InfoPlus

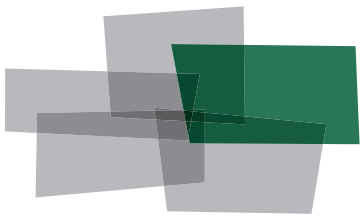
SourceBook

"How is my Communication Server configured?"

Produced For

Avaya Communication Manager Demo

Customer Number: **12345**
Reflecting information from: **1/3/2018**



Inventory
Configuration
Performance
Security
Backup

DISCLAIMER

The information contained in this document is based upon data retrieved remotely from a Communication Server. Some of the information presented may be derived, in whole or in part, from this data. Inconsistent and/or incorrect programming of the Communication Server may cause these derivations to be inaccurate. For the sake of consistency in these reports, there may be cases in which a best-effort attempt is made to derive particular information based upon related data in the Communication Server. As the reporting facilities of the Communication Server's hardware and software improve, the enhanced data will lead to more accurate InfoPlus reports. Technical errors encountered during the remote transfer of data from the Communication Server may cause spurious results in the report. Bristol Capital, Inc. does not guarantee the accuracy of the information presented, although reasonable attempts have been and will continue to be made to ensure InfoPlus reports are as accurate as possible.

This report and the information contained herein is to be used only for the purposes intended. Any disclosure of the information contained herein to parties other than the subscriber of this service, or the organization whose information is represented, is strictly prohibited.

All InfoPlus reports for the Avaya product line have been:

Communications Management with InfoPlus

Inventory
Configuration
Performance
Security
Backup

Regardless of the size or type of organization, there are a few basic concerns of every communications manager. InfoPlus services help address those various concerns through an integrated suite of reports and analyses.

Configuration – This document, the InfoPlus SourceBook, details how a system's software is programmed to meet your organization's needs. The many details of system programming are laid out in understandable formats, including graphics of each set and even each button's feature or line assignment. Commonly needed but difficult to obtain information, such as call routing information, is clearly presented in easily understood reports, such as our Calling Privileges report. The SourceBook is an excellent tool for the day-to-day management and administration of a communications system, ensuring uniformity and adherence to current design policies.

A next logical step in gaining additional control over your telecommunications resources might be an InfoPlus Security Audit. While the SourceBook details the general programming of your system, the Security Audit is an extensive analysis of how that programming might be leaving the organization susceptible to internal or external abuse. More than just potential cost avoidance, the Security Audit makes specific recommendations to help limit your system to only intended use.

Other services in the InfoPlus suite include:

Inventory – InfoPlus Site Survey
- Inventory of the major Communication Server hardware and software components
- Factory Support analysis pinpoints "End-of-Life" and other unsupported equipment
- Access to database for enterprise customers

Performance – InfoPlus Traffic Study
- Consultative Report, not a "data dump"
- Supported by graphical representation of the "important" data
- Analyzes Networks, Trunks, Consoles and even Processors
- Clear recommendations for improving service

Security – InfoPlus Security Audit
- Detailed, computerized review of the system's programming
- Analyses of 83 separate features with security implications
- Each analysis consists of a feature description, the security concerns and recommended changes in programming
- One hour of personal consultation is included

Backup – InfoPlus Backup Service
- Off-site backup of your Communication Server's configuration
- Available at any time for restoration through the Internet

Please contact your telecommunications vendor for additional information about these services.

Table of Contents

Conventions Used In This Document

Several of the reports in the SourceBook (e.g. Route Patterns, Calling Privileges (COR), and Action Items) describe capabilities based upon Area Codes. For the purpose of clarity and brevity, we have grouped Area Codes into States, Regions and Areas. If all of the Area Codes within a State or Region are included within a given report, we will indicate the largest area served. For example, both Oregon and Washington are in the Pacific Northwest. If all of the Area Codes in both of these states are included, we will indicate 'Pacific Northwest'.

Below is our definition for each of the regions used:

Region	States and Regions Included
Northeast	Connecticut, Hew Hampshire, Maine, Massachusetts, New Jersey, New York, Pennsylvania, Rhode Island, and Vermont
Mid-Atlantic	Delaware, Maryland, Virginia, West Virginia, and Washington D.C.
Southeast	Florida, Georgia, North Carolina, and South Carolina
East Coast	Mid-Atlantic, Northeast, and Southeast
Midwest	Illinois, Indiana, Kentucky, Michigan, Ohio, and Wisconsin
South Central	Alabama, Arkansas, Louisiana, Mississippi, and Tennessee
Plain States	Iowa, Kansas, Minnesota, Missouri, Nebraska, North Dakota, and South Dakota
Southwest	Arizona, New Mexico, Oklahoma, and Texas
Central States	Arkansas, Illinois, Louisiana, Oklahoma, Plain States, Texas, and Wisconsin
Northwest	Idaho and Montana
Mountain	Colorado, Utah, and Wyoming
Pacific Northwest	Oregon and Washington
West Coast	California and Pacific Northwest
West	Arizona, Mountain, New Mexico, Nevada, Northwest, and West Coast

Impact of multiple Tenants and Locations on your SourceBook

Your Avaya System is configured with multiple Tenants and Locations. Locations are a feature which is often used when a Communication Server is geographically distributed to aid in call routing and resource distribution. Tenant Partitioning allows the resources of the Communication Server to be logically divided amongst different tenants in a building, or even different departments within a company.

Additions to your report for Tenants and Locations

In order to make this report easier to use in a multiple Tenant and Location environment, we have included a number of enhanced features. For instance, when displaying information about items including Extensions, Stations, Trunk Groups, and IP Network Regions, we include Tenant and Location information to help you understand how these resources are allocated. We also have Tenant and Location Directories in order to give you an overview of your station distribution by Tenant and Location. These features and more are intended to assist with your understanding of how Tenants and Locations are used within your organization, while enabling you to analyze your entire enterprise network in a single, consolidated report.

Location and Network Region Reference

This section provides a reference for your Locations and any IP Network Regions you might have, providing an easy place to reference a Location or IP Network Region number to its more descriptive name.

Locations

Location #	Location Name
1	Main
20	Europe
30	Southern Branch
Total Locations: 3	

IP Network Regions

Network Region	Region Name	Location
1	Main	1
20	Europe	20
30	Southern	30
98	IMS Trunks	
99	NON-IMS Trunks	
Total Network Regions: 5		

1. Station Information

The Station Information section presents the configuration of the station side of the system, from graphics of each set to descriptions of each Hunt, Call Pickup, Coverage Answer, Abbreviated Dialing, and Intercom group.

1.1. Station Templates

Format

This section presents an image of each set in the Communication Server. Graphics of all telephone instruments are in extension number order, and indicate the features of that station.

The following conventions are used when displaying the extension numbers for Call Appearance and Bridged Appearance button programming: Call Appearances are displayed in the Standard font, Bridged Appearances are displayed in an *Italic* font.

Use

Use this section to discuss changes with users and to prepare service or repair orders. The graphics provide a common reference point for all parties. For example, programming for button features and appearances may be verified before calling the vendor for repair of a trouble, or for requesting changes.

The amount of time it takes a technician to perform changes will be drastically reduced by consulting the telephone set graphic prior to placing a work order. Telling the technician to add extension 4321 to Call Pickup Group 7 is much more efficient (2 minutes) than telling the technician to add Alice Pedone to the same Call Pickup Group Sue Graham is in (30 minutes).

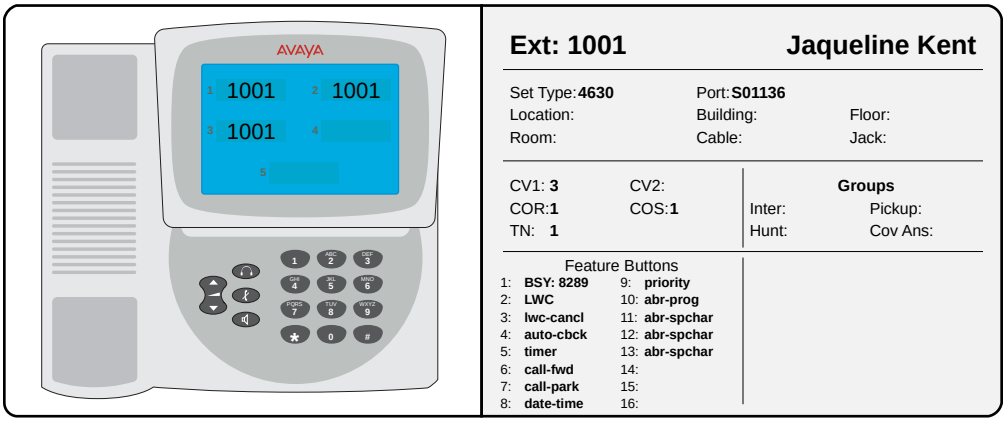
Station Aliases

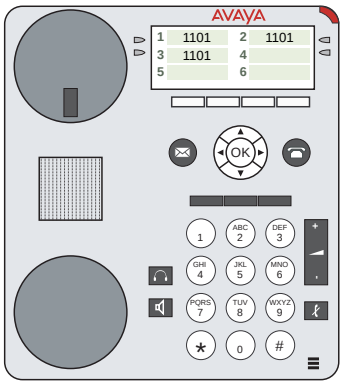
You have the following Station Aliases programmed in your Communication Server:

Alias Set Type	Actual Set Type
Fax	2500
Modem	2500
Polycom	2500

Alias Station types are programmed to function identically to their actual station type.

