



NetVanta 7100 Administrator's Guide



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Conventions



Notes provide additional useful information.



Cautions signify information that could prevent service interruption or damage to equipment.



Warnings provide information that could prevent injury or endangerment to human life.

Frequently Asked Questions (FAQs)

How do I access the phone system administrative settings using my computer?

Connecting Using a Web Browser on page 13

How do I add a new phone to the system?

Create a New User Account in the System on page 20

How do I remove a user from the phone system?

Deleting a Phone User Account on page 28

How do I change an existing phone user to a new phone user?

Editing an Existing Phone Account on page 22

How do I change a phone's caller ID display name?

Email and Caller ID Settings on page 24

How do I change or reset a voicemail password?

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How do I enable automatic email notification of new voicemail messages?

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How do I change the email address for notification of voicemail messages?

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How do I increase the voicemail storage limit for a phone user?

Updating Voicemail Permission (Class of Service) on page 49

How do I add a speed dial numbers, line keys, and button maps to a phone?

Speed Dial, Line keys and Button Maps on page 34

How do I add a system speed dial (e.g., all employees dial 04 for the IT Helpdesk) to the telephone system?

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How do I view the port status of analog stations, analog trunks, T1 and Ethernet ports?

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1. ACCESSING AND NAVIGATING THE SYSTEM MENUS

Using a PC with an installed browser, the NetVanta 7100 can be configured via the ADTRAN Operating System (AOS) Web-based Graphical User Interface (GUI).

This section covers topics necessary for accessing and navigating system menus:

- *Accessing the System* on page 12
- *Navigating the Menus* on page 16



While navigating through the menus you will notice  (context-sensitive help question mark) symbols that indicate additional information is available. Place your cursor over the symbol to view the additional information.



Updated configuration must be saved to nonvolatile memory (NVRAM) to retain new changes after a loss of power or a reboot. To quickly save your configuration at any time while in the AOS Web-based GUI, select the **SAVE** button at the top right of your current screen.

Accessing the System

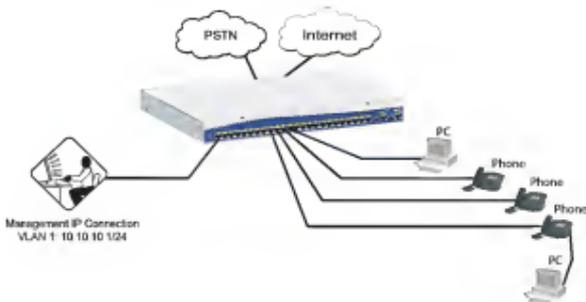


Figure 1. AOS Web-based GUI Application Diagram

Factory Defaults

From the factory, the AOS Web-based GUI is enabled and ready to be accessed. The NetVanta 7100 is shipped from the factory with a default configuration that includes the following:

Ethernet Interfaces (Port 1 to 24)

- Status: Enabled (activated with no shutdown)
- Speed: Auto
- Duplex: Auto
- Cable Type: Auto
- VLAN Membership: Trunk ports allowing all VLANs

VLAN 1 (Native VLAN for data)

- Status: Enabled (activated with no shutdown)
- IP Address: 10.10.10.1 /24
- HTTP Server: Enabled

VLAN 2 (Native VLAN for voice)

- Status: Enabled (activated with no shutdown)
- IP Address: 10.10.20.1 /24
- HTTP Server: Enabled

Minimum Configuration

If your NetVanta 7100 is not at factory default conditions, the minimum configurations listed below are needed to access the AOS Web-based GUI:



These configuration settings must be entered from the command line interface (CLI).

```
>enable
#configure terminal
(config)#username admin password password
(config)#ip http server
(config)# interface vlan 1
(config-vlan 1)#ip address 10.10.10.1 255.255.255.0
(config-vlan 1)#no shutdown
(config-vlan 1)#exit
```



Configure DHCP (optional): If DHCP is not enabled, the static IP address must be set on the PC.

```
(config)#ip dhcp-server pool LAN_pool
(config-dhcp)#network 10.10.10.0 /24
(config-dhcp)#default-router 10.10.10.1
(config-dhcp)#dns-server 10.10.10.1
```

Physical Connection

The NetVanta 7100 can be accessed and managed through any of the 24 Ethernet interfaces via an Ethernet straight-through or crossover cable. Using a PC with an installed web browser, the NetVanta 7100 can be configured through the AOS Web-based GUI.

Connecting Using a Web Browser

Once the physical connection is made and the minimum configuration settings are complete, follow these steps to access the web-based GUI menus:

1. Configure your PC and NetVanta 7100 to be on the same network.



*Refer to the example in **Minimum Configuration** on page 13 for configuring the NetVanta 7100 IP address. Refer to your PC documentation on how to configure the IP address of your PC.*

2. Connect the NetVanta 7100 to your network using any of the 24 Ethernet ports on the unit's front panel.
3. From your PC, open the installed browser and enter **http://10.10.10.1/admin** (or configured NetVanta 7100 address) in the **Address** field. The NetVanta 7100 login window appears.

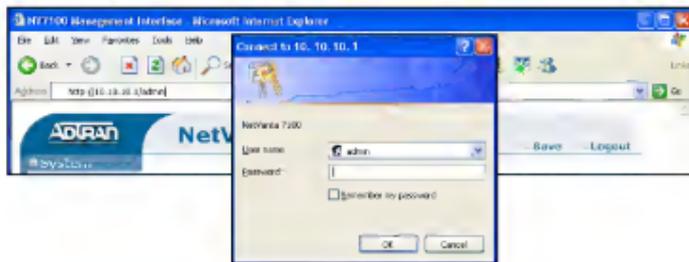


Figure 2. Accessing the AOS Web-based GUI

4. Enter **admin** as the username, enter your password, and select **OK**. (The default password is **password**.)



*For security purposes, it is important to set up an admin password immediately. Use the **Passwords** page of the AOS Web-based GUI to change this password.*



If you do not know the admin password, contact your NetVanta 7100 installation technician.

5. After logging into the NetVanta 7100, the **System Summary** menu appears (see Figure 3 on page 15). Refer to *Getting Started* on page 17 for information on the setup process.

ADTRAN NetVanta 7100 Save Logout

System
 Getting Started
 System Summary
 Physical Interfaces
 Packets
 IP Services
 DHCP Server
 Hostname / DNS
 LLDP
 SNMP

Voice
Data
Security

General System Information

Firmware Version: 04-01-00-0
Part Number: 221379AL
Serial Number: UBN30WN
System Uptime: 1 week, 1 day, 21 hours, 23 minutes, 32 seconds
System Time: 06:55:46 CST
System Date: 12/27/2006
Current System Check Source: Internal (Primary disk source locked)
Memory: Total Heap: 92,219,400 Bytes
 Free Heap: 66,205,824 Bytes
CPU Utilization: System Load: 0.41%
 1 Min Avg Load: 0.09% 5 Min Avg Load: 0.04%
 Max Load: 0% Max Load: 43.15%
 Context Switch Load: 0.0%
File System: FLASH:
 Total: 31,729,896 Bytes
 Used: 21,053,288 Bytes
 Free: 10,676,608 Bytes
 CFLASH:
 Total: 289,827,068 Bytes
 Used: 26,602,160 Bytes
 Free: 263,224,908 Bytes
NTP Time Server: ntp.adtran.com
NTP Last Sync: 06:28:16 AM CST on 02/07/2006

Refresh in 5 seconds...

Figure 3. System Summary Menu

Navigating the Menus

The Web-based GUI menu structure allows you to easily configure the NetVanta 7100 system. This section provides a brief introduction to navigating through the menus. More detailed configuration examples can be found in the remainder of this document.

Options

There are multiple menus covering a variety of configuration items related to the NetVanta 7100. Figure 4 shows the menus and their submenus to give you a preview of the topics covered under each section.

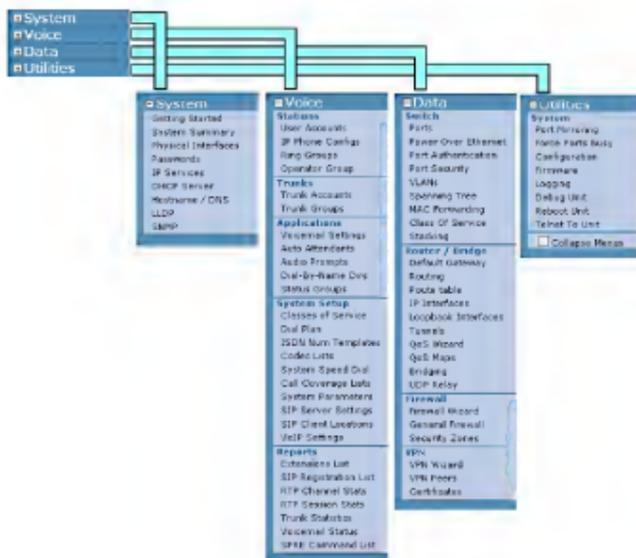


Figure 4. Menu Structure

The menus can be summarized as follows:

- **System Menu** - contains several screens that aid in configuring the system settings.
- **Voice Menu** - provides multiple screens for configuring voice settings such as phone station accounts, trunk lines, system voice parameters, and statistic reports.
- **Data Menu** - enables configuration of switch, router, and bridge functions, with specific menus related to firewall and VPN settings.
- **Utilities Menu** - includes various functions to aid in managing, troubleshooting, and accessing the unit.

2. MANAGING PHONE ACCOUNTS

This section covers topics necessary for managing new phone accounts:

- *Adding a New Phone to the System* on page 20
- *Editing an Existing Phone Account* on page 22
- *Deleting a Phone User Account* on page 28
- *Setting and Changing Passwords* on page 29



While navigating through the menus you will notice  (context-sensitive help question mark) symbols that indicate additional information is available. Place your cursor over the symbol to view the additional information.



Updated configuration must be saved to nonvolatile memory (NVRAM) to retain new changes after a loss of power or a reboot. To quickly save your configuration at any time while in the AOS Web-based GUI, select the **SAVE** button at the top right of your current screen.

Adding a New Phone to the System

Setting up a new phone is a two part procedure. The first step requires creating a user account in the system. The second step requires physically connecting the phone hardware.

Create a New User Account in the System

The **User Accounts** configuration menu allows you to create a user account for every telephone user in the NetVanta 7100.

1. Navigate to the **Voice > Stations > User Accounts** menu.

The screenshot shows the NetVanta 7100 web interface. On the left is a navigation tree with categories like Voice, Applications, System Status, Reports, and Data. The main content area is titled 'Add / Modify / Delete Users'. It contains two main sections: 'Add New User' and 'Modify/Delete User'. The 'Add New User' section has two radio buttons: 'Create new' (unselected) and 'Create by copying from another user' (selected). Below these are several input fields: 'Extension' (value: 4003), 'FMS Number' (value: 4003), 'Last Name' (value: 4003), 'Phone Type' (dropdown menu showing 'SIP'), 'Phone MAC Address' (checkboxes for 'New Address' and 'New Address'), and 'Phone Model' (dropdown menu showing 'ADTRAN Polycom StationPhone IP 301'). There are also 'Apply' and 'Cancel' buttons. The 'Modify/Delete User' section has a table of existing users:

Last Name	First Name	Extension	Port	Station Call	
Dozza	Mary Joe	2004	fxs 3/4	4004	Delete
Chida	Bernie	2003	fxs 3/2	4003	Delete
Johns	Stanford	4002	gpp 4	4002	Delete
Luci	Samah	2002	fxs 3/2	4002	Delete
Luci	Samah	2002	fxs 3/1	4002	Delete
Luci	Samah	2002	gpp 4	4002	Delete

A callout box on the right side of the image points to a help icon (a blue circle with a question mark) located next to the 'Create by copying from another user' radio button. The text in the callout box reads: 'The help symbols indicate additional information is available. Place your cursor over the symbol to view the help topic.'

Figure 6. User Accounts Menu



If Analog Station does not display as a Phone Type, it is because there are no available FXS ports.

2. Select either **Create new** or **Create by copying another user**. The last option allows you to copy an existing user's settings, streamlining this process.
3. Assign the user's extension and name.

4. Select the **Phone Type**. Based on the type of phone that will be used, some of the following steps may not be necessary. If configuring an **Analog Station**, skip to Step 7. If configuring a **Virtual User**, skip to Step 8.
 - The three different phone types that can be defined for voice users are listed below:
 - SIP** user accounts are associated with a SIP port.
 - Analog Station** users are associated with a physical FXS interface.
 - Virtual** user accounts are not associated with a physical port.
5. Enter the phone **MAC Address** if setting up a specific phone model (such as SoundPoint IP 501 or 601) for a SIP account. If **Other** is chosen for the **Phone Model**, no **MAC Address** entry is necessary. Leave the selection as **<Not Set>**.
6. Select a model from the **Phone Model** drop-down list.
7. When creating an Analog Station user account, only select the **Phone Port** that is connected to the analog device.
8. Select **Apply** to add the user. Additional voice settings can be configured by selecting the user's last name in the **Modify/Delete User** section. This brings up the **Edit User** tabs. Also refer to *Setting and Changing Passwords* on page 29.

Connect the Phones

ADTRAN/Polycom IP phones are configured automatically from the NetVanta 7100, which allows global and per-phone configuration to be managed centrally. Most configuration files are created automatically (and downloaded by the phones at boot up) by the NetVanta 7100 when a new voice user is created. Once you have created the new user, the final step is to connect the phone.

1. Connect the phone to a line from the NetVanta 7100 system.
2. Wait for the phone to load its configuration files from the NetVanta 7100 system.
3. The phone and user account should be fully functioning.

The boot process is complete when the idle display (see Figure 7) is shown on the phone. In the case of problems, contact your system administrator to assist with troubleshooting.



Figure 7. Phone Idle Display

- The user's **Display Name** and **Line Label** (that appears on the phone) can also be edited in the **IP Phone Configs** Menu. To access the menu, navigate to **Voice > Stations > IP Phone Config** to make changes and **Apply** the new settings.

