Avaya Demystified
by Walt Medak

Q: We are trying to set up the Audix One-Step Recording feature for a few of our users, but I'm running in to a problem. It is actually working, but it seems to cut off the recording after about 60 seconds. Is there a way to extend the recording time?

A: The length of time allowed for recording calls is determined by a couple options in the subscriber's voicemail box. The length of each recording is determined by the setting for the Maximum Length in seconds. The overall maximum for the mailbox, including voicemail messages and recorded calls, is setting for Mailbox Size. Both of these settings are located on the second page of the subscriber's mailbox.

Q: We are trying to help one of our customers set up a remote office with an ISDN PRI tie line back to the main office so they can 4-digit dial between offices. They already have another remote office set up this way, so I tried to copy as much of the programming as possible. So far, users at the remote office seem to be able to dial extensions at the main office and get through. However, users at the main office get several seconds of dead air and then a busy signal when trying to call extensions at the remote office. I have verified, to the best of my knowledge at least, that the UDP and routing programming look correct. My problem is that the login information available for the main office does not have permission to run a "*list trace*" command to see what is happening. What can I do now?

A: I was able to log in to the main location and verify that the UDP programming was correct for the most part. The minor changes that were needed would not have completely blocked the ability to call the remote location. I ran what is called an "*mst*" trace, and made some test calls. The output is in a hexadecimal format, but I was able to see that the system was sending out the correct 4-digit extension to the tie trunk. The problem came when I looked at the remote site to see what it was receiving. It was only getting the last 3 digits of the number that was dialed. I also found that although the tie line is programmed as an ISDN PRI trunk, it is actually being routed through some kind of network router and being transported between locations via an IP connection. I think this is where the problem lies. Many of the routers have a call routing function built into them. Any time new extension numbers are added, as is the case with the new remote office, the routers need to be programmed accordingly. My guess is the router at the main office would need to be set up to pass all 4 digits of the new extension numbers over the tie line to the remote office.

And as always, if questions please call 800-452-6477.