



Avaya IP Office™ Platform Web Self Administration

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Chapter 1: Avaya IP Office™ Platform Web Self Administration

End users can access the Web Self Administration portal to manage their personal configuration parameters. The system administrator must enable access for each user.

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Logging in to Web Self Administration

To log in to the Web Self Administration interface, enter the IP address of the system in the format `http://<ip_address>`. The index page for the server opens. Select **IP Office Self Administration**.

When the login page opens, enter your user ID and password.

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Accessibility

The Web Self Administration user interface supports the following accessibility features.

Keyboard Navigation

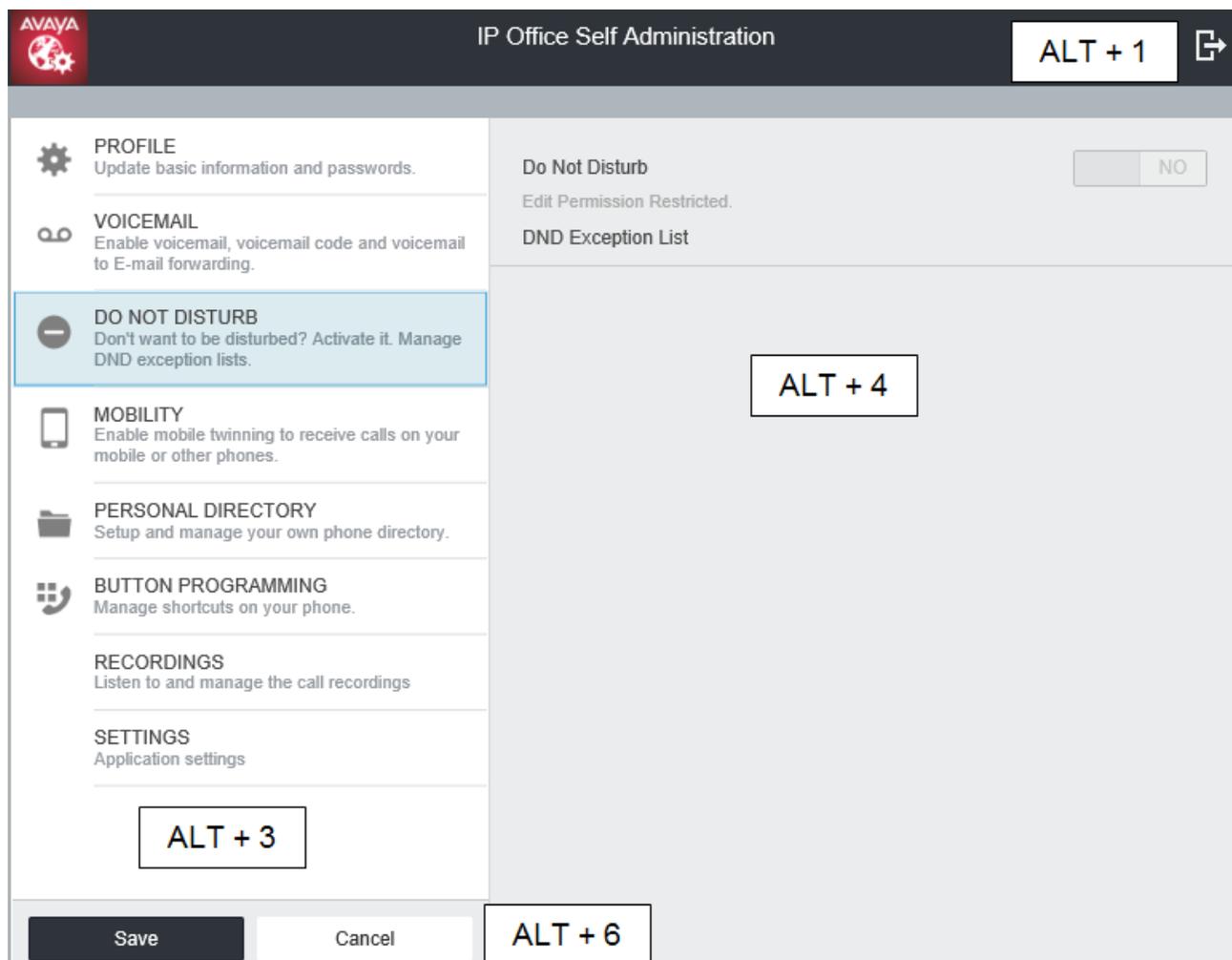
To	Press
Move forward through the elements on a Web page	Tab
Move backward through the elements on a Web page	Shift-Tab
Change the value of a Yes No field.	left / right arrow
Execute a currently selected button action.	Enter

Keyboard Shortcuts

*** Note:**

Keyboard shortcuts do not work if the current focus is the browser URL / Address field.

