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Multisite Provisioning Tool Help

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Chapter 1: Overview

Introduction

This chapter introduces you to the Multisite Provisioning Tool (MPT) and explains how to install and start the application. The Multisite Provisioning Tool is a Java-based software application that communicates with Quick Edition networks over an HTTPS link.

How to Use the Multisite Provisioning Tool

The Multisite Provisioning Tool enables you to simultaneously configure one or more Quick Edition networks from a single central location. Any individual Quick Edition network, a subset of selected networks, or all networks represented in the Multisite Provisioning Tool database can be configured at once.

With the Multisite Provisioning Tool, you can create empty site configuration records, upload current configuration data from actual Quick Edition networks, make changes to the data if required, and push revised data back to the networks.

Whenever a site configuration is added to the Multisite Provisioning Tool, and each time the application is restarted, information from Quick Edition networks can be uploaded to the Multisite Provisioning Tool database automatically— local database values are overwritten if the data taken from the Quick Edition network does not match the values in the database (actual Quick Edition configurations always take precedence).

With the exception of changes to macros and macro schedules, saving changes to a Multisite Provisioning Tool configuration pushes the changes to Quick Edition devices immediately. Status messages about underlying events (success or failure) display as configuration changes are made to the Quick Edition networks. In addition, a record of the configuration changes is written to a log file.

Installing the Multisite Provisioning Tool

Install the Multisite Provisioning Tool on a computer that has routable access to at least one device in each of the Quick Edition networks making up the multisite system. A secure connection is provided between the administration computer and Quick Edition networks through Secure Sockets Layer (SSL) encryption. Password authentication ensures that only authorized administrators can access system settings. To install and run the Multisite Provisioning Tool, your computer must be equipped with the following software and hardware.

Software

- Microsoft Windows 2000, XP, or Server 2003
- Sun Microsystems Java Runtime Environment 5.0

Hardware

- Pentium 233 MHz or greater
- 64 MB RAM or greater
- 15 MB hard drive space

Obtaining and Installing the Software

You can obtain the software free of charge from the Avaya Technical Support web site at http://support.avaya.com/QuickEdition and follow the link to the “Download Center”.

Starting the Multisite Provisioning Tool

You can start the Multisite Provisioning Tool through the Windows **Start** menu. When the Multisite Provisioning Tool is started for the first time, you are prompted to add a site configuration to the Multisite Provisioning Tool database (see Adding and Editing Site Configurations on page 12).

When the Multisite Provisioning Tool is started afterward, it attempts to refresh the database by connecting to all Quick Edition networks that have been added, unless you disable this functionality through an application option setting.

To start the Multisite Provisioning Tool

- On the Windows **Start** menu, point to **All Programs > Avaya one-X Multisite Provisioning Tool**, and then click **Avaya one-X Multisite Provisioning Tool**.

Specifying Application Options

Application settings determine how the Multisite Provisioning Tool operates. Select the **Options** item on the **Tools** menu to specify different settings for any of the following options:

General tab

- **Enterprise Name**—This text string displays in the navigation tree to represent the entire enterprise.
- **Default Time Zone**—Select your time zone.
- **Language**— Select your language for the Multisite Provisioning Tool.I
- **Refresh all Sites on startup?**—Each time the Multisite Provisioning Tool starts, refresh the database by connecting to all Quick Edition networks represented in the database and uploading configuration data from the Quick Edition networks to the database.
- **Logging Mode**—Select the option to enable command logging.
- **Minimize to Tray**—Display the MPT as an icon in your task bar notification area.
- **Enterprise Password**—Set the password for accessing the Multisite Provisioning Tool database.

Connections tab

- **Connection Timeout**—Specify a value from 30 to 90 seconds. The value determines how long the Multisite Provisioning Tool waits for the specified device on a Quick Edition network to respond to a connection request.
- **Connection Retries**—Specify a value from 0 to 5. The value determines the number of times the Multisite Provisioning Tool will attempt to connect to a Quick Edition network before reporting a connection failure. The Multisite Provisioning Tool waits for the connection time-out period to expire between connection attempts.
- **Proxy Host**—If the administration computer uses a proxy to communicate with external networks, specify the IP address (and port number) of the proxy host.
- **Proxy Port**—If the administration computer uses a proxy to communicate with external networks, specify the TCP/IP port number to use for communications between the administration computer and the proxy host.

Chapter 2: User Interface Overview

This chapter describes the main components of the user interface. For ease of reference, related functions and settings are grouped together on individual tabs in the user interface.

Main Window

When you start the Multisite Provisioning Tool (MPT), a graphical user interface displays:

- A menu bar at the top of the application window.
- A toolbar beneath the menu bar.
- A navigation tree in the left pane of the application window.
- Tabs in the right pane determine the types of information to display from the MPT.

Menu Bar and Menu Items

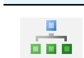
The menu bar includes the following commands:

- **File** menu—Contains **Exit** to close all document windows and exit the program.
- **Tools** menu—Contains, **Logs**, **Macros,** (Macros and Macro Schedules), and **Options** (enterprise name, default time zone, language, connection timeout number of retries).
- **Help** menu—Contains About, Contents, and Launch Website.

Toolbar

Toolbar buttons provide a way to perform administrative actions.

Toolbar Buttons

Button	Description
	Add a new site.
	Add a new group to the entire enterprise or any selected sites.
	Add a dialing rule to the entire enterprise or any selected sites.
	Add a service provider configuration to the entire enterprise or selected sites.
	Add an Auto Attendant configuration to the entire enterprise or selected sites.

Navigation Tree

Selecting an item in the navigation tree displays the relevant information in the MPT database:

- When enterprise is selected, the data on display corresponds to all site configuration data.
- When a single site is selected, the data on display corresponds to that network.
- When more than one site is selected, the data corresponds to the selected networks.

Shortcut Menu Items

Right-click an item in the navigation tree to display a shortcut menu. The shortcut menu provides a way to work with application objects in addition to the tabs.

The following menu items are available on the shortcut menu:

- **Add Object**—Add, edit, or delete Group, Auto Attendant, Dialing Rule, or Service Provider.
- **Refresh**—Refreshes the database and display to reflect any recent changes to device configuration data.
- **Launch Web Admin**—Connects to the web-based interfaces of the associated Quick Edition network.
- **Set Date/Time**—View and/or set the system date and time for one or more networks.
- **Upgrade Devices**—Upgrade or downgrade the software on all selected devices.
- **Site Properties**—Displays site-specific information.

Tabs

Selecting an item in the navigation tree displays the tabs that allow you to view and optionally modify configuration data.

Chapter 3: Site Configurations

This chapter guides you through adding, editing, or deleting MPT site configuration data. Changes are uploaded to the associated network automatically when you save the changes.

Enterprise View Details Tab

When the entire enterprise or more than one site is selected in the navigation tree, information about all site configurations displays.

The **Details** tab provides the following information and configuration options:

- **New**—Add a site to the database.
- **Edit**—Edit a site.
- **Remove**—Delete a site from the database.
- **Save Settings**—Download configuration to the Quick Edition devices immediately.
- **Cancel**—Discard all edits made since the last save.

Site View Details Tab

When a single site is selected, information specific to that site displays.

The **Details** tab provides the following configuration options:

- **Site Details**—Configuration settings related to a single Quick Edition network.
  - **Language**—Language for the Quick Edition IP devices.
  - **Date**—The date setting on all devices making up the network.
  - **Time**—The time setting on all devices making up the network.
  - **Refresh All**—Synchronize the site configuration settings with the network.
  - **Date/Time**—Change the date and/or time setting(s).
  - **Save Settings**—Download all configuration changes to the devices immediately.
  - **Cancel**—Discard all edits made on the **Site Details** tab since the last save.
- **Device List**—Configuration settings related to the devices making up the network.
  - **Upgrade**—Upgrade or downgrade the software on all selected devices.
  - **Ext.**—The extension number of a Telephone or Gateway.

- **Name**—The name assigned to a Telephone extension. If the extension number belongs to a Gateway, **Unknown** displays instead.
- **IP Address**—The IP address of a Telephone or Gateway.
- **Version**—The firmware version of software installed on a Telephone or Gateway.
- **Status**—If the device is connected to the MPT or disconnected/defective.
- **Type**—The device type.

Adding and Editing Site Configurations

Note: Before you begin, have the IP address of one or two devices that belong to the Quick Edition site and the administration password.

To add a site configuration to the Multisite Provisioning Tool database

1. Click **My Enterprise** in the navigation tree.
2. Click **New** in the **Details** window.
3. Type a unique **Name**, **Primary IP**, **Secondary IP** (optional), select the **Time Zone**, and type the administration **Password**.
4. Click **Add**. The new entry is displayed on the **Details** tab and in the navigation tree.

To change a site configuration name or IP address

1. Click **My Enterprise** in the navigation tree.
2. Click the site that you want to change, in the **Site Name** column of the **Details** window.
3. Click **Edit** to change the **Name**, the **Primary IP**, **Secondary IP**, or **Time Zone** settings.
4. Type the administration **Password** for the site.
5. Click **Update**.

   Tip: You can specify a connection timeout and the number of connection attempts the MPT will make to access a network. See Specifying Application Options on page 7.

