Avaya Demystified
by Walt Medak

Q: We currently use dedicated trunks for our state-sponsored long distance calls. We control it now with a 7 digit PIN that is required to make a LD call via the SCAN system. We are in the process of converting over to a more normal long distance setup without going through SCAN trunks, but my boss is concerned about someone going to an authorized station and making LD calls. So the behavior I guess I really would like is the ability to go to any phone, pick it up, initiate a LD call and be challenged for an access PIN like the way we are now. I'm not sure if I would have to work with the new LD provider or if the Definity can do this.

A: I would say that the majority of the time this is handled through the long distance provider, but the Definity is capable of requiring a code to make calls. In the Definity world, they are called Authorization Codes. That is a feature that needs to be activated on the Customer Options screen before you can program it, but I looked in your system and you do have it enabled. The first thing you would need to do is go into the "*system-parameters features*" screen and set the feature "*Authorization Codes Enabled?*" to "*y*". It will then prompt you to enter a few more details, most importantly the number of digits you want to use for your codes. Once that is done, you would use the command "*change authorization-code xxxx*", using the number of digits you defined earlier. Each code you enter is associated with a Class of Restriction. This COR would be one that would allow long distance calls. You would then assign a COR that does not have sufficient access to make long distance calls to any phone you want to restrict. When someone attempts to make a call that the station's assigned COR won't allow, the caller would hear a tone and then enter their assigned Authorization Code. The COR assigned to the Authorization Code would have an FRL that is high enough to allow the call and it would go out. The most difficult part of this is keeping track of the various codes and making sure people keep them secure just like any other password.

Q: I've just taken over the administration duties on our phone system, and I'm a little confused by some of the terminology. I hear one of the guys who has been doing this a long time mentioning cabinets and carriers, but another one of the guys always uses the term gateway. I guess I just need a quick rundown of how to identify where to look when let's say I have a phone that's not working and I want to check the port where it's assigned.

A: The terminology can be a bit confusing, especially when you often have different people calling the same piece of equipment by different names. Let's start back quite a few years ago with the Definity systems. There were three basic types of cabinets that were used. The largest one was called a Multi-Carrier Cabinet, or MCC, and was about the size of a refrigerator. The MCC could contain up to five carriers, labeled A through E, that held the circuit packs for your stations, trunks, etc... Each MCC was considered a port network, either the Processor Port Network (PPN) if it contained the processor, or Expansion Port Network (EPN) if it was a second (third, etc...) cabinet. The second type of cabinet used for the Definity was the Single-Carrier Cabinet, or SCC, also commonly called an XE cabinet. Each cabinet was roughly 18" tall and could be stacked on top of each other, up to four high creating Carriers A through D. This would actually be taller than the MCC cabinet that could contain five carriers, so it wasn't common to see more than three stacked together. Each stack, regardless of the number of cabinets in the stack, was considered a Port Network. And like the MCC, either PPN or EPN depending if it contained the processor or not. The last type of Definity cabinet was the Compact Modular Cabinet, or CMC, also commonly called a Prologix. These were usually wall-mounted, and

up to three of the cabinets could be connected together, resulting in Carriers A through C. This was also considered a Port Network, although the CMC cabinets could not support an EPN or be used as an EPN off another PPN.

So let's say you need to find port 01B0408. The first two numbers are the port network, in this case the first cabinet. The letter indicates Carrier B. The next two numbers indicate the slot, and the last two numbers are the particular port on the circuit pack.

This leads into the newer equipment. The G650 Media Gateway is a rack-mounted unit that still supports the TDM-based circuit packs used in the Definity cabinets. These can be stacked up to five high in a rack, creating a Port Network with A through E Carriers. The port numbering for the G650's works the same way as the Definity MCC, SCC & CMC cabinets. The other Media Gateways (G250, G350, G430, G450, G700, etc...) are added to the system individually and aren't referred to as Port Networks. Since some of the systems can support as many as 250 gateways, the port numbering scheme needed to change. The two-digit number to represent the port network was replaced with a three-digit number to represent the particular gateway. The slots in the gateways were represented by a "V" followed by one digit. The ports were still a two-digit number. So, port number 004V302 would be the second port on the Media Module in slot three of Media Gateway 4.

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