

Avaya Demystified
by Walt Medak

Q: I need some help. We received a number of complaints this morning that guests in the hotel did not receive their wakeup calls. After doing some testing, I also discovered that the guest room phones were not ringing when they were called either, although they could call out from the rooms just fine. All of the guest room phones are just basic analog phones, but we have other analog phones in the lobby and office areas that are working properly. I don't see any alarms on the Definity, so I'm not sure where to look next. We have a Definity version 6 with two of the single carrier cabinets.

A: After doing a little bit of research, it looks to me like all of the guest room phones are running off the second, or "B" cabinet, and the rest of the phones are running off the "A" cabinet. This leads me to believe the problem is most likely the ring generator portion of the power supply in your "B" cabinet. The power supply in those cabinets can be various vintages of either a 91153 or 1217. In both cases, I have seen instances like this where the part of the power supply that generates the ringing voltage for analog phones fails, but does not cause an alarm. Once you have sourced a replacement, which we would be happy to provide, the swap is fairly straightforward although you do have to be careful so you don't bend any of the pins on the backplane of the cabinet. If you prefer not to do the work yourself, we could provide a technician to replace the power supply for you. Also, keep in mind that all of the phones, trunks, etc... that are running off circuit packs in that cabinet will be out of service for a short amount of time, so try to pick a time when you know usage will be light. My guess is replacing that power supply will fix the problem. And remember, if you have a Definity Audix voicemail system it must be gracefully shut down prior to turning the power off or you risk corrupting the data.

Q: One of the supervisors at my company suspects that one of their employees is just letting a majority of their calls go to voicemail and not answer them in a timely manner. I was asked if there is a way to see how many messages a particular users receives in a day, but I'm not sure how to go about getting that information. We have an Intuity Audix.

A: You should be able to get the exact information your supervisor is wanting. In general, the command that is used for running usage/traffic reports in both the Audix voicemail and Definity/Communication Manager phone systems starts with "*list measurements*". In your case, you would log in to the Intuity and get to the Audix Administration command line screen. The command you would use would be either "*list measurements subscriber day xxxx*" for a daily total or "*list measurements subscriber month xxxx*" for a monthly summary. In either case, the report gives a very detailed breakdown of the usage of a particular mailbox. Among the details it will show are the number of messages received, the amount of storage space used and the number of messages created. The report itself takes up about 4 pages when viewed on the screen, so it obviously contains a great deal of information. One thing that could be confusing is the difference between "*CALL ANSWER*" and "*VOICE MAIL*" messages. Call answer messages are those that you receive when someone calls your phone and you don't answer. I'm sure that is the number your supervisor would be interested in. Voice mail messages are those that are created when you log into your mailbox and record a message that you then send to another subscriber within the voicemail system without actually calling their phone, or by forwarding a message from one subscriber to another.

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