



G3 Training Expanded!



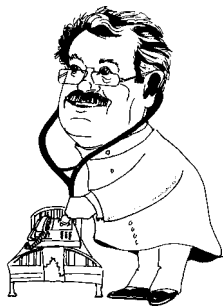
WMA, like most American businesses, wishes the best to those trying to recover from the devastation brought to their front doors in New York. We offer our support in whatever form needed, and our prayers for the souls of those killed and a speedy recovery, both physical and emotional, for those injured. That horrific act has been felt, though not to the degree by those at "ground zero", by virtually every community in the United States. Our sphere in remote Portland, Oregon has been affected not only as has every other community, but by our relationship with **Market Axess**, an investment company whose business was located in the shadow of the World Trade Center at high-noon... virtually at ground-zero. Though they were fortunate not to suffer any loss of life, they discovered first-hand the loss of security and confident way of life the rest of us can only imagine. Damage to their facility was comparatively light by standards of others around them, as their building remained standing. The front of their building lost any protection against the dust and debris as all of the windows were blown out. Their strong will and patriotism brought them back to full functionality within a few days with the help of their dial-tone provider, as the central office providing them with service was totally demolished at the bottom of all the debris. Our hats are off, and we wish the very best for all of those brave people at **Market Axess**, and the folks who assisted them in getting back in the game at a time when it would have been easy to have just walked away and looked for another vocation. Great Job, **Market Axess!** We're proud to be associated with people of your mettle!

ENHANCED DEFINITY ADMINISTRATION TRAINING

Because of our success with teaching Definity 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. In addition, you will get one year to call for free and ask "how to" questions. Call us at 800.452.6477, ext. 5009 for detailed class schedules, pricing and next year's schedule.

REMOTE MONITORING

WMA remotely monitors alarms generated by a Definity system and its adjunct systems. Perhaps this is the single most important service we provide—the comfortable knowledge that if our system diagnostics determine there's a problem, it will call to let us know, and we will take action to resolve it, often before system users even know about it. WMA Tier II and Tier III technicians can remotely diagnose and fix alarms. Our remote monitoring services are provided 24/7, and our clients have an option of being notified after hours or on the weekend/holiday in the event of a major alarm. There is optional real-time e-mail or pager notification available.



WALT MEDAK & ASSOCIATES, INC.

Walt's Street Journal

Walt Medak & Associates, Inc.
11300 NE Halsey Suite 200
Portland, Oregon 97220
800-452-6477
503-251-2030 FAX

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— WORD FROM OUR CUSTOMERS

“After several months of receiving high bills and less-than-satisfactory service from Avaya Communications maintenance, Western University decided to look for alternatives to cut our telecommunications costs in this area.

After searching, we found Walt Medak and Associates. We were impressed by the technical knowledge and friendliness we encountered with Medak and by the fact that the president of the company himself came to consult with us. After choosing Medak to maintain our two Definity systems, there has been nothing less than satisfaction and worry-free operation of our telecommunications systems since.”

Rich Upshaw

**Telecommunications Analyst
Information Technology
Western University**

“For the past six years, Walt Medak and Associates has provided us with fast, efficient and courteous service with any and all types of problems we have encountered. From something as simple as programming a new phone to replacement of parts or upgrading the system for expansion, Walt Medak and his team have been great to work with and quick to respond to all of our needs. Even though they are located over 300 miles away, I can count on their assistance to get answers and/or service in a timely manner. If a condition arises that is not a result of a system failure, they have even taken the time to help me contact the appropriate person and get the problem resolved.

It has been a pleasure working with them and I am very grateful for all of their support.”

Sheryl Petrakis

**Pozzi Window Company
Bend, Oregon**

“I found this seminar to be helpful in improving my job performance; it gave me a better understanding of trunking and hunt groups.

I would recommend this seminar to anyone.”

Sharon Colins

Adventist Media Center, CA

“I would like to take a brief moment to thank you and Medak and Associates for the great service and support we continue to get from you and your company.

During these trying economic times we are all looking for ways to survive, to improve service and reduce costs. Medak has been able to help us achieve those difficult goals by providing outstanding service to our phone systems and working with us to develop new ways to provide quality communication services to our company at a reasonable price.

You make my job a lot easier...and I look like a hero here at PSTL for reducing costs.

Thanks again; we appreciate your efforts. “

Gerry Henson

**Director of Information Systems
Puget Sound Truck Lines Seattle, WA**



IP DEVICE

IP device allows you to dial into your switch via Internet. As long as you have DSA, Telnet or Procom, you can dial in from any workstation from anywhere in the world. The biggest advantage is your switch can be accessed without using the INADS port. In other words, this device is used to communicate with your system over the Internet instead of telephone lines. For more information e-mail to info@medak.com



**“If you’d like to press 1, press 3.
If you’d like to press 3, press 8.
If you’d like to press 8, press 5...”**

Definity-G(x) Demystified: By Walt Medak

Q: From Alan Thompson of Intuit, Inc.: "I recently read your article in Telecom Reseller (June/July 2001) on remotely accessing the Definity G-3 using a TCP/IP device that goes between the SAT and the Definity terminal (RS 232) port. In the article you indicated there are two devices that will do this. I am interested in more information about these devices. We have not made a decision yet, but would like to look into the TCP/IP option."

