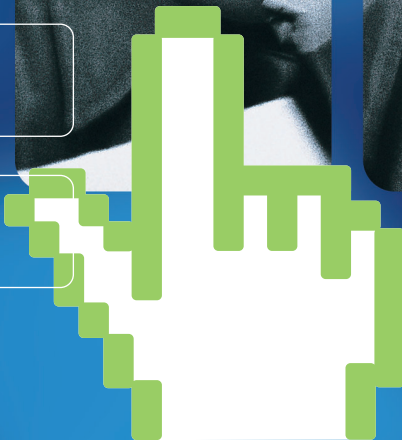


PhoneMaster6

Avaya PBX Administration Made Easy



Software by

PHONEWARE

Our Software - Your Solution

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INTRODUCTION

PhoneMaster 6 is an easy-to-use graphical interface for programming Avaya telephone systems. With its vast range of features, PhoneMaster 6 reduces the programming of the telephone system to simple point-and-click operations. PhoneMaster 6 is now a multi-platform tool and, in a single interface, you can manage all of your Avaya Communication Manager, CS 1000 and legacy Nortel Meridian telephone systems.

First launched in 1996, PhoneMaster is widely regarded in the marketplace as the easiest-to-use package of its kind. Now, PhoneMaster 6 includes all of the quality features of earlier versions and adds a whole host of new features that make it even easier and quicker for you to program your telephone system. Phoneware's renowned after-sales service and technical support are a perfect complement to PhoneMaster 6 and you are guaranteed to get the best possible service directly from Phoneware.



TELEPHONE PROGRAMMING

Programming telephones is easy with PhoneMaster. You can configure telephones in seconds with simple drag-and-drop and point-and-click operations. You can see at a glance how a telephone is configured - without knowing anything about the programming language of the telephone system.

Add New Telephones

Add new telephones to the system.

Change Telephones

Make changes to existing telephones.

Delete Telephones

Delete single or multiple telephones from the system.

Telephone Templates

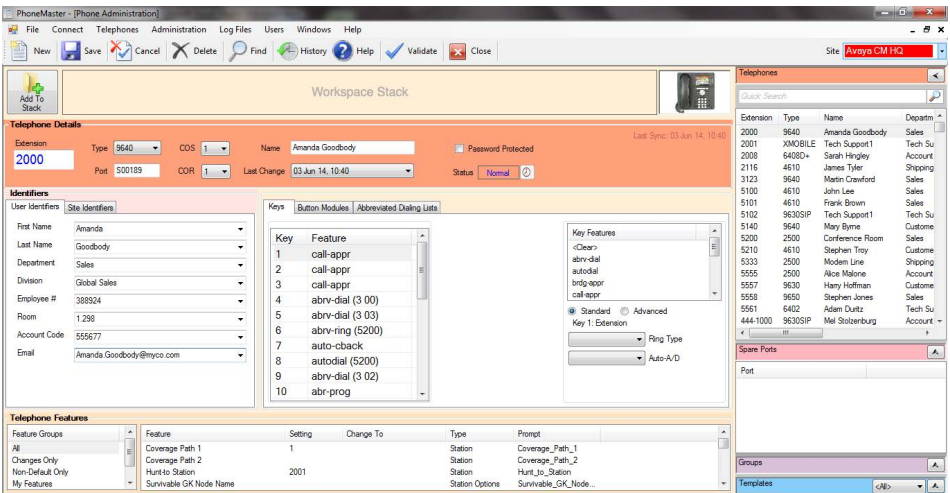
Create Templates from existing telephones to use when creating new telephones.

Quick Search / Advanced Search

The Quick Search bar allows you to find telephones quickly by just typing in an extension number, name, department or any of the Telephone Identifiers, etc. An Advanced Search option also allows you to find telephones by telephone features, key features, etc.

Telephone Admin Pop-up Menu Options

- Copy
- Cut
- Delete
- Paste
- Synchronize
- Quick Print
- Advanced Search
- Migrate To
- Create Template
- Busyout
- Release
- Busyout & Release
- Status



The screenshot displays the PhoneMaster software interface for configuring a telephone. The main window is titled "PhoneMaster - [Phone Administration]". The "Telephone Details" section shows the following information:

- Extension:** 2000
- Type:** 9640
- CDIS:** 1
- Name:** Amanda Goodbody
- Put:** S00189
- COR:** 1
- Last Change:** 03 Jun 14, 10:40
- Status:** Normal

The "Identifiers" section shows:

- First Name:** Amanda
- Last Name:** Goodbody
- Department:** Sales
- Division:** Global Sales
- Employee #:** 388924
- Room:** 1,298
- Account Code:** 55677
- Email:** Amanda.Goodbody@myco.com

The "Telephone Features" table is as follows:

Feature Groups	Feature	Setting	Change To	Type	Prompt
All	Coverage Path 1	1		Station	Coverage_Path_1
Changes Only	Coverage Path 2			Station	Coverage_Path_2
Non-Default Only	Hunt-to Station	2001		Station	Hunt_to_Station
My Features	Survivable GK Node Name			Station Options	Survivable_GK_Node_...

The "Keys" section shows a list of keys and features:

Key	Feature
1	call-appr
2	call-appr
3	call-appr
4	abr-v-dial (3 00)
5	abr-v-dial (3 03)
6	abr-v-ring (5200)
7	auto-cback
8	autodial (5200)
9	abr-v-dial (3 02)
10	abr-prog

The "Key Features" section shows:

- Key 1: Extension
- Ring Type: Auto-A/D

The "Telephones" list on the right shows a table of existing telephones:

Extension	Type	Name	Departm
2000	9640	Amanda Goodbody	Sales
2001	XMOBILE	Tech Support1	Tech Su
2008	6408D+	Sarah Hingley	Account
2116	4610	James Tyler	Shipping
3123	9640	Mark Crawford	Sales
5100	4610	John Lee	Sales
5101	4610	Frank Brown	Sales
5102	9630SIP	Tech Support1	Tech Su
5140	9640	Mary Byrne	Custom
5200	2500	Conference Room	Sales
5210	4610	Stephen Troy	Custom
5333	2500	Modern Line	Shipping
5555	2500	Alice Malone	Account
5557	9630	Harry Heffernan	Custom
5558	9650	Stephen Jones	Sales
5561	6402	Adam Dultz	Tech Su
444-1000	9630SIP	Mal Statenburg	Account

TELEPHONE FEATURES

■ Key Features

Add or change telephone key features by dragging features from the feature listbox onto keys. Customize the key features list for convenience.

■ Class Of Service Features And Parameters

Add/remove class of service features and parameters on telephones by double clicking, or clicking the right mouse button.

■ Feature Groups

With hundreds of features available to program on telephones, it can be a task in itself just to find the feature you're looking for. PhoneMaster allows you to create customized feature groups to arrange the features you use regularly for easy retrieval.

■ Feature Hot Tips

Hovering the mouse over a telephone feature or key feature will present a pop-up tip which briefly describes the feature for your convenience.

TELEPHONE IDENTIFIERS

PhoneMaster allows you to enter a full range of Identifiers associated with each telephone, to make it easy for you to find a telephone or group of telephones.

■ **Search And Sort** All Identifier Fields are available as search filters in the Quick and Advanced search features.

■ **Add New Identifier Fields** PhoneMaster Utility allows you to add new custom fields to the list of Identifier Fields.

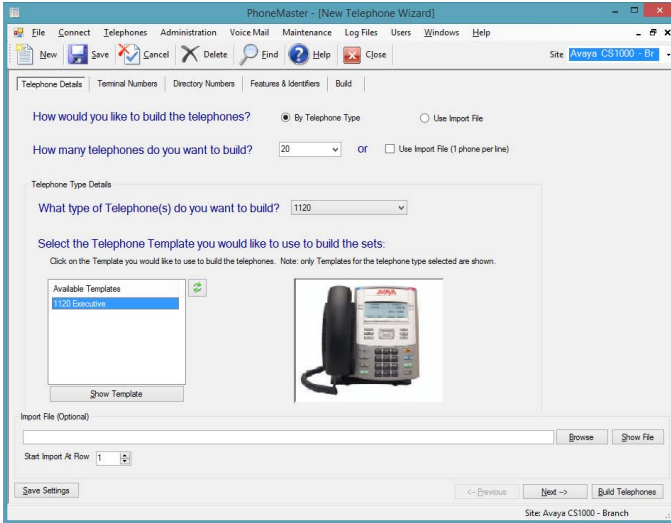
■ **Integration*** With Phoneware's Integration Module, any changes made to Identifiers in PhoneMaster can automatically be synchronised to the CallBill and Directory databases, and vice versa.

Identifiers	
User Identifiers	Site Identifiers
First Name	Amanda
Last Name	Goodbody
Department	Sales
Division	Global Sales
Employee #	388924
Room	1,298
Account Code	555677
Email	Amanda.Goodbody@myco.com

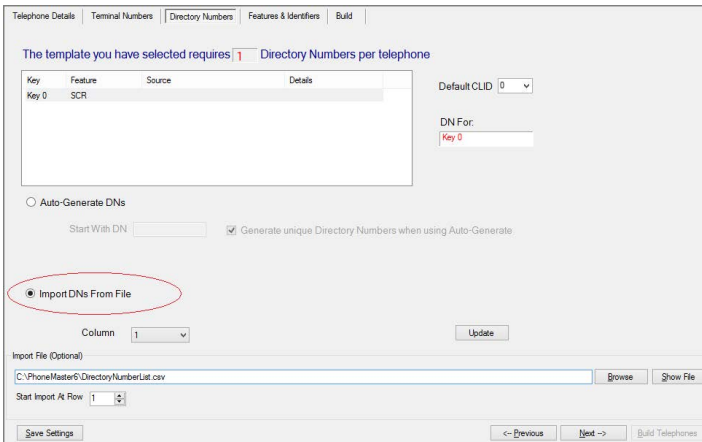
*CallBill is Phoneware's call accounting application and Directory is Phoneware's on-line corporate directory package. Phoneware's Integration Module provides real-time integration between all three products, so that any changes made to identifier information (last name, department, etc.) in one product are automatically replicated in the other products, without the user having to do anything. Log on to www.phoneware.ie for more information on CallBill and Directory.

