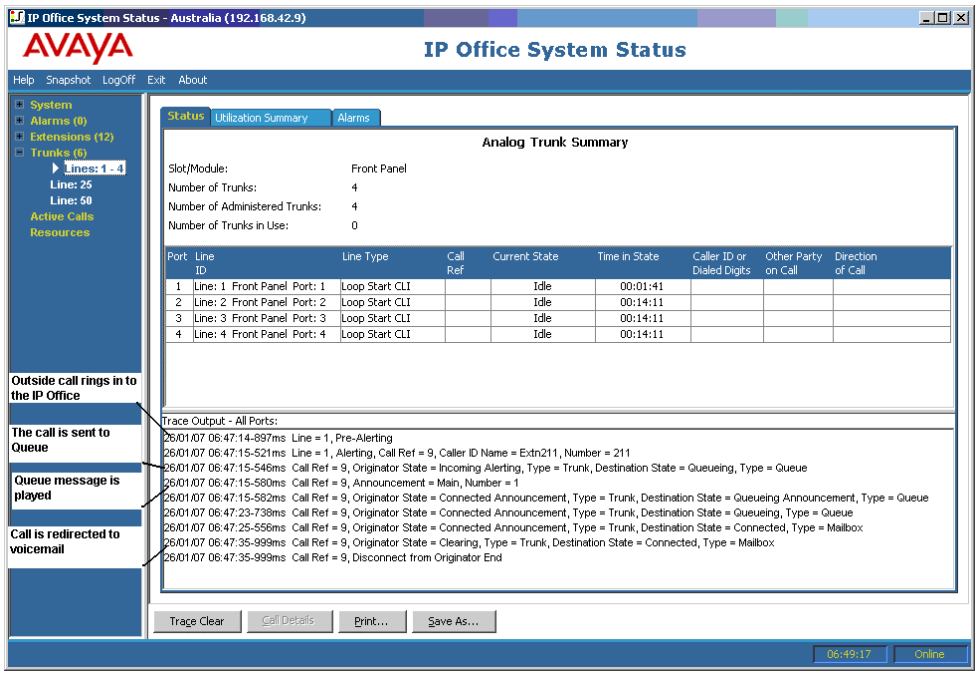
The following example details a call received on IP Office and answered by a hunt group member:



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

Hunt Group Call Being Directed into a Hunt Group's Queue and then Sent to Voicemail

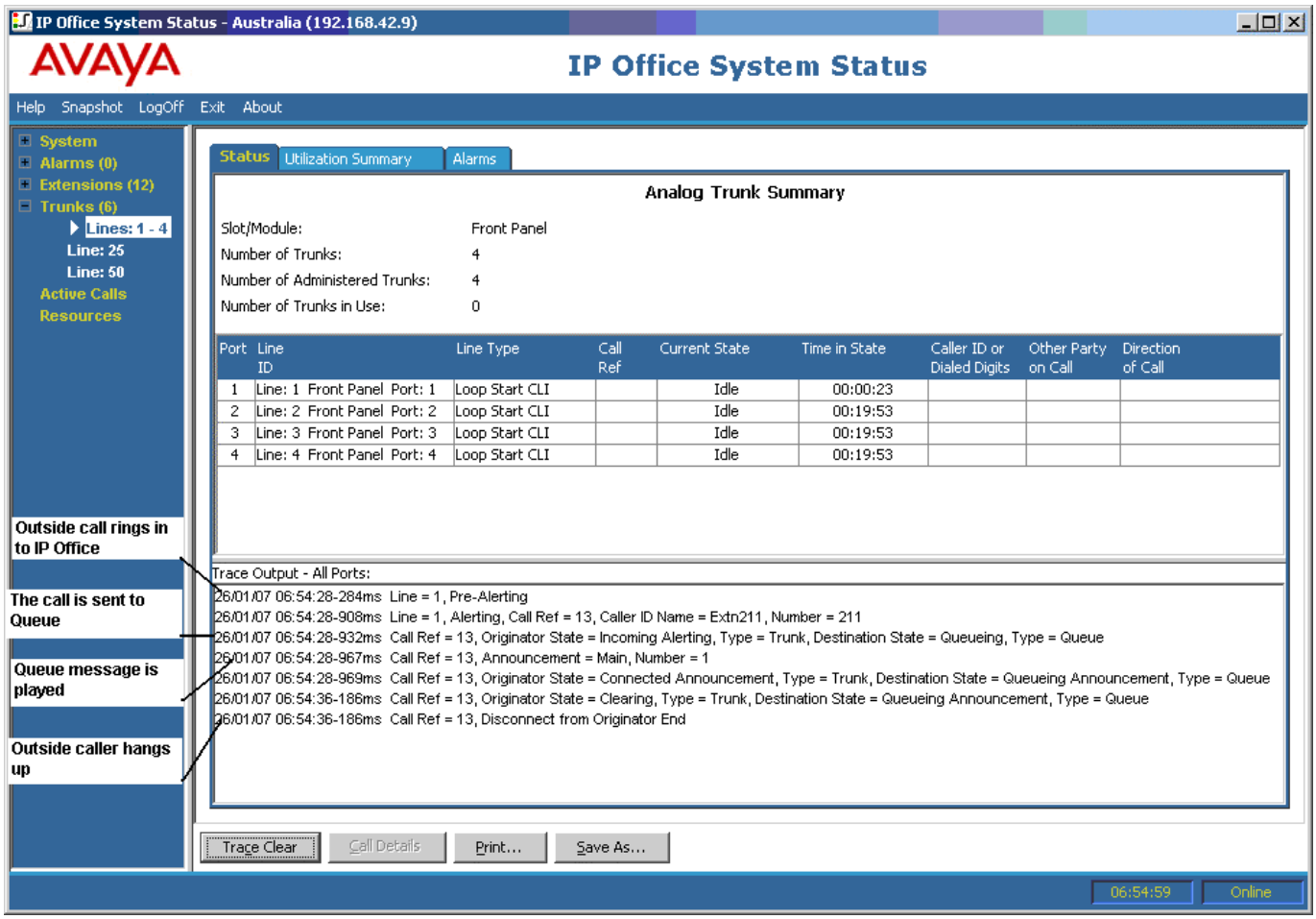
The following example details an incoming call to IP Office, sent to the hunt group's queue and then re-directed to voicemail:



