

Avaya Demystified
by Walt Medak

Q: Just recently we started getting complaints from users that they are sometimes getting a busy signal when trying to access voicemail. We kept our existing Intuity MAP 40 when we upgraded from our old Definity to our S8730 CM5 system a few years ago. I've tried making numerous test calls, and it doesn't seem to be any particular port on the Intuity that's bad. We have plenty of ports, actually more than what's really needed, and I've never seen any more than 50% to 75% of the ports in use at any given time.

A: This was an interesting issue to track down. The Intuity logs showed repeated loss of connectivity on the switch link. The constant bouncing of the switch link was undoubtedly causing the random busy signals. After a lot of investigating, it was determined that the problem started occurring right after the customer removed the C-LAN boards from service and converted over to using the Processor Ethernet capabilities in the S8730 servers. To prove this was in fact the problem, one C-LAN board was put back into service to run the Intuity link and forced to 100 Mbit/full duplex mode. Immediately after pointing the Intuity back to the C-LAN IP address, the switch link was stable again. Apparently, the NIC in the Intuity wasn't able to keep a stable connection to the gigabit ethernet PE connection.

Q: We just replaced the aging Intuity Audix system on our Definity with a new voicemail system from DuVoice. We expected to have a few little issues along the way, but it's been relatively smooth. One interesting issue has come up though. We discovered that if the attendant console transfers a call to a station that has their Send-Calls button activated, the caller will end up in the main auto attendant instead of the correct mailbox. If the Send-Calls button is not activated, the call transfers to the correct mailbox. Also, if I add a dummy station as a first point of coverage and voicemail as coverage point two, the call works properly but it takes 3 rings before it covers. A transfer from a normal station works fine whether Send-Calls is activated or not. Any ideas?

A: It was very interesting to follow the troubleshooting steps on this issue. Looking at the call trace screen in the DuVoice, it appeared simply as if the Definity was not passing any Mode-Code information on this particular type of call scenario. (Mode-Code is an industry-standard integration format in which DTMF tones are passed between the phone system and voicemail.) To finally resolve the issue, a DTMF receiver needed to be placed between the Definity and DuVoice ports and enough test calls made to capture one of the failed calls. It was discovered that the Definity was in fact passing information about the call, but the DuVoice did not understand what to do with a call that said it was coming from a single digit extension number, in this case 0. With that information, it was an easy fix for the DuVoice engineers to change their system to recognize those calls. I believe the root of the problem is that the attendant console handle calls differently than normal stations. When the station receiving the transferred call from the attendant had Send-Calls on, the call was immediately sent to voicemail and it did not give the operator enough time to drop out of the call before the call information was sent to voicemail. That's why the DuVoice was receiving 0 as the extension the call was coming from. When Send-Calls was not on, or dummy coverage point scenario that caused a couple extra ring cycles before the call covered, it allowed the attendant to drop out of the call first.

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