

Avaya Demystified
by Walt Medak

Q: The following question came from our good friends at Western University in Pomona, CA. Thanks for the question guys.

Our IT Director asked us if we could pre-empt the voice mail greetings with a broadcast message in the event of an emergency. In other words, play a message/announcement before the call plays the default name or greeting on all voice mailboxes. Rich thought we could do that by adding an announcement in hunt group 10 (voice mail). I tried that in the hunt group pages but it doesn't seem to work.

Thanks,
Miguel

A: I did a little testing here, and I agree that the “*First Announcement Extension*” option in the voicemail hunt group won't accomplish what you want to do. It will play before going to voicemail if you call the hunt group directly, but not when a call is sent there via a coverage path. One option I came up with would be to change the coverage paths used for voicemail. Instead of using the hunt group, h10 in your case, as the coverage point, set up a new VDN and vector. The vector would be very simple. The first line would play the announcement you want callers to hear before going to someone's voicemail greeting. The second line would be “*messaging skill 10 for extension active*”. When you don't need an announcement to play, you can just take out the first line of the vector.

Q: Is there an easy way to identify the unused ports on our Definity phone switch? We have 6 lines we need to add (5 analog, 1- 4 wire digital) and we're at a bit of a loss.

A: There are a couple ways to find out which ports are available. One way is to use one of the “wizards” available in ASA (Avaya Site Administration) or the older DSA (Definity Site Administration). Under the “General” tab of the browser window, there is a wizard called “*Browse Unused Ports*”. All you have to do is click on that option and ASA will connect to the Definity and give you a report of the ports that are available. If you aren't using ASA, or if you just like to do things manually like I do, you can log in and use the command “*list configuration all*”. This will bring up a list of all of the circuit packs installed in the system. In either case, for the analog phones, you would need to look for circuit packs called “ANALOG LINE” which, most commonly, are TN742, TN746 or TN793. The 4-wire digital phone would require a TN754 “DIGITAL LINE” circuit pack. All of the circuit packs can have various suffixes, such as TN746B, TN793CP, etc...

When you find the right board, you will need to identify if there are ports available. If you look at the right hand side of the screen, each board's ports are listed. If the port has a number (01, 02, etc...) it is already assigned. If the port has a letter (u, t or p) it is not assigned. For example, let's say the ports of a TN754 Digital Line show 01, 02, u, u, 05, 06, 07, u. That would mean ports 1, 2, 5, 6 & 7 are assigned and ports 3, 4 & 8 are available.