



## IP Office Things to Remember / avatech.us / R11.1.1

21 September 2020

A preformatted SD card and a loaded USB drive with the current version of Install Manager will either be sent to technician or to the customer site. The package is sent separately from the equipment and will be in a small Priority Mailbox. **\*No Need to Format or Recreate SD Card.**

Let us start with the basics of how Avatel requires our systems to be programmed. The paperwork we send informs you to program the system in either Essential or Basic Mode. If the customer is going to be programmed in Essential-mode you must use Call Appearances (not line appearances) and call park buttons.

Here are a few things to check when programming a system in Basic Mode: The system should never be in "Basic - Partner" mode unless the customer has Partner phones they are reusing. (You will have issues with the Day/Night AA)

Underneath 'Advanced Parameters' make sure that you uncheck 'Enable Network Time Synchronization' and turn the 'Hold Reminder Time' to not active unless the customer specifies a different setting.

**\*Change the voicemail mode from "IP Office" to "Intuity".**

When you setup the button programming for everyone's phones, please make sure you also put their name on the phone as well. This can be done by clicking on 'User Setup' and you will see the 'name' column.

**Make sure you label the phones or at least get the customer to label the phones if you do not feel your hand-writing skills qualify.**

Here are a few things to check when programming a system in Essential Mode:

When using the Dial by Name feature in the Auto Attendant, extensions are only included if the customer has recorded their name for their mailbox. In Intuity Mode, pressing option "5" in their mailbox will record their name.

Make sure that you do not leave the IP Office on the '192.168.42.1' subnet, change it to something on the customer's current subnet, otherwise remote access will not be possible and voicemail to email will not work.

Lastly, go out with a smile on your face and a good attitude. It sounds so simple, but the more genuine and willing you are - the more the customer will reciprocate with the same behavior. Thinking about the things you are going to do after an install will just make you want to get out of the job even faster and the quality of work you leave behind will be very evident.

**Special Programming Note:** Please make sure in the "trunk" tab you set the HOLD DISCONNECT TIME to be 500ms. **IF TECHNICIANS ARE PUSHING AN OLD CONFIG TO A NEW SYSTEM, ALL RECORDINGS NEED TO BE RE-RECORDED.** Failure to do this may hold calls on the line and tie up the phone system.

**Technician must label incoming phone lines in IPO with their associated phone numbers.**



**AVATEL NOW REQUIRES A PHOTO OF THE IPO EQUIPMENT INSTALLATION.**

**21 September 2020**

Any new install will be in R11.1.1. Any installs that have been sold in release 10.1 will be in service pack 7. Also, the website has been updated to match the Avaya support site naming scheme for any downloads from 9.0 and Higher to match. They will be listed as the release and the current service pack.

Avaya IP Office Web Manager

Change IP Office Administrator Password

Password

Confirm Password

Change Security Administrator Password

Password

Confirm Password

Change System Password

Password

Confirm Password

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Avatelletava2

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Use a 14 AWG solid wire with either a green sleeve for a functional ground or green and yellow sleeve for a protective ground. During installation do not assume that ground points are correctly connected to ground. Test ground points before relying on them to ground connected equipment. Avatel now requires a photo of the IPO equipment installation.

Call Avatel support at the first sign of any difficulty during install, we have tech support for you. Call us at 866.835.2661 x4 to speak with an engineer.

\*\*\*Please get remote access PRIOR to the full system set up, this will expedite the support process\*\*\*  
That means put IPO system on the customer's network and load Manager on customer's computer.  
There is a standard wire run on the order to establish remote connectivity. Remote connection must be tested by Avatel engineer before leaving customer site.



## Technician SOW / avatech.us / R11.1.1

21 September 2020

\*\*\*If technician pushes an old config to a new system, all recordings need to be re-recorded.\*\*\*

**Special Programming Note:** Please make sure in the “trunk” tab you set the HOLD DISCONNECT TIME to be 500 ms. Failure to do this may hold calls on the line and tie up the phone system.

Download **R11.1.1** to your laptop and please upgrade your Manager to **R11.1.1** before you go to the customer site.

- If this system is going to be in Essential Edition, you need to change mode (the change mode password is now “Administrator”) and import license key before upgrading. If you are staying in Basic Edition you can upgrade as normal. • After upgrade in both modes (Basic, Essential) be certain that the voicemail is set to “Intuity Mode”. • Program system per the customer’s needs. If they want line appearances or a key system, use Basic Edition.

**DO NOT program Essential Edition with line appearances. DO NOT program in Basic Partner.**

**\*Change the voicemail mode from “IP Office” to “Intuity”.**

- Test call flow and all features with the customer before you leave the customer’s site. Dial tone must be tested at credit card machine(s), postage machine(s), fax machine(s) - anything requiring dial tone - before you leave site.

- On full system installations, Avatel must register the IPO with Avaya. Technician is to email their respective Project Manager with the inventory file and config files before leaving customer site.

**\*\*\*THIS MUST BE DONE\*\*\***

- Avatel asks that technicians carry/bring with them a spare, four-port switch for instances where the customer doesn’t have spare ports on their network/router for remote connectivity. In these cases, please bill Avatel for the four, port hub.

- If a go back is required as a result of not following our instructions, you will have to absorb that cost. If you have any questions on this, call your Project Manager (PM) at: 866.835.2661 x4. Please fax all customer signed documents to your PM before leaving the customer site. Do not remove any equipment (old or new) from the customer site.

**IP Office should NOT be programmed by creating a config file offline, only after acquiring a config file with all the equipment staged you may continue to use that file. Switches should NOT be programmed in surrogate mode.**