To	Press
Shift focus to menu bar.	ALT+1
Shift focus to left menu.	ALT+3
Shift focus to details pane.	ALT+4
Shift focus to footer.	ALT+6



High Contrast

The Web Self Administration user interface supports high contrast settings in the Internet Explorer browser (9.0 and higher). Perform the following steps to configure high contrast.

1. On the IE menu bar, click **Tools > Internet Options**.
2. In the Internet Options window, under **Appearance**, click **Colors**.
3. In the Colors window, uncheck **Use Windows colors**.
4. Click the **Text** color box and then select black.
5. Click the **Background** color box and then select white.
6. In the Internet Options window, under **Appearance**, click **Accessibility**.
7. In the Accessibility window, click to check the following check boxes.
 - **Ignore colors specified on webpages.**
 - **Ignore font styles specified on webpages.**
 - **Ignore font sizes specified on webpages.**

Screen Reader Support

The Web Self Administration user interface supports screen readers that comply with standard Accessible Rich Internet Applications (ARIA) specifications.

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Profile

Field	Description
Full Name	<p>Range = Up to 15 characters.</p> <p>This is the user's account name used for RAS Dial In, Caller Display and voicemail mailbox. As the display on Caller Display telephones is normally only 16 digits long it is useful to keep the name short. Only alphanumeric characters and space are supported in this field. This field is case sensitive and must be unique.</p> <p>Names should not start with a space. Do not use punctuation characters such as #, ?, /, ^, > and ,.</p> <p>Voicemail uses the name to match a user to their mailbox. Changing a user's name will route their voicemail calls to a new mailbox. Note however that Voicemail Pro is not case sensitive and will treat names such as "Steve Smith", "steve smith" and "STEVE SMITH" as being the same.</p> <p>Do not provision a user with the Name "admin". The user name "admin" is a reserved value on the one-X Portal Instant Message (IM) and Presence server. An IP Office "admin" user will not have IM and presence services.</p> <p>For Outbound Contact Express deployments, when an agent logs in to an extension, the user name associated with the extension is changed to the agent ID.</p>
Password	<p>Default = Blank. Range = Up to 31 alphanumeric characters.</p> <p>This password is used by user applications such as SoftConsole and TAPI. It is also used for user's with Dial In access.</p> <p>Note that this is not the user's voicemail mailbox password (see) or their phone log in code (see).</p> <p>Password complexity rules can be set through the General security settings. If complexity is not met, an error is displayed. The configuration can still be saved, except if system locale is set to France2.</p>
Language	<p>Default = Blank (Use system locale) 🗝️</p> <p>Configures the language used for voicemail prompts played to the user, assuming the language is available on the voicemail server. See <i>Avaya IP Office™ Platform Locale Settings</i>. On a digital extension it also controls the display language used for messages from the system. Note however that some phones have their own menu options for the selected language for the phone menus.</p>

Table continues...

Field	Description
Telephone Login Code	<p>Default = Blank. Range = Up to 31 digits.</p> <p>The code that has to be entered, as part of a log in sequence, to allow a user to make use of an extension as if it was their own phone. This entry must be at least 4 digits for DS port users. Login codes of up to 15 digits are supported with Extn Login buttons. Login codes of up to 31 digits are supported with Extn Login short codes. Centralized users use the Login Code for SIP registration on Session Manager.</p> <ul style="list-style-type: none"> • For IP phone users, the login code should be limited to 13 digits. The user's login code is used by IP phones during registration with the system. • This log in code can be used for hot desking as well as logging back onto your phone after it has been used by a hot desking user. Hot desking is not supported for centralized users. • Users can only log out if they have a Login Code set. Users can log out without having a Login Code set if they are currently logged in at an extension whose Base Extension Number () no longer matches their own Extension (). • Supports the short code feature Change Login Code. • If the user has a login code set, it is used by the Outgoing Call Bar Off short code feature. • If the user has a login code set, access to a range of programmable button features will require entry of the login code. For example access Self Admin and System Phone features.
Deny Auto Intercom Calls	<p>Default = Off.</p> <p>When enabled, any automatic intercom calls to the user's extension are automatically turned into normal calls.</p>

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Voicemail

Field	Description
Enable Voicemail	<p>Default = On.</p> <p>When on, the mailbox is used by the system to answer the user's unanswered calls or calls when the user's extension returns busy. Note that selecting off does not disable use of the user's mailbox. Messages can still be forward to their mailbox and recordings can be placed in it. The mailbox can also still be accessed to collect messages.</p>

Table continues...