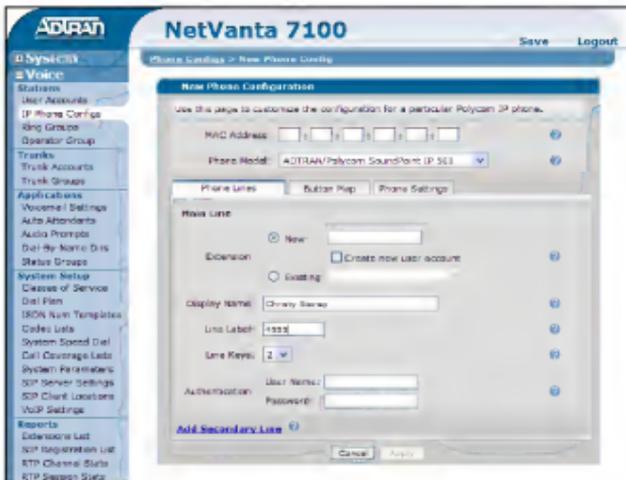


Figure 9. Edit IP Phone Configuration

Email and Caller ID Settings

The **User Config** tab allows configuration of the user's email address and caller ID settings. Refer to Figure 8 on page 22 for the complete **Edit User** screen.



The system has no control over the caller ID name display for calls originating externally.

User Config | Current Settings | Call Coverage | VM Settings | VoIP Settings

Description:

Primary Email:

Secondary Email:

Optional description of the user account
Used for system correspondence

Alternate address used for system correspondence

Internal Caller ID Name: First + Last Name: Patrick Nales Custom Entry: Empty (no name shown)

Internal Caller ID Number: Default: 4005 Custom Entry: Empty (no number shown)

External Caller ID Number: Default: Custom Entry:

Figure 10. User Config Tab Menu

Table 1. User Config Tab Options

Setting	Description and Options
Description	Optional description of the user account
Primary Email	Used for system correspondence.
Secondary Email	Alternate address for system correspondence.
Internal Caller ID Name	Configures the name portion of the caller ID display for internal calls made by this user. <ul style="list-style-type: none"> • First + Last Name: Displays first and last name of the internal caller • Custom Entry: Displays the value entered in the adjacent text box • Empty: Displays nothing for caller ID name
Internal Caller ID Number	Configures the number portion of the caller ID display for internal calls made by this user. <ul style="list-style-type: none"> • Default: Displays the extension of the internal caller. • Custom Entry: Displays the value entered in the adjacent text box. • Empty: Displays nothing for caller ID number
External Caller ID Number	Configures the number portion of the caller ID display for external calls made by this user. External caller ID info is only sent if delivered out of particular T1 interfaces such as Feature Group D or PRI. <ul style="list-style-type: none"> • Default: Automatically displays the external caller ID number as the first DID entry if one exists, otherwise it displays nothing. • Custom Entry: Displays the external caller ID number as the value entered in the adjacent text box.
Forward Disconnect Delay	(For analog stations only.) Enables the removal or reversal of the battery for the specified amount of time. When the unit removes/ reverses the battery current, the connected equipment will acknowledge this condition by dropping the line.
Forward Disconnect Battery	(For analog stations only.) Specifies whether the connected equipment expects the battery removal or reversal

Current Settings

The **Current Settings** tab of the **Edit User** menu allows you to change voice settings for a particular user.

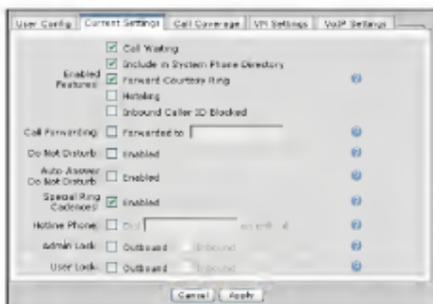


Figure 11. Current Settings Tab Menu

Table 2. Current Settings Tab Options

Setting	Description and Options
Call Waiting	Enables call waiting on analog phones, or enables additional call appearances on an ADTRAN/Polycom SoundPoint IP phone
Include in System Phone Directory	Includes the user in the dial-by-name directory
Forward Courtesy Ring	Issues a short ring on the user's phone when a call comes in as a reminder that the phone is forwarded
Hoteling	(For analog stations only.) Allows another user to log into this user's phone without logging this user out first. Useful for shared desk applications.
Inbound Caller ID Blocked	Blocks inbound caller ID information from being delivered to this user's phone.
Call Forwarding	Forwards this user's extension to the number displayed
Do Not Disturb	Sends all calls directly to the user's call coverage list
Special Ring Cadences	Allows the phone to ring with a different cadence depending on the call type (such as internal, external, or priority calls). If unchecked, the phone will always ring with the default cadence.
Hotline Phone	Place a call immediately to the configured number when this user goes offhook.
Admin Lock	Displays the current administrative lock (if any).
User Lock	Displays the current user lock (if any).

Call Coverage

The **Call Coverage** tab of the **Edit User** menu displays the call coverage settings for a particular user. If the user has been assigned to a Call Coverage List, you can view the settings on this page. You can also customize the selected Call Coverage List only for this user account. Use the question mark symbol to assist with the configuration settings.

When creating a Custom List, multiple actions can be set to occur. For example, in Figure 12, station extension 2000 is set to ring four times before rolling to extension 2001. The active call will then ring extension 2001 twice before continuing to the next action (a busy signal).

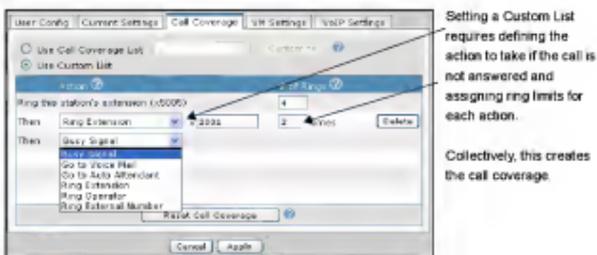


Figure 12. Call Coverage Tab Menu

Table 3. Call Coverage Tab Options

Setting	Description and Options
Use Call Coverage List	Copies the selected global Call Coverage List for this specific extension. Customizations made to this copy (using the customize button) do not affect the original global list.
Use Custom List	<p>Allows a customized list of actions to be defined for incoming calls on the user's phone.</p> <p>Indicate the number of rings (to initially occur) under the # of Rings column. The phone will ring the specified number of times before continuing on with the next entry in the call coverage list. By default, the first action is a Busy Signal. If the # of Rings is set to 0, the call coverage list will only be processed if the station is busy. Otherwise, the phone will ring indefinitely.</p> <p>Other available actions for the call coverage list include:</p> <ul style="list-style-type: none"> • Go to Voicemail • Go to Autoattendant • Ring Extension • Ring Operator • Ring External Number <p>Enter additional parameters as needed.</p>



Figure 13. Call Coverage Example - Voicemail After Four Rings

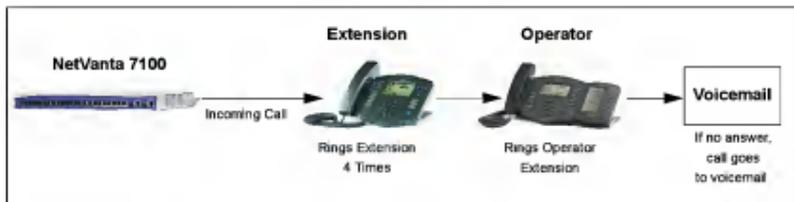


Figure 14. Call Coverage Example - Operator Coverage

Deleting a Phone User Account

Users accounts can be deleted quickly using the following procedure:

1. Navigate to the **Voice > Stations > User Accounts** menu shown in Figure 6 on page 20. Scroll to the bottom of the screen to the **Modify/Delete User** section.
2. Locate the user to remove; verify it is the correct user by **Last Name** and **Extension** fields. Select **Delete** to the right of the user listing.
3. Confirm the action when prompted by the system.

The screenshot shows the NetVanta 7100 web interface. The left sidebar contains navigation menus for 'System', 'Voice', and 'Data'. The main content area is titled 'Add / Modify / Delete Users' and includes a 'Add New User' form with fields for 'User Data Source', 'Extension', 'First Name', 'Last Name', 'Phone Type', 'Phone MAC Address', and 'Phone Model'. Below the form is a 'Modify/Delete User' section with a table of users and 'Delete' buttons for each.

User Name	First Name	Last Name	Phone Type	Phone MAC Address	Phone Model	Actions
3330	Henry	Joe	3330	10a 1/2	ad7100	Delete
3330	John	Smith	3330	10a 1/2	ad7100	Delete
3330	George	Smith	3330	10a 1/2	ad7100	Delete
3330	John	Smith	3330	10a 1/2	ad7100	Delete
3330	John	Smith	3330	10a 1/2	ad7100	Delete
3330	John	Smith	3330	10a 1/2	ad7100	Delete

An arrow points to the 'Delete' button in the first row of the table with the text: 'Select Delete next to the user to remove'.

Figure 15. Deleting a User Account



Once a user account is deleted, there is no recovery to reinstate the user.

Setting and Changing Passwords

There are multiple passwords associated with the user accounts. For details on setting or changing the user voicemail passwords, refer to *Resetting Voicemail Password* on page 42. This section describes how to set the SIP authorization password and login PIN. This password/PIN serves two purposes for SIP stations:

- Authenticates a SIP station if SIP INVITE or registration authentication is enabled.
- Logs into the *Personal Account Manager* website for personal user settings.

To set the **SIP Auth Password/Login PIN**, perform the following steps:

1. Navigate to the **Edit User** menu (shown in Figure 16 on page 30) by selecting the user's last name in the **Modify/Delete User** section of the **User Accounts** menu.

2. Type the new password (must be four digits) in the **SIP Auth Password/Login PIN** field.

The screenshot shows the NetVanta 7100 web interface. The left sidebar contains navigation menus for 'Voice' and 'Data'. The main content area is titled 'Edit User: Patrick Wales'. It contains several fields for user configuration:

- Extension:** 34002
- First Name:** Patrick
- Last Name:** Wales
- Phone Type:** SIP
- Phone MAC Address:** Not set
- Phone Model:** ADTRAN/Polcom SoundPoint SP 500
- SIP Auth Password / Login PIN:** A field with a blue highlight and a callout arrow. The text below it says 'Must be 4 digits'.
- DID Number:** A field with a blue highlight and a callout arrow. The text below it says 'There are no configured DID numbers'.
- Aliases:** A field with a blue highlight and a callout arrow. The text below it says 'There are no aliases for the account'.

At the bottom of the form, there are 'Cancel' and 'Apply' buttons. The 'Apply' button is highlighted with a blue box and a callout arrow pointing to it with the text 'Select Apply to save the new setting'.

Figure 16. Edit User Menu

3. Select **Apply** to save the new password.

3. MODIFYING EXISTING PHONES

This section covers topics related to modifying existing phones:

- *Resetting a Phone to Factory Default* on page 32
- *Customizing Phones and User Preferences* on page 32
- *Replacing an Existing Phone* on page 39



While navigating through the menus you will notice  (context-sensitive help question mark) symbols that indicate additional information is available. Place your cursor over the symbol to view the additional information.



Updated configuration must be saved to nonvolatile memory (NVRAM) to retain new changes after a loss of power or a reboot. To quickly save your configuration at any time while in the AOS Web-based GUI, select **SAVE** button at the top right of your current screen.

Resetting a Phone to Factory Default

The basic network configuration for the ADTRAN/Polycom IP phone can be reset to factory defaults through a key combination:

1. Simultaneously press and hold the **4**, **6**, **8**, and * dial pad keys until the password prompt appears.
2. Enter the administrator's password to initiate the reset. (The default password is **456**).

Customizing Phones and User Preferences

There are many settings available for customizing individual phones. This section covers these commonly used features:

- *Call Lists* on page 32
- *Contact Directory* on page 33
- *Speed Dial, Line keys and Button Maps* on page 34
- *Line Keys* on page 34
- *Button Map* on page 36
- *Display Status Group (Busy Lamp Field)* on page 37
- *Customizing the Expansion Module Buttons* on page 37

Call Lists

The phone maintains a local list of outgoing and incoming calls on the system. The system stores up to 100 entries for each list of missed, received, or placed calls. On the left side on the phone, press the **Call Lists** key (or press the **Directories** key followed by **Call Lists**) and select **Missed Calls**, **Received Calls**, or **Placed Calls**, depending on the list you want to view. Call information is displayed.

From the specific call list:

1. Choose **Edit** to amend the dial string before dialing.
2. Choose **Dial** to return the call.
3. Choose **Exit** to return to the previous menu.



To quickly view respective call lists from the idle display:

- Press **▶** for Placed Calls.*
- Press **◀** for Received Calls.*
- Press **▼** for Missed Calls.*

For additional choices, press **More**, followed by:

4. **Info** to view information about the call.
5. **Save** to store the contact to the Contact Directory.
6. **Clear** to delete the call from the list.

Press **More** and **Exit** soft keys to return to the idle display.

Contact Directory

The phones can store a local directory of contacts called Contact Directory. Users can add, delete, edit, dial, or search for any contact in this list with just a few key strokes.



*It is also possible for the admin to modify the contact directory using the Web-based GUI menus from the NetVanta 7100. For instructions on making these changes through the Web-based GUI, refer to **Button Map** on page 36.*

Adding or Editing a Contact

1. From the phone idle display, press the **Directories** key and select **Contact Directory**.
2. To enter another contact into the phone's database, select **Add**, or highlight an existing entry and select **Edit**.
3. Enter first and/or last name using the keypad. Press the **1/A/a** soft key to select from numeric, uppercase alphanumeric, or lowercase alphanumeric modes. Press the **Encoding** soft key to access special characters in other languages if necessary.
4. Enter the contact number. This is a required field and it must be unique (not already in the directory). The speed dial index automatically assigns the next available index value.
5. **Ring Type** and **Divert Contact** can be left blank. **Ring Type** is used to assign a special ringtone for that user. Valid entries by default are 1-12. **Divert Contact** is used to identify the number to divert a caller to when **Auto-Divert** is enabled for this directory entry. This would be used to selectively forward callers. More information on both these features can be found in the *ADTRAN Polycom Administrator Guide SoundPoint/SoundStation IP SIP*.
6. Use the arrow buttons to switch between **Enabled** and **Disabled** settings for the last two fields.
7. Press **Save** to confirm, or press **Cancel** to abandon the changes. Then press **Directories** or the **Exit** soft key to return to the idle display.

