

# Staff Recognition

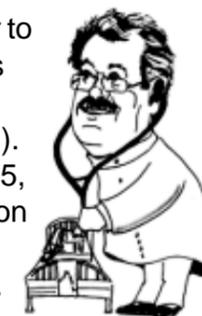
## ANDREA ROSELLE

Andrea is WMA's Accounting Department. . . Andrea has progressed from a part-time employee when hired, a little over a year ago, to a very important player on the WMA team today. Andrea not only manages the financial ins and outs of WMA, she also finds time to verify the dollars and cents portion of all of the bids and proposals that are sent out. Inventory control is Andrea's latest challenge or maybe better defined as a nightmare. Thank you, Andrea, for your positive attitude and valuable contributions!



## PBX Maintenance and Remote Monitoring for \$300/month (\$900 G3R)

Many companies who are self maintained prefer to have coverage on the Cabinets, Power Supplies and Common Control Circuit Packs (Processor, Network Control, Tone Clock, Memory Card, etc.). The price for this coverage is \$300 for System 75, G1, G3i, G3si, and \$900 for G3R. To add Audix on maintenance there are additional charges. This also includes 24/7 remote monitoring for alarms.



**Call 800-452-6477 for more information.**

WMA offers telecommunications products, technical support and logistics/ maintenance support. We concentrate on a single manufacturer for PBX switches: AT&T/Lucent/Avaya. This focus results in unrivaled technical and maintenance support. Our voicemail products are compatible with all PBX switches. We offer 24/7 remote monitoring and maintenance and some additional services such as:

- TECHNICAL CONSULTATION TO:**
- SYSTEM ADMINISTRATORS
  - INTERCONNECT COMPANIES OUTSIDE WMA SERVICE AREA
- 
- **FIND PASSWORDS** (LICENSED SOFTWARE ONLY)
  - **RESTORE AUDIX TO INITIAL CONDITIONS**
  - **REMOTE STORING OF TRANSLATIONS FOR DISASTER RECOVERY**
  - **COMPLETE SWITCH SOFTWARE SETUP**, INCLUDING AUDIX
- 
- **ARS** (Accommodate area code changes, changing local vs. long distance prefixes)
  - **DCS/UDP** (Networking multiple PBXs)
  - **RE-IMPLEMENTATION OF OLDER WORKING SYSTEMS**
- 
- **ENGINEERING AND RECONFIGURATION SERVICES**
  - **SYSTEM ADMINISTRATOR TRAINING**
  - **TECHNICAL TRAINING**

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Portland, OR 97220

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WALT MEDAK & ASSOCIATES, INC.

# Walt's Street Journal

Walt Medak & Associates, Inc.  
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## Word From Our Customers

"I happened to meet Walt Medak several years ago during a move of our offices from Bellevue to Renton. It was suggested by someone I trust very much, to contact Walt regarding some additional phone equipment we needed. The purchase went smoothly and he delivered what was promised. At the conclusion of our transaction, Walt approached me about handling our phone maintenance, and at the time, I dismissed it, feeling it was too risky to mess with success. I had been with my current maintenance supplier for quite some time, and felt if I located my business somewhere, something was bound to go wrong! Finally venturing out to other providers of the phone system maintenance, I proved myself correct by experiencing difficulties with these new purveyors. By a matter of happenstance, I wound back up on Walt Medak's front door, much to my relief.

Medak & Associates has proven to be a definite asset to the organization I work for. We are a sales organization and depend heavily on our phones. Any problems we've experienced, no matter how major or minor, have been handled quickly and always resulted in a successful conclusion in a timely manner. It's a pleasure to get a "live" person on the phone as opposed to an automated system that takes you forever to get through! The staff employed by Walt Medak is highly experienced and in my belief, some of the top in the industry. We finally feel at ease knowing we have such an outstanding company there to support our telecommunication needs. I personally depend on them heavily. Thanks, Walt!"

Bonnie Pemble  
K & L Distributors, Inc.



"Paranola Hotline. To hear what people are saying about you, press one. To learn who's tracing this call, press two..."

### DEFINITY CLASSES OFFERED IN YEAR 2002

WMA has had a great success with teaching Definity and Call Center Courses. WMA will keep offering **Basic System Administration, Advanced Definity Installation** and **Call Center Class** for System 75 & Definity G3 PBX systems and Audix/Intuity voicemail. Classes are instructed by Lucent/Avaya trained instructors. The classes cover solutions for beginners to advanced administrators. They are held in the beautiful City of Roses-Portland, Oregon, and will be hands-on. We have a hotel and ground transportation package available for \$390.75 (tax included). Discounts available for two or more people. Call us at **800.452.6477, ext. 5009** for detailed class itineraries, pricing and this year's schedule.



### TELECOM TRIVIA

First person to correctly answer this question will get one hour of free RMATS support. Please e-mail your answer to [Nada@medak.com](mailto:Nada@medak.com)

#### QUESTION:

What word of greeting did the first telephone operator shout when answering calls?

