

Avaya Demystified  
by Walt Medak

Q: The people in our company that have some of the newer IP phones really like the call log feature. Is there any way to get something like that to work on the digital phones we still have? We have mostly 6400-type sets, with a few 8400's too.

A: You can set up a call log on those phones, but it will only show unanswered, external calls. There are a number of settings that you need to program to make it work. First, you need to get into the "*system-parameters features*" screen and look for the options "*Maximum Number of Messages Per Station*" and "*Maximum Number of External Calls Logged Per Station*". You'll want to change both of those settings to the number of calls you want to have in the log. Usually, something around ten is a good number. There is also the option "*Message Waiting Indication for External Calls?*" that will turn on the message waiting light on the phone if they have calls in the call log. This can be a little confusing for some users, so keep that in mind when deciding whether to turn it on or not.

Once you have those setting programmed, you need to make some changes on the phone sets as well. Each of the phones will have to have a couple buttons programmed. One of the feature buttons on the phone needs to be "*msg-retr*" (message retrieve), and another needs to be "*delete-msg*" (delete message). Also, if the phone does not have a fixed "*Next*" button, you will need to add one of those as well.

When the user sees that they have a message light, they would press the message retrieve button. This would show the first call on the display of the phone. They can delete the number by pressing the delete message button, or go to the next number by pressing the Next button. Unfortunately, there is no provision for directly calling back one of the numbers like there is on the IP phones.

Q: We recently had our Intuity crash, and discovered it had not been doing backups for some time. We had to manually try to rebuild all of the auto attendants from scratch. Do you offer any kind of backup service so we know we would have a copy of those files somewhere?

A: As you found out, having a current backup is essential if there is a major problem and you need to rebuild from scratch, whether it's your voicemail or phone system. We always recommend having at least one extra set of backup media (tape, flashcard, optical disk, etc...) for each system, and rotating them to an off-site location on a regular basis. For the Definity systems, this would require a flashcard (or tape for the really old ones). You would run a "*save translations*" command to copy all of the system programming to the flashcard. We also strongly recommend making a copy of your announcement files from your TN750-type announcement boards. That is done with the command "*save announcements from xxxxx*" (replace the xxxxx with the slot location of your announcement board). If you have multiple announcement boards, each one needs to be saved to it's own flashcard.

The process is a little different for the newer S-class systems. The "*save translations*" command doesn't save the programming to the removable compact flash card. Instead, it saves the file to the media server's hard drive. To get the file to the flash card, or to a network drive, you need to go through the web browser interface and perform a backup. The various Audix systems take different types of backup media depending on the type of Audix. The Definity Audix systems use the commands "*save nightly*", "*save weekly*" and "*save voice*" to save the information to the backup media. The Intuity Audix uses the "*Backup*" option from the "*Customer/Services Administration*" menu to save the files. We also find that it's very helpful to keep a written copy of all announcements and auto attendant greetings in case they ever need to be re-recorded. These are easy processes to do yourself, or we do offer a backup service for a minimal charge. If you have any questions about this, or any of the services we offer, please don't hesitate to call.

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