Searching for a Particular Contact

1. From the **Contact Directory** menu, press **More** and then **Search**.
2. Using the dial pad, enter the first few characters for first or last names.
3. Press **Search** to search for contacts.
4. Successful matches can be dialed from the resulting screen.



*A contact entry without a speed dial index assigned will not appear on a line key. The contact will only be available for selection from the contact directory. The contact will also not appear in the Speed Dial List accessed from the idle display by pressing **▲**.*

Speed Dial, Line keys and Button Maps

Pre-assigned phone numbers can be associated with line keys for rapid automated dialing. When a new entry is added to the Contact Directory, it is automatically assigned the next available line key. The speed dial number appears next to the line key in the phone display.



*It is also possible for the admin to modify Speed Dial entries using the Web-based GUI menus from the NetVanta 7100. For instructions on making these changes through the Web-based GUI, refer to **Button Map** on page 36.*

Changing a Speed Dial Line Key Assignment

1. From the phone idle display, press the **Directories** key and select **Contact Directory**. Highlight an existing directory entry and press **Edit**. The same edit screen can be obtained by pressing and holding a line key that already has a speed dial number assigned to it. That contact in the directory is automatically displayed.
2. If a speed dial index already exists, delete it by pressing the following keys:



3. Enter a new speed dial index. For example, enter speed dial index as 1. This assigns the entry to the first available line key on the display. Alternatively, when editing the contact, press and hold an unassigned line key. This will automatically assign the speed dial index (which is required to assign that line key) as a speed dial for the contact. A confirmation beep is heard when this happens.
4. Press **Save** to confirm, or press **Cancel** to abandon the change. Then press **Exit** to return to the idle display.

By default, each ADTRAN/Polycom IP phone model has a specific number of line keys available for speed dial. The Soundpoint 501 has three line keys, and the Soundpoint 601 has six line keys. To dial a number assigned to a line key, press the line key directly opposite the number on the display.

Line Keys

Additional line keys can be added to the phones, and additional extensions can be added to a line key using the Web-based GUI menus from the NetVanta 7100. For instructions on accessing the Web-based GUI menus, refer to *Accessing and Navigating the System Menus* on page 11.

1. Navigate to the **Voice > Stations > IP Phone Configs** screen.
2. From the **Phone Configurations** tab, select the MAC address associated with the existing user.

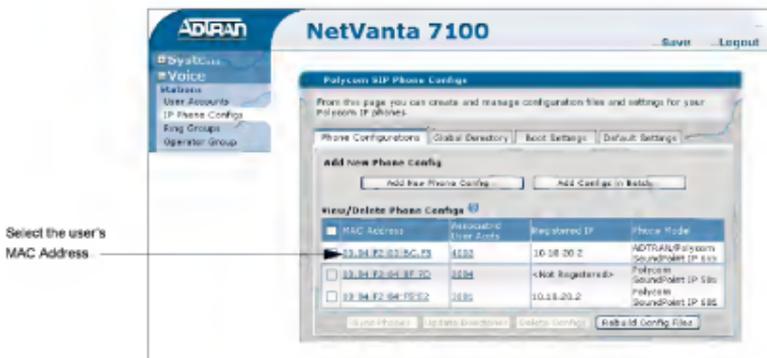


Figure 17. Phone Configurations Tab Menu

- Choose the number of line keys you would like available on this line (primary extension). Select **Add Secondary Line** to configure the secondary line.

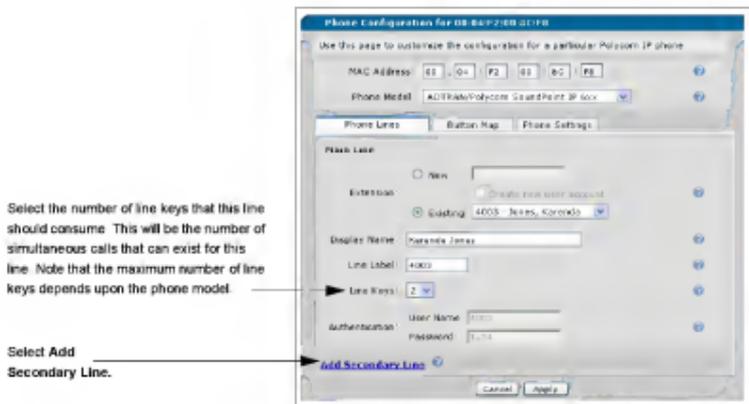


Figure 18. Phone Lines Tab Menu

4. Enter secondary line information (see Figure 19):

Table 4. Secondary Line Information

Settings	Descriptions and Options
New	Enter new extension number
Create new user account	Check the box to create a new user account.
Display Name	Enter the user name.
Line Label	Enter new extension number
Line Keys	Select the number of line keys
Authentication User Name	Enter new extension number
Authentication Password	1234



Figure 19. Secondary Line Configuration

5. Select **Apply** to apply the changes, and select **OK** when prompted to synchronize and reboot the phone.

Button Map

The **Button Map** menu option is available to add speed dial entries or enter users in the phone directory. The **Main Phone Buttons** represent the selectable line key buttons on the phone. The number of line key

buttons varies from model to model. If there are extra buttons available after all line keys have been mapped, you can add other speed-dial type entries below them by typing in the first available row's **Label** and **Contact** fields. Once you enter values, the next row will become available for data entry.

1. Navigate to the **Voice > Stations > IP Phone Configs** screen.
2. From the **Phone Configurations** tab, select the MAC address associated with the existing user.
3. Select the **Button Map** tab.

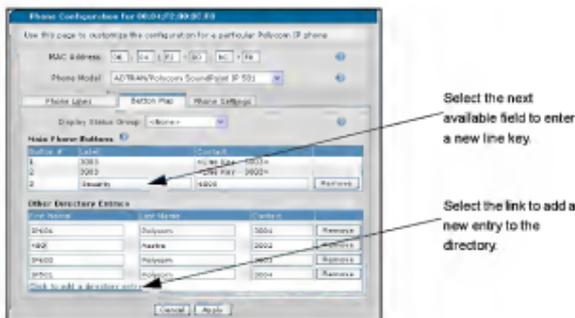


Figure 20. Button Map Tab Menu

4. The **Main Phone Buttons** section displays already configured line keys as well as available slots for new line keys. Type a new label and the extension to add a line.
5. The **Other Directory Entries** section displays the current directory listings. Adding a new entry is accomplished by selecting the **Click to add a directory entry** link at the bottom of the screen and typing the new entry in the blank field provided. See Figure 23 on page 38 for an example of defined buttons as they appear on the phone.

Display Status Group (Busy Lamp Field)

Status Groups are used to monitor the current status of users or park zones. A common example of this functionality is a Busy Lamp Field button indicating a user's busy extension. The **Display Status Groups** drop down menu must have a predefined status group name selected in order to display the Busy Lamp Field Users/Park Zones. Refer to *Setting Up Status Groups* on page 73 for more information.

Customizing the Expansion Module Buttons

The expansion module is only available with the ADTRAN/Polycom SoundPoint IP 601. You can create additional speed dial entries by installing multiple expansion modules (up to a maximum of three modules).



Figure 21. ADTRAN/Polycorn SoundPoint IP 601 Phone with One Expansion Module



Figure 22. ADTRAN/Polycorn SoundPoint IP 601 Phone with Three Expansion Modules

To add speed dial entries, refer to the sections *Contact Directory* and *Speed Dial, Line keys and Button Maps* on page 34 in this guide. To add Busy Lamp Field status, refer to *Display Status Group (Busy Lamp Field)* on page 37. The expansion module assigns line designations to the first available line keys and then follows them with speed dial assignments. See Figure 23 for an example phone display.



Figure 23. Status Groups (Busy Lamp Field/DSS) Phone Display

Replacing an Existing Phone

Occasionally a phone may fail and need to be replaced for an existing user in the NetVanta 7100 system. Use the following steps to associate a new phone's MAC address with an existing user:

1. Navigate to the **Voice > Stations > IP Phone Configs** menu.

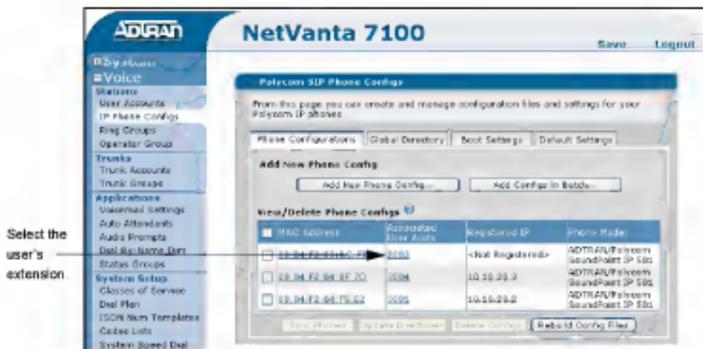


Figure 24. Edit User Settings

2. Select the blue underlined extension of the user you want to change. This brings up the **Edit User** menu.
3. From the **Edit User** menu, select **Change** beside the **Phone MAC Address**. This opens the **Change Phone MAC Address/Model** dialog box.

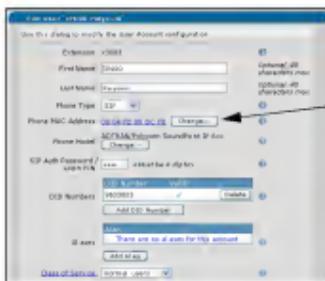


Figure 25. Enter New MAC Address

- In the **Change Phone MAC Address/Model** menu (see Figure 26), enter the New MAC Address (or choose one from the **Known Address** drop-down list).



Figure 26. Change Phone MAC Address/Model Menu

- Confirm that the phone model is correct.
- Select **Apply** to apply changes and return to the **Edit User** menu.
- Scroll to the bottom of the **Edit User** menu and select **Apply**.
- Select **OK** to accept the prompt and reboot the new phone so it will download the configuration from the NetVanta 7100. (If the phone will be rebooted at a later time, refer to the steps provided in *Rebooting a Phone* on page 40.)

Rebooting a Phone

Periodically, a phone may require rebooting to accept a new configuration or software update. There are two ways to reboot a phone:

- Simultaneously press and hold the correct keys (key combinations are shown in Table 5) for 3 seconds or more until a confirmation tone is heard.
- Press the **Menu** key and select **Settings, Advanced, Restart Phone** (the user password is required to access this menu).

The reboot process may take a few minutes. The phone will cycle through multiple information screens on the display until it completes by returning to the idle display. In the case of problems, it may be possible to restore normal phone operation without rebooting. Contact your system administrator before attempting to reboot the phone.

Table 5. Reboot Phone Key Combinations

ADTRANIPolycom IP Phone Model	Key Combinations
SoundPoint IP 300 and 301	Volume-, Volume+, Hold, Do Not Disturb
SoundPoint IP 500 and 501	Volume-, Volume+, Hold, Messages
SoundPoint IP 600 and 601	Volume-, Volume+, Mute, Messages
SoundStation® IP 4000	*, #, Volume+, Select

4. CONFIGURING VOICEMAIL

This section covers important voicemail topics:

- *Resetting Voicemail Password on page 42*
- *Enabling Email Notification of Voicemail Messages on page 45*
- *Updating Voicemail Permission (Class of Service) on page 49*
- *Reviewing Voicemail Storage Limits on page 52*



While navigating through the menus you will notice  (context-sensitive help question mark) symbols that indicate additional information is available. Place your cursor over the symbol to view the additional information.



Updated configuration must be saved to nonvolatile memory (NVRAM) to retain new changes after a loss of power or a reboot. To quickly save your configuration at any time while in the AOS Web-based GUI, select the **SAVE** button at the top right of your current screen.

3. Scroll down near the bottom of the screen and select the **VM Settings** tab.

The screenshot displays the NetVanta 7100 web interface. The left sidebar contains navigation menus for 'Voice' and 'Data'. The main content area is titled 'Edit user: fredrick.walker' and contains various configuration fields. The 'VM Settings' tab is highlighted, and an arrow points to it from the text 'Select the VM Settings tab.'.

Navigation Menu (Left):

- ADTRAN
- NetVanta 7100
- Save Logout
- User Accounts > fredrick.walker
- Configure
- Reports
- System
- System Settings
- System Status
- System Logs
- System Alerts
- System Maintenance
- System Security
- System Troubleshooting
- System Updates
- System Users
- System Settings
- System Status
- System Logs
- System Alerts
- System Maintenance
- System Security
- System Troubleshooting
- System Updates
- System Users

Main Configuration Fields:

- Extension: 99000
- First Name: fredrick
- Last Name: walker
- Phone type: SIP
- Phone MAC Address: <Not Set>
- Phone Model: ADTRAN/Polycam SoundPoint IP 501
- SIP Auth Password / Login PIN: ****
- DDI Number: 010
- Alias: There are no aliases for this account.
- Class of Service: <No Access>

VM Settings Tab:

- Voicemail PIN: ****
- VM Class of Service: <No Access>
- VM Ringtone Indication: Long + Durable
- VM Operator Assist #: 0
- VM Notification Schedule:

Sun	Mon	Tue	Wed	Thu	Fri	Sat

Figure 28. Edit User Menu

4. Select the password inside the **Voicemail PIN** box and replace it with a new password.

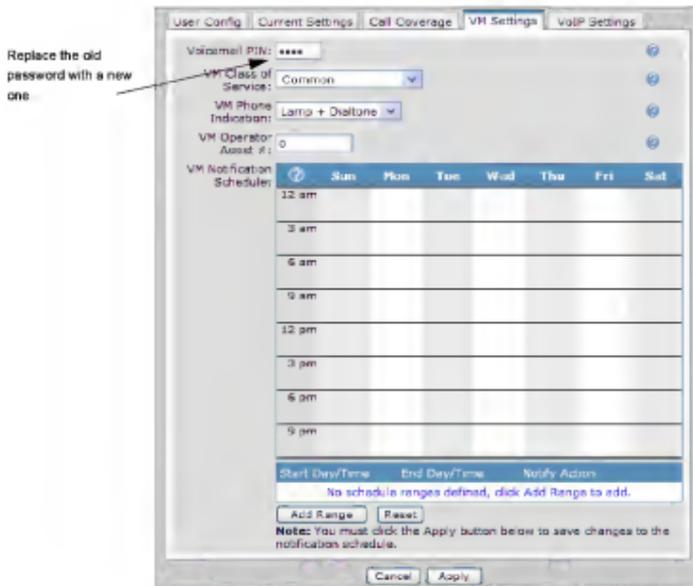


Figure 29. Set a Voicemail PIN

5. Select **Apply** to accept the new setting.

Enabling Email Notification of Voicemail Messages

Configuring voicemail notification consists of selecting the time of day and the method the system uses to notify users when they receive a new voicemail message. The system sends an email alert when this feature is properly configured.