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

Call Being Abandoned While in a Hunt Group's Queue

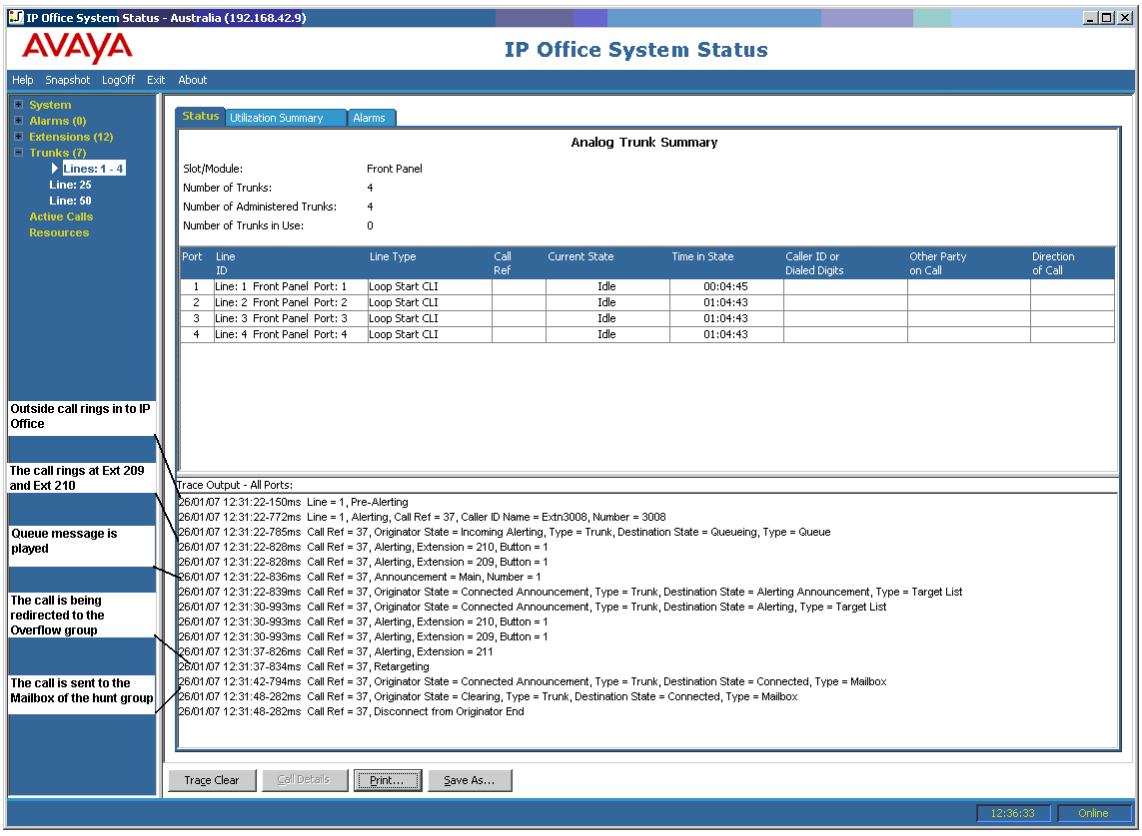
The following example details an incoming call to IP Office, sent to the hunt group's queue and then disconnected by the outside caller (Originator):



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

Hunt Group Call Overflowing to a Second Hunt Group and then Answered by Voicemail

