

Avaya Demystified
by Walt Medak

Q: We have been using the Group Page feature in sort of a round-about way to notify supervisors that they have a call waiting. However, they now want the ability to answer the person making the page without having to press a button. I'm sure there must be some way to give the ability to answer a page in a hands-free fashion, but I can't figure it out.

A: There is probably more than one way to accomplish what you are trying to do, but one way that has been around for quite a while is to use the intercom group feature. The first thing you would do is add one or more members to a particular intercom group (*change intercom-group x*). Then, go into the station programming form for each of those stations (*change station xxxx*) and change the option "Auto Answer:" to "icom". Finally, for the station(s) that will be originating the pages, you would add either an "auto-icom" or "dial-icom" button on their phone. The "auto-icom" button is pre-programmed with one particular member of an intercom group, so it will call the same person every time. The "dial-icom" button requires the caller to enter the destination extension's intercom-group member number, so they can call any member out of a particular group.

Q: We just had our combined internet/dial tone provider come in and upgrade our internet speed. They had to replace a router to give us the increased bandwidth. As soon as they left, we noticed we could no longer make long distance calls. We would get a recording saying something about needing to dial a one first. I tried it myself, making sure I dialed a 1, and it said the same thing. What would have happened?

A: My first thought is that your provider is delivering both your dial tone DS-1 and your internet connectivity over the same circuit. That can work fine, or like we found out today, it can cause problems for modem and fax calls. Once I was able to get logged in and look at the programming, I noticed something interesting. The ARS analysis is set up with long distance calls being assigned a call type of "fnpa" which is normal. However, this is where it stopped being normal. When using call types of "fnpa" and "hnpa", the route patterns normally have a "Prefix Mark" that tells the system whether or not to send a 1 to the provider. Prefix Mark 0 tells the system to suppress a user-dialed prefix digit 1 if the call is an "fnpa" call. Prefix Mark 1 tells the system to send a 1 on 10-digit calls, but not 7-digit calls. The other Prefix Marks check other tables to see if the call is a toll call and send or not send a 1 accordingly. Your system did not have a Prefix Mark in the route pattern. I would have assumed that it would then just send the call out as dialed. However, we were able to verify the system was in fact removing the 1 that was being dialed as if Prefix Mark 0 was being used. I added Prefix Mark 1 to the route pattern and that forced the system to leave the leading 1 and allowed the long distance calls to complete properly. I have no explanation why the new router would cause any difference in your phone service. Perhaps the old router was adding a 1 to the long distance numbers or the provider may have delivered an entirely new dial tone circuit that needs to see a leading 1 where the old circuit did not. That's a mystery we will probably never figure out.

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