(Look for the answer in our next newsletter or e-mail [Nada@medak.com](mailto:Nada@medak.com))

## Definity-G(x) Demystified *By Walt Medak*

**Q:** We have a Definity Prologix with a Definity-AUDIX-Slim for voicemail. We are unable to add additional mailboxes even though we haven't exceeded any thresholds. Actually, the system appears to add them, but when we do, it won't answer calls to any of the new ones. The original ones work ok, just the new ones refuse to answer calls covered to voicemail. Where do we go from here?

**A:** There is an anomaly to using the Definity-AUDIX-Slim (TN568-B) with some versions of software. It's a problem with the fact that the voicemail allows more than 15 characters in the name field and the some releases of Definity-G(x) only allow 15 characters. It's a difficult one to find, but the way we did it was to remove the name in the Definity-AUDIX-Slim mailbox by mailbox until we found the one causing the problem and then left the name field blank. We found if we added even just one letter, the problem returned. There's obviously a bug in the software disallowing use of this voicemail with earlier versions of Definity software, but it can be overcome with alternate copious amounts of patience and profanity.

**Q:** Our Console Attendant takes our calls during our normal business hours of 8:00AM and 5:00PM. For evening and weekends we use an automated attendant in our voicemail system. All of our non-DID calls are directed to the Console Attendant via a DID number that is listed as our main number. We would like to direct the calls during the Attendant's morning, lunch and afternoon breaks to a different location like we do the auto-attendant by pushing the Night button on the Console. How can we accomplish this?

**A:** There are several ways to do this, but the simplest is to first identify what the entity is that your DID Main Listed Number in your system is, i.e., Listed-Directory-Number, a hunt-group, an "X"-ported station, terminating-extension-group or whatever. This number is what your auto-attendant's number in your voice-mail should be. If it's not, change the auto-attendant to match it. Also give that entity a coverage path to a "time-of-day-coverage" group (add coverage time next) that you have set up to go to one coverage path (i.e., coverage path 1) from 8:00AM to 5:00PM Monday through Friday that goes to the attendant (attd) and a different coverage path (i.e., coverage path 2) for 5:00PM to 8:00AM Monday through Thursday, 5:00PM to 11:59PM Friday, 12:00AM to 11:59PM for Saturday and Sunday, and finally 12:00AM to 8:00AM Monday to go to voicemail (auto-attendant). Now give that entity a night destination of where you want calls to go to during the Console Attendant's breaks and use the "Night" button for breaks instead of actually at night. The time of day coverage will take care of getting calls to the attendant or it's "night" (break) destination during work hours and to the auto-attendant during out-of-hours times.

**Q:** Where can Definity Documentation for secondary-market systems be found? We had a Definity-G3i installed some months ago, and though we have a Definity-G1 at another location, the documentation there doesn't cover the new system very well.

**A:** You have just experienced one of the small downsides to installing a secondary market system unless the documentation ownership transferred to you along with the Definity. I say "small" downside, as you should be able to get the documentation from your dealer, probably at an additional small cost, who should know where to locate it. Avaya, not only being the manufacturer of the best PBX system I know of, also has one of the very best websites for online documentation you'll ever find. Go to <http://www.avaya.com>, click on the "Support" hyperlink at the top of the page in the blue bar, (it opens another window which you should maximize to full size) do a roll-over on "Online Services" until you highlight "Support Center Applications then go down to "Documentation" and click on it. Once at that page, click on "Recent Documents". Then it's just a matter of selecting the topic or document you would like to view and click on it. You will need Adobe Acrobat Reader to view it, so if you don't have it, you can download it at no charge from <http://www.adobe.com>

**Q:** We have just discovered we made the wrong choice when selecting to install a Definity Prologix two years ago, as we are already in need of expanding the capacity beyond it's limits. Our support company says they have no means of doing an upgrade to a full-size Definity-G3i utilizing our old translations, and that we need to completely re-enter all of our translations by hand. They suggest printing it all out and then just copying it. Tell me there's a better way!

**A:** There's a better way! What you wish to have done is called a "blow-back" by Avaya, and even they can't perform that function when upgrading from a Prologix (CMC architecture) to a Definity-G3i (ESCC architecture). There is a means by which the information can be extracted from the Prologix system and stored in an EXCEL spreadsheet, manipulated if necessary, then ported back to the new Definity-G3i without having to hand-enter it in new or copied. There will be the loss of announcements, which can be ported over by saving them onto a flash-card and then restoring them on the new system (maybe... It's debatable at this time whether that works or not). At the very worst, announcements are all that should need reconstruction. This is a specialized application and not available just anywhere. If your support group can't perform this function, there are specialty support companies that can. Give me a call if you need to contact one of them. There are a few that I've heard of, but only one I know of that's exceptionally dependable and that I use.