

Avaya Demystified
by Walt Medak

Q: We just replaced our aging attendant console, a 302A model, with a newer 302D model. Our operators are telling me that they can no longer hear when a second call comes in when they are already on the phone. They say it used to work fine prior to changing the console. I'm sure there's an easy way to change the volume for that, but I sure can't find it. Where do I look?

A: As with most things, it always easy when you know where to look. If you go to the console, you will see two buttons in the upper right corner, one with an up arrow and one with a down arrow. if you press one of those buttons, the display will change to the volume control screen. There are actually 3 separate volume settings on the console. To scroll through those different settings, you would press the button immediately to the left of the up/down arrow buttons. The first setting you should see is "Incoming Call Volume", which is what controls the volume of the ringing when the console is not already active on a call. The next setting is "Timed Reminder Volume", which is the volume for things like calls that have been placed on hold. The last setting, which is where I believe your problem lies, is called "Calls Waiting Volume". My guess is that setting is turned all the way down.

Q: We have an S8400 running CM5.2. I am looking to build a crash kit for disaster recovery and maintenance purposes. My concern is, if I have to replace the S8400 server itself, would I need to get a new license file for it? I know it looks at a serial number or something to make sure it's the right license for the system.

A: You are correct in that the license file keys off of a serial number. However, in your case it is actually matched to the serial number of the SIPI (TN8412) board and not the server itself. So replacing the server would not be a problem, other than getting your software and translations loaded. If you log in to the web interface screen and click on the link on the left called "License File", it should show you the current status of the license, and the serial number of your SIPI board. This is also the screen you would use if you had to replace the SIPI board and did need to install a new license file.

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