NEW TELEPHONE WIZARD

The New Telephone Wizard allows you to bulk create a group of new telephones in a simple step-by-step process. The wizard will prompt you for the Number of Telephones, Type of Telephone, Template to be used to apply features, Directory Numbers to be used and Names for the telephones.

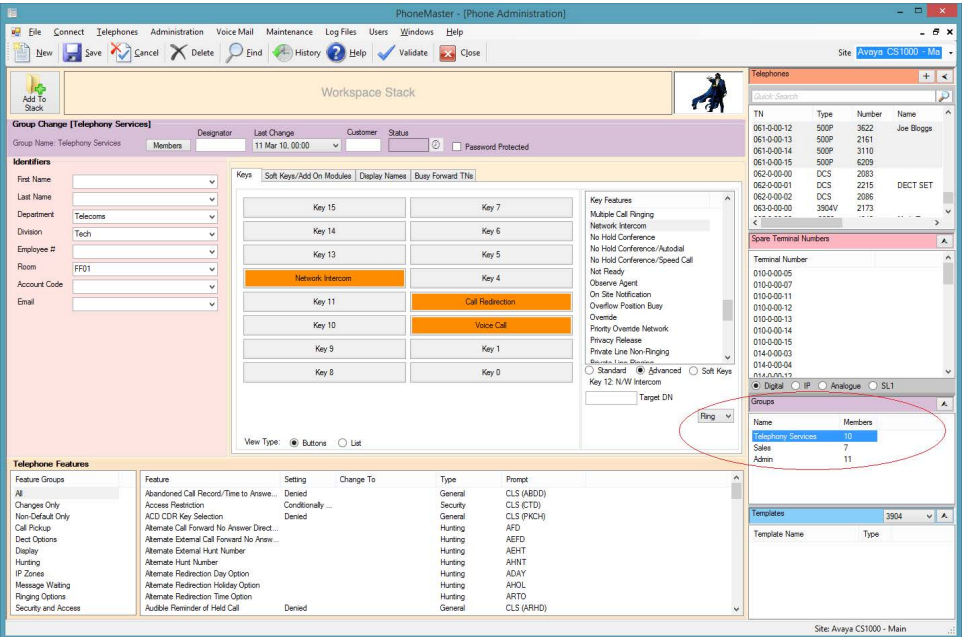


Both the Directory Numbers and Names can be imported from a delimited file or a spreadsheet.



BULK TELEPHONE CHANGES

One of the most powerful features in PhoneMaster is the Group Change feature which enables you to configure groups of telephones and to make configuration changes to the group as if it were a single telephone. You can set up a group with hundreds, even thousands, of telephones in seconds and configure the telephone features of the group - the changes will be applied to each of the telephones in the group in turn. Adding telephones is easy - just select them in the Telephone List and drag them to the Group you want to add them to.



- **Multiple Groups** You can create as many telephone groups as required, add any number of telephones to a group, and telephones can belong to multiple groups.
- **Mixed Telephone Types** Groups can contain telephones of different types. PhoneMaster will only apply changes relevant to each telephone type.

TELEPHONE FEATURE GROUPS

With hundreds of features available to program on telephones, it can be a task in itself just to find the feature you're looking for. PhoneMaster allows you to create customized feature groups to arrange the features you use regularly for easy retrieval.

Feature Groups	Feature	Setting	Change To	Type	Prompt
All	Abandoned Call Record/Time to Answ...	Denied		General	CLS (ABDD)
Changes Only	Access Restriction			Security	CLS (CTD)
Non-Default Only	Boss Secretary Enhancement	Denied		General	CLS (BFED)
Call Pickup	Boss Secretary Ring Mode				Boss Secretary Enhancement
Desk Options	Call Forward All Calls To External Numb...	Denied			
Display	Call Forward By Call Type	Denied			
Hunting	Call Forward No Answer	Denied			
IP Zones	Call Pick-Up	Denied			
Message Waiting	Conferee Display Count	Allowed			
My Features	Corporate Directory	Denied		Display	CLS (CRPD)
Ringin Options	Hunt By Call Type	Denied		Hunting	CLS (HBTD)
Security and Access	Hunt Number	0		Hunting	HUNT

- Feature Groups** You can create your own Feature Groups which contain the features you select. Clicking on a Feature Group will only display those features which you have selected as part of the Group.
- Changes Only Feature Group** By clicking on this Feature Group, only changes to features on a telephone which are pending will be displayed.
- Non-Default Only Feature Group** By clicking on this Feature Group, only features with settings which differ from the default telephone system settings will be displayed.
- Prompt** The Prompt column of the Features List shows you the Avaya programming Prompt which will be used to make changes to a particular feature of a telephone when uploading the changes to the telephone system.
- Setting** The Setting column of the Features List displays the current setting of each feature on a telephone.
- Change To** When you make changes to the features of a telephone in PhoneMaster, the changes will be added to the Change To column of the Features List. This allows you to easily see at a glance what changes are pending for a telephone.

REPORTS

The Reports feature in PhoneMaster makes it easy for you to extract information about any or all of the telephones in your system, in a format that suits you.

■ Telephone Features

Select any combination of telephone features to be included in the report

■ Individual or Tabbed Format

Choose to have the output fields as rows, or in tabbed format with the output fields as columns

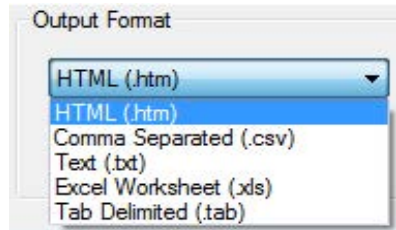
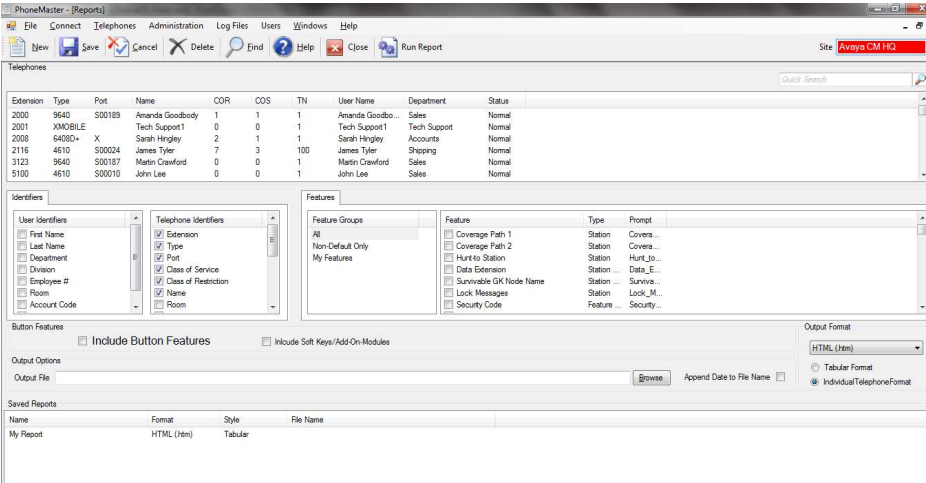
■ Save Report Formats

Report Formats can be saved and reused

■ Quick Print

You can also extract a snapshot of any individual telephone by right-clicking on the telephone in the Phone Administration screen and selecting Quick Print

■ Output Formats

Extension	Type	Port	Name	COR	COS	TN	User Name	Department	Status
2000	9640	S00189	Amanda Goodbody	1	1	1	Amanda Goodbo...	Sales	Normal
2001	XMOBILE		Tech Support1	0	0	1	Tech Support1	Tech Support	Normal
2008	6405D+	X	Sarah Hingley	2	1	1	Sarah Hingley	Accounts	Normal
2116	4610	S00024	James Tyler	7	3	100	James Tyler	Shipping	Normal
3123	9640	S00187	Martin Crawford	0	0	1	Martin Crawford	Sales	Normal
5100	4610	S00010	John Lee	0	0	1	John Lee	Sales	Normal

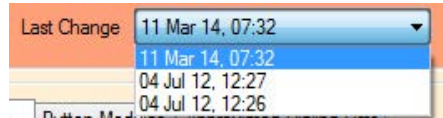
Feature Groups	Feature	Type	Prompt
All	Coverage Path 1	Station	Covera...
Non-Default Only	Coverage Path 2	Station	Covera...
My Features	Hunt-to Station	Station	Hunt_Jo...
	Data Extension	Station ...	Data_E...
	Survivable GW Node Name	Station ...	Survive...
	Lock Messages	Station	Lock_M...
	Security Code	Feature ...	Security...

