ACN*Report*

Published Exclusively for Members of the Alerting and Coordination Network

Summer, 2003   Vol. II, No. 2

User Manual Update

As the ACN continues to evolve, periodic updates are provided to keep users informed of any changes or new activity. The ACN User Manual has been updated to complete the Operations section (section 3), and the new section is being mailed to each ACN user. This section was not included when the manuals were distributed earlier this year. The Operations section includes information on the ACN scope of operations, roles and responsibilities, criteria for system use, operations, equipment, network performance tests, emergency reporting procedures, and security considerations.

In this issue...

Monthly Tests

The crucial nature of the ACN requires operational and network efficiency at the highest levels possible. Keeping the ACN's VoIP capabilities available to its fullest potential requires rigid performance measurements and monitoring as well as regular testing. As reported in the ACN User Manual, two aspects of the network are checked: end user operations and network performance.

For end user operational testing, pre-scheduled monthly test calls are made to each ACN site. The users are guided through a series of questions concerning quality and performance. IP Phone functions, cable and network connections, and any user questions are also discussed during the call. Historically, test calls have been conducted on or about the 25th of each month. Calls will now be conducted on the third Monday of each month.
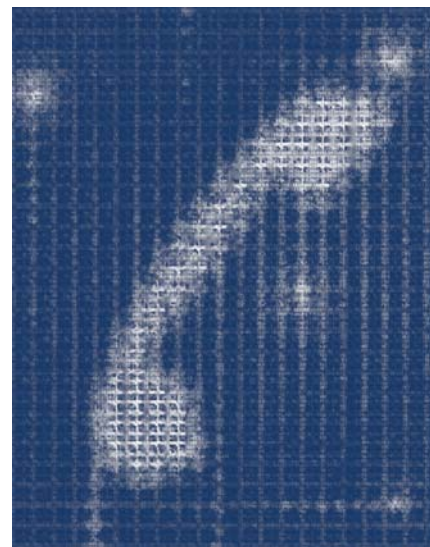
Voice of the User

"What do you think of the ACN IP phone?" "How often do you use it?" "Do you have any questions or issues?" In a random survey of ACN users, these are some of the questions we asked, and here is what you told us…

You understand the network, the phone, and its purpose. You don't have any difficulties using the phone, although the frequency with which you use it varies. Some have never used it, as some of you may be on shifts when there is less ACN activity. Some of you have more experience, or help with the monthly testing, or use the phone to call other ACN participants. Some conduct

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"…logical configuration, cool features, and easy to read large display."

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weekly internal testing with other users to verify connection and clarity. There do not appear to be any issues with the monthly test calls, since you generally find the process straightforward and easy to complete.

As far as the phone itself, you have no issues with its functionality. One of you commented that you like the speakerphone feature, while another wishes to take the phone home because of its logical configuration, cool features, and easy-to-read large display.

Phone Feature:
Setting up Voice Mail

One of functions the ACN provides is a voice mail system for your ACN messages. The basic system setup instructions are below. As you read along, just press *7 at any time to return to the previous menu.

To Get into the Voice Mail System
Call the system access number. Then enter your:
  · Extension, pound sign
  · Password, pound sign

To Record Your Greeting
From the main menu:
  · Press 3
  · Press 1
  · Choose, "Create New"

To Listen To Your Messages
From the main menu:
  · Press 2
  · Press 0

Some of you have not looked at the ACN User Manual, while others have referred to it a few times. Those who have referenced it find the manual helpful and understand it. One of you commented that it is very clear and that the photos are a nice addition. All users who have reviewed the manual find it serves the purpose.

We will continue to conduct these informal surveys because it helps us ensure the network is working for you. Thanks to those of you who participated!

Engineer's Corner: *Disastery Recovery Procedure Revisited*

It is important that all users understand the ease with which operations can be resumed from remote sites in the event the ACN hub sites are suddenly unavailable. While we discussed this procedure in the last ACN Newsletter issue, its importance is such that we felt a repetition would be useful.

In the event of a disaster where hub site users need to leave the hub site, they can move directly to the remote backup site to resume operations. With Voice-over-Internet Protocol (VoIP) technology, mobility and disaster recovery from the remote and/or hub sites is seamless. From the remote site, users can easily logon from any IP phone at the designated backup site, using the same extension that they normally use.

All standard operating procedures remain the same, even from remote locations and non-hub sites, should the hub sites switch to their designated backup locations. Connectivity and services for users at the remote locations and non-hub sites will continue without interruption. They are simply serviced from the backup sites, rather than from the affected hub site.

The following procedure to logoff/logon an IP phone is posted by each IP phone at the hub sites.

If the IP phone displays an extension other than the one assigned to you:

1) Press HOLD.
2) Dial 564663# (LOGOFF#). The screen prompts "LOGOFF?".
3) Dial # for YES. The screen displays "LOGGING OFF", then prompts
   "EXT = [Original Ext #]"
   "# = OK, NEW = [New Ext #]".
4) Dial the new extension number. Dial #. The screen prompts "PASSWORD =".
5) Dial the password (password is reverse of extension). The screen displays new extension in upper left.

The Avaya 4620 IP phone.

Network Performance tests check ACN equipment and connectivity performance on at least a monthly basis. A checklist of equipment, operating effectiveness, and maintenance topics is used in conducting online diagnostics to ensure optimal performance. History logs are reviewed to identify any issues. Circuits, lines, and voice conference bridges are assessed to ensure connectivity and circuit quality.

In both the operational and network performance tests, checklists are used to record the results, which are then published in monthly reports. Any issues are assessed and addressed as needed. The testing process draws on several resources to measure network and operational effectiveness. ACN users are an important component of the testing process and are valued resources in keeping the network performing at its peak.

years in management. According to Ms. Miranda, "The SMC is committed to providing the highest quality service to its customers, while ensuring that all the calls are handled in the most efficient way with the most expedient return to service". In order to accomplish this goal, she has assembled a highly skilled team of call center engineers, with an average of 6-8 years of call center experience. "The team operates on a shift schedule so we can provide full 24/7 coverage", says Miranda.

The SMC also uses a trouble ticket system and software to track each call as it comes in. Ms. Miranda states, "Most requests coming through the SMC are resolved with the first level of effort and closed within 10 minutes". Those issues that require additional technical expertise are relayed to higher levels of technical support. "This process allows us to offer the highest level of troubleshooting, provisioning, and implementation service possible", says Ms. Miranda.

The SMC's technology, its quality employees, and the management of Ms. Miranda combine to provide the ACN user with a reliable source of help information. Ms. Miranda leaves us with this quote from Confucius: "Tell me and I forget, show me and I remember, let me do and I understand".

SMC Manager Profile

The Service Management Center is a vital component of the ACN, providing a 24/7 help resource to its users for any issues that may arise. The center houses a full complement of qualified personnel, led by its manager, Ms. Juanita Miranda.

Ms. Miranda has over 20 years of call center experience, at a variety of communications organizations, with 10

Did You Know?

In the early days of developing drop-proof handsets, several methods were used to test their strength. One of the more challenging techniques was to send a handset down a six foot slide with an iron anvil eagerly awaiting its arrival at the base. Some samples bounced off unharmed, but others, less fortunate, shattered into pieces on the floor.

Modern handsets are molded from plastic powder electronically preheated to increase their strength.

2003 Test Schedule Dates & Times

10am - 2pm EST

The monthly ACN test will now occur on the third Monday of each month.