To remove a site configuration from the Multisite Provisioning Tool database

Note: Removing a site configuration does not delete it from the database.

1. Click **My Enterprise** in the navigation tree.
2. Click the site that you want to delete, in the **Site Name** column of the **Details** window.
3. Click **Remove**.
4. Click **Yes** when you are prompted to remove the site configuration.

Editing Site Details

To view or edit site details, including the devices in a Quick Edition site

1. Click the site configuration that you want to view or edit in the navigation tree.
2. Click the **Details** tab to display information specific to the site configuration.

   To edit the configuration, refer to one of the following procedures:

   - Selecting Language
   - Setting the System Date and Time
   - Upgrading or Downgrading Quick Edition Devices.

   Tip: You can change the name of a site configuration or the IP address used to connect to the Quick Edition network when the entire enterprise is selected in the navigation tree (see To change a site configuration name or IP address on page 12).

Selecting Language

To select or change the language

1. In the navigation tree, select a single site.
2. In the **Language** list on the **Details** tab, select the language you want.
3. Click **Save Settings** and run the commands.

Setting the System Date and Time

To view and/or set the system date and time for one or more networks

1. In the navigation tree, select the site configurations that you want to edit.
2. In the **Site Details** area, click **Date/Time**.

   Tip: You can also right-click the site configuration and select **Set Date/Time**.
3. Edit the value in the **Date/Time** list. To change the system date and/or time to match the adjusted time zone date and time used by the Multisite Provisioning Tool, select **Synch with my local time (adjusted for time-zone)**.
4. Click **Set**, then click **Save Settings** and run the commands.

Upgrading or Downgrading Quick Edition Devices

Note: The software package must be on the administration computer.

To upgrade or downgrade the firmware on specific devices

1. Launch the Installation Wizard, select language, and install the software.
2. Select **Upgrade using another interface (MPT, Phone or Web interface)**; click **Next** to choose the language pack.
3. Click **Next** and then click **Start TFTP server**.
4. Launch the Multisite Provisioning Tool. Select the sites that you want to upgrade.
5. In the **Device List** area, select the devices that you want to upgrade.
6. Click **Upgrade** or right-click the site configuration and select **Upgrade Devices**.
7. In the **TFTP Server** fields, type the IP address of the computer on which the TFTP server is running.
8. Click **Next**. Commands and a list of the components in the upgrade package displays.
9. Click **Next**. The upgrade process begins. Wait for the Quick Edition devices to restart before you continue.
10. Verify that the upgrade process completed successfully and then click **Finish**.

Note:
To select more than one device, Ctrl+click the extensions in the list, or select the first one and then Shift+click the last one to select a number of contiguous items.

Chapter 4: Corporate Directory

This chapter explains how to create and manage the corporate directory, groups, and auto attendants. Any changes that you make are uploaded to the associated Quick Edition networks automatically when you save the changes.

The following sections are included in the Corporate Directory tab:

Corporate Directory Tab

The **Corporate Directory** tab includes a tab for Directory that display information about all devices stored in the Multisite Provisioning Tool database.

The **Directory** tab provides the following information and configuration options when a single site configuration is selected:

- **New**—Add an entry to the selected site.
- **Edit**—Edit an existing entry.
- **Remove**—Delete an entry from the selected site.
- **Print**—Print the list of directory entries.

- **Filter Directory**—Select to view a subset of all directory entries.
- **Ext.**—The extension numbers assigned to entries.
- **Name**—The names of existing users or devices.
- **Type**—Entry type; auto attendant, external entries, gateways, groups, phones, SIP identities.

Adding Directory Entries

To add a directory entry

1. Click **New** on the **Directory** tab. The **Add Directory Entry** window appears.
2. Select **Group**, **External Entry**, or **Auto Attendant** in the **Type** field.
3. **Group**—In the **Extension** field, type an extension number that will be used to ring all members of the group. The number must be in the system DN range. You cannot assign the same extension number to more than one group.
4. **Auto Attendant**—In the **Extension** field, type the extension number, in the auto attendant range.
5. **External Entry**—Type the telephone number including required PSTN or SIP prefixes.
6. For all entry types, enter a name in the **Name** field.
7. For Auto Attendant, select the **Prompt**.
8. Click **Add**. The new entry is displayed in the **Directory** list.
9. Click **Save Settings** and then run the commands.

Editing Directory Entries

To edit a directory entry

1. Select the entry from the extension list on the **Directory** tab.
2. Click **Edit** on the **Directory** tab.
3. For all entry types, enter a new name in the **Name** field.
4. For Auto Attendant, you can select a new **Prompt**.
5. Click **Save**. The new group name is displayed in the **Directory** list.
6. Click **Save Settings** and then run the commands.

Removing Directory Entries

To remove a directory entry

1. Select any entry from the extension list on the **Directory** tab. You can delete auto attendants, external entries, gateways, groups, phones, and SIP identities.
2. Click **Remove** on the **Directory** tab.
3. Click **Yes** to confirm.
4. Click **Save Settings** and then run the commands.

Filtering the Directory List of Entries

To filter the list of directory entries

1. Click the **Directory** tab.
2. In the Filter Directory area, click the check box for only those directory types that you want to view.
3. To display all entries, select or clear all of the check boxes.

Groups Tab

Enterprise View - Group Tab

When the entire enterprise is selected in the navigation tree, information about all site configurations displays.

The **Groups** tab provides the following information and configuration options:

- **New**—Add a group to the database.
- **Edit**—Edit a group.
- **Remove**—Delete a group from the database.
- **Selected Site(s)**—The names of currently selected sites.
- **Show only the Groups common to all selected Sites**—When selected, displays the groups that are found in all of the selected site(s). When cleared, the groups associated with any selected site display.
- **Ext.**—The extension number assigned to the group.

- **Group Name**—The names of existing groups.
- **Affected Sites**—The names of sites that include the group, and the number of Telephones included in the groups at those locations.
- **Save Settings**—Download all configuration changes to the Quick Edition devices immediately.
- **Cancel**—Discard all edits made on the **Groups** tab since the last save.

Site View

When a single site is selected, information specific to that site displays. The Corporate Directory tab provides three sub-tabs: Directory, Groups, and Auto Attendants.

The **Groups** tab provides the following information and configuration options when a single site configuration is selected:

- **New**—Add a group to the selected site.
- **Edit**—Edit an existing group.
- **Remove**—Delete the selected group from the selected site.
- **Ext.**—The extension numbers assigned to groups.
- **Group Name**—The names of existing groups.
- **# Members**—The number of Telephones in each group.
- **Members**—Information related to the Telephones making up a group.
  - **Add**—Add a Telephone to the selected group.
  - **Remove**—Remove a Telephone from the selected group.
  - **Ext.**—The extension numbers of member Telephones.
  - **Name**—The user names associated with individual Telephone extensions.
  - **Status**—If the Telephone is connected to the network, **Active** displays. **Inactive** means the Telephone is either disconnected from the network or defective.
- **Forwarding**—Information related to the call-forwarding rules assigned to a group.
  - **Enable Forwarding**—When selected, call-forwarding rules are enabled.
  - **Forward After # Rings**—The number of rings that must occur before an unanswered call to the group is forwarded.
  - **Extension**—When selected, the extension number to which unanswered calls are forwarded.
  - **Dialed**—When selected, a specific number to which unanswered calls are forwarded.
  - **Operator Assist**—When selected, unanswered calls are forwarded to the designated operator extension. The operator extension has to be specified separately (see the *Avaya Quick Edition Telephone User Guide*).

- **Dialing Rules—**Information related to assigned dialing rules (dialing rules must be created separately on the **Dialing Rules** tab).
  - **Add**—Assign an existing dialing rule to the selected group.
  - **Remove**—Remove a dialing rule assignment.
  - **Name—**The names of existing dialing rules.
  - **Pattern**—The dialing patterns associated with existing dialing rules.
  - **Status**—If the Telephones making up the group can be used to dial the pattern, **Allow** displays. If the ability to dial the pattern is disabled on those Telephones, **Disallow** displays.

Creating and Deleting Group Definitions

To create a telephone group

1. In the navigation tree, select the entire enterprise.
   OR select a site name and click the **Corporate Directory** tab.
2. On the **Groups** tab, click **New**. The **Add a New Group** dialog box displays.
3. In the **Extension** field, type an extension number that can be used to ring all members of the group.
4. In the **Name** field, type a name for the group.
5. Click **Add**.
6. Click **Save Settings** and run the commands.

To delete a group definition

1. In the navigation tree, select the entire enterprise.
   OR select a site name and click the **Corporate Directory** tab.
2. Click the **Groups** tab.
3. In the enterprise view, clear **Show only the Groups common to all selected Sites**.
4. In the **Group Name** column, select the group definition that you want to delete.
5. Click **Remove**.
6. Click **Yes** to confirm.
7. Click **Save Settings** and run the commands.

Adding and Deleting Group Members

To add members to a group

1. In the navigation tree, select the site configuration that corresponds to the target network.
2. Click the **Corporate Directory** tab and then click the **Groups** tab.
3. In the list, select the group that you want to edit.
4. In the **Members** area, click **Add** to display the **Add Group Members** dialog box.
5. Select the Telephones that you want to add. Ctrl+click individual entries in the list, or select the first entry and then Shift+click the last entry to select a number of contiguous entries.
6. Click **Add**.
7. Click **Save Settings** and run the commands.