Name	Format	Style	File Name
My Report	HTML (.htm)	Tabular	

MAKING IT EASY

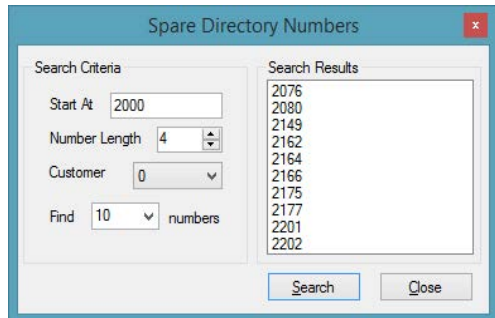
PhoneMaster has many built-in features that make it easier to use than any other administration tool for your telephone system. Here's just a sample of some of PhoneMaster's features that put it ahead of the others:

- Undo Changes** All changes made to a telephone are saved in a history table. A previous configuration can be viewed by clicking on the relevant date from the Last Change listbox on the View/Modify Telephone window. The telephone can then be restored to that configuration by clicking the Save button.



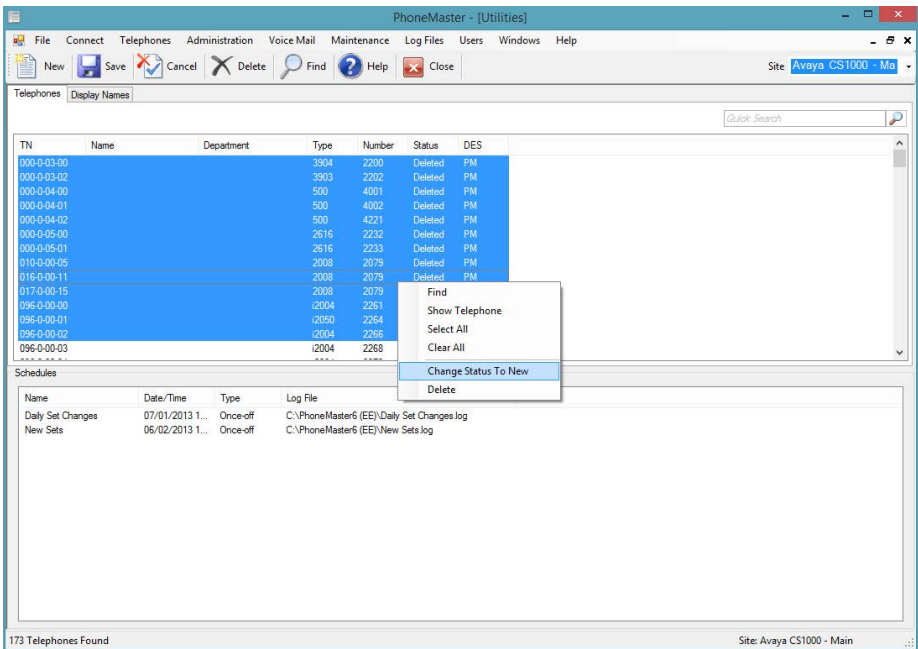
- Recover Deleted Telephones** The undo feature on the View/Modify Telephone window can be used to restore telephones which have been previously deleted.

- Spare Directory Numbers**
PhoneMaster will search the database for unused directory numbers - you just specify what number you want to start the search from, the number of digits you want and how many spare numbers you want. Once the search is completed, you can drag any number from the spare directory number list and drop it onto the directory number box.



DISASTER RECOVERY - RESTORING TELEPHONE SETS

PhoneMaster maintains its own database of telephones which can be used to restore the entire telephone database to the telephone system if required. For example, if the telephone system database becomes corrupted or destroyed for any reason, such as a switchroom fire, and no usable backup files can be found, then you can simple use PhoneMaster's Disaster Recovery Utility to change the status of some or all telephones in PhoneMaster's database to New and they can then be uploaded to telephone system.



PhoneMaster - [Utilities]

File Connect Telephones Administration Voice Mail Maintenance Log Files Users Windows Help

New Save Cancel Delete Find Help Close

Site: Avaya CS1000 - Ma

TN	Name	Department	Type	Number	Status	DES
000-0-03-00			3904	2200	Deleted	PM
000-0-03-02			3903	2202	Deleted	PM
000-0-04-00			500	4001	Deleted	PM
000-0-04-01			500	4002	Deleted	PM
000-0-04-02			500	4221	Deleted	PM
000-0-05-00			2616	2232	Deleted	PM
000-0-05-01			2816	2233	Deleted	PM
010-0-00-05			2008	2079	Deleted	PM
016-0-00-11			2008	2079	Deleted	PM
017-0-00-15			2008	2079	Deleted	PM
096-0-00-00			2004	2261	Deleted	PM
096-0-00-01			2050	2264	Deleted	PM
096-0-00-02			2004	2266	Deleted	PM
096-0-00-03			2004	2268	Deleted	PM

Quick Search

- Find
- Show Telephone
- Select All
- Clear All
- Change Status To New
- Delete

Name	Date/Time	Type	Log File
Daily Set Changes	07/01/2013 1...	Once-off	C:\PhoneMaster6 (EE)\Daily Set Changes.log
New Sets	06/02/2013 1...	Once-off	C:\PhoneMaster6 (EE)\New Sets.log

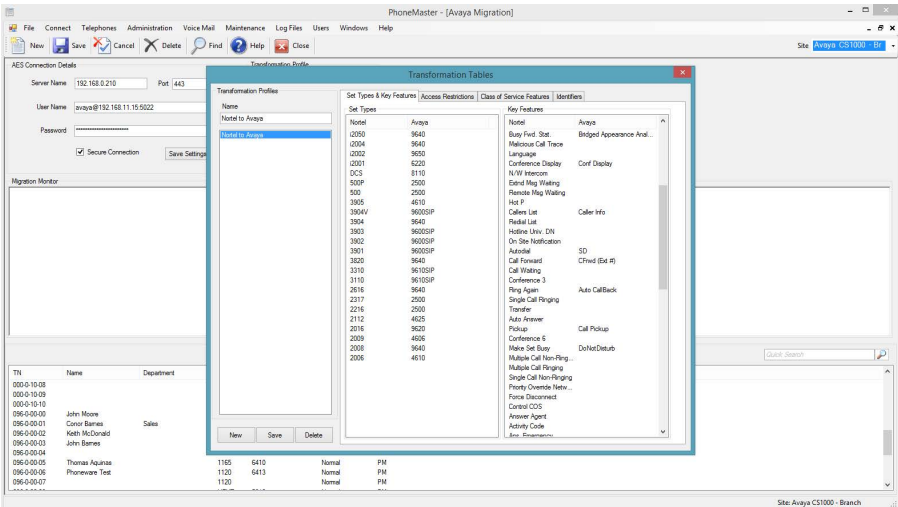
173 Telephones Found

Site: Avaya CS1000 - Main

TELEPHONE MIGRATION

PhoneMaster can migrate telephones from Avaya CS1000 or legacy Nortel systems to Avaya Communications Manager. PhoneMaster will copy selected telephones from the source telephone system to the target telephone system, preserving extension numbers and names, and using a user-defined Transformation Profile to map features and keys from the source system to equivalent features and keys on the target system.

Full or partial migrations can be performed, allowing you to migrate all telephones at once or to perform a phased migration over time with selected groups of telephones.



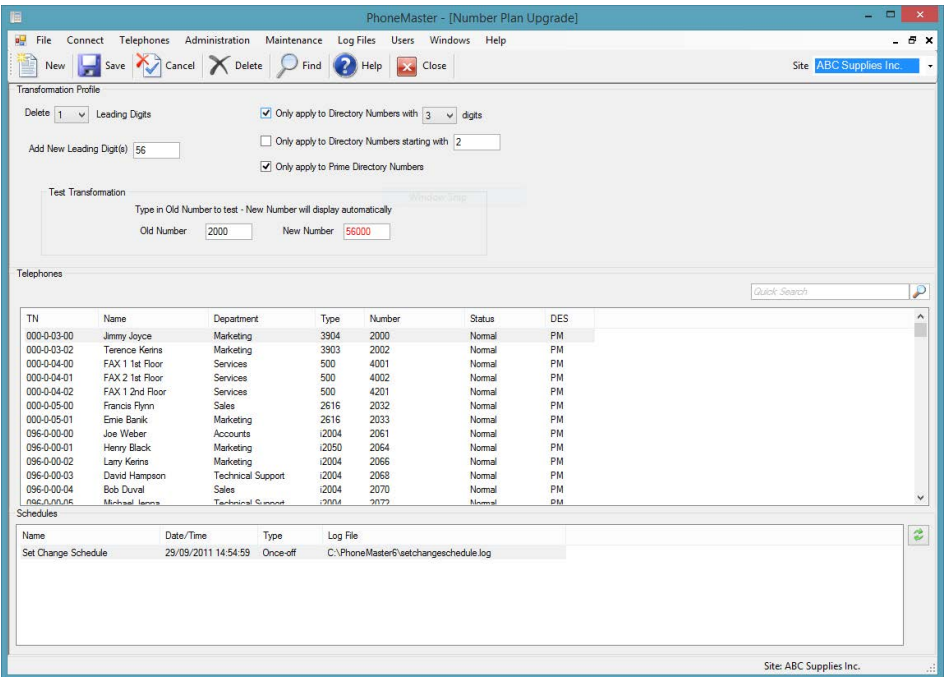
The screenshot shows the PhoneMaster application window with the 'Transformation Tables' dialog box open. The dialog box has four tabs: 'Set Types & Key Features', 'Access Restrictions', 'Class of Service Features', and 'Identifiers'. The 'Set Types & Key Features' tab is selected, displaying a table with columns for 'Set Types' and 'Key Features'. The 'Identifiers' tab is also visible, showing a list of features to be mapped.