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



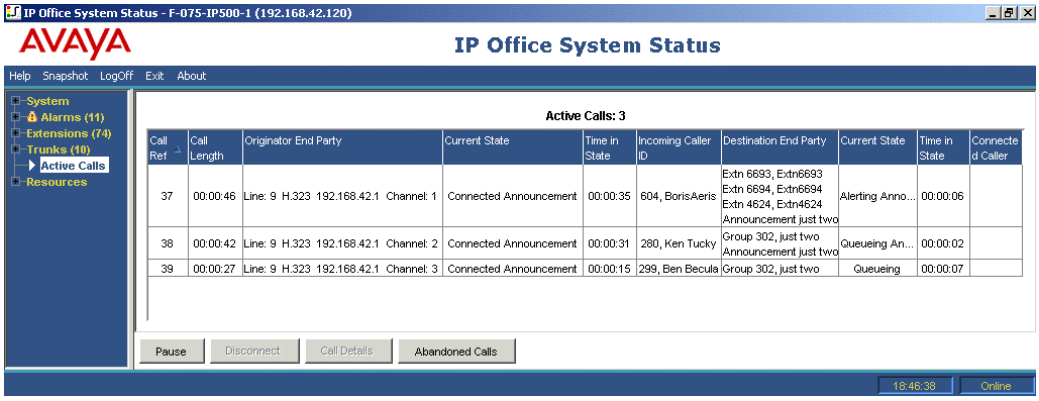
1. A outside call is received on IP Office.
2. The call rings at extension 209 and extension 210.
3. The queue message is played.
4. The call is re-directed to an overflow hunt group.
5. The call rings at extension 211 (a member of the overflow hunt group).
6. The call is then re-directed to the original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

Announcements

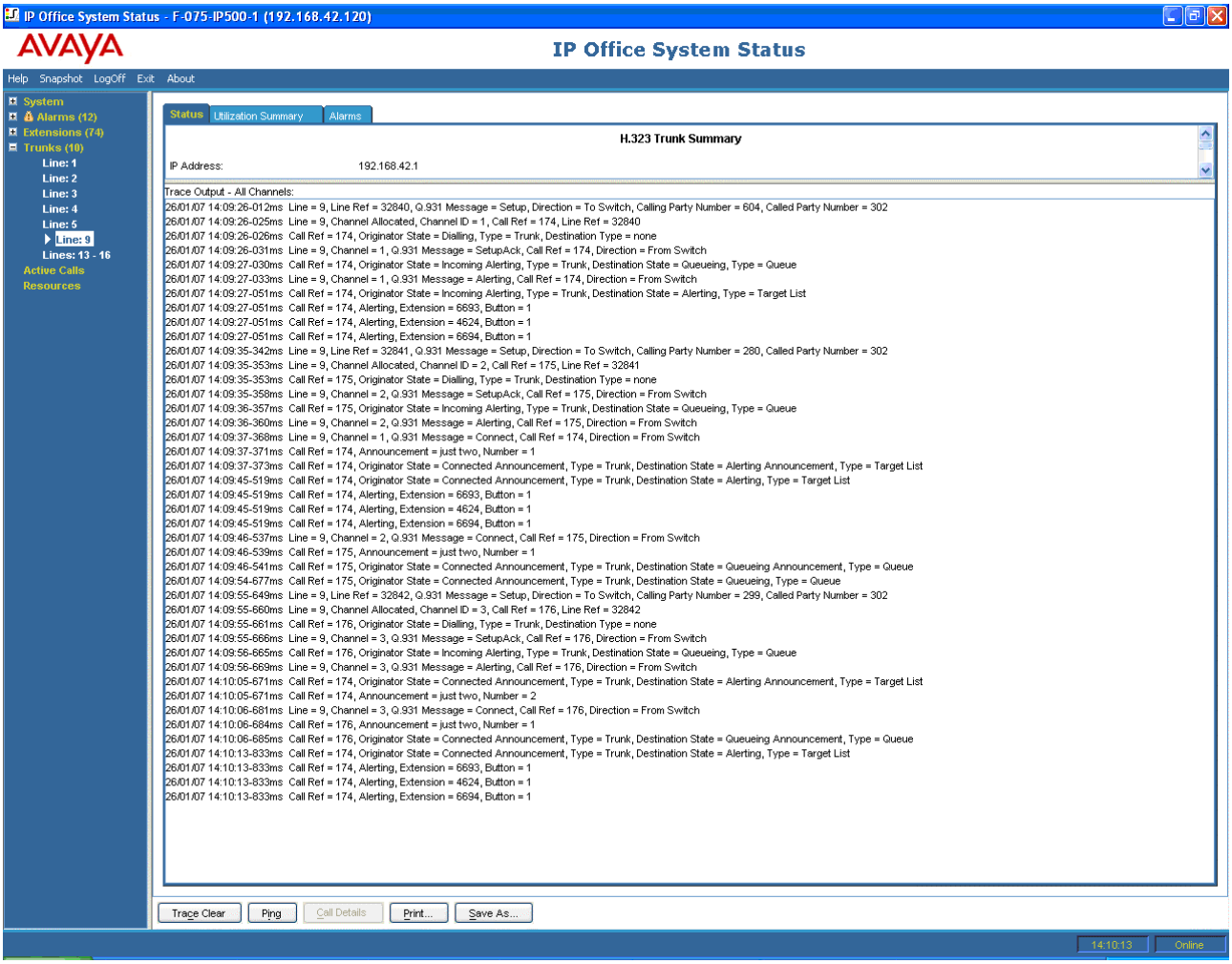
IP Office 4.0 allows calls that are either queuing or alerting, to be played announcements in a pattern that is configured using Manager. When an announcement is heard on a call, the current state is displayed as Connected Announcement and this state will remain until the call is either answered or cleared.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