To remove members from a group

1. In the navigation tree, select the site configuration that corresponds to the target network.
2. Click the **Corporate Directory** tab and then click the **Groups** tab.
3. In the list, select the group that you want to edit.
4. From the **Members** list, select the members that you want to remove. Ctrl+click individual entries in the list, or select the first entry and then Shift+click the last entry to select a number of contiguous entries.
5. Click **Remove**.
6. Click **Save Settings** and run the commands.

Viewing and Editing Group Definitions

To edit a list of all group definitions

1. In the navigation tree, select the entire enterprise.
2. Click the **Groups** tab.
3. Clear **Show only the Groups common to all selected Sites**.
4. To edit a group name, select the name of the group from the list and click **Edit**.

To edit the group definitions associated with selected site configurations

1. In the navigation tree, select the site configurations of interest: to select more than one network, either Ctrl+click the names in the navigation tree, or select the first item and then Shift+click the last item to select a number of contiguous items.

2. Click the **Corporate Directory** tab and then click the **Groups** tab.
3. To edit a group name, select the name of the group from the list and click **Edit**.

To edit the group definitions belonging to a single network

1. In the navigation tree, select the site configuration that corresponds to the target network.
2. Click the **Corporate Directory** tab and then click the **Groups** tab.
3. To edit a group name, select the name of the group from the list and click **Edit**.

Defining Call Forwarding Rules for a Group

To associate call forwarding rules with a group

1. In the navigation tree, select the site configuration that corresponds to the target network.
2. Click the **Corporate Directory** tab and then click the **Groups** tab.
3. Select the name of the group from the list.
4. In the **Forwarding** area, select **Enable Forwarding**.
5. From the **Forward After # Rings** list, select the number of rings that must occur before an unanswered call is forwarded.
6. Select one of the following options:
   - To forward calls to an extension, click **Extension** and select a number from the list.
   - To forward calls to the number you specify, click **Dialed** and type the number. Include the prefix to forward the call to an outside (PSTN) line or a SIP (VoIP) network.
   - To forward calls to the operator extension, click **Operator Assist**. Refer to Specifying the Operator Extension for a Site on page 47 to specify the operator extension.
7. Click **Save Settings** and run the commands.

Applying Dialing Rules to a Group

A dialing rule becomes effective only after you apply it to a group.

To apply dialing rules to a group

1. In the navigation tree, select the site configuration that corresponds to the target network.
2. Click the **Corporate Directory** tab and then click the **Groups** tab.
3. Select the name of the group from the list.

4. In the **Dialing Rule**s area, click **Add**.

   Note: You can add custom dialing rules to the list (see Creating and Deleting Custom Rules on page 47).

5. Select the rules that you want to apply. Ctrl+click individual entries in the list, or select the first entry and then Shift+click the last entry to select a number of contiguous entries.
6. Click **Add**.
7. In the **Status** column of the **Dialing Rules** area, select **Allow** or **Disallow** for each rule.
8. Click **Save Settings** and run the commands.

To delete a custom dialing rule from the Dialing Rules list

Note: Deleting a rule from the **Dialing Rules** list on the **Groups** tab does not delete the rule from the **Dialing Config** tab.

1. In the **Dialing Rules** area, select the rule(s) that you want to delete:
   - To select non-contiguous items, Ctrl+click individual rule names in the list.
   - To select a number of contiguous items, select the first item and then Shift+click the last item.
2. Click **Remove** and then click **Yes** to confirm.
3. Click **Save Settings** and run the commands.

Auto Attendants Tab

Enterprise View

When the entire enterprise is selected in the navigation tree, information about all site configurations displays.

The **Auto Attendants** tab provides the following information and configuration options:

- **New**—Add an Auto Attendant to the database.
- **Edit**—Edit an Auto Attendant.
- **Remove**—Delete an Auto Attendant from the database.
- **Selected Site(s)**—The names of currently selected sites.
- **Show only the Auto Attendants common to all selected Sites**—When selected, displays the Auto Attendants that are found in all of the selected site(s). When cleared, the Auto Attendants associated with any of the selected sites display.
- **Extension**—The extension numbers used to invoke Auto Attendants.

- **Name—**The names of Auto Attendants.
- **Prompt—**The greetings that are played when the Auto Attendants are invoked.
- **Affected Sites—**The names of sites that include the Auto Attendant.
- **Save Settings—**Download all configuration changes to the Quick Edition devices immediately.
- **Cancel—**Discard all edits made since the last save.

Site View

When a single site configuration is selected, information specific to that site displays.

The **Auto Attendants** tab provides the following information and configuration options when a single site configuration is selected in the navigation tree:

- **New—**Add an Auto Attendant to the database.
- **Edit—**Edit an Auto Attendant.
- **Remove—**Delete an Auto Attendant from the database.
- **Extension—**The extension numbers used to invoke Auto Attendants.
- **Name—**The names of Auto Attendants.
- **Prompt—**The greetings that are played when the Auto Attendant configurations are invoked.
- **Save Settings—**Download all configuration changes to the Quick Edition devices immediately.
- **Cancel—**Discard all edits made since the last save.

Creating and Deleting Auto Attendant Configurations

Use the configuration options on the **Auto Attendants** tab to create, edit, or delete custom Auto Attendant configurations. You can create a configuration and apply it to more than one network, or create configurations for individual networks, one network at a time.

To create a custom enterprise-wide Auto Attendant configuration

1. In the navigation tree, select the entire enterprise.
2. Click the **Auto Attendants** tab and then click **New**.
3. In the **Extension** field, type the extension number that will be used to invoke the Auto Attendant configuration.
4. In the **Name** field, type a name for the configuration.

5. From the **Prompt** list, select the greeting to play when the Auto Attendant configuration is invoked.

   Note: For more information on how to record a custom greeting, see the *Avaya Quick Edition System Administration Guide.*

6. Click **Add**. A new entry displays on the **Auto Attendants** tab.
7. Click **Save Settings** and run the commands.

To create a custom site Auto Attendant configuration

1. In the navigation tree, perform one of the following actions:
   - To make the configuration available to more than one network, either Ctrl+click the names in the navigation tree, or select the first item and then Shift+click the last item to select a number of contiguous items.
   - To make the configuration available to a single network, select the site configuration that corresponds to the network.
2. Click **Corporate Directory**.
3. Click the **Auto Attendants** tab and then click **New**.
4. In the **Extension** field, type the extension number that will be used to invoke the Auto Attendant configuration.
5. In the **Name** field, type a name for the configuration.
6. From the **Prompt** list, select the greeting to play when the Auto Attendant configuration is invoked.

   Note: For more information on how to record a custom greeting, see the *Avaya Quick Edition System Administration Guide.*

7. Click **Add**. A new entry displays on the **Auto Attendants** tab.
8. Click **Save Settings** and run the commands.

To delete an Auto Attendant configuration that supports more than one network

1. In the navigation tree, select the entire enterprise.
2. Click the **Auto Attendants** tab.
3. Clear **Show only the Auto Attendants common to all selected Sites**.
4. In the **Name** column, select the configuration that you want to delete.
5. Click **Remove**.
6. When you are prompted to delete the configuration, click **Yes**.
7. Click **Save Settings** and run the commands.

To delete the Auto Attendant configuration associated with a network

1. In the navigation tree, select the site configuration that corresponds target network.
2. Click **Auto Attendants** in the **Corporate Directory** tab.
3. In the **Name** column, select the configuration that you want to delete.
4. Click **Remove**.
5. When you are prompted to delete the configuration, click **Yes**.
6. Click **Save Settings** and run the commands.

Viewing and Editing Auto Attendant Configurations

To view a list of all Auto Attendant configurations

1. In the navigation tree, select the entire enterprise.
2. Click the **Auto Attendants** tab.
3. Clear **Show only the Auto Attendants common to all selected Sites**.

   All Auto Attendant configurations stored in the database display.

To view the Auto Attendant configurations for selected site configurations

1. In the navigation tree, select the site configurations of interest:
   - To select non-contiguous items, Ctrl+click the names in the navigation tree.
   - To select a number of contiguous items, select the first item and then Shift+click the last item.
2. Click **Auto Attendants** in the **Corporate Directory** tab.

To edit an Auto Attendant configuration

1. Display the Auto Attendant configuration on the **Auto Attendants** tab using one of the methods described above.
2. Click **Edit**.

   The **Edit an Auto Attendant** dialog box displays.
3. Edit the information on display.
4. Click **Save Settings** and run the commands.

   The Multisite Provisioning Tool downloads the configuration changes to the Quick Edition network(s), and revised information displays on the **Auto Attendant** tab.

Chapter 5: SIP Service Provider

Introduction

This chapter gives you an overview of how to make a Quick Edition network accessible to a SIP (VoIP) service provider network. Any configurations that you add or delete are uploaded to the associated Quick Edition networks automatically when you save the changes.

The following sections are included in this chapter:

Viewing the Service Providers Tab

The **Service Providers** tab displays information related to internetworking with SIP service providers. The information on display reflects the currently selected item in the navigation tree.

