Avaya Demystified
by Walt Medak

Q: One of our executives was out of the office for two weeks. When she returned, she said she only had one new voicemail message and is convinced she should have had more than that based on her average number of messages. Is there a report or something I can look at in the Intuity to see what was really happening?

A: There are a couple different reports you can look at, each with their own pros and cons. The first report is run with the command "*display activity-log xxxx*" from the Audix command line. The command will bring up a screen asking you to enter a date range for the report. The nice thing about this report is that it is very detailed and shows everything that was going on in the Intuity related to that subscriber, including turning message waiting lights on and off, etc... The downside is that it is so detailed, it can be a little difficult to understand because there is so much information.

The other report that would help you is run with the command "*list measurements subscriber*" and then either "*day*" or "*month*" followed by the subscriber number. The problem with this report is that it is not as flexible as the activity log because you can only select day or month. However, the information is displayed in a much more user-friendly manner. The report is four pages long. The first page will tell you the number of times that particular mailbox was accessed. That can be either by a caller going to voicemail when the subscriber doesn't answer (*CALL ANSWER*), or the subscriber logging in to their mailbox (*VOICE MAIL*). One thing that can be confusing is those columns are split into "*Prime*" and "*Non-Prime*". Those relate to the "*System Prime Time*" setting in the "*system-parameters features*" screen. Normally, that is just set for normal business hours. The second page of the report is what would be of most interest to you in this case. There are two sections on this page, "*VOICE MAIL MESSAGES RECEIVED*" and "*CALL ANSWER MESSAGES RECEIVED*". Voice mail messages are those that another subscriber creates from within the Intuity and delivers to your mailbox without actually calling your phone. Call answer are those messages when a caller isn't answered and their call covers to voicemail. The third and fourth pages tell you how many message the subscriber actually created from within their own mailbox and sent to other subscribers.

I'm sure that between those two reports you should be able to gather all the information you need.

Q: We just added VoIP capability to one of our offices that has a Definity 9.5. I'm trying to set up a 4624 IP phone, but I can't figure out how to make it work. On our newer system, it's as simple as adding any other digital or analog set. How do I make these work? This is just a test for now so I will be manually entering all of the IP information in the phone, but I plan on getting our DHCP server set up eventually.

A: The Definity 9.5 did take some extra programming to make an IP phone work as compared to the newer CM systems. I'm also glad you mentioned you were trying to add a 4624 as those were one of only 3 IP phones supported on that system, the others being the 4606 and 4612. To make an IP phone work in your Definity, you actually have to program two different stations. The first one you create does not need to have an extension number in your DID number range. In fact, you really don't want to use a DID extension because that number will never be dialed. So, you would pick an available, non-DID extension, and make the "*Type*" be "*H.323*". I also like to make the name somehow relate to the actually station you will be creating. For example, if you are going to make the actual working phone extension 1234, I would call this one "*H.323 for 1234*" or something similar to that. It just makes it a

lot easier to keep track of. You don't really need to worry about much more on the rest of the station form. The next step is to create the actual station that you will be using. Create this station as you would any other digital set with the appropriate COR, COS, Coverage Path, button programming, etc... You would use the actual phone type on this station, in your case 4624. You should notice as soon as you enter an IP phone type that the "*Port*" entry becomes fixed as "*IP*" since IP phones aren't associated with a physical port on a circuit pack like digital and analog phones. You will need to enter something in the "*Security Code*" field. This is what is used for the password when logging in to the phone. The other difference is that you enter the extension number of the H.323 station you just created in the "Media Complex Ext" field. Once you have that saved, you should be able to plug your phone in and get it working.

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