To allow email notification, the system administrator must first configure the outgoing mail server settings.

1. Navigate to the **Voice > Stations > User Accounts** screen.
2. Scroll to the bottom of the screen and select the user's last name to access the user's settings. This step automatically takes you to the **Edit User** configuration screen.
3. Scroll down near the bottom of the screen and select the **VM Settings** tab.
4. From the **VM Settings** tab menu, scroll down to the bottom left and select the **Add Range** button.

VM Notification Schedule:

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
12 am							
3 am							
6 am							
9 am							
12 pm							
3 pm							
6 pm							
9 pm							

Start Day/Time: End Day/Time: Notify Action:
 No schedule ranges defined, click Add Range to add.

Add Range Reset

Warning: You must click the Apply button below to save changes to the notification schedule.

Cancel Apply

Select to add a notification schedule range

Figure 30. Set a VM Notification Schedule

- The **Add Notification Schedule Range** menu appears. Enter the beginning and ending times for the voicemail notification range. A "range" is the period of time during the week that will have the same notification type. The schedule range added here will appear in the **VM Notification Schedule** graph (as shown on in Figure 32).



Figure 31. Add a Notification Schedule Range

- Select either **Send to Primary Email** or **Send to Secondary Email** as the notification type. The primary and secondary email addresses appear in parentheses below each option. Select **Apply** to save the schedule. The new voicemail notification schedule now appears at the bottom of the **VM Settings** tab.



*If the email address does not appear below the selected option, select **Apply** and continue to the next step.*

7. To configure an email address that is not set, select the email type under **Notify Action** to be automatically routed to the email fields on the **User Config** tab.

The screenshot shows the 'User Config' tab with the 'Notify Action' section expanded. The 'Notify Action' dropdown is set to 'Primary Email'. Below the dropdown are fields for 'Start Day/Time' (Sun 12:00 AM) and 'End Day/Time' (Sat 12:00 PM). There are also 'Add Range' and 'Reset' buttons. At the bottom are 'Cancel' and 'Apply' buttons.

Time	Sun	Mon	Tue	Wed	Thu	Fri	Sat
12 am							
3 am							
6 am							
9 am							
12 pm							
3 pm							
6 pm							
9 pm							

Start Day/Time: Sun 12:00 AM End Day/Time: Sat 12:00 PM Notify Action: Primary Email Delete

Add Range Reset

Cancel Apply

Select to set or edit the email address.

Figure 32. Set or Edit a Notification Email Address

8. On the **User Config** tab, set or edit the notification email addresses. Select **Apply** after making any changes. (Select the user's **Last Name** from the user accounts main list to access the configuration tabs).

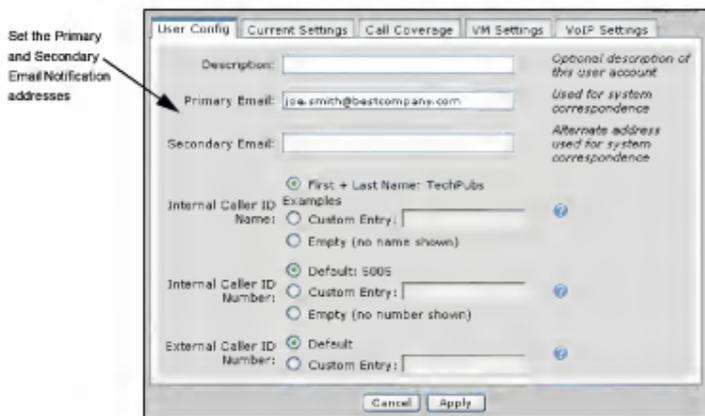


Figure 33. User Config Tab Menu

9. From the **VM Settings** menu, select **Apply** to accept the new setting.
10. Select **Save** at the top right of the current menu. A dialog box appears if the save is successful. Select **OK** to close the box and return to the previous menu.

Updating Voicemail Permission (Class of Service)

Voicemail storage limits for individual users are defined and modified within the assigned **Voicemail Class of Service** menus. Follow the steps below to adjust user's voicemail permissions (such as the lengths of recorded greetings and messages, and the amount of time messages are allowed to remain in storage).

1. Navigate to the **Voice > Applications > Voicemail Settings** menu.

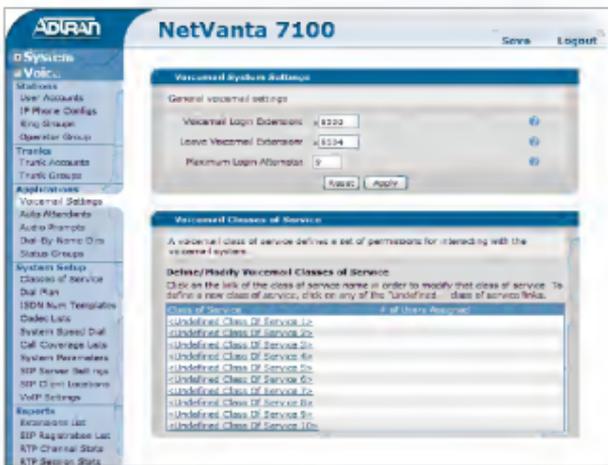


Figure 34. Voicemail Settings Menu

2. Select either the name of the voicemail class of service (CoS) to modify or an undefined class of service to configure. The **Modify Voicemail Class of Service** menu appears, allowing you to configure the voicemail system permissions (including voicemail storage limits).

3. Enter new CoS settings. Review the right side of the screen for explanations of each setting. Changes made to the existing CoS only apply to users assigned to the selected voicemail CoS.

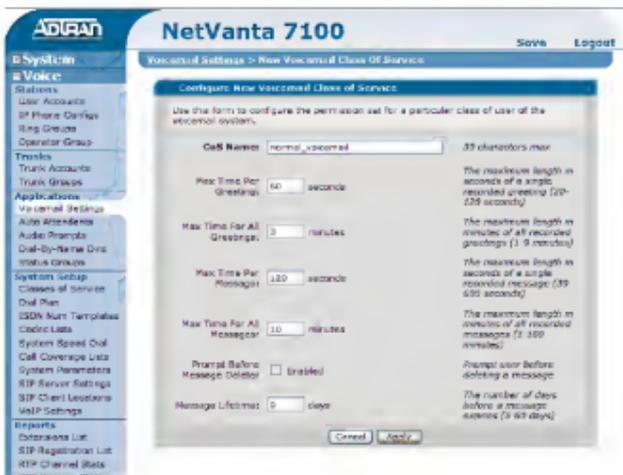


Figure 35. Modify Voicemail Class of Service Menu

Table 6. Voicemail Class of Service Options

Setting	Descriptions and Options
Max Time Per Greeting	Sets the allowed recording time (in seconds) for each greeting. The default is 60 seconds.
Max Time For All Greetings	Configures the total amount of time (in minutes) allowed for all user recorded greetings. The default is 3 minutes.
Max Time Per Messages	Configures the allowed duration of recording time (in seconds) for each voicemail message. The default is 120 seconds.
Max Time For All Messages	Sets the total number of minutes for all recorded messages for each user. The default is 10 minutes.
Prompt Before Message Delete	Notifies users of expired voicemail and gives them the option to save or delete the old message. When disabled, the system automatically deletes expired voicemail.
Message Lifetime	Specifies the total number of days a message is stored on the system before it expires. The default is 14 days. Setting the parameter to 0 eliminates the expiration so that messages never expire.

4. Select **Apply** to accept the new setting.

5. Select **Save** at the top right of the current menu. A dialog box appears if the save is successful. Select **OK** to close the box and return to the previous menu.

Reviewing Voicemail Storage Limits

Reports are available to view voicemail statistics and capacity settings in real time. The **Voicemail Status** menu displays all extensions in the system and their status. To modify the voicemail storage capacity, select the underlined **VM COS** to access the menu settings. Refer to *Updating Voicemail Permission (Class of Service)* on page 49.

1. Navigate to the **Voice > Reports > Voicemail Status** screen to view voicemail statistics for each extension.

The screenshot shows the NetVanta 7100 Voicemail Status menu. The sidebar on the left contains a navigation tree with the following items: System, Voice, User Accounts, IP Phone Config, Ring Group, Operator Group, Trunks, Trunk Groups, Applications, Voicemail Settings, Auto Attendants, Auto Forward, Out-Systems, Dns, Sites Group, System Setup, Classes of Service, Dns Plan, LDAP Num Templates, Codes List, System Speed Dial, Call Coverage List, System Resources, SIP Server Settings, SIP Client Load and VAP Settings, Reports, Extensions List, SIP Registration List, SIP Channel State, SIP Session State, Trunk Statistics, Voicemail Status, and User Command List.

The main content area is titled "Voicemail Status" and includes a description: "This page displays all of the configured extensions in the system and the voicemail status of each. Click on the Extension to get a more detailed view of a message." Below this is a table with the following columns: Ext., VM COS, New Msg, Num Msg, Total Time Used, Total Time Free, and Greeting Time. The table contains data for several extensions, with the VM COS column being underlined and clickable.

Ext.	VM COS	New Msg	Num Msg	Total Time Used	Total Time Free	Greeting Time
0001	no Access	0	0	0:00	0:00	0:00
0002	Contract	0	0	0:00	00:00	2:00
0003	Unauthorized	0	0	0:00	00:00	1:00
0004	Contract	0	0	0:00	00:00	2:00
0005	Contract	0	10	0:00	0:00	1:00
0006	Contract	0	20	0:00	00:00	2:00
0007	Contract	0	0	0:00	00:00	0:00
0008	Contract	0	0	0:00	0:00	1:00
0009	Contract	0	0	0:00	0:00	1:00
0010	Contract	0	0	0:00	00:00	1:00

Figure 36. Voicemail Status Menu

Table 7. Voicemail Status Menu Options

Settings	Descriptions and Options
Ext.	Displays the user account settings for this extension. Refer to <i>Managing Phone Accounts</i> on page 19 for more information.
VM COS	Displays the voicemail CoS assigned to the user.
New Msg	Indicates the number of new messages for the user.
Num Msgs	Indicates the number of messages stored in the user's voicemail box.
Total Time Used	Displays the total minutes of voicemail storage used by this user.
Total Time Free	Displays the total minutes of voicemail storage available to this user.
Greeting Time	Displays the length of the recorded greeting for this user.

5. CONFIGURING THE SYSTEM

This section covers important system configuration topics:

- *Setting the System Time and Date* on page 54
- *Creating a New Auto Attendant* on page 56
- *Modifying Auto Attendant Greetings* on page 60
- *Dial By Name Directory* on page 63
- *Adding Users to Ring Groups* on page 66
- *Adding Users to the Operator Group* on page 70
- *Adding a System Speed Dial Number* on page 72
- *Setting Up Status Groups* on page 73



While navigating through the menus you will notice  (context-sensitive help question mark) symbols that indicate additional information is available. Place your cursor over the symbol to view the additional information.



Updated configuration must be saved to nonvolatile memory (NVRAM) to retain new changes after a loss of power or a reboot. To quickly save your configuration at any time while in the GUI, select the **SAVE** button at the top right of your current screen.

Setting the System Time and Date

Configurable menu items such as **System Time** and **System Date** are indicated by underlined text. Select these items to make changes or updates to the system's configuration. The items in black text are read-only status fields and can not be configured through this menu. You can also enter a time zone and the address of a server for network time synchronization on this screen.

1. Navigate to the **System > System Summary** menu (the system's main menu).
2. Select the **System Time** or **System Date** link to access the **Set Time and Date** configuration menu.

Select System Time or System Date to set the time and date

General System Information	
Firmware Version	14.50.06.0
Part Number	1200796L1
Serial Number	LNKVC098
System Uptime	0 days, 6 hours, 9 minutes, 40 seconds
<u>System Time</u>	14/02/09 CST
<u>System Date</u>	09/07/2009
<u>Current System Clock Source</u>	12 1/1
<u>Hardware</u>	Total Heap: 62,532,176 Bytes Free Heap: 67,859,752 Bytes
<u>CPU Utilization</u>	System Load: 6.89% 3 Min Avg Load: 9.87% 5 Min Avg Load: 7.71% 10 Min Load: 0% Max Load: 30.25% Context Switch Load: 0.1%
<u>RAM System</u>	Total: 32,739,008 Bytes Used: 29,911,744 Bytes Free: 633,170 Bytes
<u>NTP Client Server</u>	172.22.40.76
<u>NTP Last Sync</u>	00:20:19 AM CST on 12/17/2009

Click CPU Max Load

Refresh in 3 seconds...

Figure 37. System Summary Menu

3. From the **Set Time and Date** menu, set the current time and date.

Figure 38. Set Time and Date Menu

Table 8. Set Time and Date Menu

Settings	Descriptions and Options
Time	Specifies the system time (hh:mm AM/PM)
Date	Specifies the system current date (month/day/year).
Auto-Correct DST	Enables or disables automatic daylight savings time adjustment.
Time Zone	Specifies the system's time zone
NTP Time Server	Enables or disables the NTP time server.
NTP Host	Enter an IP address or hostname for the NTP server. Spaces are not allowed in the hostname or IP address.
NTP Server Version	Specifies which NTP server version is used (1 to 3)
NTP Wait Time	Specifies the number of seconds to wait between NTP updates (10 to 4,294,967,294)
NTP Retry Timeout	Specifies the number of seconds to wait for NTP response before retrying (3 to 4,294,967,294)
Send Unsynced	Specifies transmitting the internal system clock when unsynchronized or the NTP Host is not configured. This allows you to manually set and send the Time from the system.

