

Avaya Demystified
by Walt Medak

Q: I was trying to make a few programming changes in the Definity at one of our other locations, and I'm having a problem. I was trying to add a couple VDN's and hunt groups. I'm not very familiar with the Definity, as my background is with other vendor's equipment, so I basically copied how the programming was done at our main site. My problem is that it's not working. When I try to call one of the VDN's or hunt groups, I get a message that says my call can't be completed as dialed. What am I doing wrong?

A: The copies of the programming that you sent looked fine. It wasn't until I got into the system and did some checking that I was able to find the problem. Apparently whoever set up the systems at your main location and the remote site did things just a bit differently. In your main location, the majority of the phones, VDN's (Vector Directory Numbers) and hunt groups use COR (Class of Restriction) 1, which allows for fairly unrestricted dialing. In contrast to that, COR 1 at your remote location is completely restricted from making or receiving any calls. When you add a new object, whether it be a phone, VDN, hunt group, etc... it defaults to being in COR 1. So, all of the new programming you did is there, but can't be called because of the COR. The system will play the "wave-off" tone when any of those extensions are called. Your particular provider must be interpreting that as some kind of invalid call and playing back the "call can't be completed as dialed" message.

There isn't any way to change the system so it defaults to a different COR. Your options would be to either just remember to change the COR of any new object you add to a COR with the appropriate restriction levels, or change COR 1 to have the restriction level you want to use as your default. However, this would affect existing objects that are assigned to COR 1 because they need to be restricted. If you want to change COR 1 to allow calls, I would create a new, completely restricted COR and change any objects that currently have COR 1 to the new COR first.

Q: We have three offices located around the city, each with it's own Definity system. One is a version 9.5; another one is a version 11. I can access both of those through our LAN to do my programming. However, the other location is still a version 8 and doesn't give me the ability to use an IP connection to do programming. I have to use the modem connection, and it's really slow. Is there a better way to connect?

A: Probably the best option for your situation is a device called a terminal server. One of the ones we used to use was called a Lansat, so I'll use that as a generic term since the company that made them doesn't appear to be around any more. There are still several companies that make similar devices though. Basically, the Lansat has an RS-232 serial connection on one side and an Ethernet connection on the other. You would connect the Ethernet port on the Lansat to your LAN. This would give you access to the device from anywhere on your LAN, or even from home if your network is set up to allow access over the internet. You would just set up your DSA or ASA to point to the IP address assigned

to the Lansat. The serial port on the Lansat is connected to the "*Terminal*" port on the back of the Definity, sometimes labeled "*TERM*". Since this is the same port the programming, or "*SAT*" terminal uses, a switchbox is usually installed so both devices can be used. The switchbox would normally be left in the position that connects the Lansat to the switch. If someone happens to be in the switch room to do some programming, a quick flip of the switch will allow the "*SAT*" terminal to work without having to move any cables around. You just have to make sure to put the switch back in the Lansat position when you're done. And, the best thing about the Lansat is the connection is considerably faster than using a modem.