



# **Administering Avaya Experience Platform for supervisors**

# Notices

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# Chapter 1: Prerequisites

---

## Enabling SSH

### About this task

Command name (cmdname): `$ wget --no-check-certificate --auth-no-challenge --user <your_global_handle> --ask-password <url-to-hcg-1.x.x.x.<build-number>.bin>`

Code phrase (codeph): `$ wget --no-check-certificate --auth-no-challenge --user <your_global_handle> --ask-password <url-to-hcg-1.x.x.x.<build-number>.bin>`

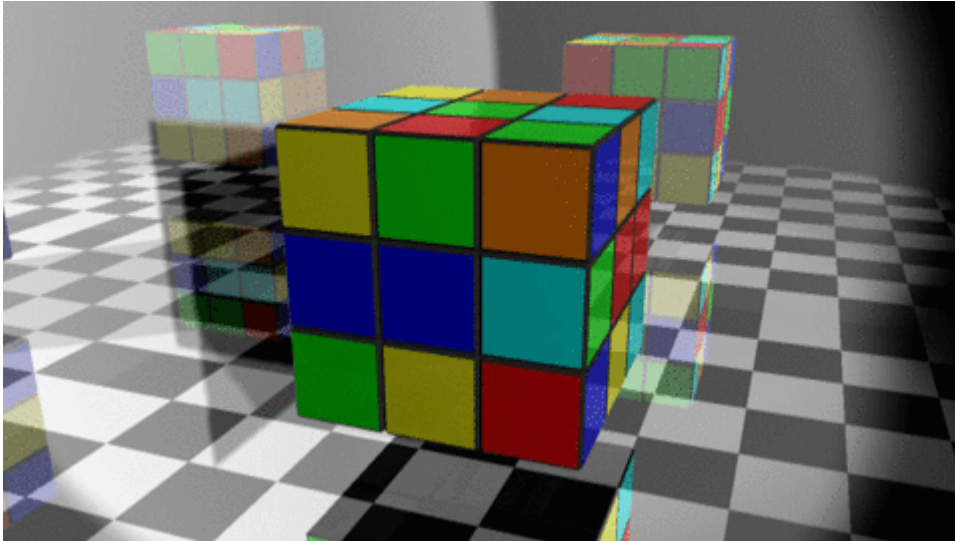
### Code block:

```
$ wget --no-check-certificate --auth-no-challenge --user <your_global_handle> --ask-password <url-to-hcg-1.x.x.x.<build-number>.bin>
```

```
<?xml version="1.0" encoding="UTF-8"?>
<tns:users xmlns:tns="http://xml.avaya.com/schema/import" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:schemaLocation="http://xml.avaya.com/schema/import userimport.xsd" >

  <tns:user>
    <authenticationType>Basic</authenticationType>
    <givenName>John</givenName>
    <loginName>jmiller@avaya.com</loginName>
    <surname>Miller</surname>
    <userPassword>mypassword</userPassword>
  </tns:user>
</tns:users>
```

Added animated fig



Administrators can provide Base OS privileges so other users can get CLI access. Avaya Customers can create their custom roles as well, in which case Base OS can be added as needed. For more information, see Baselines.

Image with alt attribute

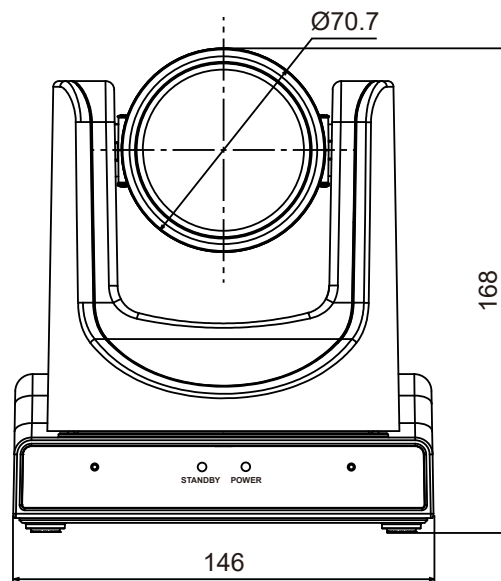
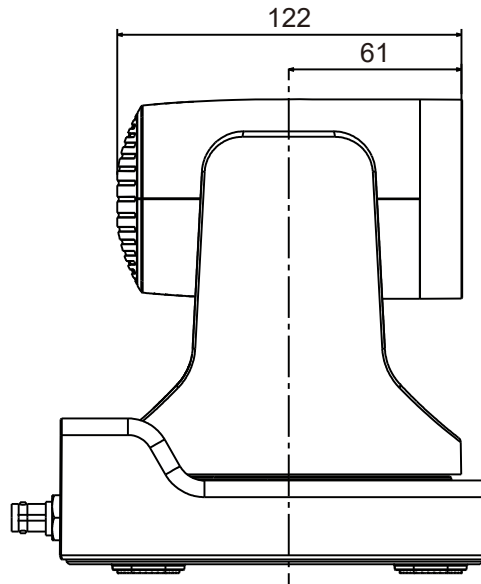


Image with alt element



For more information, see [Upgrade process](#) on page 31.

Glossary term Rev82: [Busy Hour Call Completions](#) on page 0 .

Glossary term 2: **BROKEN LINK:** [#unique 4/unique 4 Connect 42 GUID-64B0F03F-7258-4A3F-8D0C-8B1260DCA4D6](#)

Glossary term3: **BROKEN LINK:** [#unique 5/unique 5 Connect 42 GUID-B9307511-3679-41AE-BA2B-956A60F2D2B6](#)

This text in *Emphasis* tag.

This text in “quote” tag.

This text in **bold-bold** tag.

- <https://www.salesforce.com/>
- <https://www.salesforce.com/>
- [Microsoft Dynamics](#)
- <https://www.servicenow.com/>

**Platform FQDN or IP**

| Name               | Description                |
|--------------------|----------------------------|
| Home phone         | First contact phone number |
| Location           | User location              |
| Temporary location | User's mobile location     |
| Location ID        | Location code.             |

Plain UL

- On Android devices, press and hold to view both audio and video options for a meeting entry.


## Plain OL

1. On Android devices, press and hold to view both audio and video options for a meeting entry.
2. On iOS devices, swipe to the right on a meeting entry dialable.
3. Join a meeting using this option only if the conference bridge number is in the Tel: URL format.
4. **bold** tag in ol/li/p element.

## Before you begin

Download the software from Avaya support website as in **bold** tag in p element.

## Procedure

1. Text in the **bold** tag.
2. No height set, class=icon: To accept the call, click **Answer** ( the Answer button ).
3. Width=5px: To accept the call, click **Answer** (⦿).
4. Width=5pt: To accept the call, click **Answer** (⦿).
5. Width=11px: To accept the call, click **Answer** (⦿).
6. Width=15px: To accept the call, click **Answer** (⦿).
7. Width=20px: To accept the call, click **Answer** (⦿).
8. Image Height 11 pix: To accept the call, click **Answer** (⦿).
9. Image Height 5 pix: To accept the call, click **Answer** (⦿).
10. Image Height 3 pix: To accept the call, click **Answer** (⦿).
11. Image Height 5 pts: To accept the call, click **Answer** (⦿).
12. Image size: 5 px: To forward the call to a different destination, click **Forward** (⦿).
13. To send a call to Voicemail, click **To Voicemail** (⦿).
14. Width=15px: To send a call to Voicemail, click **To Voicemail** (⦿).
15. **Choices** element. Click 
  - On Android devices, press and hold to view both audio and video options for a meeting entry.
  - On Windows devices, click **Start**.
16. **UL** inside info element.
  - On Android devices, press and hold to view both audio and video options for a meeting entry.
  - On iOS devices, swipe to the right on a meeting entry.
  - Join a meeting using this option only if the conference bridge number is in the Tel: URL format.

17. **OL** inside info element.
  - a. On Android devices, press and hold to view both audio and video options for a meeting entry.
  - b. On iOS devices, swipe to the right on a meeting entry.
  - c. Join a meeting using this option if the conference bridge number is in the Tel: URL format.
18. On the User Management page, click **New**.
  - a. On Android devices, press and hold to view both audio and video options for a meeting entry.
  - b. On iOS devices, swipe to the right on a meeting entry.
  - c. Join a meeting using this option only if the conference bridge number is in the Tel: URL format.
19. In the **Create New field**, type `AES` .
20. Click **Commit and Continue**.

### Example

Some example for testing pre-configuration.

### Next steps

Configure network parameters.

### Related links



- [Adding a New Topology Hiding Header](#)
- [Deleting a Topology Hiding header](#) on page 96
- [Editing a Topology Hiding Header](#) on page 95
- [Cert-based SSH Login](#) on page 37
- [Logging in to Avaya Infinity App and Queues](#)
- [Voice and Digital Services](#)
- [RELATIVE PATH-Troubleshoot login issues](#)
- [ABSOLUTE PATH-Creating an admin \(Video\)](#)
- [Managing announcements \(Video\)](#)
- [Setting up your J179 Phone \(Video\)](#)
- [Handling Multiple Lines \(Video\)](#)
- [Minimizing and docking a module](#)
- [Renaming an Existing Topology Hiding Profile](#)
- [Cloning an Existing Topology Hiding Profile](#)

## Physical layout



| No. | Name       | Description   |
|-----|------------|---|
| 1   | Beacon LED | Provides visual alerts for the following: <ul style="list-style-type: none"> <li>• Incoming call</li> <li>• Voice mail</li> </ul> |

*Table continues...*

| No. | Name               | Description  |
|-----|--------------------|--|
| 2   | Phone display      | <p>Displays two areas:</p> <ol style="list-style-type: none"> <li>1. Top Bar: It is always visible, and displays communication status, time and date, and device status.</li> <li>2. Application area displays the following: <ul style="list-style-type: none"> <li>• Application header: It displays the context specific application title, and one or more subtitles. Depending on the appearance type and the call state, the header displays details of the call.</li> <li>• Application content area: It displays menus, lists, pop-up windows, images, and other application content.</li> <li>• Softkey labels area: It displays labels with information about the state of the soft key button.</li> </ul> </li> </ol> |
| 3   | Line keys          | <p>Used to select the corresponding line or feature. Each line key has a combination of red and green LEDs that provide call or feature specific visual alert.</p> <p> <b>Note:</b><br/>The default action depends on the application and the context.</p>  |
| 4   | Soft keys          | <p>Used to select the corresponding label of context-specific actions.</p> <p>With the <b>Help</b> soft key, you can view a short description of the features available on your phone.</p>   |
| 5   | Navigation cluster | <p>Used to navigate on the phone screen.</p> <ul style="list-style-type: none"> <li>• <b>Up</b> and <b>Down</b> arrow keys: To scroll up and down.</li> <li>• <b>Right</b> and <b>Left</b> arrow keys: To move cursor in the text input field, and to toggle values in the selection fields.</li> <li>• <b>OK</b> button: To select the action assigned to the first soft key.</li> </ul>  |
| 7   | Voicemail          | Used to dial the configured voice mail number to receive a voice message.  |
| 8   | Line keys          | <p>Used to select the corresponding line or feature. Each line key has a combination of red and green LEDs that provide call or feature specific visual alert.</p> <p> <b>Note:</b><br/>The default action depends on the application and the context.</p>  |
| 9   | Secondary display  | Provides quick access to line appearances, features, and phone menus.  |
| 10  | Volume             | <ul style="list-style-type: none"> <li>• (+) : To increases the volume.</li> <li>• (-): To decrease the volume.</li> </ul>   |

*Table continues...*

| No. | Name             | Description   |
|-----|------------------|---|
| 11  | Left, Right keys | Used to change the page of the Secondary Display screen.  |
| 12  | Mute             | Used to mute and unmute the outgoing audio.   |
| 16  | Hard Release key | Used to terminate an active call or an active call appearance.                                    |
| 17  | Handset          | Used to receive and make calls.   |
| 18  | Headset          | Used to turn on headset, and also to toggle your call from the speaker or handset to headset.     |
| 19  | Speaker          | Used to turn on the speaker, and also to toggle your call from the headset or handset to speaker. |

Application keys provide direct access to the corresponding applications:

| No. | Application keys | Description   |
|-----|------------------|---|
| 6   | Phone key        | Displays the Phone screen.  |
| 13  | Main Menu        | Displays the list of options, such as <b>Features</b> , <b>Applications</b> , <b>Settings</b> , <b>Network Information</b> , <b>Administration</b> , and <b>About</b> . |
| 14  | Contacts         | Displays the entries in your Contact list.  |
| 15  | Recents          | Displays the list of all calls.   |

## Highlighting fields

### About this task

For each CMS custom report, you can determine how the screen displays the colors and brightness levels of the text, data, and background. You can also administer color, brightness, reverse video, and underlining to emphasize individual fields and text in the report.

#### Note:

You cannot use the following procedure to change the way the screen displays bars. However, you can use the **Commands** screen-labeled key and the **Options** > **Color** submenu selection to change the threshold colors of the bars.

Do the following tasks to change the way the screen displays fields and text in your report:

### Procedure

1. On Screen Painter, place the cursor in a position where you want one corner of a block to be, and select **Add highlights**.

The system returns the cursor to the original position, and displays the following message on the status line:

```
Move cursor to define opposite corner of block, RETURN.
```

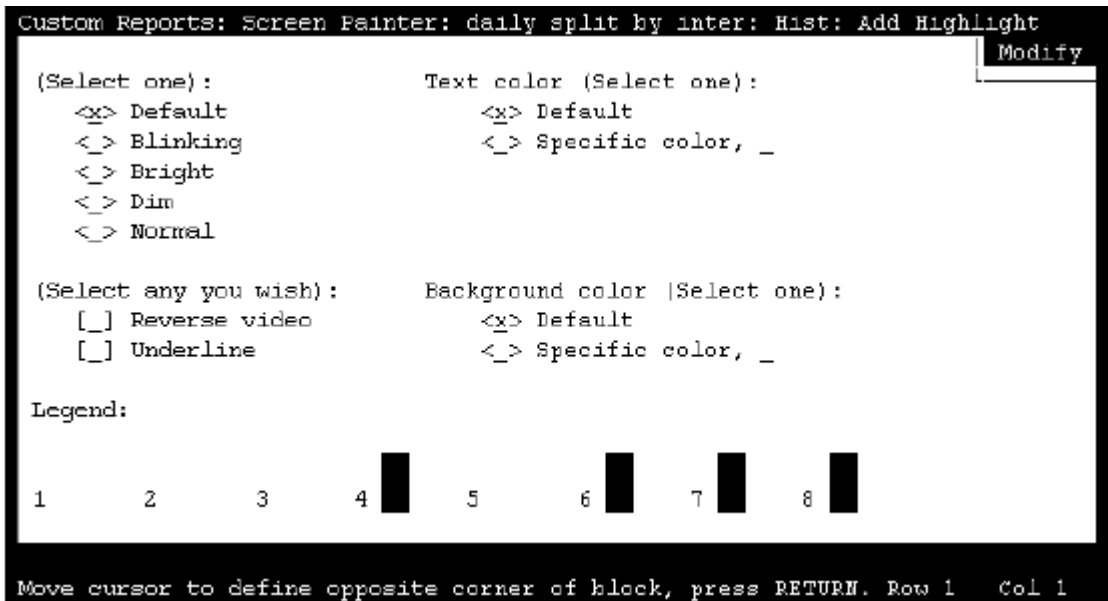
2. Move the cursor to a position where you want the opposite corner of the block to be.

The block must include all the field text that you want to highlight.

The system highlights the block that you are defining.

3. Press Enter.

The system displays the Add Highlights window as shown in the following figure.



Home > Administering Avaya Aura® Call Center Elite > ... > BSR Application Plan administrati...

## BSR Application Plan administration commands

Last Updated : Jun 11, 2013 | ⌚ 1 min read

Avaya Aura® Call Center Elite Administering 10.2.x

Use the following administration commands to administer the BSR Application Plan screen.

| Command name | Parameter            | Qualifier          |
|--------------|----------------------|--------------------|
| add          | best-service-routing | xxx or next, where |

**RELATED LINKS**

- Feature comparison for each license type

**RELATED VIDEOS**

- Configuring user preferences

4. Select from the following options.

| Field option | Action   |
|--------------|--|
| Default      | Reflects the text and background settings administered for this terminal.  |
| Blinking     | Causes the text or data in the defined area to blink (continuous alternation between dim and normal brightness or foreground/background colors). |

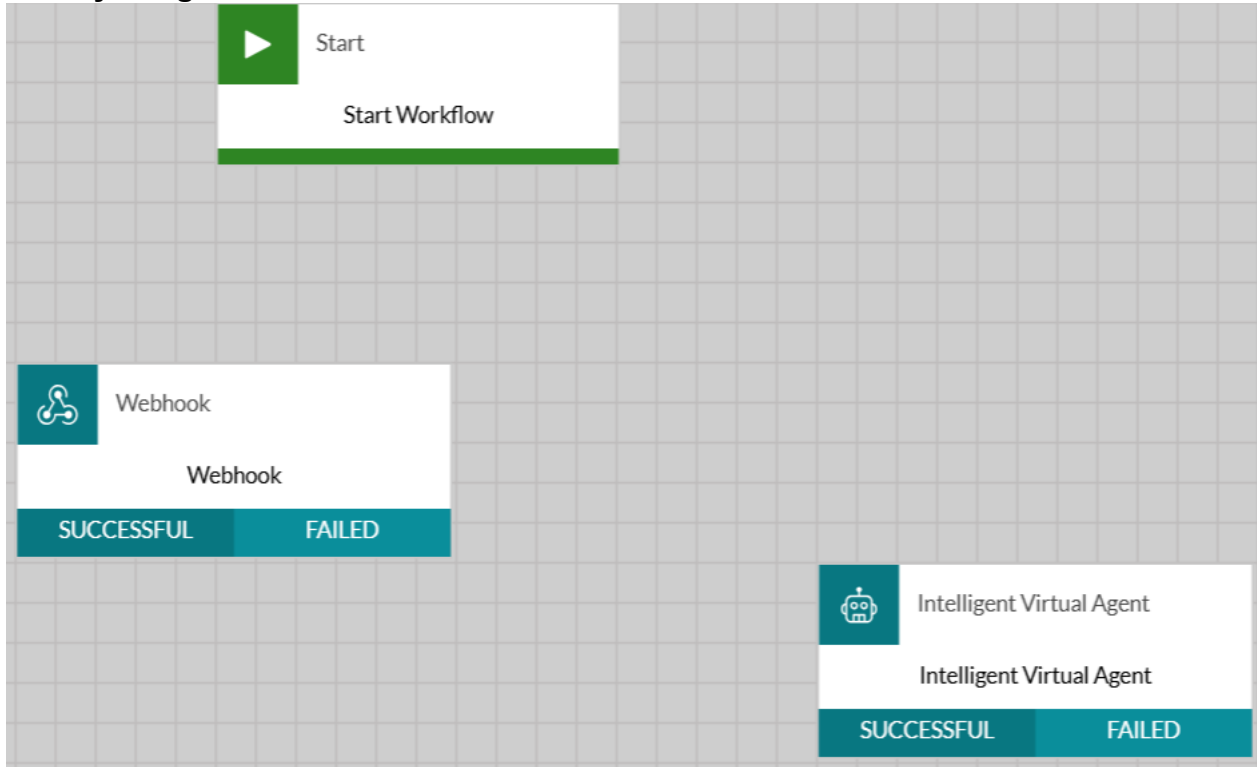
Table continues...

| Field option  | Action  |
|---------------|---|
| Bright        | Makes the text or data in the defined area bright. If your terminal does not have a bright capability, this field option equals the Normal field option. For some color terminals, dim or bright settings may affect the colors selected. |
| Dim           | Makes the text or data in the defined area dim. If your terminal does not have a dim capability, this field option equals the Normal field option. For some color terminals, dim or bright settings may affect the colors selected.       |
| Normal        | Makes the text or data in the defined area appear with a brightness level between dim and bright.   |
| Reverse video | Reverses the brightness or color settings for text and background. The brightness and blinking options also affect the display of reverse video.  |
| Underline     | Draws a line under any text or data in the defined area. If you select Reverse video, the underline color or brightness is reversed.  |

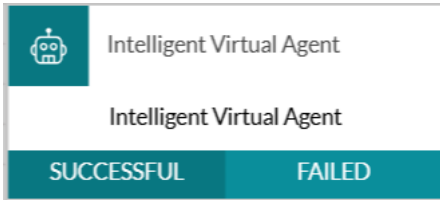
- Click **Modify** to close the Add Highlights window.

