Staff Recognition

Frank Decker

Frank began his telephony career in 1966 with Pacific Northwest Bell in Portland, Oregon. In an unusual move for the time, he was hired directly into the PBX group instead of working through the positions of Residence Installation/Repair before gaining a position in PBX. This is probably testimony to his ability to reason through complex problems as obviously recognized by Pacific Northwest Bell. He rose through the ranks to become a technical support specialist for all of us other technicians, and soon became a manager of the support specialists group. At the breakup of the Bell System in 1984, Frank was transferred to the AT&T side of the division as a Tier-III Engineer, supporting the complex repair group as technical support to the technical support group. When a problem got beyond the ability of a field technician and the Tier-II support group in Denver, Colorado, Frank would come to the rescue as the final step in the Definity support program. WMA is proud and happy to have Frank as a member of our diverse team of Definity specialists and salute him as our Employee of the Quarter!

Walt Medak & Associates, Inc.
11867 NE Glen Widing Drive
Portland, OR 97220

WMA

WALT MEDAK & ASSOCIATES, INC.

Walt's Street Journal

Trade up your System 75, G1 or G3V1 for Definity G3V4 for free

If you have a System 75, Definity G1, or G3V1 (tape versions), you can trade up your current system to a G3V4 at no charge! For a limited time only, new and existing customers signing a 36-month hardware Maintenance Agreement may enjoy a free exchange of their legacy system for a Definity G3V4. G3V6 and V8 are also available for a small additional charge. All systems are provided from WMA's extensive inventory of fully tested pre-owned quality systems.

WERE MOVING : JULY 1st, 2002
11867 NE Glen Widing Drive, Portland, OR 97220

WMA offers Avaya telecommunications products, services and maintenance contracts as well as making available our RMATS (Remote Maintenance, Administration and Test Services) department to our own customer base as well as to those clients of technicians and interconnects that we support. We currently distribute Avaya business telephone systems, voice processing systems, and consumer products. We hold the largest maintenance inventory in the Pacific NW for System75 and Definity with complete systems, not just components, in stock. This gives us the best disaster-recovery capability of any vendor in the area.

WMA provides coverage throughout the continental U.S. from multiple locations. The company maintains a direct relationship in all major U.S. cities and has a nationwide network of associate dealers who distribute Avaya products and services; as such, we are able to quickly distribute Avaya products anywhere in the nation. Our national service center coordinates and manages all installations and provides RMATS to our customer base and associate dealers.

Call 800-452-6477, x 5009, for more information.

Word From Our Customers

"I was first introduced to WMA in January 2000 when a System 75 PBX that I manage developed problems. Our coverage at the time was with United Asset Coverage, and when I called for help, they put me in touch with Walt. Seeing Walt as the valuable resource that he is, I questioned him about several things including upgrading from G1 to G3. Walt told me what would be needed, and what it would cost. He informed us that a "forklift" replacement (replacing the entire cabinet and all circuit packs) was not necessary for the upgrade; simply replacing a few of the control packs would get us to a G3, and that once there, we could replace circuit packs as necessary to achieve the capacity we needed. Their price came in at 50% of Avaya's price for just the upgrade. Needles to say, we went with WMA.

In March, we switched all of our maintenance and monitoring from UAC to WMA. I have also had the privilege of attending one of the training classes offered by WMA. The class size was small enough to allow a lot of one-on-one with the instructor. All student questions were answered.

In the time that we've been with WMA, and during the time that we were dealing with WMA through UAC, we have never had any problems with repairs. In the few times that an alarm occurred, it was resolved the same day. When we've had hardware fail, we had replacements here the next day."

Duane Bjorklund
Market Facts, Arlington Heights, IL

Basic Definity Administration	**$1,300**

- July 15-19th, 2002
- Sept. 30– Oct. 4th, 2002

Advanced Definity Tech/Administration	**$1,500**

- July 22-26th, 2002
- Oct. 7-11th, 2002

Call Center	**$1,800**

- July 29-August 2nd, 2002

For itineraries call 800-452-6477, x 5009.