Station Templates





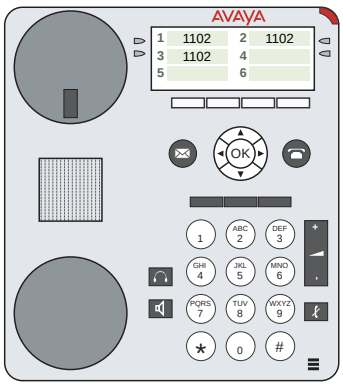
Ext: 1101 Johanna Nunez

Set Type: **9404** Port: **01A0301**
Location: **1** Building: Floor:
Room: Cable: Jack:

CV1: **1** CV2:
COR: **1** COS: **1**
TN: **1**

Groups
Inter: **1** Pickup: **1**
Hunt: Cov Ans: **1**

Feature Buttons
7:
8:
9:
10:
11:
12:



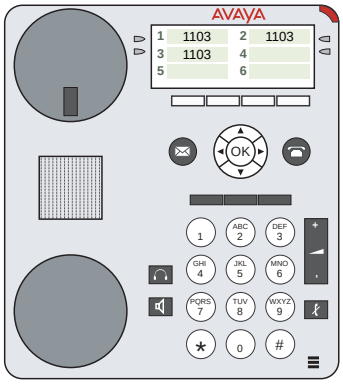
Ext: 1102 Christine Ford

Set Type: **9404** Port: **01A0302**
Location: **1** Building: Floor:
Room: Cable: Jack:

CV1: **1** CV2:
COR: **1** COS: **1**
TN: **1**

Groups
Inter: **1** Pickup: **1**
Hunt: Cov Ans: **1**

Feature Buttons
7:
8:
9:
10:
11:
12:



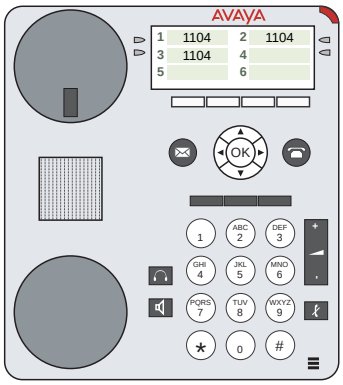
Ext: 1103 Jordan Bates

Set Type: **9404** Port: **01A0303**
Location: **1** Building: Floor:
Room: Cable: Jack:

CV1: **1** CV2:
COR: **1** COS: **1**
TN: **1**

Groups
Inter: **1** Pickup:
Hunt: Cov Ans:

Feature Buttons
7:
8:
9:
10:
11:
12:



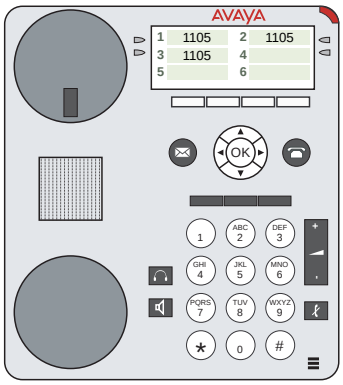
Ext: 1104 Shannon Mccarthy

Set Type: **9404** Port: **01A0304**
Location: **1** Building: Floor:
Room: Cable: Jack:

CV1: **1** CV2:
COR: **1** COS: **1**
TN: **1**

Groups
Inter: **1** Pickup:
Hunt: Cov Ans:

Feature Buttons
7:
8:
9:
10:
11:
12:



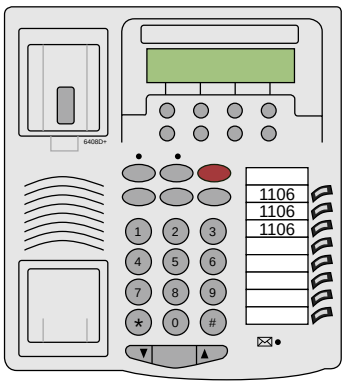
Ext: 1105 Lawrence Hale

Set Type: **9404** Port: **01A0305**
Location: **1** Building: Floor:
Room: Cable: Jack:

CV1: **1** CV2:
COR: **1** COS: **1**
TN: **1**

Groups
Inter: **1** Pickup:
Hunt: Cov Ans:

Feature Buttons
7:
8:
9:
10:
11:
12:



Ext: 1106 Jerald Juten

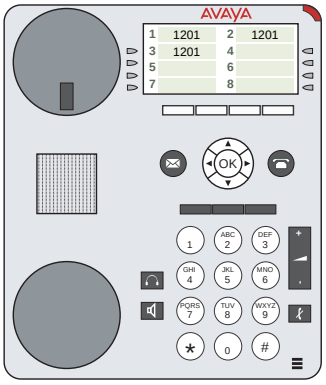
Set Type: **6408D+** Port: **01B0601**
Location: **1** Building: Floor:
Room: Cable: Jack:

CV1: **3** CV2:
COR: **1** COS: **1**
TN: **1**

Groups
Inter: Pickup:
Hunt: Cov Ans:

Softkey Buttons

1:	**direc**	9:	**LWC**
2:	**drop**	10:	**ringer-off**
3:	**int-aut-an**	11:	**btn-view**
4:	**timer**	12:	**admin**
5:	**priority**		
6:	**auto-cbck**		
7:	**abr-prog**		
8:	**abr-spchar**		



Ext: 1201 Lisa Vasquez

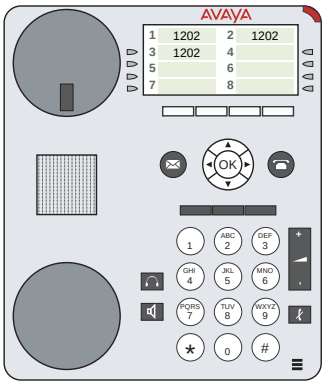
Set Type: **9408** Port: **01A0601**
Location: **1** Building: Floor:
Room: Cable: Jack:

CV1: **1** CV2:
COR: **1** COS: **1**
TN: **1**

Groups
Inter: **2** Pickup:
Hunt: Cov Ans: **2**

Feature Buttons

9:	17:
10:	18:
11:	19:
12:	20:
13:	21:
14:	22:
15:	23:
16:	24:



Ext: 1202 Clara Holmes

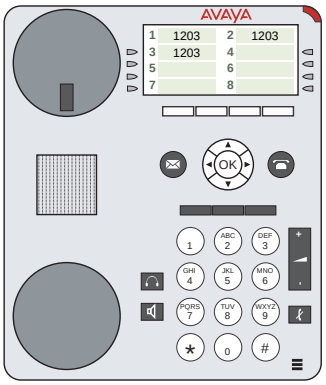
Set Type: **9408** Port: **01A0602**
Location: **1** Building: Floor:
Room: Cable: Jack:

CV1: **1** CV2:
COR: **1** COS: **1**
TN: **1**

Groups
Inter: **2** Pickup:
Hunt: Cov Ans:

Feature Buttons

9:	17:
10:	18:
11:	19:
12:	20:
13:	21:
14:	22:
15:	23:
16:	24:



Ext: 1203 — Ervin Curry

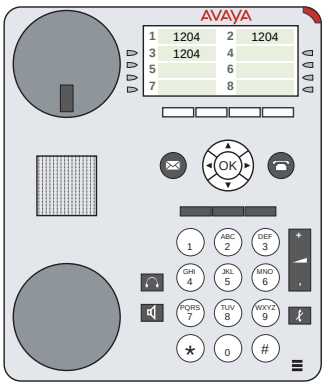
Set Type: **9408** Port: **01A0603**
Location: **1** Building: Floor:
Room: Cable: Jack:

CV1: **1** CV2:
COR: **1** COS: **1**
TN: **1**

Groups
Inter: Pickup:
Hunt: Cov Ans:

Feature Buttons

9:	17:
10:	18:
11:	19:
12:	20:
13:	21:
14:	22:
15:	23:
16:	24:



Ext: 1204 — Doyle Andrews

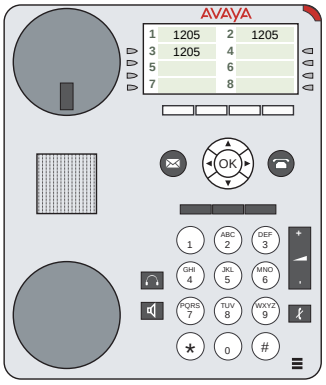
Set Type: **9408** Port: **01A0604**
Location: **1** Building: Floor:
Room: Cable: Jack:

CV1: **1** CV2:
COR: **1** COS: **1**
TN: **1**

Groups
Inter: Pickup:
Hunt: Cov Ans:

Feature Buttons

9:	17:
10:	18:
11:	19:
12:	20:
13:	21:
14:	22:
15:	23:
16:	24:



Ext: 1205 — Vera Byrd

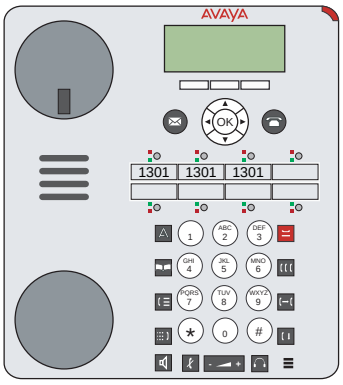
Set Type: **9408** Port: **01A0605**
Location: **1** Building: Floor:
Room: Cable: Jack:

CV1: **1** CV2:
COR: **1** COS: **1**
TN: **1**

Groups
Inter: Pickup:
Hunt: Cov Ans:

Feature Buttons

9:	17:
10:	18:
11:	19:
12:	20:
13:	21:
14:	22:
15:	23:
16:	24:

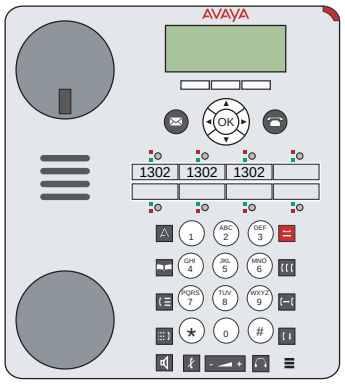


Ext: 1301 — Israel Black

Set Type: **1408** Port: **01A0801**
Location: **1** Building: Floor:
Room: Cable: Jack:

CV1: **1** CV2:
COR: **1** COS: **1**
TN: **1**

Groups
Inter: **3** Pickup:
Hunt: Cov Ans:

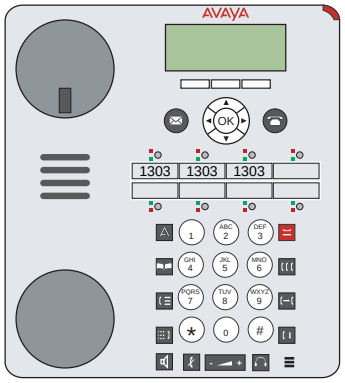


Ext: 1302 Gabriel Lamb

Set Type:**1408** Port:**01A0802**
Location:**1** Building: Floor:
Room: Cable: Jack:

CV1: **1** CV2:
COR:**1** COS:**1**
TN: **1**

Groups
Inter: Pickup:
Hunt: Cov Ans:

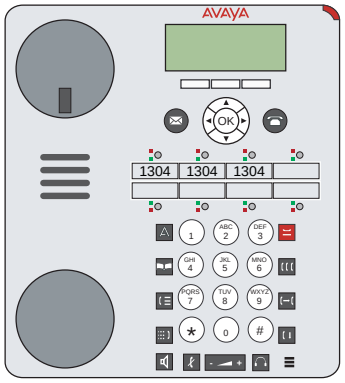


Ext: 1303 Darin Greene

Set Type:**1408** Port:**01A0803**
Location:**1** Building: Floor:
Room: Cable: Jack:

CV1: **1** CV2:
COR:**1** COS:**1**
TN: **1**

Groups
Inter: Pickup:
Hunt: Cov Ans:

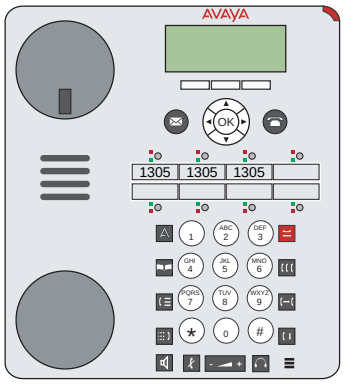


Ext: 1304 Brian Baker

Set Type:**1408** Port:**01A0804**
Location:**1** Building: Floor:
Room: Cable: Jack:

CV1: **1** CV2:
COR:**1** COS:**1**
TN: **1**

Groups
Inter: Pickup:
Hunt: Cov Ans:

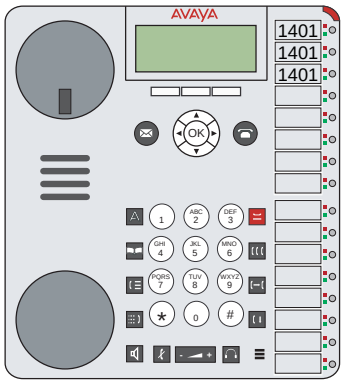


Ext: 1305 Kelly Green

Set Type:**1408** Port:**01A0805**
Location:**1** Building: Floor:
Room: Cable: Jack:

CV1: CV2:
COR:**1** COS:**1**
TN: **1**

Groups
Inter: Pickup:
Hunt: Cov Ans:

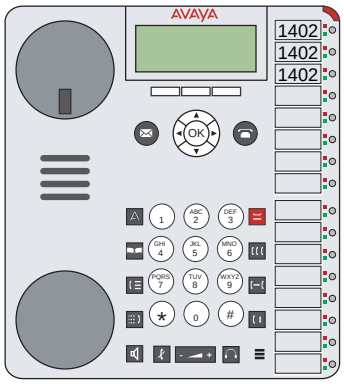


Ext: 1401 Darryl Bryan

Set Type:**1416** Port:**01B0301**
Location:**1** Building: Floor:
Room: Cable: Jack:

CV1: CV2:
COR:**1** COS:**1**
TN: **1**

Groups
Inter:**4** Pickup:
Hunt: Cov Ans:

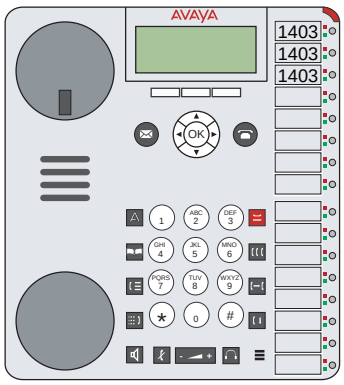


Ext: 1402 Courtney Romero

Set Type:**1416** Port:**01B0302**
Location:**1** Building: Floor:
Room: Cable: Jack:

CV1: **1** CV2:
COR:**1** COS:**1**
TN: **1**

Groups
Inter:**4** Pickup:
Hunt: Cov Ans:

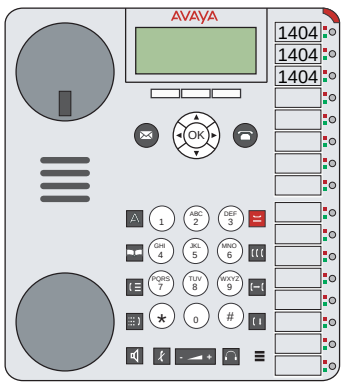


Ext: 1403 Jeannette Adams

Set Type:**1416** Port:**01B0303**
Location:**1** Building: Floor:
Room: Cable: Jack:

CV1: CV2:
COR:**1** COS:**1**
TN: **1**

Groups
Inter: Pickup:
Hunt: Cov Ans:

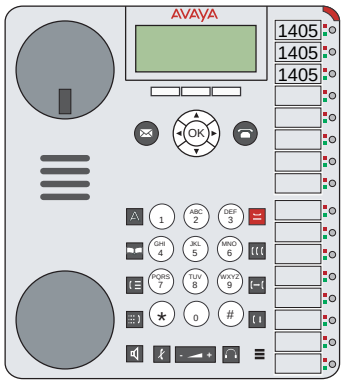


Ext: 1404 Douglas Morris

Set Type:**1416** Port:**01B0304**
Location:**1** Building: Floor:
Room: Cable: Jack:

CV1: **1** CV2:
COR:**1** COS:**1**
TN: **1**

Groups
Inter: Pickup:
Hunt: Cov Ans:

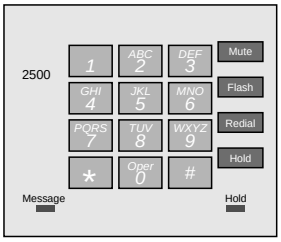


Ext: 1405 — Walter Mellon

Set Type: **1416** Port: **01B0305**
Location: **1** Building: Floor:
Room: Cable: Jack:

CV1: **1** CV2:
COR: **1** COS: **1**
TN: **1**

Groups
Inter: Pickup:
Hunt: Cov Ans:

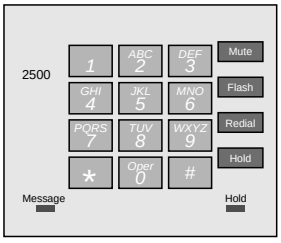


Ext: 1501 — Fax

Set Type: **Fax** Port: **01A0401**
Location: **1** Building: Floor:
Room: Cable: Jack:

CV1: **1** CV2:
COR: **1** COS: **1**
TN: **1**

Groups
Inter: Pickup:
Hunt: Cov Ans:

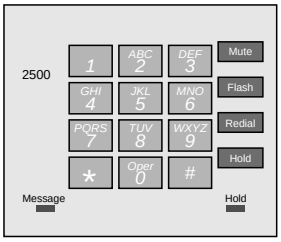


Ext: 1502 — Modem

Set Type: **Modem** Port: **01A0402**
Location: **1** Building: Floor:
Room: Cable: Jack:

CV1: **1** CV2:
COR: **1** COS: **1**
TN: **1**

Groups
Inter: Pickup:
Hunt: Cov Ans:

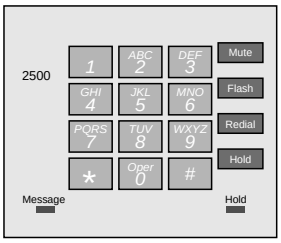


Ext: 1503 — Conf Room

Set Type: **Polycom** Port: **01A0403**
Location: **1** Building: Floor:
Room: Cable: Jack:

CV1: **1** CV2:
COR: **1** COS: **1**
TN: **1**

Groups
Inter: Pickup:
Hunt: Cov Ans:

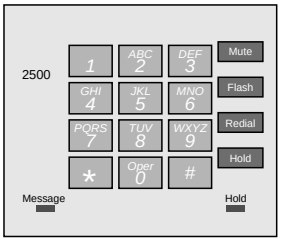


Ext: 1504 Lobby

Set Type: **2500** Port: **01A0404**
Location: **1** Building: Floor:
Room: Cable: Jack:

CV1: **1** CV2:
COR: **1** COS: **1**
TN: **1**

Groups
Inter: Pickup:
Hunt: Cov Ans:

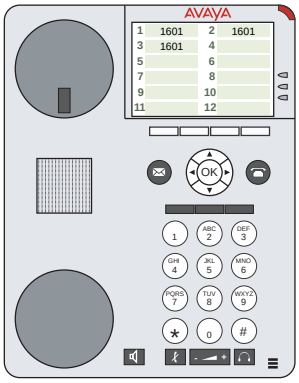


Ext: 1505 Courtesy Phone

Set Type: **2500** Port: **01A0405**
Location: **1** Building: Floor:
Room: Cable: Jack:

CV1: CV2:
COR: **1** COS: **1**
TN: **1**

Groups
Inter: Pickup:
Hunt: Cov Ans:

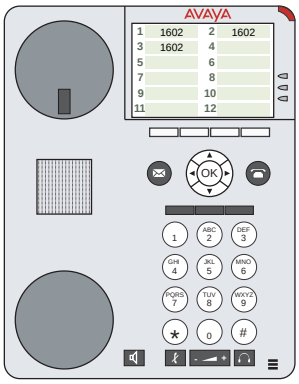


Ext: 1601 Gerda Costner

Set Type: **9620** Port: **S00001** IP: **192.168.1.1**
Location: **1** Building: Floor:
Room: Cable: Jack:

CV1: CV2:
COR: **1** COS: **1**
TN: **1**

Groups
Inter: Pickup:
Hunt: Cov Ans:

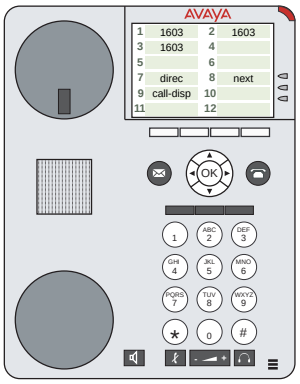


Ext: 1602 Faye Woodman

Set Type: **9620** Port: **S00002** IP: **192.168.1.2**
Location: **1** Building: Floor:
Room: Cable: Jack:

CV1: CV2:
COR: **1** COS: **1**
TN: **1**

Groups
Inter: Pickup:
Hunt: Cov Ans:

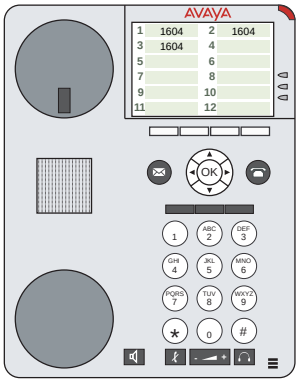


Ext: 1603 Hana Sedgwick

Set Type:**9620** Port:**S00003** IP:**192.168.1.3**
Location:**1** Building: Floor:
Room: Cable: Jack:

CV1: **1** CV2:
COR:**1** COS:**1**
TN: **1**

Groups
Inter: Pickup:
Hunt: Cov Ans:

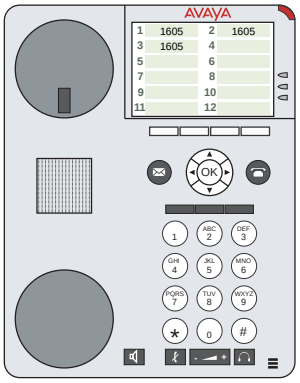


Ext: 1604 Tracy Van Mattre

Set Type:**9620** Port:**S00004** IP:**192.168.1.4**
Location:**1** Building: Floor:
Room: Cable: Jack:

CV1: **1** CV2:
COR:**1** COS:**1**
TN: **1**

Groups
Inter: Pickup:
Hunt: Cov Ans:

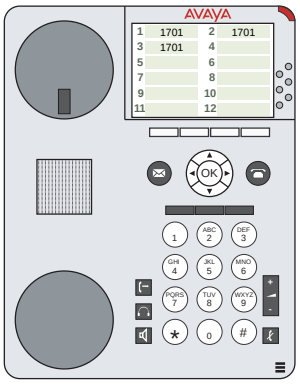


Ext: 1605 MaryAnne Faircloth

Set Type:**9620** Port:**S00005** IP:**192.168.1.5**
Location:**1** Building: Floor:
Room: Cable: Jack:

CV1: **1** CV2:
COR:**1** COS:**1**
TN: **1**

Groups
Inter: Pickup:
Hunt: Cov Ans:



Ext: 1701 Milton Collette

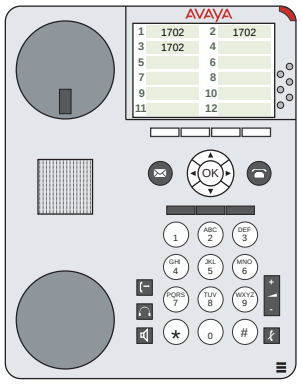
Set Type:**9630** Port:**S00006** IP:**192.168.1.6**
Location:**1** Building: Floor:
Room: Cable: Jack:

CV1: **1** CV2:
COR:**1** COS:**1**
TN: **1**

Groups
Inter: Pickup:
Hunt: Cov Ans:

Additional Programmable Buttons

13:	21:
14:	22:
15:	23:
16:	24:
17:	
18:	
19:	
20:	



Ext: 1702 Rex McBayne

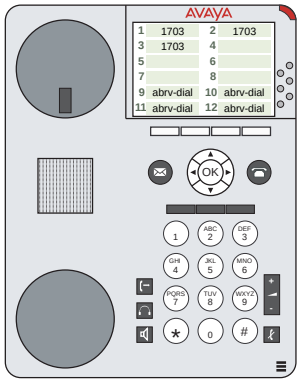
Set Type: **9630** Port: **S00007** IP: **192.168.1.7**
Location: **1** Building: Floor:
Room: Cable: Jack:

CV1: **1** CV2:
COR: **1** COS: **1**
TN: **1**

Groups
Inter: Pickup:
Hunt: Cov Ans:

Additional Programmable Buttons

13:	21:
14:	22:
15:	23:
16:	24:
17:	
18:	
19:	
20:	



Ext: 1703 Sheila McGavon

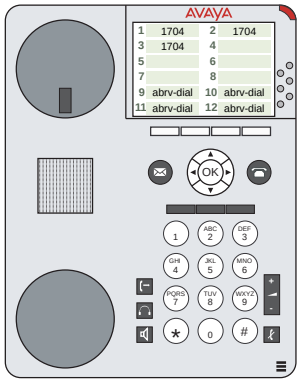
Set Type: **9630** Port: **S00008** IP: **192.168.1.8**
Location: **1** Building: Floor:
Room: Cable: Jack:

CV1: **1** CV2:
COR: **1** COS: **1**
TN: **1**

Groups
Inter: Pickup:
Hunt: Cov Ans:

Additional Programmable Buttons

13: **abrv-dial**	21:
14:	22:
15:	23:
16:	24:
17:	
18:	
19:	
20:	



Ext: 1704 Ellis Ryerson

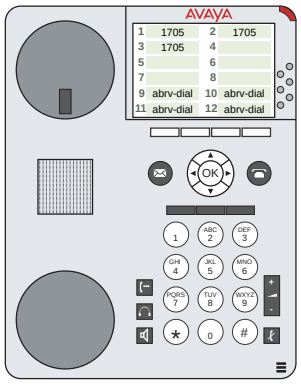
Set Type: **9630** Port: **S00009** IP: **192.168.1.9**
Location: **1** Building: Floor:
Room: Cable: Jack:

CV1: **1** CV2:
COR: **1** COS: **1**
TN: **1**

Groups
Inter: Pickup:
Hunt: Cov Ans:

Additional Programmable Buttons

13: **abrv-dial**	21:
14:	22:
15:	23:
16:	24:
17:	
18:	
19:	
20:	



Ext: 1705 Moira Rhode

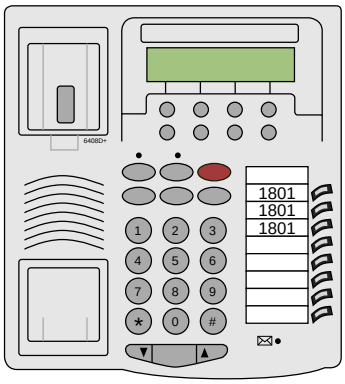
Set Type: **9630** Port: **S00010** IP: **192.168.30.1**
Location: **1** Building: Floor:
Room: Cable: Jack:

CV1: **1** CV2:
COR: **1** COS: **1**
TN: **1**

Groups
Inter: Pickup: **4**
Hunt: Cov Ans:

Additional Programmable Buttons

13: **abrv-dial**	21:
14:	22:
15:	23:
16:	24:
17:	
18:	
19:	
20:	



Ext: 1801 Peter King

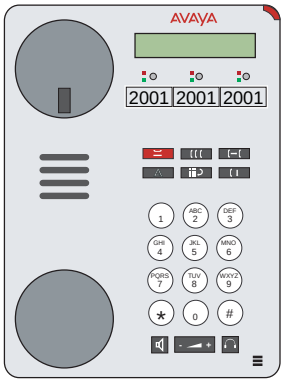
Set Type: **6408D+** Port: **01B0306**
Location: **1** Building: Floor:
Room: Cable: Jack:

CV1: **1** CV2:
COR: **1** COS: **1**
TN: **1**

Groups
Inter: Pickup: **4**
Hunt: Cov Ans:

Softkey Buttons

1:	**direc**	9:	**LWC**
2:	**drop**	10:	**ringer-off**
3:	**int-aut-an**	11:	**btn-view**
4:	**timer**	12:	**admin**
5:	**priority**		
6:	**auto-cbck**		
7:	**abr-prog**		
8:	**abr-spchar**		

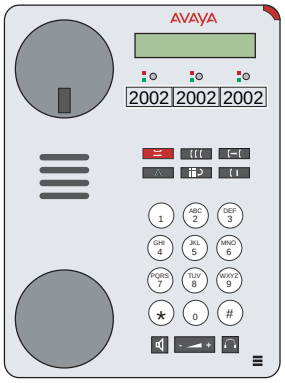


Ext: 2001 Hope Hauge

Set Type: **1603** Port: **S00011** IP: **192.168.20.2**
Location: **20** Building: **London** Floor: **1**
Room: **21** Cable: **Wh/Bl** Jack: **21A**

CV1: **2** CV2:
COR: **20** COS: **2**
TN: **2**

Groups
Inter: Pickup: **2**
Hunt: **4** Cov Ans: **3**

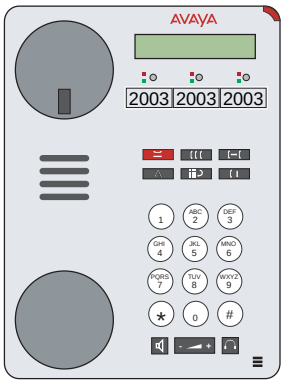


Ext: 2002 Elaine Grenier

Set Type: **1603** Port: **S00012** IP: **192.168.20.3**
Location: **20** Building: **London** Floor: **1**
Room: **22** Cable: **Wh/Bl** Jack: **22A**

CV1: **2** CV2:
COR: **20** COS: **2**
TN: **2**

Groups
Inter: Pickup: **2**
Hunt: Cov Ans: **3**

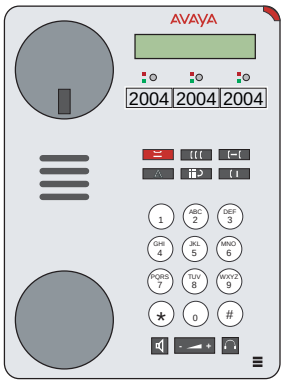


Ext: 2003 William Bungart

Set Type: **1603** Port: **S00013** IP: **192.168.20.4**
Location: **20** Building: **London** Floor: **1**
Room: **23** Cable: **Wh/Bl** Jack: **23A**

CV1: **2** CV2:
COR: **20** COS: **2**
TN: **2**

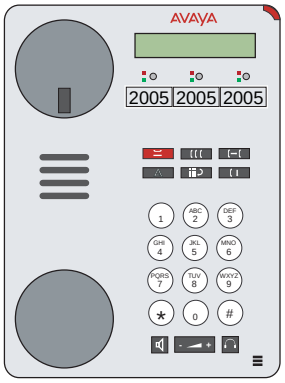
Groups
Inter: Pickup: **2**
Hunt: Cov Ans: **3**