Field	Description
	<p>When a caller is directed to voicemail to leave a message, the system indicates the target user or hunt group mailbox.</p> <ul style="list-style-type: none"> • The mailbox of the originally targeted user or hunt group is used. This applies even if the call has been forwarded to another destination. It also includes scenarios where a hunt group call overflows or is in fallback to another group. • Voicemail Pro can be used to customize which mailbox is used separately from the mailbox indicated by the system.
Voicemail Code	<p>Default = Blank. Range = 0 (no code) to 15 digits.</p> <p>A code used by the voicemail server to validate access to this mailbox. If remote access is attempted to a mailbox that has no voicemail code set, the prompt "Remote access is not configured on this mailbox" is played.</p> <p>The mailbox access code can be set through IP Office Manager or through the mailbox telephone user interface (TUI). The minimum password length is:</p> <ul style="list-style-type: none"> • Voicemail Pro (Manager): 0 • Voicemail Pro (Intuity TUI): 2 • Embedded Voicemail (Manager): 0 • Embedded Voicemail (Intuity TUI): 0 <p>Codes set through the Voicemail Pro telephone user interface are restricted to valid sequences. For example, attempting to enter a code that matches the mailbox extension, repeat the same number (1111) or a sequence of numbers (1234) are not allowed. If these types of code are required they can be entered through Manager.</p> <p>Manager does not enforce any password requirements for the code if one is set through Manager.</p> <ul style="list-style-type: none"> • Embedded Voicemail: For Embedded Voicemail running in IP Office mailbox mode, the voicemail code is used if set. • IP Office mode: The voicemail code is required when accessing the mailbox from a location that is not set as a trusted number in the user's Source Numbers list. • Intuity Emulation mode: By default the voicemail code is required for all mailbox access. The first time the mailbox is accessed the user will be prompted to change the password. Also if the voicemail code setting is left blank, the caller will be prompted to set a code when they next access the mailbox. The requirement to enter the voicemail code can be removed by adding a customized user or default collect call flow, refer to the Voicemail Pro manuals for full details. • Trusted Source Access: The voicemail code is required when accessing the mailbox from a location that is not set as a trusted number in the user's Source Numbers list. • Call Flow Password Request: Voicemail Pro call flows containing an action where the action's PIN code set to \$ will prompt the user for their voicemail code. • Changing the Code: All of the voicemail interfaces, except IMS and IMAP, provide options for the user to change the voicemail code themselves. In addition, Voicemail

Table continues...

Field	Description
	<p>Pro running in Intuity emulation mode will request that the user sets a code when they first log in to their mailbox using the phone.</p>
Voicemail Email	<p>Default = Blank (No voicemail email features)</p> <p>This field is used to set the user or group email address used by the voicemail server for voicemail email operation. When an address is entered, the additional Voicemail Email control below are selectable to configure the type of voicemail email service that should be provided.</p> <p>Use of voicemail email requires the Voicemail Pro server to have been configured to use either a local MAPI email client or an SMTP email server account. For Embedded Voicemail, voicemail email is supported and uses the system's SMTP settings.</p> <p>The use of voicemail email for the sending (automatic or manual) of email messages with wav files attached should be considered with care. A one-minute message creates a 1MB .wav file. Many email systems impose limits on emails and email attachment sizes. For example the default limit on an Exchange server is 5MB.</p> <p> Note: Unicode characters are not supported.</p>
Voicemail to Email Notification	<p>Default = Off</p> <p>the Voicemail Email Mode options become selectable when</p> <ul style="list-style-type: none"> • A Voicemail Email email address is entered for the user or group • The Enable Gmail API is set to On <p>These settings control the mode of automatic voicemail email operation provided by the voicemail server whenever the voicemail mailbox receives a new voicemail message. Users can change their voicemail email mode using visual voice. The ability to change the voicemail email mode can also be provided by Voicemail Pro in a call flow using a Play Configuration Menu action or a Generic action.</p> <p>If the voicemail server is set to IP Office mode</p> <ul style="list-style-type: none"> • Users can change their voicemail email mode through the telephone prompts. • users can manually forward a message to email. <p>The options are:</p> <ul style="list-style-type: none"> • Off If off, none of the options below are used for automatic voicemail email. Users can also select this mode by dialing *03 from their extension. • Copy If this mode is selected, each time a new voicemail message is received in the voicemail mailbox, a copy of the message is attached to an email and sent to the email address. There is no mailbox synchronization between the email and voicemail mailboxes. For example reading and deletion of the email message does not affect the message in the voicemail mailbox or the message waiting indication provided for that new message. • Forward If this mode is selected, each time a new voicemail message is received in the voicemail mailbox, that message is attached to an email and sent to the email address. No copy of the voicemail message is retained in the voicemail mailbox and