Example:

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



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



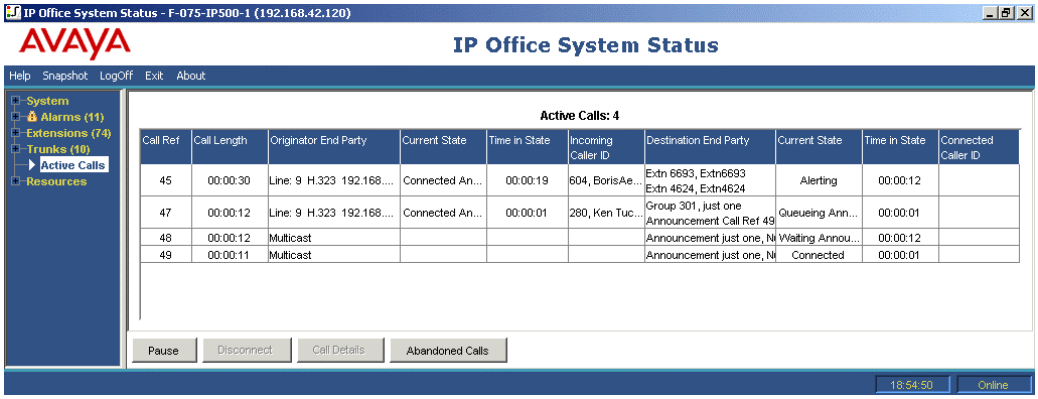
IP Office 4.0 supports both synchronous and asynchronous announcements. The examples in this section are typical of asynchronous announcements. For synchronous announcements, IP Office sets up a call between voicemail and a multicasting point. Each call that is listening to the same announcement connects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

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

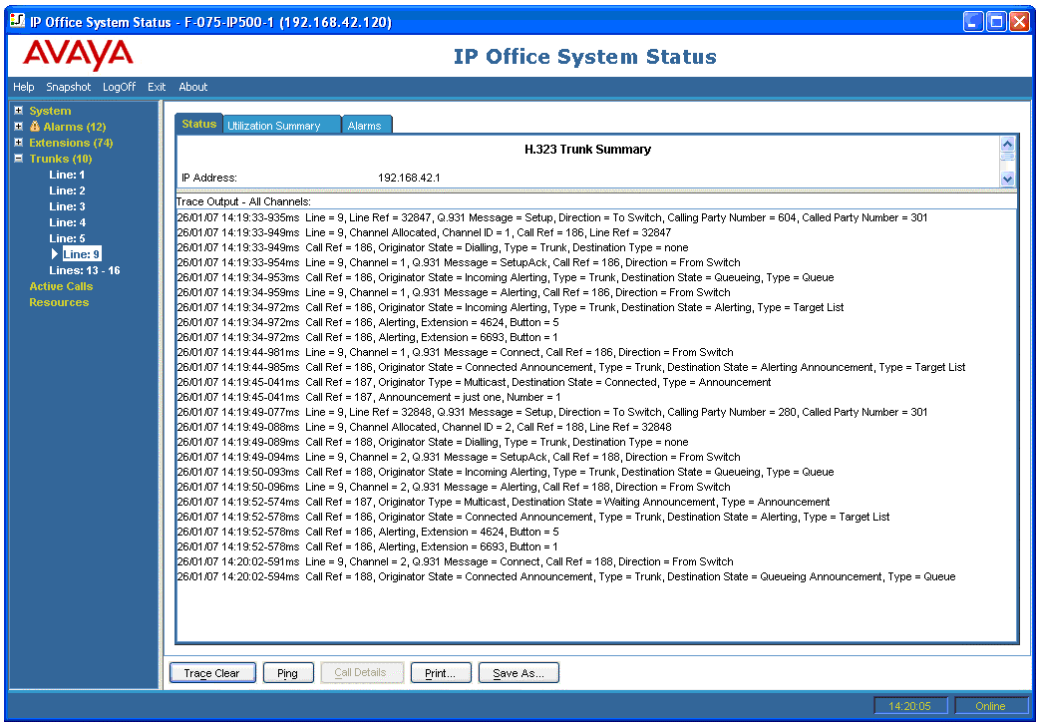
A call that is listening to an announcement will indicate the call reference of the multicasting call to which it is linked.