Set Types	Key Features
1050	9640
1204	9640
1202	9650
1201	6220
625	8110
500P	2500
500	2500
3905	4810
3904V	9605SP
3504	9640
3903	9605SP
3902	9605SP
3901	9605SP
3820	9640
3210	9610SP
3110	9610SP
2616	9640
2317	2500
2216	2500
2112	4825
2016	9620
2009	4806
2006	9640
2006	4810

Identifiers	Key Features
Noted	Avaya
Busy Fwd. Stat.	Bridged Appearance And...
Miscous Call Trace	
Language	Conf Display
Conference Display	
N/W Intercom	
Extend Map Waiting	
Remote Map Waiting	
Hot P	
Callers List	Caller Info
Private List	
Hotline Univ. DN	
On Site Notification	
Alarm	SD
Call Forward	CFwd (Ext #)
Call Waiting	
Conference 1	
Ring Again	Auto CallBack
Single Call Ringing	
Transfer	
Auto Answer	
Pickup	Call Pickup
Conference 6	
Main Set Busy	DoNotDisturb
Multiple Call Non-Ring.	
Multiple Call Ringing	
Single Call Non-Ringing	
Priority Override Netw...	
Porte Unrestrct	
Control COS	
Answer Agent	
Active Code	
Ans. Extension...	

NUMBERING PLAN UPGRADE UTILITY

The need to upgrade a telephone system numbering plan can arise regularly in the telephony world, whether it's to accommodate a system expansion or to integrate systems into a network. Such occasions may call for adding extra digits to the extension numbers on the system, or maybe replacing leading digits with other digits. PhoneMaster's Numbering Plan Upgrade Utility makes this task easy and can save time and money by automating the task and can eliminate human errors which may occur in a manual upgrade.



PhoneMaster - [Number Plan Upgrade]

File Connect Telephones Administration Maintenance Log Files Users Windows Help

New Save Cancel Delete Find Help Close

Site: ABC Supplies Inc.

Transformation Profile

Delete 1 Leading Digits Only apply to Directory Numbers with 3 digits

Add New Leading Digit(s) 56 Only apply to Directory Numbers starting with 2

Only apply to Prime Directory Numbers

Test Transformation

Type in Old Number to test - New Number will display automatically

Old Number 2000 New Number 56000

Telephones

TN	Name	Department	Type	Number	Status	DES
000-0-03-00	Jimmy Joyce	Marketing	3904	2000	Normal	PM
000-0-03-02	Terence Keirns	Marketing	3903	2002	Normal	PM
000-0-04-00	FAX 1 1st Floor	Services	500	4001	Normal	PM
000-0-04-01	FAX 2 1st Floor	Services	500	4002	Normal	PM
000-0-04-02	FAX 1 2nd Floor	Services	500	4201	Normal	PM
000-0-05-00	Francis Flynn	Sales	2616	2032	Normal	PM
000-0-05-01	Ernie Barak	Marketing	2616	2033	Normal	PM
096-0-00-00	Joe Weber	Accounts	2004	2061	Normal	PM
096-0-00-01	Henry Black	Marketing	2050	2064	Normal	PM
096-0-00-02	Larry Keirns	Marketing	2004	2066	Normal	PM
096-0-00-03	David Hampson	Technical Support	2004	2068	Normal	PM
096-0-00-04	Bob Duval	Sales	2004	2070	Normal	PM
096-0-00-06	Michael Jensen	Technical Support	2004	2072	Normal	PM

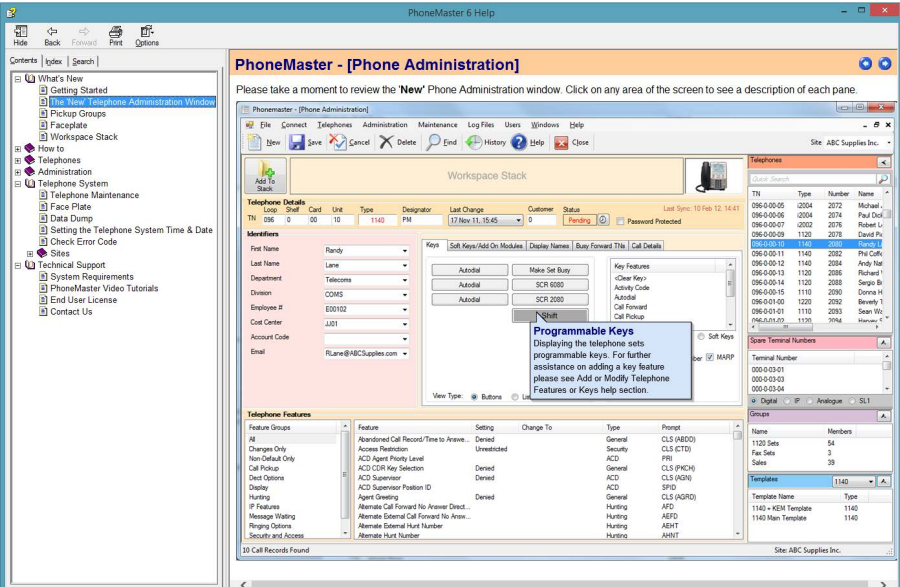
Schedules

Name	Date/Time	Type	Log File
Set Change Schedule	29/09/2011 14:54:59	Once-off	C:\PhoneMaster6\setchangeschedule.log

Site: ABC Supplies Inc.

ON-LINE HELP

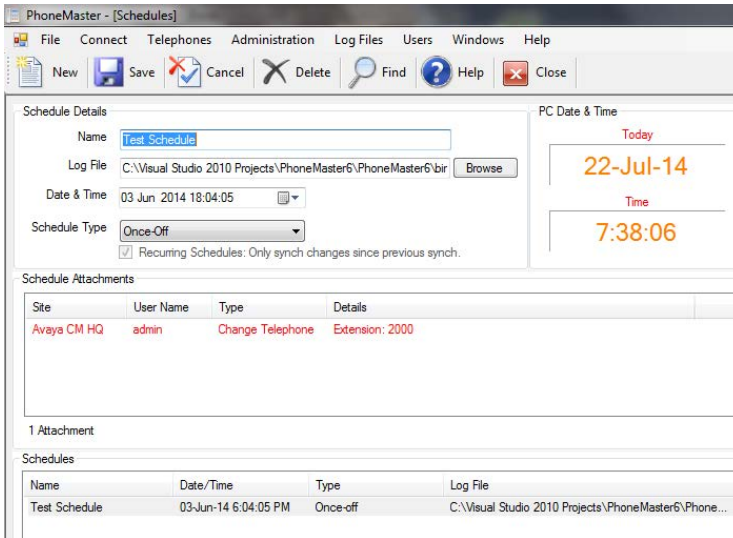
PhoneMaster comes with a fully context-sensitive on-line Help facility. As well as giving you a step-by-step guide to using PhoneMaster's many features, the on-line Help contains a description of telephone features and how they can be implemented with PhoneMaster.



- **Contents** A list of the PhoneMaster windows and a step-by-step guide to using them.
- **How To...** A task-oriented guide to configuring your telephone system with PhoneMaster
- **Telephone Features** A complete guide to the telephone features which can be configured through PhoneMaster.
- **Key Features** A guide to the features which can be added to telephone keys with PhoneMaster.

SCHEDULED PROGRAMMING

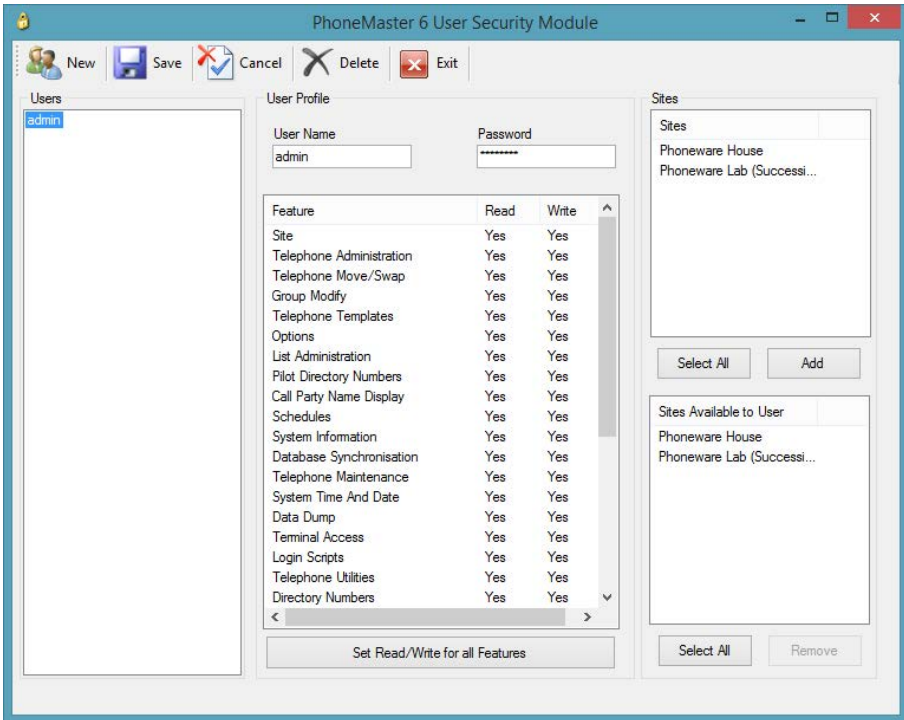
Uploading programming changes to the telephone system can be time consuming. PhoneMaster enables you to attach programming changes to schedules which will automatically be uploaded to the telephone system when the schedules activate.



- **Once-off Schedules** Schedules can be once-off which will activate once at the scheduled date and time, and will not activate again unless the schedule date and time is changed.
- **Recurring Schedules** Schedules can be set to activate repeatedly at daily, weekly or monthly intervals.
- **Multiple Schedules** Create as many schedules as you need.
- **Multiple Attachments** Each schedule can have multiple tasks attached.
- **View Attachments** The attachments to a schedule are displayed in a list and the details of an attachment can be viewed by clicking the Show Attachment button.
- **Delete Attachments** Individual attachments can be deleted from a schedule without affecting the other attachments.
- **Upload Now** Any schedule can be activated immediately by clicking the Upload Now button.

