

Avaya Demystified
by Walt Medak

Q: I got a request from a new member of our sales department. They would like to get their voicemail received at their desk to show up on their cell phone, an iPhone to be specific. In other words, voicemail that they receive at their extension on Audix would also be able to be retrieved on their cell phone. Is this possible on our system? I let them know that I did not think it would be seeing as our Intuity system is older, but that I would ask our consultants to make sure. If you could let me know I would appreciate it.

A: I guess the answer depends on how exactly you define "show up on their cell phone". These older systems don't have the ability to send the actual message to a cell phone or email like some of the newer systems can. However, it can make a phone call to a cell phone to notify the user they have a message and they can then log into their mailbox to listen to the message. That feature is called "*Outcalling*". You first need to make sure it is enabled by going to the "*system-parameters outcalling*" screen and making sure it is turned on. To allow individual users to use the feature, it has to be enabled on their mailbox. You can do this in one of two ways. You can go into each mailbox and look for the "*Outcalling*" option on the second page and set it to "y", or you can modify one of the Classes Of Service so that feature is enabled and then assign that COS to each subscriber that wants to use it. The second option is perhaps an easier way to keep track of who is using it because you can change the name on the COS to something like "*Outcalling*". If you just modify the individual subscribers, their COS just says "Custom". But, either way will work fine.

Once the subscriber's mailbox has been changed, they will need to log into their mailbox and tell the system what phone number to dial (remember to put the 9 in there since it's making an outbound call), and what time of day do they want the outcalling to be active. The options for time are "any time", "prime time" which is usually 8:00AM to 5:00PM but can be changed on a system-wide basis, or the user can enter specific times. The user would press "6" after logging into their mailbox to access the outcalling options. It can be a little confusing the first time going through the options, but the system does tell you exactly what to do if you listen to the prompts.

One caveat here... You will need to look at the COR assigned to the Intuity ports in the Definity and make sure they have the necessary FRL to make outbound calls. They were often set up to not allow outbound calls to help prevent toll fraud.

Q: A couple months ago I had to replace the backup tape cartridge in our Intuity because it had actually broken. Then just a couple days ago I noticed the backups weren't working again and after doing some troubleshooting I discovered that the new tape had somehow gotten stuck and caused a small drive belt on the tape drive itself to pop off. I was able to get the belt back on and use the last spare tape I had to get it working again. But this makes me concerned that it is only a temporary fix. I noticed that in the Main Menu when I log in to the Intuity there is an option called Network Backup. Does that mean I can back up the Intuity to our data network? If so, how do I set it up?

A: Assuming your Intuity already has a NIC installed and it is connected to your LAN, it is actually fairly simple to get set up. If you select the Network Backup option from the Main Menu it will bring up another menu with six options. The first thing you will need to do is select the "*Administer FTP server*" option and enter the information about the server that will be used for the backups. You may need to work with your IT department to get some of this information. You will need to know the IP address of the FTP server that will hold your backup files. You will also need a login (and password)

that has the necessary permissions to read and write files to that server. You have the option to include a directory in which the Intuity will store the backup files. If you just want the files to be stored in the root directory of the ftp server, you still need to enter a "/". Each time the backup runs it places the files in a unique subdirectory with the name format "*intuity_yyyymmddhhmm_uyyy.bkp*". The "*yyymmddhhmm*" part of the name is replaced with the date and time the backup was run. The last bit of information you will need is the port to use. By default, ftp uses port 21. The next step would be to go back to the Network Backup menu and select the option "*Administer data types for unattended backup*". This will allow you to select what data you want the system to save during the nightly backup. I would select all three options. You can also run manual backups, and restores if necessary, by selecting either of those options from the Network Backup menu.

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