

Avaya Demystified  
by Walt Medak

Q: I'm trying to set up an announcement, or rather more like our company infomercial, to play to callers waiting in queue for our call center. I have a TN2501 VAL board, and I've loaded announcements on it before, but those have all been the "play once and move on" type. This new recording is supposed to play continually until the caller is answered. How do I set it up to do that?

A: There are a couple options for setting up a repeating announcement depending on exactly how you want it to function. The TN2501 has 31 ports available to play back the announcements to callers. The call volume in your call center would determine, to an extent, how you wanted to set up the announcement. When you add the announcement itself with the command "*add announcement xxxx*", you would select the type as either "*integ-rep*" or "*integ-mus*". If you chose "*integ-mus*", the "*Queue*" field is automatically set to "*b*" which means that callers will essentially all be connected to the same playback port and will just start hearing the message wherever it happens to be during its playback cycle. If you select "*integ-rep*", the "*Queue*" field gives you the options "*n*", which means if all ports on the announcement board are busy the caller won't hear the announcement, "*y*", which means if the ports are all busy the system will wait until a port is available and then start the caller at the beginning of the announcement, or "*b*" which functions essentially the same way "*integ-mus*" does. One thing to keep in mind if you use one of the repeating type of announcements, once the vector hits the step that plays the announcement it will stay in that step until the call is either connected to an agent, the caller presses a digit (if you play the announcement as part of a "*collect*" step), or the caller hangs up. The vector will not just continue to process like it does with a non-repeating announcement.

Q: We are in the process of opening a new office just a few blocks away from our main office. I placed an order with the provider that already serves several of our offices in the area for a point to point circuit and some ground start CO trunks at the new location. This new office will probably just be a temporary solution, so I order a new block of DID numbers to come in to our main office on the existing PRI, and planned on just routing them over the tie line. There is a delay getting the point to point circuit installed, so I placed on order for some analog DID trunks for the new location to carry the new numbers. I know it's old technology, but so is the Definity we're using and it still works fine. However, the orders got mixed up somehow, and the provider is telling me the DID numbers are pointed to the CO trunks. I didn't think that was possible.

A: In short, you're right, it's not possible. On an analog DID trunk, there is usually a signal sent between the central office and the PBX to initiate the call, and then the provider will send DTMF digits to the PBX. The PBX will then route the call based on the digits received. You would typically have the provider send the number of digits that match your extension number length, and hopefully, you have your extension numbers match the DID phone number range. So for example, your extension number would be 1234 and your DID number would be 555-1234. You would ask the provider to send the last four digits of your number so the call would just route directly to your phone. On a ground start CO trunk group (or loop start for that matter), there is no provision in the Definity to receive those digits. Incoming calls to a CO-type trunk group are all routed to the destination you enter in the field called "*Incoming Destination*" on the first page of the trunk group form. I think you've been talking to someone at your provider that isn't very familiar with some of this older technology.

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