SECURITY

PhoneMaster's multi-user login security allows you to configure multiple users, each with a custom user profile which determines the user's level of access to PhoneMaster's features. Logging into the telephone system also requires the telephone system password which can be saved in encrypted format in the PhoneMaster database.



- **Login Security** A valid Username and Password is required to start PhoneMaster.
- **User Profiles** The PhoneMaster administrator configures the user profiles to determine the level of access each user has.
- **Password Encryption** All user passwords are encrypted in the PhoneMaster database
- **Telephone System Password** A valid password is required to log into the telephone system and this password is encrypted when saved in the PhoneMaster database.

OTHER FEATURES

■ Database Search

Comprehensive database search and sort facility for finding telephones. Search criteria include Name, Department, Directory Number, Telephone Type. You can also search by telephone features e.g. search for all telephones with a Hunt Number of 7000 and Last Number Redial feature enabled. Standard wildcards (* and ?) can be used in the search criteria

■ Log Files

PhoneMaster maintains log files including a log of all changes made to telephones, an event log with login/logout details and an error file which records any programming failures.

■ Multiple Sites

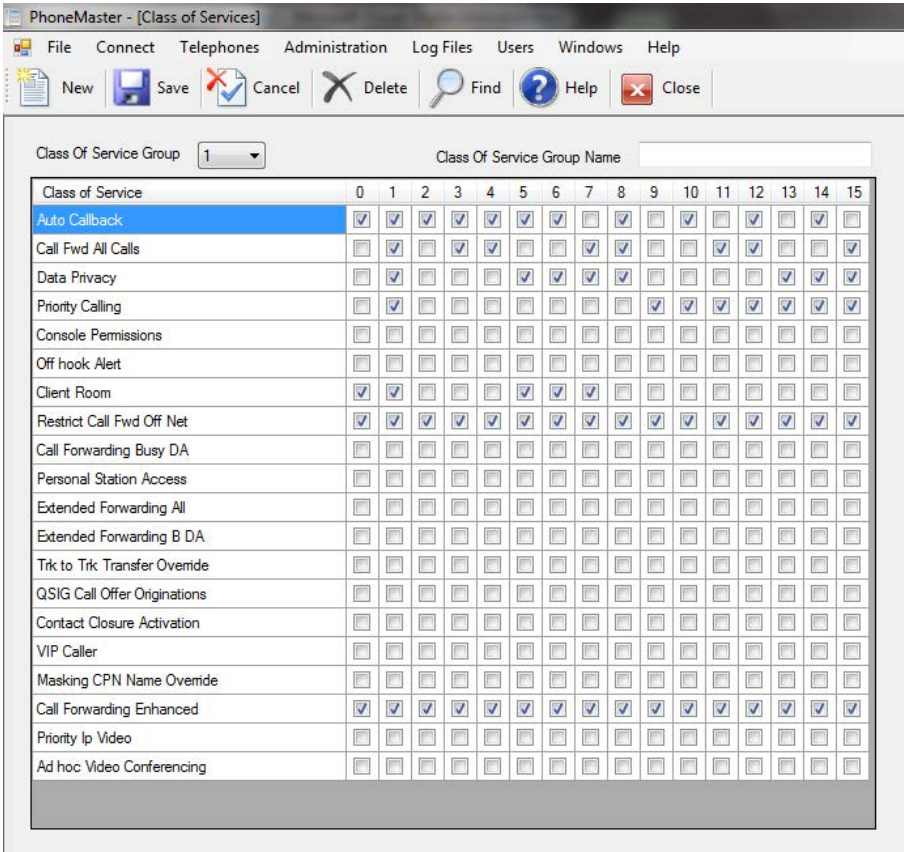
The multi-site version of PhoneMaster allows you to administer a network of telephone systems from one central location.

■ Multi-User Version

The multi-user version of PhoneMaster allows several PhoneMaster clients to access the PhoneMaster databases on a network server.

CLASS OF SERVICE

Editing Class of Service Groups is easy using an intuitive grid of check boxes which allows you to see all the relevant settings for a group at a glance.



PhoneMaster - [Class of Services]

File Connect Telephones Administration Log Files Users Windows Help

New Save Cancel Delete Find Help Close

Class Of Service Group: 1 Class Of Service Group Name: _____

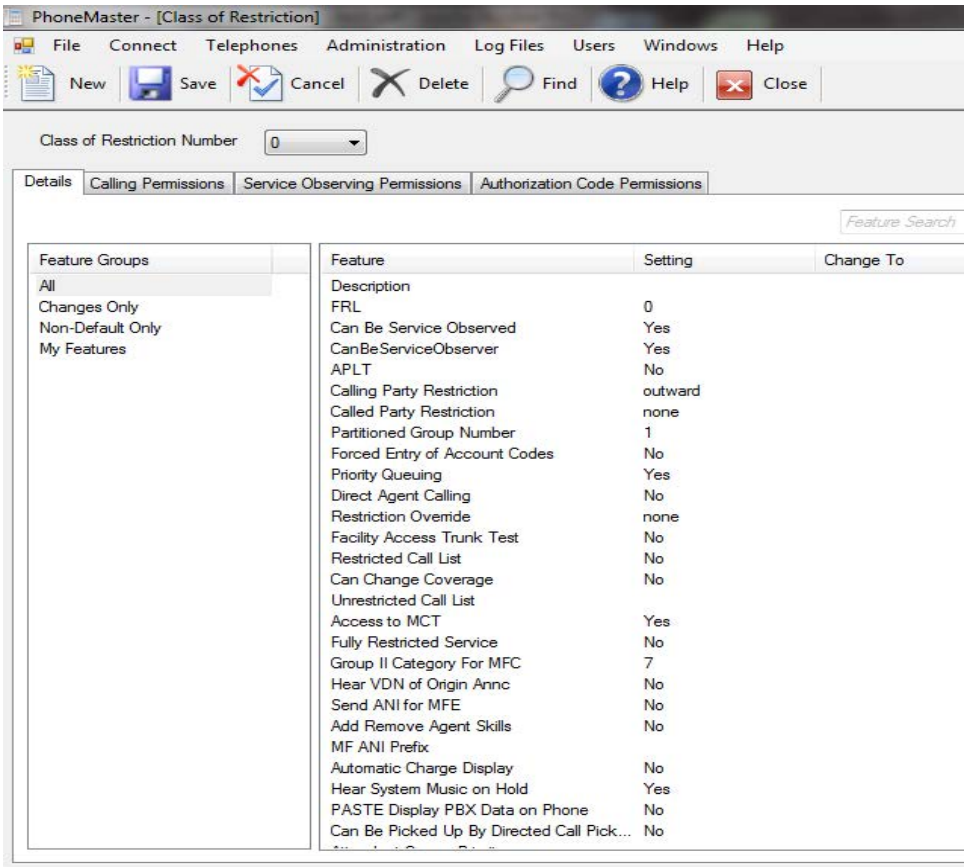
Class of Service	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Auto Callback	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Call Fwd All Calls	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Data Privacy	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Priority Calling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Console Permissions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Off hook Alert	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Client Room	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restrict Call Fwd Off Net	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Call Forwarding Busy DA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal Station Access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extended Forwarding All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extended Forwarding B DA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trk to Trk Transfer Override	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
QSIG Call Offer Originations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contact Closure Activation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VIP Caller	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Masking CPN Name Override	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Call Forwarding Enhanced	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Priority Ip Video	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ad hoc Video Conferencing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

CLASS OF RESTRICTION

The Class of Restriction screen in PhoneMaster allows you to edit the restriction level associated with the features within a group, as well as the Calling Permissions, Service Observing Permissions and Authorization Code Permissions.

■ Feature Search

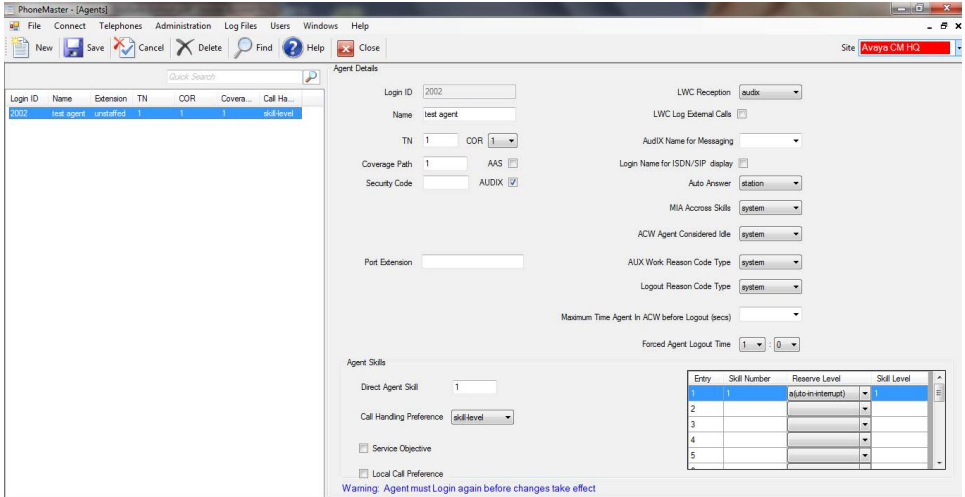
A handy Feature Search box allows you to quickly find the feature you want by searching by full or partial feature name



Feature Groups	Feature	Setting	Change To
All	Description		
Changes Only	FRL	0	
Non-Default Only	Can Be Service Observed	Yes	
My Features	CanBeServiceObserver	Yes	
	APLT	No	
	Calling Party Restriction	outward	
	Called Party Restriction	none	
	Partitioned Group Number	1	
	Forced Entry of Account Codes	No	
	Priority Queuing	Yes	
	Direct Agent Calling	No	
	Restriction Override	none	
	Facility Access Trunk Test	No	
	Restricted Call List	No	
	Can Change Coverage	No	
	Unrestricted Call List		
	Access to MCT	Yes	
	Fully Restricted Service	No	
	Group II Category For MFC	7	
	Hear VDN of Origin Annc	No	
	Send ANI for MFE	No	
	Add Remove Agent Skills	No	
	MF ANI Prefix		
	Automatic Charge Display	No	
	Hear System Music on Hold	Yes	
	PASTE Display PBX Data on Phone	No	
	Can Be Picked Up By Directed Call Pick...	No	

AGENTS

Agents can be Created, Modified or Deleted in the Agents screen in PhoneMaster and the features and skills associated with an agent can also be edited.