A: I apologize for being so cryptic in my article on those items, Alan. I should have identified them at that time. The manufacturers of those units are BlackBox and Scottsdale Communications. BlackBox calls their unit a "Compact Terminal Server", and Scottsdale Comm's. calls theirs a LANSat device. I have used both, and only because of the use of DSA (Definity Site Administration software application), the LANSat is by far the better of the two. The Compact Terminal Server does the job, and after a bit of educating one's self to think like BlackBox's more common clientele, a LAN administrator, I was able to finally get it operable quite well. The problem with it is that DSA doesn't always send the proper disconnect string, or if one just pulls the plug, the Compact Terminal Server doesn't release from the Definity, and needs to be physically turned off and then back on. The LANSat, however, will time out under those same circumstances, and though it requires a bit of setup not normally within the scope of a Telecom Administrator, it works far more superior. I give a recommendation to the LANSat, where I don't to the Compact Terminal Server (although either one beats upgrading to V9 just for the privilege of administering a Definity via TCP/IP). I'm not sure of either one using an alternative communications program to DSA. BlackBox will sell to end-users, and will range in price from \$500 to \$600 each. Scottsdale Communications uses a distribution network of dealers (or so I'm promised) and will range in price from about \$650 to \$750 each. I'm not sure of who all of the dealers for them are other than WMA, but their website, <http://www.scottscm.com> might give a clue.

Q: Laurie S. Mandy, Vice President of Bristol Capital, Inc. comments: "I read your article in the June/July issue of Telecom Reseller, "Definity Demystified." The section of the article regarding trunking, while informative, never once mentioned having a customer run a traffic study to determine correct trunking. In fact, if so many systems today have such poor trunking, wouldn't it be worthwhile to identify and fix the problem with a comprehensive traffic study? I have taken the liberty to attach some information on our services, so that in the future should you want to offer a traffic study, you would have the information on file. I would be interested in your thoughts."

A: Laurie has a valid point to make here. A comprehensive traffic study is absolutely necessary in the cases of large amounts of trunks in a system and needing to have an accurate count of their usage throughout any period. Very large businesses or those "call-intensive" companies with large volumes of calls, such as Call-Centers, could definitely benefit from a traffic study. Laurie and I will probably disagree as to the necessity of such a study for small-to-medium-sized Definity systems, specifically on those with one to three or so trunk groups, especially where there is a T-1 or two for Long Distance and for Local Inbound/Outbound. For those instances, which make up the vast majority of Definity systems in existence, I will stick by my recommendation of doing hourly "list measurements trunk-group summary last-hour" for whatever period is necessary, and especially if printed to a system-printer using the "schedule" command. It is extremely accurate, informative and not as costly, especially for occasional traffic concerns. That aside, if you need a comprehensive traffic study that may save you many times over what it costs, you can reach Laurie at lsm@infoplusonline.com.

Q: Interstate Distributors of Tacoma, Washington had an interesting vectoring problem: "Our agents want to be able to take a second inbound call without it going into queue, and before it overflows to a backup group. They don't want calls to go into queue, but to get answered by a "live" voice and they want these calls to be equitably distributed."

A: This is a simple request for vectoring to accomplish if the system has "Forced Multiple Call Handling", which their system has. Though the feature was activated on the system and called for in the hunt-group, it would not work. In my attempt to repair the vector they were currently trying to use, I put in the usual "go-to" line if the "available agents" were equal-to-or-less-than 1. Therein was the reason it would not work. In using the "usual" layout, I had over-ridden the "forced multiple call handling" specified in the hunt-group. After bashing my head against the wall for some hours, I enlisted the aid of a new contract member of our staff, Sally Gennett, who pointed out the error of my ways about as soon as she read it. Sally is recognized as the Call-Center Guru of the Pacific Northwest, and that's why I asked her to review the vector. The moral of the story is, I have never, repeat, never experienced a feature that has failed to respond as documented if done correctly. I hope you all have a "Sally" to fall back on, and if not, that's what this column is for.

Staff Recognition

AMORELLE TAYLOR

This quarter, WMA would like to recognize one of our dedicated technicians, Amorelle Taylor, for her diligent efforts and hard work. Amorelle has been with WMA for almost two years, reorganizing her way thru the company. She began as the front desk Receptionist and was also our Service Manager before recently becoming a Tier II Technician. As our only female technician, Amorelle has the additional task of keeping all the men at the company in line while juggling a husband and two additional young boys at home! Keep up the good work Amorelle; we appreciate it!!



Walt Medak & Associates, Inc.
11300 NE Halsey Suite 200
Portland, OR. 97220