



## NetVanta 7100 Administrator's Guide



61200796L1-31A  
January 2007

## Conventions



**NOTE**

*Notes provide additional useful information.*



**CAUTION**

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

**WARNING**

*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?

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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

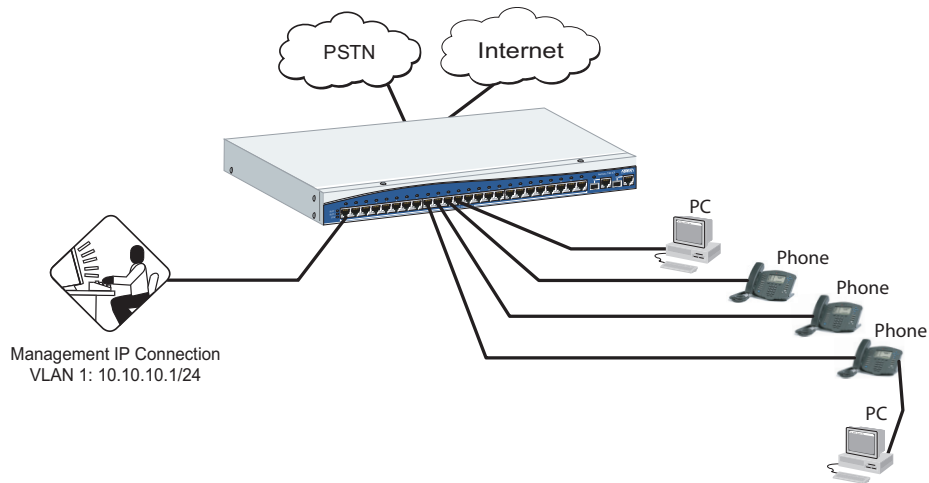


*While navigating through the menus you will notice  (context-sensitive help question mark) symbols that indicate additional information is available. Place your cursor over the symbol to view the additional information.*



*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

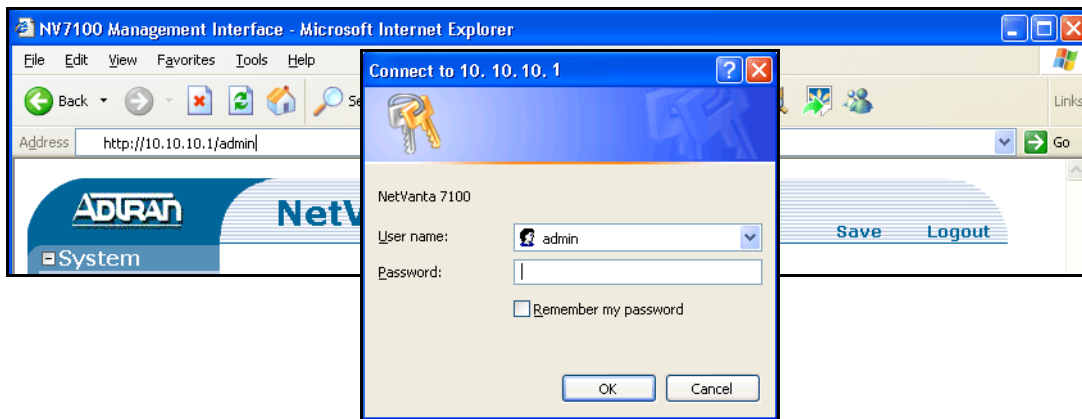
Once the physical connection is made and the minimum configuration settings are complete, follow these steps to access the web-based GUI menus:

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  
Passwords  
IP Services  
DHCP Server  
Hostname / DNS  
LLDP  
SNMP

**Voice**  
**Data**  
**Utilities**

### General System Information

<b>Firmware Version</b>	14.01.00-E
<b>Part Number</b>	1200796L1
<b>Serial Number</b>	UNKNOWN
<b>System Uptime</b>	1 weeks, 1 days, 21 hours, 23 minutes, 12 seconds
<a href="#">System Time</a>	10:55:46 CST
<a href="#">System Date</a>	12/27/2006
<a href="#">Current System Clock Source</a>	Internal (Primary clock source locked)
<a href="#">Memory</a>	Total Heap: 92,519,408 Bytes Free Heap: 66,288,624 Bytes
<a href="#">CPU Utilization</a>	System Load: 5.48% 1 Min Avg Load: 6.58%    5 Min Avg Load: 5.54% Min Load: 0%    Max Load: 43.13% Context Switch Load: 0.9%
<a href="#">File System</a>	FLASH: Total: 30,739,935 Bytes Used: 20,553,255 Bytes Free: 10,186,680 Bytes CFLASH: Total: 255,827,968 Bytes Used: 34,865,152 Bytes Free: 220,962,816 Bytes
<a href="#">NTP Time Server</a>	ntp.adtran.com
<b>NTP Last Sync</b>	00:28:16 AM CST on 02/07/2036

[Clear CPU Max Load](#)

Refresh in 5 seconds...

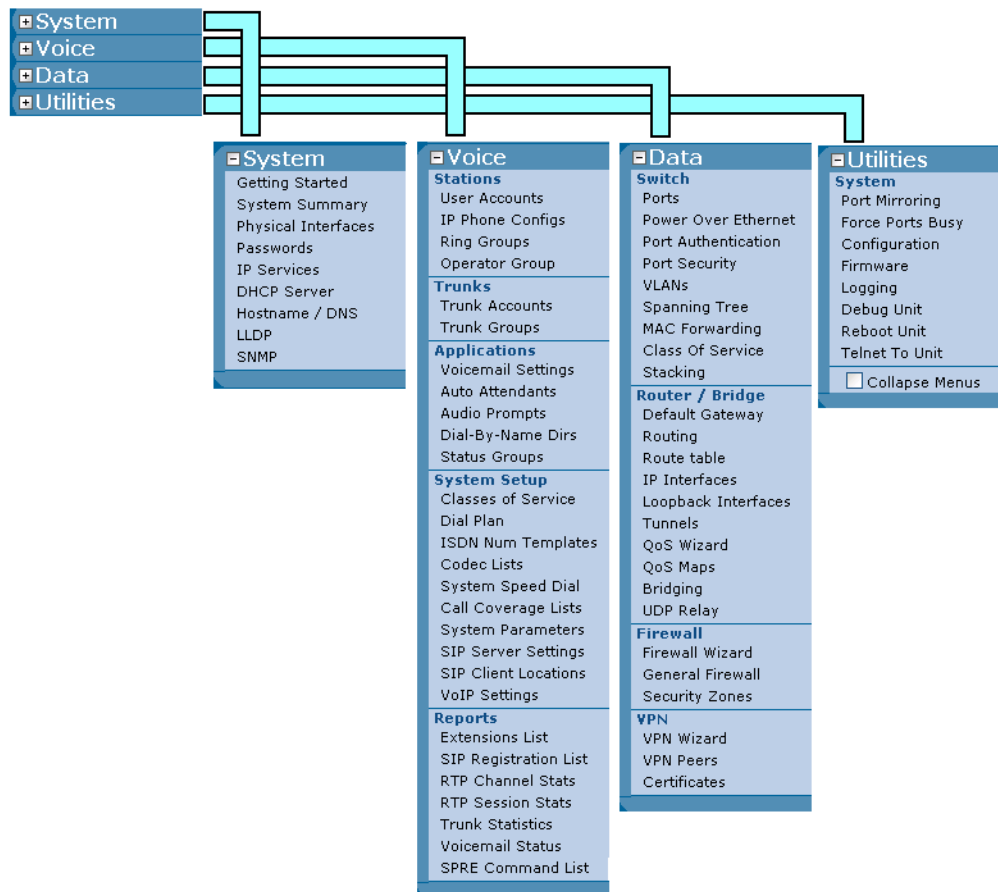
Figure 3. System Summary Menu

## 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.



## Getting Started

The **Getting Started** menu is the recommended starting point for configuring your system. It contains links to options that need to be configured for the NetVanta 7100 to be operational. These options include such items as Basic Data Setup, Advanced Data Setup, Voice Trunk Setup, and Voice Station Setup.

- **Basic Data Setup Guide** - outlines the steps needed to set up basic data connectivity.
- **Advanced Data Setup Guide** - outlines the steps needed to fully set up the integrated switch and router in the NetVanta 7100.
- **Voice Trunks Setup Guide** - outlines the steps needed to connect the NetVanta 7100 to your carrier's trunk lines.
- **Voice Stations Setup Guide** - outlines the steps needed to set up phone stations.

**Getting Started**  
Table of Contents

Welcome to the NetVanta 7100 Management Utility. This page provides an outline of the basic steps needed to configure your 7100.

[1. Basic Data Setup Guide](#)  
Guides you through setting up the basic switch and router portion of your 7100.

[2. Advanced Data Setup Guide](#)  
Guides you through setting up advanced router functions, such as the firewall configuration and DHCP.

[3. Voice Trunks Setup Guide](#)  
Guides you through setting up trunk lines in your 7100.

[4. Voice Stations Setup Guide](#)  
Guides you through setting up user stations in your 7100.

**General System Information**

<b>Firmware Version</b>	14.01.00 -E
<b>Part Number</b>	1200796L1
<b>Serial Number</b>	UNKNOWN
<b>System Uptime</b>	1 weeks, 1 days, 21 hours, 10:55:46 CST
<b>System Date</b>	12/27/2006
<b>Current System Clock Source</b>	Internal (Primary clock source)
<b>Memory</b>	Total Heap: 92,519,408 Bytes Free Heap: 66,288,624 Bytes
<b>CPU Utilization</b>	System Load: 5.48% 1 Min Avg Load: 6.58% Min Load: 0% Max Load: 5.48% Context Switch Load: 0.9%
<b>File System</b>	FLASH: Total: 30,739,935 Bytes Used: 20,553,255 Bytes Free: 10,186,680 Bytes CFLASH: Total: 255,827,968 Bytes Used: 34,865,152 Bytes Free: 220,962,816 Bytes
<b>NTP Time Server</b>	ntp.adtran.com
<b>NTP Last Sync</b>	00:28:16 AM CST on 02/07/07

Refresh in 5 seconds...

Figure 5. Getting Started Menu




## 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 ? symbols indicate additional information is available. Place your cursor over the symbol to view the help topic.

Last Name	First Name	Extension	Port	Station CoS	
Barns	Mary Joe	2004	fxs 1/4	allusers	Delete
Childs	Bonita	2003	fxs 1/3	allusers	Delete
Jones	Karenda	4003	SIP ?	<No Access>	Delete
Lynn	Sarah	2002	fxs 1/2	allusers	Delete
Lynn	Sarah	2001	fxs 1/1	allusers	Delete
Moody	Cole	2050	SIP ?	allusers	Delete

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.

