

Avaya Demystified  
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Q: We have a phone in our office that has somehow lost the ability to call other extensions internally. It can still make outside calls though. I've looked at the things I know like the COR. It does not say it has any kind of restriction, and it is not blocked from calling any other COR's. I'm not sure what else it could be.

A: This was an interesting one. Not only finding out what was wrong, but trying to imagine how it happened. As you said, all of the basics were fine. It wasn't until I looked at the status of the station that I saw a problem. There is a field on the "*status station*" screen called "*User Cntrl Restr*". It should say "*none*", indicating no restrictions are in place. However, it said "*sta-sta*", indicating a restriction on station to station calls. The only way to change this field is with the use of a feature access code from a station that has console permissions. In your case, the feature access code to deactivate User Control Restriction is #28. So, from a phone with console permissions, you would dial #28 followed by a 4 to indicate you were deactivating station to station restriction. This will give you a dial tone. You would then enter the extension number of the station in question. You should then hear a confirmation tone that the feature has been turned off. You can verify by doing a "*status station*" command and making sure that field says "*none*".

Q: I just took over the programming responsibilities on our Definity phone system. We have ARS Partitioning turned on, and I'm having a problem understanding how to figure out which route pattern a particular station would use. I can't seem to find where the station is associated with a partition group number. Where do I find that information?

A: Trying to figure out ARS Partitioning is one of the more confusing things to figure out in these systems. The first thing you need to do is look at the station and make a note of the Class of Restriction (COR) associated with the set. Once you have that information, you would display that particular COR (*display COR xx*). On the COR screen, you will see a field called "Time of Day Chart:". Make a note of that number. Then use the command "*display time-of-day x*" to show the Time of Day Routing Plan. This screen breaks down each day into six different sections, each of which can be used to assign a different Partition Group Number (PGN) to the station based on the time of day. Once you know the PGN that is assigned to the station at the particular day and time you are interested in, you can go back to the ARS Analysis Table and determine which Partition Routing Table to look at by looking at the Route Pattern assigned to the Dialed String you are checking. If the Route Pattern is just a number, i.e. 1, 2, etc... then that is the route pattern. If the Route Pattern is p1, p2, etc... that is the Partition Routing Table to check. You would use the command "*display partition-route-table x*". This will bring up a table with the PGN's that are assigned to the stations forming the columns across the screen. Find where the Partition Route Table and Partition Group Number intersect, and that is the Route Pattern the station will use.

And as always, if you have any questions please call 800-452-6477, or visit us at [www.medak.com](http://www.medak.com)