## Flow chart image size

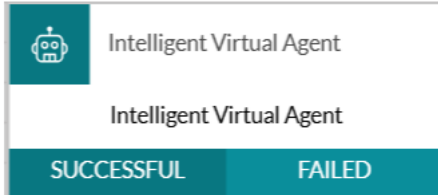
### Infinity image test

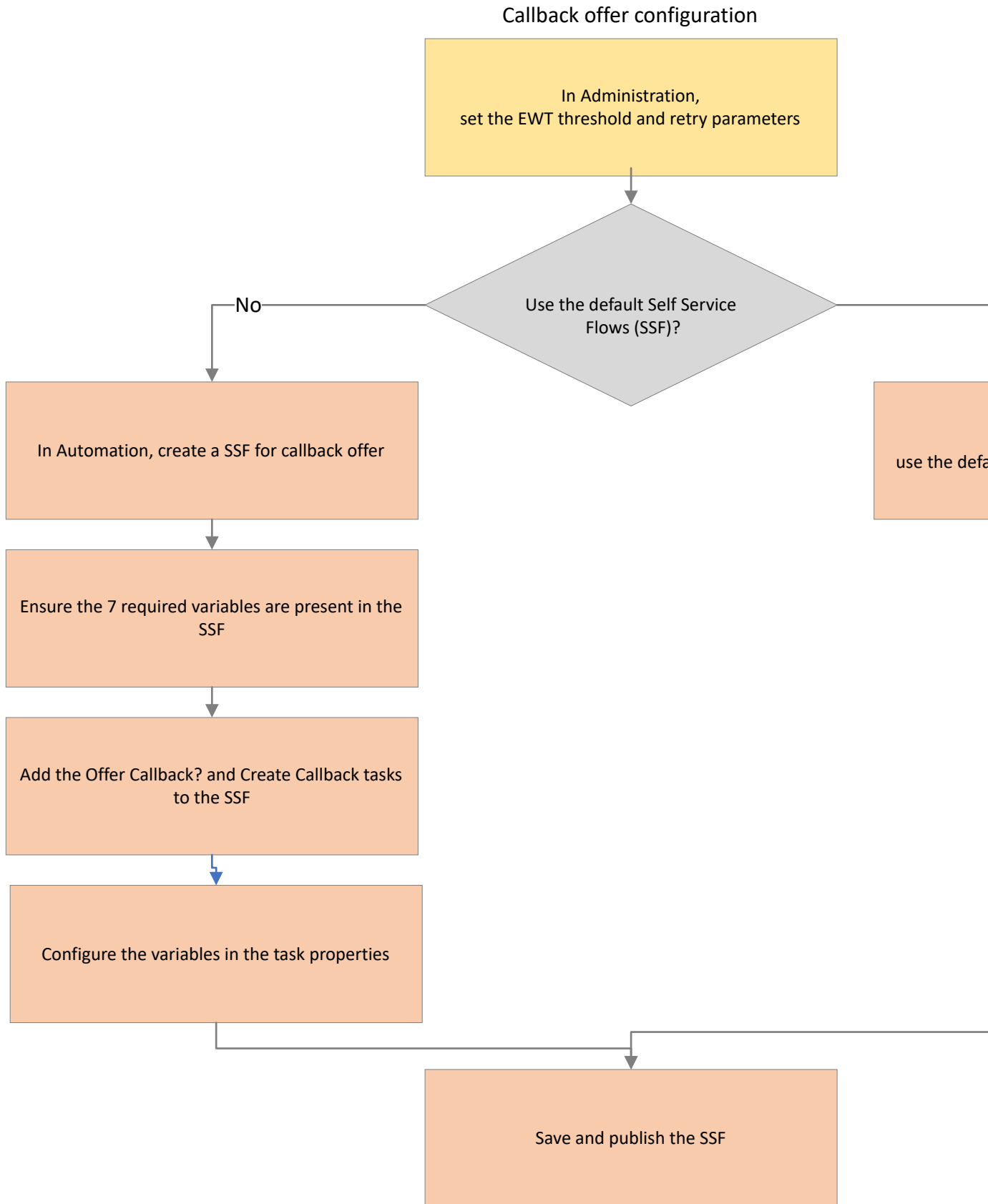


## Prerequisites



Sample text to support the image



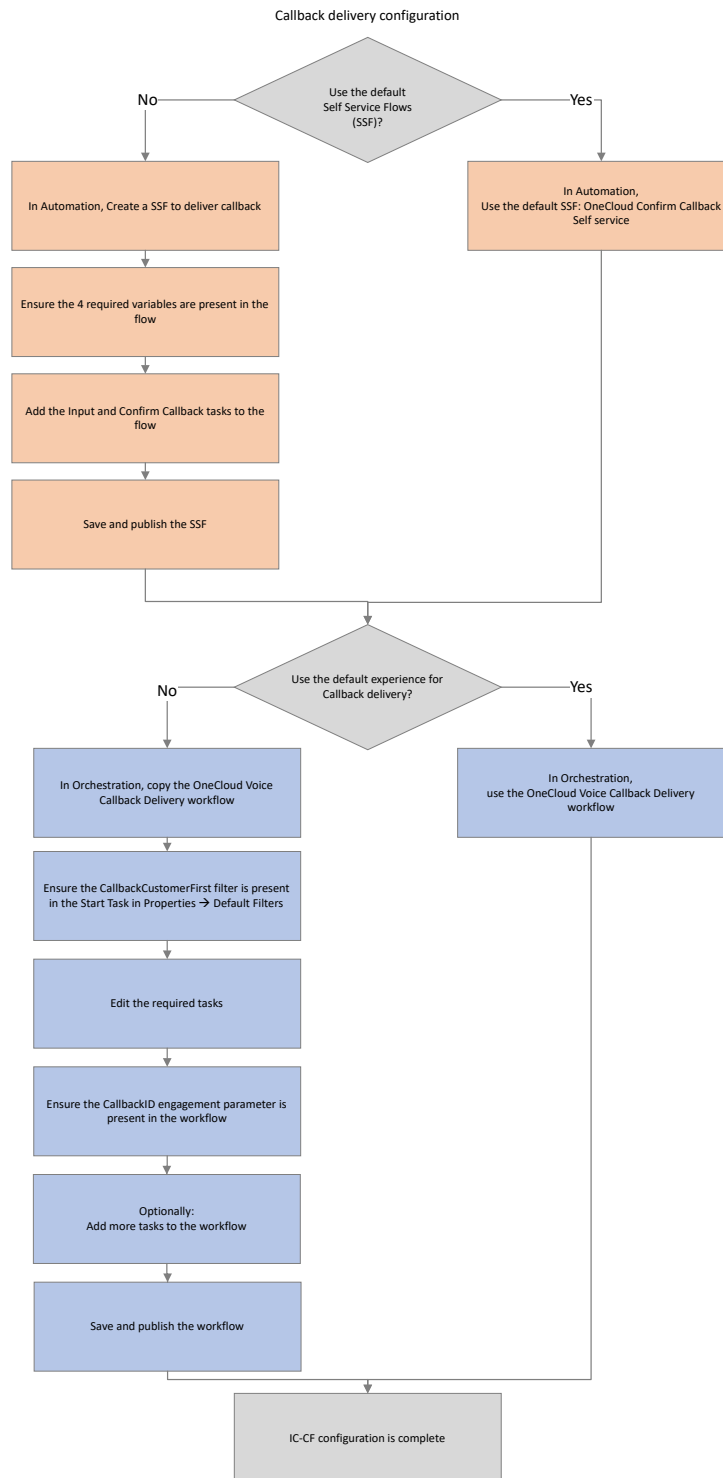


Prerequisites

**Related links**

[Administering Callback](#)

# Flow chart image size 2



**Figure 2: IC-CF flowchart for the callback delivery configuration**

**Related links**

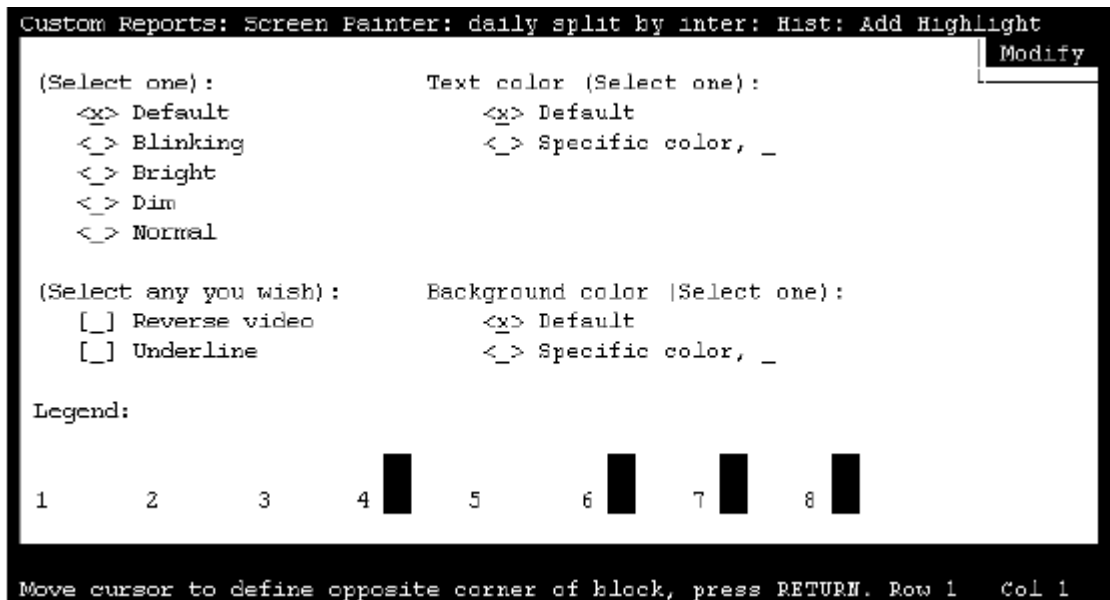
[Administering Callback](#)

---

## Downloading the software

### Procedure

1. Connect to the Avaya network.
2. Open the Share Point location, [https://avaya365.sharepoint.com/:f:/r/sites/ProductsInformation\\_Solutions/GIS\\_DITA\\_AuthoringTools/xyyyzz/ppqrr/aabbcc/xzzaabb](https://avaya365.sharepoint.com/:f:/r/sites/ProductsInformation_Solutions/GIS_DITA_AuthoringTools/xyyyzz/ppqrr/aabbcc/xzzaabb).
3. Download the following files to your local drive:
  - a. Oxygen XML Author 21.1, oxygenAuthor-64bit.exe
  - b. SDL Publication Manager, <date>.PublicationManager.<num>.msi
  - c. SDL Publication Manager, <date>.AuthoringBridge.<num>-oXygen-Connector.msi
4. Added test image.



### Next steps

Install the software in the mentioned sequence.

# Using a voice interaction card

## About this task





You can accept and start working on the voice interaction from the Avaya Workspaces user interface 2.

## Procedure

1. When a voice interaction is alerting, click  to accept the interaction. <sup>1</sup>

The Avaya Workspaces displays the Customer Details and Interaction Details widgets.







2. **(Optional)** To complete the customer interaction, you can use any of the following options from the navigation pane:

- : To view information about the customer.
- : To view the customer journey.
- : To transfer the interaction to a target user, a queue, or an external number.
- : To access an external website configured for a Screenpop.

Avaya Workspaces displays only those screenpops configured in Application Center Administration. Avaya Workspaces displays screenpops differently depending on different settings configured in Application Center Administration.

If the administrator has enabled the appropriate configuration in Application Center Administration, after accepting the interaction, the Screenpop widget does one of the following:

- Opens a new browser window with the configured external website.
- Displays the Screenpop widget and then opens any external screenpops that are configured.

3. **(Optional)** To enter DTMF key inputs for IVR or voicemail, click .
4. **(Optional)** To mute the audio input, click . To resume the audio input, click .
5. **(Optional)** To put the interaction on hold, click . To resume the interaction, click .
6. **(Optional)** Click .


Avaya Workspaces displays the Disposition Codes and Interaction Details menus. The disposition codes are used to report the outcome of the interaction.

7. **(Optional)** Click the **Disposition Codes** menu and click a disposition code.

You can set a disposition code for every interaction while the interaction is active.

Avaya Workspaces displays only those disposition codes configured in Application Center Administration.

<sup>1</sup> For footnote

8. Click  to end the call.

### Related links

- [Agent RONA and Voice Interaction](#)
- [Using the Customer Journey Widget](#)
- [Using the Basic Screenpop Widget](#)

---

## CRM Head

### AXP Public Cloud integration with CRMs

Customer Relationship Management (CRM) is when a business or other organization administers its interactions with customers, typically using data analysis to study large amounts of information. CRM refers to all the processes and tools which manage customer relationships. Salesforce, ServiceNow, and Microsoft Dynamics®365 are examples of CRM software.

AXP Public Cloud integrates with Salesforce, ServiceNow, and Microsoft Dynamics®365 to provide call center features to enterprises with CRM software in operation. These integrations enable agents in your call center to access the Avaya Workspaces for CRM softphone on the CRM website, handle inbound and outbound customer interactions, make internal calls, and use the CRM functionality simultaneously.

Agents use the Avaya Workspaces for CRM softphone capabilities to communicate with customers and the CRM integration to manage the associated CRM information. For example, an agent can accept digital interactions using the Avaya Workspaces for CRM softphone and associate them with various CRM components, such as tasks, cases, leads, and notes.

This integration also includes supervisor functionality for Salesforce, for example, it enables supervisors in your call center to monitor agents and intervene with customers. Within Avaya Workspaces, supervisors can use the supervisor dashboard to view the list of currently active agents and perform supervisor tasks, such as observing interactions, coaching agents, and barging into interactions.

For more information on the integrations, see:

- *Administering Avaya Workspaces for CRM for AXP Public Cloud*
- *Using Avaya Workspaces for CRM for AXP Public Cloud*

For more information on CRMs, see:

- [Salesforce](#)
- [Microsoft Dynamics®365](#)
- [ServiceNow](#)

### Related links

- [Introduction - Avaya Experience Platform™](#)
- [Overview - Avaya Experience Platform™](#)

[Solutions Integrated with Avaya Experience Platform™](#)  
[Avaya Workspaces for CRM Integration Overview](#)

## Managing an incoming call

### About this task

When you receive an incoming call, a number of options becomes available. You can accept a call, forward it to another user, reply to a call with a message, ignore a call or send it to Voicemail.

### Procedure

1. To accept the call, click **Answer** (📞).
2. To forward the call to a different destination, click **Forward** (➡️), enter the phone number, and click **Forward**.
3. To reply to a call with a message, click **Reply** (↩️), select one of the default replies or create a custom message, and click **Send**.  
The caller receives your reply as a voice message.
4. To ignore a call, click **Ignore** (🙅).
5. To send a call to Voicemail, click **To voicemail** (📧).
6. To listen to the voicemail while being left and decide whether to pick up the call, click the arrow under the **To voicemail** button and click **Screen Voicemail**.

## Administering business rules

### Integrated video from Avaya learning

POM provides a web-based wizard to create agent-based campaigns or automated agentless campaigns. To run agent-based campaigns, an SIP and a Campaign Manager connection are mandatory. Voice notification campaigns can run without Campaign Manager if SIP Proxy is available. Email and SMS notification campaigns can work standalone without SIP or Campaign Manager.

---

## YouTube video test

CU360 video

---

# Avaya CU360 USB and IP Camera

Avaya CU360-USB-IP Camera

---


## Playing a meeting recording

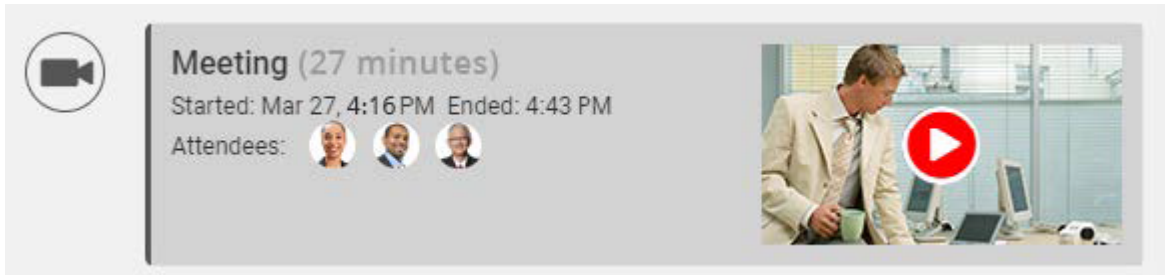
### About this task

You must be a space member or admin to access recordings from the Meetings tab. In My Meeting Room, only you can access recordings.

You can play the recording on the Avaya Spaces web interface or desktop application.

### Procedure

1. Locate the meeting card on the Meetings tab.
2. To play the recording, click .



### Related links

[Sharing a meeting recording \(video\)](#)

---

## Image size-task

### About this task

For Circular icon: outputclass=icon-circle; for screenshot, outputclass =screenshot; images added directly in the image element: Image change



### Password Change for Communication Profile

---

**Profile Type**

**Current Password**

**New Password**

**Confirm New Password**

For Circular icon: width=50pt; for screenshot, width=100pt; images added directly in the image element:

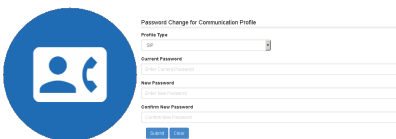




Image added directly in image element, no size set:



Image inside p element: 

–

Outputclass=iconsquare: 

### Procedure



1. This graphic is 6 pt height:  –.
2. This graphic is 7 pt height: .
3. Image with width set in the step element.

Image in Step>Info>p element, with width= 50pt and 100pt respectively

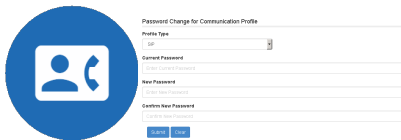


Image in Step>info with width= 50pt and 100pt respectively



4. Image with outputclass set in the step element.

Image in Step>Info>p element, with outputclass=icon-circle and outputclass =screenshot respectively



### Password Change for Communication Profile

---

**Profile Type**

**Current Password**

**New Password**

**Confirm New Password**

Image in Step>info with width= 50pt and 100pt respectively



### Password Change for Communication Profile

---

**Profile Type**





**Current Password**

**New Password**

**Confirm New Password**

5. This graphic is 8 pt height:
  6. This graphic is 9 pt height:
  7. This graphic is 10 pt height:
  8. This graphic is 11 pt height:
    - 11 pt in para inside choices
- Image within info (info/image)
- 11 pt in para inside info :
9. This graphic is 12 pt height:
  10. This graphic is 13 pt height:

11. This graphic is 14 pt height: .
12. This graphic is 15 pt height: .
13. This graphic is 16 pt height: .
14. This graphic is 17 pt height: .
15. This graphic is 18 pt height: .
16. No size set: .

### Next steps

---

## Image size-concept


### Insert a section title

11-pt image added directly in the image element. See [HTTPS://DOCUMENTATION.AVAYA.COM/BUNDLE/GUID-9B351EC7-D7F6-42FF-98A1-278B03C46F56/PAGE/Creating\\_a\\_DITA\\_topic.html](HTTPS://DOCUMENTATION.AVAYA.COM/BUNDLE/GUID-9B351EC7-D7F6-42FF-98A1-278B03C46F56/PAGE/Creating_a_DITA_topic.html)



Image added directly in image element, no size set:



Image inside p element: .

### Insert a section title

Insert content for the first section.














---

## Testing vertical spacing with graphics in steps

### Before you begin

Some prereq for task.

### Procedure

1. This graphic is 6 pt height: .
2. This graphic is 7 pt height: .
3. This graphic is 8 pt height: .
4. This graphic is 9 pt height: .
5. This graphic is 10 pt height: .
6. This graphic is 11 pt height: .
7. This graphic is 12 pt height: .
8. This graphic is 13 pt height: .
9. This graphic is 14 pt height: .
10. This graphic is 15 pt height: .
11. This graphic is 16 pt height: .
12. This graphic is 17 pt height: .
13. This graphic is 18 pt height: .



14. This graphic is full size:


---

## Minimizing and docking a module

### About this task

You can temporarily minimize or dock modules at the bottom of the screen. Modules remain docked while you navigate between dashboard tabs, enabling you to transfer modules between dashboards.

### Procedure

1. Click  on the module header.

The module minimizes to the title and docks at the bottom of the dashboard.

2. **(Optional)** Click the module name from the dock to reopen the module on the current dashboard tab.

---

## Login issues when auto run is enabled

### Condition

Enable auto run when Merge operations are in progress. Avaya B129 Conference Phone and Avaya Communications API.

Avaya Spaces










Appliance Virtualization Platform

### Connecting from Home fails

Avaya Home **connection** interface interface dialog box and title, and more, **BROKEN**

**LINK:** [Product names](#)

## Prerequisites

|   |   |
|---|---|
|  | Outgoing call; indicates you have made this call. You can see this icon in the Recents application. |
|  | Incoming call is alerting.  |
|  | Outgoing call; indicates you have made this call.   |
|  | Call is active.   |
|  | Call is on hold.  |
|  | Call is on hold during conference call setup.   |
|  | Conference is active.   |
|  | Conference is on hold.  |
|  | Indicates that the phone is not connected to the Session Manager and is operating in Failover mode. |

Icons appears smaller

## Solution

- For release 8.1, click **Add > All user**.
  1. Add the category.
  2. Click **Populate user data**.

A music mogul.
- For release 8.0, click **Add > Legacy user**.
  - Click **Deactivate**.
  - Click **Update**.

## Related links

[Creating an agent \(Video\)](#)

[Creating multiple agents \(Video\)](#)

[Assigning an agent to a supervisor \(Video\)](#)

---

# Upgrade planning

## All about subnet

### Subnet overview

Insert content for the first section AADS and such as Avaya Enterprise Cloud.

Size set to the image

## CCaaS videos

- For release 8.0, set:
  1. Name
  2. Location
- For release 9.0, set:
  1. Name
  2. Organization
  3. Location

## Videos in a table

|                     |  |
|---------------------|--|
| Understanding J179  |  |
| Basic call handling |  |

## Reuse content

You can reuse content at various level, product, application paragraph, steps, tables, images, and so on.

| Name  | Description  |
|---|--|
| You can reuse content at various levels, product, application paragraph, steps, tables, images, notes, cautions, sections, system outputs | You can reuse content at various level, product, application paragraph, steps, tables, images. |
| Understanding J179  |  |

## Upgrade process

### Pre upgrade considerations

Here is some stuff to add and change.

Para for reuse

### Avaya Products

### Upgrade sequence

Set up the call server for uninterrupted call flow, see *Basic call handling*.

gdgfdgdNew Avaya Product

Para 1 reused.

**Table 1: Server specifications**

| Field   | Desc       | Notes |
|---------|------------|-------|
| Name    | Serv-Geo   | ytyt  |
| Cust ID | Serv-1234  | yuyi  |
| Address | 124-456-66 | uuuu  |

## Configuring out of band management

### About this task

This is all about this task System ManagerAvaya Aura® Session Manager.

**Table 2: Test table**

|   |   |
|---|---|
| ✓ | ✓ |
|   |   |

We use Content Management System from , where the content is created and published.

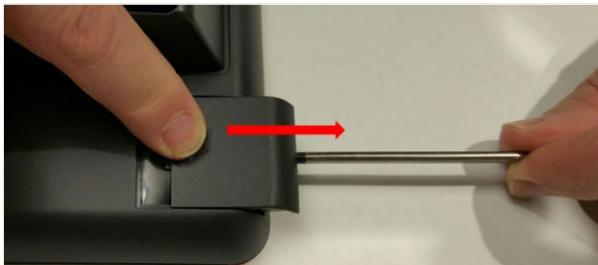
### Procedure

1. Log on to the My app web console. <https://documentation.avaya.com>
- 2.
3. In **Server Name**, type myappdom.  
The system displays the Server properties window.
4. In the left navigation pane, click **Services > Backup and Restore**.  
This applies to MMCCS, All MMCCS.
5. In the Network details dialog box, do the following:
  - a. Select the connection, and click **View**.
  - b. In **Filter view**, select users.
  - c. In the User details section, click **Modify**.
  - d. Click **OK**.
6. In the Configuration details dialog box, do the following:
  - a. Select the vm configuration, and click **View**.
  - b. Click **Commit**.