Enterprise View

When the enterprise is selected, information about all site configurations displays.

The **Service Providers** tab provides the following information and configuration options:

- **New**—Add a service provider to the database.
- **Edit**—Edit a service provider.
- **Remove**—Delete a service provider from the database.
- **Selected Site(s)**—The names of currently selected sites.
- **Show only the Service Providers common to all selected Sites**—When selected, displays the service providers that are found in all of the selected site(s). When cleared, the service providers associated with any of the selected sites displays.
- **Domain Name**—Service provider domain names, used for registration purposes (for example, `sipexample.com`).
- **Inbound Proxy**—The IP address or fully qualified domain name of the proxy server through which outgoing P2P calls will be routed (for example, `sip.sipexample.com`).

- **Outbound Proxy**—If the service provider uses a separate outbound proxy server or Session Border Controller (SBC) to manage calls leaving the SIP network, the IP address or fully qualified domain name of the SBC host.
- **Registrar Host**—The IP address or fully qualified domain name of the registration server that Quick Edition IP Telephones have to contact in order to receive incoming VoIP calls (for example, `sip.sipexample.com`). If the service provider does not use a separate registration server, the value in the **Registrar Host** field may be the same as the value in the **Inbound Proxy** field.
- **Affected Sites**—The names of sites that include the service provider configuration.
- **Save Settings**—Download all configuration changes to the Quick Edition devices.
- **Cancel**—Discard all edits made since the last save.

Site View

When a single site is selected, information specific to that site displays.

The **Service Providers** tab provides the following information and configuration options:

- **New**—Add a service provider to the database.
- **Edit**—Edit a service provider.
- **Remove**—Delete a service provider from the database.
- **Domain Name**—Service provider domain names, used for registration purposes (for example, `sipexample.com`).
- **Inbound Proxy**—The IP address or fully qualified domain name of the proxy server through which outgoing P2P calls will be routed (for example, `sip.sipexample.com`).
- **Outbound Proxy**—If the service provider uses a separate outbound proxy server or SBC to manage calls leaving the SIP network, the IP address or fully qualified domain name of the outbound proxy server or SBC host.
- **Registrar**—The IP address or fully qualified domain name of the registration server that Quick Edition IP Telephones have to contact in order to receive incoming VoIP calls (for example, **sip.sipexample.com**). If the service provider does not use a separate registration server, the value in the **Registrar** field may be the same as the value in the **Inbound Proxy** field.
- **Realm**—The realm information used to locate authorization credentials (for example, `auth_domain.sipexample.com`).
- **Expiry Time**—The amount of time that Quick Edition IP Telephones wait between sending updates to refresh registration information (for example, `3600`). The value is measured in seconds.

The **Identities** section of Service Providers provides the following information and options:

- **New**—Add an identity to the database.
- **Edit**—Edit an identity.
- **Remove**—Delete an identity.
- **Identity**—Assign SIP identities (usernames and passwords) to the devices on your network so that calls coming in through the SIP network can be mapped and delivered to a specific telephone or handled by the auto attendant. Assign SIP identities to make each identity available to any telephone in the network. Consult your service provider to obtain SIP identities for your telephones. The user name is typically a telephone number.
- **Incoming Extension**—The telephone extension or group extension that will handle incoming calls for the specified identity.
- **Outgoing Extension**—The telephone extension or group extension that will be allowed to make outgoing calls using the specified identity
- **Auto Attendant**—select the name of the custom configuration if you want to use a custom auto attendant configuration instead of the default configuration.
- **Save Settings**—Download all configuration changes to the Quick Edition devices immediately.
- **Cancel**—Discard all edits made since the last save.

Creating and Deleting Service Provider Configurations

Use the configuration options on the **Service Providers** tab to create, edit, or delete service provider configurations and SIP identities. You can create a service provider configuration and apply it to more than one network, or create configurations for individual networks, one network at a time. Each Quick Edition network will support only one service provider.

To create a service provider configuration

1. In the navigation tree, do one of the following:
   - To make the configuration available to all networks, select the entire enterprise.
   - To make the configuration available to more than one network, either Ctrl+click the names in the navigation tree, or select the first item and then Shift+click the last item to select a number of contiguous items.
   - To make the configuration available to a single network, select the site configuration that corresponds to the network.
2. On the **Service Providers** tab, click **New**.

   The **Add a Service Provider** dialog box displays. The names of all selected site configurations appear under **Site(s)**.

3. In the **Domain Name** field, type the service provider domain name to use for registration purposes (for example, `sipexample.com`). This value is included in the From header of outgoing SIP calls.
4. In the **Inbound Proxy Host** field, type the IP address or fully qualified domain name of the proxy server through which outgoing P2P calls will be routed (for example, `sip.sipexample.com`).
5. In the adjacent **Port** field, type the port number through which the proxy server listens for SIP communications (for example, `5060`). Set the **Port** value to 0 if the service provider network contains redundant SIP servers where redundancy is based on a DNS algorithm.
6. If the service provider uses a separate outbound proxy server or SBC to manage calls leaving the SIP network, in the **Outbound Proxy Host** field, type the IP address or fully qualified domain name of the outbound proxy server or SBC host.
7. In the adjacent **Port** field, type the port number through which the SBC listens for SIP communications. Set the **Port** value to 0 if the service provider network contains redundant SIP servers where redundancy is based on a DNS algorithm.
8. In the **Registrar Host** field, type the IP address or fully qualified domain name of the registration server that the Quick Edition IP Telephones have to contact in order to receive incoming VoIP calls (for example, `sip.sipexample.com`). If the service provider does not use a separate a registration server, re-type (in the **Registrar Host** field) the same value that you entered for the **Inbound Proxy Host** field.
9. In the adjacent **Port** field, type the port number through which the registration server listens for SIP communications (for example, `5060`).
10. In the **Realm** field, type the realm information that is used to locate authorization credentials (for example, `auth_domain.sipexample.com`).
11. In the **Register Expiry Time** field, type the amount of time that Quick Edition IP Telephones wait between sending updates to refresh registration information (for example, `3600`). The value is measured in seconds.
12. Click **Add**.
13. Click **Save Settings** and run the commands.

    The Multisite Provisioning Tool saves the configuration to the database, and a new entry is displayed on the **Service Providers** tab.

To delete a service provider configuration that supports more than one network

1. In the navigation tree, select the entire enterprise.
2. Click the **Service Providers** tab.
3. Clear **Show only the Service Providers common to all selected Sites**.

   All existing service provider configurations are displayed.
4. In the **Domain Name** column, select the configuration that you want to delete.
5. Click **Remove**.

6. When you are prompted to delete the configuration, click **Yes**.
7. Click **Save Settings** and run the commands.

   The Multisite Provisioning Tool downloads the configuration changes to the Quick Edition networks, and the service provider configuration is removed from the database.

To delete the service provider configuration associated with a network

1. In the navigation tree, select the site configuration that corresponds to the target network.
2. Click the **Service Providers** tab.
3. In the **Domain Name** column, select the configuration that you want to delete.
4. Click **Remove**.
5. When you are prompted to delete the configuration, click **Yes**.
6. Click **Save Settings** and run the commands.

Viewing and Editing Service Provider Configurations

Information related to service provider configurations displays on the **Service Providers** tab.

After you select a service provider configuration on the **Service Providers** tab, clicking **Edit** displays the settings specific to that configuration.

To edit a service provider configuration

1. In the navigation tree, select the site configurations of interest:
   - To view configurations available to all networks, select the entire enterprise.
   - To view configurations available to more than one network, either Ctrl+click the names in the navigation tree, or select the first item and then Shift+click the last item to select a number of contiguous items.
   - To view configurations available to a single network, select the site configuration that corresponds to the network.
2. Click the **Service Providers** tab.
3. Click **Edit**. The **Edit a Service Provider** dialog box is displayed.
4. Edit the information on display.
5. Click **Save Settings** and run the commands.

   The Multisite Provisioning Tool downloads the configuration changes to the Quick Edition network(s), and revised information displays on the **Service Provider** tab.

Creating and Deleting SIP Identities

When your Quick Edition network can be accessed by callers on a SIP network, you can arrange to invoke the auto attendant feature whenever the number associated with a SIP identity is called. In this case, the number of calls the auto attendant feature can answer depends on how many SIP identities have been configured:

When a call from the SIP network is forwarded to a SIP identity that belongs to a single telephone, a maximum of three of four calls from the SIP network can be answered simultaneously, depending on the maximum number of active calls the telephone can handle (sixteen for 1616 IP telephones, three for 4610 IP telephones, and four for 4621 IP telephones).

When a SIP identity is associated with a group of telephones, the capacity is directly proportional to the number of telephones in the group, and the number of active calls each telephone can handle.

