

Avaya Demystified
by Walt Medak

Q: I am familiar with setting up abbreviated dial buttons on individual stations, and how the three different lists can be programmed for a personal list, a system list, etc... I am not, apparently, familiar with setting them up on an attendant console. I am trying to change some of the buttons around on our console and ran into a number of abbreviated dial buttons that aren't labeled so I don't know what they were, or are supposed to do. I've looked at the "change attendant 1" screen over and over, but I can't see where you assign the various abbreviated dial lists like on a regular station. Am I just looking right past it somewhere?

A: As you noticed, there is quite a bit of difference in the screens between a regular station and an attendant console. Most of the programming for the console is done in the "*change attendant x*" screen that you have been looking at already. However, there are a number of settings that are programmed with a different command called "*change console-parameters*". Settings that are programmed on this screen are common to all attendant console in your system unless you are using tenant partitioning, which is another topic altogether. This is where the abbreviated dial lists are programmed. Some of the other settings on this screen are the port location for a night bell, an extension that can be used to activate night service, and the common shared extensions that are used by the operator to place calls on hold.

Q: I'm in the process of re-deploying a Prologix system that we haven't used in a while in a temporary office. I only put in the circuit packs I would need like the processor, tone clock, a couple digital station boards and a DS1 board. I did not use the analog station board, the CO trunk board or the C-LAN board that were installed before. It was working fine when it was removed, but now I have a PKT-INT alarm that I can't get rid of. I know the old joke about parts going bad sitting on a shelf, but seriously, what would cause that alarm?

A: The Prologix platform was little different than the other Definity-based systems even though it used the same software. One of those differences related to the installation of a C-LAN board. On an MCC or XE-based Definity, all you had to do was insert the C-LAN board, program some basic IP address information, and it was ready to go. On the Prologix system, you actually had to tell the software you were installing the board. First, make sure you remove any programming that would be associated with the old C-LAN board such as data modules, IP interfaces, etc... Then use the command "*change system-parameters maintenance*" and go to the second page of the form. On the bottom of the screen you will see a section called "*SPE OPTIONAL BOARDS*". On your system, you will see that "*Packet Intf2?*" is set to "y" because the system had a C-LAN board previously. The setting called "*Bus Bridge:*" would be the slot it was in before. Simply change "*Packet Intf2?*" to "n", and the alarm should clear.

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