

Avaya Demystified
by Walt Medak

Q: My PC crashed and I had to reload the ASA program. I used to have several BCMS reports scheduled to run on a daily basis. I remembered how to schedule the reports, but now the output is much different than it used to be. I used to get a report in my email that I could just open in Word and read. The files I get now are just a bunch of data all strung together. I'm sure I'm missing something simple, but I can't figure it out.

A: Avaya Site Administration (ASA) has a wide variety of reports and output options. Many of the reports, including the BCMS reports you were running, can be accessed through the "Report" option in the "Advanced" tab of the browser on the left side of the program window, or by selecting "System" then "Advanced" and then "Report" from the menu at the top of the program window. Once in the "Report" window, you can type in virtually any report-generating command that you would type in at the Command prompt. After entering the command for the report you want to run, you have to decide the output format for the report. The options are to send screen captures of the output to either a printer or a file, or to export the fields to a ".txt" file. I think this is where you chose a different selection than you had used before. From the description you gave, it sounds like you selected the export fields option instead of the screen capture to file option. Once you chose the output format, you then have the options to select the file name and path, and also the option to email the output. After selecting your output destination, another screen gives you the scheduling options for when you want the report to run. In addition to the reports, ASA also has many "Wizards" that automate common, day-to-day programming tasks.

Q: We have a digital phone in our help desk area that only has a bridged appearance of the hunt group extension. It does not have a call appearance of it's own extension number. I'm trying to figure out how to prevent it from being able to make outbound calls from that bridged appearance button. I've tried changing some of the settings on both the physical phone's station form, and the bridged appearance phone's station form. I haven't been able to figure out how to restrict calls from the bridged phone without affecting the actual phone, which we still want to be able to make calls.

A: There is a field on the third page of the station form called "*Bridged Appearance Origination Restriction*". The default setting in this field is "n". This will allow outbound calls from bridged appearance buttons on the station. If you change that field to a "y", it should do just what you are looking for. It will keep the phone with the bridged appearance from using that button to make a call, while not affecting the calling capabilities of the "real" phone.

And as always, if you have any questions please call 800-452-6477, or visit us at www.medak.com