7. Insert the screw driver in the opening of the module panel to release the latch. Do not pry open the panel.



8. To remove the module panel, slide the panel out in the direction of the arrow.



9. Click **Save**.
  - Option 1
  - Option 2

## Preparing content for publishing on the Avaya Documentation Center

### About this task

To publish content on the Avaya Documentation Center, you must add the required metadata to the bookmap and add the new AvayaDocPortal output format.

### Before you begin

- Know the metadata values, such as bundle name, product family, and product name that you must provide in the bookmap of the document.

## Prerequisites

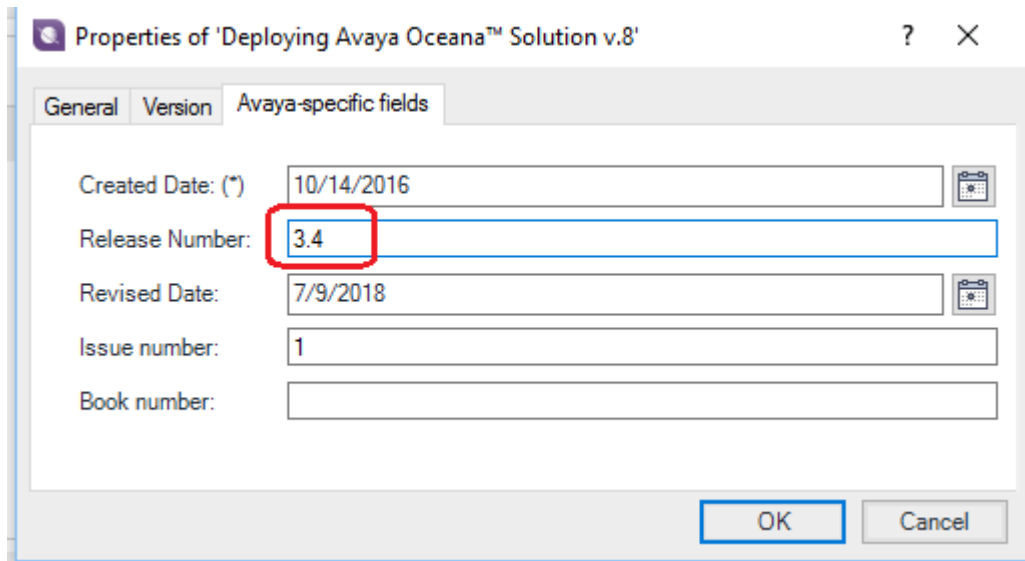
- In the **Title** field of the topic properties, include only alphanumeric characters, dashes, and underscores. Avoid special characters.
- Ensure that the topic that you reference using scope=peer is added to the Resources section of the publication.

## Procedure

1. In the Tridion Docs repository, select the publication, and set **Release Number** correctly in the publication properties.

### ! Important:

If you do not add the release number correctly, user cannot filter the information by release number on the Avaya Documentation Center.

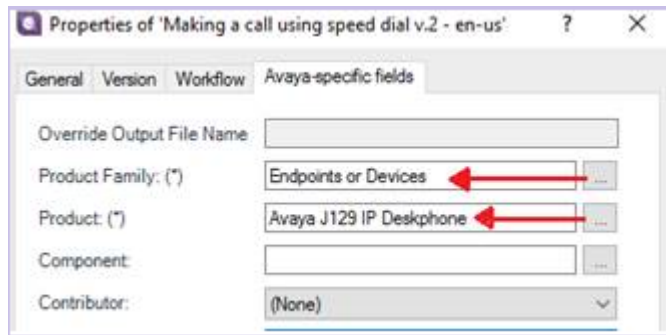


The screenshot shows a dialog box titled "Properties of 'Deploying Avaya Oceana™ Solution v.8'". It has three tabs: "General", "Version", and "Avaya-specific fields". The "Avaya-specific fields" tab is active. The fields are:

- Created Date: (\*) 10/14/2016
- Release Number: 3.4 (highlighted with a red box)
- Revised Date: 7/9/2018
- Issue number: 1
- Book number: (empty)

Buttons for "OK" and "Cancel" are at the bottom right.

2. To ensure that the correct product family and product name are set in the bookmap of your publication:
  - a. Right-click the bookmap, click **Properties > Avaya-specific fields**, and change the value if the product family and product are set to Common DITA supporting content or any other incorrect project name.



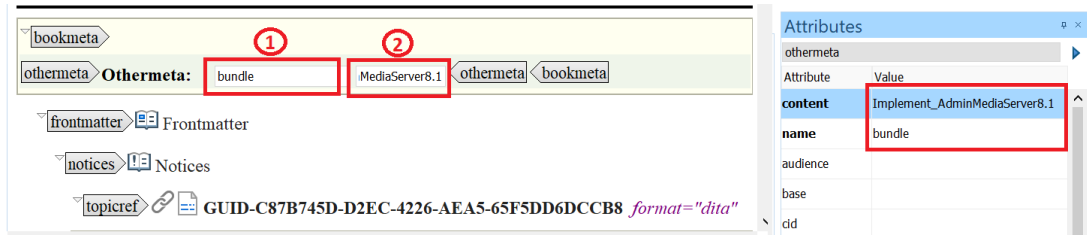
The screenshot shows a dialog box titled "Properties of 'Making a call using speed dial v.2 - en-us'". It has four tabs: "General", "Version", "Workflow", and "Avaya-specific fields". The "Avaya-specific fields" tab is active. The fields are:

- Override Output File Name: (empty)
- Product Family: (\*) Endpoints or Devices (highlighted with a red arrow)
- Product: (\*) Avaya J129 IP Deskphone (highlighted with a red arrow)
- Component: (empty)
- Contributor: (None)

- b. If you do not see your project name, check with your lead and open an INFOSOLUTIONS Jira ticket to get the name added to the list.
  - c. To change the values in bulk, from Browse Repository or the **Baseline** tab of the publication, select all topics or maps:
    - a. Right-click **Properties > Avaya-specific fields**, and change the product family and product names.
    - b. Click **OK**.
3. To set the bundle name:
- a. Check out the bookmap by using the **Check out with** option to open in Oxygen XML Author.
 

The bookmap opens in Oxygen XML Author.
  - b. From the toolbar or the **DITA > Tags display mode** menu, click **Full Tags**.
  - c. Place your cursor within the bookmeta element, add a new othermeta element, if not already available.
  - d. Set the following bundle parameters:
    - `name=bundle`
    - `content=<bundle-name>`.

Where `<bundle-name>` is a unique name that identifies document type, product name, and release number.



**!** **Important:**

Use a unique release number to prevent overwriting documents the older release on Avaya Documentation Center. For example

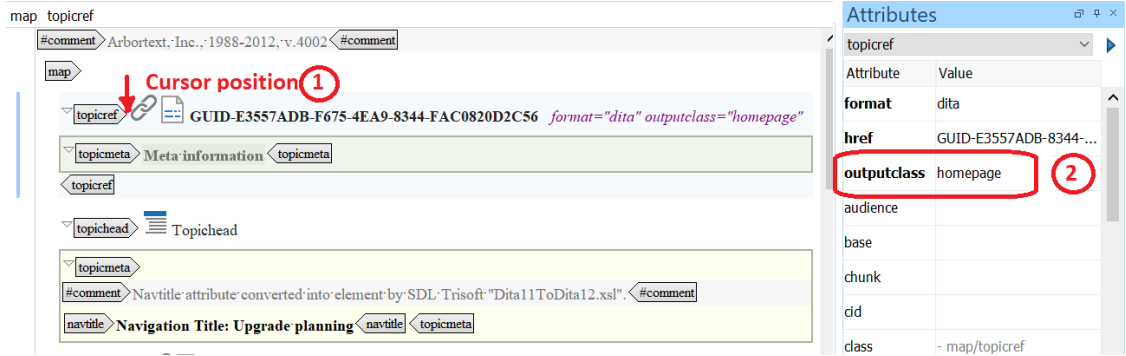
- For Release 8.1 document, UsingSolutionDeploymentManagerClient\_r81
- For Release 8.2 document, UsingSolutionDeploymentManagerClient\_r82

- e. Check in the bookmap.
4. To set the homepage in the publication:
- a. Identify the topic that you want to set as home page.
 

If you do not set the homepage for a publication, the publication displays the first topic on Avaya Documentation Center, which is the legal page.

The best practice is to set the overview or purpose topic as the home page.

- b. In Oxygen XML Author, check out the map that contains the topic you want to set as home page.
- c. Place the cursor in the topicref element.
- d. In the Attributes window, set outputclass = homepage.



5. To publish the output on the Avaya Documentation Center, do the following:
  - a. Add the **AvayaDocPortal** output type.
  - b. In the output properties, set the Language combination.
  - c. To publish output for languages other than English, set the fallback languages for Topics and maps, images, and Resources to `en-us`.
  - d. Publish the output.

**! Important:**

For **AvayaDocPortal** output, the document is automatically uploaded to the Avaya Documentation Center. You do not have to do anything with the zip file produced in Tridion Docs.

6. Go to <https://documentation.avaya.com>, log in using your global handle and password, and verify if the document is published correctly, and topics show up.

Administering Avaya Session Border Controller for Enterprise

Updated: 01/07/2020

[Config](#) [Avaya Session Border Controller for Enterprise \(Avaya SBCE\)](#) [7.2.2](#) [Administering](#)

---

## All about subnet

### Subnet overview

Insert content for the first section AADS and such as Avaya Enterprise Cloud.

Size set to the image

#### CCaaS videos

- For release 8.0, set:
  1. Name
  2. Location
- For release 9.0, set:
  1. Name
  2. Organization
  3. Location

#### Videos in a table

|                     |  |
|---------------------|--|
| Understanding J179  |  |
| Basic call handling |  |

#### Reuse content

You can reuse content at various level, product, application paragraph, steps, tables, images, and so on.

| Name  | Description  |
|---|--|
| You can reuse content at various levels, product, application paragraph, steps, tables, images, notes, cautions, sections, system outputs | You can reuse content at various level, product, application paragraph, steps, tables, images. |
| Understanding J179  |  |

---

## Cert-based SSH Login

System Manager doesn't provide user access to the command-line interface (CLI) by default. However, administrators can provide Base OS privileges so other users can get CLI access as well. In the default set of roles, only a System Administrator or Auditor have Base OS access. However, customers can create their own custom roles as well, in which case Base OS can be added as needed.

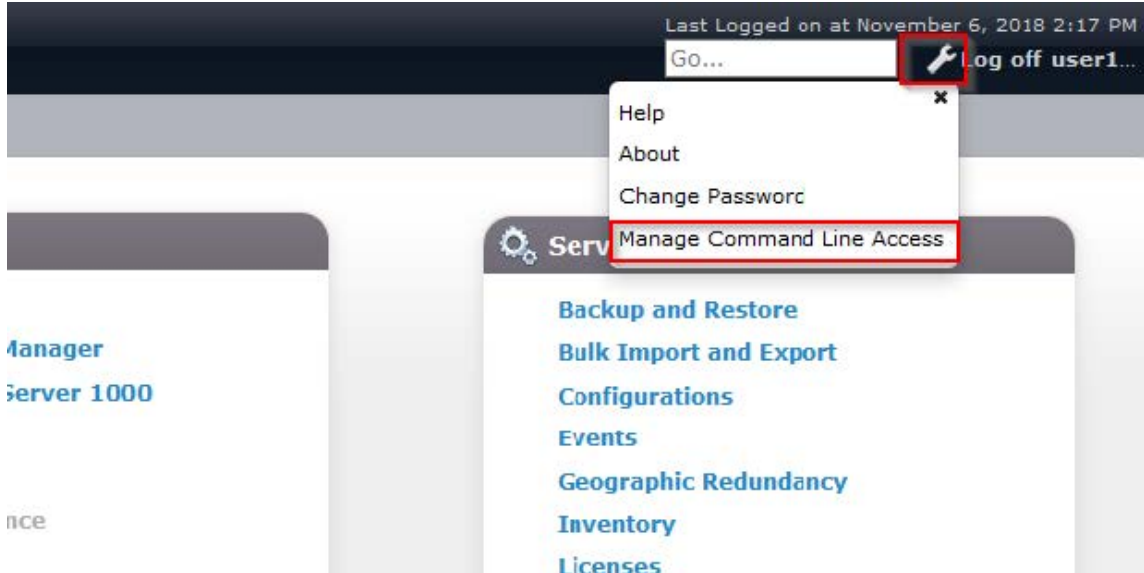
Once a user has been created and given Base OS access, that user must first setup a certificate-based web GUI login. See the "Cert-based Web GUI Login" chapter of this document for details about how this can be accomplished.

After these prerequisites are met, the user can get CLI access via the following steps:

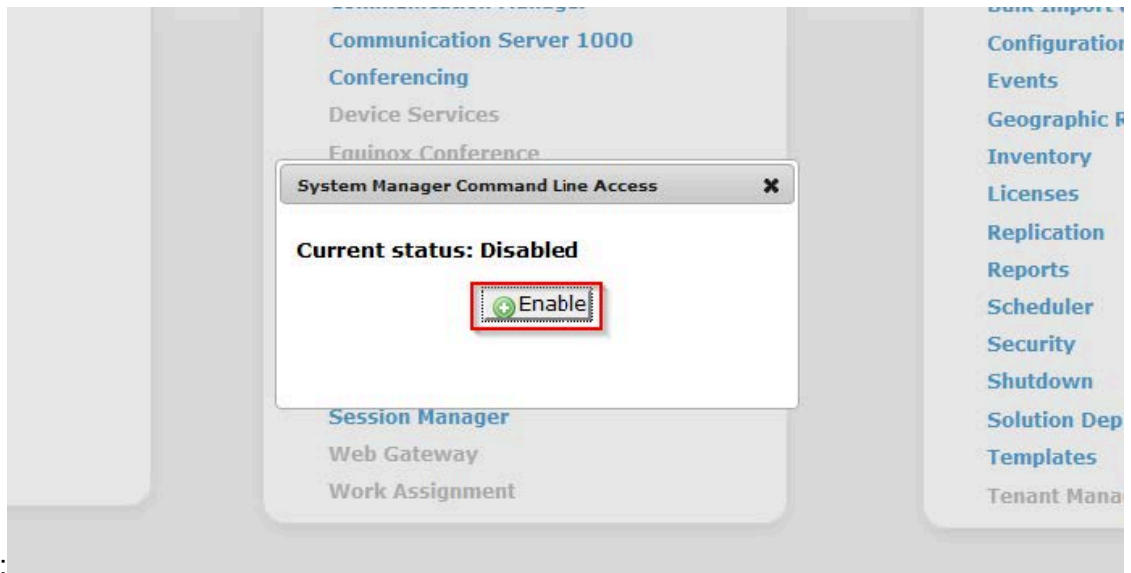
1. Login to the SMGR Web GUI using certificate-based access.

## Prerequisites

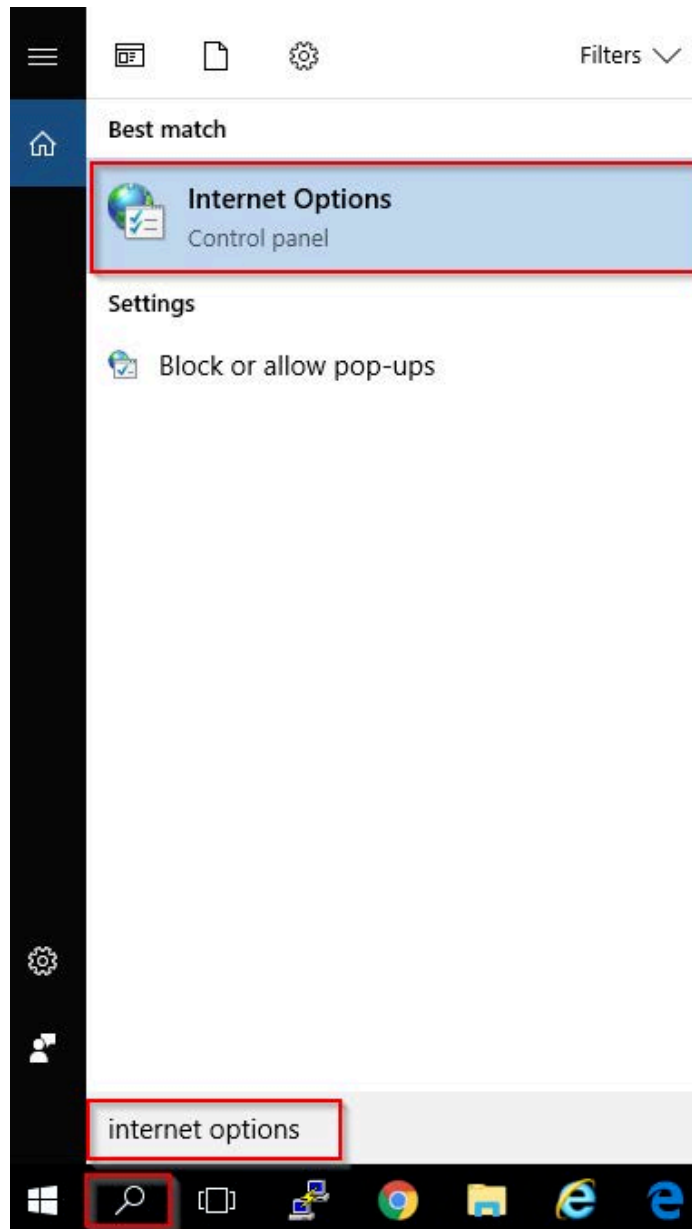
2. Click on the Tool icon in the top-right corner of the SMGR dashboard, and then select **Manage Command Line Access**:



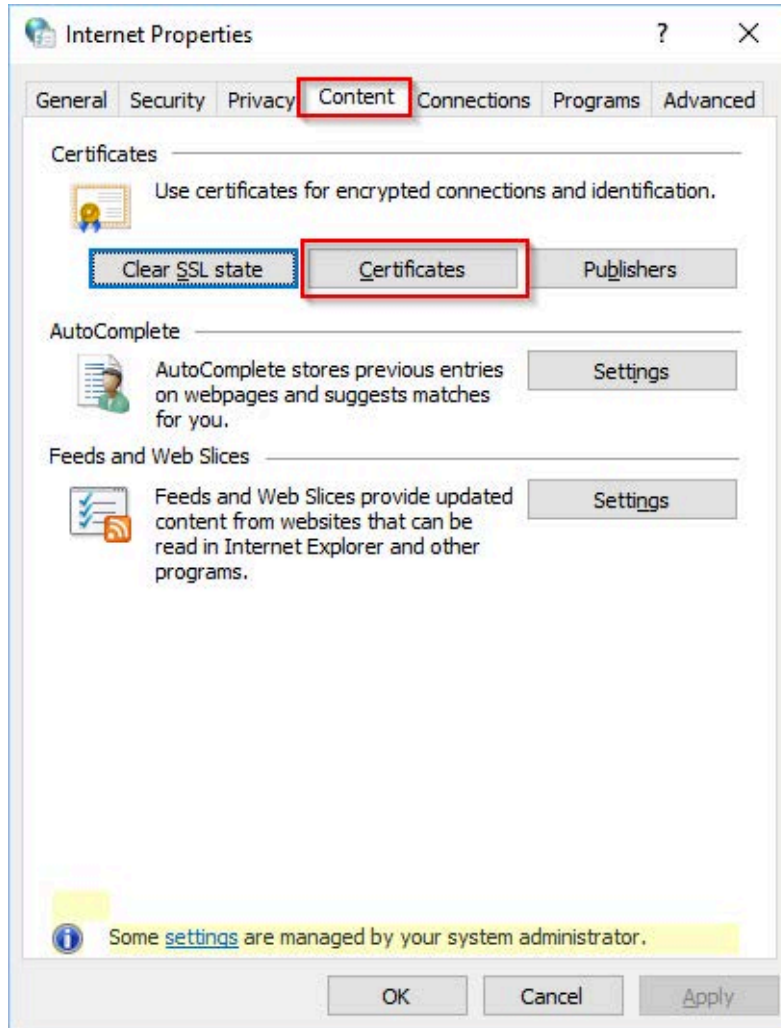
3. Click on the **Enable** button to enable CLI access. Behind the scenes, SMGR will create a user in the SMGR OS that matches the username of the current



4. Next, ensure that the user's certificate is loaded in the Windows trust store. If the user logged-into SMGR with a certificate while using Internet Explorer, the rest of this step can likely be skipped. However, if the user logged-in with a cert-based login on Firefox, these steps will need to be considered. Firefox currently has its own certificate trust store, while Internet Explorer and Google Chrome use the Windows system trust store.
  - a. First, open the Internet Options window. For Windows 7 and later, this can be done by searching for Internet Options, as in the screenshot below. Alternatively, a user can also find Internet Options in the Control Panel.