To create a SIP Identity

1. In the navigation tree, select the site configuration that corresponds to the target network.
2. Click the **Service Providers** tab.
3. In the Domain Name column, click the name of the service provider configuration
4. Click **New** in the **Identities** section of the screen. When SIP identities have been assigned, a list of SIP identities is displayed, along with the extension numbers of the telephones that will handle incoming and outgoing calls.
   - In the **Identity Name** field, type the **numeric only** user name that your service provider assigned.
   - In the **Identity User** field, type a logical user name for the identity.
   - In the **Authorized User** field, type the number that your service provider assigned.
   - In the **Identity Password** field, type the password that is associated with the user name.
   - In the **Incoming Extension** list, select the telephone extension or group extension that will handle incoming calls for the specified identity. If you want the auto attendant feature to answer incoming calls instead, select **Global**.
   - In the **Outgoing Extension** list, select the telephone extension or group extension that will be allowed to make outgoing calls using the specified identity. If you want a receptionist or the auto attendant feature to answer incoming external calls, select **Global**.
   - In the **Auto Attendant** field, select the name of the custom configuration.
5. Click **Add**.
6. Click **Save Settings** and run the commands.

To delete a SIP Identity

1. In the navigation tree, select the site configuration that corresponds to the target network.
2. Click the **Service Providers** tab.
3. In the **Domain Name** column, click the name of the service provider configuration.
4. In the **Identities** section of the screen, click the identity to be removed.
5. Click **Remove**.
6. Click **Save Settings** and run the commands.

To edit a SIP Identity

1. In the navigation tree, select the site configuration that corresponds to the target network.
2. Click the **Service Providers** tab.
3. In the **Domain Name** column, click the name of the service provider configuration.
4. In the **Identities** section of the screen, click the identity to be edited.
5. Click **Edit** and make the necessary changes to the configuration.
6. Click **Save Settings** and run the commands.

Chapter 6: SIP Proxy

The SIP Proxy option allows you to add the values that are used to configure the SIP devices, the A10 Analog Telephone Adapter and the G20 BRI ISDN Gateway on the network.

SIP Configurations

SIP proxy configurations define the domains with which SIP identities associate. When you select a domain for an identity, the identity belongs to that domain.

To add a SIP Proxy configuration

1. In the navigation tree, select the site configuration that corresponds to the target network.
2. Click the **SIP Proxy** tab and then click the **SIP Configurations** tab.
3. Click **New**.
4. Type a **Domain Name**, **Realm**, **Maximum Expiry** (optional), and **Default Expiry**, and type the administration **Password** in the **Add a New Site** window.
    - Realm information is used to locate authorization credentials (for example, `auth_domain.sipexample.com`)
    - Expiry time is the amount of time, in seconds, that telephones wait between sending updates to refresh registration information.
5. Click **Add**.
6. Click **Save Settings** and run the commands.

The Multisite Provisioning Tool downloads the configuration changes to the Quick Edition network, and the service provider configuration is removed from the database

To edit a SIP Proxy configuration

1. In the navigation tree, select the site configuration that corresponds to the target network.
2. Click the **SIP Proxy** tab and then click the **SIP Configurations** tab.
3. Click **Edit** and make the necessary changes.
4. Click **Save Settings** and run the commands.

To remove a SIP Proxy configuration

1. In the navigation tree, select the site configuration that corresponds to the target network.

2. Click the **SIP Proxy** tab and then click the **SIP Configurations** tab.
3. Select the **Domain** and click **Remove**.
4. Click **Yes** to confirm.
5. Click **Save Settings** and run the commands.

SIP Identities

To add a SIP Proxy identity for A10 or G20

1. In the navigation tree, select the site configuration that corresponds to the target network.
2. Click the **SIP Proxy** tab and then click the **SIP Identities** tab.
3. Click **New**.
4. Complete the following fields:
   - For **Type**, select **Subscriber** (A10) or **Trunk** (G20).
   - Enter a unique **Name**.
   - Enter an **Identity** in numeric format.
     - **A10:** Add internal extension numbers as identities. The values are used when you assign an extension number in your Quick Edition network to an A10 port.
     - **G20:** Assign identities (typically a telephone number) from your service provider to devices on your network. The Quick Edition system makes each identity that you assign available to any telephone in the network.
   - Accept the default **Domain** and **Authorized User**.
   - The following three settings apply only to the G20:
     - **Primary Registerer**. Select **Create As Registerer** to make the current identity number the primary registerer or select another identity number to be the primary registerer. When a primary registerer identity is assigned to a G20 port, all identities associated with the primary registerer are assigned to that port
     - **Incoming Extension** number. Select the auto attendant, the telephone or group extension, or the SIP identity that will handle incoming calls for this identity
     - **Outgoing Extension** number. Select the telephone or group extension, or the SIP identity that will be allowed to make outgoing calls using this identity. Choose **Global** if a receptionist or the auto attendant answers all incoming external calls.
5. Click **Add**.
6. Click **Save Settings** and run the commands.

To edit a SIP Proxy identity

1. In the navigation tree, select the site configuration that corresponds to the target network.
2. Click the **SIP Proxy** tab and then click the **SIP Identities** tab.
3. Select the Identity that you want to modify, **Subscriber** (A10) or **Trunk** (G20).
4. Click **Edit**.
5. Make the changes and then click **Save Settings** and run the commands.

To remove a SIP Proxy identity

1. In the navigation tree, select the site configuration that corresponds to the target network.
2. Click the **SIP Proxy** tab and then click the **SIP Identities** tab.
3. Select the identity to be deleted, from the list and then click **Remove**.
4. Click **Yes** to confirm. Click **Save Settings** and run the commands.

SIP Proxy Authorized Users

A SIP authorized user account, added to a proxy domain, is used for authenticating SIP-based communications between the A10 or G20 and the Quick Edition telephones. The admin authorized user is there by default; you can choose to add another authorized user.

To edit a SIP Proxy Authorized User account

1. In the navigation tree, select the site configuration that corresponds to the target network.
2. Click the **SIP Proxy** tab and then click the **SIP Authorized Users** tab.
3. Select the authorized user account that you want to modify.
4. Make the changes and then click **Submit**.
5. Click **Save Settings** and run the commands.

To delete a SIP Proxy Authorized User account

1. In the navigation tree, select the site configuration that corresponds to the target network.
2. Click the **SIP Proxy** tab and then click the **SIP Authorized Users** tab.
3. Select the authorized user account that you want to delete.
4. Click **Remove**.
5. Click **Save Settings** and run the commands.

Chapter 7: Networking

Introduction

This chapter describes how to configure networking options such as email notification of voicemail and priority tagging for Quick Edition networks.

The following sections are included in this chapter:

- Adjusting Audio Quality Settings on page 40
- Call Detail Recording on page 41
- Email Forwarding of Voicemail
- Enabling VLAN Tagging

Viewing the Networking Tab

The **Networking** tab provides options for connecting to a Quick Edition network. Additional options are provided to support the email notification of voicemail feature, and priority tagging for Quick Edition networks. This tab is only available when you select a single site.

The **Networking** tab provides the following information and configuration options:

- **Audio**—Audio quality may be improved by changing the audio bandwidth.
- **Call Detail Recording**—Captures information about all phone calls.
- **SMTP Settings**—Simple Mail Transfer Protocol (SMTP) settings used to send email messages from Quick Edition IP Telephones to their users.
  - **Enable SMTP**—When selected, enables SMTP communications between the Quick Edition network and an SMTP server.
  - **Server IP**—The IP address of the SMTP server host.
  - **Port**—The IP port number for SMTP communications.
- **VLAN Tagging**—Information needed to enable the devices on the Quick Edition network to generate, recognize, and process priority tags through IEEE 802.1p VLAN tagging.
  - **Voice tagging enabled?**—When **Enabled** is selected, the priority tagging of voice traffic generated by the phone on the LAN port is enabled. When **Disabled** is selected, voice traffic is not tagged.

  - **Voice Priority**—The priority level to apply to voice traffic generated by the Telephones. A value of 0 means lowest priority, a value of 7 means highest priority.
  - **Data tagging enabled?**—Can be one of the following values:
    - When **Enabled** is selected, the priority tagging of data traffic received on the Telephone PC ports and routed towards the LAN by the Telephones is enabled. The tagging associated with data traffic received on LAN port and sent out through the PC port is not changed.
    - When **Pass Through** is selected, the Telephones do not change any priority tags for data traffic received or sent through their PC ports.
    - When **Disabled** is selected, the priority tagging of data traffic is explicitly disabled by the Telephones—data traffic sent through their PC ports is not tagged. If the data traffic received on their PC ports is tagged, the priority value is changed to 0. If voice tagging is also disabled, the data traffic sent out to the LAN is not tagged.
  - **Data Priority**—The priority level to apply to data traffic routed by the Telephones. A value of 0 means lowest priority, a value of 7 means highest priority.
- **Save Settings**—Download all configuration changes to the Quick Edition devices immediately.
- **Cancel**—Discard all edits made since the last save.

Adjusting Audio Quality Settings

Audio quality may be improved by changing the audio bandwidth and/or enabling priority tagging. The COder/DECoder (CODEC) used to encode the audio path can be selected. By default, the audio path is encoded using the standard G.711 (64 Kbps) CODEC. G.729a (8 Kbps) is negotiated automatically if required to support calls initiated at the far end. The G.729a CODEC is also used to store Voicemail data.

To adjust the audio quality setting for a network

1. In the navigation tree, select the site configuration that you want to edit.
2. Click the **Networking** tab.
3. From the **Audio** list, select one of the following options:
   - **High Bandwidth**—Sound is digitally encoded using a high-quality format that consumes approximately 64 kilobits per second of bandwidth on the network.
   - **Low Bandwidth**—Uses a compressed format for sound that occupies approximately 8 kilobits per second of bandwidth on the Quick Edition network.
4. Click **Save Settings** and run the commands.