Table continues...

Field	Description
	<p>there is no message waiting indication. As with Copy, there is no mailbox synchronization between the email and voicemail mailboxes. Users can also select this mode by dialing *01 from their extension.</p> <p>Note that until email forwarding is completed, the message is present in the voicemail server mailbox and so may trigger features such as message waiting indication.</p> <ul style="list-style-type: none"> • UMS Exchange 2007 With Voicemail Pro, the system supports voicemail email to an Exchange 2007 server email account. For users and groups also enabled for UMS Web Services this significantly changes their mailbox operation. The Exchange Server inbox is used as their voicemail message store and features such as message waiting indication are set by new messages in that location rather than the voicemail mailbox on the voicemail server. Telephone access to voicemail messages, including Visual Voice access, is redirected to the Exchange 2007 mailbox. • Alert If this mode is selected, each time a new voicemail message is received in the voicemail mailbox, a simple email message is sent to the email address. This is an email message announcing details of the voicemail message but with no copy of the voicemail message attached. Users can also select this mode by dialing *02 from their extension.
Voicemail Ringback	<p>Default = Off </p> <p>When enabled and a new message has been received, the voicemail server calls the user's extension to attempt to deliver the message each time the telephone is put down. Voicemail will not ring the extension more than once every 30 seconds.</p>

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Do Not Disturb

Field	Description
Do Not Disturb	<p>Default = Off </p> <p>When checked the user's extension is considered busy, except for calls coming from sources listed in their Do Not Disturb Exception List. When a user has do not disturb in use, their normal extension will give alternate dialtone when off hook. Users with DND on are indicated as 'busy' on any BLF indicators set to that user.</p>
DND Exception List	<p>Default = Blank</p> <p>This is the list of telephone numbers that are still allowed through when Do Not Disturb is set. For example this could be an assistant or an expected phone call. Internal extension numbers or external telephone numbers can be entered. If you wish to add a range of numbers, you can either enter each number separately or make use of the</p>

Table continues...

Field	Description
	wildcards "N" and "X" in the number. For example, to allow all numbers from 7325551000 to 7325551099, the DND Exception number can be entered as either 73255510XX or 73255510N. Note that this list is only applied to direct calls to the user. Calls to a hunt group of which the user is a member do not use the Do Not Disturb Exceptions list.

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Mobility

Field	Description
Enable Mobile Twinning	If selected, the user is enable for mobile twinning. The user can control this option through a Twinning programmable button on their a phone. For user's setup for one-X Mobile Client, changes to their Mobile Twinning status made through the system configuration or using a Twinning button are not reflected in the status of the Extension to Cellular icon on their mobile client. However, changes to the Extension to Cellular status made from the mobile client are reflected by the Mobile Twinning field in the system configuration. Therefore, for one-X Mobile Client users, it is recommended that they control their Mobile Twinning status through the one-X Mobile Client rather than through a Twinning button.
Twinning Number	Default = Blank. This field sets the external destination number for mobile twinned calls. It is subject to normal short code processing and should include any external dialing prefix if necessary. For users of Mobile Call Control, the number in this field is used to match the users setting to the incoming CLI.

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Forwarding

Field	Description
Block Forwarding	Default = Off.  When enabled, call forwarding is blocked for this user.

Table continues...