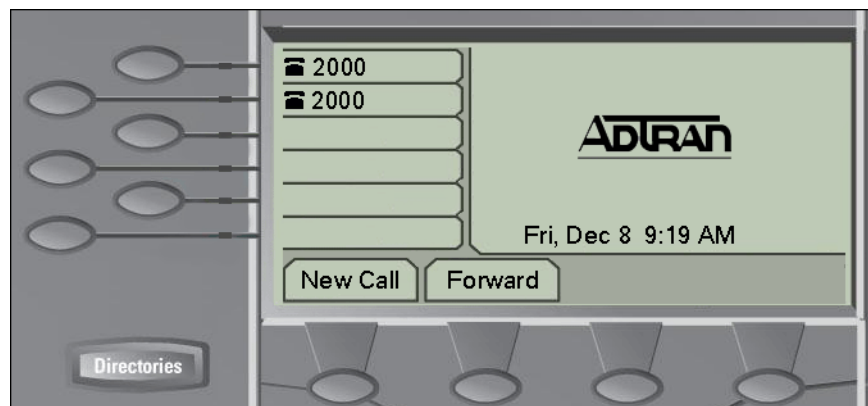


Figure 7. Phone Idle Display

## Editing an Existing Phone Account

Once the user account is created, you can modify settings such as user name, voicemail, call coverage, caller ID, and other user settings. This is done by selecting the user's last name in the **Modify/Delete User** section to bring up the **Edit User** menu.

If you copied an existing user account, most of these settings are already configured. This section also covers editing existing settings to alter a user's account preferences. Refer to *Configuring Voicemail* on page 41 to set up the voicemail parameters.

1. Navigate to the **Voice > Stations > User Accounts** menu.
2. Select the **Last Name** of the user (phone) account you would like to edit.

**NetVanta 7100** Save Logout

**System**

**Voice**

**Stations**

User Accounts

IP Phone Configs

Ring Groups

Operator Group

**Trunks**

Trunk Accounts

Trunk Groups

**Applications**

Voicemail Settings

Auto Attendants

Audio Prompts

Dial-By-Name Dirs

Status Groups

**System Setup**

Classes of Service

Dial Plan

ISDN Num Templates

Codec Lists

System Speed Dial

Call Coverage Lists

System Parameters

SIP Server Settings

SIP Client Locations

VoIP Settings

**Reports**

Extensions List

SIP Registration List

RTP Channel Stats

RTP Session Stats

Trunk Statistics

Voicemail Status

SPRE Command List

**Data**

**Utilities**

**Add / Modify / Delete Users**

Use this page to add and configure users.

**Add New User**

☒ Create new

User Data Source: ☐ Create by copying from another user:

Extension: x

First Name:  40 characters max

Last Name:  40 characters max

Phone Type:

☒ <Not Set>

Phone MAC Address:  :  :  :  :  :

Phone Model:

**Modify/Delete User**

Click on a user's last name to edit their configuration.

Last Name	First Name	Extension	Port	Station CoS	
<a href="#">Barns</a>	Mary Joe	2004	fxs 1/4	allusers	<input type="button" value="Delete"/>
<a href="#">Childs</a>	Bonita	2003	fxs 1/3	allusers	<input type="button" value="Delete"/>
<a href="#">Jones</a>	Karenda	4003	sip ?	<No Access>	<input type="button" value="Delete"/>
<a href="#">Lynn</a>	Sarah	2002	fxs 1/2	allusers	<input type="button" value="Delete"/>
<a href="#">Lynn</a>	Sarah	2001	fxs 1/1	allusers	<input type="button" value="Delete"/>
<a href="#">Moody</a>	Cole	2050	sip ?	allusers	<input type="button" value="Delete"/>

**Figure 8. Edit User Settings**

- 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.

The screenshot shows the NetVanta 7100 web interface. The left sidebar contains a navigation menu with categories: System, Voice, Trunks, Applications, System Setup, and Reports. The 'Voice' category is expanded, showing 'Stations' with sub-items: User Accounts, IP Phone Configs, Ring Groups, and Operator Group. The 'IP Phone Configs' item is selected. The main content area is titled 'New Phone Configuration' and includes a breadcrumb trail 'Phone Configs > New Phone Config'. It contains fields for MAC Address, Phone Model (set to 'ADTRAN/Polycom SoundPoint IP 501'), and tabs for 'Phone Lines', 'Button Map', and 'Phone Settings'. The 'Phone Lines' tab is active, showing a 'Main Line' section with radio buttons for 'New' (selected) and 'Existing'. The 'New' section has fields for Extension, Display Name (set to 'Christy Storey'), Line Label (set to '4555'), Line Keys (set to '2'), and Authentication (User Name and Password). There is an 'Add Secondary Line' link and 'Cancel' and 'Apply' buttons at the bottom.

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:	<input type="text"/>	Optional description of this user account			
Primary Email:	<input type="text" value="patrick.wales@adtran.com"/>	Used for system correspondence			
Secondary Email:	<input type="text"/>	Alternate address used for system correspondence			
Internal Caller ID Name:	<input checked="" type="radio"/> First + Last Name: Patrick Wales	?			
	<input type="radio"/> Custom Entry: <input type="text"/>				
	<input type="radio"/> Empty (no name shown)				
Internal Caller ID Number:	<input checked="" type="radio"/> Default: 4005	?			
	<input type="radio"/> Custom Entry: <input type="text"/>				
	<input type="radio"/> Empty (no number shown)				
External Caller ID Number:	<input checked="" type="radio"/> Default	?			
	<input type="radio"/> Custom Entry: <input type="text"/>				
<input type="button" value="Cancel"/> <input type="button" value="Apply"/>					

Figure 10. User Config Tab Menu



**Table 1. User Config Tab Options**

<b>Setting</b>	<b>Description and Options</b>
<b>Description</b>	Optional description of the user account.
<b>Primary Email</b>	Used for system correspondence.
<b>Secondary Email</b>	Alternate address for system correspondence.
<b>Internal Caller ID Name</b>	Configures the name portion of the caller ID display for internal calls made by this user. <ul style="list-style-type: none"> <li>• <b>First + Last Name:</b> Displays first and last name of the internal caller.</li> <li>• <b>Custom Entry:</b> Displays the value entered in the adjacent text box.</li> <li>• <b>Empty:</b> Displays nothing for caller ID name.</li> </ul>
<b>Internal Caller ID Number</b>	Configures the number portion of the caller ID display for internal calls made by this user. <ul style="list-style-type: none"> <li>• <b>Default:</b> Displays the extension of the internal caller.</li> <li>• <b>Custom Entry:</b> Displays the value entered in the adjacent text box.</li> <li>• <b>Empty:</b> Displays nothing for caller ID number.</li> </ul>
<b>External Caller ID Number</b>	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"> <li>• <b>Default:</b> Automatically displays the external caller ID number as the first DID entry if one exists; otherwise it displays nothing.</li> <li>• <b>Custom Entry:</b> Displays the external caller ID number as the value entered in the adjacent text box.</li> </ul>
<b>Forward Disconnect Delay</b>	(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.
<b>Forward Disconnect Battery</b>	(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
<b>Call Waiting</b>	Enables call waiting on analog phones, or enables additional call appearances on an ADTRAN/Polycom SoundPoint IP phone.
<b>Include in System Phone Directory</b>	Includes the user in the dial-by-name directory.
<b>Forward Courtesy Ring</b>	Issues a short ring on the user's phone when a call comes in as a reminder that the phone is forwarded.
<b>Hoteling</b>	(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.
<b>Inbound Caller ID Blocked</b>	Blocks inbound caller ID information from being delivered to this user's phone.
<b>Call Forwarding</b>	Forwards this user's extension to the number displayed.
<b>Do Not Disturb</b>	Sends all calls directly to the user's call coverage list.
<b>Special Ring Cadences</b>	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.
<b>Hotline Phone</b>	Place a call immediately to the configured number when this user goes offhook.
<b>Admin Lock</b>	Displays the current administrative lock (if any).
<b>User Lock</b>	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).

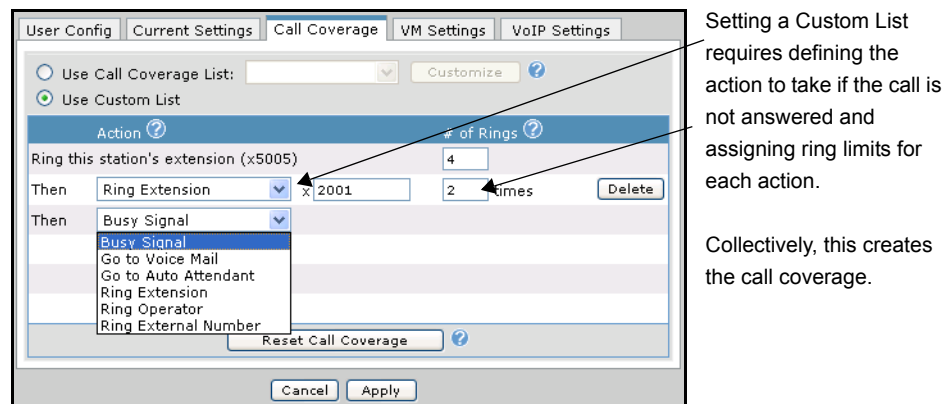


Figure 12. Call Coverage Tab Menu

Table 3. Call Coverage Tab Options

Setting	Description and Options
<b>Use Call Coverage List</b>	Copies the selected global Call Coverage List for this specific extension. Customizations made to this copy (using the <b>customize</b> button) do not affect the original global list.
<b>Use Custom List</b>	<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 <b># of Rings</b> 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 <b>Busy Signal</b>. If the <b># of Rings</b> 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"> <li>• <b>Go to Voicemail</b></li> <li>• <b>Go to Autoattendant</b></li> <li>• <b>Ring Extension</b></li> <li>• <b>Ring Operator</b></li> <li>• <b>Ring External Number</b></li> </ul> <p>Enter additional parameters as needed.</p>

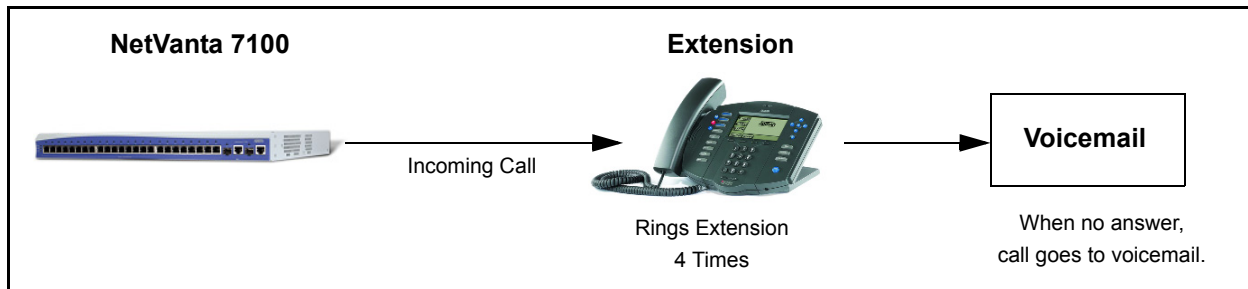


Figure 13. Call Coverage Example - Voicemail After Four Rings

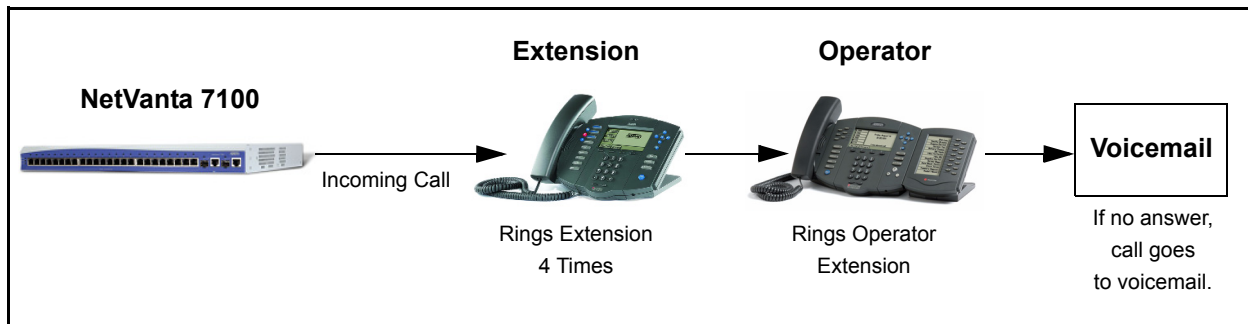


Figure 14. Call Coverage Example - Operator Coverage

### ***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.

**NetVanta 7100** Save Logout

**Add / Modify / Delete Users**

Use this page to add and configure users.