4. Select **Apply** to accept the new setting.
5. Select **Save** at the top right of the current menu. A dialog box appears if the save is successful. Select **OK** to close the box and return to the previous menu.

Creating a New Auto Attendant

An auto attendant is an automated call handling menu structured with audio prompts to direct callers through the available menu options (or digit actions). The auto attendant must have an introductory greeting that describes the digit actions such as "For Sales, press 2." It is best to map out the auto attendant digit actions prior to setup. See Figure 51 on page 66 for a diagram of auto attendant structure.

Creating a new auto attendant may require assistance from your system administrator. Refer to *Modifying Auto Attendant Greetings* on page 60 for instructions on perfecting an existing auto attendant greeting.

1. Navigate to the **Voice > Applications > Auto Attendants** menu and enter the **Name** and **Extension** of the new auto attendant. Select the **Add New Auto Attendant** button.

Enter the Name and Extension of the new auto attendant and select **Add New Auto Attendant**

The screenshot shows the NetVanta 7100 web interface. On the left is a navigation sidebar with categories like 'Voice', 'Trunks', and 'Applications'. The main area is titled 'Auto Attendants' and includes a sub-header 'Add New Auto Attendant'. There are two input fields: 'Name' with the value 'Main AA Welcome' and 'Extension' with the value '8000'. Below these fields is a yellow 'Add New Auto Attendant' button. Underneath is a section titled 'View/Delete Auto Attendants' which contains a table of existing auto attendants.

Name	Extension	Description
Customer Service	8222	

Figure 39. Auto Attendants Menu

- Under **Menu Prompt Info**, select the **New** button to access the **Add New Audio Prompt** menu and create a new menu prompt greeting.

The screenshot shows the NetVanta 7100 configuration interface. The left sidebar contains navigation menus for System, Voice, Trunks, Applications, System Setup, Reports, Data, and Utilities. The main content area is titled 'Auto Attendants > Main AA Structure' and contains the following fields:

- Name:** Main AA Structure
- Extension:** 9331
- Description:** Main Auto attendant
- Operator Extension:** 1
- Menu Prompt Info:**
 - Menu Prompt: <Select a prompt> (with a 'New...' button)
 - Timeout: 3 seconds (< 1 - 99 seconds)
 - Pre-call Interrupt: Allow caller to enter digits while prompt is playing
 - Digit Action: 10000000000000000000
- Digit Actions:** A table with 18 rows and 3 columns. Each row contains a digit (0-9), the text 'Invalid Option', and a 'Transfer To Operator' button.

Callouts on the right side of the image provide instructions:

- An arrow points to the 'New...' button in the 'Menu Prompt Info' section with the text: **Select New... to create a new Menu Prompt.**
- An arrow points to the 'Digit Action' field with the text: **Define the Digit Actions to correspond to the menu prompts.**

Figure 40. Create New Menu Prompt

- From the **Add New Menu Prompt** menu, enter the script for recording a new menu prompt in the **Prompt Text** box.
- Select the **Save and Record** button. The system calls the extension specified in the **Extension to Call** field. Record the audio prompt using the **Prompt Text** as a script.

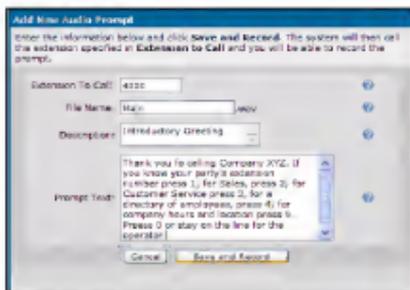


Figure 41. Add New Audio Prompt Menu

Table 9. Creating New Audio Prompts

Settings	Descriptions and Options
Extension To Call	Specifies the extension the system should dial in order to record the prompt audio.
File Name	Specifies the file name to use for the saved audio once the recording is complete. Try to use a descriptive name (35 characters maximum) to make it easier to recall the content of the recording.
Description	Optional. Displays descriptive information about this prompt audio.
Prompt Text	Optional. Displays recording prompts. Type the text of the prompt to read when recording in Step 5. Additionally, this text can serve as a good description of the prompt file itself.

5. After recording the new Menu Prompt, you must define the digit actions on the **Digit Actions** tab. Select the first digit to define. Define at least one **Digit Action**. In the example below, we will configure digit **1** to **Dial By Extension**:

•Create a new **Intro Prompt**. The following sentence is an example prompt:
Enter the four-digit extension of the person you wish to call, or stay on the line for operator assistance

Digit Actions | Aliases/SIP Identifies

Configure the action to take when the caller presses a key, presses an invalid key, or does not press any key before the menu timeout occurs.

1: Dial By Extension	2: Invalid Option	3: Invalid Option
4: Invalid Option	5: Invalid Option	6: Invalid Option
7: Invalid Option	8: Invalid Option	9: Invalid Option
*: Invalid Option	0: Invalid Option	#: Invalid Option

Timeout: Transfer To Operator Invalid: Transfer To Operator

Dial By Extension Details

Digit Collection Timeout: 3 seconds <1 59 seconds>

Include Initial Digit: Include

Intro Prompt: <Select a prompt>

Prompt Interrupt: Allow caller to enter digits while prompt is playing

Special Event Actions

Caller Presses #: Return to Attendant Menu

Caller Presses #: Return to Attendant Menu

Timeout Occurs: Transfer To Operator

Play Prompt: c:\FountainA.wav

Dial By Extension Transfer Fails: Transfer To Operator

Then: Transfer To Operator

Buttons: Cancel, Apply

Annotations:

- Set the Digit Collection Timeout → Digit Collection Timeout
- Create new Intro Prompt → Intro Prompt
- Enable Prompt Interrupt → Prompt Interrupt
- Set the Timeout Occurs → Timeout Occurs
- Create new Transfer Fails prompt → Dial By Extension Transfer Fails

Figure 42. Digit Actions Tab Menu

6. After configuring digit action, select **Apply** to save the new settings
7. To add a new digit action, repeat step 5 and 6 above. For example, configure digit **2** to **Transfer to a Phone Number** with the example prompt of "for Sales, press 2."

Modifying Auto Attendant Greetings

Auto attendant greetings are recorded voice greetings or prompts that direct users through the menus of the phone answering system. See Figure 51 on page 66 for an example diagram of the auto attendant structure.

Modifying an auto attendant may require assistance from your system administrator. Also refer to *Creating a New Auto Attendant* on page 56.

1. Navigate to the **Voice > Applications > Auto Attendants** menu.
2. Select the blue underlined name of the auto attendant you want to modify. A new screen appears, allowing you to access additional settings.

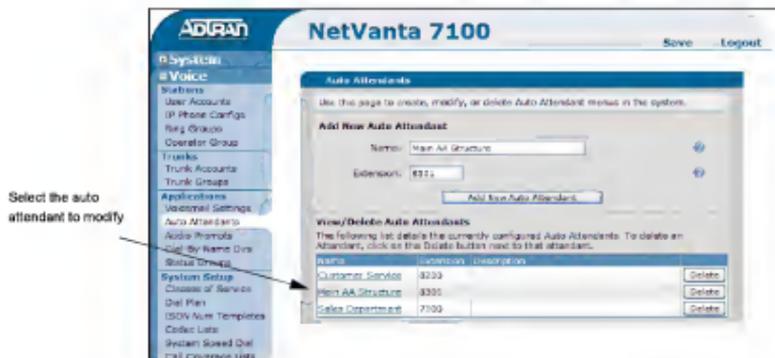


Figure 43. Modify Auto Attendant Settings

3. Select the **New** button under **Menu Prompt Info** to access the **Add New Audio Prompt** menu and modify a menu prompt greeting. (Check with the system administrator before re-recording the main system directory auto attendant greeting. It is a good idea to have a backup file or a written script of the original greeting.)

The screenshot shows the NetVanta 7100 web interface. The left sidebar contains a navigation menu with categories like System, Voice, and Data. The main content area is titled 'Auto Attendants > Main AA Structure'. The 'Menu Prompt Info' section is expanded, showing a 'Menu Prompt' dropdown menu with 'c:\4\mainaa.wav' selected. Below the dropdown are buttons for 'New...', 'Play', and 'Listen'. An arrow points from the text 'Select New... to record a new greeting' to the 'New...' button. Other fields include 'Name', 'Extension', 'Description', 'Operator Extension', 'Timeout', and 'Prompt Interrupt'.

Figure 44. Modify an Existing Menu Prompt

- From the **Add New Audio Prompt** menu, enter the new script for an existing menu prompt in the **Prompt Text** box. See Table 9 on page 58 for option descriptions.

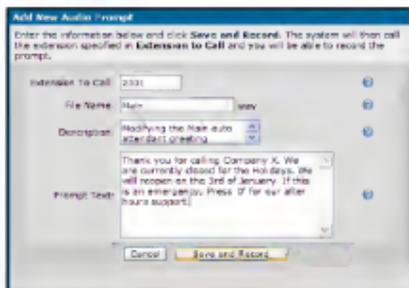


Figure 45. Modify an Existing Audio Prompt

- Select the **Save and Record** button. The system calls the extension specified in the **Extension to Call** field. Record the audio prompt using the **Prompt Text** as a script.
- Select **Apply** to accept the new setting.
- Select **Save** at the top right of the current menu. A dialog box appears if the save is successful. Select **OK** to close the box and return to the previous menu.

Dial By Name Directory

A directory entry is created and stored for every voice user on the system (system directory), based on the first and last name in the user configuration. These entries are available to the dial by name (DBN) directory. Adding new DBN directories allows creating aliases for members of the specific DBN directory.

1. Navigate to **Voice > Applications > Dial-By-Name Dirs.** Type the name of the DBN directory to create and select **Add New Directory**.

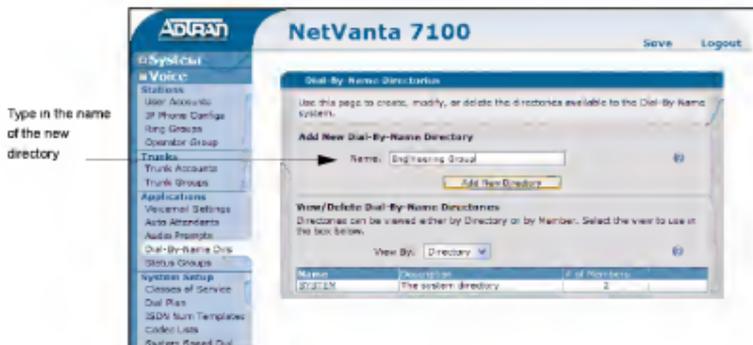


Figure 46. DBN Directory Menu

2. From the **Directory Detail** menu, add a description (optional) of the new DBN directory and select the **Add Users** button to add directory members.

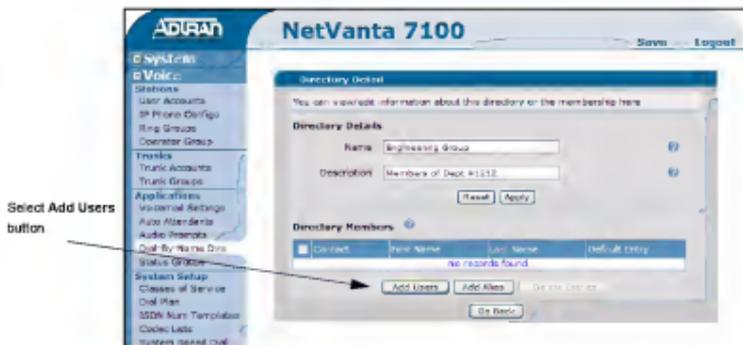


Figure 47. Directory Detail Menu

- Select the members of the new DBN directory using the check boxes and select **Apply**. The shift key can be used to select a range of members.

Select DBN directory members using the check boxes

Contact	First Name	Last Name
<input type="checkbox"/>	2001	Sarah Lynn
<input type="checkbox"/>	2002	Sarah Lynn
<input type="checkbox"/>	2003	Sonia Chioce
<input checked="" type="checkbox"/>	2004	Mary Joe Barns
<input checked="" type="checkbox"/>	2005	Anyssa Reynolds
<input type="checkbox"/>	2006	Abbie Pines
<input type="checkbox"/>	2008	Cale Moody
<input type="checkbox"/>	2003	Cale Moody
<input checked="" type="checkbox"/>	2003	Karenda James
<input checked="" type="checkbox"/>	2004	Johnny Smith

Figure 48. Add Directory Member Entry Menu

- Optional. Add an alias for specified directory member(s) by selecting the member(s) and then **Add Aliases**. Alias are helpful when a member is known by several names. For example, Mary Joe Barns may only be known as MJ to callers using the directory to reach her extension.

Select Add Alias

Contact	First Name	Last Name	Default Entry
<input checked="" type="checkbox"/>	2004	Mary Joe Barns	✓
<input type="checkbox"/>	2005	Anyssa Reynolds	✓
<input type="checkbox"/>	2003	Karenda James	✓
<input type="checkbox"/>	2004	Johnny Smith	✓

Figure 49. Adding Member(s) Alias

- Enter the alias for the member and select **Apply**.

Add New Directory Alias Entry
Use this form to create a new directory entry.

Member Type: Internal User

Internal User: 2004 - Mary Joe Barra

First Name: M

Last Name: Barra

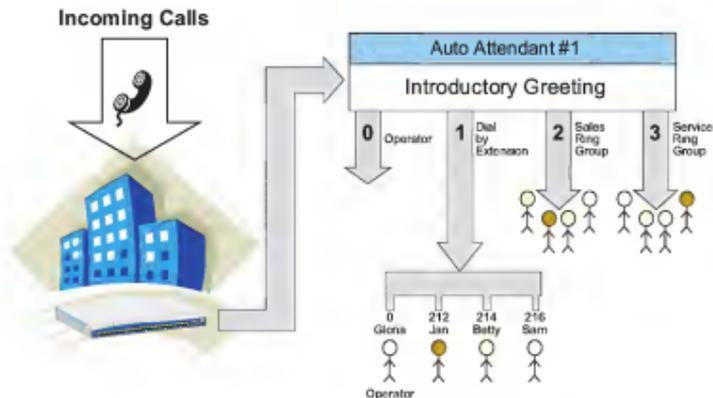
Cancel Apply

Figure 50. Add New Directory Alias Entry Menu

Adding Users to Ring Groups

A ring group defines a group of user accounts that can be called in a coordinated way with a single extension. The incoming caller ID from a group member denotes a group call using a GRP prefix. Members can log in when they want to receive calls to the group and log out when they do not want to receive group calls.