Example:

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



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



Troubleshooting

ISDN Calls Cutting Off

Issue

User experiences their calls being cut off.

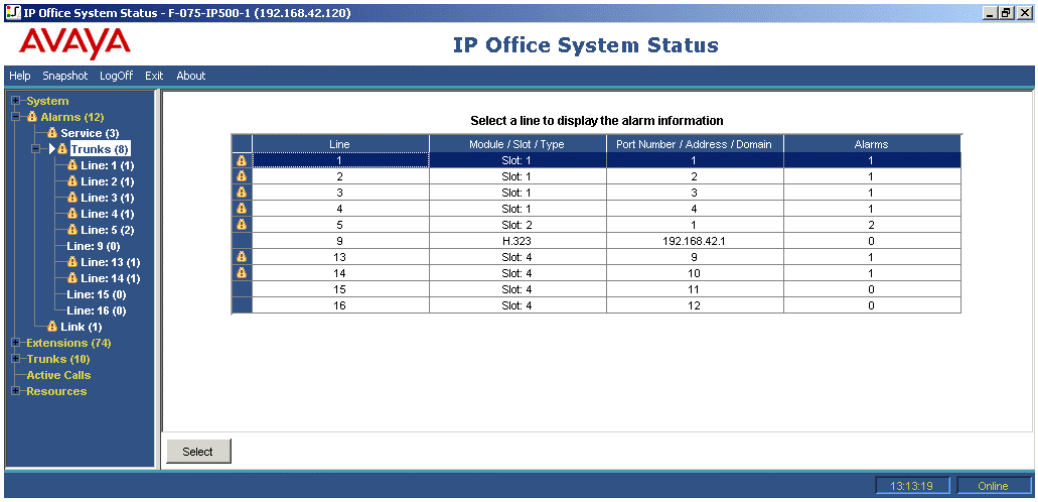
Action

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

Procedure

From SSA, check the following:

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



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

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

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

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

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

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

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

Delay Between Analog Line and Extension

Issue

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

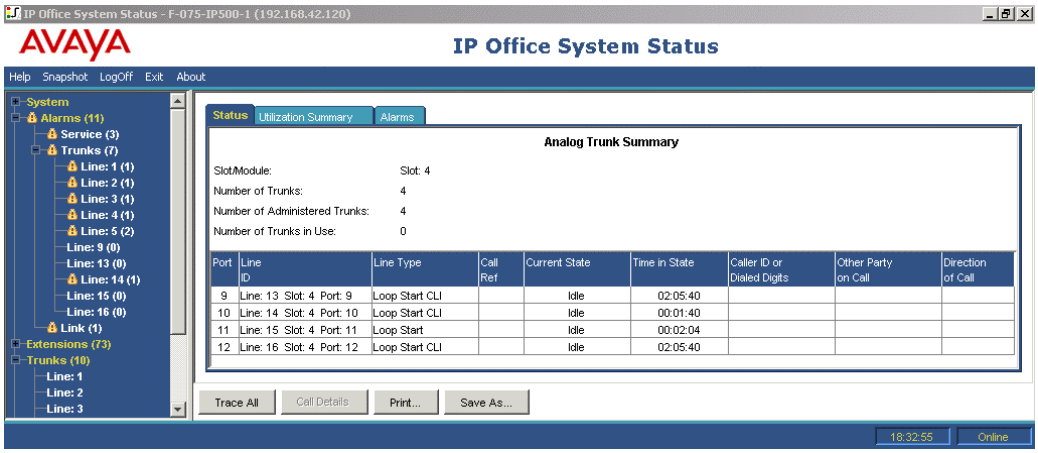
Actions

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

Procedure

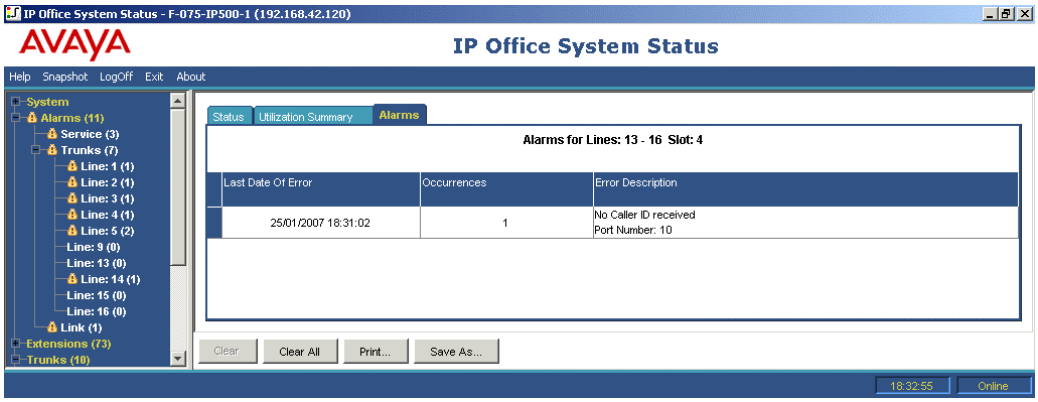
From SSA, check the following:

