

Avaya Demystified
by Walt Medak

Q: I just started experimenting with setting up crisis alert buttons on our security guard phones. I have been successful getting the buttons to work on two of the phones, but not on the third. I thought I might be running into an issue with the number of phones that can have the button, but I also added it to my set and it works fine. The COR and COS are the same on all three security phones, so I'm not sure where else to look.

A: I almost overlooked the cause of the problem myself. I noticed that the third security phone you were referring to had the same COR and COS as the other two, but it was assigned to a different tenant partition number. One of the considerations for tenant partitioning is that emergency notifications only work within the same partition as the station making the call. I'm not sure why that security phone was assigned to a different tenant, although I do remember some time ago one of your co-workers was experimenting with that feature. Maybe this was just residual from those tests, since I couldn't see anything else assigned to the same tenant.

Q: One of our employees is asking why they don't see the incoming caller ID when somebody from the outside calls their phone until after they push the call appearance button to answer the call. Most of the other employees in that group can see the caller ID as soon as the call starts ringing on their phone. I also noticed those employees don't have to press the call appearance button either. They all have either 6408 or 6416 digital phones. Someone told me to look at the setting on this person's phone called "Auto Select Any Idle Appearance", and make sure it was set to no. It was set to yes, but changing it didn't help. What should I look for now?

A: Whoever told you about the "Auto Select Any Idle Appearance" feature was close. The feature that you need to check is called "Idle Appearance Preference". What made me look toward that feature is when you said the person making the request had to press the call appearance button to answer the call. When those phones are in an idle condition, the first call appearance button usually has a red light on, indicating that is the button that will be activated if you pick up the handset. With Idle Appearance Preference set to yes, if a call starts ringing on button one, that red "active" indicator will jump down to the second call appearance button, because you are telling the phone that you prefer an idle line. This is what not only makes the person have to press button one to answer the call, it doesn't show the caller ID of the call ringing on button one because button two is the one that's now "active".

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