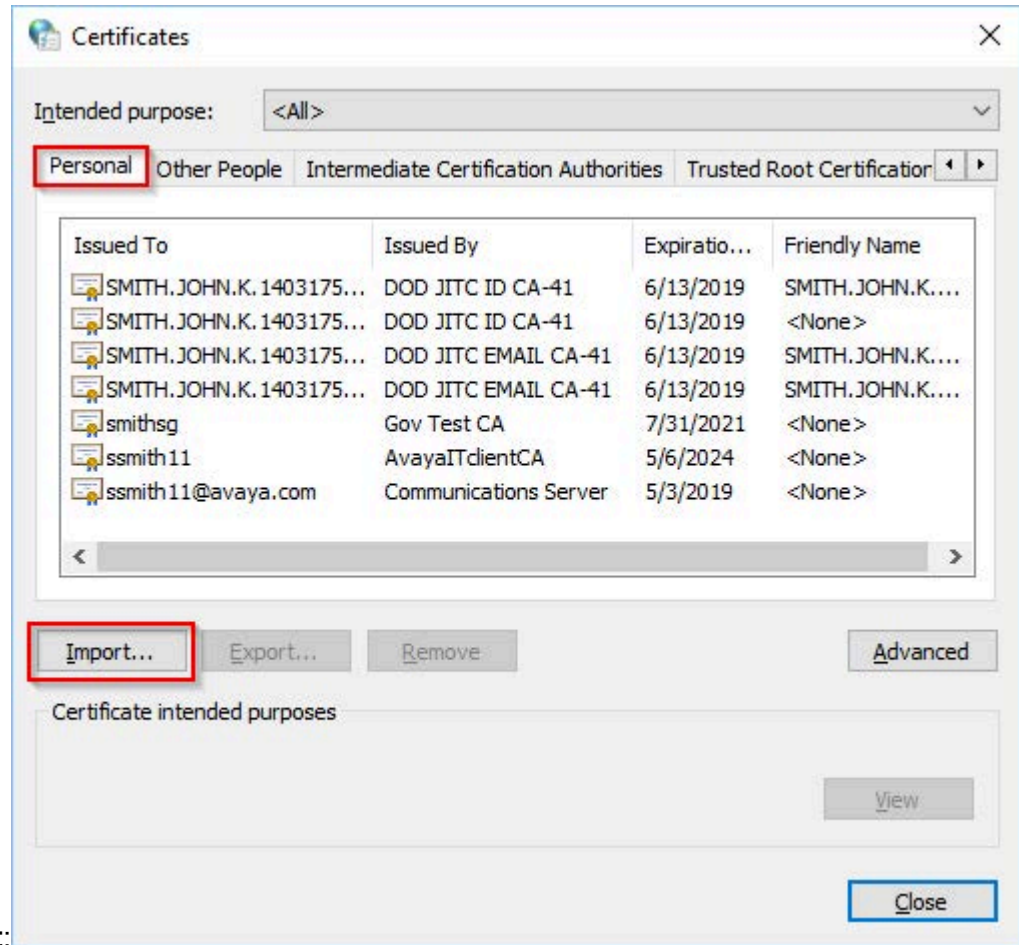


- b. In the Internet Properties window that opens, select the **Content** tab and then click on the **Certificates** button:



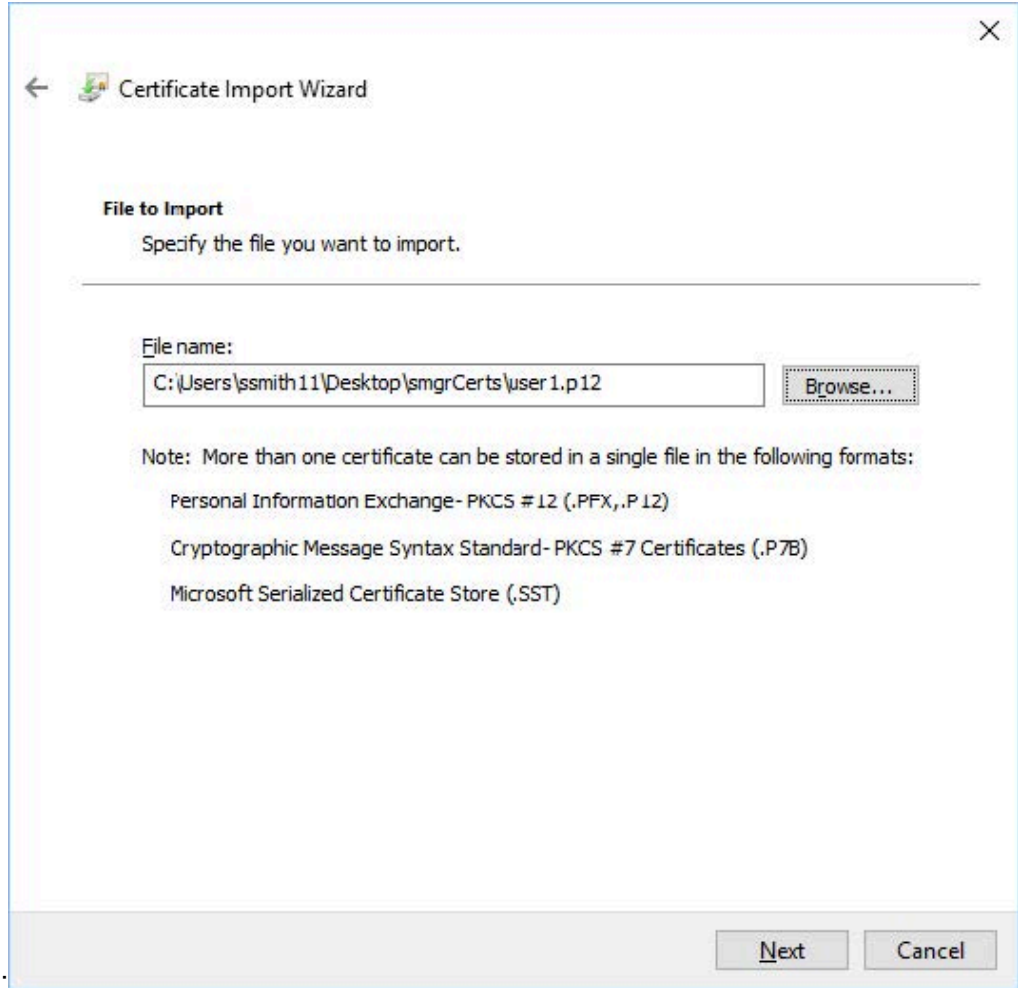
- c. A Certificates window will open. Click on the **Personal** tab and look for the certificate for this user. If the certificate is already present, skip the remaining sub-steps in this step and continue to the next step for downloading the Putty-CAC program.

If the user's certificate is not present, click on



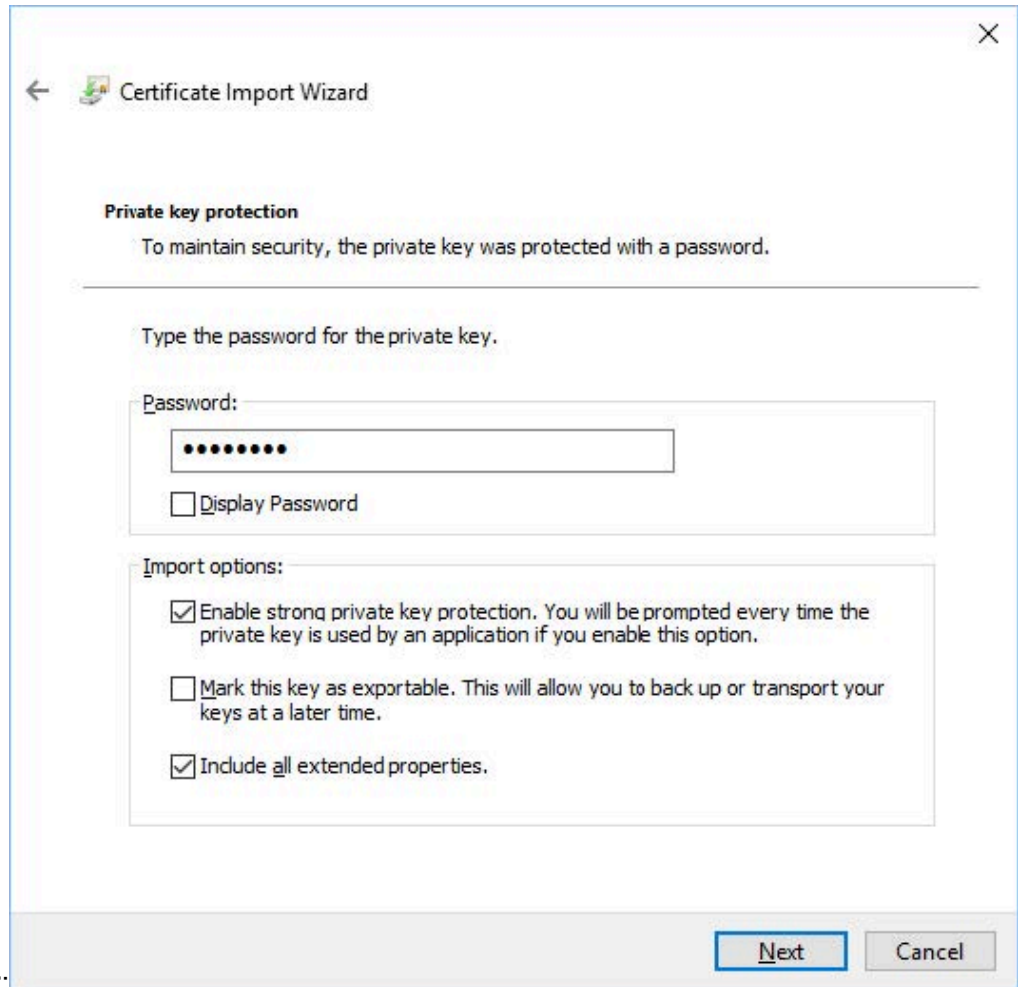
Import:

- d. The Certificate Import Wizard will open. Click **Next** to continue to the File Import page. Browse for your PKCS12 certificate and then click



**Next:**

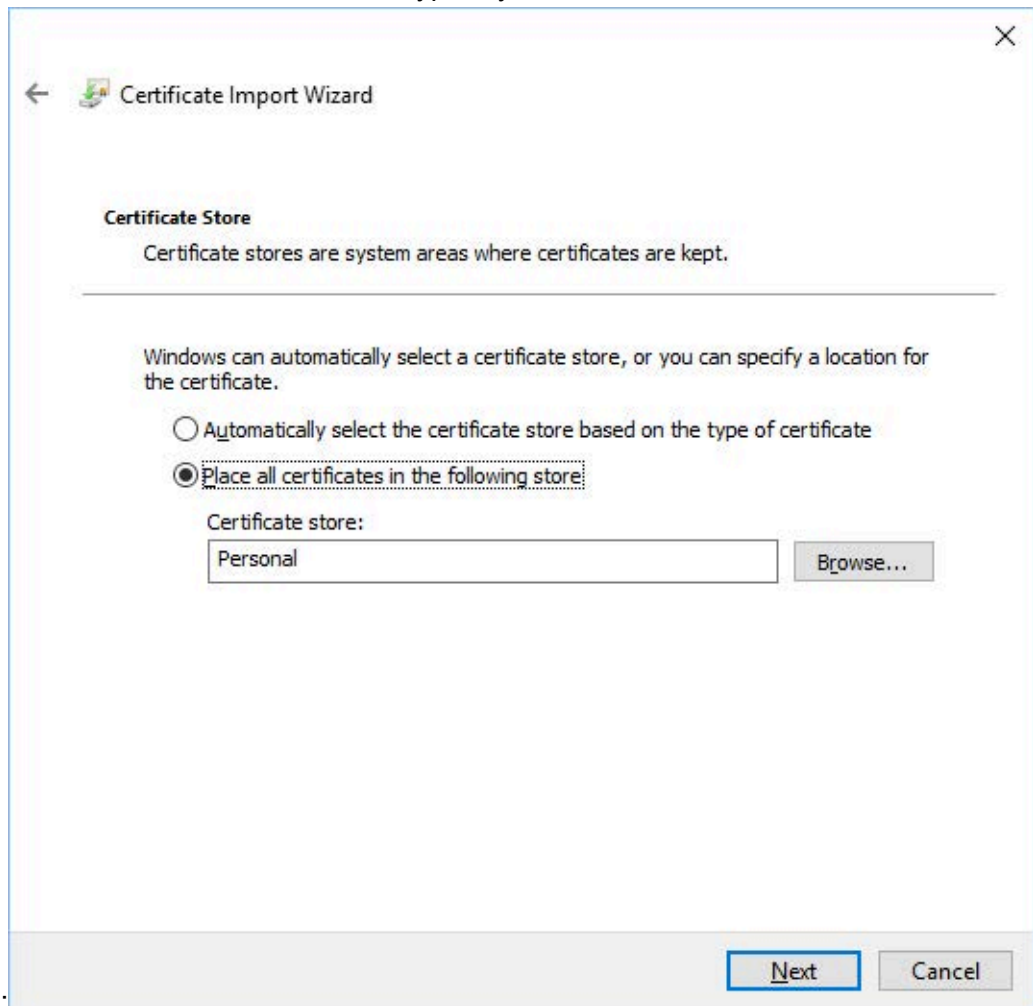
e. Enter the password for the PKCS12 archive and click



The image shows a Windows dialog box titled "Certificate Import Wizard". The window has a back arrow on the left and a close 'X' button on the right. The main content area is titled "Private key protection" and contains the following text: "To maintain security, the private key was protected with a password." Below this is a horizontal line and the instruction "Type the password for the private key." There is a "Password:" label followed by a text input field containing ten black dots. Below the input field is a checkbox labeled "Display Password" which is currently unchecked. Underneath is a section titled "Import options:" containing three checkboxes: "Enable strong private key protection. You will be prompted every time the private key is used by an application if you enable this option." (checked), "Mark this key as exportable. This will allow you to back up or transport your keys at a later time." (unchecked), and "Include all extended properties." (checked). At the bottom right of the dialog are two buttons: "Next" and "Cancel".

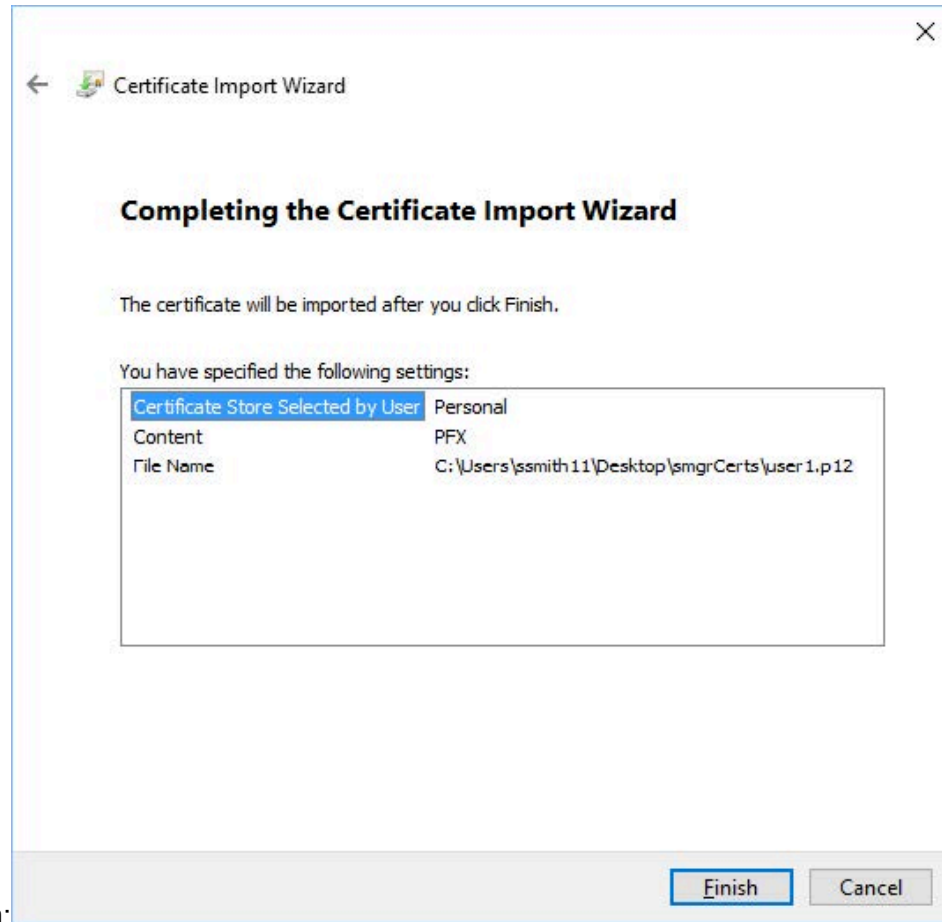
Next:

f. Select the certificate store to use – typically Personal will work



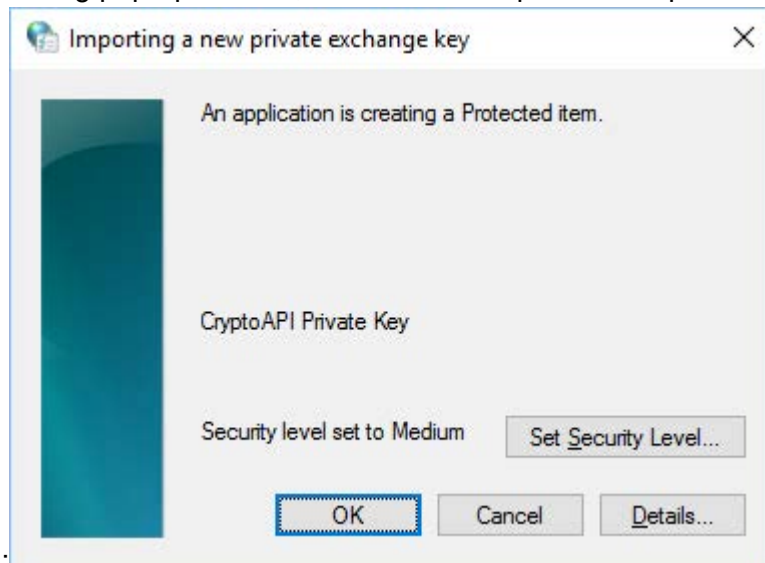
well:

g. Review the information on the final page and click



**Finish:**

h. In the resulting pop-up window, click **OK** to complete the import



process:

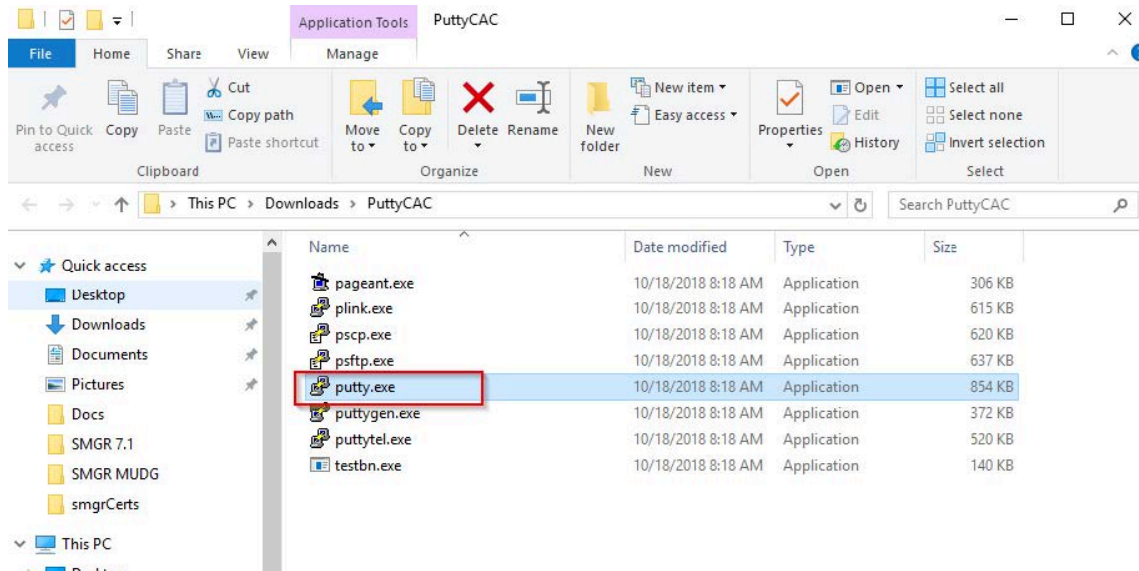
i. Click **OK** to close the **Internet Properties** window.

## Prerequisites

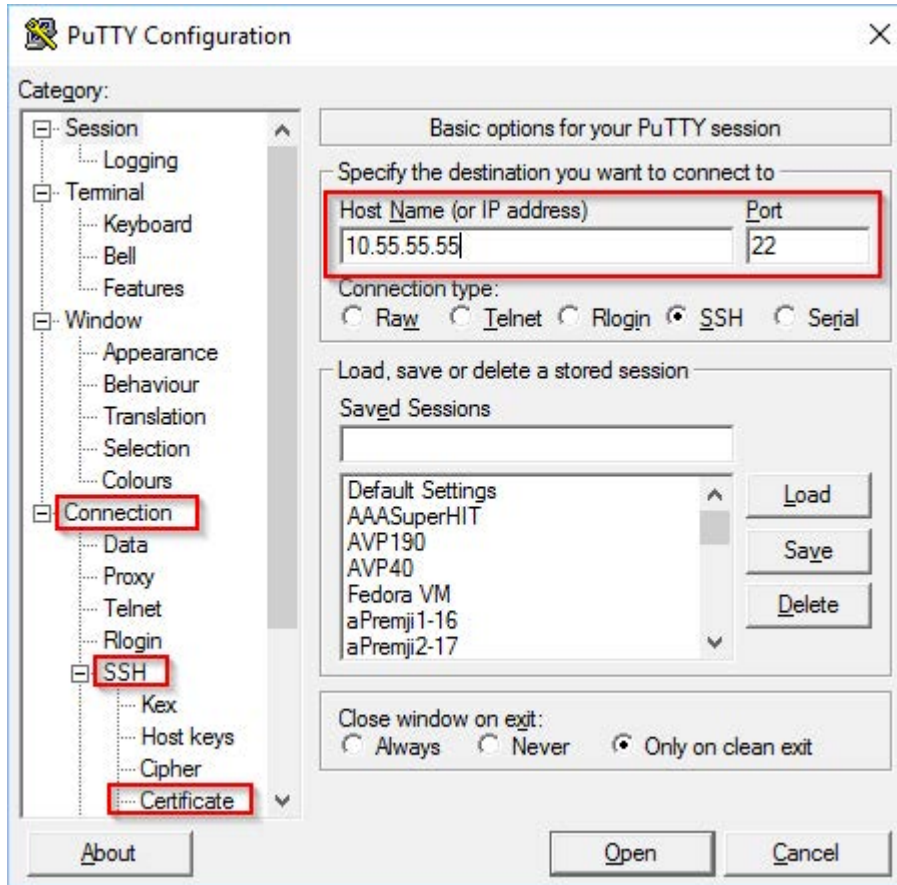
- At this point, the user's certificate is loaded in the Windows trust store and SMGR is configured to allow the user to login on the CLI. The next step is to download the Putty-CAC program to facilitate certificate-based CLI logins.