**Add New User**

☐ Create new

☒ Create by copying from another user: 4003 - Karenda Jones

Extension: x4005

First Name: Patrick 40 characters max

Last Name: Wales 40 characters max

Phone Type: SIP

☒ <Not Set>

Phone MAC Address:  :  :  :  :  :

Phone Model: ADTRAN/Polycom SoundPoint IP 501

Apply Apply and Add Another User

**Modify/Delete User**

Click on a user's last name to edit their configuration.

Last Name	First Name	Extension	Port	Station	CoS	
<a href="#">Barnes</a>	Mary Joe	2004	fxs 1/4	allusers		Delete
<a href="#">Childs</a>	Bonita	2003	fxs 1/3	allusers		Delete
<a href="#">Jones</a>	Karenda	4003	SIP	<No Access>		Delete
<a href="#">Lynn</a>	Sarah	2002	fxs 1/2	allusers		Delete
<a href="#">Lynn</a>	Sarah	2001	fxs 1/1	allusers		Delete
<a href="#">Moody</a>	Cole	2050	SIP	allusers		Delete

Select **Delete** next to the user to remove.

Figure 15. Deleting a User Account

**NOTE**

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.

**NetVanta 7100**

User Accounts > 'Pactrick Wales'

**Edit User 'Pactrick Wales'**

Use this dialog to modify the User Account configuration.

Extension: x4005

First Name: Pactrick

Last Name: Wales

Phone Type: SIP

Phone MAC Address: <Not Set> Change...

Phone Model: ADTRAN/Polycom SoundPoint IP 501 Change...

SIP Auth Password / Login PIN: .... <Must be 4 digits>

DID Numbers: There are no configured DID numbers. Add DID Number

Aliases: There are no aliases for this account. Add Alias

Class of Service: <No Access>

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

Description: Optional description of this user account

Primary Email: patrick.wales@adtran.com Used for system correspondence

Secondary Email: Alternate address used for system correspondence

Internal Caller ID Name: ☒ First + Last Name: Pactrick Wales ☐ 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:

Cancel Apply

Set the four-digit password/PIN for each user.

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.

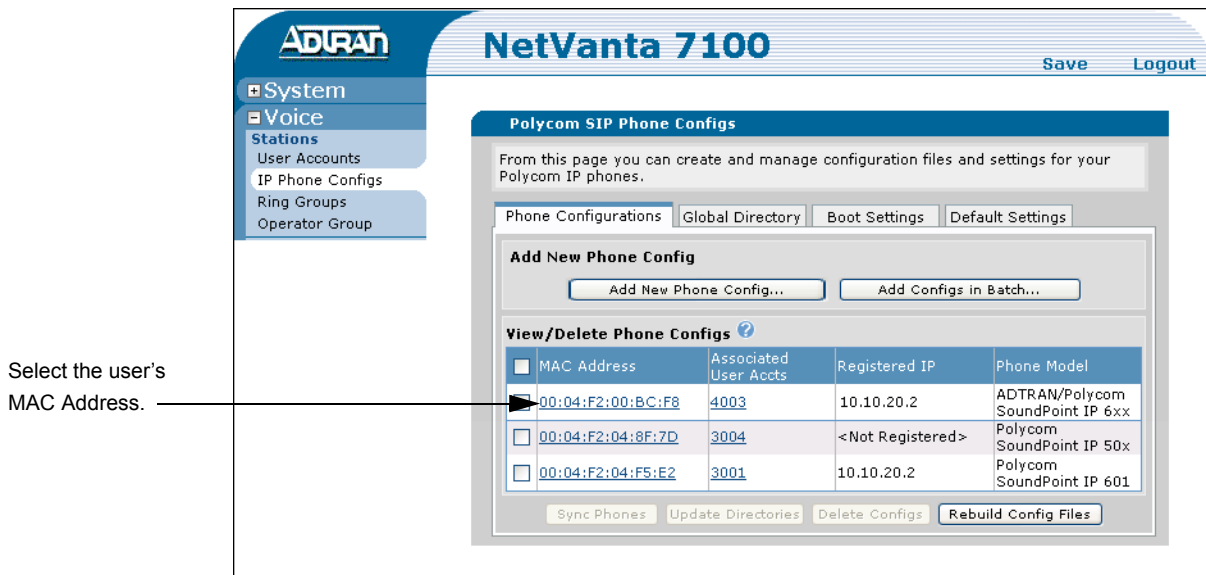


Figure 17. Phone Configurations Tab Menu

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

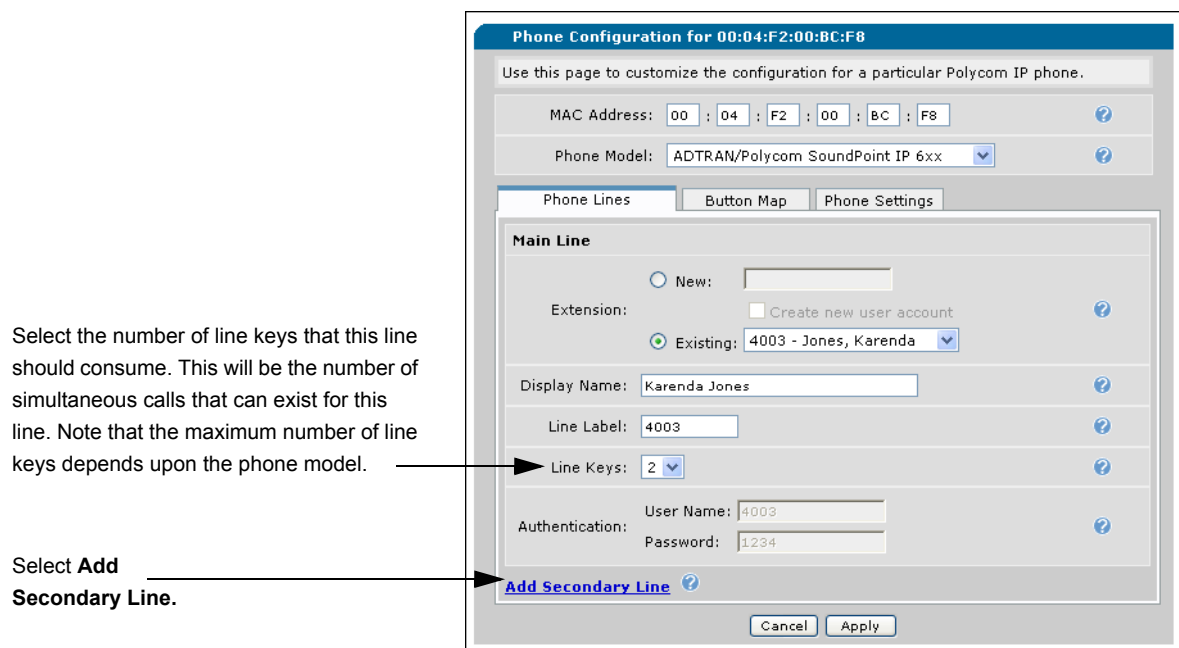


Figure 18. Phone Lines Tab Menu

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

**Table 4. Secondary Line Information**

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

The screenshot shows the 'Phone Lines' configuration window with three tabs: 'Phone Lines', 'Button Map', and 'Phone Settings'. The 'Phone Lines' tab is active, displaying the 'Main Line' and 'Secondary Line 1' configuration sections. The 'Main Line' section has the 'Existing' radio button selected, with a dropdown menu showing '3004 - Polycom, IP501'. The 'Secondary Line 1' section has the 'New' radio button selected. Both sections include fields for 'Extension', 'Display Name', 'Line Label', 'Line Keys' (set to 2), 'User Name', and 'Password' (set to 1234). There are 'Cancel' and 'Apply' buttons at the bottom.

**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.

**Phone Configuration for 00:04:F2:00:BC:F8**

Use this page to customize the configuration for a particular Polycom IP phone.

MAC Address: 00 : 04 : F2 : 00 : BC : F8

Phone Model: ADTRAN/Polycom SoundPoint IP 501

Phone Lines | **Button Map** | Phone Settings

Display Status Group: <None>

**Main Phone Buttons**

Button #	Label	Contact
1	3003	<Line Key - 3003>
2	3003	<Line Key - 3003>
3	Security	6000

**Other Directory Entries**

First Name	Last Name	Contact
IP601	Polycom	3001
480i	Aastra	3002
IP600	Polycom	3003
IP501	Polycom	3004

[Click to add a directory entry](#)

Cancel Apply

Select the next available field to enter a new line key.

Select the link to add a new entry to the directory.

**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).

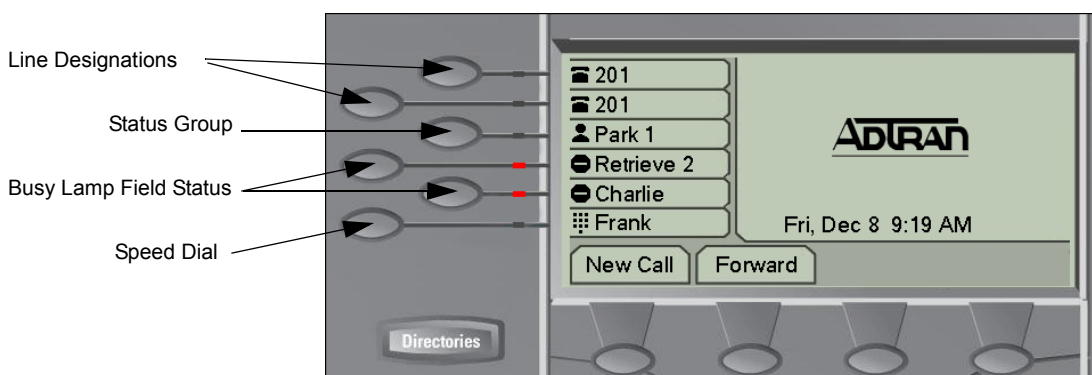


**Figure 21. ADTRAN/Polycom SoundPoint IP 601 Phone with One Expansion Module**



**Figure 22. ADTRAN/Polycom 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.

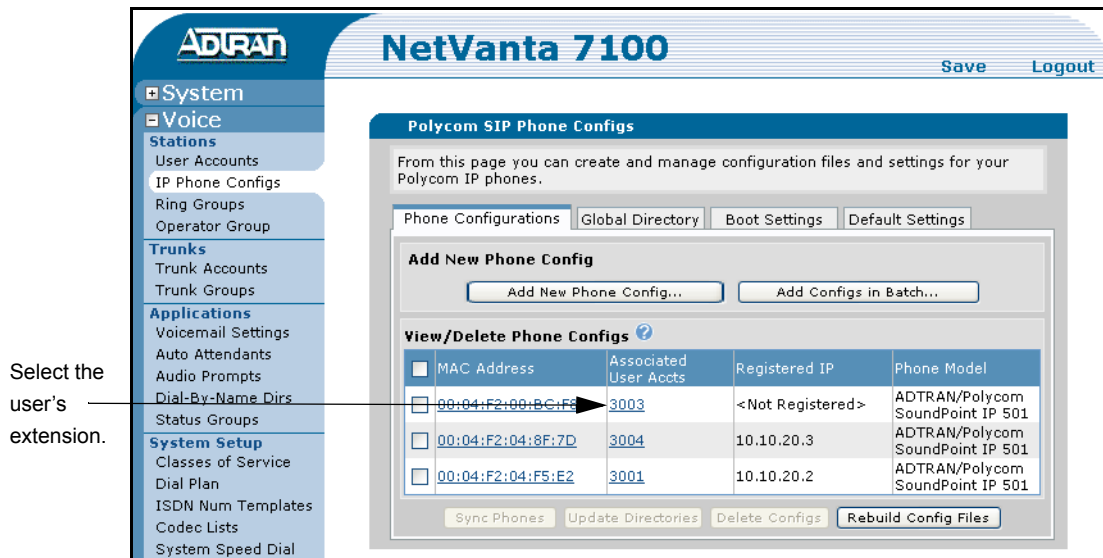


Figure 24. Edit User Settings

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.

