Avaya Demystified
by Walt Medak

Q: I work for a state agency in Washington. Our long distance service is provided through a state-sponsored program called SCAN. Up to now, the service has been provided over old-fashioned 4-wire tie trunks. We are in the process of converting the SCAN service to work over our local provider's PRI circuit. We have almost everything sorted out, with the exception of one particular station that can't make long distance calls now. When they try to make a call from ext. 681, they get a recording that says something to the effect of "The carrier access code you dialed is not valid from this line." I have checked all of the COR's, COS's, and everything else I can think of. As far as I can see, ext. 681 is programmed just like other stations that work. What would keep this one phone from working?

A: This was a really good one. After speaking with the multiple providers involved with your SCAN service, we found out that they way the service works is they match the outbound caller ID to a particular account. In this case, they said they were not receiving any caller ID information, so they couldn't match the call to an account. Since your phone system is, shall we say, not the newest system around, it was much more difficult to verify they were correct because there is no "*list trace*" command available. This brought the problem back to ext. 681. I verified the same things you had already looked at. The COR and COS matched other stations that can call out. We tried some of the obvious things like forcing the station to send caller ID by turning on the option called "*Per Station CPN - Send Calling Number?*" on the station form, and even removing the station completely and adding it back in. This is when we ran into something interesting. Ext. 681 was a bridged appearance on another phone. After talking to the user of that phone, it was determined that they were pressing the second call appearance button on the phone to make the outbound calls. That button was actually a bridged appearance of yet another station, ext. 415. The phone was not labeled correctly, so the user really had no idea what number they were actually using to dial out. A quick look at the programming on ext. 415 didn't show any abnormalities. However, looking through the list of extensions in the system, I noticed there were only a handful of numbers in the 400 range, most of which weren't actual stations. Since the problem was that the phone was not sending out caller ID information, that led me to the "*isdn public-unknown-numbering*" form. Sure enough, the other extension ranges were covered, but there was no entry in the table to tell the system what number to send out if an extension in the 400 range made an outbound call. We added the 400 range and had the user make a test call. It worked like a charm. There are a couple things to be learned here. First, if you are using outbound caller ID, make sure all possible extension numbers are accounted for in the "*public-unknown-numbering*" form. Second, and probably more important is good record keeping. Make sure you keep track of how all of the various stations are programmed, and change the labels on the phones any time changes are made.

Q: We just completed what I thought was a very quick and easy cutover from one PRI provider to another. Apparently, it was just a little too quick. Before the cutover, calls to our main number (ending in 500) would ring on the attendant console and would then be picked up by a couple digital stations at the front desk. Now, they can only receive one call at a time. If there is already an active call, the next person who dials our main number will hear ringing, but the people at the front desk don't hear it, and can't answer it until they hang up on the first call. Another interesting thing is that calls to our main fax number (ending in 400) now ring at the console instead of the fax machine.

A: It looks like this was just a simple case of the new provider not getting all of the information they needed before taking over your phone numbers. After taking a quick look in your system, I can see that ext. 500 is actually the personal extension number of the attendant console. Calls to that number work exactly as you describe, only being able to receive one call at a time. I noticed that you had ext. 540

programmed in the "*listed-directory-numbers*" form. My guess is that the previous provider was actually sending the digits 540 instead of 500 when someone called your main number. With the version of software you have on that system, you can manipulate the digits you receive from the provider on the third page of your trunk group form in a section called "*incoming call handling treatment*". When a call comes in with digits 500, this page will let you delete those digits and replace them with anything you want. In this case, since 540 was already set up to ring to the console the correct way, I would use that. The same would apply to your fax number. My guess is that 400 isn't the actual physical extension number of the fax machine. Use that same form to change 400 to the correct extension number for the fax.

*And as always, if you have any questions please call 800-452-6477, or visit us at **www.medak.com***