Download the latest Putty-CAC from here: <https://github.com/NoMoreFood/putty-cac/releases>

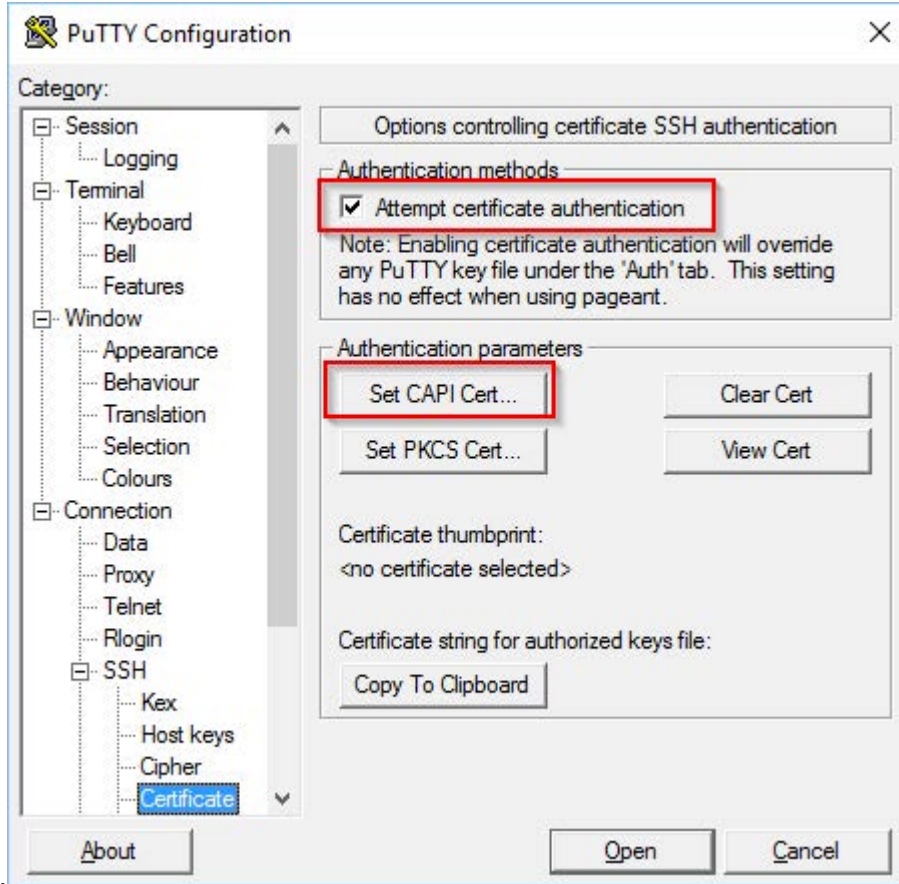
Find the latest release and download the 32-bit or 64-bit ZIP file that contains all the executables. If unsure of which bit-depth to use, 32-bit should work on any platform without much of a performance impact. Extract the ZIP file to a new folder to see the list of executables, and double-click on **putty.exe** to setup a connection:



- When the putty executable opens, type in the hostname or IP address of the SMGR, and use SSH over port 22. Next, in the left menu, expand **Connection** and then expand **SSH**. Finally, click on **Certificate**.



7. In the next screen that opens, select the checkbox for **Attempt certificate authentication** and then click on **Set CAPI**

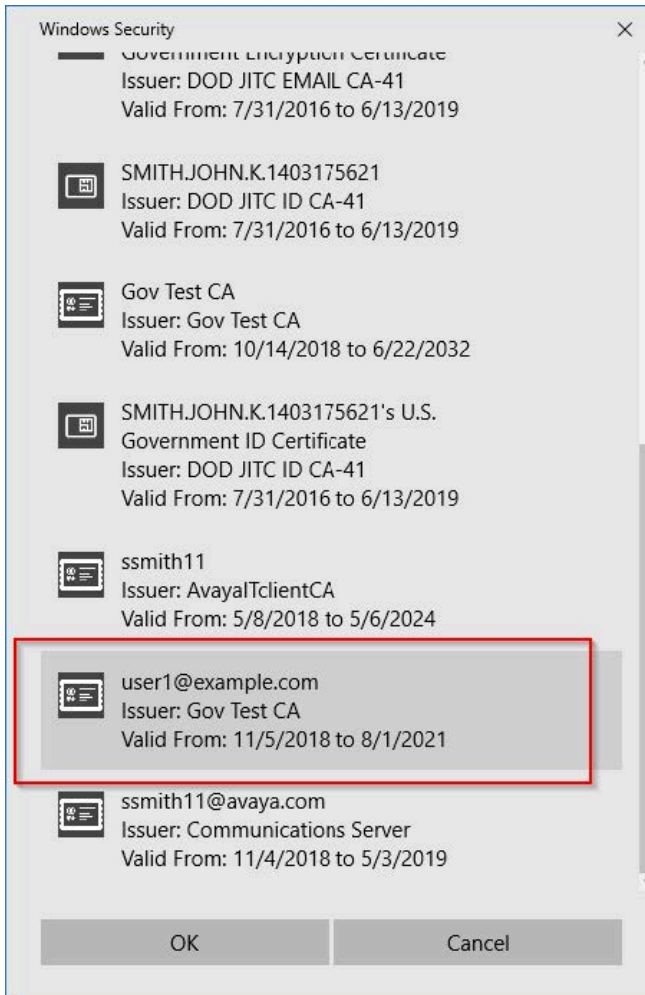
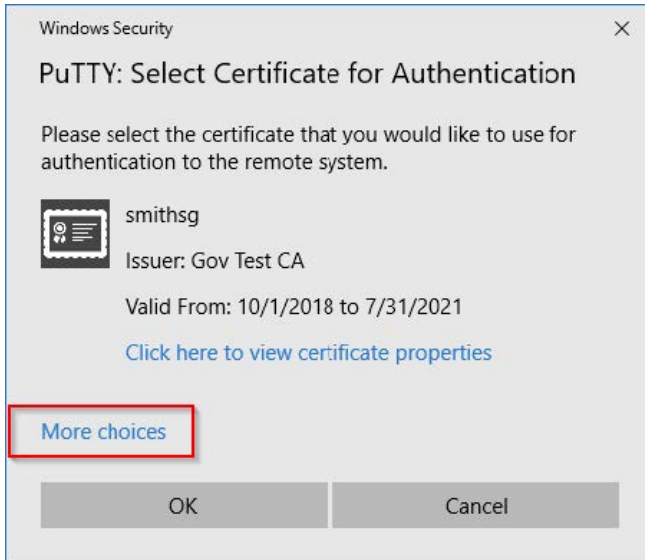


**Cert.**

8. The next screen prompts for the certificate that will be used for the connection. Click OK to select the default certificate that is being displayed or click on **More choices** to find a different certificate.

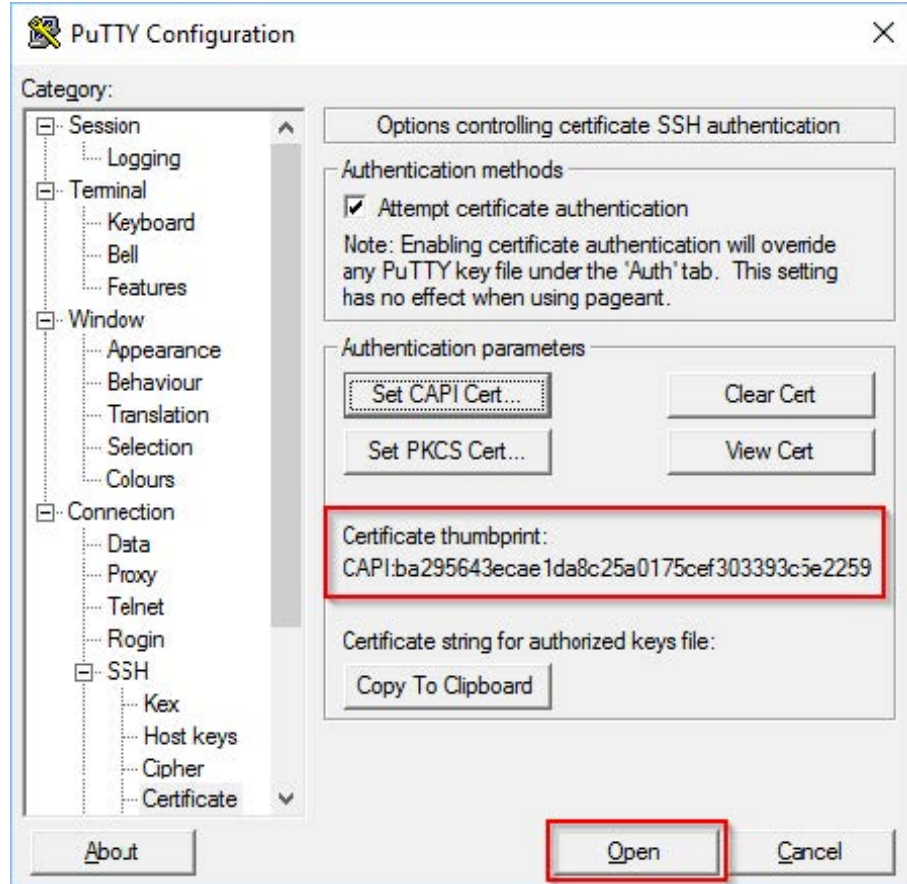
**\* Note:**

Only certificates that have been loaded into the Windows Certificate Store will be available for selection – see the certificate loading steps earlier in this section, if needed.



Prerequisites

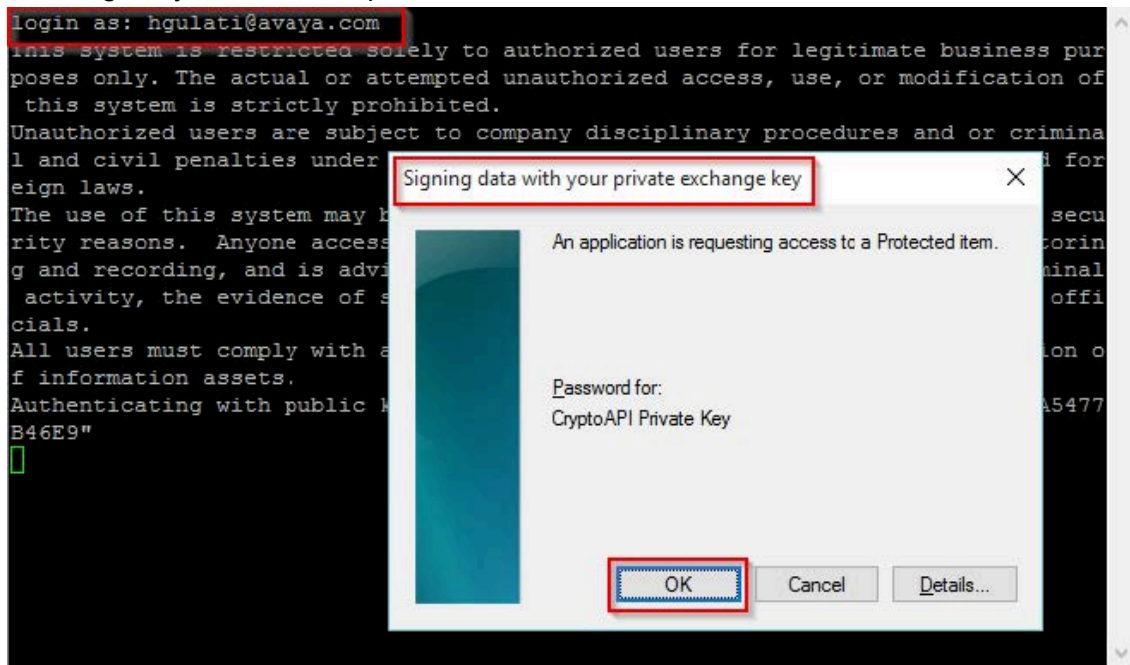
9. Once the certificate is selected, the PuTTY window will show the certificate's thumbprint to indicate which certificate will be used. Click **Open** to start the



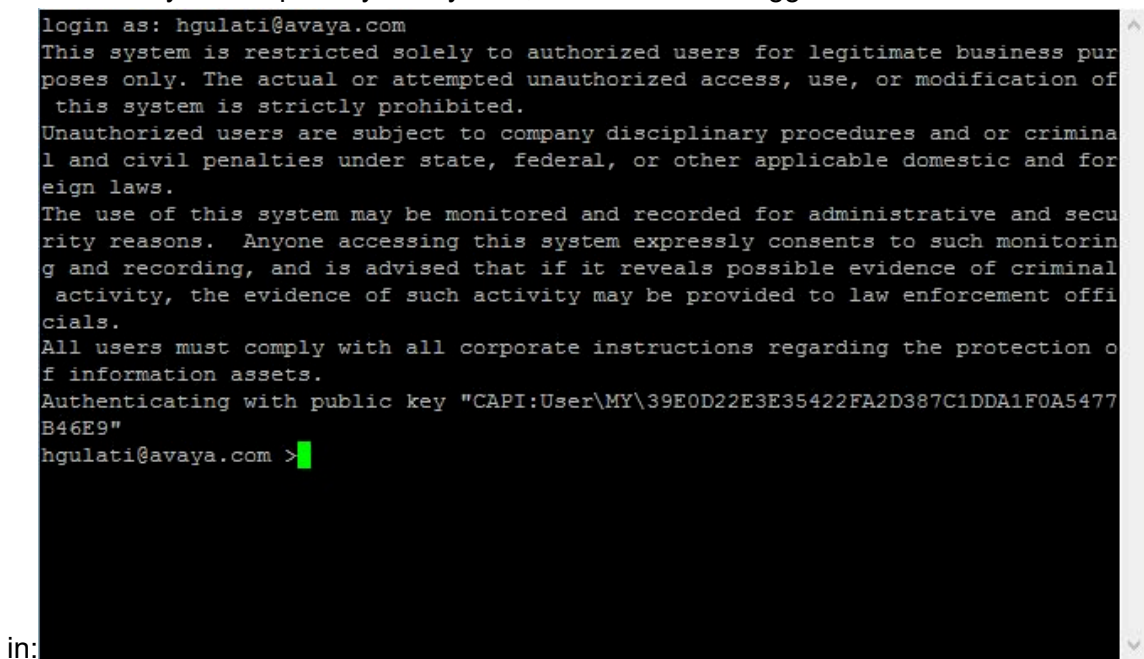
connection.

10. When prompted, use the username that corresponds to the selected certificate – in the example below, the user is hgulati@avaya.com. A Signing data with your private

exchange key window will open – click **OK** to continue.



11. Once the key is accepted by the system, the user will be logged



#### Related links

- [Adding a New Topology Hiding Header](#)
- [Deleting a Topology Hiding header](#) on page 96
- [Editing a Topology Hiding Header](#) on page 95

---

## Login issues when auto run is enabled

### Condition

Enable auto run when Merge operations are in progress. Avaya B129 Conference Phone and Avaya Communications API.










Avaya Spaces

Appliance Virtualization Platform

### Connecting from Home fails

Avaya Home **connection** interface interface dialog box and title, and more, **BROKEN**

**LINK:** [Product names](#)

|   |   |
|---|---|
|    | Outgoing call; indicates you have made this call. You can see this icon in the Recents application. |
|    | Incoming call is alerting.  |
|    | Outgoing call; indicates you have made this call.   |
|    | Call is active.   |
|    | Call is on hold.  |
|  | Call is on hold during conference call setup.   |
|  | Conference is active.   |
|  | Conference is on hold.  |
|  | Indicates that the phone is not connected to the Session Manager and is operating in Failover mode. |

Icons appears smaller

### Solution

- For release 8.1, click **Add > All user**.
  1. Add the category.
  2. Click **Populate user data**.

A music mogul.
- For release 8.0, click **Add > Legacy user**.
  - Click **Deactivate**.
  - Click **Update**.

### Related links

[Creating an agent \(Video\)](#)

[Creating multiple agents \(Video\)](#)

[Assigning an agent to a supervisor \(Video\)](#)

## Locking the device manually when Smart Lock is enabled

### About this task

Use this procedure to manually lock your Avaya Vantage™ device when Avaya Smart Lock is set up and the trusted device is within range.

When the trusted device is within range, tapping **Lock** (🔒) from the Home screen or from the notification area does not lock the device.

### Procedure

On the Lock screen, tap the **Lock** (🔒) icon.

The device stays locked even when the trusted Bluetooth device is in range. You must manually unlock it with your account password.


## Editing a subnetmask

### Before you begin

Download the installation software software.

|      |    |    |
|------|----|----|
| aa   | bb | cc |
| dd   | qq | pp |
| ghhg | kk | ll |


Select the Products folder as a favorite location to save time navigating to the location where we typically publish all of our documents.

Delete icon inside a para element: 

#### **Important:**



#### **Note:**

Delete icon inside an para within important element: 

#### **Note:**



#### **Note:**














Delete icon inside an para within note element: 

### Procedure


1. Log on to the MGMG console.
2. Lift the handset or press




## Prerequisites

3. In **Subnet**, change the value.
4. In the left navigation pane, click **Services > Backup and Restore**.  
This applies to MMCCS, All MMCCS.
5. Press   
ghgh.
6. Press  soon.
7. From the Call Flows section, click **MANAGE**.
8. On the Call Flows Call Flow Manager table, locate the call flow that you want to view or delete., and click  at the end of the row, and then do one of the following:
9. Same image as in choice element: .
10. Click  at the end of the row, and then do one of the following:
  - To view the call flow, click **VIEW** (.
  - To delete the call flow, click **DELETE** (.
11. On the Home screen, tap **All Apps** () and then tap **Logout** (.
12. Do one of the following:
  - On the Home screen, tap **All Apps** () and then tap **Logout** (.
13. On the Home screen, tap the following:
  - a. Image in <ol> element: 
14. On the Home screen, tap the following:
  - Image in <ul> element: 


## Subnet field descriptions

| Name                       | Description  |
|----------------------------|--|
| <b>Profile Name</b>        | Name of the profile  |
| <b>Profile Description</b> | A brief description of the profile.<br> |
| <b>Home</b>                | Home location of the profile Integrated Management System Avaya SpacesAvaya Spaces.  |

## Simple table

| Column 1 heading    | Column 2 heading   |
|---------------------|--|
| Profile Name        | Name of the profile  |
| Profile Description | A brief description of the profile.<br> |
| Home                | Home location of the profile.  |

## Table

| Field               | Description  | Notes |
|---------------------|--|-------|
| Profile Name        | Name of the profile  |       |
| Profile Description | A brief description of the profile.<br> |       |
| Home                | Home location of the profile.<br>Specify complete location.  |       |
|                     | Home 2   |       |

| Name              | Description       |
|-------------------|-------------------|
| Server IP address | Address           |
| Home              | Home address      |
| Location          | Physical location |

# EMP deployment checklist


The following table lists the procedures required to deploy CS 1000.

Use the following sections to configure EMP.

**\* Note:**

- [Configuration](#) on page 56
- [Post configuration](#) on page 56

You must deploy Avaya Aura<sup>®</sup> Media Server before CS 1000.

| # | Action   | Reference/Notes |  |
|---|--|-----------------|---|
| 1 | Record information that you will require for the deployment. | -               |   |

*Table continues...*

## Prerequisites

| # | Action  | Reference/Notes   | ✓ |
|---|---|---|---|
| 2 | Install or upgrade to the latest System Manager.  | Verify that System Manager is running on the correct release. For more details on the System Manager version, see the Product Change Notice (PCN) and the <i>Release Notes for Avaya Breeze® platform</i> . |   |
| 3 | Download software from PLDS.<br>Download the Avaya Breeze® platform License file from PLDS.<br>Download the patch file (if required) from PLDS. | -   |   |
| 4 | Verify that the <b>Enrollment Password</b> is not expired.  | -   |   |
| 5 | Replace an identity certificate.  | -   |   |
| 6 | Change the state of the server to accept new service.   | -   |   |
| 7 | Configure the Alarming setup.<br>Configure System Manager to receive the Avaya Breeze® platform alarms.   | See <i>SNMP Support for Avaya Breeze® platform</i> in <i>Maintaining and Troubleshooting Avaya Breeze® platform</i> .   |   |

## Configuration

| # | Action   | Notes   |  |
|---|--|---|--|
| 1 | Install the app.   | -   |  |
| 2 | Change the state of the server to accept new service.  | -   |  |
| 3 | Configure the Alarming setup. Configure System Manager to receive the Avaya Breeze® platform alarms. | See <i>SNMP Support for Avaya Breeze® platform</i> in <i>Maintaining and Troubleshooting Avaya Breeze® platform</i> . |  |
| 4 | For Communication Manager route inbound ISDN calls.  |   |  |

## Post configuration

| # | Action                        | Notes |  |
|---|-------------------------------|-------|--|
| 1 | Replace an trust certificate. |       |  |

Table continues...

| # | Action   | Notes  |  |
|---|--|--|--|
| 2 | Change the state of the server to accept new service.  |  |  |
| 3 | Configure the Alarming setup. Configure System Manager to receive the Avaya Breeze <sup>®</sup> platform alarms. | See <i>Maintaining and Troubleshooting Avaya Breeze<sup>®</sup> platform</i> . |  |
| 4 | For Communication Manager route inbound ISDN calls.  |  |  |

## Supported time zones

 **Note:**

A simple note

 **Tip:**

Reading tip

 **Important:**

Important note

 **Warning:**

Warning message

 **Caution:**

Caution message

 **Danger:**

Danger message

*varname*

```
codeblock
```

 **Voltage:**

voltage

filepath

**uicontrol**

userinput

systemoutput

msgph

**⚠ Electrostatic alert:**

esd message

**A simple table**

| Timezone 1       | Timezone 2      |
|------------------|-----------------|
| Pacific/Gambier  | America/Toronto |
| Pacific/Honolulu | Brazil/Acre     |
| America/Atka     | Canada/Eastern  |

**Table 3: Table**

| Col 1           | Col 2                            | Col 3              | Col 4            |
|-----------------|----------------------------------|--------------------|------------------|
| Pacific/Apia    | America/Indiana/<br>Indianapolis | America/Recife     | Europe/Zurich    |
| Pacific/Midway  | America/Indiana/<br>Marengo      | America/Rosario    | MET              |
| Pacific/Niue    | America/Indiana/<br>Petersburg   | America/Sao_Paulo  | Poland           |
|                 | America/Indiana/Vevay            | Antarctica/Rothera | ART              |
| US/Samoa        | America/Indiana/<br>Winamac      | Brazil/East        | Africa/Bujumbura |
| America/Adak    | America/Indianapolis             | Etc/GMT+3          | Africa/Cairo     |
|                 | America/Iqaluit                  | America/Noronha    | Africa/Gaborone  |
|                 | America/Cordoba                  | Europe/Sarajevo    | Indian/Maldives  |
| America/Cayman  | America/Fortaleza                | Europe/Skopje      | PLT              |
| America/Detroit | America/Jujuy                    | Europe/Tirane      | Asia/Colombo     |

---

## Remote users can view the VoIP Services Limited error

### Condition

In an Avaya Workplace Client deployment that includes Session Border Controller, remote users might receive the following error message: `VoIP Services Limited`.

