

# **Avaya IP Office Essential Edition**

## **Getting the Avaya Softphone to Work**

### **Telquest Tech Support**

If you are having trouble getting the Avaya Softphone to work, this may be the solution.

If you try to run the program and it gives you an almost immediate Windows Error then you may want to clean up your .Net Framework.

I had this exact trouble and this link cleared it up.

The dotnetfx\_cleanup\_tool.zip I downloaded did the trick.

Once I ran the program, it did take about 15 to 25 minutes to do the cleanup.

You will also need to restart your computer when it is done.

Here is a link to it, although it could be found with a Google search too.

[http://cid-27e6a35d1a492af7.skydrive.live.com/self.aspx/Blog\\_Tools/dotnetfx\\_cleanup\\_tool.zip](http://cid-27e6a35d1a492af7.skydrive.live.com/self.aspx/Blog_Tools/dotnetfx_cleanup_tool.zip)

Also note that you must have either a Teleworker or Power User License.

You also need to have VCM Card or Combo Card.

Computer Requirements:

- Microsoft .NET Framework 4.
- Microsoft Visual C++ 2008 SP1.
- Microsoft KB967634 Hotfix.

>Pentium 4 2.4 GHz or equivalent.

Memory · Minimum: 1GB RAM.

Hard Disk Space · 50MB.

Operating System · Microsoft Windows XP Service Pack 3.

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The screenshot shows the 'System' configuration tab in the Avaya IP Office web interface. A callout bubble labeled 'System Tab' points to the 'System' tab in the top navigation bar. Another callout bubble labeled 'Check It.....' points to the 'Enable SoftPhone HTTP Provisioning' checkbox, which is checked. A small icon of a phone handset with the label 'System (1)' is located above the configuration area.

System (1)

System Tab

System LAN1 LAN2 DNS Voicemail Telephony Directory Services S

Name Demo w Licenses

Contact Information

Set contact information to place System under special control

Time Offset (hours:minutes) 00:00

TFTP Server IP Address 192 . 168 . 111 . 123

HTTP Server IP Address 192 . 168 . 111 . 123

Phone File Server Type Manager

Manager PC IP Address 0 . 0 . 0 . 0

Avaya HTTP Clients Only ☐

Enable SoftPhone HTTP Provisioning ☒

Automatic Backup Command ☒

Time Server IP Address 0 . 0 . 0 . 0

File Writer IP Address 192 . 168 . 111 . 123

Dongle Serial Number Local 1303987783

AVPP IP Address 0 . 0 . 0 . 0

Also, be sure to check the **Enable Softphone HTTP Provisioning** box.

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Error 1: "No such user."

Problem: User does not exist

Solution: When you login, you login with the User Name from User | User | Name, not Extension number nor Full Name nor SIP Name!

Error 2: "Invalid Password"

Problem: The password is invalid.

Solution: When you login you use the the password from User | User | Password, not Login Code! Verify you inserted the password correctly.

Error 3: "Login in Progress, please wait" stays for a long while followed by "Your login details do not match out records. If you are a new user you will need to create an account".

Problem: You do not have connection between IP Office and PC.

Solution: Try to ping the IP Office to see if it exists connectivity and then try again!

Error 4: "Login in Progress, please wait" stays for a short while followed by "Your login details do not match out records. If you are a new user you will need to create an account".

Problem: You do not have enabled SoftPhone HTTP Provisioning.

Solution: Go to System | System and tick "Enable SoftPhone HTTP Provisioning"! See above diagram.

Error 5: "User can't use softphone"

Problem: The user is not a Power User / Teleworker user.

Solution: Go to User | User | Profile and modify to Power User or Teleworker User.

Resolution2: If the problem persists than verify the "Enable SoftPhone" is ticked (User | User)

Error 6: "Hotdesking not configured for the user"

Problem: You do not have a login code.

Solution: Go to User | Telephony | Supervisor settings | Login Code and insert a login code.

Error 7: While you try to make a transfer you receive: "Sorry, Transfer cannot be complete"

Problem: Call waiting is not switched On.

Solution: Go to User | Telephony | Call Settings and tick "Call Waiting On".

Error 8: The SoftPhone looks like it is logged in ("Enabling accounts. Please wait...") but an error appears: "All accounts failed to login..... Click Here to retry"

Problem: You have an IP Trunk (SIP / H323 / SES line) to that Computer!

Solution: Go to Lines in Manager and verify you do not have any IP Line with the computer on which you have the SoftPhone!