Call Detail Recording

Avaya Quick Edition provides the ability to capture information about all phone calls. Refer to CDR Record Fields in the System Administration Guide for record categories, details, and examples.

You can provide the captured ASCII CSV format data to a designated Call Detail Records (CDR) collecting server to generate reports. Such reports can help eliminate internal telephone abuses, allocate communication costs across an organization, guard against external telephone frauds, provide centralized and local visibility of telecommunication costs for worldwide networks, measure leased line (private wire usage), and identify missed and unanswered calls.

To configure call detail recording

1. In the navigation tree, select the site for which you want to configure CDR.
2. Click the **Networking** tab.
3. Select **Enable CDR** in the Call Detail Recording area.
4. Enter the IP address and port for the **Primary CDR Server**.
5. Enter the IP address and port for the **Secondary CDR Server**.
6. Enter the **Collection Interval**.
7. Enter the **Max CDR Per Batch**; the maximum number of records to be sent to the server.
8. Enter the **Max Records**; the local storage limit for the device (must not be less than the Max CDR Per Batch).
9. Click **Save Settings** and run the commands.

Email Forwarding of Voicemail

SMTP (Simple Mail Transfer Protocol) is used to send email messages from devices on the network. SMTP settings are used to configure communications with your SMTP server. When configured and enabled, the email-forwarding-of-voicemail feature sends e-mail messages containing call header information, including the caller name (if available), caller number, and the time and length of the call. A recording of the voicemail message is created as a G.729a-encoded audio file (in WAV file format) and forwarded as an e-mail attachment.

There are two parts to configuring the email-notification-of-voicemail feature:

1. Enable SMTP on the Quick Edition network to permit a telephone to forward e-mail messages from voicemail on the phone to an SMTP server. You can specify the IP address of the SMTP server using the MPT, a web browser, or buttons on a telephone.

2. Enable the feature and specify the e-mail address of the person to whom notification will be sent, through the web-based User Options interface. To play the audio file attachment, see the Avaya Quick Edition Telephone User Guide, “Email Forwarding of Voicemail”.

To configure an SMTP server to support email forwarding of voicemail

1. In the navigation tree, select the site configuration that corresponds to the Quick Edition network that requires SMTP support.
2. Click the **Networking** tab.
3. In the **SMTP Settings** area, select **Enable SMTP**.
4. In the **Server IP** fields, type the IP address of the SMTP server host.
5. In the adjacent **Port** field, specify the port number that the Quick Edition network uses for SMTP communications (for example, `25`).
6. Click **Save Settings** and run the commands.

   The Multisite Provisioning Tool downloads the configuration changes to the Quick Edition network.

Enabling VLAN Tagging

CAUTION: Before you enable VLAN tagging for the PC port on a Quick Edition IP Telephone, verify that the device connected to the PC port supports 802.1p tagging.

A computer may be connected to the PC port to enable VLAN tag settings. If the network interface card on the computer does not support 802.1p tagging, make sure that the PC port setting is explicitly set to “disabled” before enabling VLAN tag settings for the LAN port. We strongly recommend that you do not change the PC port setting from “disabled” to “enabled” or “pass-through,” as this would cause the computer to lose its connection to the web-based administration interface on the Telephone. If this happens, you will only be able to recover the lost connection by:
1. Replacing the network interface card in the PC with one that supports 802.1p tagging.
2. Connecting the computer to a port on the LAN switch that has connectivity to the Quick Edition IP Telephone and at the same time untags any outgoing frames.

To configure VLAN tagging for a Quick Edition network

1. In the navigation tree, select the site configuration that corresponds to the Quick Edition network that you want to configure.
2. Click the **Networking** tab.
3. If you want to enable the VLAN tagging of voice traffic:
   - From the **Voice Tagging Enabled** list, select **Enabled**.

- In the **Voice Priority** field, type the priority level to apply to voice traffic. Choose a value in the 0 to 7 range, where a value of 7 assigns the highest priority.

4. If you want to enable the VLAN tagging of data traffic, select one of the following values:
   - Select **Enabled** to enable the VLAN tagging of data traffic received on the Telephone PC ports and routed towards LAN by the Telephones. The tagging associated with data traffic received on LAN port and sent out through the PC port is not changed.
   - Select **Pass Through** to have the Telephones leave any VLAN tags for data traffic received or sent through their PC ports unchanged.
   - Select **Disabled** to explicitly disable the VLAN tagging of data traffic by the Telephones—data traffic sent through their PC ports is not tagged. If the data traffic received on their PC ports is tagged, the priority value is changed to 0. If voice tagging is also disabled, the data traffic sent out to the LAN is not tagged.
5. If you enabled the VLAN tagging of data traffic, in the **Data Priority** field, type the priority level to apply to data traffic. Choose a value in the 0 to 7 range, where a value of 7 assigns the highest priority.
6. Click **Save Settings** and run the commands.

   The Multisite Provisioning Tool downloads the configuration changes to the Quick Edition network.

   The device into which you are logged updates its own priority settings and verifies that it can still communicate with the administration computer and all other devices making up the network.

   When communications remain normal, the new priority settings are downloaded to all other devices making up the network. If some of the devices can no longer be reached (for example, because the switches connecting some or all of the Quick Edition devices do not support IEEE 802.1p VLAN tagging), the changes are cancelled and a status message displays.

Chapter 8: Dialing Rules

Introduction

This chapter takes you through defining dialing patterns to support group dialing rules. The configuration options on the **Dialing Rules** and **Dialing Config** tabs allow you to create and edit dialing patterns and dialing rules. Any rules that you add or delete are uploaded to the associated Quick Edition network(s) automatically when you save the changes.

You apply the dialing rules when working with group configurations (refer to Applying Dialing Rules to a Group on page 21).

The following sections are included in this chapter:

Viewing the Dialing Rules Tabs

The **Dialing Rules** tabs display information about the dialing rules that can be assigned to groups. The information on display reflects the currently selected item in the navigation tree.

Enterprise View

When the entire enterprise is selected in the navigation tree, information about all site configurations displays.

The **Dialing Rules** tab provides the following information and configuration options:

- **New**—Add a custom rule to the database.
- **Edit**—Edit a custom rule.
- **Remove**—Delete a custom rule from the database. You cannot delete the default dialing rules.
- **Selected Site(s)**—The names of currently selected sites.

- **Show only the Dialing Rules common to all selected Sites—**When selected, displays the rules that are found in all of the selected sites. When cleared, the rules associated with any of the selected sites display.
- **Rule Name**—The names of existing rules.
- **Pattern**—The dialing patterns associated with rules.
- **Affected Sites**—The names of sites that include the rule.
- **Save Settings**—Download all configuration changes to the Quick Edition devices immediately.
- **Cancel**—Discard all edits made since the last save.

Site View

When a single site is selected, information specific to that site displays. The **Dialing Config** tab provides two sub-tabs: **Dialing Rules** and **Global Dialing Rules** (see page 51)

The **Dialing Rules** tab provides the following information and configuration options:

- **Region**—Region for the Quick Edition IP devices
- **Operator**—The designated operator extension for the network.
- **New**—Add a custom rule to the database.
- **Edit**—Edit a custom rule.
- **Remove**—Delete a custom rule from the database. You cannot delete the default dialing rules.
- **Name**—The names of existing rules.
- **Pattern**—The dialing patterns associated with rules.
- **Reset Dial Plan**—The dial plan will change to the default numbers for your region.
- **Edit Dial Plan**—When selected, allows you to configure the extension ranges and dialing codes.
- **Extension Ranges—**The extension ranges for the devices, groups, and Auto Attendants.
- **Dialing Codes**—The dialing codes for the telephones.
- **Save Settings**—Download all configuration changes to the Quick Edition devices immediately.
- **Cancel**—Discard all edits made since the last save.

Selecting Regions

To select a region

1. In the navigation tree, select a single site.
2. Click the **Dialing Config** tab.
3. In the **Region** field, select the region you want.

   Note: After selecting a region, ensure that the dial plan matches.
4. Click **Save Settings** and run the commands. The Multisite Provisioning Tool saves the configuration to the database.

Specifying the Operator Extension for a Site

To designate an operator extension for a network

1. In the navigation tree, select the site configuration that you want to edit.
2. Click the **Dialing Config** tab.
3. From the **Operator** list, select the extension number to which calls will be redirected.
4. Click **Save Settings** and run the commands. The Multisite Provisioning Tool downloads the configuration changes to the site.

Creating and Deleting Custom Rules

To create a custom dialing rule

1. In the navigation tree, perform one of the following actions:
   - To make the rule available to the entire enterprise, select Enterprise.
   - To make the rule available to groups that have been defined across more than one network, either Ctrl+click the names in the navigation tree, or select the first item and then Shift+click the last item to select a number of contiguous items.
   - To make the rule available to all groups associated with a single network, select the site configuration that corresponds to the network.

