Avaya Demystified
by Walt Medak

Q: I came in to work a couple days ago and noticed there was a minor alarm on our phone system (a Prologix). When I called our maintenance provider they said they had not received an alarm. The alarm said "PR-MAINT", which they told me can often be caused by the phone line connected to the dial-up modem being disconnected. However, that is how I connect to the system from my desk to do programming, and that is still working just fine. They insist the line must be bad, even though I tell them I can dial in. What else can I look at?

A: This is actually interesting because we just had a similar situation with someone else. Since the Prologix has an external modem for dial-up access it actually makes troubleshooting much easier. The modem is usually hidden behind the panel on the right side of the "A"cabinet. The first thing I would do is find a regular analog telephone set. Any type will work. Then either plug the line cord from the phone into the "phone" jack on the modem, or disconnect the cord from the "line" port on the modem and plug it into the phone directly. Go off-hook on the phone. You should hear an immediate, clear dial-tone. My guess is you will hear what is called stutter dial tone, which is something like a series of dial tone pulses for a couple seconds before getting a steady tone. That normally indicates that line has a voicemail message. Modems generally don't recognize stutter dial tone when they go off hook to make an outbound call, which would explain why you can dial in, but the system isn't dialing out. If that is the case, you will just need to call your dial tone provider and have them remove the voicemail from that line.

Q: I'm trying to set it up so a small group we have can forward calls to one of their cell phones when they aren't going to be at their desks. I have it set up so calls come in to an actual phone, although that phone isn't used, and the calls cover to a cover answer group. I thought it would be as simple as putting a call forward button on the phone that the calls are directed to, but the calls continue to cover to the cover answer group even though the phone shows it's forwarded. I have a similar setup on a system at a different office and it works fine. What do I need to look at here? This office has a Definity R9.5.

A: The setting you need to look for is on a screen called "*system-parameters coverage-forwarding*". The specific option you are looking for is "*Call Forward Override?*". If this field is set to "*n*", like I'm sure it is in your system, the coverage path assigned to a station will override call-forwarding. So, like you have seen, even though the call forward option will show as being activated the call will follow the coverage path instead. All you should have to do is change that field to "*y*" and the calls will then follow the forwarding when that is activated, but still follow the coverage path when forwarding is not active. However, you need to be careful with this as it is a system-wide setting. Changing that option will affect all of the stations in the system, not just the one you are working on.

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