### Solution

- On Session Border Controller, do the following:
  1. Configure the PPM mapping profile and Presence server address correctly for the SIP telephony features, presence, and PPM contacts to work.
  2. Ensure that the SIP, port number 5061, and PPM, port number 443, interfaces are configured to use the same certificate.

In many cases, the SIP interface is configured to use a third-party certificate, but the PPM interface uses the demo certificate.

- On Communication Manager, in the Private-Numbering table, ensure that the SIP extension range is mapped to the SIP trunk of Session Manager. If it is not mapped, Avaya Workplace Client is unable to subscribe to the full telephony services.

---

## Managing your video background during a meeting

### About this task

### About this task

On the Avaya Spaces web interface or desktop application, you can blur your video background during a meeting. This feature is useful if you do not want people to clearly see where you are.

This procedure only changes your video background for the current meeting. You can change your video background for all meetings from your user preferences.

### Before you begin

Enable your camera.

### Procedure

1. During the meeting, click **More Options > Virtual Background**.
2. Select one of the following options:
  - **Off**: No virtual background option is selected. When your camera is enabled during a meeting, people can see your standard background.
  - **Blur**: When your camera is enabled during a meeting, your background is blurred, so people cannot see it clearly.

---

## Installing the wireless module

### Before you begin

Obtain the following items:

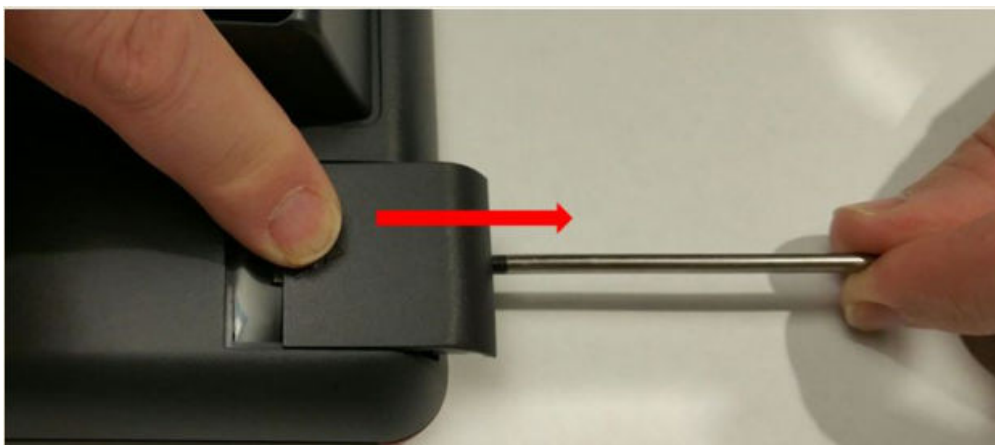
- Phillips #1 screw driver to install the screw of the Avaya J100 Wireless Module.
- A flat screw driver that fits in the opening of the module panel.

### Procedure

1. Insert the screw driver in the opening of the module panel to release the latch. Do not pry open the panel.



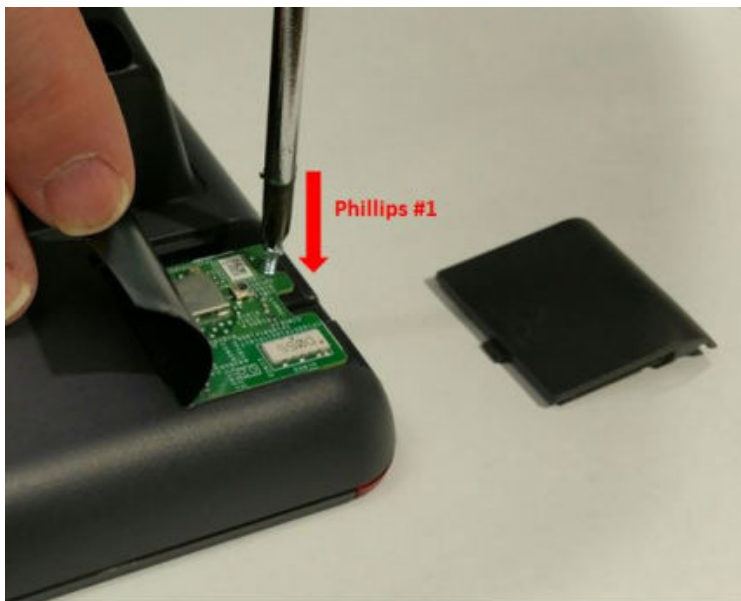
2. To remove the module panel, slide the panel out in the direction of the arrow.



3. Insert the Avaya J100 Wireless Module to the edge connector.



4. Use the Phillips #1 screwdriver to fasten the module.



5. Slide the module panel inward to close.

**Related links**

[Configuring the Wi-Fi Network \(video\)](#)

# Chapter 2: Power specifications versus checkers

Avaya J100 Series IP Phones can be powered using Power over Ethernet (PoE) or a 5V DC adapter. You must purchase the various power adapters separately. Compare conditions versus checkers.

Avaya J100 Series IP Phones are ENERGY STAR<sup>®</sup> compliant.

**! Important:**

- Avaya J129 IP Phone, Avaya J159 IP Phone, Avaya J179 IP Phone, and Avaya J189 IP Phone support the wireless module.
- Avaya J139 IP Phone is a Class 1 device and does not support peripherals.
- Avaya J159 IP Phone and Avaya J189 IP Phone support an USB device.
- Avaya J169 IP Phone supports three JBM24 Button Modules or two Avaya J100 Expansion Modules on PoE. For additional button modules, use 5V DC power adapter.
- Avaya J179 IP Phone supports two JBM24 Button Modules or one Avaya J100 Expansion Module on PoE. For additional button modules, use 5V DC power adapter.

**\* Note:**

The simultaneous connection of JBM24 Button Module and Avaya J100 Expansion Module is not supported.

- Avaya J189 IP Phone supports two Avaya J100 Expansion Modules, set the sideswitch to H on PoE or use a 5V adapter.

**\* Note:**

The connection of JBM24 Button Module is not supported.

- If you are using a power adapter, disable PoE on the Ethernet connection.

The following table provides the LLDP power measurement of the phones, adjuncts, and peripherals.

| Phone model | Avaya standard power measurements (in Watts) |      |      | Energy Star (in Watts) |
|-------------|--|------|------|------------------------|
| J129        | 1.26   | 1.31 | 1.64 | 1.04                   |

*Table continues...*

| Phone model | Avaya standard power measurements (in Watts) |      |      | Energy Star (in Watts) |
|-------------|--|------|------|------------------------|
| J139        | 1.40   | 1.67 | 2.24 | 1.55                   |
| J159        | 1.75   | 2.32 | 3.03 | 2.04                   |

| Phone model                                 | Avaya standard power measurements (in Watts) |         |         | Energy Star (in Watts) |
|---|--|---------|---------|------------------------|
|   | Conservation                                 | Typical | Maximum | Standby                |
| J129  | 1.26   | 1.31    | 1.64    | 1.04                   |
| J139  | 1.40   | 1.67    | 2.24    | 1.55                   |
| J159  | 1.75   | 2.32    | 3.03    | 2.04                   |
| J169  | 1.72   | 1.84    | 2.34    | 1.85                   |
| J179  | 1.74   | 2.10    | 2.71    | 1.85                   |
| J189  | 2.32   | 2.91    | 3.93    | 1.92                   |
| JBM24                                       | 0.19   | 0.69    | 1.35    | NA                     |
| JEM24                                       | 1.70   | 1.90    | 2.00    | NA                     |
| Wi-Fi/BT module                             | 0.90   | 0.90    | 0.90    | NA                     |
| USB device (PoE slide switch in L position) | 0.5  | 0.5     | 0.5     | NA                     |
| USB device (PoE slide switch in H position) | 1.25   | 1.25    | 1.25    | NA                     |

The power requirements of the phone vary depending on the connected peripherals. The following table provides the correlation between the connected peripherals and power requirements.

| Phone model | PoE Class  |
|-------------|--|
| J129        | <ul style="list-style-type: none"> <li>• IEEE 802.3af PoE Class 1 device.</li> </ul>   |
| J139        | <ul style="list-style-type: none"> <li>• IEEE 802.3af PoE, Class 1 device.</li> </ul>  |
| J159        | <ul style="list-style-type: none"> <li>• IEEE 802.3af PoE Class 1, PoE Slide switch in L position, without a wireless module or USB device.</li> <li>• IEEE 802.3af PoE Class 2, PoE Slide switch in H position, with a wireless module, USB device, or a wireless module together with USB device.</li> </ul> |
| J169        | <ul style="list-style-type: none"> <li>• IEEE 802.3af PoE Class 1 without a button module.</li> <li>• IEEE 802.3af PoE Class 2 with a button module.</li> </ul>  |

*Table continues...*

| Phone model | PoE Class  |
|-------------|--|
| J179        | <ul style="list-style-type: none"> <li>IEEE 802.3af PoE Class 1 without a wireless module or a button module.</li> <li>IEEE 802.3af PoE Class 2 for one or more button modules, a wireless module, or a wireless module together with one or more button modules.</li> </ul> <p><b>* Note:</b><br/>Use 5V DC adapter if you simultaneously connect a wireless module along with one or more button modules of any model.</p> |
| J169        | IEEE 802.3af PoE Class 2, PoE Slide switch in H position, with a wireless module, USB device, or a wireless module together with USB device.   |
| J179        |  |
| JJ189       |  |
| J189        | <ul style="list-style-type: none"> <li>IEEE 802.3af PoE Class 2, PoE slide switch in L position with a wireless module.</li> <li>IEEE 802.3af PoE Class 3, PoE slide switch in H position, one JEM24 module supported with USB Type A and Type C port shared power limited to 900mA. Two JEM24 with USB Type A and Type C port shared power limited to 500mA.</li> </ul>   |

**Related links**

[Minimum requirements for Equinox Management](#) on page 64

## Minimum requirements for Equinox Management

### Minimum OVA hardware requirements

For the minimum hardware requirements for OVA deployment, see the **Technical Specifications — Hardware** section in the *Avaya Equinox® Management Deployment Guide*.

### Operating systems

Avaya Equinox® Management supports the Red Hat Linux operating system. Beginning in Avaya Equinox® Management version 9.0, Red Hat Linux comes pre-installed. Users migrating from Scopia Management 8.3 must first export their configuration, deploy the new Equinox Management 9.x OVA and then import the configuration (see the **Deploying the Conferencing Application Server OVA** section in the *Avaya Equinox® Management Deployment Guide*).

Equinox Management is required to be deployed on a host with VMware vSphere ESXi versions 6.7 or 7.0.

### Redundancy requirements

High availability and service preservation for Equinox Management is based on either two or three redundant servers.

You can deploy two Avaya Equinox® Management servers in the same location, one as the primary server and the other as a secondary server (local redundancy). If the primary server fails, the secondary server automatically takes over. For increased reliability, deploy a third server as an off-site backup (geographic redundancy). For details, see *Administrator Guide for Avaya Equinox® Management*.

For existing redundant deployments, install Equinox Management on an additional server. For new redundant deployments, install Equinox Management on two or three separate servers, depending on the redundancy method.

### Supported user directories (LDAP)

Equinox Management interoperates with a number of LDAP servers:

- Microsoft Active Directory Server for Windows 2019 Server
- Microsoft Active Directory Server for Windows 2016 Server
- Microsoft Active Directory Server for Windows 2012 Server
- Microsoft Active Directory Server for Windows 2008 Server – This server is supported for upgrades of existing systems with an LDAP configuration that used Active Directory 2008 however Windows 2008 Server is not supported by Microsoft anymore and security may be compromised.
- Lotus Domino Server version 8.0
- Lotus Domino Server version 8.5, 8.5.1, 8.5.2, 8.5.3, 9.0

### Databases

#### Supported web browsers

The following browsers are supported by Equinox Management for data only:

- Microsoft Edge 83 and higher
- Mozilla Firefox® 68.0 and higher
- Google Chrome (Chromium) 76 and higher
- Internet Explorer® 11. A modern browser such as Google Chrome or Mozilla Firefox is recommended.
- Safari 12.1.2 and higher on macOS

The following browsers are supported by Equinox Management for WebRTC:

- Microsoft Edge 83 and higher
- Mozilla Firefox® 68.0 and higher
- Google Chrome (Chromium) 76 and higher

#### Supported mail programs

The Avaya Equinox® Add-in for Microsoft Outlook supports Outlook 2013 SP1 or later. See

**BROKEN LINK:** [Minimum requirements for Avaya Meeting Scheduler Outlook Add-in.](#)

### Supported endpoints and video network devices

Equinox Management supports these video network infrastructure devices:

- Avaya Aura® Session Manager
- Avaya Aura® Communication Manager
- Avaya Gateways
- H.323 Gatekeeper
- Cisco IOS H.323 Gatekeeper
- Cisco Unified Communications Manager
- Cisco TelePresence Video Communications Server (VCS)
- Broadsoft IP Centrix
- Avaya Equinox® Unified Portal
- Avaya Session Border Controller
- Avaya Equinox® H.323 Edge
- Equinox Streaming and Recording
- Avaya Equinox® Media Server

Equinox Management can also manage the following endpoints:

- - Avaya Scopia® XT Series
- - Avaya Collaboration Unit CU360

Each endpoint model series supports Equinox Management features to different extents (see [Table 4: Supported features with various endpoint models](#) on page 66).

**Table 4: Supported features with various endpoint models**

| Feature                     | Avaya XT Series | Avaya CU360 |
|-----------------------------|-----------------|-------------|
| Monitoring                  | ✓               | ✓           |
| License Update              | ✓               |             |
| Remote Configuration        | ✓               | ✓           |
| Remote Reboot               | ✓               | ✓           |
| Upgrade Software            | ✓               | ✓           |
| Alarm/Events                | ✓               | ✓           |
| Retrieve CS Package         | ✓               | ✓           |
| Retrieve Configuration File | ✓               | ✓           |
| Update Configuration File   | ✓               | ✓           |
| Retrieve Address Book File  | X               | X           |

*Table continues...*

| Feature                  | Avaya XT Series | Avaya CU360 |
|--------------------------|-----------------|-------------|
| Update Address Book File | X               | X           |
| Directory Integration    | ✓               | ✓           |
| Calendar Integration     | ✓               | ✓           |

**Related links**

[Power specifications versus checkers](#) on page 62

# Chapter 3: Table test

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## Table test

### Reporting metric definitions

The following tables describe the available metrics for Metric Visualization reporting modules. Each metric includes the following information:

- Metric name
- Description: Describes the purpose of the metric.
- Objective flow: For any objectives set for the metric, the objective flow describes the desirable statistical trend regarding the set objective thresholds for that metric. A metric with a Down objective flow alerts when the objective numbers rise above the set threshold. Conversely, a metric with an Up objective flow alerts when the objective numbers fall below the set threshold.
- View by options: For Summary and Interval reports, includes the applicable View by choices for each metric.

When building Summary or Interval reports, if you choose View by options that are not applicable to a metric, those metrics are unavailable and cannot be selected in the Select Metric(s) window.

Each table contains all metrics in each metric group as follows:


- Digital metrics
- Historical (H) voice metrics
- Historical Agent (HA) voice metrics
- Historical Skill (HS) voice metrics
- Historical VDN (HV) voice metrics
- Real-time (RT) voice metrics

Some sample text

**Table 5: Historical Skill (HS) metric definitions**

| <b>Metric name</b>                     | <b>Description</b>  | <b>Objective flow</b> | <b>View by options</b>                  |
|--|---|-----------------------|---|
| Calls Answered (HS)                    | The number of split/skill calls that were answered.   | Up                    | Call Group: Skill, Sub-Account, Account |
| Calls Abandoned (HS)                   | The number of ACD calls to the split/skill that disconnected while either waiting in queue (if this was the first split/skill the call was queued to) or while ringing. | Down                  | Call Group: Skill, Sub-Account, Account |
| Transf.Calls (HS)                      | The number of times that an agent completed a transfer (any call transferred).  | Down                  | Call Group: Skill, Sub-Account, Account |
| Conf. Calls (HS)                       | The number of times an agent activated a conference.  | Down                  | Call Group: Skill, Sub-Account, Account |
| Staffed Time (HS)                      | The total time that agents were logged in (staffed) for the specified time period in the split/skill.   | Up                    | Call Group: Skill, Sub-Account, Account |
| Available Time (HS)                    | The total time for the specified time period that agents were available to take ACD calls in the split/skill.   | Up                    | Call Group: Skill, Sub-Account, Account |
| ACW time (HS)                          | The total time that agents spent in ACW associated with split/skill.  | Down                  | Call Group: Skill, Sub-Account, Account |
| Hold Time (HS)                         | The total time that calls were on hold for this split/skill.  | Down                  | Call Group: Skill, Sub-Account, Account |
| Held Calls (HS)                        | The number of calls that agents placed on hold.   | Down                  | Call Group: Skill, Sub-Account, Account |
| ACD Time (HS)                          | The total time agents talked on split/skill and direct agent ACD calls for the split/skill.   | Up                    | Call Group: Skill, Sub-Account, Account |
| ASA (HS)<br>(Average Speed to Answer)  | The average speed to answer split/skill and direct agent ACD calls for the split/skill.   | Down                  | Call Group: Skill, Sub-Account, Account |
| SL% (HS)<br>(Service Level Percentage) | The percentage amount of calls that were answered within the service level threshold for the split/skill.   | Up                    | Call Group: Skill, Sub-Account, Account |

*Table continues...*

| Metric name           | Description   | Objective flow | View by options   |
|-----------------------|---|----------------|---|
| Out Flow Calls (HS)   | <p>The number of calls offered to this split/skill that were redirected to another destination (including redirected or no answer calls).</p> <p>For communication servers with vectoring, an outflow is counted if:</p> <ul style="list-style-type: none"> <li>the call routes to another VDN</li> <li>the call routes to a number or digits</li> </ul> <p>An outflow is also counted if:</p> <ul style="list-style-type: none"> <li>the call queues to this split/ skill as the primary split/skill and is redirected by the Redirection on No Answer feature</li> <li>the call queues to a messaging split/skill</li> <li>the call rang at an agent in this split/skill and was answered using call pickup</li> <li>the call queued to this split/ skill as primary and was either answered by an agent in a non-primary split/skill or abandoned from ringing at an agent in a non-primary split/ skill.</li> </ul> | Down           | Call Group: Skill, Sub-Account, Account   |
| Calls Offered (HS)    | The total number of calls that were queued to the split/skill.  | Up             | Call Group: Skill, Sub-Account, Account   |
| Calls Acceptable (HS) | The total number of calls that were answered in the predefined acceptable service level.  | Up             | Call<br><br>Group: Skill, Sub-Account, Account |

## Power specifications versus checkers

Avaya J100 Series IP Phones can be powered using Power over Ethernet (PoE) or a 5V DC adapter. You must purchase the various power adapters separately. Compare conditions versus checkers.

Avaya J100 Series IP Phones are ENERGY STAR® compliant.

### Important:

- Avaya J129 IP Phone, Avaya J159 IP Phone, Avaya J179 IP Phone, and Avaya J189 IP Phone support the wireless module.
- Avaya J139 IP Phone is a Class 1 device and does not support peripherals.
- Avaya J159 IP Phone and Avaya J189 IP Phone support an USB device.

- Avaya J169 IP Phone supports three JBM24 Button Modules or two Avaya J100 Expansion Modules on PoE. For additional button modules, use 5V DC power adapter.
- Avaya J179 IP Phone supports two JBM24 Button Modules or one Avaya J100 Expansion Module on PoE. For additional button modules, use 5V DC power adapter.

**\* Note:**

The simultaneous connection of JBM24 Button Module and Avaya J100 Expansion Module is not supported.

- Avaya J189 IP Phone supports two Avaya J100 Expansion Modules, set the sideswitch to H on PoE or use a 5V adapter.

**\* Note:**

The connection of JBM24 Button Module is not supported.

- If you are using a power adapter, disable PoE on the Ethernet connection.

