Avaya Demystified
by Walt Medak

Q: We upgraded from our Definity to an S8400 a couple years ago. Everything was running fine until a major power outage a few days ago. I had to replace the server, and discovered that the translation file on the compact flash card was almost a year old. I was under the impression that the system was saving the translation file to the card at night like the Definity did. Is that something I need to program somewhere? Fortunately, there weren't a lot of changes made since the backup was done, but I don't want to have to worry about that again.

A: The new S-Class systems are a little different than the Definity in the way they handle the nightly maintenance routine. The Definity would save a copy of the translation file to the flash card installed in the Network Control circuit pack. The new systems will save the translation file during the nightly maintenance, but it is saved to the hard drive on the server, not the compact flash card. You can save the translation file to the compact flash card manually, or you can schedule backups to happen as often as daily.
The way to do this is to point your internet browser to your server's IP address, and log in to the maintenance web interface. There are some differences in the screens depending on the exact version of software your system is running, but you should see a section on the left side of the screen called "*Data Backup/Restore*". In that section you will see options for "*Backup Now*" and "*Schedule Backup*". The "*Backup Now*" option will give you option for what files you want to backup, as well as the destination for your backup. You can backup to the compact flash card or to a network drive using FTP, SFTP or SCP file transfer protocols. The "*Schedule Backup*" option gives the same options for the files to backup and the destination, but adds the ability to schedule the backup to run as often as once a day. You can schedule multiple backups, so you can set up one to backup to the compact flash card and another to backup to a network drive. Or you could set up one to run daily that just backs up the translations and another to run once a week that does a full backup.

Q: We have a problem that happens now and then if someone forgets to dial a 9 when sending a fax. Depending on the number they are trying to call, it will sometimes ring to a phone in our office. Is there an easy way I can keep the fax machines from calling the phones by mistake?

A: Probably the best way would be through the use of a unique Class of Restriction (COR) for the fax machines. If you use the command "*list extension-type*" and scroll through the whole list, it will show you the COR's that are already being used for the phones. You will also need to know the COR's that are used by your trunk groups. You can find that out with the command "*list trunk-group*". The trunk groups should be using different COR's than any of the extensions. Now, look at the COR that the fax machines are in now, and make note of the settings. Then use the command "*change COR xx*", with xx being a COR that is not currently being used. Make all of the settings on the first page of this new COR the same as the current one. Go to the page of the COR form that

says "*CALLING PERMISSION*". It could be page three or four depending on your software version. Change all of the COR's on this page that correspond to any of your extensions to a "*n*", and make sure the ones that correspond to your trunk groups are set to "y". This will make sure the devices using this COR can access your trunks, but none of the stations. Then just use the "*change station*" command to change all of your fax machine extensions to the new COR.