Avaya Demystified
by Walt Medak

Q: I currently have two ISDN PRI circuits working in my system, and I'm in the process of trying to cut over to a different provider. I've been trying to do the physical work myself with the help, or lack thereof, of a tech from the new provider on the phone. I can get one of the PRI's to work at a time, but not both. This is supposed to be a like for like cutover with everything on the new circuits programmed the same as the existing ones. I don't know enough about PRI's to know what to check next.

A: Cutovers from one provider to another are one of those tasks where you have about a 50/50 chance of it going without a hitch. Even though the new provider is supposed to have all of the programming set up the same way as your existing circuits, they obviously don't. A quick explanation of how ISDN PRI signaling might help a little. There are basically two ways multiple PRI's can be combined in the same trunk group. The first, and probably most common, is called "*Facility Associated Signaling*", or "*FAS*". With *FAS*, each PRI has it's own control channel, or "*d-channel*". The other type is called "*Non-Facility Associated Signaling*", or "*NFAS*". With *NFAS*, the first PRI in the group has the primary d-channel that controls the rest of the PRI's in the group. There can be a second PRI with it's d-channel set up as a secondary control in case the primary goes down, but that's not required. Looking at the paperwork from the new provider, I can see they have their circuits set up for FAS. I would assume from your description of the problems you're having that the current provider has their two circuits set up as NFAS. If you look at your trunk group, the easy way to tell is to go to the pages that have the members. If more than 23 members use the same *Signaling Group* (Avaya's term for d-channel), then your current circuits are set up as *NFAS*. To convert over to *FAS*, you would need to use the command "*change signaling-group x*", and remove the information on the bottom half of the screen related to the primary and secondary boards. Then change the option "*Associated Signaling?*" from "*n*" to "*y*". The "*Primary D-Channel*" is always the 24th port of the circuit. If the circuit is connected to slot 01A16, the entry would be "*01A1624*". You would then have to create a second signaling group for the second PRI set up the same way as the first except for the port location of the d-channel.

Q: I don't have much experience dealing with coverage paths, and I'm having a problem. We have an extension that is supposed to ring during the day, and go to an off-site number after hours. I need to change the after hours number, but I can't figure out how it works. On the extension that gets called, it says Coverage Path 1 is t10. However, when I try to look at the time of day table, it says I can only enter 1-8.

A: This one can be confusing. The tables you are looking at with the command "*change time-of-day x*" are the "*time of day routing plan*" tables. What you need to be looking at for the station coverage are the "*time of day coverage tables*". You access those with the command "*change coverage time-of-day x*". When you get into the table, you will see that each day of the week can be broken down into as many as five different sections. Each day has a fixed starting time at midnight, with the coverage path you want active at that time. In your case, you would want that to be the coverage path that sends the call to the off-site number. For the days during the week when you want the phone to ring, you would go to the second column and enter a time, let's say 08:00, and then a coverage path that allows calls to ring to the phone. Then in the next column, you would enter the time you want the calls to go back off-site, say 17:00, and the off-site coverage path again.

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