Ring group's extensions must be unique and cannot begin with a 0 or a 9. Extensions are defaulted to be one more than the highest-number ring group extension currently configured, or 8001 if no ring groups are configured.



Example Introductory Greeting

"Thank you for calling Company X. If you know your party's extension press 1, then enter their three-digit extension. For Sales press 2, for Customer Service press 3. Press 0 or stay on line for the operator."

Figure 51. Auto Attendant Ring Group Example

- To add new users to a ring group, navigate to **Voice > Stations > Ring Groups**. In the **Modify/Delete Ring Group** section, select the ring group **Extension** indicated by the blue underlined text to access the **Edit Ring Group** menu.

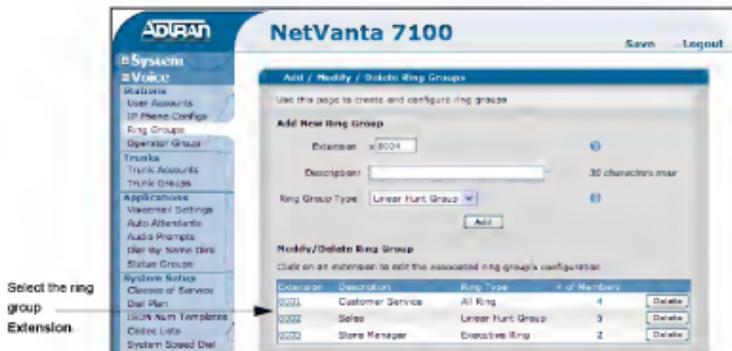


Figure 52. Ring Groups Menu

Table 10. Ring Group Type Options

Ring Group Types	Descriptions
Linear Hunt Group	Distributes calls to members in the order that they were added to the ring group.
All Ring	Rings all members. The first extension to answer receives the call.
UCD	Distributes calls to members in the order that they were added, but in a uniform, round-robin fashion.
Executive Ring	Distributes calls to the executive's and assistant's extensions, but only uses the executive's call coverage settings.

- On the **Edit Ring Group** menu, scroll down to the bottom and select **Add Members..** to access the list of available users to add to the ring group.

The screenshot shows the NetVanta 7100 administrator interface. The left sidebar contains a navigation menu with categories like System, Voice, and Data. The main content area is titled 'Edit Ring Group: "Customer Service"'. It includes sections for 'Basic Ring Group Information' with fields for Extension, Description, Primary Email, and Secondary Email. Below these are sections for DID Numbers and Aliases. At the bottom, there is a 'Member List' section with a table of members and an 'Add Members..' button highlighted in orange. An arrow from the text 'Select Add Members..' points to this button.

Select Add Members..

Member List	Call Coverage	VLS Settings	VoIP Settings			
Add Members..						
Min	Last Name	First Name	Ext	Logged In		
▼	Lynn	Derek	2001	✓	Log Out	Delete
▲	Lynn	Derek	2002	✓	Log Out	Delete
▼	Jane	Karen	4001	✓	Log Out	Delete
▲	Derek	Johney	4004	✓	Log Out	Delete

Figure 53. Edit Ring Group Menu

3. Select users to add to this ring group using the check box to the left of the user entry. Select **Add Selected Users** to update this ring group and return to the **Edit Ring Group** menu.



Figure 54. Add Members to Ring Group Menu

4. On the Edit Ring Group menu, select **Apply** to accept the new setting.
5. Select **Save** at the top right of the current menu. A dialog box appears if the save is successful. Select **OK** to close the box and return to the previous menu.

Logging into and out of Ring Groups

Members can log into a ring group with a Special PREFIX (SPRE) code. SPRE codes are special digits dialed to access features of the system. Members of a ring group can enter SPRE codes on personal phones to receive or block calls from specific ring groups.

From the desired phone, enter the following SPRE codes to log in to or log out of specific ring groups (thus receiving or blocking those calls, respectively).

1. To enter a ring group, log in with ***L.Lxxxx* (*55xxxx*)**, where xxxx is the ring group's extension.
2. To exit a ring group, log out with ***L.Oxxxx* (*56xxxx*)**, where xxxx is the ring group's extension.

Adding Users to the Operator Group

The operator group is a special ring group that rings its members when 0 is dialed. Members can log in when they want to receive operator calls and log out when they do not want to receive those calls. Internal extensions will receive a priority ring cadence when called from members of the operator group.

1. Navigate to the **Voice > Stations > Operator Group** screen. Select **Add Members...** to access the list of available users to add to the operator group.

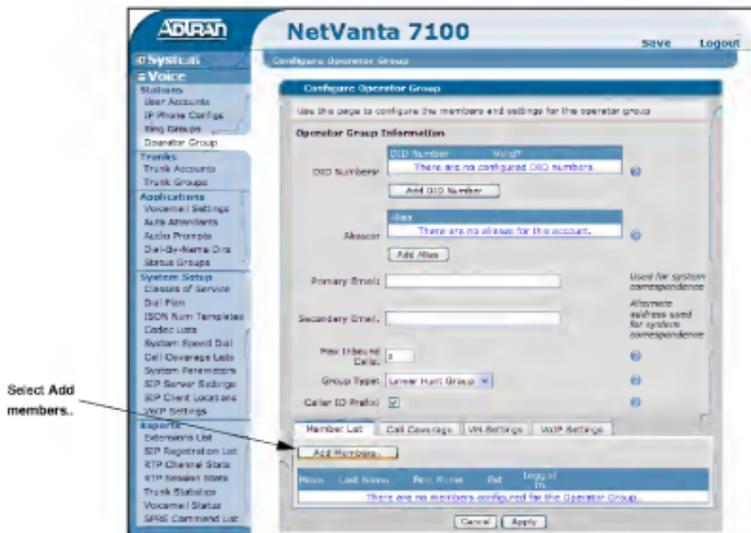


Figure 55. Configure Operator Group Menu

Table 11. Operator Group Type Options

Operator Group Types	Descriptions
Linear Hunt Group	Distributes calls to members in the order that they were added to the operator group.
All Ring	Rings all members. The first extension to answer receives the call.
UCD	Distributes calls to members in the order that they were added, but in a uniform, round-robin fashion.

2. Select users to add to this operator group by using the check box to the left of the user entry. Select **Add Selected Users** to update this operator group and return to the **Configure Operator Group** menu.

Select new members using the check boxes



Figure 56. Add Members to Operator Group Menu

3. Select **Apply** to accept the new setting.
4. Select **Save** at the top right of the current menu. A dialog box appears if the save is successful. Select **OK** to close the box and return to the previous menu.

Logging into and out of the Operator Group

Members can log into the operator group with a SPRE code when they want to receive calls to the operator group and log out using a SPRE code when they do not want to receive operator group calls.

From the desired phone, enter the following SPRE codes to log in or log out:

1. To enter the operator group, log in with ***LL0* (*550*)**, where 0 represents the operator group extension.
2. To exit the operator group, log out with ***LO0* (*560*)**, where 0 represents the group extension.

Adding a System Speed Dial Number

System speed dial is a feature (typically managed by the system administrator) that allows all users on the system to use a **Speed Dial ID** number to quickly reach a specific extension. When a new entry is added to the **System Speed Dial Entries**, it is automatically assigned the next available **Speed Dial ID**. However, the **Speed Dial ID** can be customized. The example below adds the IT Helpdesk (extension 6111) to the system **Speed Dial ID** number 5. To access a **System Speed Dial ID** from a phone, the user enters the special prefix code (SPRE) *25nn, where *nn* is the **System Speed Dial ID**. In this example, all users can now access the IT Helpdesk by entering *2505.

Navigate to the **Voice > System Setup > System Speed Dial** menu. Enter the new system **Speed Dial ID** information and select **Add**.

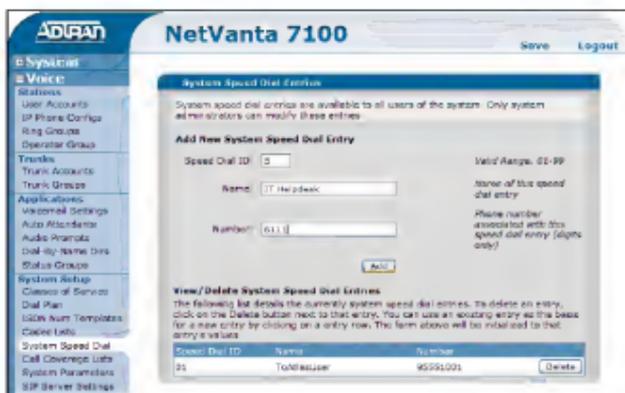


Figure 57. System Speed Dial Menu

Table 12. System Speed Dial Menu Options

Settings	Descriptions and Options
Speed Dial ID	Enter a valid number (range is 01 to 99) for the speed dial identity
Name	Enter a name to describe the speed dial entry.
Number	Enter the phone number (digits only, do not use dashes) associated with this speed dial entry

Setting Up Status Groups

Status groups are used to allow ADTRAN/Polycom IP phones to monitor the current status of other users or park zones. Configuring Status Groups creates the Busy Lamp Field (BLF) and Direct Station Select (DSS) settings on user phones. Refer to *Display Status Group (Busy Lamp Field)* on page 37 to optionally select a status group to display on the phone. Note that this feature is only available for the ADTRAN/Polycom SoundPoint IP 601.

1. Navigate to the **Voice > Applications > Status Groups** menu.
2. Enter a name for the new status group and select **Add New Status Group**.

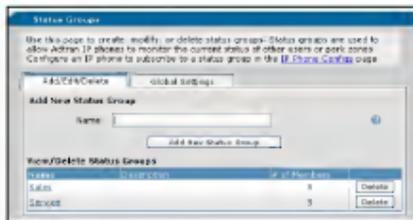


Figure 58. Add/Edit/Delete Status Group Tab Menu

3. From the **Status Group Details Menu**, add users by selecting **Add Users**. Choose members from the **Status Group Members** list using the check boxes. In the **Display Name** column, specify whether to identify the user in the status group by name or extension. This setting can be modified later on.
4. Add Park Zones by selecting **Add Park Zones** and choosing the appropriate zone from the list.

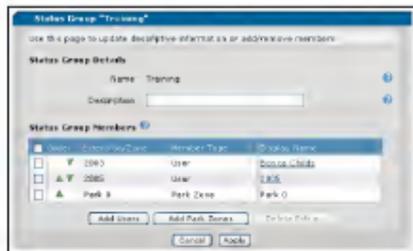


Figure 59. Status Group Details Menu

5. Select **Apply** to accept the new settings. An example of the phone display is shown in Figure 23 on page 38.

6. MAINTAINING AND TROUBLESHOOTING

This section covers important maintenance and troubleshooting topics:

- *Saving Configuration Changes* on page 76
- *Troubleshooting Voice Trunks* on page 77
- *Troubleshooting Classes of Service* on page 80
- *Troubleshooting Phones* on page 82



While navigating the system menus you will notice  (context-sensitive help question mark) symbols that indicate additional information is available. Place your cursor over the symbol to view the additional information.



Updated configuration must be saved to nonvolatile memory (NVRAM) to retain new changes after a loss of power or a reboot. To quickly save your configuration at any time while in the AOS Web-based GUI, select the **SAVE** button at the top right of your current screen.

Saving Configuration Changes

Saving the running configuration to startup configuration stores the updated configuration files to NVRAM. Configuration files can be downloaded from the NetVanta 7100 as well as reloaded into the NetVanta 7100. In addition to following the steps, you can quickly save your configuration at any time by selecting the **SAVE** button at the top right of your current menu.

1. Navigate to the **Utilities > System > Configuration** menu and select **Save**.

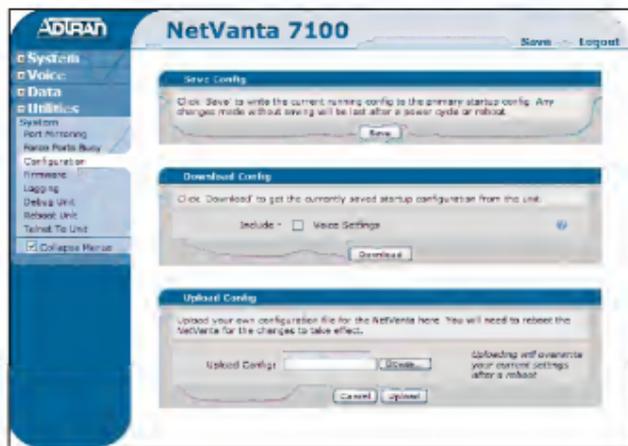


Figure 60. Utilities Configuration Menu

2. A dialog box appears if the configuration has been successfully saved.
3. Select **OK** to close the box and return to the previous menu.

Troubleshooting Voice Trunks

Voice trunks are the telephone lines delivered to the carrier in digital or analog format (e.g., T1 or trunk FXO lines). Trunk lines connect the NetVanta 7100 to the outside telephone network. The incoming lines are linked to physical interfaces on the system. These interfaces control which resources are used for outbound calls. This section covers the most common issues that prevent users from placing outbound calls.

Checking the Port Status

Check the status of the telephone lines under the **Physical Interfaces** menu. The voice trunk interfaces are FXO and T1. The physical interface names are formatted <interface type> <slot/port> (e.g., **t1 0/1**).

1. Navigate to **System > Physical Interfaces** and check for **green** text in the **Line Status** of the trunk and T1 interfaces. If the text under **Line Status** is **red**, stop here and contact your network administrator for assistance. Otherwise, continue to the next step.
2. If the **Line Status** is **OnHook** or **Up**, your trunk line service is working properly. If the **Line Status** is **Down**, check the physical connection to your unit. If you suspect configuration or network issues, contact your NetVanta 7100 system administrator.

