

Avaya Demystified  
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Q: A year or so ago we finally upgraded our multiple-Definity system to an S8730 system. The smaller locations that used to have their own Definity systems now have media gateways running off the main server. However, each location still has it's own PRI that was just carried over from the old configuration. I am having a problem figuring out how to have the individual locations use their own trunks for outbound calls. I still want them to be able to roll over to the trunks at the main location if their local PRI's are busy or out of service.

A: This is much easier to accomplish in the newer Communication Manager software than it was in the Definity days. First, you will need to verify that each of the remote sites was set up as a separate location. Use the command "*display locations*" to verify this.

It sounds like you are probably familiar with using the "*change ars analysis*" command to set up call routing. A new feature has been added so each location can have it's own unique ARS analysis table. The new syntax for the command is "*change ars analysis location x*". There is still an ARS analysis table that covers all locations, so the only entries you need to add in the specific location tables are those that are unique to that location. A call originated from a station located in location 2, for example, would look at the ARS analysis table for location 2 first. If a match is found it will follow whatever route pattern is assigned there. If no match is found in the "*location*" table, the system will look in the "*all*" table, and route the call accordingly.

So, in the route patterns you assign in the "*location*" tables, have the local PRI's as the primary trunk choice, and the trunks at the main location as the secondary choice.

Q: We set up an emergency tip line to receive messages from people about a missing person. We very quickly filled up the mailbox in the Intuity, even after increasing the mailbox size to the maximum. We don't want to delete any of the existing messages. Is there an easy way we can keep those messages without resorting to trying to record them to tape or forwarding them to another mailbox one at a time?

A: The quickest way I can think of would be to change the extension number on the existing mailbox. Let's say the tip line mailbox is extension 1234. If you are in the Audix Administration screen of the Intuity, use the command "*change subscriber 1234*", and change the "*Extension*" field to an unused extension number. Let's say the new mailbox number is 4321. You would then use the command "*add subscriber 1234*", to create a new mailbox for the tip line extension. Mailbox 4321 would keep all of the original settings that it had before, including the password to log in and listen to the messages. You could do this as many times as needed. However, you would need to keep in mind that depending on the total amount of storage time you have available, you could fill it up rather quickly.