The screenshot shows the PhoneMaster web interface for editing an agent. The main window is titled "Agent Details" and contains the following fields and sections:

- Agent Information:** Login ID (2002), Name (test agent), TN (1), COR (1), Coverage (1), and Call Handling (skill-level).
- Security and Path:** Coverage Path (1), AAS (checked), Security Code, and AUDIX (checked).
- Advanced Settings:** LWC Reception (audix), LWC Log External Calls (unchecked), Audit Name for Messaging, Login Name for ISDN/SIP display, Auto Answer (station), MIA Across Skills (system), ACW Agent Considered Idle (system), AUX Work Reason Code Type (system), Logout Reason Code Type (system), Maximum Time Agent In ACW before Logout (secs), and Forced Agent Logout Time (1:00).
- Agent Skills:** Direct Agent Skill (1), Call Handling Preference (skill-level), and Service Objective (unchecked).
- Local Call Preference:** Local Call Preference (unchecked).
- Warning:** Agent must Login again before changes take effect.
- Skills Table:** A table with columns: Entry, Skill Number, Reserve Level (Auto-in-Interest), and Skill Level. The first row is highlighted in blue.

Entry	Skill Number	Reserve Level (Auto-in-Interest)	Skill Level
1	1	Auto-in-Interest	1
2			
3			
4			
5			

CALL VECTORS*

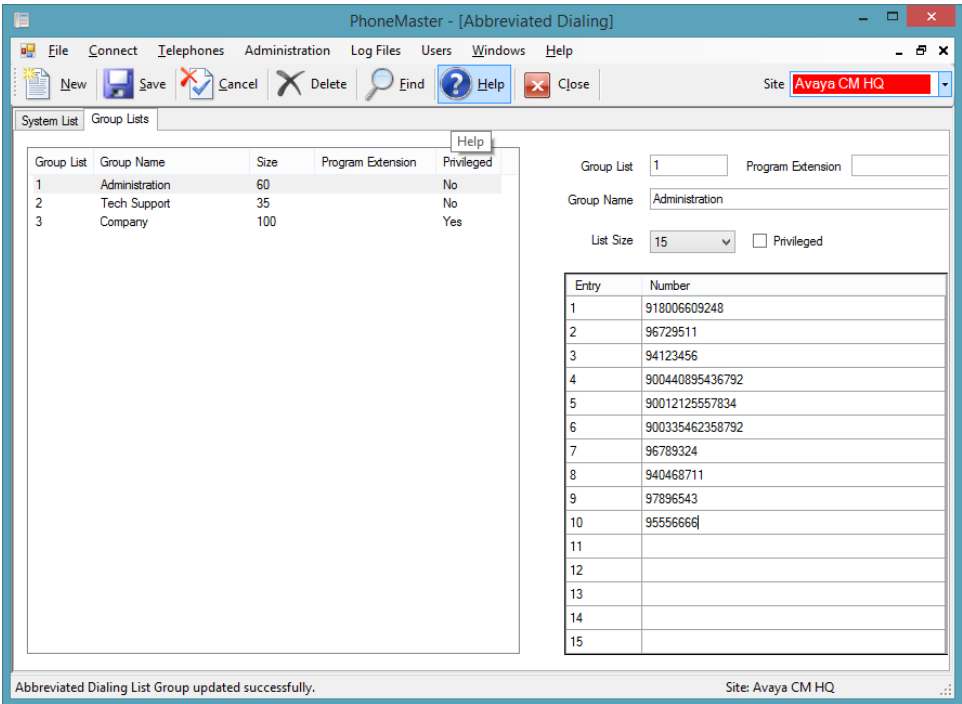
PhoneMaster's Call Vector Module allows you to:

- Create/Edit/Delete Vectors and Vector Steps
- Copy and Paste Vectors and Vector Steps
- Re-order Vector Steps by dragging/dropping
- Create Vector Templates for creating new vectors
- Run Reports on Vectors and Vector Steps
- Export/Import Vectors to/from delimited files

* PhoneMaster's Call Vector Module is due for release in Q3/2015. Contact Phoneware for further details.

ABBREVIATED DIALING

Programming your Abbreviated Dialing lists is simplified using PhoneMaster 6. Abbreviated Dialing (also known as speed dialing) is used to reduce the number of digits you must dial when placing a call.

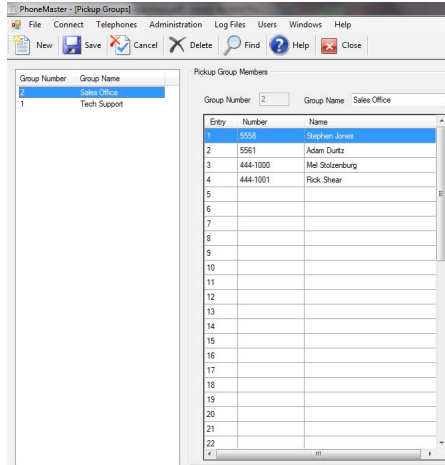


- **System List**
System-wide list that allows you to program numbers accessible by all telephones.
- **Group Lists**
Define Group lists where members of a group have access to frequently dialed numbers
- **Personal Lists**
For users who need access to their own set of stored numbers.

This page only applies to Avaya Communication Manager systems

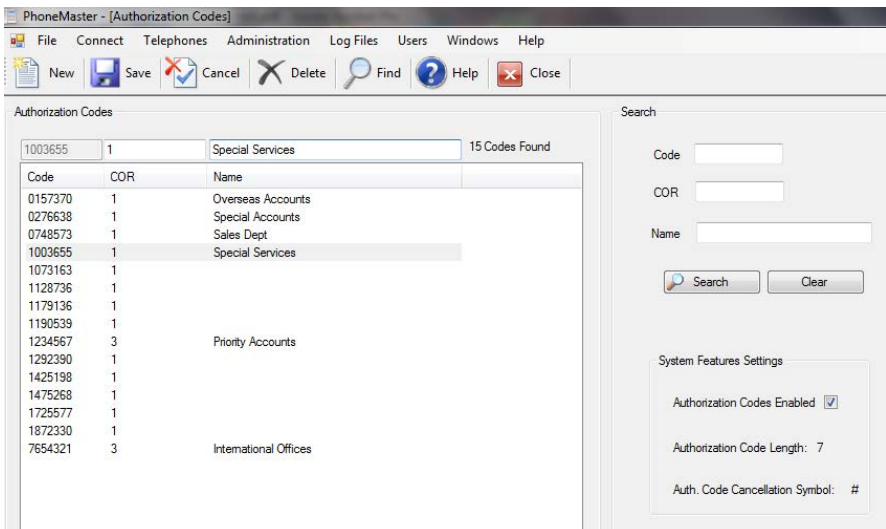
HUNT & PICKUP GROUPS

PhoneMaster includes screens for programming your Hunt Groups and Pickup Groups.



AUTHORIZATION CODES

PhoneMaster includes a screen to allow you to Add, Edit and Delete Authorization Codes, assign names to codes, and a facility to search for codes by Code, COR or Name.



OTHER FEATURES

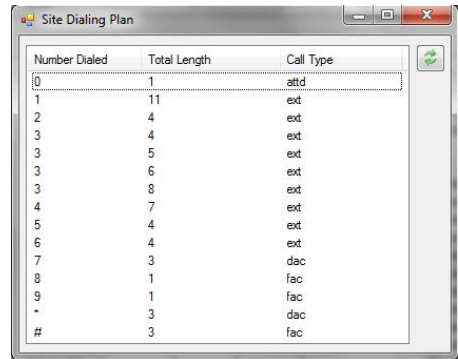
Here are some of the other features included in PhoneMaster to help you administer your Avaya Communication Manager systems:

■ Extension Numbers

This screen displays any or all of the Extension Numbers configured on your system and includes Extension, Type, COR, COS and Coverage Path. It also has a Quick Search box to allow you to search for full or partial Extension Numbers.

■ Site Dialing Plan

Before you can use an extension number on a telephone, it must conform to the Site Dialing Plan configured on the telephone system, which PhoneMaster conveniently displays.