The screenshot shows the NetVanta 7100 web interface. The left sidebar contains navigation options: System (Getting Started, System Summary, Physical Interfaces, Networks, IP Services, DHCP Server, Hardware / DNS, SNMP), Voice, Data, and Utilities. The main content area is titled "Physical Interfaces" and includes a description: "This is a list of all the physical interfaces that are either physically tied to the product or connected via a plugin module. View or edit the configuration of an interface by clicking its name." Below this is a table with columns for Name, Description, Line Status, and Type.

Name	Description	Line Status	Type
eth-0/0	none	Up	Gigabit Ethernet
eth-0/1	none	Up	Gigabit Ethernet
eth-0/2	none	Up	Gigabit Ethernet
eth-0/3	none	Up	Gigabit Ethernet
eth-0/4	none	Down	Gigabit Ethernet
eth-0/5	none	Down	Gigabit Ethernet
eth-0/6	none	Down	Gigabit Ethernet
eth-0/7	none	Down	Gigabit Ethernet
eth-0/8	none	Down	Gigabit Ethernet
eth-0/9	none	Down	Gigabit Ethernet
eth-0/10	none	Down	Gigabit Ethernet
eth-0/11	none	Down	Gigabit Ethernet
eth-0/12	none	Down	Gigabit Ethernet
eth-0/13	none	Down	Gigabit Ethernet
eth-0/14	none	Down	Gigabit Ethernet
eth-0/15	none	Down	Gigabit Ethernet
eth-0/16	none	Down	Gigabit Ethernet
eth-0/17	none	Down	Gigabit Ethernet
eth-0/18	none	Down	Gigabit Ethernet
eth-0/19	none	Down	Gigabit Ethernet
eth-0/20	none	Down	Gigabit Ethernet
eth-0/21	none	Down	Gigabit Ethernet
eth-0/22	none	Down	Gigabit Ethernet
eth-0/23	none	Down	Gigabit Ethernet
eth-0/24	none	Up	Gigabit Ethernet
eth-0/25	none	Up	Gigabit Ethernet
eth-0/26	none	Up	Gigabit Ethernet
eth-0/27	none	Down	Gigabit Ethernet
eth-0/28	none	Down	Gigabit Ethernet
eth-0/29	none	Down	Gigabit Ethernet
eth-0/30	none	Down	Gigabit Ethernet
eth-0/31	none	Down	Gigabit Ethernet
eth-0/32	none	Down	Gigabit Ethernet
eth-0/33	none	Down	Gigabit Ethernet
eth-0/34	none	Down	Gigabit Ethernet
eth-0/35	none	Down	Gigabit Ethernet
eth-0/36	none	Down	Gigabit Ethernet
eth-0/37	none	Down	Gigabit Ethernet
eth-0/38	none	Down	Gigabit Ethernet
eth-0/39	none	Down	Gigabit Ethernet
eth-0/40	none	Down	Gigabit Ethernet
eth-0/41	none	Down	Gigabit Ethernet
eth-0/42	none	Down	Gigabit Ethernet
eth-0/43	none	Down	Gigabit Ethernet
eth-0/44	none	Down	Gigabit Ethernet
eth-0/45	none	Down	Gigabit Ethernet
eth-0/46	none	Down	Gigabit Ethernet
eth-0/47	none	Down	Gigabit Ethernet
eth-0/48	none	Down	Gigabit Ethernet
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eth-0/66	none	Down	Gigabit Ethernet
eth-0/67	none	Down	Gigabit Ethernet
eth-0/68	none	Down	Gigabit Ethernet
eth-0/69	none	Down	Gigabit Ethernet
eth-0/70	none	Down	Gigabit Ethernet
eth-0/71	none	Down	Gigabit Ethernet
eth-0/72	none	Down	Gigabit Ethernet
eth-0/73	none	Down	Gigabit Ethernet
eth-0/74	none	Down	Gigabit Ethernet
eth-0/75	none	Down	Gigabit Ethernet
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eth-0/77	none	Down	Gigabit Ethernet
eth-0/78	none	Down	Gigabit Ethernet
eth-0/79	none	Down	Gigabit Ethernet
eth-0/80	none	Down	Gigabit Ethernet
eth-0/81	none	Down	Gigabit Ethernet
eth-0/82	none	Down	Gigabit Ethernet
eth-0/83	none	Down	Gigabit Ethernet
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eth-0/102	none	Down	Gigabit Ethernet
eth-0/103	none	Down	Gigabit Ethernet
eth-0/104	none	Down	Gigabit Ethernet
eth-0/105	none	Down	Gigabit Ethernet
eth-0/106	none	Down	Gigabit Ethernet
eth-0/107	none	Down	Gigabit Ethernet
eth-0/108	none	Down	Gigabit Ethernet
eth-0/109	none	Down	Gigabit Ethernet
eth-0/110	none	Down	Gigabit Ethernet
eth-0/111	none	Down	Gigabit Ethernet
eth-0/112	none	Down	Gigabit Ethernet
eth-0/113	none	Down	Gigabit Ethernet
eth-0/114	none	Down	Gigabit Ethernet
eth-0/115	none	Down	Gigabit Ethernet
eth-0/116	none	Down	Gigabit Ethernet
eth-0/117	none	Down	Gigabit Ethernet
eth-0/118	none	Down	Gigabit Ethernet
eth-0/119	none	Down	Gigabit Ethernet
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eth-0/121	none	Down	Gigabit Ethernet
eth-0/122	none	Down	Gigabit Ethernet
eth-0/123	none	Down	Gigabit Ethernet
eth-0/124	none	Down	Gigabit Ethernet
eth-0/125	none	Down	Gigabit Ethernet
eth-0/126	none	Down	Gigabit Ethernet
eth-0/127	none	Down	Gigabit Ethernet
eth-0/128	none	Down	Gigabit Ethernet
eth-0/129	none	Down	Gigabit Ethernet
eth-0/130	none	Down	Gigabit Ethernet
eth-0/131	none	Down	Gigabit Ethernet
eth-0/132	none	Down	Gigabit Ethernet
eth-0/133	none	Down	Gigabit Ethernet
eth-0/134	none	Down	Gigabit Ethernet
eth-0/135	none	Down	Gigabit Ethernet
eth-0/136	none	Down	Gigabit Ethernet
eth-0/137	none	Down	Gigabit Ethernet
eth-0/138	none	Down	Gigabit Ethernet
eth-0/139	none	Down	Gigabit Ethernet
eth-0/140	none	Down	Gigabit Ethernet
eth-0/141	none	Down	Gigabit Ethernet
eth-0/142	none	Down	Gigabit Ethernet
eth-0/143	none	Down	Gigabit Ethernet
eth-0/144	none	Down	Gigabit Ethernet
eth-0/145	none	Down	Gigabit Ethernet
eth-0/146	none	Down	Gigabit Ethernet
eth-0/147	none	Down	Gigabit Ethernet
eth-0/148	none	Down	Gigabit Ethernet
eth-0/149	none	Down	Gigabit Ethernet
eth-0/150	none	Down	Gigabit Ethernet
eth-0/151	none	Down	Gigabit Ethernet
eth-0/152	none	Down	Gigabit Ethernet
eth-0/153	none	Down	Gigabit Ethernet
eth-0/154	none	Down	Gigabit Ethernet
eth-0/155	none	Down	Gigabit Ethernet
eth-0/156	none	Down	Gigabit Ethernet
eth-0/157	none	Down	Gigabit Ethernet
eth-0/158	none	Down	Gigabit Ethernet
eth-0/159	none	Down	Gigabit Ethernet
eth-0/160	none	Down	Gigabit Ethernet
eth-0/161	none	Down	Gigabit Ethernet
eth-0/162	none	Down	Gigabit Ethernet
eth-0/163	none	Down	Gigabit Ethernet
eth-0/164	none	Down	Gigabit Ethernet
eth-0/165	none	Down	Gigabit Ethernet
eth-0/166	none	Down	Gigabit Ethernet
eth-0/167	none	Down	Gigabit Ethernet
eth-0/168	none	Down	Gigabit Ethernet
eth-0/169	none	Down	Gigabit Ethernet
eth-0/170	none	Down	Gigabit Ethernet
eth-0/171	none	Down	Gigabit Ethernet
eth-0/172	none	Down	Gigabit Ethernet
eth-0/173	none	Down	Gigabit Ethernet
eth-0/174	none	Down	Gigabit Ethernet
eth-0/175	none	Down	Gigabit Ethernet
eth-0/176	none	Down	Gigabit Ethernet
eth-0/177	none	Down	Gigabit Ethernet
eth-0/178	none	Down	Gigabit Ethernet
eth-0/179	none	Down	Gigabit Ethernet
eth-0/180	none	Down	Gigabit Ethernet
eth-0/181	none	Down	Gigabit Ethernet
eth-0/182	none	Down	Gigabit Ethernet
eth-0/183	none	Down	Gigabit Ethernet
eth-0/184	none	Down	Gigabit Ethernet
eth-0/185	none	Down	Gigabit Ethernet
eth-0/186	none	Down	Gigabit Ethernet
eth-0/187	none	Down	Gigabit Ethernet
eth-0/188	none	Down	Gigabit Ethernet
eth-0/189	none	Down	Gigabit Ethernet
eth-0/190	none	Down	Gigabit Ethernet
eth-0/191	none	Down	Gigabit Ethernet
eth-0/192	none	Down	Gigabit Ethernet
eth-0/193	none	Down	Gigabit Ethernet
eth-0/194	none	Down	Gigabit Ethernet
eth-0/195	none	Down	Gigabit Ethernet
eth-0/196	none	Down	Gigabit Ethernet
eth-0/197	none	Down	Gigabit Ethernet
eth-0/198	none	Down	Gigabit Ethernet
eth-0/199	none	Down	Gigabit Ethernet
eth-0/200	none	Down	Gigabit Ethernet
eth-0/201	none	Down	Gigabit Ethernet
eth-0/202	none	Down	Gigabit Ethernet
eth-0/203	none	Down	Gigabit Ethernet
eth-0/204	none	Down	Gigabit Ethernet
eth-0/205	none	Down	Gigabit Ethernet
eth-0/206	none	Down	Gigabit Ethernet
eth-0/207	none	Down	Gigabit Ethernet
eth-0/208	none	Down	Gigabit Ethernet
eth-0/209	none	Down	Gigabit Ethernet
eth-0/210	none	Down	Gigabit Ethernet
eth-0/211	none	Down	Gigabit Ethernet
eth-0/212	none	Down	Gigabit Ethernet
eth-0/213	none	Down	Gigabit Ethernet
eth-0/214	none	Down	Gigabit Ethernet
eth-0/215	none	Down	Gigabit Ethernet
eth-0/216	none	Down	Gigabit Ethernet
eth-0/217	none	Down	Gigabit Ethernet
eth-0/218	none	Down	Gigabit Ethernet
eth-0/219	none	Down	Gigabit Ethernet
eth-0/220	none	Down	Gigabit Ethernet
eth-0/221	none	Down	Gigabit Ethernet
eth-0/222	none	Down	Gigabit Ethernet
eth-0/223	none	Down	Gigabit Ethernet
eth-0/224	none	Down	Gigabit Ethernet
eth-0/225	none	Down	Gigabit Ethernet
eth-0/226	none	Down	Gigabit Ethernet
eth-0/227	none	Down	Gigabit Ethernet
eth-0/228	none	Down	Gigabit Ethernet
eth-0/229	none	Down	Gigabit Ethernet
eth-0/230	none	Down	Gigabit Ethernet
eth-0/231	none	Down	Gigabit Ethernet
eth-0/232	none	Down	Gigabit Ethernet
eth-0/233	none	Down	Gigabit Ethernet
eth-0/234	none	Down	Gigabit Ethernet
eth-0/235	none	Down	Gigabit Ethernet
eth-0/236	none	Down	Gigabit Ethernet
eth-0/237	none	Down	Gigabit Ethernet
eth-0/238	none	Down	Gigabit Ethernet
eth-0/239	none	Down	Gigabit Ethernet
eth-0/240	none	Down	Gigabit Ethernet
eth-0/241	none	Down	Gigabit Ethernet
eth-0/242	none	Down	Gigabit Ethernet
eth-0/243	none	Down	Gigabit Ethernet
eth-0/244	none	Down	Gigabit Ethernet
eth-0/245	none	Down	Gigabit Ethernet
eth-0/246	none	Down	Gigabit Ethernet
eth-0/247	none	Down	Gigabit Ethernet
eth-0/248	none	Down	Gigabit Ethernet
eth-0/249	none	Down	Gigabit Ethernet
eth-0/250	none	Down	Gigabit Ethernet
eth-0/251	none	Down	Gigabit Ethernet
eth-0/252	none	Down	Gigabit Ethernet
eth-0/253	none	Down	Gigabit Ethernet
eth-0/254	none	Down	Gigabit Ethernet
eth-0/255	none	Down	Gigabit Ethernet
eth-0/256	none	Down	Gigabit Ethernet
eth-0/257	none	Down	Gigabit Ethernet
eth-0/258	none	Down	Gigabit Ethernet
eth-0/259	none	Down	Gigabit Ethernet
eth-0/260	none	Down	Gigabit Ethernet
eth-0/261	none	Down	Gigabit Ethernet
eth-0/262	none	Down	Gigabit Ethernet
eth-0/263	none	Down	Gigabit Ethernet
eth-0/264	none	Down	Gigabit Ethernet
eth-0/265	none	Down	Gigabit Ethernet
eth-0/266	none	Down	Gigabit Ethernet
eth-0/267	none	Down	Gigabit Ethernet
eth-0/268	none	Down	Gigabit Ethernet
eth-0/269	none	Down	Gigabit Ethernet
eth-0/270	none	Down	Gigabit Ethernet
eth-0/271	none	Down	Gigabit Ethernet
eth-0/272	none	Down	Gigabit Ethernet
eth-0/273	none	Down	Gigabit Ethernet
eth-0/274	none	Down	Gigabit Ethernet
eth-0/275	none	Down	Gigabit Ethernet
eth-0/276	none	Down	Gigabit Ethernet
eth-0/277	none	Down	Gigabit Ethernet
eth-0/278	none	Down	Gigabit Ethernet
eth-0/279	none	Down	Gigabit Ethernet
eth-0/280	none	Down	Gigabit Ethernet
eth-0/281	none	Down	Gigabit Ethernet
eth-0/282	none	Down	Gigabit Ethernet
eth-0/283	none	Down	Gigabit Ethernet
eth-0/284	none	Down	Gigabit Ethernet
eth-0/285	none	Down	Gigabit Ethernet
eth-0/286	none	Down	Gigabit Ethernet
eth-0/287	none	Down	Gigabit Ethernet
eth-0/288	none	Down	Gigabit Ethernet
eth-0/289	none	Down	Gigabit Ethernet
eth-0/290	none	Down	Gigabit Ethernet
eth-0/291	none	Down	Gigabit Ethernet
eth-0/292	none	Down	Gigabit Ethernet
eth-0/293	none	Down	Gigabit Ethernet
eth-0/294	none	Down	Gigabit Ethernet
eth-0/295	none	Down	Gigabit Ethernet
eth-0/296	none	Down	Gigabit Ethernet
eth-0/297	none	Down	Gigabit Ethernet
eth-0/298	none	Down	Gigabit Ethernet
eth-0/299	none	Down	Gigabit Ethernet
eth-0/300	none	Down	Gigabit Ethernet
eth-0/301	none	Down	Gigabit Ethernet
eth-0/302	none	Down	Gigabit Ethernet
eth-0/303	none	Down	Gigabit Ethernet
eth-0/304	none	Down	Gigabit Ethernet
eth-0/305	none	Down	Gigabit Ethernet
eth-0/306	none	Down	Gigabit Ethernet
eth-0/307	none	Down	Gigabit Ethernet
eth-0/308	none	Down	Gigabit Ethernet
eth-0/309	none	Down	Gigabit Ethernet
eth-0/310	none	Down	Gigabit Ethernet
eth-0/311	none	Down	Gigabit Ethernet
eth-0/312	none	Down	Gigabit Ethernet
eth-0/313	none	Down	Gigabit Ethernet
eth-0/314	none	Down	

