Avaya Demystified
by Walt Medak

Q: The following question comes from our good friend John at Western University:
I am trying to set up the Crisis Alert feature after talking about it in your Advanced Definity Administration class. I have the feature "*Every User Responds?*" set to "y" in the Crisis Alert System Parameters screen. I'm using 411 to test with so I have 411 calls set to Call Type "*alrt*" in ARS Analysis. And finally, I have a button on my phone programmed as "*crss-alert*". I've tried calling 9-411 from both digital and IP phones, but I'm not getting alerted. Any idea what I am missing?

A: This was a good one since the Crisis Alert feature is usually pretty straightforward to program. It looked to me like you had everything programmed correctly, and we verified by setting up the same programming on two different systems here to make sure it wasn't a software-version issue. It worked every time when we made test calls. Then one morning on the way to work, I remembered that some time ago we had talked about setting up location based ARS routing because of your new location in Oregon. When a call is made, the system will first look to see if there is a match in that phone's location-based ARS Analysis form. If there is no match there, it will look at the "*Location: All*" ARS table. I dialed in to verify my suspicions. Sure enough, in your "*ARS Analysis location 1*" table, "411" calls were set for Call Type "*svcl*". You can either change the Call Type to "*alrt*" there, or remove the "411" Dialed String from "*Location 1*" so the call would look at the "*Location: All*" table.
Thanks for the question John.

Q: I was asked to buy a couple extra Compact Flash cards so we could keep a backup of our S8730 off-site. The ones that came with the system look like a regular Compact Flash card, but the documentation mentions that they are "Industrial Grade". In doing some research, it looks like the Industrial Grade cards are quite a bit more expensive than the normal cards. Do they really need to be "Industrial Grade"?

A: The short answer is no. I have tried a number of different Compact Flash cards in the 128MB to 256MB range, and they all worked just fine. The "Industrial Grade" cards go through more rigorous testing, and might last a little longer with repeated use. However, the normal cards should work just fine for the use you mentioned. There is a "Format Card" link in the maintenance Web interface that should be used before attempting to use the new cards for the first time.

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