The screenshot shows the 'Edit User 'IP600 Polycom'' dialog box. It contains various fields for user configuration. The 'Phone MAC Address' field is highlighted, showing '00:04:F2:00:BC:F8' and a 'Change...' button. An arrow points to the 'Change...' button with the text 'Select Change... to change a MAC address.'

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**

ADTRAN/Polycom 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.

## Resetting Voicemail Password

The **Voicemail PIN** is the parameter used to set individual passwords that users must enter to access their voicemail. To recover a lost or forgotten password, the **Voicemail PIN** must be reset. Follow the instructions below to reset a voicemail password. The default password is **1234**.

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

**ADTRAN NetVanta 7100** Save Logout

**System**

- Voice**
  - Stations**
    - User Accounts
    - IP Phone Configs
    - Ring Groups
    - Operator Group
  - Trunks
    - Trunk Accounts
    - Trunk Groups
  - Applications
    - Voicemail Settings
    - Auto Attendants
    - Audio Prompts
    - Dial-By-Name Dirs
    - Status Groups
  - System Setup
    - Classes of Service
    - Dial Plan
    - ISDN Num Templates
    - Codec Lists
    - System Speed Dial
    - Call Coverage Lists
    - System Parameters
    - SIP Server Settings
    - SIP Client Locations
    - VoIP Settings
  - Reports
    - Extensions List
    - SIP Registration List
    - RTP Channel Stats
    - RTP Session Stats
    - Trunk Statistics
    - Voicemail Status
    - SPRE Command List
- Data**
- Utilities**

**Add / Modify / Delete Users**

Use this page to add and configure users.

**Add New User**

☐ Create new

User Data Source: ☒ Create by copying from another user: 4003 - Karenda Jones

Extension: x 4005

First Name: Patrick 40 characters max

Last Name: Wales 40 characters max

Phone Type: SIP

☒ <Not Set>

Phone MAC Address:  :  :  :  :  :

Phone Model: ADTRAN/Polycom SoundPoint IP 501

Apply Apply and Add Another User

**Modify/Delete User**

Click on a user's last name to edit their configuration.

Last Name	First Name	Extension	Port	Station CoS	
<a href="#">Barns</a>	Mary Joe	2004	fxs 1/4	allusers	Delete
<a href="#">Childs</a>	Bonita	2003	fxs 1/3	allusers	Delete
<a href="#">Jones</a>	Karenda	4003	SIP ?	<No Access>	Delete
<a href="#">Lynn</a>	Sarah	2002	fxs 1/2	allusers	Delete
<a href="#">Lynn</a>	Sarah	2001	fxs 1/1	allusers	Delete
<a href="#">Moody</a>	Cole	2050	SIP ?	allusers	Delete

Select the user's last name.

**Figure 27. User Accounts Menu**

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.

**ADTRAN** **NetVanta 7100** [Save](#) [Logout](#)

User Accounts > 'Pactrick Wales'

### Edit User 'Pactrick Wales'

Use this dialog to modify the User Account configuration.

Extension:	x4005	?
First Name:	Pactrick	Optional, 40 characters max
Last Name:	Wales	Optional, 40 characters max
Phone Type:	SIP	?
Phone MAC Address:	<Not Set> <a href="#">Change...</a>	?
Phone Model:	ADTRAN/Polycom SoundPoint IP 501 <a href="#">Change...</a>	?
SIP Auth Password / Login PIN:	**** <Must be 4 digits>	?
DID Numbers:	<div>DID Number Valid?</div> <div>There are no configured DID numbers.</div> <div><a href="#">Add DID Number</a></div>	?
Aliases:	<div>Alias</div> <div>There are no aliases for this account.</div> <div><a href="#">Add Alias</a></div>	?
Class of Service:	<No Access>	?

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

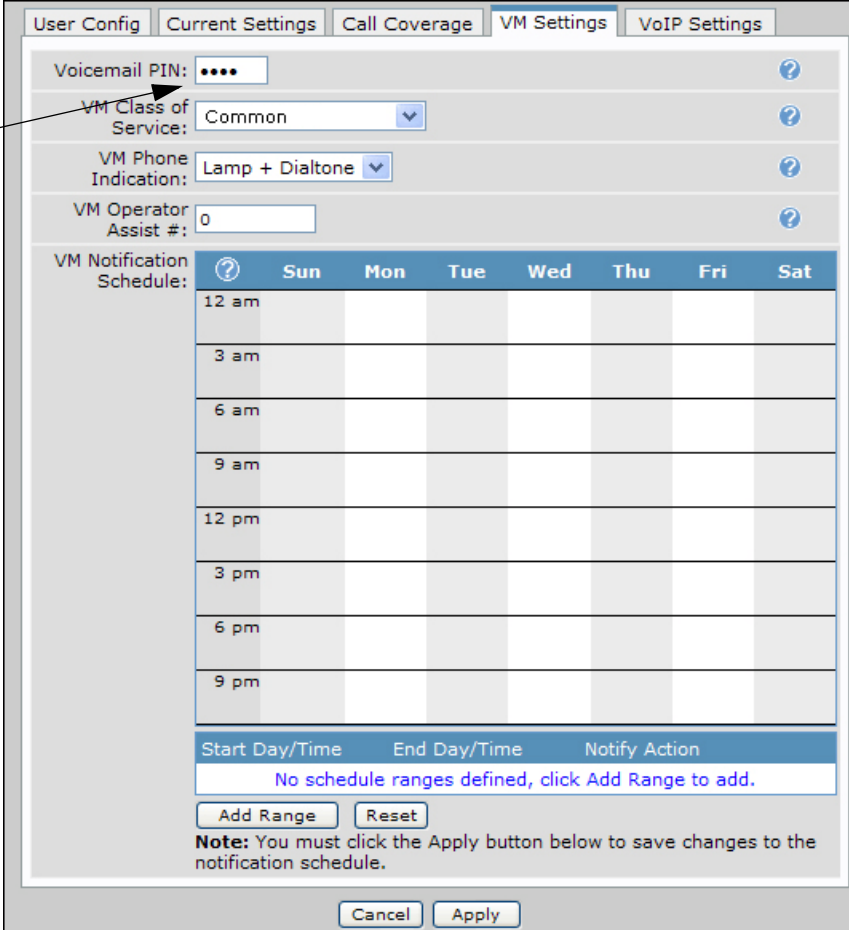
Voicemail PIN:	****	?																								
VM Class of Service:	<No Access>	?																								
VM Phone Indication:	Lamp + Dialtone	?																								
VM Operator Assist #:	0	?																								
VM Notification Schedule:	<table border="1"> <thead> <tr> <th></th> <th>Sun</th> <th>Mon</th> <th>Tue</th> <th>Wed</th> <th>Thu</th> <th>Fri</th> <th>Sat</th> </tr> </thead> <tbody> <tr> <td>12 am</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>3 am</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		Sun	Mon	Tue	Wed	Thu	Fri	Sat	12 am								3 am								
	Sun	Mon	Tue	Wed	Thu	Fri	Sat																			
12 am																										
3 am																										

Select the VM Settings tab.

Figure 28. Edit User Menu

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

Replace the old password with a new one.



Voicemail PIN:

VM Class of Service:

VM Phone Indication:

VM Operator Assist #:

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.

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

**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.

Select to add a notification schedule range.

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.

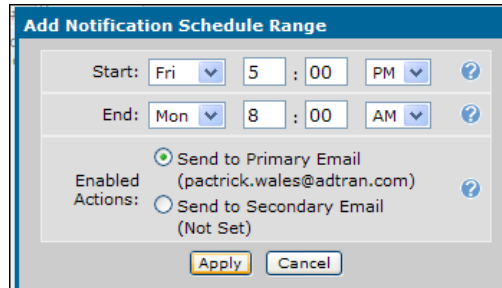
**Add Range**    **Reset**

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

**Cancel**    **Apply**

**Figure 30. Set a VM Notification Schedule**

5. 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**

6. 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.

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

Voicemail PIN:

VM Class of Service:

VM Phone Indication:

VM Operator Assist #:

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:

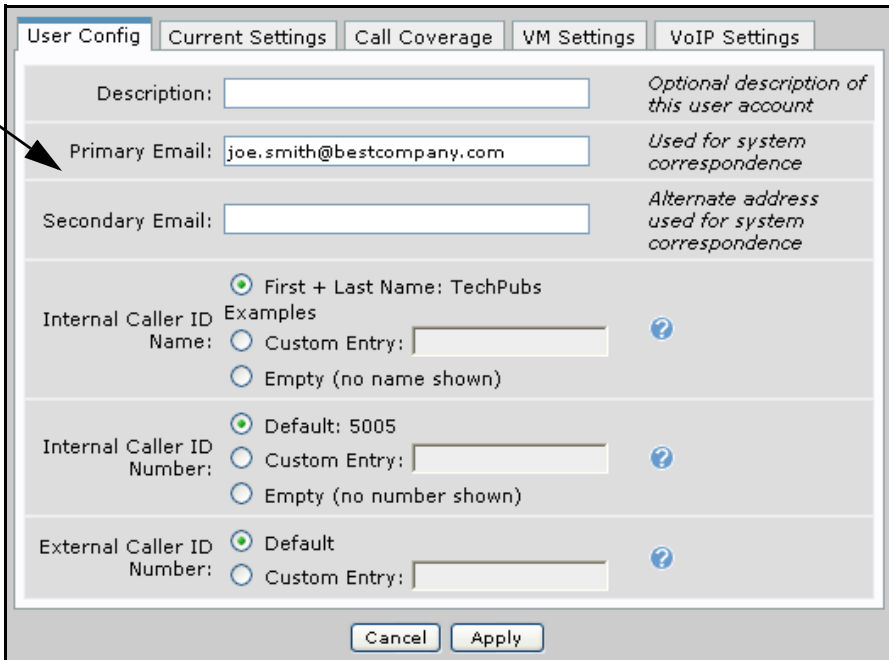
**Note:** You must click the Apply button below to save changes to the notification schedule.