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



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

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



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

Expansion Units Constantly Rebooting

Issue

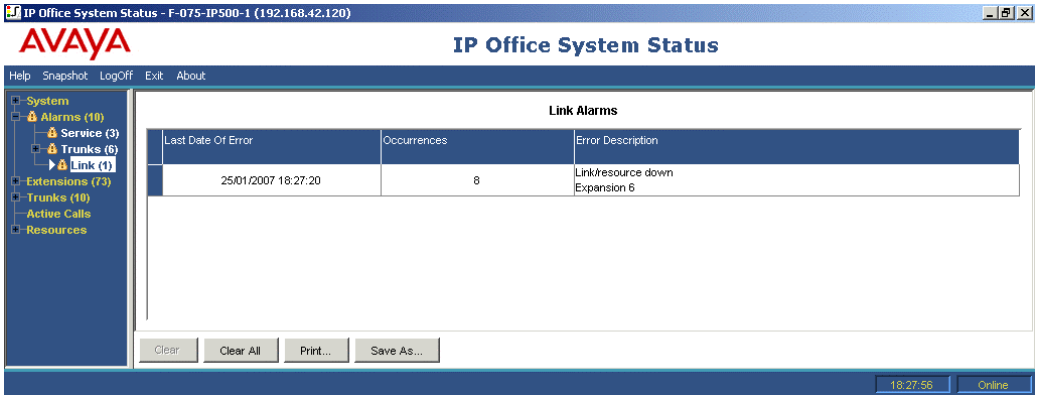
IP Office expansion units constantly reboot.

Action

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

Procedure

From SSA, view error messages by clicking **Alarms** and then the link:



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

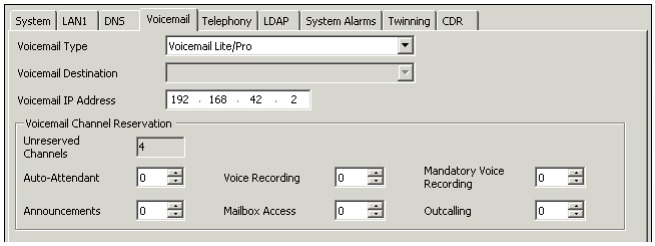
User Receives Busy When Calling

Issue

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

Action

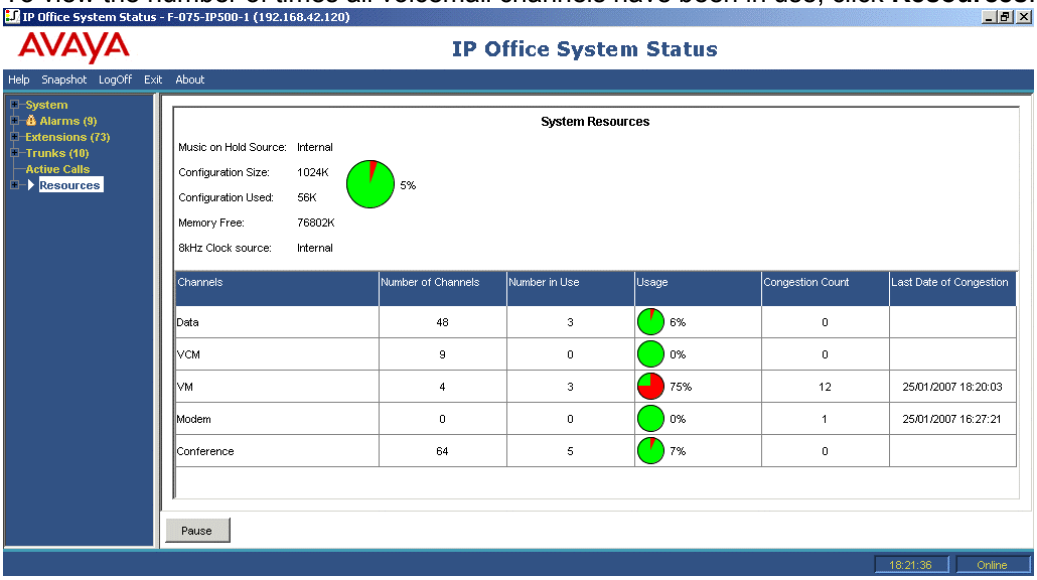
1. Check that Voicemail Pro/Lite/Embedded is running.
2. If you are running Voicemail Pro, check that you have correctly configured Voicemail Channel Reservation:



Procedure

From SSA, check the following:

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



When all voicemail channels are in use, the system returns Busy to the caller.

