

Avaya Demystified
by Walt Medak

Q: I just took over the maintenance duties for our phone system. We have an S8400 running CM 4. We also have a G350 gateway in a smaller office. I've been doing some research and it looks like I need to update the firmware in the G350. I have looked at the download section of Avaya's support site, but it's a little confusing to me.

A: The first, and most important thing is to make sure you download the correct files. For example, when you look at the firmware files that are available for your G350 gateway, you will notice files that range in versions from 24.xx.xx to 28.xx.xx. For your version of CM, you want to make sure to download the most recent version in the 26.xx.xx range. The file name will look something like "g350_sw_26_49_2.bin". There are a few ways to actually update the firmware on the gateway, but one of the easiest is to use the "*Gateway Installation Wizard*" application, which you can download from Avaya's support website. Simply install the application on a laptop and then connect it to the Console port on the gateway. You will need to make sure you have the firmware file on a TFTP server that is on the same network as the G350. Then just follow the prompts in the *GIW* application to update the files.

Q: I got a bit of a surprise yesterday when Avaya called me and said our Intuity had reported an alarm to them, and they wanted to bill me to look at it. We haven't had a maintenance contract with them for several years, as I do all the maintenance myself. I already fixed the problem that was causing the alarm, but how do I make it so the Intuity doesn't call them anymore? I don't want to disconnect the modem line because I work from home sometimes and have dialed in to make changes several times.

A: This can be a bit of a problem if you only have the "sa" login as it does not have the permissions necessary to change the alarm information. I'll assume you have a higher login, such as "craft". You would first select the "*Customer/Services Administration*" option from the main menu. You would then select the "*Alarm Management*" option. This will bring up the screen that has the alarm reporting information. If you don't have a maintenance provider at this time, the easiest thing to do would be to change the "*Alarm Origination*" option from "ACTIVE" to "INACTIVE".