Field	Description
	<p>The following actions are blocked:</p> <ul style="list-style-type: none"> • Follow me • Forward unconditional • Forward on busy • Forward on no answer • Hot Desking <p>The following actions are not blocked:</p> <ul style="list-style-type: none"> • Do not disturb • Voicemail • Twinning
Forward Number	<p>Default = Blank. Range = Internal or External number. Up to 32 characters.</p> <p>This option sets the destination number to which calls are forwarded when Forward Unconditional is checked. The number can be an internal or external number. This option is also used for Forward on Busy and Forward on No Answer if no separate Forward Number is set for those features. If a user forwards a call to a hunt group of which they are a member, the group call is not presented to them but is presented to other members of the hunt group.</p>
Forward On No Answer	<p>Default = Off When checked and a forward number is set, calls are forwarded when the user does not answer within their set No Answer Time (User Telephony Call Settings). Having Forward Unconditional active overrides Forward on No Answer.</p>
Forward on Busy	<p>Default = Off</p> <p>When checked and a forward number is set, external calls are forwarded when the user's extension is busy. The number used is either the Forward Number set for Forward Unconditional or if set, the separate Forward Number set under Forward On Busy. Having Forward Unconditional active overrides Forward on Busy.</p> <p>If the user has Busy on Held selected, if forward on busy is active it is applied when the user is free to receive calls but already has a call on hold.</p> <p>If the user's phone has multiple call appearance buttons, the system will not treat them as busy until all the call appearance buttons are in use unless the last appearance button has been reserved for outgoing calls only.</p>

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Personal Directory

Field	Description
Speed Dial	<p>Range = 01 to 99 or None.</p> <p>This value is used with personal speed dials set and dialed from M and T-Series phones. The value can be changed but each value can only be applied to one directory record at any time. Setting the value to None makes the speed dial inaccessible from M and T-Series phones, however it may still be accessible from the directory functions of other phones and applications. The Speed Dial short code feature can be used to create short codes to dial the number stored with a specific index value. Release 10.0 allows users to have up to 250 personal directory entries. However, only 100 of those can be assigned index numbers.</p>
Name	<p>Range = Up to 31 characters.</p> <p>Enter the text to be used to identify the number.</p>
Number	<p>Range = Up to 31 digits plus * and #. Enter the number, without spaces, to be dialed. Wildcards are not supported in user personal directory records. Note that if the system has been configured to use an external dialing prefix, that prefix should be added to directory numbers.</p>

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Button Programming

Field	Description
Phone Type	The type of phone associated with this user.
Label	This is a text label for display on the phone. If no label is entered, the default label for the selected action is used.
Action	Defines the action taken by the menu item.

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Recordings

Name	Description
Record ID	The unique ID assigned to the recording.

Table continues...

Name	Description
Media Name	The name of the media file.
Start Date	The date of the call.
Calling Party Name	The name of the user who initiated the call.
Called Party Name	The name of the user who received the call.
Call Direction	The direction of the call, that is, whether the call was outgoing or incoming.
Target Party Number	The extension number the called party.
Conference Parties	The users who participated in the conference call.
Skills	The skill of the agent who participated in the call.
Agent Name	The name of the agent who initiated the call.
Agent Extension	The extension number of the agent who initiated the call.
Call Type	The type of call, that is, whether the call is from an internal extension or an external phone number.

Button name	Description
Download	The download button is available only if you have permission to download the recordings. Use the button to download the selected recording to your computer. The audio file is saved in Opus format.
Cancel	Use the Cancel button to go back to the main screen that displays all the recordings.

Name	Description
Recording Range (Date and Time)	The date and time range between which the call was recorded. Use the calendars to select the dates and the adjacent drop-down menus to specify the time.
Recording Length	The length of the recording. Use the values in the Recording length drop-down menu to specify how the search value you enter must be used. For example if you select “=” and enter a time value of 5 seconds, the recordings with length of 5 seconds are displayed. The available signs are: <ul style="list-style-type: none"> • < • > • =
Call Direction	The direction of the call, that is, whether the call was outgoing or incoming. Use the drop-down menu to sort the recordings of incoming or outgoing calls.
Call Type	The type of call, that is, whether the call is from an internal extension or an external phone number. Use the drop-down menu to sort the recordings of internal or external calls.

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Download

When you select **Download**, the right pane contains a list of application installation files available for download. Click on the link to download a file.

 **Note:**

You can download applications only if you are using IP Office Server Edition.

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