2. Inform the user that they need to purchase more voicemail channels.

SCN VoIP Calls Echo or Have Poor Speech Quality

Issue

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

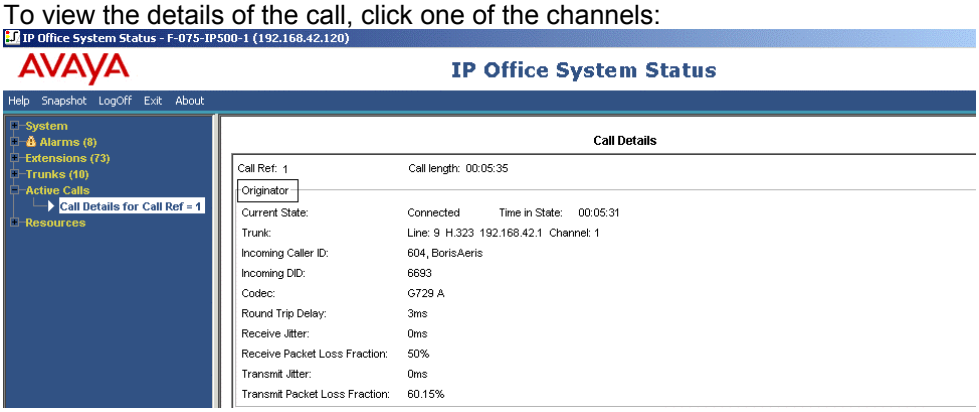
Action

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

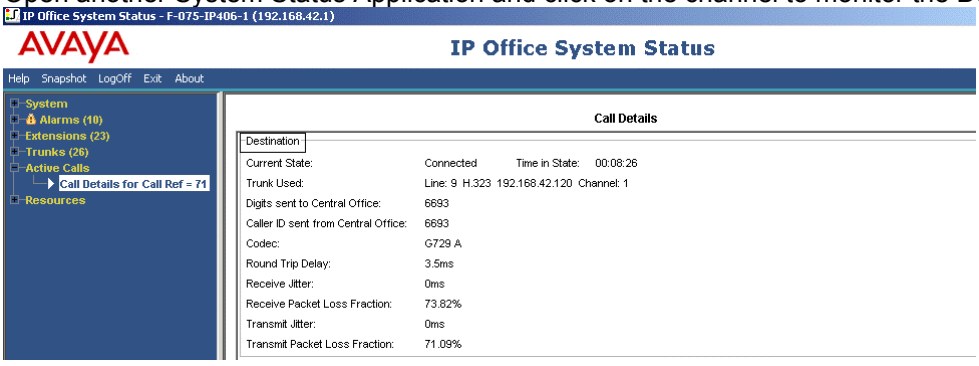
Procedure

From SSA, check the following:

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



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:



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

Phone User Unable to Dial Out

Issue

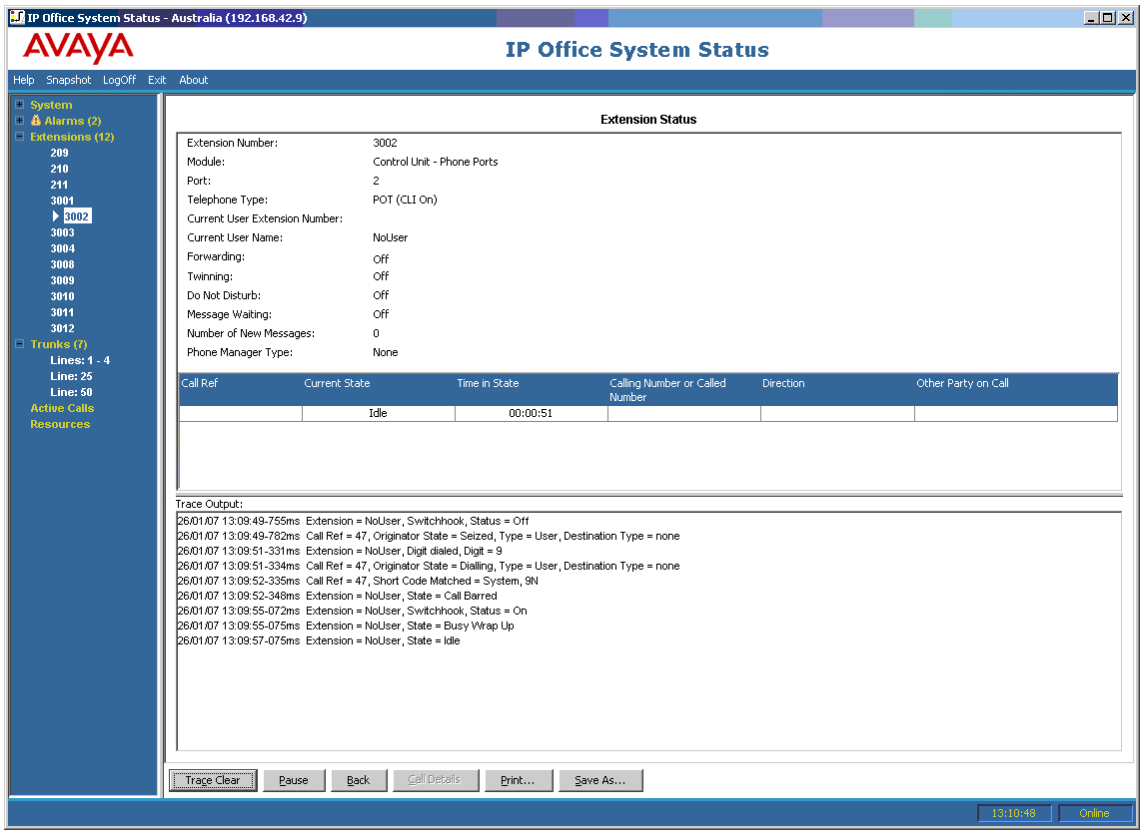
Phone user without caller display is unable to dial out.