Review the Trunk Group Configuration

Trunk groups control resources used for outbound calls. Call templates must be assigned to the trunk group to tell the system what type of dialed external numbers to permit out the system. Call templates can also deny certain calls out of the system such as international and 900 numbers.

1. Navigate to **Voice > Trunks > Trunk Groups** and select the name of the trunk group you would like the review (FXO [analog] or T1/PRI [ISDN]). In this example, we will view the **ANALOG_FXO_TRUNKS**

The screenshot shows the NetVanta 7100 web interface. On the left is a navigation sidebar with the following menu items: System, VOICE, User Accounts, IP Phone Config, Ring Groups, Operator Group, Trunks, Trunk Accounts, Trunk Groups, Applications, Voicemail Settings, Auto Attendants, Auto Prompts, Dial-by-Name-Dir, Status Groups, System Setup, Classes of Service, Dial Plans, ISDN Num Templates, Codec Lists, System Speed Dial, Call Coverage Lists, System Parameters, SIP Server Settings, SIP Client Licenses, VCP Settings, Reports, Extension List, SIP Registration List, RTP Channel Stats, RTP Session Stats, Trunk Statistics, Voicemail Status, SIPR Command List, Data, and Utilities. The 'Trunk Groups' item is highlighted, and an arrow points to it with the text 'Click on the Trunk Group name to review'. The main content area is titled 'Add / Modify / Delete Trunk Groups' and contains a form for adding a new group, a table of existing groups, and a 'Settings applied successfully' message.

NetVanta 7100 Save Logout

Add / Modify / Delete Trunk Groups

Use this page to add and configure trunk groups.

Add a New Trunk Group

Group Name: Enter a name for this group.

Modify/Delete Trunk Group

This is a description of the list.

Trunk Group	Description	Delete
ANALOG_FXO_TRUNKS		<input type="button" value="Delete"/>
T1_PRI		<input type="button" value="Delete"/>

Settings applied successfully

Figure 62. Trunk Groups Menu

- Review the selected call templates under **Outbound Call Templates**. If you are not able to make a certain type of call (external local, long distance, etc.), make sure that call type is selected. Select **Apply** to apply the settings. If you are still unable to place calls, contact your NetVanta 7100 system administrator.

The screenshot shows the NetVanta 7100 web interface. The left sidebar contains a navigation menu with categories: System, Voice, Applications, System Setup, Reports, Data, and Utilities. The main content area is titled 'Edit Trunk Group: ANALOG_FAX_TRUNKS'. It includes a 'Save' and 'Logout' button in the top right. The page content is as follows:

Edit Trunk Group: ANALOG_FAX_TRUNKS

Basic configuration for a Trunk Group. Click Apply when done.

Trunk Group Information

Trunk Group Name: ANALOG_FAX_TRUNKS

Description:

Resource Selection:

Trunk Group Members

Below is a list of [Trunk Accounts](#) that are being used in this Trunk Group.

Trunk Account	ID	Type	Subscription
There are no members configured for this Trunk Group.			

Outbound Call Templates

Check the appropriate boxes below to enable specific outbound call templates. **NOTE:** [Class of Service](#) should be used to restrict the types of calls individual users can make (e.g. 911 numbers, etc.)

<input checked="" type="checkbox"/>	Local Calls (2-Digit)	Low Cost	(800-XXXX)
<input checked="" type="checkbox"/>	Long Distance Calls	High Cost	(1-800-XXXX-XXXX)
<input checked="" type="checkbox"/>	Toll-Free Calls	Low Cost	(1-800/800/555/800/770/800/800/9000)
<input type="checkbox"/>	International Calls	Low Cost	(011-9)
<input type="checkbox"/>	911 Calls (411, 811)	Low Cost	(411, 811)
<input checked="" type="checkbox"/>	911 Calls	Low Cost	(911)
<input checked="" type="checkbox"/>	Operator-Assisted calls	High Cost	(0-800-XXXX-XXXX)
<input type="checkbox"/>	Carrier-Routed calls	Low Cost	(10-99 XXXX \$)
<input type="checkbox"/>	900 Calls	Low Cost	(1-800/879-XXXX-XXXX 879-XXXX)

[Detailed View - Format/Subscription Call Templates](#)

Figure 63. Edit Trunk Group Menu

Troubleshooting Classes of Service

A Class of Service (CoS) defines a set of user permissions. Each user is assigned to a defined CoS which determines the call types and call actions (such as conferencing, overhead paging, etc.) they are allowed to perform from their phone. If a user or a group of users is not able to execute certain call types and/or call actions, examine the CoS setting.

1. Navigate to the **Voice > System Setup > Classes of Service** menu and select the CoS assigned to the user(s). In this example we will examine the **normal users** CoS by selecting the blue hyperlink.

The screenshot displays the NetVanta 7100 web interface. On the left is a navigation sidebar with a tree view under 'Voice' containing: Settings, User Accounts, IP Phone Configs, Ring Groups, Operator Group, Trunks, Trunk Accounts, Trunk Groups, Applications, Voicemail Settings, Auto Attendants, Radio Prompts, Call by Name Data, Status Groups, System Setup, Classes of Service, Dial Plan, ISDN Num Templates, Confer List, System Based Dial, Call Coverage Lists, System Parameters, SIP Server Settings, SIP Client Locations, VSP Settings, Regions, Extensions List, SIP Registration List, RTP Channel Data, RTP Session Tools, Trunk Statistics, Voicemail Status, and SIP Command List. Below this are 'Data' and 'Filter' options.

The main content area is titled 'Classes of Service' and includes a description: 'A Class of Service defines a set of user permissions for making voice calls.' Below this is a section for 'Defined/Modify Classes of Service' with instructions: 'Click on the link of the Class of Service name in order to modify that Class of Service. To define a new CoS, click on any of the Undefined Class Of Service.' links.

A table lists the defined classes of service:

Class of Service	New User Default	Users Assigned	
normal users	<input checked="" type="checkbox"/>	11	[i]
public_phone	<input type="checkbox"/>	0	Delete
operator_voice	<input type="checkbox"/>	0	Delete
door_phone	<input type="checkbox"/>	0	Delete
Undefined Class Of Service 0			
Undefined Class Of Service 1			
Undefined Class Of Service 2			
Undefined Class Of Service 3			
Undefined Class Of Service 4			
Undefined Class Of Service 10			

Figure 64. Classes of Service Menu

- The **Modify Class of Service** menu appears. Verify that the desired call types and call actions have been selected. Select or deselect the options according to your needs. This is a global setting, and changes will affect all users assigned to the CoS.

Hands free Auto-Answer is a call action feature available to SIP users. It is programmable within the **Classes of Service** menu and functions like an intercom by automatically answering calls. Auto-Answer calls must match number patterns set in the **Auto-Answer Permit Templates**. Use the \$ wildcard to permit all extension to receive hands free calls. Users must dial ** plus the extension to place an Auto-Answer call.

Expanded Auto-Answer Permit Template menu
Auto-answer calls can be blocked in the **User Accounts** configuration (Current Settings tab)

Select the **Configure Auto Answer Templates** button to access the **Add/Delete Auto-Answer Permit Template** menu

NetVanta 7100

Classes of Service: illuana

Save Logout

Modify Class of Service: illuana

Use this page to configure the permissions for a set of users that will be assigned to the illuana class of service.

Basic Class of Service Information

Call Name: illuana The descriptive name for this class of service.

Override Password:

New User Default:

Permitted Call Types

<input checked="" type="checkbox"/> Internal Calls	<input checked="" type="checkbox"/> Local Calls
<input checked="" type="checkbox"/> National Calls	<input checked="" type="checkbox"/> International Calls
<input checked="" type="checkbox"/> 900 Number Calls	<input checked="" type="checkbox"/> Toll Free Calls
<input checked="" type="checkbox"/> Caller Specified Calls	<input checked="" type="checkbox"/> Operator Assisted Calls

Advanced Permit/Deny Call Templates

Auto Answer Permit Templates

Auto Answer Templates

9,1XX

Basic Permitted Actions

<input type="checkbox"/> Overhead Paging	<input type="checkbox"/> Unlock door
<input type="checkbox"/> Forward External Call	

Advanced Permitted Actions

Figure 65. Modify Class of Service Menu

- Select **Apply** to update the CoS and return to the **Classes of Service** menu.

Troubleshooting Phones

If a phone is not functioning properly, follow the steps below to check the status of the connection. Refer to *Modifying Existing Phones* on page 31 and *Resetting a Phone to Factory Default* on page 32 for configuration assistance.

1. Check the line keys for the phone's extension to see if it is currently registered with the NetVanta 7100. If the extension does not appear on the line key, proceed to the next step.

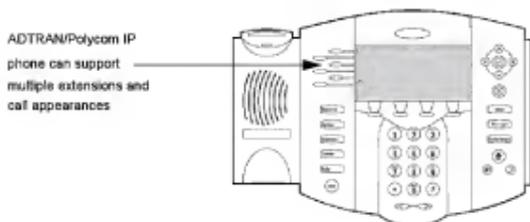


Figure 66. ADTRAN/Polycom IP Phone

2. Refer to *Rebooting a Phone* on page 40 to manually reboot your phone. Phone key combinations are available to manually reboot phones. Also see Table 5 on page 40 for a list of reboot key combinations. Simultaneously hold the appropriate keys until the confirmation tone is heard (about 3 seconds). The reboot process may take several minutes.
3. Place test calls once the phone has been rebooted to determine whether the reboot resolved the problem.
4. If rebooting the phone did not resolve the issue, contact your NetVanta 7100 system administrator.

A. SPECIAL PREFIX (SPRE) CODES

Special PREFIX (SPRE) codes are dialed in order to access features of the system from either an analog phone or an ADTRAN/Polycom IP phones. Table 13 provides a list of the SPRE codes for reference. This list is also available through the Web-based GUI by navigating to **Voice > Reports > SPRE Command List**.

Table 13. SPRE Codes List

Description	SPRE Command
Auto-Answer Do Not Disturb - Enable	*970
Auto-Answer Do Not Disturb - Disable	*971
Billing Code xxxx = billing code	*21xxxx
Block Caller-ID	*67
Call Forward (*FF) xxxx = extension or external phone number	*33xxxx
Call Forward Remote (forward from a remote location xxxx = extension pppp = password rxxxxxx = number to forward to (uses number complete templates)	*34xxxx*pppp*rxxxxxx*
Call Forward Cancel (*F5)	*35
Call Park (*PP) z = zone	*77z
Call Park Retrieve (*P8) z = zone	*78z
Call Return	*69
Call User Speed Dial (*MC)	*62nn
Call Waiting - Disable	*70
Camp On A Busy Extension	*66
Camp-On - Cancel	*65
Class of Service Override yyyy = class of service to use	*90yyyy
Clear Message Waiting xxxx = extension	*86xxxx
Disable Call Waiting	*70
Door Phone (*DP)	*37
Door Unlock (*DU)	*38
Do Not Disturb - Enable	*390
Do Not Disturb - Disable	*391

Table 13. SPRE Codes List

Description	SPRE Command
Forward Notification Cancel	*32
Group Login (*LL) xxxx = extension	*55xxxx*
Group Logout (*LO) xxxx = extension	*56xxxx*
Hands Free Auto-Answer (Intercom over phone) xxxx = extension	** or **xxxx
Hotel Login (*HO) xxxx = account number pppp = password	*46xxxx*pppp*
Hotel Logout (*HQ) pppp = password	*47pppp*
MACA Login (Analog Phones Only) (Move/Add/Change Agent) xxxx = account number pppp = password	*63xxxx*pppp*
MACA Logout pppp = password	*64pppp*
Page-Overhead	*30
Permanent Hold (*H#H)	*44
Program User Speed dial (*MO) nn = speed dial number xxxx = number to call (uses number complete templates)	*61nnxxxx
Redial Last Call (*RC)	*72
Remote Call Forward Cancel xxxx = extension pppp = password	*36xxxx*pppp*
Set Account Password pw-new = new password pw-old = old password	*79(pw-old)*[pw-new]*
Set Message Waiting xxxx = extension	*85xxxx
System Speed Dial nn = 01 to 99	*25nn
Transfer (*TT)	*88
User Station/Phone Lock (*LS) pppp = password	*57pppp*
User Station Unlock pppp = password	*58pppp*
VoiceMail	*98

