

Avaya Demystified  
by Walt Medak

Q: Our company is getting ready to implement a new procedure wherein our call center agents will need to transfer a caller to an outside resource. In this case, it would be to various insurance companies. However, when I have made test calls, it will allow the agent to transfer me to someone else internally, but not to the outside. I'm sure it's just a setting somewhere that I need to turn on, but I'm new to this system and don't know where to look.

A: This is actually a simple fix, but there are a lot of other issues to take into consideration. First of all, the feature you are talking about is called Trunk-to-Trunk Transfer. If you look at the "*system-parameters features*" screen, it is one of the first options. It was usually set to "*none*" by default. Setting this to "*all*" would allow everyone to transfer an outside caller back out to another outside number. You can limit the ability to the call center agents leaving that setting as "*none*" and going into the "*COS*" screen and changing the setting "*Trk-to-Trk Transfer Override*" to "*y*" on the COS used by the agents.

However, there was a reason it was normally set up this way, and that is to help prevent toll fraud. Imagine if a call comes in and one of your agents transfers that call back outside. The outbound call is coming from your system so it is billed to your company, not the original caller. It used to be common for someone to call in and say they were calling from "The Phone Company" and tried to get whoever answered to transfer them back out to the operator. If the employee did that, the person calling in could then have the operator transfer them anywhere in the world and you would get stuck with the bill. It all really comes down to training the agents to make sure they know the call that needs to be transferred to the outside is legitimate, and only transfer to numbers they know.

Q: We are still using the old type of Definity Audix voicemail system that takes up 5 slots in the cabinet. There was an alarm in the system that the documentation said to try a reboot as the first step. I ran the command "reset system reboot" like it said, but now it appears to be down completely. I can't get any response when I try to log in. What can I do?

A: In the case of an emergency like you are having with the Audix being down, the first step would be to press the "*BOOT/SHUTDOWN*" button on the front of the Audix. You will need a small screwdriver or other pointed object to push and hold the button for a few seconds. There is a small LCD display on the Audix that should start flashing when the reboot sequence is started. The display should show that the system is going through a number of steps in the boot process including "*BTEST*", "*BOOT*", "*OSINIT*" and "*AINIT*". When the system is up and running, the display should show "*ADX*" to indicate the Audix software is running. The boot process can take 10 or 15 minutes, which seems like an eternity when you have people complaining that voicemail isn't working.

If this doesn't work, backing the Audix system out of the carrier and reseating it is a last resort option. It is never recommended to unseat the Audix without doing a proper shutdown because it can corrupt the system software on the hard drive. Even if one of these procedures is able to get the Audix rebooted and working again, it is probably time to start planning on some kind of replacement voicemail system. It is getting very difficult to find good, working parts for those old systems, not to mention the fact that the tapes used for backups are essentially as extinct as the dinosaurs.

And as always, if you have any questions please call 800-452-6477, or visit us at [www.medak.com](http://www.medak.com).