Action

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

Procedure

From SSA, click **Extensions** and then double-click the specific extension.



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

PRI Line is Out of Service

Issue

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

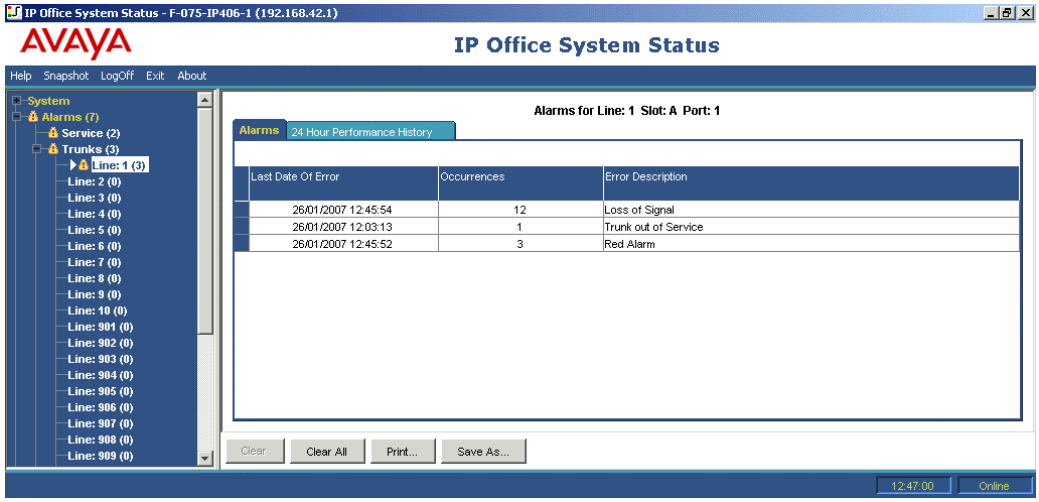
Action

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

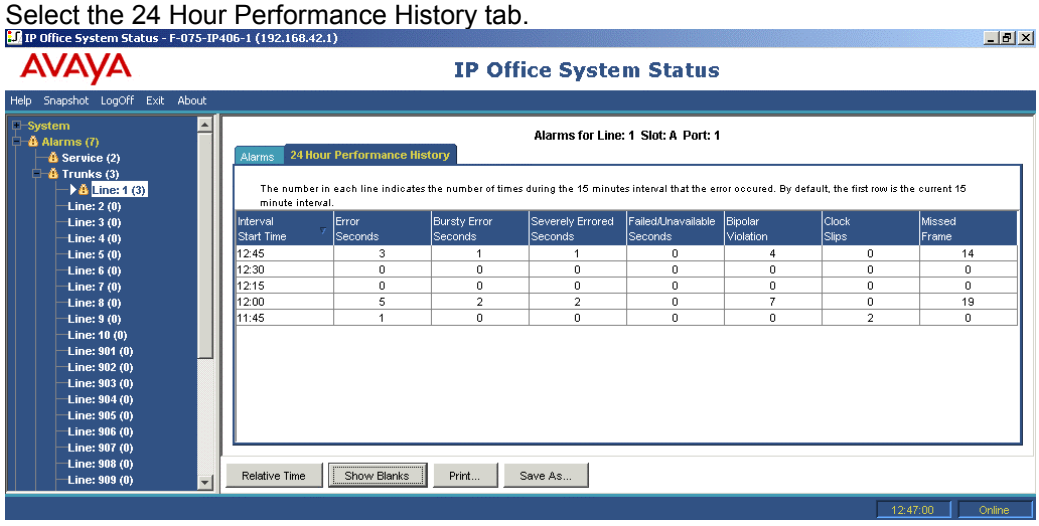
Procedure

From SSA, do the following:

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



3. Select the 24 Hour Performance History tab.



The example above shows that the PRI line experienced Clock Slips and Missed Frames. Replacing the wiring from the PRI's Smart Jack and the IP Office will resolve the issue.

Index

Any comments or suggestions regarding this document should be sent to "wgctechpubs@avaya.com".

Avaya
Unit 1, Sterling Court
15 - 21 Mundells
Welwyn Garden City
Hertfordshire
AL7 1LZ
United Kingdom

Tel: +44 (0) 1707 392200
Fax: +44 (0) 1707 376933

Web: http://www.avaya.com/ipoffice/knowledgebase