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IP Office Basic Setup Guide

Follow this guide for setting up the basics of your Avaya IP Office phone system. For more detailed instructions and programming options, please see the manual.

You will need a computer or laptop with Windows XP or XP Pro, with IP Office Phone manager pre-installed. The software can be obtained by going to support.avaya.com and clicking on the Documents and Downloads link at the top. Then in the search box type IP Office. After selecting IP Office, there will be a "Choose Release" drop down on the right. Make sure content type below is set to Downloads Select the needed version and find and download the Administrative file. It will be around 700MB in size, usually a bit less. (See Images Below)

Software Download fast-link for 5.0:

Please click on the following link to access the IP Office 5.0 Q1 2011 Maintenance Release. You may need to right-click on the file name and select "Save Target As" to download the file.
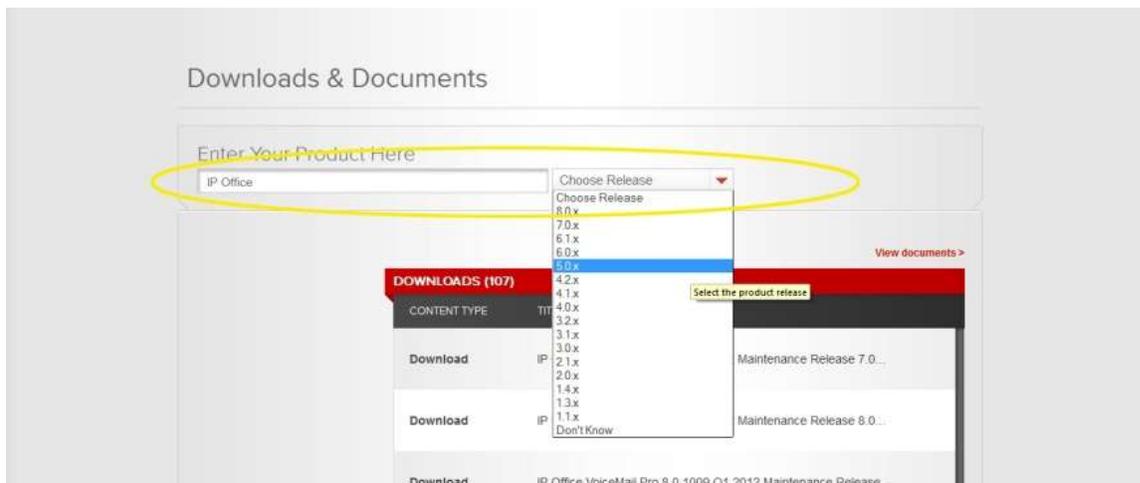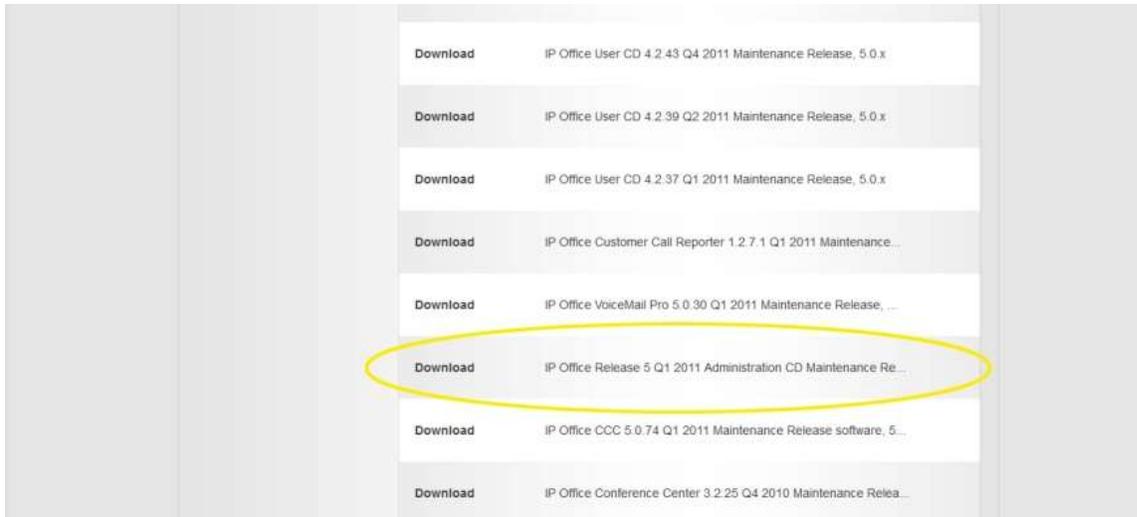
Before powering up your phone system, you will need to plug a cat5 or cat5e cable into the Lan1 port on your phone system and plug the other end into your ethernet port on your computer. You will need to go to your network connections, and right click on Local Area Connections then click properties. Find TC/IP and highlight the selection and click Properties. Your IP address will need to be set to 192.168.42.100. Subnet mask will auto fill to 255.255.255.0 when you single click on a blank area or just hit the "tab" key on your keyboard. Power up the phone system in the following order:

1. Plug the barrel plug end of the power cord into the back of the IP Office phone system.
2. Plug the power cord into a surge protector or UPS.
3. Power up the Surge protector or UPS

Now save the configuration and open Manager. Manager is located in your program files under IP office.

When phone manager is opened, you need to click file and open configuration. The unit will seek out the phone system. When it finds it, tick the box and hit enter. Program will ask for a username and password. By Default, the username and password are both Administrator (Case sensitive). IF your system is below version 3.x then the password will be "password" (without quotes).

Trouble Shooting

Manager Application Not Contacting the IP Office System

Issue
The Manager application does not recognize the IP Office System.

Possible Causes
Manager is a Windows application for viewing and editing the configuration file of IP Office Control

Units. The Control Unit holds the configuration as files in the Control Unit's flash memory. Thus the files are not lost when power is removed from the system. Whenever the system is rebooted, the file is loaded from flash memory into the systems RAM memory.

The most likely cause for Manager not contacting the IP Office control unit is network-related configurations and settings. Depending on whether the PC running Manager is directly connected to the IP Office control unit or it is remotely connected, the verification steps vary slightly. Thus, the suggested actions taken to resolve the issue are divided into those two headings below.

Actions for Directly Connected Systems

If the PC running Manager is directly connected to the IP Office, do the following:
I. Verify that the computer running Manager has a static IP address and the address is within the IP range and subnet range that the IP Office control unit is configured with. The two IP addresses need to be on the same network. For example, if the IP and subnet range of the IP Office control unit is 192.168.42.1 and 255.255.255.0 respectively, then the IP address of the computer running Manager should be within the range 192.168.42.2 to 192.168.42.254 usually the easiest is 192.168.42.100.

Procedure

To check and update the IP address of the computer running Manager:
Right-click My Network Places and select Properties.
Right-click Local Area Connections and select Properties.
Select Internet Properties (TCP/IP) and click Properties.
With Use the following IP address selected, the fields for IP address and Subnet mask is available for editing. Make the necessary changes based on IP range of the IP Office control unit.
Click OK.

II. Check the default gateway programmed on the Manager computer. The default gateway is normally the IP Office. If it is not check with your IT administrator what the Default Gateway on the network should be.

Procedure

To check and update the default gateway of the computer running Manager:
1. Right-click My Network Places and select Properties.
2. Right-click Local Area Connections and select Properties.
3. Select Internet Properties (TCP/IP) and click Properties.
4. With Use the following IP address selected, the Default Gateway field is available for editing. The default gateway should be the IP Office. Make the necessary updates.
5. Click OK.

III. Ensure that the PC running Manager is connected directly into the LAN port on the IP Office and remove any other network connections temporarily from the IP Office LAN port to negate conflicts.

IV. Check that there is a network connection light on both the IP Office and the computer's network interface card (NIC).