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).

Set the Primary and Secondary Email Notification addresses.



User Config		Current Settings	Call Coverage	VM Settings	VoIP Settings
Description:	<input type="text"/>	<i>Optional description of this user account</i>			
Primary Email:	<input type="text" value="joe.smith@bestcompany.com"/>	<i>Used for system correspondence</i>			
Secondary Email:	<input type="text"/>	<i>Alternate address used for system correspondence</i>			
<b>Internal Caller ID</b>					
Name: <input checked="" type="radio"/> First + Last Name: TechPubs					
Examples: <input type="radio"/> Custom Entry: <input type="text"/> ?					
<input type="radio"/> Empty (no name shown)					
<b>Internal Caller ID</b>					
Number: <input checked="" type="radio"/> Default: 5005					
<input type="radio"/> Custom Entry: <input type="text"/> ?					
<input type="radio"/> Empty (no number shown)					
<b>External Caller ID</b>					
Number: <input checked="" type="radio"/> Default					
<input type="radio"/> Custom Entry: <input type="text"/> ?					
<input type="button" value="Cancel"/> <input type="button" value="Apply"/>					

**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.

**NetVanta 7100** Save Logout

**System**

- Voice**
  - Stations
    - User Accounts
    - IP Phone Configs
    - Ring Groups
    - Operator Group
  - Trunks
    - Trunk Accounts
    - Trunk Groups
  - Applications**
    - Voicemail Settings**
    - Auto Attendants
    - Audio Prompts
    - Dial-By-Name Dirs
    - Status Groups
  - System Setup
    - Classes of Service
    - Dial Plan
    - ISDN Num Templates
    - Codec Lists
    - System Speed Dial
    - Call Coverage Lists
    - System Parameters
    - SIP Server Settings
    - SIP Client Locations
    - VoIP Settings
  - Reports
    - Extensions List
    - SIP Registration List
    - RTP Channel Stats
    - RTP Session Stats

**Voicemail System Settings**

General voicemail settings

Voicemail Login Extension: x8500 ?

Leave Voicemail Extension: x8504 ?

Maximum Login Attempts: 9 ?

Reset Apply

**Voicemail Classes of Service**

A voicemail class of service defines a set of permissions for interacting with the voicemail system.

**Define/Modify Voicemail Classes of Service**

Click on the link of the class of service name in order to modify that class of service. To define a new class of service, click on any of the "Undefined.." class of service links.

Class of Service	# of Users Assigned
<Undefined Class Of Service 1>	
<Undefined Class Of Service 2>	
<Undefined Class Of Service 3>	
<Undefined Class Of Service 4>	
<Undefined Class Of Service 5>	
<Undefined Class Of Service 6>	
<Undefined Class Of Service 7>	
<Undefined Class Of Service 8>	
<Undefined Class Of Service 9>	
<Undefined Class Of Service 10>	

**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).

- 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.

**NetVanta 7100**

Voicemail Settings > New Voicemail Class Of Service

**Configure New Voicemail Class of Service**

Use this form to configure the permission set for a particular class of user of the voicemail system.

<b>CoS Name:</b>	normal_voicemail	30 characters max
<b>Max Time Per Greeting:</b>	60 seconds	The maximum length in seconds of a single recorded greeting (20-120 seconds)
<b>Max Time For All Greetings:</b>	3 minutes	The maximum length in minutes of all recorded greetings (1-9 minutes)
<b>Max Time Per Message:</b>	120 seconds	The maximum length in seconds of a single recorded message (30-600 seconds)
<b>Max Time For All Messages:</b>	10 minutes	The maximum length in minutes of all recorded messages (1-180 minutes)
<b>Prompt Before Message Delete:</b>	<input type="checkbox"/> Enabled	Prompt user before deleting a message
<b>Message Lifetime:</b>	0 days	The number of days before a message expires (5-60 days)

Cancel Apply

**Figure 35. Modify Voicemail Class of Service Menu**

**Table 6. Voicemail Class of Service Options**

Setting	Descriptions and Options
<b>Max Time Per Greeting</b>	Sets the allowed recording time (in seconds) for each greeting. The default is 60 seconds.
<b>Max Time For All Greetings</b>	Configures the total amount of time (in minutes) allowed for all user recorded greetings. The default is 3 minutes.
<b>Max Time Per Messages</b>	Configures the allowed duration of recording time (in seconds) for each voicemail message. The default is 120 seconds.
<b>Max Time For All Messages</b>	Sets the total number of minutes for all recorded messages for each user. The default is 10 minutes.
<b>Prompt Before Message Delete</b>	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.
<b>Message Lifetime</b>	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.

- 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.

**NetVanta 7100**

**Voicemail Status**

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 it's messages.

10 rows per page Page 1 of 2 1 2

Ext.	VM COS	New Msg	Num Msgs	Total Time Used	Total Time Free	Greeting Time
2001	<No Access>	-	0	0:00	0:00	0:00
2002	<u>Common</u>	-	2	0:00	10:00	1:00
2003	<u>Receptionist</u>	-	0	0:00	10:00	1:00
2004	<u>normal voicemail</u>	-	2	0:00	10:00	1:00
2005	<u>normal voicemail</u>	-	10	0:00	0:00	1:00
2006	<u>Executive</u>	-	20	0:00	20:00	2:00
2050	<u>Common</u>	-	0	0:00	10:00	0:00
2051	<u>Common</u>	-	0	0:00	0:00	1:00
4003	<u>Common</u>	-	0	0:00	0:00	1:00
4004	<u>Common</u>	-	0	0:00	10:00	1:00

10 rows per page Page 1 of 2 1 2

**Figure 36. Voicemail Status Menu**

**Table 7. Voicemail Status Menu Options**


Settings	Descriptions and Options
<b>Ext.</b>	Displays the user account settings for this extension. Refer to <i>Managing Phone Accounts</i> on page 19 for more information.
<b>VM COS</b>	Displays the voicemail CoS assigned to the user.
<b>New Msg</b>	Indicates the number of new messages for the user.
<b>Num Msgs</b>	Indicates the number of messages stored in the user's voicemail box.
<b>Total Time Used</b>	Displays the total minutes of voicemail storage used by this user.
<b>Total Time Free</b>	Displays the total minutes of voicemail storage available to this user.
<b>Greeting Time</b>	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	
<b>Firmware Version</b>	14.00.06.E
<b>Part Number</b>	1200796L1
<b>Serial Number</b>	UNKNOWN
<b>System Uptime</b>	0 days, 0 hours, 9 minutes, 40 seconds
<u><b>System Time</b></u>	14:12:46 CST
<u><b>System Date</b></u>	09/07/2006
<u><b>Current System Clock Source</b></u>	t1 1/1
<u><b>Memory</b></u>	Total Heap: 92,552,176 Bytes Free Heap: 67,959,792 Bytes
<u><b>CPU Utilization</b></u>	System Load: 6.55% 1 Min Avg Load: 9.87%    5 Min Avg Load: 7.71% Min Load: 0%    Max Load: 18.21% Context Switch Load: 0.1%
<u><b>File System</b></u>	Total: 30,739,935 Bytes Used: 29,901,765 Bytes Free: 838,170 Bytes
<u><b>NTP Time Server</b></u>	172.22.48.76
<b>NTP Last Sync</b>	00:28:16 AM CST on 02/07/2036

Refresh in 1 seconds...

Figure 37. System Summary Menu

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

**ADTRAN NetVanta 7100** Save Logout

System > Time and Date

**Set Time and Date**

Enter the current time & date. You may also enter a time zone and the address of a time server for network time synchronization.

Time: 11 : 48 AM ?

Date: December 12 2006 ?

Auto-Correct DST : ☒ ?

Time Zone : (GMT-06:00) Central Time (US & Canada) ?

NTP Time Server : ☐ ?

NTP Host : ntp.adtran.com ?

NTP Server Version : 3 ?

NTP Wait Time : 86400 ?

NTP Retry Timeout : 5 ?

Send Unsynced : ☐ ?

Reset Apply

**Figure 38. Set Time and Date Menu**

**Table 8. Set Time and Date Menu**

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

Name	Extension	Description	
<a href="#">Customer Service</a>	8200		<a href="#">Delete</a>

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.

**NetVanta 7100**

Auto Attendants > "Main AA Structure"

**Auto Attendant "Main AA Structure"**

Use this page to set up the content of this auto attendant menu.

Name: Main AA Structure

Extension: 8301

Description: Main Auto Attendant

Operator Extension: 0

**Menu Prompt Info**

Menu Prompt: <Select a prompt>

Info... Play... **New...**

Timeout: 3 seconds <1 - 59 seconds>

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

**Digit Actions**

Aliases/SIP Identities

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: Invalid Option	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

Cancel Apply

Select **New...** to create a new **Menu Prompt**.

Define the **Digit Actions** to correspond to the menu prompts.

**Figure 40. Create New Menu Prompt**

3. From the **Add New Menu Prompt** menu, enter the script for recording a new menu prompt in the **Prompt Text** box.
4. 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.

**Add New Audio Prompt**

Enter the information below and click **Save and Record**. The system will then call the extension specified in **Extension to Call** and you will be able to record the prompt.

Extension To Call: 4300

File Name: Main.wav

Description: Introductory Greeting

Prompt Text: Thank you fo calling Company XYZ. If you know your party's extension number press 1; for Sales, press 2; for Customer Service press 3, for a directory of employees, press 4; for company hours and location press 9. Press 0 or stay on the line for the operator.

Cancel Save and Record

Figure 41. Add New Audio Prompt Menu

Table 9. Creating New Audio Prompts

Settings	Descriptions and Options
<b>Extension To Call</b>	Specifies the extension the system should dial in order to record the prompt audio.
<b>File Name</b>	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.
<b>Description</b>	Optional. Displays descriptive information about this prompt audio.
<b>Prompt Text</b>	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.

- 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.*

The screenshot shows the 'Digit Actions' configuration window. It has two tabs: 'Digit Actions' (selected) and 'Aliases/SIP Identities'. The main area contains a table for configuring actions for various digits. Digit 1 is set to 'Dial By Extension'. Other digits (2-9, \*, 0, #) are set to 'Invalid Option'. The 'Timeout' is set to 'Transfer To Operator'. Below the table is the 'Dial By Extension Details' section. Annotations on the left point to specific fields in this section:

- Set the Digit Collection Timeout.** points to the 'Digit Collection Timeout' field, which is set to 3 seconds.
- Create new Intro Prompt.** points to the 'Intro Prompt' dropdown menu, which is set to '<Select a prompt>'. Below it are 'Info...', 'Play...', and 'New...' buttons.
- Enable Prompt Interrupt.** points to the 'Prompt Interrupt' checkbox, which is unchecked. The text next to it is 'Allow caller to enter digits while prompt is playing'.
- Set the Timeout Occurs.** points to the 'Timeout Occurs' dropdown menu, which is set to 'Transfer To Operator'.
- Create new Transfer Fails prompt.** points to the 'Dial By Extension Transfer Fails' dropdown menu, which is set to 'c1FountainA.wav'. Below it are 'Info...', 'Play...', and 'New...' buttons. The 'Then:' dropdown is set to 'Transfer To Operator'.

