Avaya Demystified
by Walt Medak

Q: Our Company just purchased a fax server system that interfaces to the phone system with analog line ports. The way it's supposed to work is the fax server answers the call and then listens for the phone system to send DTMF tones to route the call to the right mailbox. I know how to set the system up to send the caller ID of the person calling to an analog phone, but I don't know how to send DTMF digits for the called number. We have a Definity that's running R12 software.

A: Probably the easiest way to accomplish this is to use a vector option called "*converse-on*". The first thing you would do is create a hunt group for the fax server analog ports. Make sure that you set the "*Vector?*" option on the first page of the hunt group to "*y*". The next step would be to create a vector to send the calls to the fax server. The programming in the vector itself is actually very simple. It has always been common practice that the first step of a vector that will be collecting digits or routing calls should be a "*wait*" step. You can even have it wait zero seconds if you would like, just so that step is there to allow the system to be ready to send or receive digits. The second step of the vector will be the "*converse-on*" step. The format of this particular step is "*converse-on skill xx pri h passing yyy and zzz*". You would replace the "*xx*" with the hunt group number your just created. Most likely, you will replace the "*yyy*" with "*vdn*" (vector directory number), and "*zzz*" with "*none*".
Depending on your particular fax server, you may have to experiment a little to get it just right. If, by chance, the fax server misses the first digit or two that are being sent, you can switch it around and have the command say "*converse-on skill xx pri h passing none and vdn*" instead. The "*none*" in this case will introduce a slight pause before the system would send the vdn digits. Or perhaps your fax server requires a pound sign after the DTMF digits. You would then have the step say "*converse-on skill xx pri h passing vdn and #*".
The last step is to create a VDN for each of the extension numbers that will be used for fax mailboxes. Have those VDN's point to the new vector you just created, and you should be finished.

Q: We started having problems with the loud bell that rings when the Definity is put into night mode. In the Definity at one of our other locations, the port for the bell shows up on the console parameters page, but it doesn't here. In fact, the area of the screen where the port for the "Ext Alert Port (TAAS)" shows up on the other system is blank on my screen here. Both Definity's are version 9.5, so I'm confused why the screens are different. We use the same "Trunk Answer Any Station" feature access code at both locations, so I would have assumed the programming for the bell would be the same. I really don't want to trace the cable all the way back to the switch room if there is another way to find the port.

A: The "*Ext Alert Port (TAAS)*" is one of the few things that get changed when your system has "Tenant Partitioning" enabled. Since you're probably only using partition 1, you would use the command "*display tenant 1*" if you just want to look at the settings. Or, if you need to change the port for the bell if you determine it's bad, you would use the command "*change tenant 1*". The other fields you will see on the tenant form are "*Attendant Group*", so each tenant can have their own consoles; "*Night Destination*", so each tenant can have their calls routed to the appropriate place; and "*Music Source*", so each tenant can have their own on-hold music.