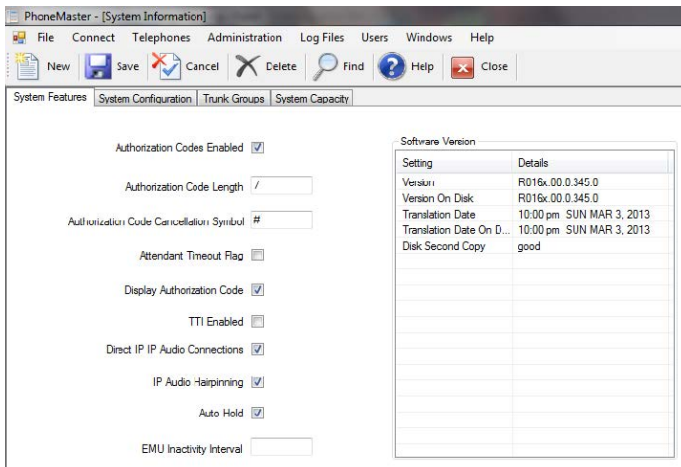
Number Dialed	Total Length	Call Type
0	1	attd
1	11	ext
2	4	ext
3	4	ext
3	5	ext
3	6	ext
3	8	ext
4	7	ext
5	4	ext
6	4	ext
7	3	dac
8	1	fac
9	1	fac
*	3	dac
#	3	fac

■ Coverage Paths

PhoneMaster includes a screen to allow you to Add, Edit and Delete Coverage Paths.

■ System Information

The System Information screen displays useful information about your telephone system, including System Features, System Configuration, Trunk Groups and System Capacity.



PhoneMaster - [System Information]

File Connect Telephones Administration Log Files Users Windows Help

New Save Cancel Delete Find Help Close

System Features System Configuration Trunk Groups System Capacity

Authorization Codes Enabled

Authorization Code Length /

Authorization Code Cancellation Symbol #

Attendant Timeout Flag

Display Authorization Code

TTI Enabled

Direct IP IP Audio Connections

IP Audio Hairpinning

Auto Hold

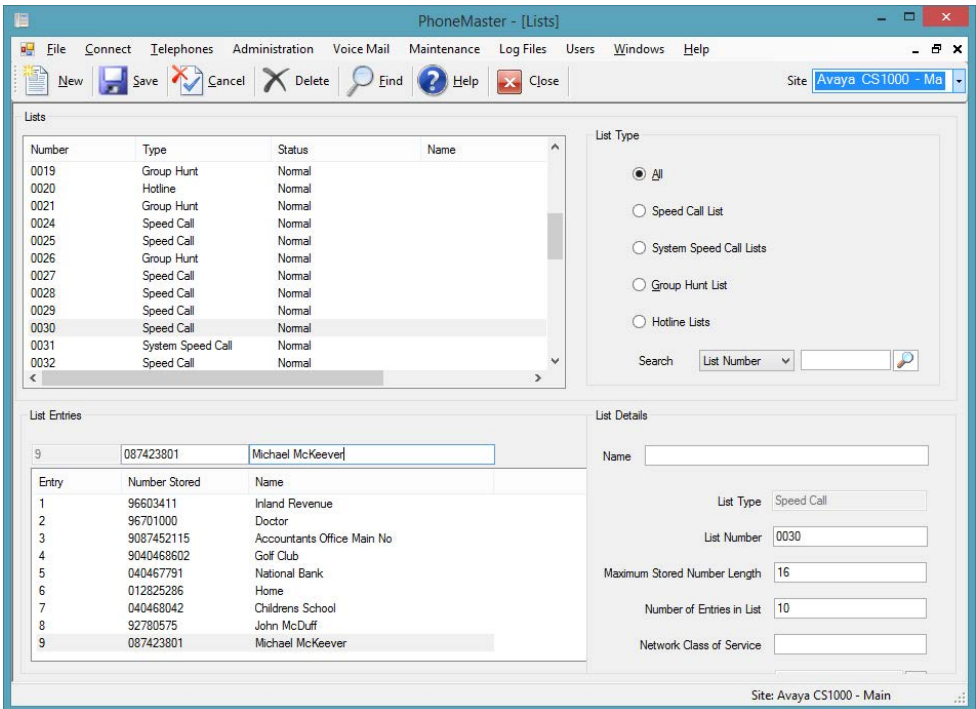
EMU Inactivity Interval

Software Version

Setting	Details
Version	R016x.00.0.345.0
Version On Disk	R016x.00.0.345.0
Translation Date	10:00 pm SUN MAR 3, 2013
Translation Date On D...	10:00 pm SUN MAR 3, 2013
Disk Second Copy	good

SPEED CALL LISTS

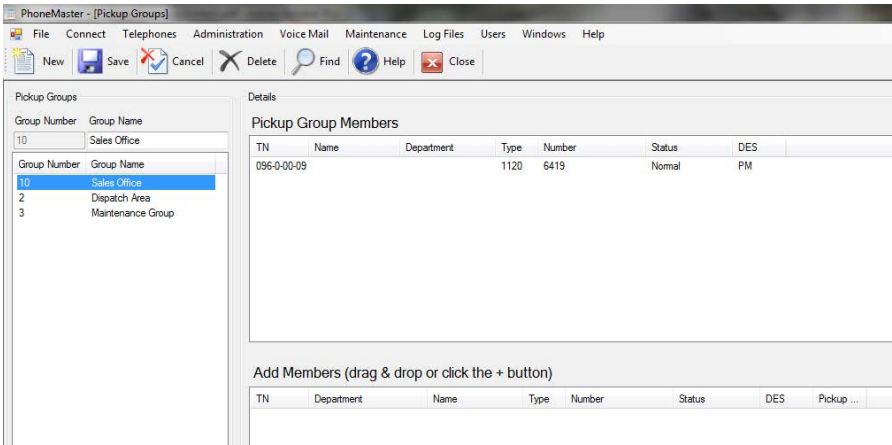
PhoneMaster enables you to program Speed Call Lists, System Speed Call Lists, Group Hunt Lists and the system Hotline List.



- **New** Add new lists or modify existing lists.
- **List Types** Speed Call, System Speed Call, Group Hunt and Hotline.
- **List Names** Assign names to lists and list entries for easy identification.
- **Delete** Deletes the selected list from the Telephone System

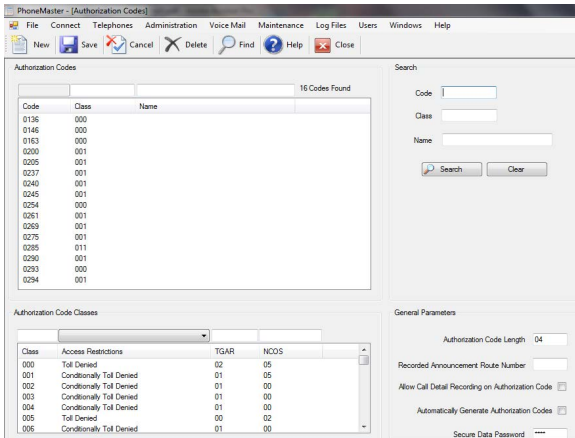
PICKUP GROUPS

PhoneMaster includes a screen for programming your Pickup Groups, making it easy to see the number of existing pickup groups and change the members of a pickup group.



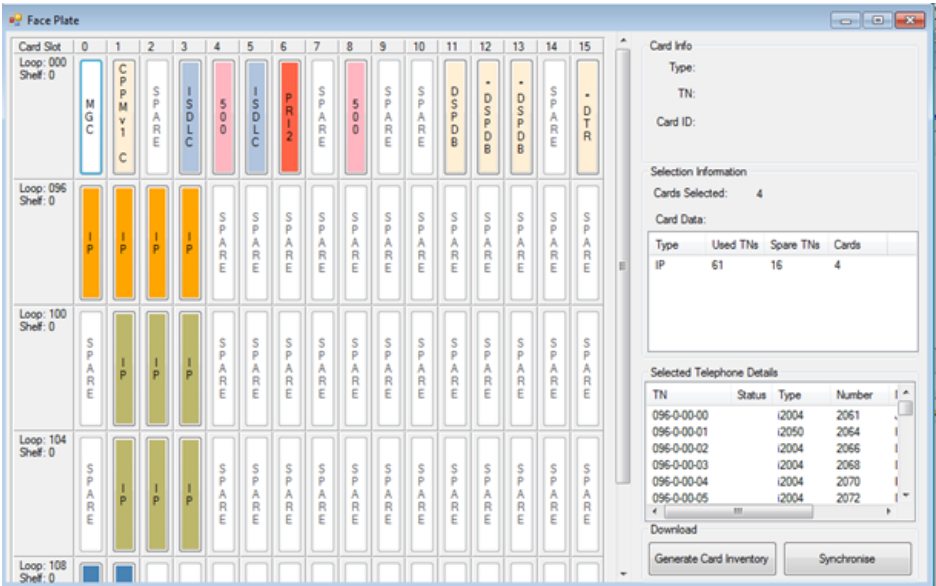
AUTHORIZATION CODES

PhoneMaster includes a screen to allow you to Add, Edit and Delete Authorization Codes, assign names to codes, and facility to search for codes by Code, Class or Name.



FACE PLATE

The Face Plate screen is a graphical representation of all the cards in your system, both physical and virtual. By selecting a card you can see all the telephones programmed on that card. You can stat the card and see the status of all the units programmed on the card and by a simple right click enable or disable any unit.



The screenshot shows the 'Face Plate' application window. The main area is a grid of card slots, organized by Loop and Shelf. The selected card (Loop: 000, Shelf: 0) is highlighted in blue. The grid shows various card types such as MGC, CPMV1, ISDL, S00, ISDL, PRI2, S00, DSPDB, and DTR.