At the bottom of the window are 'Cancel' and 'Apply' buttons.

**Figure 42. Digit Actions Tab Menu**

- After configuring digit action, select **Apply** to save the new settings
- 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.

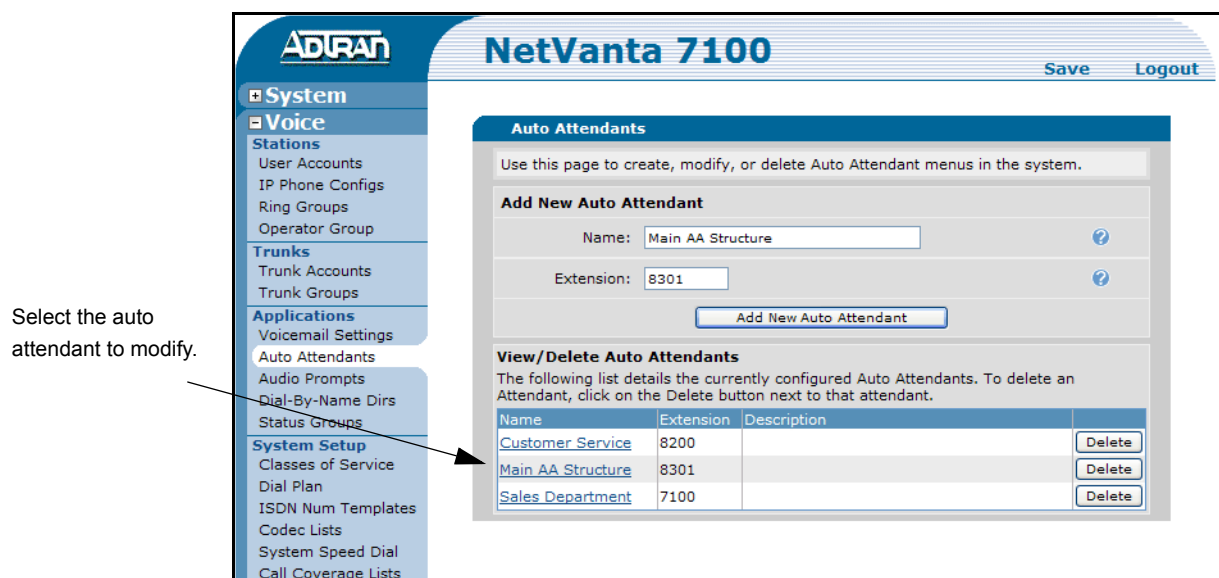


Figure 43. Modify Auto Attendant Settings

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.)

**NetVanta 7100**

Auto Attendants > "Main AA Structure"

**Auto Attendant "Main AA Structure"**

Use this page to set up the content of this auto attendant menu.

Name: Main AA Structure

Extension: 8301

Description:

Operator Extension: 0

**Menu Prompt Info**

Menu Prompt: c14WestHallA.wav

Info... Play... **New...**

Timeout: 3 seconds <1 - 59 seconds>

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

**Digit Actions** Aliases/SIP Identities

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

Cancel Apply

Select New... to record a new greeting.

**Figure 44. Modify an Existing Menu Prompt**

4. 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.

**Add New Audio Prompt**

Enter the information below and click **Save and Record**. The system will then call the extension specified in **Extension to Call** and you will be able to record the prompt.

Extension To Call: 2001

File Name: Main.wav

Description: Modifying the Main auto attendant greeting

Prompt Text: Thank you for calling Company X. We are currently closed for the Holidays. We will reopen on the 3rd of January. If this is an emergency; Press '0' for our after hours support.

Cancel Save and Record

**Figure 45. Modify an Existing Audio Prompt**

5. 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.
6. Select **Apply** to accept the new setting.
7. 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**.

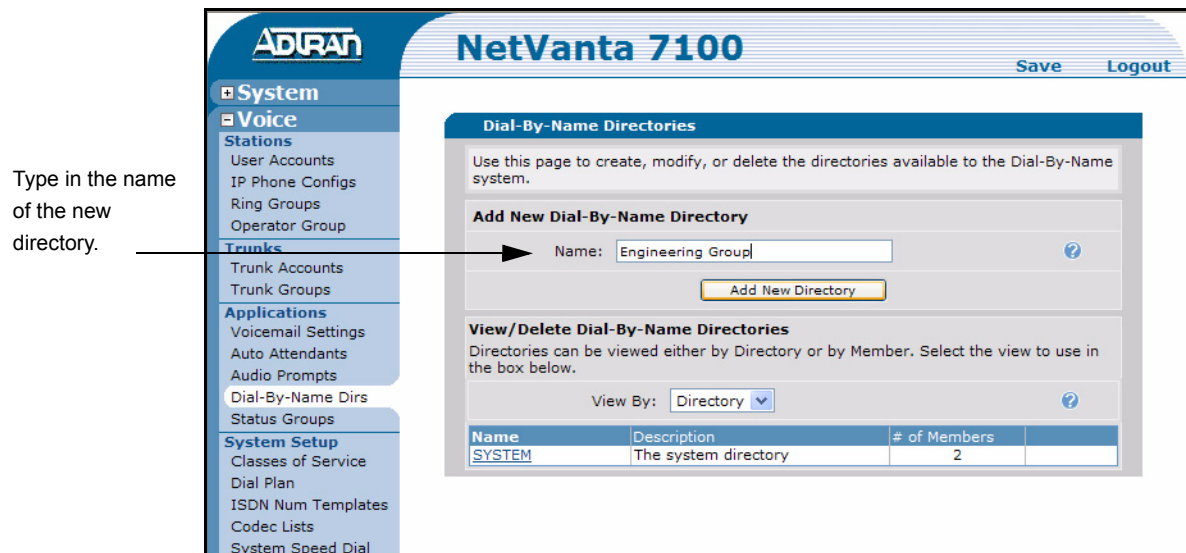


Figure 46. DBN Directory Menu

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.

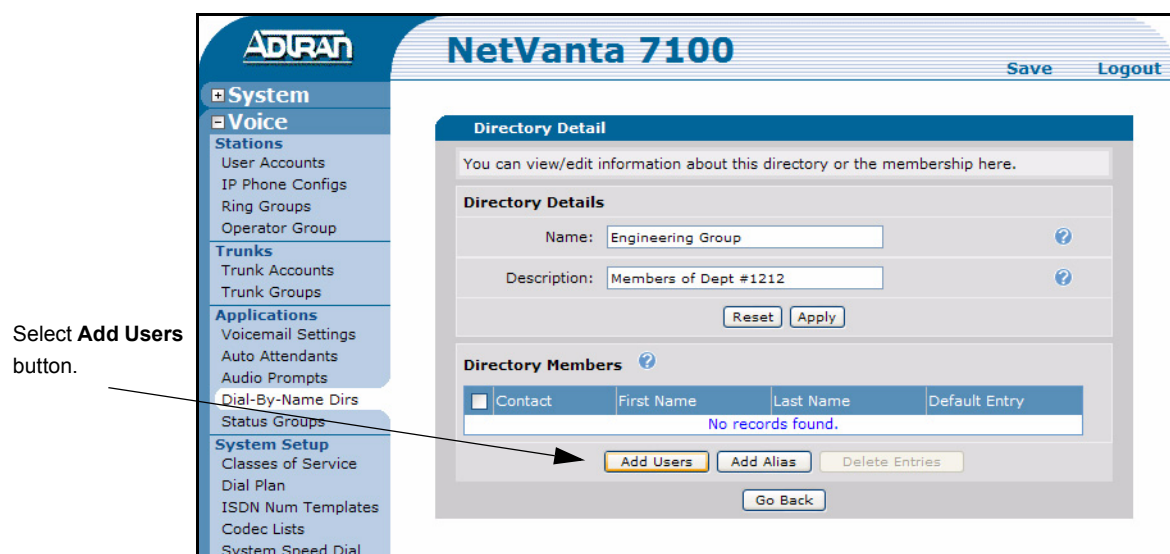


Figure 47. Directory Detail Menu

3. 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	Bonita	Childs
<input checked="" type="checkbox"/> 2004	Mary Joe	Barns
<input checked="" type="checkbox"/> 2005	Anyssa	Reynolds
<input type="checkbox"/> 2006	Althea	Pines
<input type="checkbox"/> 2050	Cole	Moody
<input type="checkbox"/> 2051	Cole	Moody
<input checked="" type="checkbox"/> 4003	Karenda	Jones
<input checked="" type="checkbox"/> 4004	Johnny	Smith

Cancel Apply

Figure 48. Add Directory Member Entry Menu

4. 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**.

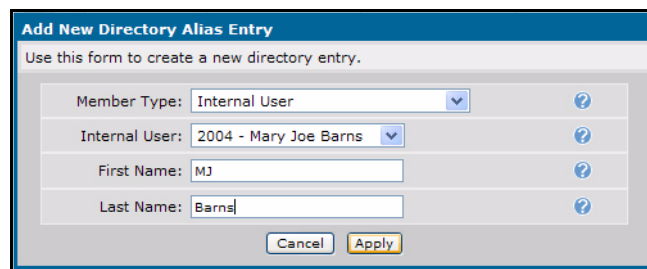
Contact	First Name	Last Name	Default Entry
<input checked="" type="checkbox"/> 2004	Mary Joe	Barns	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> 2005	Anyssa	Reynolds	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> 4003	Karenda	Jones	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> 4004	Johnny	Smith	<input checked="" type="checkbox"/>

Add Users Add Alias Delete Entries Go Back

Figure 49. Adding Member(s) Alias

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





The screenshot shows a web-based form titled "Add New Directory Alias Entry". Below the title is a subtitle: "Use this form to create a new directory entry." The form contains four input fields, each with a help icon (a question mark in a circle) to its right:

- Member Type:** A dropdown menu with "Internal User" selected.
- Internal User:** A dropdown menu with "2004 - Mary Joe Barns" selected.
- First Name:** A text input field containing "MJ".
- Last Name:** A text input field containing "Barns".

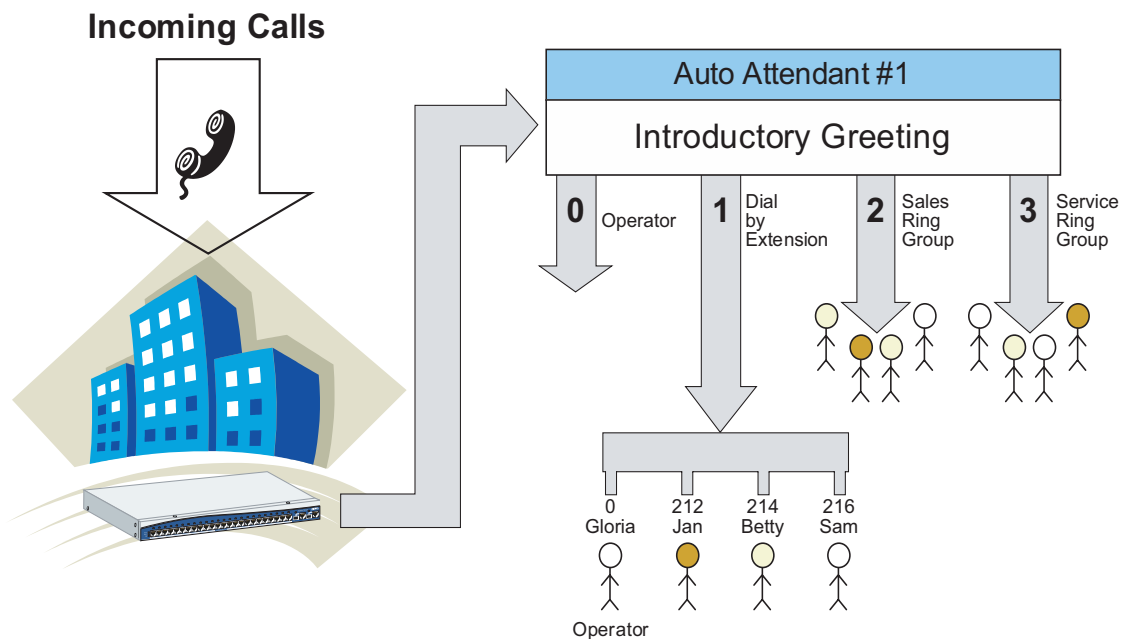
At the bottom of the form are two buttons: "Cancel" and "Apply".