Ext: 2004 — Carlton Balch

Set Type: **1603**	Port: **S00014**	IP: **192.168.20.5**
Location: **20**	Building: **London**	Floor: **1**
Room: **24**	Cable: **Wh/Bl**	Jack: **24A**

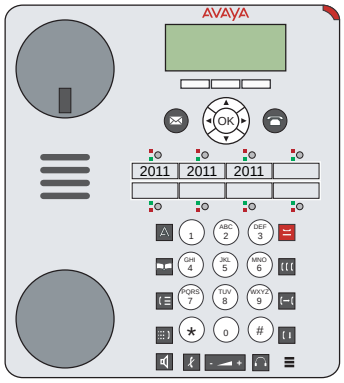
CV1: **2**	CV2:	**Groups**	
COR: **20**	COS: **2**	Inter:	Pickup: **2**
TN: **2**		Hunt:	Cov Ans: **3**



Ext: 2005 — Serena Holtzen

Set Type: **1603**	Port: **S00015**	IP: **192.168.20.6**
Location: **20**	Building: **London**	Floor: **1**
Room: **25**	Cable: **Wh/Bl**	Jack: **25A**

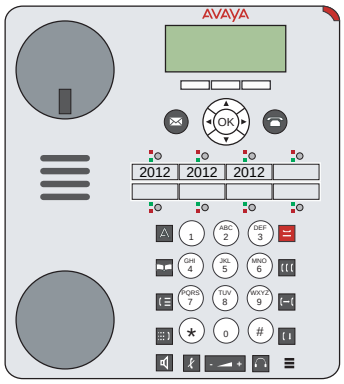
CV1: **2**	CV2:	**Groups**	
COR: **20**	COS: **2**	Inter:	Pickup:
TN: **2**		Hunt:	Cov Ans:



Ext: 2011 — Marcus Duffy

Set Type: **1608**	Port: **S00021**	IP: **192.168.20.7**
Location: **20**	Building: **London**	Floor: **2**
Room: **121**	Cable: **Wh/Bl**	Jack: **21A**

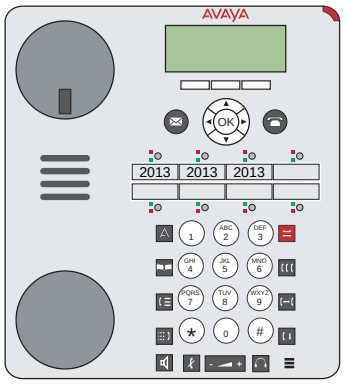
CV1: **2**	CV2:	**Groups**	
COR: **20**	COS: **2**	Inter:	Pickup:
TN: **2**		Hunt:	Cov Ans:



Ext: 2012 — Molly Frye

Set Type: **1608**	Port: **S00022**	IP: **192.168.20.8**
Location: **20**	Building: **London**	Floor: **2**
Room: **122**	Cable: **Wh/Bl**	Jack: **22A**

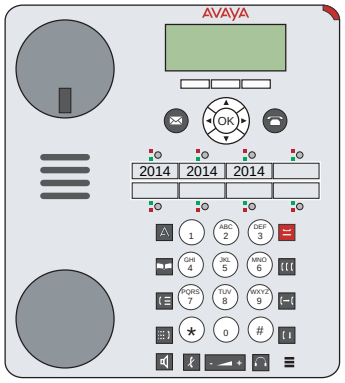
CV1: **2**	CV2:	**Groups**	
COR: **20**	COS: **2**	Inter:	Pickup:
TN: **2**		Hunt:	Cov Ans:



Ext: 2013 — Drew Andrews

Set Type:**1608**	Port:**S00023**	IP:**192.168.20.9**
Location:**20**	Building:**London**	Floor:**2**
Room:**123**	Cable:**Wh/Bl**	Jack:**23A**

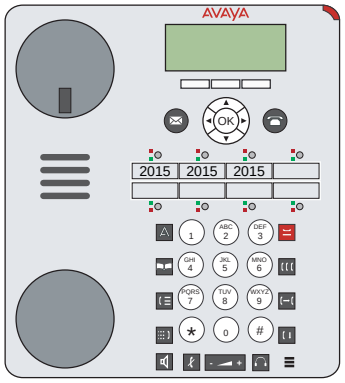
CV1: **2**	CV2:	**Groups**
COR:**20**	COS:**2**	Inter: Pickup:
TN: **2**		Hunt: Cov Ans:



Ext: 2014 — Mathilda Fearn

Set Type:**1608**	Port:**S00024**	IP:**192.168.20.10**
Location:**20**	Building:**London**	Floor:**2**
Room:**124**	Cable:**Wh/Bl**	Jack:**24A**

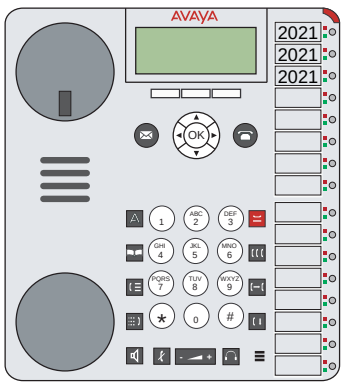
CV1: **2**	CV2:	**Groups**
COR:**20**	COS:**2**	Inter: Pickup:
TN: **2**		Hunt: Cov Ans:



Ext: 2015 — Laci Presley

Set Type:**1608**	Port:**S00025**	IP:**192.168.20.11**
Location:**20**	Building:**London**	Floor:**2**
Room:**125**	Cable:**Wh/Bl**	Jack:**25A**

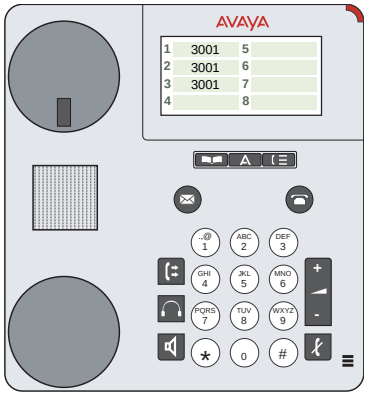
CV1: **2**	CV2:	**Groups**
COR:**20**	COS:**2**	Inter: Pickup:
TN: **2**		Hunt: Cov Ans:



Ext: 2021 — Michael Jeffreys

Set Type:**1616**	Port:**S00031**	IP:**192.168.20.12**
Location:**20**	Building:**London**	Floor:**2**
Room:**125**	Cable:**Wh/Bl**	Jack:**25B**

CV1: **2**	CV2:	**Groups**
COR:**20**	COS:**2**	Inter: Pickup:
TN: **2**		Hunt: Cov Ans:



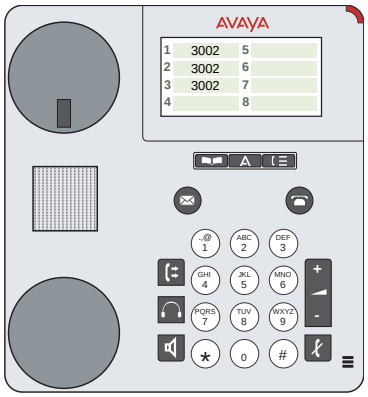
Ext: 3001 — Lawrence Kohl

Set Type: **9621**	Port: **S00101**	IP: **192.168.30.2**
Location: **30**	Building:	Floor:
Room:	Cable:	Jack:

CV1: **31**	CV2:	**Groups**	
COR: **3**	COS: **3**	Inter: **5**	Pickup:
TN: **1**		Hunt: **5**	Cov Ans: **5**

Additional Programmable Buttons

9:		17:	
10:		18:	
11:		19:	
12:		20:	
13:		21:	
14:		22:	
15:		23:	
16:		24:	



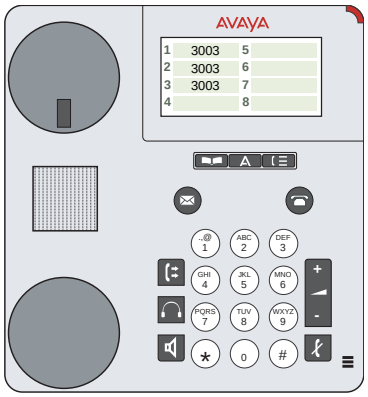
Ext: 3002 — Ray Ballard

Set Type: **9621**	Port: **S00102**	IP: **192.168.30.3**
Location: **30**	Building:	Floor:
Room:	Cable:	Jack:

CV1: **31**	CV2:	**Groups**	
COR: **3**	COS: **3**	Inter: **5**	Pickup:
TN: **1**		Hunt:	Cov Ans: **5**

Additional Programmable Buttons

9:		17:	
10:		18:	
11:		19:	
12:		20:	
13:		21:	
14:		22:	
15:		23:	
16:		24:	



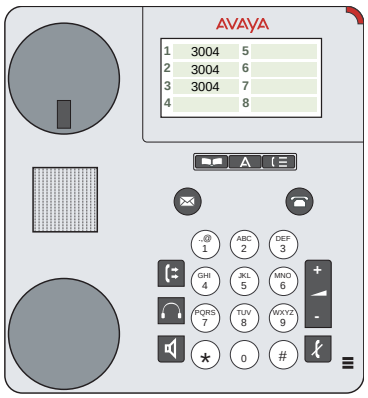
Ext: 3003 — Terry Pena

Set Type: **9621**	Port: **S00103**	IP: **192.168.30.4**
Location: **30**	Building:	Floor:
Room:	Cable:	Jack:

CV1: **31**	CV2:	**Groups**	
COR: **3**	COS: **3**	Inter: **5**	Pickup:
TN: **1**		Hunt:	Cov Ans: **5**

Additional Programmable Buttons

9:		17:	
10:		18:	
11:		19:	
12:		20:	
13:		21:	
14:		22:	
15:		23:	
16:		24:	



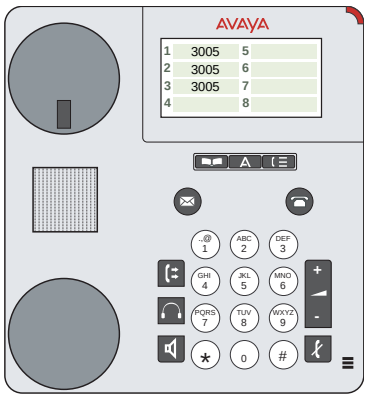
Ext: 3004 — Michael Bowen

Set Type: **9621**	Port: **S00104**	IP: **192.168.30.5**
Location: **30**	Building:	Floor:
Room:	Cable:	Jack:

CV1: **31**	CV2:	**Groups**	
COR: **3**	COS: **3**	Inter: **5**	Pickup:
TN: **1**		Hunt:	Cov Ans:

Additional Programmable Buttons

9:		17:	
10:		18:	
11:		19:	
12:		20:	
13:		21:	
14:		22:	
15:		23:	
16:		24:	



Ext: 3005 Arlene Hines

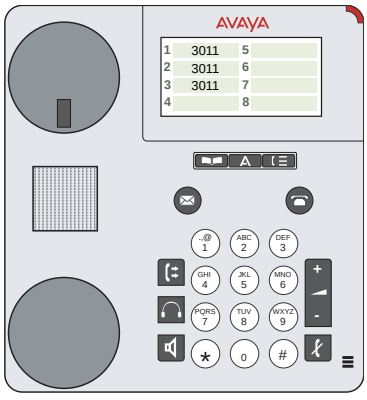
Set Type:**9621** Port:**S00105** IP:**192.168.30.6**
Location:**30** Building: Floor:
Room: Cable: Jack:

CV1: **31** CV2:
COR:**3** COS:**3**
TN: **1**

Groups
Inter:**5** Pickup:
Hunt: Cov Ans:

Additional Programmable Buttons

9:	17:
10:	18:
11:	19:
12:	20:
13:	21:
14:	22:
15:	23:
16:	24:



Ext: 3011 Sharilyn Bayder

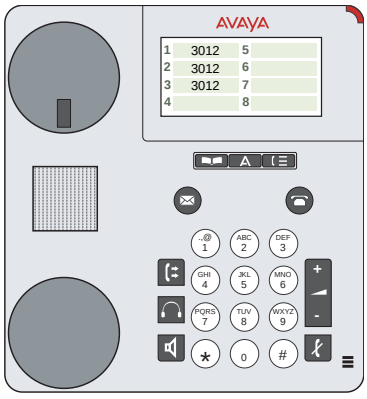
Set Type:**9641** Port:**S00111** IP:**192.168.30.7**
Location:**30** Building: Floor:
Room: Cable: Jack:

CV1: **31** CV2:
COR:**3** COS:**3**
TN: **1**

Groups
Inter: Pickup:
Hunt: Cov Ans:

Additional Programmable Buttons

9:	17:
10:	18:
11:	19:
12:	20:
13:	21:
14:	22:
15:	23:
16:	24:



Ext: 3012 Allen Strickland

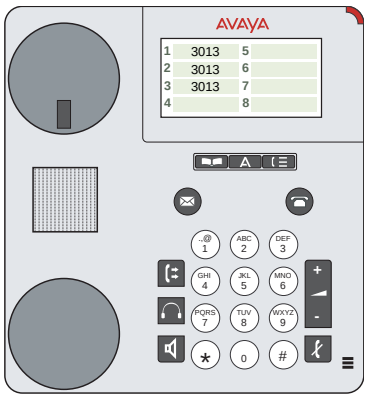
Set Type:**9641** Port:**S00112** IP:**192.168.30.8**
Location:**30** Building: Floor:
Room: Cable: Jack:

CV1: **31** CV2:
COR:**3** COS:**3**
TN: **1**

Groups
Inter: Pickup:
Hunt: Cov Ans:

Additional Programmable Buttons

9:	17:
10:	18:
11:	19:
12:	20:
13:	21:
14:	22:
15:	23:
16:	24:



Ext: 3013 Isabel Harvey

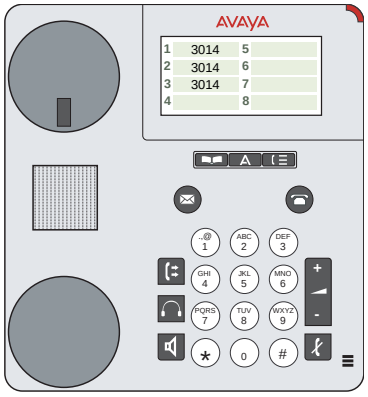
Set Type:**9641** Port:**S00113** IP:**192.168.30.9**
Location:**30** Building: Floor:
Room: Cable: Jack:

CV1: CV2:
COR:**3** COS:**3**
TN: **1**

Groups
Inter: Pickup:
Hunt: Cov Ans:

Additional Programmable Buttons

9:	17:
10:	18:
11:	19:
12:	20:
13:	21:
14:	22:
15:	23:
16:	24:



Ext: 3014 — Kari Greer

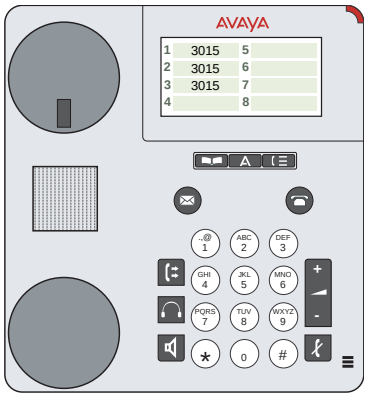
Set Type: **9641** Port: **S00114** IP: **192.168.30.10**
Location: **30** Building: Floor:
Room: Cable: Jack:

CV1: **31** CV2:
COR: **3** COS: **3**
TN: **1**

Groups
Inter: Pickup:
Hunt: Cov Ans:

Additional Programmable Buttons

9:	17:
10:	18:
11:	19:
12:	20:
13:	21:
14:	22:
15:	23:
16:	24:



Ext: 3015 — Marta Grant

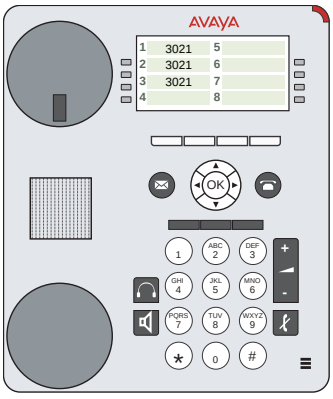
Set Type: **9641** Port: **S00115** IP: **192.168.30.11**
Location: **30** Building: Floor:
Room: Cable: Jack:

CV1: **31** CV2:
COR: **3** COS: **3**
TN: **1**

Groups
Inter: Pickup:
Hunt: Cov Ans:

Additional Programmable Buttons

9:	17:
10:	18:
11:	19:
12:	20:
13:	21:
14:	22:
15:	23:
16:	24:



Ext: 3021 — Adell Pasco

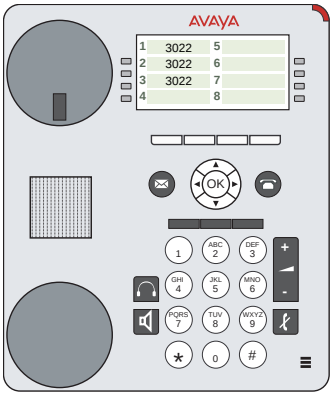
Set Type: **9608** Port: **S00121** IP: **192.168.30.14**
Location: **30** Building: Floor:
Room: Cable: Jack:

CV1: **31** CV2:
COR: **3** COS: **3**
TN: **1**

Groups
Inter: Pickup:
Hunt: Cov Ans:

Additional Programmable Buttons

9:	17:
10:	18:
11:	19:
12:	20:
13:	21:
14:	22:
15:	23:
16:	24:



Ext: 3022 — Marie Alexander

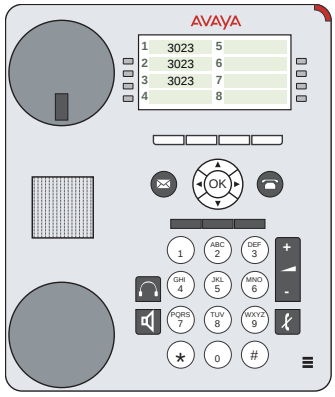
Set Type: **9608** Port: **S00122**
Location: Building: Floor:
Room: Cable: Jack:

CV1: CV2:
COR: **3** COS: **3**
TN: **1**

Groups
Inter: Pickup:
Hunt: Cov Ans:

Additional Programmable Buttons

9:	17:
10:	18:
11:	19:
12:	20:
13:	21:
14:	22:
15:	23:
16:	24:



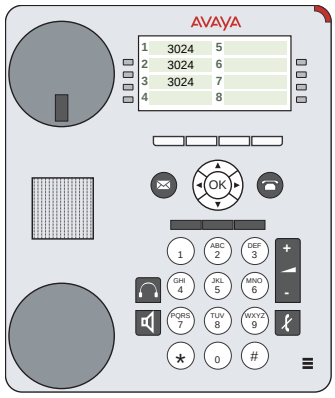
Ext: 3023 — Lee Morrison

Set Type: **9608** Port: **S00123**
Location: Building: Floor:
Room: Cable: Jack:

CV1: CV2: **Groups**
COR: **3** COS: **3** Inter: Pickup:
TN: **1** Hunt: Cov Ans:

Additional Programmable Buttons

9:	17:
10:	18:
11:	19:
12:	20:
13:	21:
14:	22:
15:	23:
16:	24:



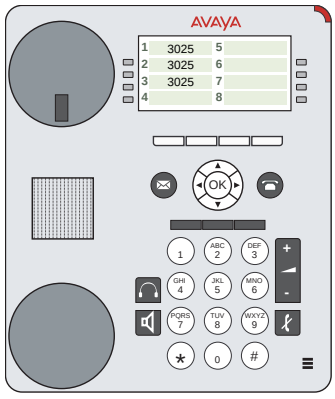
Ext: 3024 — Bernice King

Set Type: **9608** Port: **S00124**
Location: Building: Floor:
Room: Cable: Jack:

CV1: **31** CV2: **Groups**
COR: **3** COS: **3** Inter: Pickup:
TN: **1** Hunt: Cov Ans:

Additional Programmable Buttons

9:	17:
10:	18:
11:	19:
12:	20:
13:	21:
14:	22:
15:	23:
16:	24:



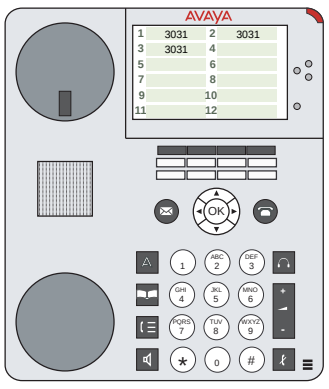
Ext: 3025 — Kenny Aguilar

Set Type: **9608** Port: **S00125**
Location: Building: Floor:
Room: Cable: Jack:

CV1: **31** CV2: **Groups**
COR: **3** COS: **3** Inter: Pickup:
TN: **1** Hunt: Cov Ans:

Additional Programmable Buttons

9:	17:
10:	18:
11:	19:
12:	20:
13:	21:
14:	22:
15:	23:
16:	24:



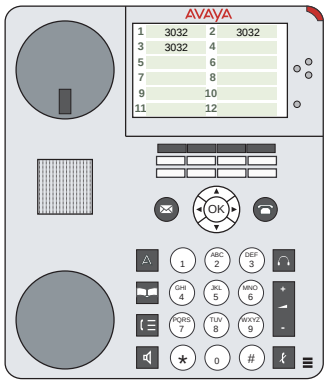
Ext: 3031 — Daryl Hammada

Set Type: **9650** Port: **S00131** IP: **192.168.30.13**
Location: **30** Building: Floor:
Room: Cable: Jack:

CV1: **31** CV2: **Groups**
COR: **3** COS: **3** Inter: **5** Pickup:
TN: **1** Hunt: **3** Cov Ans:

Additional Programmable Buttons

13:	21:
14:	22:
15:	23:
16:	24:
17:	
18:	
19:	
20:	



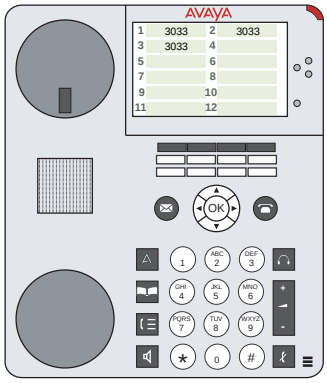
Ext: 3032 Leah Bradley

Set Type: **9650** Port: **S00132**
Location: Building: Floor:
Room: Cable: Jack:

CV1: CV2:
COR: **3** COS: **3**
TN: **1**

Groups
Inter: Pickup:
Hunt: **3** Cov Ans:

Additional Programmable Buttons
13: 21:
14: 22:
15: 23:
16: 24:
17:
18:
19:
20:



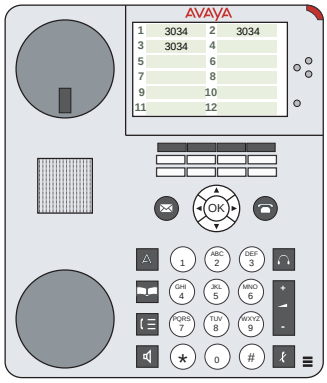
Ext: 3033 Mercedes Gross

Set Type: **9650** Port: **S00133**
Location: Building: Floor:
Room: Cable: Jack:

CV1: **31** CV2:
COR: **3** COS: **3**
TN: **1**

Groups
Inter: Pickup:
Hunt: **3** Cov Ans:

Additional Programmable Buttons
13: 21:
14: 22:
15: 23:
16: 24:
17:
18:
19:
20:



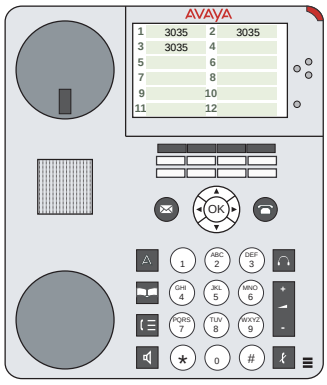
Ext: 3034 Lois Marsh

Set Type: **9650** Port: **S00134**
Location: Building: Floor:
Room: Cable: Jack:

CV1: **31** CV2:
COR: **3** COS: **3**
TN: **1**

Groups
Inter: Pickup:
Hunt: **3** Cov Ans:

Additional Programmable Buttons
13: 21:
14: 22:
15: 23:
16: 24:
17:
18:
19:
20:



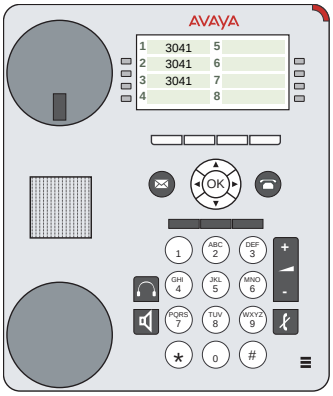
Ext: 3035 Claude Roberson

Set Type: **9650** Port: **S00135**
Location: Building: Floor:
Room: Cable: Jack:

CV1: **31** CV2:
COR: **3** COS: **3**
TN: **1**

Groups
Inter: Pickup:
Hunt: **3** Cov Ans:

Additional Programmable Buttons
13: 21:
14: 22:
15: 23:
16: 24:
17:
18:
19:
20:



Ext: 3041 — Gigi Koestelnik

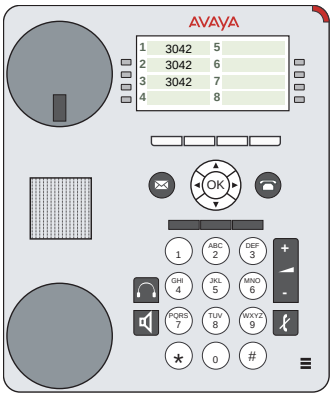
Set Type: **9611** Port: **S00141** IP: **192.168.30.12**
Location: **30** Building: Floor:
Room: Cable: Jack:

CV1: CV2:
COR: **3** COS: **3**
TN: **1**

Groups
Inter: Pickup:
Hunt: Cov Ans:

Additional Programmable Buttons

9:	17:
10:	18:
11:	19:
12:	20:
13:	21:
14:	22:
15:	23:
16:	24:



Ext: 3042 — Monica Burns

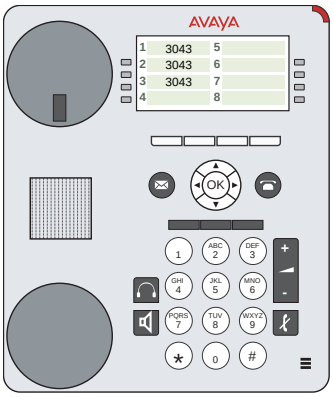
Set Type: **9611** Port: **S00142**
Location: Building: Floor:
Room: Cable: Jack:

CV1: **33** CV2:
COR: **3** COS: **3**
TN: **1**

Groups
Inter: Pickup:
Hunt: Cov Ans:

Additional Programmable Buttons

9:	17:
10:	18:
11:	19:
12:	20:
13:	21:
14:	22:
15:	23:
16:	24:



Ext: 3043 — Adrian Gonzalez

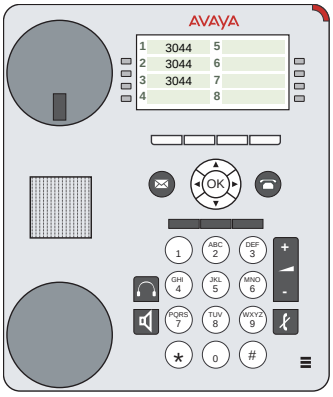
Set Type: **9611** Port: **S00143**
Location: Building: Floor:
Room: Cable: Jack:

CV1: **33** CV2:
COR: **3** COS: **3**
TN: **1**

Groups
Inter: Pickup: **3**
Hunt: Cov Ans:

Additional Programmable Buttons

9:	17:
10:	18:
11:	19:
12:	20:
13:	21:
14:	22:
15:	23:
16:	24:



Ext: 3044 — Melinda Miles

Set Type: **9611** Port: **S00144**
Location: Building: Floor:
Room: Cable: Jack:

CV1: **33** CV2:
COR: **3** COS: **3**
TN: **1**

Groups
Inter: Pickup: **3**
Hunt: Cov Ans:

Additional Programmable Buttons

9:	17:
10:	18:
11:	19:
12:	20:
13:	21:
14:	22:
15:	23:
16:	24:

Ext: 3045 Fredrick Saunders

Set Type: **4620** Port: **S00136**
Location: Building: Floor:
Room: Cable: Jack:

CV1: **33** CV2:
COR: **3** COS: **3**
TN: **1**

Groups
Inter: Pickup: **3**
Hunt: Cov Ans:

Feature Buttons

9:	17:
10:	18:
11:	19:
12:	20:
13:	21:
14:	22:
15:	23:
16:	24:

1.2. Classes of Service (COS)

This section contains the first example of a textual report. The majority of textual reports are similar in format, providing tables of entities (such as stations or trunks) that share a common attribute. A count of the entities listed is usually provided at the bottom of the table.

This section contains a listing of all stations that share the same Class of Service (COS).

Format

The section is organized by COS, and then by extension number of those stations sharing the given COS.

Use

This information should be used as a reference for the system administrator when adding new stations. For example, should you need to program a station with the same features as an existing station, you can find which COS the existing station uses and program the new station to use the same COS.