V. Check you can ping the IP Office's IP address.

Procedure

1. From the Start menu of the computer running Manager, select Run.
2. Enter cmd in the text box.
3. In the Command Prompt window, type ping xxx.xxx.xxx.xxx (where x = IP address of the IP Office control unit).
4. A message similar to the following should appear:
5. If a message similar to the following appears and you have performed all the verification checks relating to this issue, then contact T3 support:

VI. Check the Preferences setting on Manager. There should be one set to 255.255.255.255.

Procedure

1. Log onto Manager.
2. Click File|Preferences.
3. There should be a 255.255.255.255 (a broadcast address) setting configured.
4. Select this IP address.

VII. Reboot the Manager PC.

VIII. If the connection to the IP Office still cannot be made, the system will require a DTE configuration clear. See DTE Port Maintenance.

IX. If the problem persists after you have performed ALL these troubleshooting steps, gather the following information BEFORE escalating the issue:
• A copy of the IP Office configuration will be useful before escalating to your support organization.
• The username and password of the configuration must be provided to your support organization for testing purposes.
• Any trace codes or log files generated by the System Monitor application (if available).
• Notes relating to the result of each of the verification steps performed above.
• The customer's network diagram (if applicable).

Actions for Networked Systems

If the PC running Manager is connected to the IP Office over the network (with a router or switch in-between) or is remotely connected, do the following:
I. Check the default gateway programmed on the Manager computer. The default gateway should be the router or the IP Office control unit.

Procedure

To check and update the default gateway of the computer running Manager:
1. Right-click My Network Places and select Properties.

2. Right-click Local Area Connections and select Properties.
3. Select Internet Properties (TCP/IP) and click Properties.
4. With Use the following IP address selected, the Default Gateway field is available for editing. Make the necessary updates.
5. Click OK.

II. Check that there is a network connection light on both the IP Office and the computer's network interface card (NIC).

III. Check you can ping the IP Office's IP address.

Procedure

1. From the Start menu of the computer running Manager, select Run.
2. Enter cmd in the text box.
3. In the Command Prompt window, type ping xxx.xxx.xxx.xxx (where x = IP address of the IP Office control unit).
4. A message similar to the following should appear:
5. If you are unable to ping the remote IP Office system, contact the site's IT manager because there could be a firewall preventing you from pinging the system even when you are connected to it.

IV. Check the Preferences setting on Manager. There should be one set to the IP address of the IP Office control unit you are managing.

Procedure

To enter the IP address of the IP Office control unit:
1. Log onto Manager.
2. Click File|Preferences.
3. Select the IP address of the IP Office control unit you are managing. Select File|Close to close the previous system configuration and click to open the configuration for the newly defined IP Office control unit.
4. If the IP address is not listed, do the following:
i. Select Edit and enter the IP address of the IP Office control unit in question. Leave the other configuration fields at their default.
ii. Click OK.
iii. Select File|Close to close the previous system configuration.
iv. Click to open the configuration for the newly defined IP Office control unit.

V. If the connection to the IP Office still cannot be made, the system will require a DTE configuration clear. See DTE Port Maintenance.

VI. If the problem persists after you have performed ALL these troubleshooting steps, gather the following information BEFORE escalating the issue:
• A copy of the IP Office configuration will be useful before escalating to your support organization.
• The username and password of the configuration must be provided to your support organization for testing purposes.
• Any trace codes or log files generated by the System Monitor application (if available).

• Notes relating to the result of each of the verification steps performed above.
• The customer's network diagram (if applicable).

Validation

Use the following procedure to verify that Manager can contact the IP Office system.

Procedure

1. From the Start menu of the computer running Manager, select Run.
2. Enter cmd in the text box.
3. In the Command Prompt window, type ping xxx.xxx.xxx.xxx (where x = IP address of the IP Office control unit).
4. The following message should appear:
5. Go to Manager and open a configuration by clicking and entering the system password.