**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.

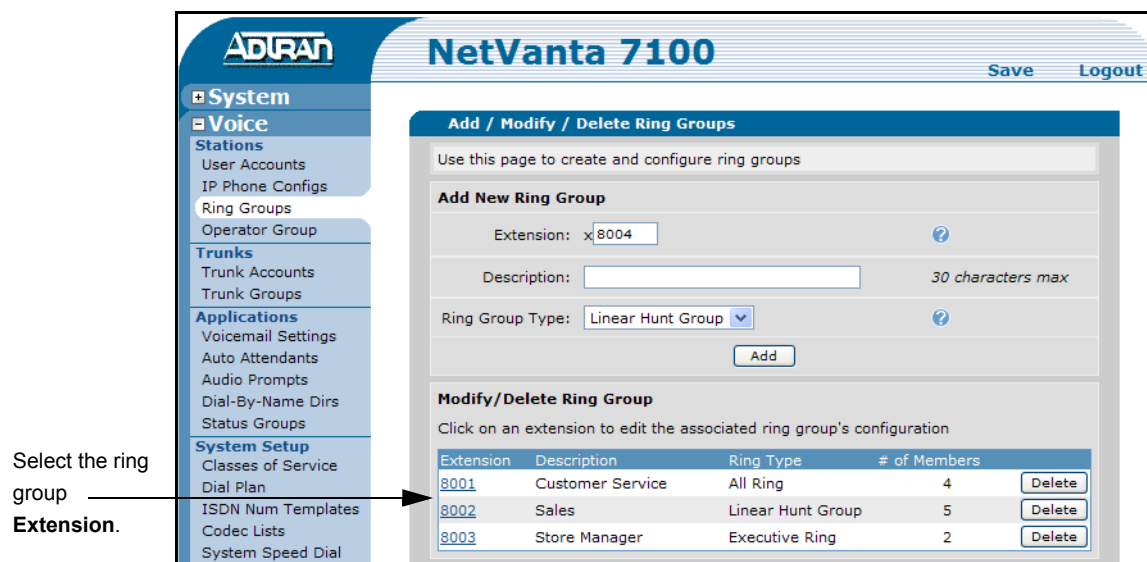


### Example Introductory Greeting

"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**

1. 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
<b>Linear Hunt Group</b>	Distributes calls to members in the order that they were added to the ring group.
<b>All Ring</b>	Rings all members. The first extension to answer receives the call.
<b>UCD</b>	Distributes calls to members in the order that they were added, but in a uniform, round-robin fashion.
<b>Executive Ring</b>	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.

**NetVanta 7100**

Save Logout

Ring Groups > '8001'

**Edit Ring Group "Customer Service"**

Use this page to configure the members and settings for this ring group

**Basic Ring Group Information**

Extension: x8001 4 digits, must be unique ?

Description: Customer Service Optional description for this ring group

Primary Email: Used for system correspondence

Secondary Email: Alternate address used for system correspondence

DID Numbers: DID Number Valid?  
 There are no configured DID numbers. ?  
 Add DID Number

Aliases: Alias  
 There are no aliases for this account. ?  
 Add Alias

Max Inbound Calls: 1 ?

Ring Group Type: All Ring ?

Caller ID Prefix: ☒ ?

Member List Call Coverage VM Settings VoIP Settings

Add Members..

Move	Last Name	First Name	Ext	Logged In		
▼	Lynn	Sarah	2001	✓	Log Out	Delete
▲ ▼	Lynn	Sarah	2002	✓	Log Out	Delete
▲ ▼	Jones	Karenda	4003	✓	Log Out	Delete
▲ ▼	Smith	Johnny	4004	✓	Log Out	Delete

Cancel Apply

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 **\*LLxxxx\* (\*55xxxx\*)**, where xxxx is the ring group's extension.
2. To exit a ring group, log out with **\*LOxxxx\* (\*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.

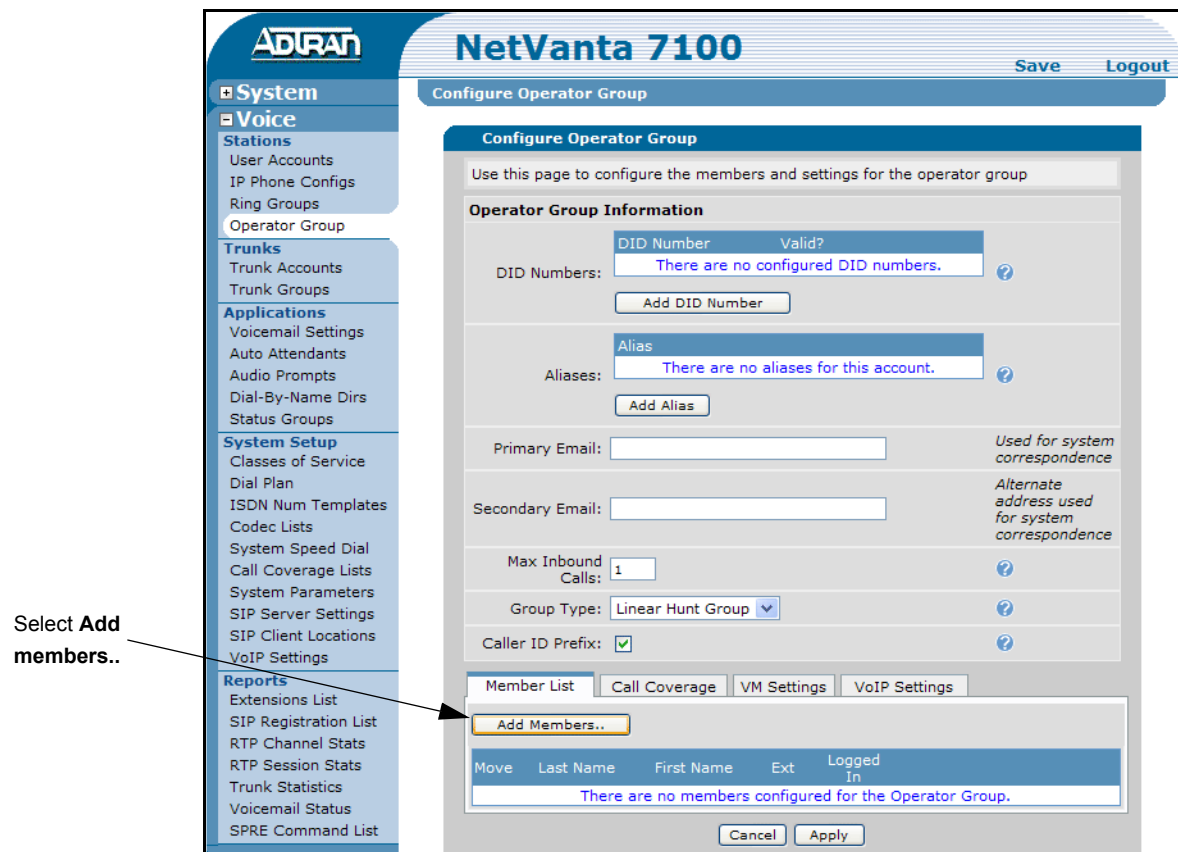


Figure 55. Configure Operator Group Menu

Table 11. Operator Group Type Options

Operator Group Types	Descriptions
<b>Linear Hunt Group</b>	Distributes calls to members in the order that they were added to the operator group.
<b>All Ring</b>	Rings all members. The first extension to answer receives the call.
<b>UCD</b>	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.

Add?	Last Name	First Name	Extension
<input checked="" type="checkbox"/>	Barns	Mary Joe	2004
<input checked="" type="checkbox"/>	Childs	Bonita	2003
<input checked="" type="checkbox"/>	Jones	Karenda	4003
<input type="checkbox"/>	Lynn	Sarah	2002
<input checked="" type="checkbox"/>	Lynn	Sarah	2001
<input type="checkbox"/>	Moody	Cole	2050
<input type="checkbox"/>	Moody	Cole	2051

**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**.

**NetVanta 7100** Save Logout

**System**

**Voice**

**Stations**

User Accounts

IP Phone Configs

Ring Groups

Operator Group

**Trunks**

Trunk Accounts

Trunk Groups

**Applications**

Voice Mail Settings

Auto Attendants

Audio Prompts

Dial-By-Name Dirs

Status Groups

**System Setup**

Classes of Service

Dial Plan

ISDN Num Templates

Codec Lists

**System Speed Dial**

Call Coverage Lists

System Parameters

SIP Server Settings

**System Speed Dial Entries**

System speed dial entries are available to all users of the system. Only system administrators can modify these entries.

**Add New System Speed Dial Entry**

Speed Dial ID:  Valid Range: 01-99

Name:  Name of this speed dial entry

Number:  Phone number associated with this speed dial entry (digits only)

**View/Delete System Speed Dial Entries**

The following list details the currently system speed dial entries. To delete an entry, click on the Delete button next to that entry. You can use an existing entry as the basis for a new entry by clicking on a entry row. The form above will be initialized to that entry's values.

Speed Dial ID	Name	Number	
01	ToAtlasUser	95551001	<input type="button" value="Delete"/>

Figure 57. System Speed Dial Menu

Table 12. System Speed Dial Menu Options

Settings	Descriptions and Options
<b>Speed Dial ID</b>	Enter a valid number (range is 01 to 99) for the speed dial identity.
<b>Name</b>	Enter a name to describe the speed dial entry.
<b>Number</b>	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.

