

Avaya Demystified
by Walt Medak

Q: I have had several questions from users about how long messages are retained in their Audix mailboxes. I'm not sure where I would have to look to see those settings. And since I may have to change a large number of users, do I have to change them one at a time, or is there a way to change a large number at one time.

A: The message retention times in the Intuity can be set on a mailbox-by-mailbox basis, or by changing the Class of Service (COS) that is assigned to a group of mailboxes.

If you only need to change a couple subscribers, you can change them individually with the command "*change subscriber xxxx*". Go to the second page of the subscriber form and change the message retention times under "INCOMING MAILBOX". This will also change the COS on their mailbox to show "*custom*" so you know it has been changed.

Changing the settings in a COS will affect all mailboxes that have that COS assigned. The easiest way to find out which mailboxes use which COS is to use the command "*list subscribers*". This will show you a list of all of the mailboxes in the system, and which COS is assigned to each one. The name of the COS can be changed, so it may show something like "*Class00*", "*default*", or just about anything that would have been used to identify changes made to that particular COS. You can then use the command "*list cos*" to see the actual COS number that relates to the names shown in the list subscribers command. If it makes the most sense to change everyone that is already assigned to a particular COS, you can use the command "*change COS x*" and change the settings for that COS on the second page under "INCOMING MAILBOX". You could also find a COS that is not being used currently and change it to suit your needs, and then change the COS that is assigned to the subscriber's mailboxes that you need to have those settings.

Q: We supply phone service to a number of tenants in our business complex from our Avaya system. One of the tenants is asking about using IP Softphone for their people to be able to log in and work from home. The issue that I need to address is how the licensing works. Our system is licensed for 20 IP Softphones, but the tenant has about 30 people on staff that could work from home, although not all at the same time. Does the number in the System-Parameters Customer-Options screen indicate the maximum number of phones that can be programmed as IP Softphones, or just how many can be logged in at any given time? I need to find out so I can deal with getting the additional licenses if necessary.

A: The number of RTU's (Right To Use) in the Customer-Options screen for IP Softphones limits the number of concurrently registered devices. So, you can have as many stations programmed as IP Softphones as you need, but only 20 could be logged in at one time. Your tenant would have to determine if they would ever expect to have a need for more than 20 of their staff to be logged in remotely at once.

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