The following table provides the LLDP power measurement of the phones, adjuncts, and peripherals.

| Phone model | Avaya standard power measurements (in Watts) |      |      | Energy Star (in Watts) |
|-------------|--|------|------|------------------------|
| J129        | 1.26   | 1.31 | 1.64 | 1.04                   |
| J139        | 1.40   | 1.67 | 2.24 | 1.55                   |
| J159        | 1.75   | 2.32 | 3.03 | 2.04                   |

| Phone model                                 | Avaya standard power measurements (in Watts) |         |         | Energy Star (in Watts) |
|---|--|---------|---------|------------------------|
|   | Conservation                                 | Typical | Maximum | Standby                |
| J129  | 1.26   | 1.31    | 1.64    | 1.04                   |
| J139  | 1.40   | 1.67    | 2.24    | 1.55                   |
| J159  | 1.75   | 2.32    | 3.03    | 2.04                   |
| J169  | 1.72   | 1.84    | 2.34    | 1.85                   |
| J179  | 1.74   | 2.10    | 2.71    | 1.85                   |
| J189  | 2.32   | 2.91    | 3.93    | 1.92                   |
| JBM24                                       | 0.19   | 0.69    | 1.35    | NA                     |
| JEM24                                       | 1.70   | 1.90    | 2.00    | NA                     |
| Wi-Fi/BT module                             | 0.90   | 0.90    | 0.90    | NA                     |
| USB device (PoE slide switch in L position) | 0.5  | 0.5     | 0.5     | NA                     |
| USB device (PoE slide switch in H position) | 1.25   | 1.25    | 1.25    | NA                     |

The power requirements of the phone vary depending on the connected peripherals. The following table provides the correlation between the connected peripherals and power requirements.

| Phone model | PoE Class  |
|-------------|--|
| J129        | <ul style="list-style-type: none"> <li>IEEE 802.3af PoE Class 1 device.</li> </ul>   |
| J139        | <ul style="list-style-type: none"> <li>IEEE 802.3af PoE, Class 1 device.</li> </ul>  |
| J159        | <ul style="list-style-type: none"> <li>IEEE 802.3af PoE Class 1, PoE Slide switch in L position, without a wireless module or USB device.</li> <li>IEEE 802.3af PoE Class 2, PoE Slide switch in H position, with a wireless module, USB device, or a wireless module together with USB device.</li> </ul>   |
| J169        | <ul style="list-style-type: none"> <li>IEEE 802.3af PoE Class 1 without a button module.</li> <li>IEEE 802.3af PoE Class 2 with a button module.</li> </ul>  |
| J179        | <ul style="list-style-type: none"> <li>IEEE 802.3af PoE Class 1 without a wireless module or a button module.</li> <li>IEEE 802.3af PoE Class 2 for one or more button modules, a wireless module, or a wireless module together with one or more button modules.</li> </ul> <p><b>* Note:</b><br/>Use 5V DC adapter if you simultaneously connect a wireless module along with one or more button modules of any model.</p> |
| J169        | IEEE 802.3af PoE Class 2, PoE Slide switch in H position, with a wireless module, USB device, or a wireless module together with USB device.   |
| J179        |  |
| JJ189       |  |
| J189        | <ul style="list-style-type: none"> <li>IEEE 802.3af PoE Class 2, PoE slide switch in L position with a wireless module.</li> <li>IEEE 802.3af PoE Class 3, PoE slide switch in H position, one JEM24 module supported with USB Type A and Type C port shared power limited to 900mA. Two JEM24 with USB Type A and Type C port shared power limited to 500mA.</li> </ul>   |

### Related links

[Minimum requirements for Equinox Management](#) on page 64

## Hardware specifications

Avaya J100 Series IP Phones support the following hardware specifications:

Table 1:

| Standard                                   | J129   | J139   | J159   | J169   |
|--|--|--|--|--|
| Dimensions with the stand in high position | 156 mm (6.1 in) Wide x 170 mm (6.7 in) Deep x 175mm (6.9 in) Tall  | 179 mm (7.0 in) Wide x 170 mm (6.7 in) Deep x 177mm (7.0 in) Tall  | 185 mm (7.3 in) Wide x 170 mm (6.7 in) Deep x 224.3mm (8.8 in) Tall  | 187 mm (7.4 in) Wide x 175 mm (6.9 in) Deep x 183 mm (7.2 in) Tall |
| Phone dimensions with the wall mount       | 156 mm (6.1 in) Wide x 100 mm (3.9 in) Deep x 198 mm (7.8 in) Tall | 179 mm (7.0 in) Wide x 100 mm (3.9 in) Deep x 219 mm (8.6 in) Tall | 185 mm (7.3 in) Wide x 98.83 mm (3.9 in) Deep x 225.24 mm (8.9 in) Tall  | 187 mm (7.4 in) Wide x 100 mm (3.9 in) Deep x 225 mm (8.9 in) Tall |
| Wall mountable                             | Yes  | Yes  | Yes  | Yes  |
| Stand                                      | Dual position  | Dual position  | Dual position  | Dual position  |
| Call appearances                           | 1  | 4  | 4 on primary display and 24 on secondary display   | 8  |
| Display type                               | Monochrome   | Color  | Color  | Grayscale  |
| Display                                    | 2.3", 128 x 32 pixels  | 2.8", 320 x 240 pixels   | <ul style="list-style-type: none"> <li>2.8", 320 x 240 pixels primary display.</li> <li>2.4", 240 x 320 pixels secondary display.</li> </ul> | 3.5", 320 x 240 pixels   |
| Dual color call indicator                  | 0  | 4  | 4  | 8  |
| Ethernet switch                            | Dual 10/100  | Dual 10/100/1000   | Dual 10/100/1000   | Dual 10/100/1000   |
| Wi-Fi support                              | Yes, with an optional module                                       | No   | Yes, with an optional module   | No   |
| Amplified handset mode                     | Yes, with 20dB of gain   | Yes, with 20dB of gain   | Yes, with 20dB of gain   | Yes, with 20dB of gain   |
| Wired headset                              | No   | Yes  | Yes  | Yes  |
| Bluetooth support                          | No   | No   | Yes, with an optional module   | No   |
| Expansion module capable                   | No   | No   | No   | Yes (3)  |
| Optional DC power                          | Yes <sup>2</sup>   | Yes  | Yes  | Yes  |
| PoE <sup>3</sup>                           | Yes  | Yes  | Yes  | Yes  |

<sup>2</sup> Optional DC power is available in J129D03A and later hardware models. J129D01A and J129D02A do not support optional DC power.

Table 2:

| Standard   | J179   | J189   | JBM24   | JEM24   |
|--|--|--|---|---|
| Phone dimensions with the stand in high position | 187 mm (7.4 in) Wide x 175 mm (6.9 in) Deep x 183 mm (7.2 in) Tall | 227 mm (8.9 in) Wide x 179 mm (7.0 in) Deep x 199 mm (7.8 in) Tall   | 88.2 mm (3.4 in) Wide x 175 mm (6.9 in) Deep x 224.3 mm (8.8 in) Tall | 115.5 mm (4.5 in) Wide x 175 mm (6.9 in) Deep x 173.64 mm (6.8 in) Tall |
| Phone dimensions with the wall mount             | 187 mm (7.4 in) Wide x 100 mm (3.9 in) Deep x 225 mm (8.9 in) Tall | 227 mm (8.9 in) Wide x 100 mm (3.9 in) Deep x 244 mm (9.6 in) Tall   | 88.2 mm (3.4 in) Wide x 100 mm (3.9 in) Deep x 224.3 mm (8.8 in) Tall | 115.5 mm (4.5 in) Wide x 100 mm (3.9 in) Deep x 173.64 mm (6.8 in) Tall |
| Wall mountable                                   | Yes  | Yes  | Yes   | Yes   |
| Stand  | Dual position  | Dual position  | Dual position   | Dual position   |
| Call appearances                                 | 8  | 10 and 24 on secondary display   | N/A   | N/A   |
| Display type                                     | Color  | Color  | Grayscale   | Grayscale and color   |
| Display  | 3.5", 320 x 240 pixels   | <ul style="list-style-type: none"> <li>• 5", 800 x 480 pixels primary display.</li> <li>• 2.4", 240 x 320 pixels secondary display.</li> </ul> | 3.3", 160 x 320 pixels  | 4.3", 272 x 480 pixels  |
| Dual color call indicator                        | 8  | 10   | 0   | 24  |
| Ethernet switch                                  | Dual 10/100/1000   | Dual 10/100/1000   | N/A   | N/A   |
| Wi-Fi support                                    | Yes, with an optional module                                       | Yes, with an optional module   | N/A   | N/A   |
| Soft keys call control                           | 4  | 4  | N/A   | N/A   |
| Wired handset (HAC)                              | Yes  | Yes  | N/A   | N/A   |
| Amplified handset mode                           | Yes, with 20dB of gain   | Yes, with 20dB of gain   | N/A   | N/A   |
| Wired headset                                    | Yes  | Yes  | N/A   | N/A   |
| Bluetooth support                                | Yes, with an optional module                                       | Yes, with an optional module   | N/A   | N/A   |

*Table continues...*

<sup>3</sup> PoE can be supplied from one of the following:

- Data switch
- in-line PoE injector

| Standard                 | J179    | J189    | JBM24 | JEM24 |
|--------------------------|---------|---------|-------|-------|
| Expansion module capable | Yes (3) | Yes (2) | N/A   | N/A   |
| Optional DC power        | Yes     | Yes     | N/A   | N/A   |
| PoE <sup>4</sup>         | Yes     | Yes     | N/A   | N/A   |
| USB port                 | No      | Yes     | No    | No    |

## Reporting metric definitions

The following tables describe the available metrics for Metric Visualization reporting modules. Each metric includes the following information:

- Metric name
- Description: Describes the purpose of the metric.
- Objective flow: For any objectives set for the metric, the objective flow describes the desirable statistical trend regarding the set objective thresholds for that metric. A metric with a Down objective flow alerts when the objective numbers rise above the set threshold. Conversely, a metric with an Up objective flow alerts when the objective numbers fall below the set threshold.
- View by options: For Summary and Interval reports, includes the applicable View by choices for each metric.

When building Summary or Interval reports, if you choose View by options that are not applicable to a metric, those metrics are unavailable and cannot be selected in the Select Metric(s) window.

Each table contains all metrics in each metric group as follows:

- Digital metrics
- Historical (H) voice metrics
- Historical Agent (HA) voice metrics
- Historical Skill (HS) voice metrics
- Historical VDN (HV) voice metrics
- Real-time (RT) voice metrics

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<sup>4</sup> PoE can be supplied from one of the following:

- Data switch
- in-line PoE injector

**Table 6: Digital metric definitions**

| <b>Metric name</b>                       | <b>Description</b>  | <b>Objective flow</b> | <b>View by options</b>                         |
|--|---|-----------------------|--|
| Chats Queued                             | The total number of chats received in a queue.  | Up                    | Attributes: Queue                              |
| Chats Handled                            | The total number of chats handled by an agent or queue. Transfers and conferences display as handled by both agents or queues.        | Up                    | Employee Group: Agent, Supervisor, Sub-Account |
| Chat Handle Time                         | The total time spent by an agent in handling a chat inquiry.  | Up                    | Employee Group: Agent, Supervisor, Sub-Account |
| Chat AHT<br>(Chat Average Handle Time)   | The average amount of time spent by an agent in handling chat inquiries.  | Down                  | Employee Group: Agent, Supervisor, Sub-Account |
| Chats Abandoned                          | The number of chats abandoned by customers before being engaged by an agent.  | Down                  | Attributes: Queue                              |
| Chat Abandon Time                        | For an abandoned chat, the total amount of time from the start of the activity (a timestamp of the first event) to the abandon event. | Down                  | Attributes: Queue                              |
| Emails Received                          | The total number of distinct email activity events.   | Up                    | Employee Group: Agent, Supervisor, Sub-Account |
| Emails Handled                           | The total number of emails handled by an agent. Transfers display as handled by both agents.  | Up                    | Employee Group: Agent, Supervisor, Sub-Account |
| Email Handle Time                        | The total time between timestamps for each pair of work start and stop events in an email activity event.                             | Up                    | Employee Group: Agent, Supervisor, Sub-Account |
| Email AHT<br>(Email Average Handle Time) | The average amount of time spent by an agent in handling an email inquiry.  | Down                  | Employee Group: Agent, Supervisor, Sub-Account |

**Table 7: Historical (H) metric definitions**

| <b>Metric name</b> | <b>Description</b>   | <b>Objective flow</b> | <b>View by options</b>                  |
|--------------------|--|-----------------------|---|
| Abandon Time (H)   | The amount of time calls were in queue before being abandoned.   | Down                  | Call Group: Skill, Sub-Account, Account |
| Abandoned (H)      | The number of calls where the caller was placed in a queue waiting for an available agent and hung up before connecting to an agent. | Down                  | Call Group: Skill, Sub-Account, Account |

*Table continues...*

| Metric name                            | Description   | Objective flow | View by options  |
|--|---|----------------|--|
| ACW Time (H)<br>(After Call Work Time) | The amount of time agents spent in After Call Work.   | Down           | Employee Group: Agent, Supervisor, Sub-Account, Account<br><br>Call Group: Skill, Sub-Account, Account |
| AHT (H)<br>(Average Handle Time)       | The average amount of time agents spent handling answered calls   | Down           | Employee Group: Agent, Supervisor, Sub-Account, Account<br><br>Call Group: Skill, Sub-Account, Account |
| Answer Time (H)                        | The amount of time calls were in queue or ringing before being answered.  | Down           | Call Group: Skill, Sub-Account, Account  |
| Answered (H)                           | The number of calls that came into the queue and were answered by an agent, including calls transferred to the queue from another agent. Does not include direct dials to agents. | Up             | Employee Group: Agent, Supervisor, Sub-Account, Account<br><br>Call Group: Skill, Sub-Account, Account |
| Call Held (H)                          | The count of calls where a call was put on hold at least once.  | Down           | Employee Group: Agent, Supervisor, Sub-Account, Account<br><br>Call Group: Skill, Sub-Account, Account |
| Calls (H)                              | The count of calls that were in the ACD system.<br><br>The sum of all calls that were processed. Includes Calls Offered, Outbound Calls, Conferences, Transfers, and so on.       | Up             | Call Group: Skill, Sub-Account, Account  |
| Connect Time (H)                       | The amount of time calls spent in the ACD system.   | Down           | Call Group: Skill, Sub-Account, Account  |
| Hold Count (H)                         | The number of times calls were placed on hold.  | Down           | Employee Group: Agent, Supervisor, Sub-Account, Account<br><br>Call Group: Skill, Sub-Account, Account |
| Hold Time (H)                          | The amount of time calls were on hold.  | Down           | Employee Group: Agent, Supervisor, Sub-Account, Account<br><br>Call Group: Skill, Sub-Account, Account |

*Table continues...*

| Metric name                           | Description   | Objective flow | View by options  |
|---------------------------------------|---|----------------|--|
| In SLA (H)                            | The count of calls that were answered within the service level threshold.   | Up             | Call Group: Skill, Sub-Account, Account  |
| Out SLA (H)                           | The count of calls that were answered outside the service level threshold.  | Down           | Call Group: Skill, Sub-Account, Account  |
| Queue Time (H)                        | The amount of time calls were in queue.   | Down           | Call Group: Skill, Sub-Account, Account  |
| Routing Time (H)                      | The amount of time calls were ringing to an agent.  | Down           | Call Group: Skill, Sub-Account, Account  |
| SL% (H)<br>(Service Level Percentage) | The percentage amount of calls that were answered within the service level threshold. Currently fixed at 30 second threshold.   | Up             | Call Group: Skill, Sub-Account, Account  |
| Talk Time (H)                         | The amount of time calls were being actively handled or on hold.  | Up             | Employee Group: Agent, Supervisor, Sub-Account, Account<br>Call Group: Skill, Sub-Account, Account |
| Calls Offered (H)                     | The number of Inbound calls brought into the queue/skill for delivery to an agent. Includes Calls Answered, Calls Abandoned, and any calls brought into the queue and then transferred out of the queue before getting answered by an agent (transfer to voice mail after a defined period of time or transfer to another queue or number). | Up             | Call Group: Skill, Sub-Account, Account  |
| Total Calls (H)                       | The sum of calls offered and outbound calls. Does not include transfers or conferences.   | Up             | Employee Group: Agent, Supervisor, Sub-Account, Account<br>Call Group: Skill, Sub-Account, Account |
| Outbound Calls (H)                    | The number of outbound calls initiated by an agent (for example, calling a customer back). Does not include conference calls or transfers.  | Down           | Employee Group: Agent, Supervisor, Sub-Account, Account<br>Call Group: Skill, Sub-Account, Account |
| In SLA Abandons (H)                   | The count of calls that were answered within the service level threshold, factoring in abandons.  | Up             | Call Group: Skill, Sub-Account, Account  |
| Out SLA Abandons (H)                  | The count of calls that were answered outside the service level threshold, factoring in abandons.   | Down           | Call Group: Skill, Sub-Account, Account  |

*Table continues...*

| Metric name   | Description  | Objective flow | View by options                         |
|---|--|----------------|---|
| SL% (Abandons) (H)<br>(Service Level Percentage (Abandons)) | The percentage amount of calls that were answered within the service level threshold, factoring in abandons. Currently fixed at 30 second threshold. | Up             | Call Group: Skill, Sub-Account, Account |

**Table 8: Historical Agent (HA) metric definitions**

| Metric name  | Description  | Objective flow | View by options  |
|--|--|----------------|--|
| ACD Calls (HA)   | The number of split/skill and direct agent ACD calls that were answered by the agent.  | Up             | Employee Group: Agent, Supervisor, Sub-Account, Account<br>Call Group: Skill, Sub-Account, Account |
| Talk Time (HA)   | The total time an agent talked on split/skill and direct agent ACD calls for the split/skill.  | Up             | Employee Group: Agent, Supervisor, Sub-Account, Account<br>Call Group: Skill, Sub-Account, Account |
| ACW Time (HA)<br>(After Call Work Time)                        | The total time the agent spent in ACW associated with split/skill and direct agent ACD calls, and ACW not associated with a call during the report interval. | Down           | Employee Group: Agent, Supervisor, Sub-Account, Account<br>Call Group: Skill, Sub-Account, Account |
| Avg Talk Time (HA)<br>(Average Talk Time)                      | The Average amount of time an agent spent talking on a call.   | Down           | Employee Group: Agent, Supervisor, Sub-Account, Account<br>Call Group: Skill, Sub-Account, Account |
| Avg ACW Time (HA)<br>(Average After Call Work Time)            | The average amount of time agents spent in after call work (all calls, not just calls that had ACW time).  | Down           | Employee Group: Agent, Supervisor, Sub-Account, Account<br>Call Group: Skill, Sub-Account, Account |
| Agt Occup w/ACW (HA)<br>(Agent Occupancy with After Call Work) | The average agent occupancy. The amount of time agents spent while engaged in active calls including time spent in ACW.                                      | Up             | Employee Group: Agent, Supervisor, Sub-Account, Account<br>Call Group: Skill, Sub-Account, Account |

*Table continues...*

| Metric name  | Description   | Objective flow | View by options  |
|--|---|----------------|--|
| Outbound Calls (HA)                                  | The number of outbound extension calls that were completed by the agent during the period covered. Includes calls originated by the agent while the agent was in the following work modes: <ul style="list-style-type: none"> <li>• Auto-In or Manual-In</li> <li>• ACW mode for ACD calls</li> <li>• ACW mode not associated with a call</li> <li>• AUX work mode</li> </ul> | Up             | Employee Group: Agent, Supervisor, Sub-Account, Account<br>Call Group: Skill, Sub-Account, Account |
| OB Call Time (HA)<br>(Outbound Call Time)            | The total time the agent spent on outbound extension calls during the report period.  | Up             | Employee Group: Agent, Supervisor, Sub-Account, Account<br>Call Group: Skill, Sub-Account, Account |
| Avg OB CallTime (HA)<br>(Average Outbound Call Time) | The average amount of time spent on outbound calls (only outbound calls are measured in this metric).   | Up             | Employee Group: Agent, Supervisor, Sub-Account, Account<br>Call Group: Skill, Sub-Account, Account |
| Aux Time (HA)  | The total time the agent spent in AUX work in all splits/skills and on AUXIN/AUXOUT calls for the specified time period.  | Down           | Employee Group: Agent, Supervisor, Sub-Account, Account<br>Call Group: Skill, Sub-Account, Account |
| Avail Time (HA)<br>(Available Time)                  | The total time for the specified time period that the agent was available to take ACD calls in any split/skill.   | Up             | Employee Group: Agent, Supervisor, Sub-Account, Account<br>Call Group: Skill, Sub-Account, Account |
| Staffed Time (HA)                                    | The total time that the agent was logged in (staffed) for the specified time period in any split/skill.   | Up             | Employee Group: Agent, Supervisor, Sub-Account, Account<br>Call Group: Skill, Sub-Account, Account |
| Transf. Calls (HA)<br>(Transferred Calls)            | The number of times that an agent completed a transfer (any call transferred).  | Down           | Employee Group: Agent, Supervisor, Sub-Account, Account<br>Call Group: Skill, Sub-Account, Account |

*Table continues...*

| Metric name                             | Description  | Objective flow | View by options  |
|---|--|----------------|--|
| Conf. Calls (HA)<br>(Conferenced Calls) | The number of times that an agent activated a conference.  | Down           | Employee Group: Agent, Supervisor, Sub-Account, Account<br><br>Call Group: Skill, Sub-Account, Account |
| Held Calls (HA)                         | The number of calls that the agent placed on hold. This is all calls the agent put on hold.                      | Down           | Employee Group: Agent, Supervisor, Sub-Account, Account<br><br>Call Group: Skill, Sub-Account, Account |
| Hold Time (HA)                          | The total time that calls were on hold for this agent. This includes all callers.                                | Down           | Employee Group: Agent, Supervisor, Sub-Account, Account<br><br>Call Group: Skill, Sub-Account, Account |
| Avg Hold Time (HA)                      | The average time that calls were on hold for this agent. This includes all callers.                              | Down           | Employee Group: Agent, Supervisor, Sub-Account, Account<br><br>Call Group: Skill, Sub-Account, Account |
| AHT (HA)<br>(Average Handle Time)       | The standard average handle time calculation. This is based on agent activity rolled up data and not call data.  | Down           | Employee Group: Agent, Supervisor, Sub-Account, Account<br><br>Call Group: Skill, Sub-Account, Account |
| Agent Ring Time (HA)                    | The total time during the collection interval that the agent had split/skill and direct agent ACD calls ringing. | Down           | Employee Group: Agent, Supervisor, Sub-Account, Account<br><br>Call Group: Skill, Sub-Account, Account |
| Not Ready Time (HA)                     | The time the agent was setting up.   | Down           | Employee Group: Agent, Supervisor, Sub-Account, Account<br><br>Call Group: Skill, Sub-Account, Account |

*Table continues...*

| Metric name     | Description   | Objective flow | View by options   |
|-----------------|---|----------------|---|
| Other Time (HA) | <p>The time the agent spent doing other work in all splits/skills.</p> <p>For communication servers, agents are doing other work while in Auto-In or Manual-In if they:</p> <ul style="list-style-type: none"> <li>• put any call on hold while not doing any other activity</li> <li>• dial to place a call or to activate a feature</li> <li>• have a personal call ringing with no other activity</li> </ul> | Down           | <p>Employee Group: Agent, Supervisor, Sub-Account, Account</p> <p>Call Group: Skill, Sub-Account, Account</p> |
| Aux0 (HA)       | Time spent in the specific individual Aux modes.  | Down           | <p>Employee Group: Agent, Supervisor, Sub-Account, Account</p> <p>Call Group: Skill, Sub-Account, Account</p> |
| Aux1 (HA)       |   |                |   |
| Aux2 (HA)       |   |                |   |
| Aux3 (HA)       |   |                |   |
| Aux4 (HA)       |   |                |   |
| Aux5 (HA)       |   |                |   |
| Aux6 (HA)       |   |                |   |
| Aux7 (HA)       |   |                |   |
| Aux8 (HA)       |   |                |   |
| Aux9 (HA)       |   |                |   |

