

Module 1 - Lesson 4 - Endpoint Configuration - Work-Book

Filling the blank, and answer the questions.

As a service technician you have to maintain and fix different problems related to phones.

Company ABC has been using a combination of analog, IP/SIP, IP-DECT, and remote users.

Scenario 1

The receptionist complains that whenever she is trying to put the system in night mode, the warehouse workers are unable to hear the calls ringing. She also complains that whenever working from home she is not able to login to her One-X-Console.

Scenario 2

John from the Sales team is having problems connecting his phone. He has a 9508 connected to the data jack, he realizes by plugging a 9608 type phone, the phone connects successfully but when trying to login with his user credential, the phone comes up with “wrong type” across the screen.

Scenario 3

Jane is experiencing issues with her wireless handset phones in the Laboratory. She says that some phones are not connecting, some of the phones are connected but unable to login.

Scenario 1

What device would you check to fix the night mode call coverage?

Once you have identified the night mode ring issue. You have to ensure the Main Receptionist is a member of the same _____ and it is set as “Collective Call Waiting”, to allow both extensions to ring at the same time.

When troubleshooting the remote connection for the Receptionist One-X Application. You noticed her Computer, and OS environment are working properly. You have confirmed the AvayaFW.bat was applied, and Windows Firewall Rules are assigned with the IP Office ports.

What would check next?

Scenario 2

What type of phone set does John need?

How would you fix the “Wrong Type” error, and stop it from showing up?

Scenario 3

In order to help Jane, you have to confirm the _____ is located in the same room, and it is close to the wireless phones.

Under the Manager _____ Configuration you need to verify the IP/SIP-DECT Extensions are assigned to the correct element.

Where in the user element, would you go to check the Wireless user's password?

Where in SSA can you check the D100 and D160?
