Avaya Demystified
by Walt Medak

Q: Before I even ask the question, I'll start off by saying I know this is going to sound like a very odd request. We have a cordless phone that gets used when one of our help desk people is away from their desk. My supervisor would like that phone to remain the same extension, but either allow or not allow outbound calling based on some kind of login depending on who is using the phone. The incoming call capability would remain the same no matter what. The only things I can think of would change the extension number of the phone and adversely affect things like our group's coverage path. Is there a way to get this done the way my supervisor wants?

A: There is, and I think it's actually going to be pretty easy. You are correct in that most of the ways to control a phone via some kind of login procedure such as TTI, PSA, etc... do change the extension number of the phone. I noticed you already have a number of Authorization Codes set up. I think that's going to be the way to solve your problem. First, change the COR of the cordless phone to one that has very limited, or even completely restricted outcalling capabilities. Then, assign each of the members of your group an Authorization Code that gives them the appropriate level of calling abilities. They wouldn't really be "logging in" to the phone this way, but they would each have their own unique code for making outbound calls. The key is going to be keeping the codes private, just like any other password.

Q: We have been having a problem with out Intuity Audix for quite some time now. Sometimes once a month, other times as often as every week, it will just act like it's locked up. It won't answer calls, and I can't log in using ASA from my desk. However, if I go to the equipment room and use the keyboard and monitor connected to it, I can log in just fine. If I reboot the Intuity, it comes back up and runs fine again. Any idea what's going on?

A: I have seen this problem a few times. What appears to be happening is the NIC in the Intuity is losing it's communication to your network. When that happens, the data link to the system is lost, so the Intuity doesn't know how to answer the calls. It also means your ASA connection through the IP address of the Intuity wouldn't work either. The one recommendation I have heard is to make sure that the NIC is set to a fixed rate instead of "auto-detect". The setting are accessed through the "*TCP/IP Administration*" option from the Intuity Main Menu. From there, select the "*Network Interface Card Set-up*" option. You will see an option for "*Network Media Type*". I have heard that you should set that for the lowest speed possible, which would be 10Mb/Half Duplex (10/H). There is very little traffic actually going over that link, so speed isn't really a concern. You will also want to make sure the port on the network hub/switch it is plugged into is forced to the same settings.

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