**Table 9: Historical Skill (HS) metric definitions**

| Metric name          | Description   | Objective flow | View by options                         |
|----------------------|---|----------------|---|
| Calls Answered (HS)  | The number of split/skill calls that were answered.   | Up             | Call Group: Skill, Sub-Account, Account |
| Calls Abandoned (HS) | The number of ACD calls to the split/skill that disconnected while either waiting in queue (if this was the first split/skill the call was queued to) or while ringing. | Down           | Call Group: Skill, Sub-Account, Account |
| Transf. Calls (HS)   | The number of times that an agent completed a transfer (any call transferred).  | Down           | Call Group: Skill, Sub-Account, Account |
| Conf. Calls (HS)     | The number of times an agent activated a conference.  | Down           | Call Group: Skill, Sub-Account, Account |
| Staffed Time (HS)    | The total time that agents were logged in (staffed) for the specified time period in the split/skill.   | Up             | Call Group: Skill, Sub-Account, Account |

*Table continues...*

| Metric name                            | Description   | Objective flow | View by options                         |
|--|---|----------------|---|
| Available Time (HS)                    | The total time for the specified time period that agents were available to take ACD calls in the split/skill.   | Up             | Call Group: Skill, Sub-Account, Account |
| ACW time (HS)                          | The total time that agents spent in ACW associated with split/skill.  | Down           | Call Group: Skill, Sub-Account, Account |
| Hold Time (HS)                         | The total time that calls were on hold for this split/skill.  | Down           | Call Group: Skill, Sub-Account, Account |
| Held Calls (HS)                        | The number of calls that agents placed on hold.   | Down           | Call Group: Skill, Sub-Account, Account |
| ACD Time (HS)                          | The total time agents talked on split/skill and direct agent ACD calls for the split/skill.   | Up             | Call Group: Skill, Sub-Account, Account |
| ASA (HS)<br>(Average Speed to Answer)  | The average speed to answer split/skill and direct agent ACD calls for the split/skill.   | Down           | Call Group: Skill, Sub-Account, Account |
| SL% (HS)<br>(Service Level Percentage) | The percentage amount of calls that were answered within the service level threshold for the split/skill.   | Up             | Call Group: Skill, Sub-Account, Account |
| Out Flow Calls (HS)                    | <p>The number of calls offered to this split/skill that were redirected to another destination (including redirected or no answer calls).</p> <p>For communication servers with vectoring, an outflow is counted if:</p> <ul style="list-style-type: none"> <li>• the call routes to another VDN</li> <li>• the call routes to a number or digits</li> </ul> <p>An outflow is also counted if:</p> <ul style="list-style-type: none"> <li>• the call queues to this split/ skill as the primary split/skill and is redirected by the Redirection on No Answer feature</li> <li>• the call queues to a messaging split/skill</li> <li>• the call rang at an agent in this split/skill and was answered using call pickup</li> <li>• the call queued to this split/ skill as primary and was either answered by an agent in a non-primary split/skill or abandoned from ringing at an agent in a non-primary split/ skill.</li> </ul> | Down           | Call Group: Skill, Sub-Account, Account |
| Calls Offered (HS)                     | The total number of calls that were queued to the split/skill.  | Up             | Call Group: Skill, Sub-Account, Account |

*Table continues...*

| Metric name               | Description   | Objective flow | View by options                         |
|---------------------------|---|----------------|---|
| Calls Acceptable (HS)     | The total number of calls that were answered in the predefined acceptable service level.  | Up             | Call Group: Skill, Sub-Account, Account |
| Abandon Time (HS)         | The length of time that callers waited in queue and ringing at an agent's telephone before abandoning the call.   | Down           | Call Group: Skill, Sub-Account, Account |
| Average Abandon Time (HS) | Average time of caller to abandon.  | Down           | Call Group: Skill, Sub-Account, Account |
| Abandon Rate (HS)         | Percentage of calls abandoned.  | Down           | Call Group: Skill, Sub-Account, Account |
| Max Delay (HS)            | The maximum length of time that a call, recorded during the collection interval, waited in queue and ringing before an agent answered in this split/skill, the caller abandoned, or the call was redirected, received a busy signal, or was disconnected. | Down           | Call Group: Skill, Sub-Account, Account |

**Table 10: Historical VDN (HV) metric definitions**

| Metric name   | Description  | Objective flow | View by options                       |
|---|--|----------------|---------------------------------------|
| Calls Answered (HV)                                       | The number of split/skill calls that were answered.  | Up             | Call Group: VDN, Sub-Account, Account |
| Calls Abandoned (HV)                                      | The number of ACD calls to the split/skill that disconnected while either waiting in queue (if this was the first split/skill the call was queued to), or while ringing. | Down           | Call Group: VDN, Sub-Account, Account |
| Calls Ans und TH (HV)<br>(Calls Answered Under Threshold) | The number of split/skill ACD calls answered within each service level increment.  | Up             | Call Group: VDN, Sub-Account, Account |
| Total Ans Delay (HV)<br>(Total Answer Delay)              | The total time the split/skill ACD calls were waiting in queue and ringing before being answered by an agent.  | Down           | Call Group: VDN, Sub-Account, Account |
| Transf. Calls (HV)<br>(Transferred Calls)                 | The number of times an agent completed a transfer (any call transferred).  | Down           | Call Group: VDN, Sub-Account, Account |

*Table continues...*

| Metric name    | Description   | Objective flow | View by options                       |
|----------------|---|----------------|---------------------------------------|
| Max Delay (HV) | The maximum time that a call, recorded during the collection interval, waited in the VDN before being answered (ACD calls) or connected (non-ACD calls), abandoning, being redirected, receiving a busy signal or being disconnected. This applies only to the first disposition of the call. | Down           | Call Group: VDN, Sub-Account, Account |

**Table 11: Real-Time (RT) metric definitions**

| Metric name         | Description  | Objective flow | View by options   |
|---------------------|--|----------------|---|
| Agents Staffed (RT) | The number of agents logged in.  | Up             | Employee Group: Agent, Supervisor, Sub-Account, Account |
| Available (RT)      | The number of agents in an Available state.                                    | Up             | Employee Group: Agent, Supervisor, Sub-Account, Account |
| In ACW (RT)         | The number of agents in an After Call Work state.                              | Down           | Employee Group: Agent, Supervisor, Sub-Account, Account |
| In Aux (RT)         | The number of agents that are in an Auxillary state.                           | Down           | Employee Group: Agent, Supervisor, Sub-Account, Account |
| In Queue (RT)       | The number of calls In Queue.  | Down           | Call Group: Skill, Sub-Account, Account                 |
| Longest Wait (RT)   | The longest time a caller waited for a call to be answered for a split/skill?. | Down           | Call Group: Skill, Sub-Account, Account                 |
| On ACD (RT)         | The number of agents that are currently handling a call.                       | Up             | Employee Group: Agent, Supervisor, Sub-Account, Account |

# Chapter 4: Verify Video-related settings

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## Adding special roles

### About this task

The actions you can perform to add, edit, and delete other roles depend on your account type.

### Before you begin

Add a user in System ManagerSystem Manager.

### Procedure

1. Select a user.
2. Click **New role**.
3. Enter the details for the user role.

---

## Adding Soft Clients

### About this task

Network management **Save**.

### Platform FQDN or IP

| Name       | Description         |
|------------|---------------------|
| Home phone | First contact phone |
| Location   | User location       |

### Plain UL

- On Android devices, press and hold to view both audio and video options for a meeting entry.
- On iOS devices, swipe to the right on a meeting entry.
- Join a meeting using this option only if the conference bridge number is in the Tel: URL format.

### Plain OL


1. On Android devices, press and hold to view both audio and video options for a meeting entry.

2. On iOS devices, swipe to the right on a meeting entry.
3. Join a meeting using this option only if the conference bridge number is in the Tel: URL format.

### Before you begin

Download the software from Avaya support website or PLDS.

### Procedure

1. **Choices** element. Click 
  - On Android devices, press and hold to view both audio and video options for a meeting entry.
  - On iOS devices, swipe to the right on a meeting entry.
2. **UL** inside info element.
  - On Android devices, press and hold to view both audio and video options for a meeting entry.
  - On iOS devices, swipe to the right on a meeting entry.
  - Join a meeting using this option only if the conference bridge number is in the Tel: URL format.
3. **OL** inside info element.
  - a. On Android devices, press and hold to view both audio and video options for a meeting entry.
  - b. On iOS devices, swipe to the right on a meeting entry.
  - c. Join a meeting using this option only if the conference bridge number is in the Tel: URL format.
4. On the User Management page, click **New**.
  - a. On Android devices, press and hold to view both audio and video options for a meeting entry.
  - b. On iOS devices, swipe to the right on a meeting entry.
  - c. Join a meeting using this option only if the conference bridge number is in the Tel: URL format.
5. In the **Create New field**, type AES.
6. Click **Commit**.

### Next steps

Configure network parameters.

### Related links

[Duplicating subnet params](#) on page 88

[Remote Loop-Around Test](#) on page 88

[Configuring Binary Floor Control Protocol](#) on page 96

Verify Video-related settings

[Viewing or deleting a call flow \(Video\)](#)

[Creating a station group \(Video\)](#)

[Assigning an agent to a supervisor \(Video\)](#)

[Setting up holiday hours \(Video\)](#)

[RelLinks-Topic-Minimizing and docking a module](#)

[RelLinks-Topic-Renaming an Existing Topology Hiding Profile](#)

[RelLinks-Topic-Cloning an Existing Topology Hiding Profile](#)

[RelLinks-Topic-Deleting a Topology Hiding Profile](#)

## Duplicating subnet params

### Before you begin

Ensure a valid connection.

### About this task

Need to be on the same network region.

### Procedure

1. On the CMA interface go to `Network Services`.
2. Get `Polar Edge`.
3. Go to `Split Network`.
4. Click `Modify` and click `Geo Redundancy`.

### Related links

[Adding Soft Clients](#) on page 86

## Remote Loop-Around Test

Used with Processor/Trunk Data Modules. Available with a pdm or tdm type trunk.

| Valid Entry | Usage  |
|-------------|--|
| y           | The data module supports a loop-back test at the EIA interface. Avaya equipment supports this loop-back test which is not required by Level 2 Digital Communications Protocol. |
| n           | Abort a request for this test  |

### Related links

[Adding Soft Clients](#) on page 86

# Chapter 5: Upgrading

## Change history

You can assign up to nine speed dial numbers to the phone numbers from your Contacts list.

| Issue                | Date      | Summary of changes   |
|----------------------|-----------|--|
| Release 2.0, Issue 1 | July 2018 | <ul style="list-style-type: none"><li>• Added the wired and wireless handset model names in xyz.</li><li>• Removed references to the Kensington lock slot in .<br/>Here is some stuff to add and change.</li><li>• Added the SNTP server configuration requirement in xyz.</li><li>• Updated xyz.</li><li>• Added a new section xyz.</li><li>• Added information about Device Enrollment Services support.</li><li>• Added information about using Avaya Aura® Utility Services as a file server in xyz.</li><li>• Updated xyz.</li><li>• Updated the information about DNS server data configuration in xyz.</li><li>• Updated “About this task” in xyz.</li><li>• Added information about logging in as an administrator in xyz.</li><li>• Updated xyz.</li><li>• Added a new chapter: xyz.</li><li>• Updated xyz.</li><li>• Updated information about the local log level in xyz.</li><li>• Mentioned the Gmail sharing limitation in xyz.</li><li>• Updated xyz.</li><li>• Updated the cause information in xyz.</li><li>• Updated parameter descriptions throughout the appendix.</li><li>• Removed information about unsupported configuration parameters.</li></ul> |

*Table continues...*

| Issue                  | Date           | Summary of changes  |
|------------------------|----------------|---|
|                        |                | <ul style="list-style-type: none"> <li>• Adjusted parameter descriptions throughout Appendix A and parameter descriptions throughout chapter 55.</li> <li>• Ordered information about the local log level in xyz.</li> <li>• Executed the Gmail sharing limitation in xyz.</li> <li>• Rendered parameter descriptions throughout Appendix A and parameter descriptions.</li> <li>• Powered the cause information in xyz.</li> <li>• Added and updated parameter descriptions throughout the appendix.</li> <li>• Checked for information about unsupported configuration parameters.</li> </ul>   |
| Release 2.0, Issue 2   | September 2018 | <ul style="list-style-type: none"> <li>• Added information about the Avaya Vantage™ K155 device.</li> <li>• Added xyz.</li> <li>• Updated xyz.</li> <li>• Updated the sections under xyz. This chapter also includes information about installing applications from unknown sources.</li> <li>• Updated the sections under parameter descriptions throughout Appendix A and parameter descriptions throughout chapter 300.</li> </ul>   |
| Release 2.0.1, Issue 3 | March 2019     | <ul style="list-style-type: none"> <li>• Updated xyz.</li> <li>• Added parameter descriptions throughout Appendix A.</li> <li>• Updated parameter descriptions throughout Appendix A parameter descriptions throughout Appendix A.</li> <li>• Removed the “Server configuration” chapter. The information from that chapter is now in the “Initial setup and connectivity” chapter.</li> <li>• Added parameter descriptions throughout Chapter 45.</li> <li>• Updated parameter descriptions throughout Appendix A.</li> <li>• Updated parameter descriptions throughout Chapter 39.</li> <li>• Added parameter descriptions throughout Appendix A and parameter descriptions throughout chapter 30.</li> <li>• Added and updated information about security features in Chapter 4, “Security configuration”.</li> <li>• Updated parameter descriptions throughout the document..</li> <li>• Added throughout Appendix A throughout Appendix ABCD.</li> <li>• Added throughout Appendix ABC.</li> <li>• Added throughout Appendix A.</li> </ul> |

*Table continues...*

| Issue | Date | Summary of changes  |
|-------|------|---|
|       |      | <ul style="list-style-type: none"> <li>• Added a new “Emergency call configuration” chapter.</li> <li>• Added a new “Directory search configuration” chapter.</li> <li>• Updated def.</li> <li>• Updated tuv.</li> <li>• Updated mno.</li> <li>• Added def.</li> <li>• Indicated that only TLS is supported in an Avaya Aura<sup>®</sup> environment.</li> <li>• Updated pqr.</li> <li>• Added abc.</li> <li>• Added def.</li> <li>• Added ghi.</li> <li>• Added klm.</li> <li>• Added nop.</li> <li>• Updated qrs.</li> <li>• Updated parameter descriptions throughout Appendix A.</li> <li>• Added Appendix B, “Parameter configuration examples in the settings file”.</li> <li>• Minor rephrasing throughout the document.</li> <li>• Updated all references.</li> <li>• Indicated that only TLS is supported in an Avaya Aura<sup>®</sup> environment.</li> <li>• Adjunct abcdef.</li> <li>• Rendered all objects</li> <li>• Using the real objects with chat data.</li> <li>• Added chat data.</li> <li>• Added chat options.</li> <li>• Added params.</li> <li>• Updated dashboard win.</li> <li>• Updated properties with descriptions throughout document.</li> <li>• Added documents with chat options “All parameter configuration examples in the config file”.</li> <li>• Change in content throughout the document.</li> </ul> |

## Related links

[Applying the Communication Manager patch using SMI](#) on page 92

[Applying the Communication Manager patch using SMI](#) on page 93

# Applying the Communication Manager patch using SMI

## About this task

Use the Communication Manager System Management Interface (SMI) to apply the Communication Manager patch.

## Before you begin

Deploy the Communication Manager Release 10.1.

## Procedure

1. Log in to Communication Manager System Management Interface using a service account.
2. On the **Administration** menu, click **Server (Maintenance)**.
3. In the left navigation pane, click **Miscellaneous > Download Files**.  
The system displays the Download Files page.
4. Select the **File(s) to download from the machine I'm using to connect to the server** option, click **Choose File** to browse the file from your local machine, and click **Download**.
5. In the left navigation pane, click **Server Upgrades > Manage Updates**.  
The system displays the Manage Updates page.
6. Select the update ID and click **Unpack**.  
The status of the selected file changes to unpacked.
7. Select the update ID and click **Activate**.  
The status of the patch file changes to activated.
8. To apply patch on the duplex server, go to **Server Upgrades > Pre Update/Upgrade Step**, and click **Continue**.

## Related links

[Change history](#) on page 89

[Voice and Digital Services](#)

[CCaaS Cloud Resources and Features](#)

[Creating an agent \(Video\)](#)

[Managing announcements \(Video\)](#)

[Setting up your J179 Phone \(Video\)](#)

[Handling Multiple Lines \(Video\)](#)

## Documentation

See the following related documents at <http://support.avaya.com> or <https://documentation.avaya.com>.

| Title        | Use this document to: | Audience |
|--------------|-----------------------|----------|
| Overview     |                       |          |
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|              |                       |          |
| Planning     |                       |          |
|              |                       |          |
|              |                       |          |
| Implementing |                       |          |
|              |                       |          |
|              |                       |          |
| Supporting   |                       |          |
|              |                       |          |
| Using        |                       |          |
|              |                       |          |
|              |                       |          |

## Applying the Communication Manager patch using SMI

### About this task

Use the Communication Manager System Management Interface (SMI) to apply the Communication Manager patch.

### Before you begin

Deploy the Communication Manager Release 8.1.

Uninstall previous patch, if any, unless the previous patch is a hot patch.

### Procedure

1. Log in to Communication Manager System Management Interface using a service account.
2. On the **Administration** menu, click **Server (Maintenance)**.
3. In the left navigation pane, click **Miscellaneous > Download Files**.

The system displays the Download Files page.

4. Select the **File(s) to download from the machine I'm using to connect to the server** option, click **Choose File** to browse the file from your local machine, and click **Download**.
5. In the left navigation pane, click **Server Upgrades > Manage Updates**.

The system displays the Manage Updates page.

6. Select the update ID and click **Unpack**.

The status of the selected file changes to unpacked.

7. Select the update ID and click **Activate**.

The status of the patch file changes to activated.

**\* Note:**

- If you are installing the Kernel Service Pack click **Commit** after clicking **Activate**.
- Activating Communication Manager Service Packs impacts service. You can schedule this activity in a maintenance window.

8. To apply patch on the duplex server, do the following on the Communication Manager SMI:
  - a. On the active Communication Manager server, go to **Server Upgrades > Pre Update/Upgrade Step**, and click **Continue**.
  - b. On the standby Communication Manager server, repeat step [1](#) on page 93 to step [7](#) on page 93.
  - c. On the active Communication Manager server, go to **Server > Interchange Servers**, and click **Interchange**.
  - d. On the new standby Communication Manager server, repeat step [1](#) on page 93 to step [7](#) on page 93.

**\* Note:**

If the upgrade is not successful, and you want to unlock the translations, then on the active Communication Manager server, go to **Server Upgrades > Pre Update/Upgrade Step**, and click **Undo**.

**Related links**

[Change history](#) on page 89

---

## Renaming a Topology Hiding profile

### Procedure

1. Log in to the EMS web interface with administrator credentials.
2. In the navigation pane, click **SBCE**.
3. In the navigation pane, click **Configuration Profiles > Topology Hiding**.
4. Click the Topology Hiding Profile that you want to rename.
5. In the content area , click **Rename Profile**.

The EMS server displays the Rename Profile window.

6. In the **New Name** field, type a new name and click **Finish**.

### Result

The application pane displays the new renamed profile.

---

## Cloning a Topology Hiding profile

### Procedure

1. Log in to the EMS web interface with administrator credentials.
2. In the navigation pane, click **SBCE**.
3. In the navigation pane, click **Configuration Profiles > Topology Hiding**.

The EMS server displays the existing topology hiding profiles and the corresponding topology headers.

4. Click the Topology Hiding Profile that you want to clone.
5. Click **Clone**.

The EMS server displays the Clone Profile window.

6. In the **Clone Name** field, type a name for the cloned profile and click **Finish**.

 **Note:**

Cloning the default Topology Hiding Profile is the fastest method to create a fully expanded Topology Hiding Profile.

---

## Editing a Topology Hiding Header

### About this task

Use this procedure to edit and delete headers added to a Topology Hiding Header.

### Procedure

1. Log in to the EMS web interface with administrator credentials.
2. In the navigation pane, click **SBCE**.
3. In the navigation pane, click **Configuration Profiles > Topology Hiding**.

The EMS server displays the existing topology hiding profiles and the corresponding topology headers.

4. Click the Topology Hiding Profile containing the Topology Hiding header that you want to edit.
5. In the **Topology Hiding** tab, click **Edit**.
6. Select new values, as required, for the **Header**, **Criteria**, and **Release Action** fields.
7. Click **Finish**.

---

## Deleting a Topology Hiding header

### Procedure

1. Log in to the EMS web interface with administrator credentials.
2. In the navigation pane, click **SBCE**.
3. In the navigation pane, click **Configuration Profiles > Topology Hiding**.  
The EMS server displays the existing topology hiding profiles and the corresponding topology headers.
4. Click the Topology Hiding Profile that contains the Topology Hiding Header you want to delete.
5. In the **Topology Hiding** tab, click **Edit** .
6. In the Edit Topology Hiding Profile window, locate the Topology Hiding Header that you want to delete, and click **Delete**.
7. Click **Finish** to save the changes.

---

## Configuring Binary Floor Control Protocol

### Procedure

1. Log in to the EMS web interface with administrator credentials.
2. On the **Device** menu, click the **SBC** name to administer.
3. On the dashboard, click **Domain Policies > Media Rules**.
4. On the Media Rules page, click the **Advanced** tab.
5. Select the **BFCP Enabled** check box.  
The media rule included in the endpoint policy group must be applied to the subscriber side and server side.
6. In the navigation pane, click **Network & Flows > Media Interface**.
7. On the Media Interface page, click **Add**.  
The EMS server displays the Add Media Interface dialog box.
8. In the **Name** field, type the name of the media interface.  
The **IP Address** field is pre-populated with the Media Interface IP address.
9. In the **Port Range** field, enter the TCP port range.  
The default range is 35000 to 40000.

---

## Administer an extension for the DMCC phone

### Main condition

SAT administration enabled <http://ip-address:8080>

### Root Cause

SAT-CM disabled.

### Solution-1

Always perform on a primary server.

# Glossary

**Busy Hour Call Completions**

A measure of dynamic traffic calls that can be completed in an average busy hour.

**Client SDK server**

A component of the Client Software Development Kit (SDK). The Client SDK server is a Web application that is deployed on a Tomcat server. The Client SDK client components use the Client SDK server to communicate with an Avaya IC core system.

**Expert agent distribution**

A call queued for a skill goes to the most idle agent in the primary skills agent group. Agents who are idle and have secondary agent skills receive the call queued for a skill if there are no primary agents available.

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