2. Click the **Dialing Config** tab, click the **Dialing Rules** tab, and then click **New**. For Enterprise dialing rules, click only the **Dialing Rules** tab.
3. In the **Name** field, type a description of the rule.
4. In the **Pattern** field, type a rule pattern. The pattern must be a numeric string. The following special characters can be used in the pattern:
   - `*` matches any digit and any number of digits that follow
   - `?` is a wildcard character that matches any single digit in that specifc position

   For example, to create a dialing pattern to match a 1 800 number in an area that uses the 9 PSTN-access code, you can type **91800*** or **91800???????**.
5. Click **Add**.
6. Click **Save Settings** and run the commands.

To delete a custom dialing rule

Note: You cannot delete a custom rule when it is assigned to a group. First, remove the association (see To delete a custom dialing rule from the Dialing Rules list on page 22).

1. In the navigation tree, select the entire enterprise or a site configuration.
2. Click the **Dialing Config** tab and then click the **Dialing Rules** tab. For Enterprise dialing rules, click only the **Dialing Rules** tab.
3. For Enterprise, clear **Show only the Dialing Rules common to all selected Sites**.
4. In the **Rule Name** column, select the custom rule that you want to delete. You cannot delete the **Emergency**, **Extension**, **External**, **Operator**, or **VoIP E164** rule.
5. Click **Remove**.
6. When you are prompted to delete the rule, click **Yes**.
7. Click **Save Settings** and run the commands.

Viewing and Editing Custom Rules and Patterns

After you select a rule on the **Dialing Rules** tab, click **Edit** to display the settings specific to the rule. To edit a dialing rule pattern, see To edit a dialing rule pattern on page 48.

To edit a dialing rule pattern

1. In the navigation tree, select the site configurations of interest and click the **Dialing Config** tab and then click the **Dialing Rules** tab.
   OR
   In the navigation tree, select the entire enterprise, click the **Dialing Rules** tab, and then clear **Show only the Dialing Rules common to all selected Sites**.

2. Click the dialing rule on the **Dialing Rules** tab using one of the methods described above.
3. Select the rule from the list.
4. Click **Edit**. to open the **Edit a Dialing Rule** dialog box.
5. If you want to change the name of the rule, type a different name in the **Name** field.
6. If you want to change the rule pattern, edit the pattern in the **Pattern** field. The pattern must be a numeric string. The following special characters can be used in the pattern:
   - **`*`** matches any digit and any number of digits that follow
   - **`?`** is a wildcard character that matches any single digit in that specifc position

   For example, to create a dialing pattern to match a 1 800 number in an area that uses the 9 PSTN-access code, you can type **`91800*`** `or` **`91800???????`**.
7. Click **Save**.
8. Click **Save Settings** and run the commands.

   The Multisite Provisioning Tool downloads the changes to all Quick Edition networks that have a dependency on the rule, and the revised custom rule is displayed on the **Dialing Rules** tab.

Resetting the Dial Plan

If you select another region and reset the dial plan, the dial plan will change to the default numbers for that region.

To reset the dial plan

1. In the navigation tree, select a single site.
2. Click the **Dialing Config** tab and then click the **Dialing Rules** tab.
3. Change the **Region**.
4. Click **Save Settings**.
5. Click **Reset Dial Plan**.
6. Click **Save Settings** and run the commands.

Editing Dial Plans

To set extension ranges

1. In the navigation tree, select a single site.
2. Click the **Dialing Config** tab and then click the **Dialing Rules** tab.
3. Select **Edit Dial Plan**.
4. In the **Extension Ranges** area, enter the ranges for the telephones and Auto Attendants.

- For the device/group extension range, the minimum and the maximum extensions must have the same number of digits.The minimum extension value must be larger than or equal to 10 and the maximum extension value must be less than or equal to 999999. The Auto Attendant extension range must be within the extension range. For example, if your extension range is between 200 and 599, your Auto Attendant extension range could be between 500 and 599. When provisioning the extension range, the range must be big enough to accommodate all devices on the network.
  - **Minimum/Maximum Extension**—The start and end numbers for the telephones.
  - **Minimum/Maximum AA Extension**—The start and end numbers for the Auto Attendants.

5. Click **Save Settings** and run the commands.

   The Multisite Provisioning Tool saves the configuration to the database.

To set dialing codes

1. In the navigation tree, select a single site.
2. Click the **Dialing Config** tab.
3. Click **Dialing Rules** and select **Edit Dial Plan**.
4. In the **Dialing Codes** area, enter selected codes.

   Telephone or Auto Attendant extensions cannot have dialing codes as their prefix. For example, if PSTN code is 9, then extensions cannot start with digit 9.

   - **Emergency Code**—Can be empty or between 2 to 32 digits. This number cannot be within the Telephone or Auto Attendant extension ranges. The emergency number cannot use any of the Telephone or Auto Attendant extensions as a prefix.
   - **Operator Code**—The code used to speak to an operator.
   - **VOIP Code**—The SIP access code.
   - **PSTN Code**—The PSTN access code.

5. Click **Save Settings** and run the commands.

   The Multisite Provisioning Tool saves the configuration to the database.

Adding and Removing Global Dialing Rules

You will apply a dialing rule from a list. When you configure a global dialing rule, it will apply to all telephones in the system. First, see Creating and Deleting Custom Rules on page 47. Create the dialing rule and then use the following procedures to apply or delete the rule.

To apply a dialing rule for all telephones

1. In the navigation tree, select a single site.
2. Click the **Dialing Config** tab and then the **Global Dialing Rules** tab.
3. Click **Add**.
4. Select one of the rules from the **Name** list.
5. Click **Add** to return to the **Global Dialing Rules** window.
6. Perform one of the following actions in the **Status** column:
   - Select **Allow** to accept incoming and outgoing calls of the selected type.
   - Select **Disallow** to refuse incoming and outgoing calls of the selected type.
7. Click **Save Settings** and run the commands. The new rule is added to the **Global Dialing Rules** list.

To delete a dialing rule from all telephones

1. With the **Global Dialing Rules** window open, select the dialing rule to remove.
2. Click **Remove**.
3. Click **Yes** to confirm.
4. Click **Save Settings** and run the commands.

Chapter 9: Security

Viewing the Security Tab

The **Security** tab displays information related to authorization codes and password rules. The information on display reflects the currently selected item in the navigation tree.

Authorization Codes on the **Security** tab provides the following information and configuration options:

- **New**—Add an authorization code to the database.
- **Remove**—Delete an authorization code.
- **Name**—A name for the authorization code.

Password Rules on the **Security** tab provides the following information and configuration options:

- **Minimum password length**—4 to 32 digits; default is 6.
- **Days before password expiry**—Customer specified; default is 0 for no expiration.
- **Attempts before account lockout**—Customer specified number of failed attempts allowed before a user is permanently locked out; default 0 for no lockout.
- **Password history depth**—0 - 12 previous passwords that must not match; default is 1.
- **Days before warning of password expiry**—Customer specified; default is 1.
- **Login throttle delay after account lockout**—Customer specified delay time after every three failed login attempts; 0 to 3600 seconds; default is 60 seconds.
- **Enable password-strength protections**—Default is enabled (entirely sequential and repeated numbers are not allowed.)
- **Admin Password**—Change the administration password. The password must contain at least four numbers up to a maximum of 32 numbers (default is 6) and can be changed as often as necessary.
- **Save Settings**—Download all configuration changes to the Quick Edition devices immediately.
- **Cancel**—Discard all edits made since the last save.

Authorization Codes

Authorization codes can be used to override dialing restrictions. When a user dials a restricted number, a tone will prompt for the entry of the authorization code. The call will complete after entry of the code. The code is created as a random 6-10 digits with a unique authorization user name ID. A maximum of 50, 10-digit codes is permitted. Emergency calls will always override a restriction.

To add a new authorization code

1. In the navigation tree, select the site configurations of interest:
   - To view configurations available to all networks, select the entire enterprise.
   - To view configurations available to more than one network, either Ctrl+click the names in the navigation tree, or select the first item and then Shift+click the last item to select a number of contiguous items.
   - To view configurations available to a single network, select the site configuration that corresponds to the network.
2. Click the **Security** tab.
3. Click **New** in the **Authorization Codes** section of the screen.
4. Type a **Name** for the authorization code in the **Add Authorization Code** window.
5. Type a random 6-10 digit numeric authorization code.
6. Click **Add**.
7. Click **Save Settings** and run the commands.

To delete an authorization code

1. In the navigation tree, select the site configurations or the entire enterprise.
2. Click the **Security** tab.
3. Click the name of the code to be removed.
4. Click **Remove**.
5. Click **Yes** to confirm.
6. Click **Save Settings** and run the commands.

Password Rules

To modify the password rules

1. In the navigation tree, select the site configuration that corresponds to the target network.
2. Click the **Security** tab.
3. In the **Password Rules** section of the screen, modify any of the following rules:
   - Minimum password length: 4 to 32 digits; default is 6.
   - Days before password expiry: Customer specified; default is 0 for no expiration.
   - Attempts before account lockout: Customer specified number of failed attempts allowed before a user is permanently locked out; default 0 for no lockout.
   - Password history depth: 0 - 12 previous passwords that must not match; default is 1.
   - Days before warning of password expiry: Customer specified; default is 1.
   - Login throttle delay after account lockout: Customer specified delay time after every three failed login attempts; 0 to 3600 seconds; default is 60 seconds.
   - Enable password-strength protections: Default is enabled (entirely sequential and repeated numbers are not allowed.)
4. Click **Save Settings** and run the commands.