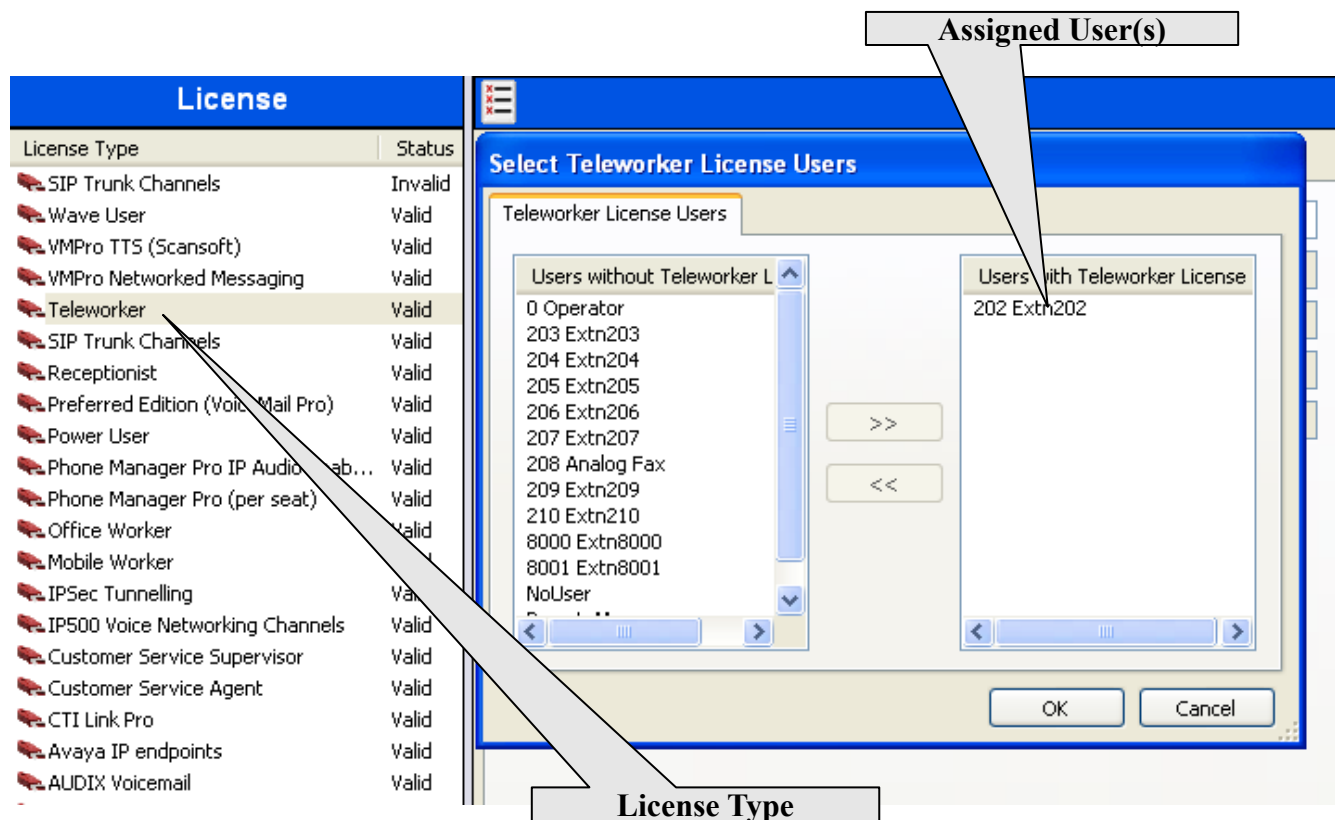
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**Assign a Teleworker or Power User License to a User.**



**In this example, we see Ext. 202 has been assigned a Teleworker License.**

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### Telquest Tech Support

The screenshot shows the Avaya IP Office User Management interface. At the top, a 'User (14)' link is highlighted with a callout 'Click on User'. Below this is a table of users:

User	
Name	Extension
Analog Fax	208
Extn202	202

A callout 'Select the User that will have a Softphone' points to the 'Extn202' row. Below the table, the 'User' tab is selected in the 'Personal Directory' section. The user 'Jim Smith' is selected, and his extension '202' is displayed in the top right corner. The 'Password' field is masked with '\*\*\*\*\*'. A callout 'This will be your Login Username on the the Softphone' points to the 'Name' field. Another callout 'This will be your Login Password on the Softphone' points to the 'Password' field. The 'Profile' dropdown is set to 'Teleworker User', with a callout 'Select Teleworker or Power User' pointing to it. At the bottom, the 'Enable SoftPhone' checkbox is checked, with a callout 'Check this...' pointing to it. Other checkboxes include 'Receptionist', 'Enable one-X Portal Services', 'Enable one-X TeleCommuter', and 'Ex Directory'.

**User (14)** Click on User

Select the User that will have a Softphone

This will be your Login Username on the the Softphone

This will be your Login Password on the Softphone

Select Teleworker or Power User

Check this...

**Getting the User ready for a Softphone.**