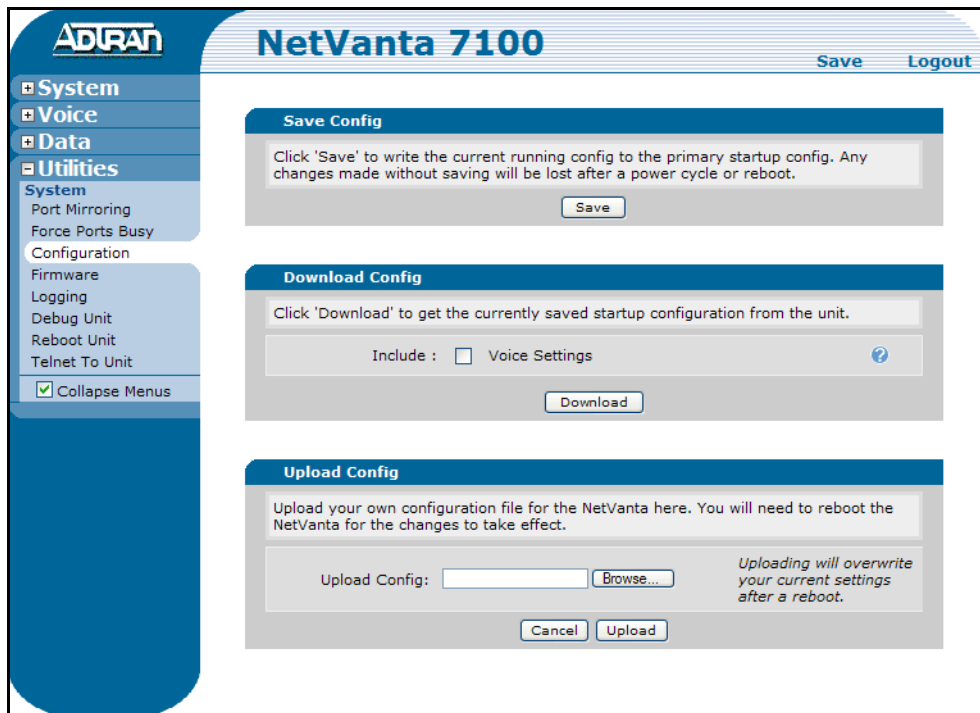


Updated configuration must be saved to nonvolatile memory (NVRAM) to retain new changes after a loss of power or a reboot. To quickly save your configuration at any time while in the AOS Web-based GUI, select the **SAVE** button at the top right of your current screen.

## 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.

Name	Logical Interface	Line Status	Type
eth 0/0	none	Up	Ethernet
eth 0/1	none	Up	Ethernet
eth 0/2	none	Up	Ethernet
eth 0/3	none	Up	Ethernet
eth 0/4	none	Down	Ethernet
eth 0/5	none	Down	Ethernet
eth 0/6	none	Down	Ethernet
eth 0/7	none	Down	Ethernet
eth 0/8	none	Down	Ethernet
eth 0/9	none	Down	Ethernet
eth 0/10	none	Down	Ethernet
eth 0/11	none	Down	Ethernet
eth 0/12	none	Down	Ethernet
eth 0/13	none	Down	Ethernet
eth 0/14	none	Down	Ethernet
eth 0/15	none	Down	Ethernet
eth 0/16	none	Down	Ethernet
eth 0/17	none	Down	Ethernet
eth 0/18	none	Down	Ethernet
eth 0/19	none	Down	Ethernet
eth 0/20	none	Down	Ethernet
eth 0/21	none	Down	Ethernet
eth 0/22	none	Up	Ethernet
eth 0/23	none	Up	Ethernet
eth 0/24	none	Up	Ethernet
giga-eth 0/1	none	Down	Gigabit Ethernet
giga-eth 0/2	none	Down	Gigabit Ethernet
fxs 0/1	x2001	OnHook	FXS
fxs 0/2	none	OnHook	FXS
fxo 0/1	(trunk) Analog 0/1	OnHook	FXO
fxo 0/2	(trunk) Analog 0/2	OnHook	FXO
t1 1/1	pri 1	Up	WAN-T1
fxs 2/1	x2002	OnHook	FXS

Figure 61. Physical Interfaces Menu

## 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 to review (FXO [analog] or T1/PRI [ISDN]). In this example, we will view the **ANALOG\_FXO\_TRUNKS**.

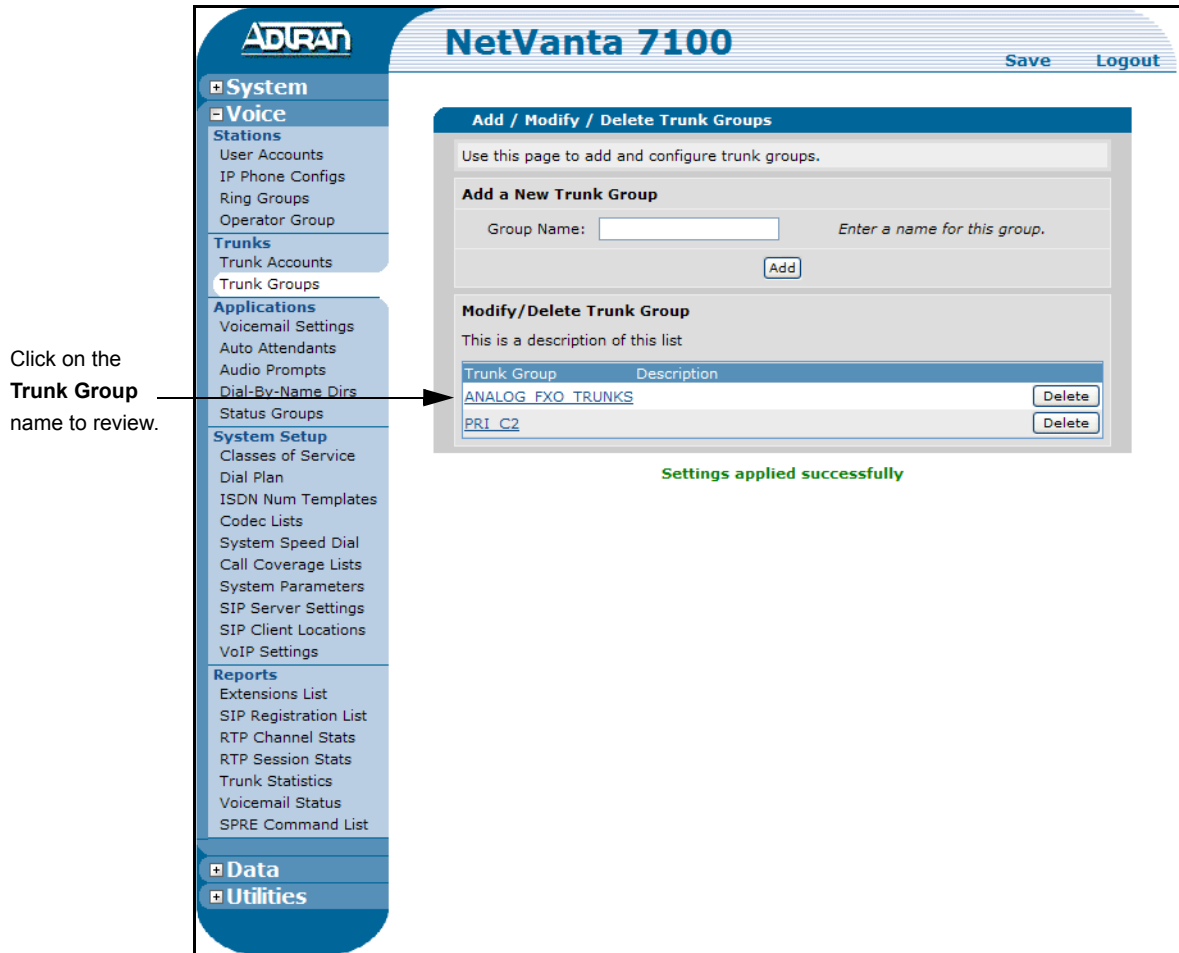


Figure 62. Trunk Groups Menu

- 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.

**ADTRAN** **NetVanta 7100** [Save](#) [Logout](#)

Trunk Groups > 'ANALOG\_FXO\_TRUNKS'

### Edit Trunk Group 'ANALOG\_FXO\_TRUNKS'

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

**Trunk Group Information**

Trunk Group Name: ANALOG\_FXO\_TRUNKS

Description:

Resource Selection: Linear Hunt [?](#)

**Trunk Group Members**

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

[Add Members..](#)

Trunk Account	ID	Type	Supervision
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 (ie: 900 numbers, etc).

<input checked="" type="checkbox"/> Local Calls ( <a href="#">7 Digit</a> )	Low Cost	<span></span>	(NXX-XXXX) <a href="#">?</a>
<input checked="" type="checkbox"/> Long Distance Calls	High Cost	<span></span>	(1-NXX-NXX-XXXX)
<input checked="" type="checkbox"/> Toll-Free Calls	Low Cost	<span></span>	(1-800/855/866/877/888-NXX-XXXX)
<input type="checkbox"/> International Calls	Low Cost	<span></span>	(011-\$)
<input type="checkbox"/> n11 Calls (411, 611)	Low Cost	<span></span>	(411, 611)
<input checked="" type="checkbox"/> 911 Calls	Low Cost	<span></span>	(911)
<input checked="" type="checkbox"/> Operator-Assisted calls	High Cost	<span></span>	(0-NXX-NXX-XXXX)
<input type="checkbox"/> Carrier Specified calls	Low Cost	<span></span>	(10-10-XXX-\$)
<input type="checkbox"/> 900 Calls	Low Cost	<span></span>	(1-900/976-NXX-XXXX 976-XXXX)

[+ Detailed View - Permit/Restriction Call Templates](#) [?](#)

[Cancel](#) [Apply](#)

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.

**NetVanta 7100** Save Logout

**System**

**Voice**

Stations

User Accounts

IP Phone Configs

Ring Groups

Operator Group

Trunks

Trunk Accounts

Trunk Groups

Applications

Voicemail Settings

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Classes of Service

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ISDN Num Templates

Codec Lists

System Speed Dial

Call Coverage Lists

System Parameters

SIP Server Settings

SIP Client Locations

VoIP Settings

**Reports**

Extensions List

SIP Registration List

RTP Channel Stats

RTP Session Stats

Trunk Statistics

Voicemail Status

SPRE Command List

**Data**

**Utilities**

**Classes of Service**

A Class of Service defines a set of user permissions for making voice calls.

**Define/Modify Classes of Service**

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.

Class of Service	New User Default	Users Assigned	
<a href="#">normal_users</a>	✓	18	
<a href="#">public_phones</a>		0	Delete
<a href="#">executive_users</a>		0	Delete
<a href="#">door_phone</a>		0	Delete
<a href="#">&lt;Undefined Class Of Service 5&gt;</a>			
<a href="#">&lt;Undefined Class Of Service 6&gt;</a>			
<a href="#">&lt;Undefined Class Of Service 7&gt;</a>			
<a href="#">&lt;Undefined Class Of Service 8&gt;</a>			
<a href="#">&lt;Undefined Class Of Service 9&gt;</a>			
<a href="#">&lt;Undefined Class Of Service 10&gt;</a>			

Figure 64. Classes of Service Menu



2. 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.

Figure 65. Modify Class of Service Menu

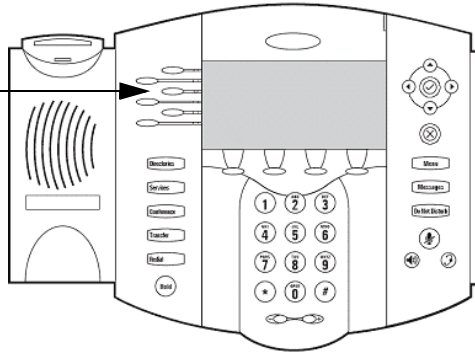
3. Select **Apply** to update the CoS and return to the **Classes of Service** menu.

## 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.

ADTRAN/Polycom IP  
phone can support  
multiple extensions and  
call appearances.



**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 nxxxxxx = number to forward to (uses number complete templates)	*34xxxx*pppp*nxxxxxx*
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 (*HH)	*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