Changing the Administration Password

To change the administrative password used to access a network

1. In the navigation tree, select the site configuration that you want to edit.
2. Click the **Security** tab.
3. Click **Admin Password**.

   The **Change Admin Password** dialog box displays.
4. In the **Current Password** field, type the password that is currently used to access system options on the Quick Edition network.
5. In the **New Password** field, type the new password.
6. In the **Confirm Password** field, re-type the new password.
7. Click **Update**.

8. Click **Save Settings** and run the commands.

   The Multisite Provisioning Tool updates the password locally and downloads the new password to the Quick Edition network.

   CAUTION: If you forget the administration password, contact your technical support representative to have it reset.

Chapter 10: Automating Tasks

Introduction

This chapter provides detailed instructions for creating and running macros. The Multisite Provisioning Tool (MPT) includes a wizard to help you create macros for automating repetitive, multiple-step procedures. You can schedule administrative tasks through macros.

A macro represents an ordered series of commands or actions that can be performed by the MPT each time the macro is run. If you frequently need to perform the same ordered series of actions whenever you use the MPT, consider running a macro instead.

You can select individual commands to add to a macro, or use the macro wizard, which adds all of the commands required to perform the following high-level actions:

- Add, edit, or remove a custom Auto Attendant configuration, a dialing rule for a telephone group, a telephone group, or a SIP service provider configuration.

The following sections are included in this chapter:

- Creating and Editing Macros on page 58
- Scheduling Macros on page 61.

Macros Tab

The **Macros** tab provides the following information and configuration options for the enterprise and for individual sites:

- **New**—Add a macro.
- **Edit**—Edit a macro.
- **Remove**—Delete a macro.
- **Run**—Execute the commands in a macro.
- **Macro Name**—The names of existing macros.
- **Number Commands**—The number of discrete actions making up the macro.
- **Command List**—The sequence of steps making up the macro.
  - **New**—Add a command to the sequence of steps.
  - **Edit**—Edit the selected command.
  - **Remove**—Delete a command from the sequence of steps.

- **Command Details**—The names of all commands making up the macro.
- **Save Settings**—Save all changes to the macro.
- **Cancel**—Discard all edits made on the **Macros** tab since the last save.

Macro Schedules Tab

The **Macro Schedules** tab displays a list of macros that have been selected to run at certain times. The configurations of one or more Quick Edition networks can be updated automatically through macros whenever those macros are run.

The same information displays on the **Macro Schedules** tab regardless of whether the entire enterprise or individual sites are selected in the navigation tree.

The **Macro Schedules** tab provides the following information and configuration options:

- **New**—Schedule a macro.
- **Edit**—Edit a schedule.
- **Remove**—Delete a schedule.
- **Macro Name**—The names of macros that have been scheduled to run.
- **Schedule**—The dates and times assigned for macros to run.
- **Sites**—The names of the site configurations (Quick Edition networks) that are modified when the associated macro is run.
- **Save Settings**—Save all changes to the macro.
- **Cancel**—Discard all edits made on the **Macro Schedules** tab since the last save.

Creating and Editing Macros

To create a macro

1. On the **Tools** menu, click **Macros**.
2. Click **New**. The **Add a New Macro** dialog box displays.
3. In the **Macro Name** box, type a name for the macro.
4. Click **Add**.

   The Multisite Provisioning Tool adds the macro to the list of macros on the **Macros** tab and saves the macro to the database. At this point, the macro contains no commands. Refer to Creating and Editing Macro Commands on page 59.

To change the name of a macro

1. On the **Tools** menu, click **Macros**.
2. Select the macro that you want to edit from the **Macro Name** column.
3. Click **Edit**. The **Edit a Macro** dialog box displays.
4. In the **Macro Name** box, edit the macro name.
5. Click **Add**. The Multisite Provisioning Tool updates the macro name in the database.

To remove a macro

1. On the **Tools** menu, click **Macros**.
2. Select the macro that you want to delete from the **Macro Name** column.
3. Select **Remove**.
4. When you are prompted to remove the macro, click **Yes**.

To run a macro

1. On the **Tools** menu, click **Macros**.
2. Select the macro that you want to run from the **Macro Name** column.
3. Select **Run**. The **Run a Macro** dialog box displays.
4. In the **Target Site** column, select the networks to run the macro against. To select more than one network, Ctrl+click the names in the **Target Site** column. To select a number of contiguous items, select the first name and then Shift+click the last name.
5. Click **Next**.
6. Confirmation details are displayed in the **Run a Macro** dialog box. Click **Run** to continue.

   The Multisite Provisioning Tool processes the macro commands and downloads the configuration changes to the Quick Edition network(s).
7. When the **Run a Macro** dialog box displays a completion message, click **Finish**.

Creating and Editing Macro Commands

To create commands in a macro

1. On the **Tools** menu, click **Macros**.
2. Select the macro from the list of macros.
3. In the **Command List** area, click **New**. The macro wizard starts and the **Add a Command** dialog box displays.

4. Under **Choose the type of command to construct**, select one of the following options:
   - **Add a new QE object**
   - **Edit an existing QE object**
   - **Remove an existing QE object**
     To Add, Edit, or Remove a custom Auto Attendant configuration, a dialing rule for a telephone group, a telephone group, or a SIP service provider configuration.
   - **Time Synchronization**—Synchronize a site with the local time on your computer. The local time will be adjusted according to the site's designated time zone.
     If you select this option, go to step 6.
   - **Upgrade Site Devices**—Upgrade or downgrade the software for site devices.
     If you select this option, go to step 6.
5. Under **Choose the type of QE object to affect**, select the option that corresponds to the object, and then click **Next**.

   The command wizard displays options that apply to the selected object type. For example, if the object is a dialing rule, you are prompted to enter a name and pattern for the dialing rule.
6. Fill in the fields and then click **Finish**.

   The command is added to the macro and the database is updated. If you do not see the command in the **Command List**, select the macro name in the **Macro Name** column to refresh the list of commands.
   - If you want to keep adding commands to the macro, select the macro name in the **Macro Name** column and repeat Steps 3 through 6 for each command.

To edit the commands in a macro

1. On the **Tools** menu, click **Macros**.
2. Select the macro that you want to edit from the **Macro Name** column.
3. In the **Command List** area, select the command that you want to edit from the **Command Details** column.
4. In the **Command List** area, click **Edit**.

   The macro wizard starts and the **Edit a Command** dialog box displays options that apply to the selected object type. For example, if the object is a dialing rule, you are prompted to change the name and/or pattern associated with the dialing rule.
5. Edit the information as required, and then click **Finish**.

   The database is updated.

To remove a command from a macro

1. On the **Tools** menu, click **Macros**.
2. Select the macro that you want to edit from the **Macro Name** column.

3. In the **Command List** area, select the command that you want to delete from the **Command Details** column.
4. In the **Command List** area, click **Remove**.
5. When you are prompted to remove the command, click **Yes**.

   The database is updated.

Scheduling Macros

To schedule the time a macro will run

1. On the **Tools** menu, click **Macros**.
2. Click the **Macro Schedules** tab.
3. Click **New**.

   The **Add a New Macro Schedule** dialog box is displayed.
4. From the **Select the macro this schedule will run** list, select the macro to run.
5. In the **Choose when to run this macro** area, select the time to run the macro (daily, weekly, monthly, once, or every specified number of days).
6. From the **Start this schedule on** list, select the date and time on which the schedule will be put into effect.

   Note: The time that you specify for running the macro refers to the system time on the Quick Edition network.
7. Click **Next**.

   The **Add a New Macro Schedule** dialog box displays a list of site configurations.
8. In the **Target Site** column, select the networks to run the macro against. To select more than one network, Ctrl+click the names in the **Target Site** column. To select a number of contiguous items, select the first name and then Shift+click the last name.
9. Click **Finish**.

   The Multisite Provisioning Tool updates the database. Starting on the scheduled date and at the scheduled time, the Multisite Provisioning Tool processes the macro commands and downloads the configuration changes to the Quick Edition network(s).

To edit a macro schedule

1. On the **Tools** menu, click **Macros**.
2. Click the **Macro Schedules** tab.

   All existing macro schedules are displayed in the list.

3. If you want to edit a macro schedule:
   - Select the macro schedule that you want to edit from the **Macro Name** column, and then click **Edit**.

     The macro schedule wizard starts and the **Edit a Macro Schedule** dialog box displays the scheduling options that are in effect for the macro.
   - Edit the information as required, and then click **Next**.

     The **Add a New Macro Schedule** dialog box displays a list of site configurations.
   - In the **Target Site** column, select the networks to run the macro against. To select more than one network, Ctrl+click the names in the **Target Site** column. To select a number of contiguous items, select the first name and then Shift+click the last name.
   - Click **Finish**.

   The database is updated.

To remove a macro schedule

1. On the **Tools** menu, click **Macros**.
2. Click the **Macro Schedules** tab.
3. Select the macro schedule that you want to delete from the **Macro Name** column.
4. Click **Remove**.
5. When you are prompted to remove the schedule, click **Yes**.

   The database is updated.

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