On the right side, the 'Card Info' panel displays details for the selected card:

- Type: TN
- TN:
- Card ID:

The 'Selection Information' panel shows:

- Cards Selected: 4

The 'Card Data' table is as follows:

Type	Used TNs	Spare TNs	Cards
IP	61	16	4

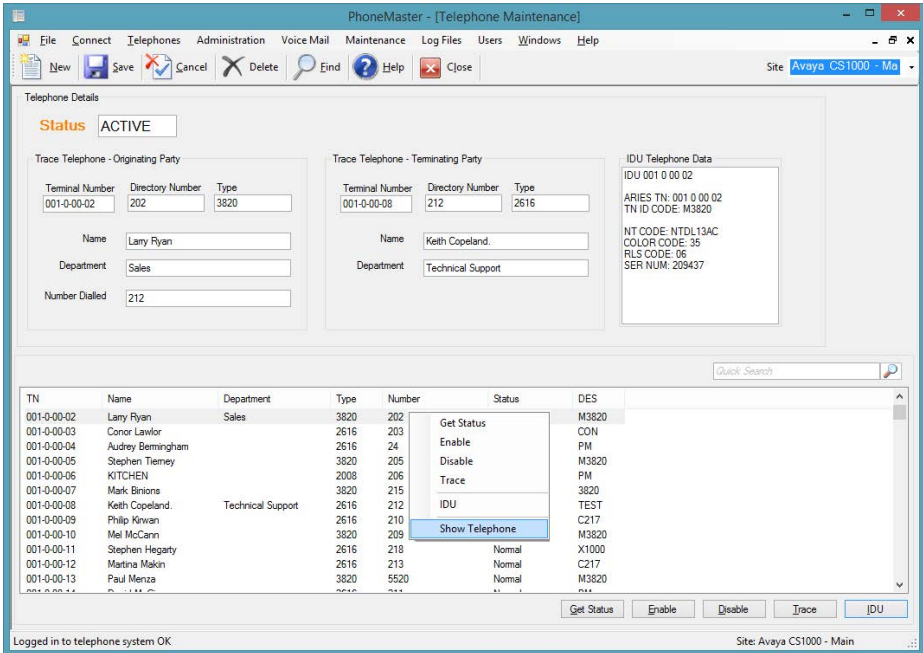
The 'Selected Telephone Details' table is as follows:

TN	Status	Type	Number	I
096-0-00-00		(2004	2061	I
096-0-00-01		(2050	2064	I
096-0-00-02		(2004	2066	I
096-0-00-03		(2004	2068	I
096-0-00-04		(2004	2070	I
096-0-00-05		(2004	2072	I

At the bottom right, there are buttons for 'Download', 'Generate Card Inventory', and 'Synchronise'.

TELEPHONE MAINTENANCE

PhoneMaster enables you to perform first-line maintenance on telephones using simple point-and-click operations.

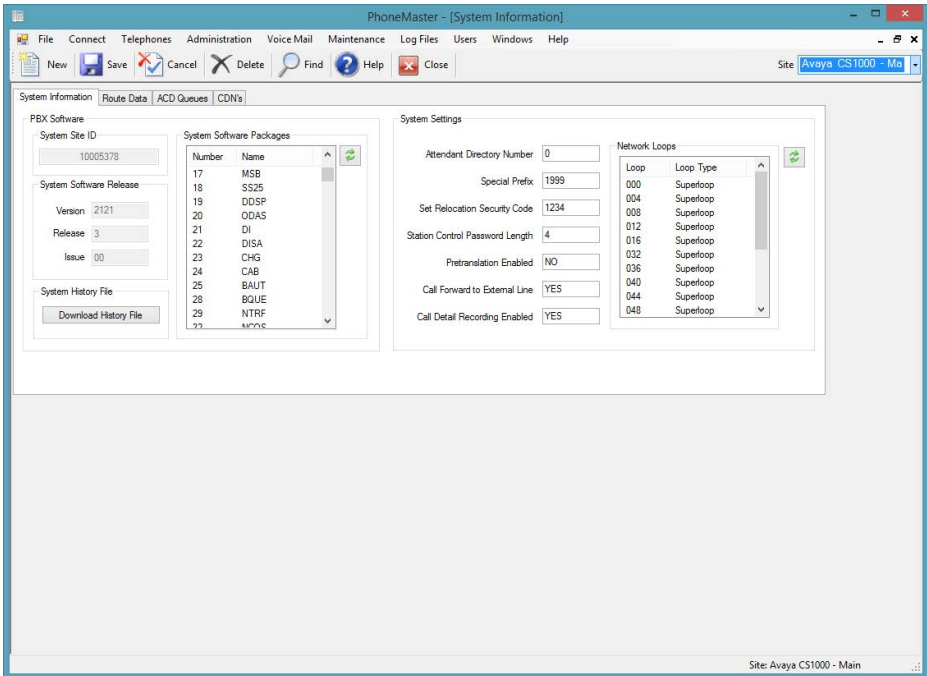


TN	Name	Department	Type	Number	Status	DES
001-0-00-02	Larry Ryan	Sales	3820	202		M3820
001-0-00-03	Conor Lawlor		2616	203		CON
001-0-00-04	Audrey Birmingham		2616	24		PM
001-0-00-05	Stephen Tierney		3820	205		M3820
001-0-00-06	KITCHEN		2008	206		PM
001-0-00-07	Mark Binions		3820	215		3820
001-0-00-08	Keith Copeland	Technical Support	2616	212		TEST
001-0-00-09	Philip Kirwan		2616	210		C217
001-0-00-10	Mel McCann		3820	209		M3820
001-0-00-11	Stephen Hegarty		2616	218	Normal	X1000
001-0-00-12	Martina Makin		2616	213	Normal	C217
001-0-00-13	Paul Menza		3820	5520	Normal	M3820

- **Telephone Status** Retrieve the status of any telephone e.g. enabled, disabled, idle, busy, etc.
- **Enable Telephones** Perform a software enable on telephones.
- **Disable Telephones** Perform a software disable on telephones.
- **Trace Telephones** Trace any telephone to determine the origin and destination of active calls.
- **Identify Unit (IDU)** Identify the unit attached to the Terminal Number (TN)
- **Show Telephone** View the configuration of the traced telephone

SYSTEM INFORMATION

PhoneMaster retrieves system information from the telephone system and allows you to view it.



- **PBX Software**
Details of the telephone system software release and packages.
- **System Settings**
Telephone system parameters.
- **Routes and Trunks** Configuration details of routes and trunks.
- **ACD Queues**
Configuration details of ACD Queues.

OTHER FEATURES

■ **Call Party Name Display**

Assign display names to directory numbers - either through the New Telephone or View/Modify Telephone windows or through the Call Party Name Display window.

■ **Corporate Directory**

PhoneMaster allows you to create a Corporate Directory which can be uploaded to the telephone system. The directory can be either created from the CPND database, or from the User Identifiers associated with telephones. The Synchronise Database screen also allows you to retrieve the Corporate Directory from the telephone system.

■ **Pilot Directory Numbers**

Add/Modify pilot directory numbers through the Pilot Directory Numbers window.

■ **Phantom TNs and DNs**

Add new or modify existing Phantom TNs and DNs.

■ **Terminal Access**

Allows you direct access to the telephone system programming interface allowing you to access any overlay programs which PhoneMaster does not use.

PHONEMASTER SINGLE DEDICATED PC VERSION*

* for network version specification, please contact Phoneware directly

TECHNICAL SPECIFICATIONS

PC Specification

- Pentium® III Processor or higher
- Minimum 1GB Ram
- Free serial port (CS1000 & Legacy Nortel systems only)
Depending on chosen connection method to the telephone switch.

Operating System

- **Desktop:** Windows XP, Vista, Windows 7 & Windows 8
- **Minimum Windows Version:** Windows XP SP3
- **Minimum Windows Service Pack:** Windows XP SP3

AES Server (Communication Manager Systems only)

PhoneMaster communicates with Avaya Communication Manager systems via AES Server, which must have the System Management Service enabled.

Connection Modes (CS1000 & Legacy Nortel Meridian Systems only)

- **Direct Connection:** PhoneMaster supports direct connection from a free serial port to the telephone system SDI port.
- **Dial-up Connection:** PhoneMaster supports a dial-up (pulse & tone) connection to a modem connected to the telephone system SDI port.
- **Telnet Connection:** PhoneMaster supports telnet connection to a serial server device connected to the telephone system SDI port.
- **TCP/IP Connection:** TCP/IP connectivity is supported to the Meridian Ethernet port on Meridian C-processor machines running the required Meridian software release
- **Secure Shell:** Use SSH to connect to the Call Server that is running the required software release.

OTHER PHONEWARE PRODUCTS



CallBill is a leading-edge Call Accounting product that finally brings to the market a level of flexibility that was previously only dreamt of. CallBill's Report Design Module gives you full control in designing the reports you want and allows you to present report data in a format that suits you.



Directory is an on-line Corporate Directory package that presents the company's internal telephone directory to the user in an easy-to-use browser-based application. Directory eliminates the need for publishing costly paper-based internal directories that are invariably out-of-date before they're printed. Using the Integration Module and PhoneMaster, the directory database can be automatically synchronised to the telephone system database.



The Integration Module runs as a memory resident service and constantly monitors the Switch Administration (PhoneMaster), Call Accounting (CallBill) and Directory databases for any changes in one database which need to be synchronised in the other databases. Any changes made to an Identifier (Last Name, Department, Email Address, etc.) in one product will instantly be reflected in the other products, without having to do anything. This completely eliminates the need for maintaining personnel information in more than one application.

Contact Phoneware

USA & Canada

Tel (800) 660 9248

UK

Tel (0800) 169 8618

Ireland

Tel (0404) 68711

International

Tel +353 404 68711

E-mail

info@phoneware.ie

Website

www.phoneware.ie

Download your free evaluation copy of
PhoneMaster from our web site.



P H O N E W A R E
our software - your solution