April 2002 Advanced Definity Course

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

Q: We re-record our Audix auto-attendant two or three times a year, and have a need for doing it at this time. The person who always did it is no longer with the company, and we have no idea where to begin. How do we find what is needed to re-record?

A: The recording of an auto-attendant is nothing more than recording a voice mailbox in the Audix; it is done exactly the same way. If you know the extension number of the auto-attendant, you have all that's necessary to do the job, assuming you know how to change the 3rd or "selection" page of the attendant. To some, this page is abundantly clear as to its function, but to others, due to a lack of familiarity, it may not be. If you have a problem you will need to either consult your documentation, which is not usually an easy feat, or consult your service company or myself at the addresses below. If you don't know the extension number, give the command "list attendant" at the Audix command line and a list of all the auto-attendants will be displayed. If the originator of this auto-attendant was doing the job, the name of it will be readily apparent. If not, and you have a number of auto-attendants from which you cannot distinguish, you will have to start at the PBX by looking for the extension number that sends it to the Audix, the method of which, fortuitously, is answered by the next two questions in this column.

Q: Our network provider is changing our service from analog trunks to a T-1, and we are adding DID numbers at the same time. They have asked us what numbers we currently have answered by our auto-attendant that we may need as additional DID numbers to avoid losing those calls. How do we find out all of the numbers we have answered by our Intuity auto-attendant?

A: Calls come into a Definity PBX in only one way: through a trunk group. By mentioning you are adding DID numbers at this time, I assume you have no analog DID trunks currently, so therefore most probably have only Central Office (C.O.) trunks at this time. If so, that makes things easy, as on the first page of each trunk group, on the right-hand side of the page near the top, are the "incoming destination" and "night destination" fields where the information you are looking for is contained. You will also need to look at the port assignment page (either the third, fourth or fifth page, depending on your release of software) to get the list of telephone numbers assigned to this trunk group (again, assuming the person who set this trunk group up did their job and listed them properly), and to see if the "night" field has an entry. If it does, this is another destination that may be pertinent to your network provider.

If the telephone numbers aren't on the port assignment page, you will need to have the ports traced to determine the numbers in that trunk group. What your network provider is most probably looking for are any numbers your callers use to contact you, known as LDNs (Listed Directory Number) that you may have either advertised or given to your callers in mailings, business cards, etc. To continue to get those calls, you will need to have them included in your DID string or list, as they are associated with one or more of the analog trunks as the trunk's telephone number. When those trunks are removed, that number will be lost if you don't have it changed to one of your DID numbers. You will then need to build some entity, most likely an "x-port" station covering to the destination previously found in the trunk-group "incoming-destination" field, or better yet, if you have vectoring, utilizing that. There are many variables here, so if I have missed answering your question, please contact me.

Q: We have calls going to a conference room phone for which we can't trace the origin. How do we find out what calls are directed to an extension?

A: The first thing to determine is if it is a DID number. If so, that's probably your problem. Make it a non-DID number and no outside calls should be able to reach it. The second place to look is to see if it's a member of some group that gets calls. You can do that by giving the command "list groups (extension no.)".

The next place is to see if it's listed as a destination of a trunk group as mentioned in the answer to the question above. It might also be a coverage point for some other station, which should show up in the "list groups" query. You can also "list coverage-path" to see if it shows up as a destination. And lastly, and the most difficult to find, is to see if it's a point of a "route-to" in a vector, which would require looking at all the vectors one-by-one. On the Far-Side, it's also possible it's the night-destination of a hunt-group, and your system is in the night mode when calls go to it. Some systems are left in the night mode all the time. If you can't find the problem with these hints, give me a call and tell me my answer in this column flunked, and I'll help you find it.

Walt Medak can be contacted by phone at 800-452-6477 X5001 or by email at walt@medak.com.