Avaya Demystified
by Walt Medak

Q: We have a person trying to dial a 1-888 number, she dials 9-1-888-976-2700 and she hears the wave-off tone. All of the other 1-888 numbers I've tried work fine. Any ideas what's going wrong here?

A: I had to look at the phone number a couple times to figure out why it would be causing a problem. The problem is the office code, 976, was routinely blocked because it was usually a toll call and not often something work-related. Since you mentioned other calls starting with 1-888 work fine, I will assume that if you look in your ARS Analysis table, you will see an entry with "1888" in the "Dialed String" column pointing to a route pattern that allows the call to go out. If you continue to scroll through the table, you will see an entry with "1xxx976" in the "Dialed String" column and "deny" in the "Route Pattern" column. The "xxx" is a wildcard that will match any area code, including 888. Although the number she is dialing matches the "1888" entry, it is a more significant match to the "1xxx976" entry, so that particular call is denied.
If this is a legitimate call that needs to be made, you will need to add an entry in the ARS Analysis table. In the "Dialed String" column you could put either "1888976" to allow calls to any number that begins with 1-888-976, or you could enter the entire phone number to only allow calls to that specific number. The rest of the entry would match the "1888" entry that's already in the table.
A very helpful command in this case is "*list ars route-chosen x*". If you enter that command, and replace the "*x*" with the phone number being dialed, it will show you which entry in the ARS Analysis is being matched. This makes it much easier to troubleshoot these kinds of problems.

Q: A couple days ago we started having a problem with static and calls being dropped. We have two ISDN PRI's from our provider, and it was only affecting calls on the inbound circuit. Outbound calls were fine. I reported the problem to our provider and asked them to check the circuit. They called me back the next day and said they monitored the circuit for several hours and didn't see any errors. I only have maintenance coverage on the common control circuit packs in my Definity, so I would like to try to prove where the problem is before I just buy new parts for the phone system. What can I do?

A: I noticed something very interesting when I dialed in to your system. The circuit is only showing errors during the day when there is call traffic. You can see the report I was looking at by using the command "*list measurements ds1 log xxxxx*". Just replace xxxxx with the slot of the DS1 circuit pack. The report shows the number of errors on the circuit in 15 minute increments over the last 24 hours. Obviously, you would like to see zero errors across the entire report. What I saw instead was a huge amount of errors from essentially 8:00AM to 5:00PM, and then zero errors after that. It would make sense to me if the provider was monitoring the circuit after business hours that they say they didn't see any errors. If the two circuits are programmed the same way, which you can verify with the command "*display ds1 xxxxx*", you should be able to just swap the 2 circuits around where the provider hands them off to you at the smart jack, or NIU. Let the circuits run for a while and then run the list measurement command on both of the circuits. My guess is the problems will follow the circuit, in your case from the board in slot 01A06 to the board in 01A05. If that is the case, you would have proven the problem to be on the provider end, and not your equipment. Unfortunately, you would then have to give the provider your permission to do intrusive testing on the circuit which will take it out of service for a short time.

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