

Avaya Demystified
by Walt Medak

Q: We use account codes that are supplied and maintained by our provider to make long distance calls. If someone does not have their own code, they have been instructed to call the operator, who will then make the call for them using a code specifically for that purpose. It has been reported that these calls are not working. The operator can make the long distance call, but when they try to transfer the caller, the call appearance button just flashes, and won't transfer. What would cause that?

A: This was an interesting one to figure out. Calls to the "operator" didn't follow a simple path to an attendant console. Rather than being an actual console, dialing zero actually took the call through a VDN, to a vector and finally to an ACD hunt group. The problem in this case was that as the call to the "operator" would pass through the hunt group, it would pick up the COR (Class Of Restriction) associated with the hunt group. That COR did not have an FRL (Facility Restriction Level) high enough to make long distance calls. The fix itself was simply changing the COR in the hunt group to one with long distance capability.

Q: We currently use a few of the TransTalk wireless phones for our help desk people so they can still answer calls when they aren't at their desks. Although we like the features the phone has to offer, they have been very unreliable. We don't really need the multi-line capability. What we do need is a solid phone that has a good range. Do you have other options available?

A: We have about the same opinion as you do about the TransTalk phones. They were a great idea at the time, but we have had to replace far too many of them for range, tenderness and battery issues to recommend them to our customers. Recently we tested a new line of wireless phones called DuraFon. While they only have single line appearances, they can be made to emulate multiline phones that integrate perfectly with the Avaya system, and are capable of conference calling, call transferring, call parking, and other standard PBX features we use on a day-to-day basis. The DuraFon handsets are registered to a base unit that can be set up with multiple lines and the handsets can be used in either a "pool" or by dedicating particular extensions to particular handsets. So far in our testing, as the name would suggest, they are proving to be quite reliable with a range that's much better in its native form than the TransTalk, and can be extended even farther through the use of an external antenna kit.

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