Class of Service: 1

This COS has the following features enabled:

Feature
Auto Callback
Call Forwarding Busy/DA
Call Forwarding Enhanced
Call Fwd-All Calls
Priority Calling
Restrict Call Fwd-Off Net

The following stations are assigned to COS 1:

Extension	Name	Port	Tenant	Location
1001	Jaqueline Kent	S01136	1	-
1101	Johanna Nunez	01A0301	1	1
1102	Christine Ford	01A0302	1	1
1103	Jordan Bates	01A0303	1	1
1104	Shannon Mccarthy	01A0304	1	1
1105	Lawrence Hale	01A0305	1	1
1106	Jerald Juten	01B0601	1	1
1201	Lisa Vasquez	01A0601	1	1
1202	Clara Holmes	01A0602	1	1
1203	Ervin Curry	01A0603	1	1
1204	Doyle Andrews	01A0604	1	1
1205	Vera Byrd	01A0605	1	1
1301	Israel Black	01A0801	1	1
1302	Gabriel Lamb	01A0802	1	1
1303	Darin Greene	01A0803	1	1
1304	Brian Baker	01A0804	1	1
1305	Kelly Green	01A0805	1	1

Extension	Name	Port	Tenant	Location
1401	Darryl Bryan	01B0301	1	1
1402	Courtney Romero	01B0302	1	1
1403	Jeannette Adams	01B0303	1	1
1404	Douglas Morris	01B0304	1	1
1405	Walter Mellon	01B0305	1	1
1501	Fax	01A0401	1	1
1502	Modem	01A0402	1	1
1503	Conf Room	01A0403	1	1
1504	Lobby	01A0404	1	1
1505	Courtesy Phone	01A0405	1	1
1601	Gerda Costner	S00001	1	1
1602	Faye Woodman	S00002	1	1
1603	Hana Sedgwick	S00003	1	1
1604	Tracy Van Mattre	S00004	1	1
1605	MaryAnne Faircloth	S00005	1	1
1701	Milton Collette	S00006	1	1
1702	Rex McBayne	S00007	1	1
1703	Sheila McGavon	S00008	1	1
1704	Ellis Ryerson	S00009	1	1
1705	Moira Rhode	S00010	1	1
1801	Peter King	01B0306	1	1
Stations using this COS: 38				

Class of Service: 2

This COS has the following features enabled:

Feature
Auto Callback
Call Forwarding Busy/DA
Call Forwarding Enhanced
Priority Calling
Restrict Call Fwd-Off Net

The following stations are assigned to COS 2:

Extension	Name	Port	Tenant	Location
2001	Hope Hauge	S00011	2	20
2002	Elaine Grenier	S00012	2	20
2003	William Bungart	S00013	2	20
2004	Carlton Balch	S00014	2	20
2005	Serena Holtzen	S00015	2	20
2011	Marcus Duffy	S00021	2	20
2012	Molly Frye	S00022	2	20
2013	Drew Andrews	S00023	2	20
2014	Mathilda Fearn	S00024	2	20

Extension	Name	Port	Tenant	Location
2015	Laci Presley	S00025	2	20
2021	Michael Jeffreys	S00031	2	20
Stations using this COS: 11				

Class of Service: 3

This COS has the following features enabled:

Feature
Call Forwarding Busy/DA
Call Forwarding Enhanced
Call Fwd-All Calls
Restrict Call Fwd-Off Net

The following stations are assigned to COS 3:

Extension	Name	Port	Tenant	Location
3001	Lawrence Kohl	S00101	1	30
3002	Ray Ballard	S00102	1	30
3003	Terry Pena	S00103	1	30
3004	Michael Bowen	S00104	1	30
3005	Arlene Hines	S00105	1	30
3011	Sharilyn Bayder	S00111	1	30
3012	Allen Strickland	S00112	1	30
3013	Isabel Harvey	S00113	1	30
3014	Kari Greer	S00114	1	30
3015	Marta Grant	S00115	1	30
3021	Adell Pasco	S00121	1	30
3022	Marie Alexander	S00122	1	-
3023	Lee Morrison	S00123	1	-
3024	Bernice King	S00124	1	-
3025	Kenny Aguilar	S00125	1	-
3031	Daryl Hammada	S00131	1	30
3032	Leah Bradley	S00132	1	-
3033	Mercedes Gross	S00133	1	-
3034	Lois Marsh	S00134	1	-
3035	Claude Roberson	S00135	1	-
3041	Gigi Koestelnik	S00141	1	30
3042	Monica Burns	S00142	1	-
3043	Adrian Gonzalez	S00143	1	-
3044	Melinda Miles	S00144	1	-
3045	Fredrick Saunders	S00136	1	-
Stations using this COS: 25				

1.3. Pickup Groups

This section contains listings of all stations that share the same Pickup Group.

Format

The section is organized by Pickup Group, and then by extension number within the Group. Member numbers are provided for technical reference purposes only.

We have purposefully omitted other information, such as assigned Port from this report to avoid confusion should these reports be distributed to your users.

Use

This information may be distributed to each member of each Group so they may have an accurate listing of members in their Pickup Group.

Pickup Groups that have only one station assigned are listed in the Action Items section as items which may be cleaned up.

Pickup Group: 1

Stations in this Pickup Group:

Extension	Name	Tenant	Location	Member Number
1101	Johanna Nunez	1	1	1
1102	Christine Ford	1	1	2
Total Members: 2		**Available Members: 48**		

Pickup Group: 2

Stations in this Pickup Group:

Extension	Name	Tenant	Location	Member Number
2001	Hope Hauge	2	20	1
2002	Elaine Grenier	2	20	2
2003	William Bungart	2	20	3
2004	Carlton Balch	2	20	4
Total Members: 4		**Available Members: 46**		

Pickup Group: 3

Stations in this Pickup Group:

Extension	Name	Tenant	Location	Member Number
3043	Adrian Gonzalez	1	-	1
3044	Melinda Miles	1	-	2
3045	Fredrick Saunders	1	-	3
Total Members: 3		**Available Members: 47**		

Pickup Group: 4

Stations in this Pickup Group:

Extension	Name	Tenant	Location	Member Number
1705	Moira Rhode	1	1	6
1801	Peter King	1	1	8
Total Members: 2		**Available Members: 48**		

Pickup Group: 5

Stations in this Pickup Group:

Extension	Name	Tenant	Location	Member Number
There are no members assigned to this Pickup Group				
Total Members: 0		**Available Members: 50**		

1.4. Hunt Groups

This section contains a description of the Hunt Groups in your Communication Server.

Format

The section is organized numerically by Hunt Group.

Use

This information may be distributed to each member of each Hunt Group so they may have an accurate listing of members in their Group.

Hunt Groups that have only one station assigned are listed in the Action Items section as items which may require clean up.

Hunt Group: 1

Group Extension: 30200
Group Name: OLD Voicemail
Group Type: ucd-mia
Queue: Yes
Vector: No
COR: 90
COS: 1
TN: 1
Night Service Destination: 12345

Group Members

Member Number	Extension	Name	Tenant	Location
1	49109	AUDIX PORT 1	2	-
2	49110	AUDIX PORT 2	2	-
3	49111	AUDIX PORT 3	2	-
4	49112	AUDIX PORT 4	2	-
5	49113	AUDIX PORT 5	2	-
6	49114	AUDIX PORT 6	2	-
7	49115	AUDIX PORT 7	2	-
8	49116	AUDIX PORT 8	2	-
Total Members: 8		**Available Members: 1492**		

Hunt Group: 2

Group Extension: 1050
Group Name: Operators
Group Type: ucd-mia
Queue: Yes
Vector: No
COR: 14
COS: 1
TN: 1

Night Service Destination: 0

Group Members

Member Number	Extension	Name	Tenant	Location
1	1051	Operator 1	1	-
2	1052	Operator 2	1	-
3	1053	Operator 3	1	-
4	1054	Operator 4	1	-
Total Members: 4		**Available Members: 1496**		

Hunt Group: 5

Group Extension: 3000
Group Name: Executives
Group Type: ucd-mia
Queue: Yes
Vector: No
COR: 14
COS: 1
TN: 1
Night Service Destination: 3001

Group Members

Member Number	Extension	Name	Tenant	Location
1	3001	Lawrence Kohl	1	30
Total Members: 1		**Available Members: 1499**		

Hunt Group: 50

Group Extension: 2550
Group Name: Voice Mail
Group Type: ucd-mia
Queue: No
Vector: No
COR: 90
COS: 1
TN: 1
Night Service Destination: 55555

Group Members

Member Number	Extension	Name	Tenant	Location
There are no members assigned to this Hunt Group				
Total Members: 0		**Available Members: 1500**		

1.5. Hunt Groups (ACD)

This section contains a description of the ACD Hunt Groups in your Communication Server.

Format

The section is organized by ACD Hunt Group.

Use

This information may be distributed to each member of each ACD Hunt Group so they may have an accurate listing of members in their Group.

ACD Hunt Groups that have no stations assigned are listed in the Action Items section as items which may require clean up.

ACD Hunt Group: 3

Group Extension: 3030
Group Name: Lab
Group Type: ucd-mia
Queue: Yes
Vector: No
COR: 14
TN: 1
Night Service Destination: 3035
Message Center: none
LWC Reception: none
First Announcement Extension: 1960
First Announcement Delay (sec): 30

Group Members

Member Number	Extension	Name	Tenant	Location
1	3031	Daryl Hammada	1	30
2	3032	Leah Bradley	1	-
3	3033	Mercedes Gross	1	-
4	3034	Lois Marsh	1	-
5	3035	Claude Roberson	1	-
Total Members: 5		**Available Members: 1495**		

ACD Hunt Group: 4

Group Extension: 2000
Group Name: Facilities
Group Type: ucd-mia
Queue: Yes
Vector: No
COR: 14
TN: 2
Night Service Destination: 9999
Message Center: none

LWC Reception: none
First Announcement Extension: 1960
First Announcement Delay (sec): 30

Group Members

Member Number	Extension	Name	Tenant	Location
1	2001	Hope Hauge	2	20
Total Members: 1		**Available Members: 1499**		

1.6. Coverage Paths

This section contains listings of all Coverage Paths, the conditions under which calls will be re-directed, and a table of all of stations which utilize each Coverage Path.

Format

This section is organized by Coverage Path.

Use

This information should be used as a reference for the system administrator when adding new stations. For example, should you need to program a station with the same coverage as an existing station, you can find which Coverage Path the existing station uses and program the new station to use the same Coverage Path.

Coverage Path: 1

This coverage path will redirect calls under the following conditions:

Status	Internal Calls	External Calls
Active	N	N
Busy	Y	Y
Don't answer after 5 rings	Y	Y
All	N	N
DND/SAC/Go To Cover	Y	Y
Holiday	N	N

This Coverage Path has the following Coverage Points:

Coverage Point	Destination	Name/Description	Rings
1	Hunt Group 1	OLD Voicemail	5
2	Coverage Answer Group 1	Reception	5

This Coverage Path is assigned to the following stations:

Extension	Name	Equipment Type	Tenant	Location
1101	Johanna Nunez	9404	1	1
1102	Christine Ford	9404	1	1
1103	Jordan Bates	9404	1	1
1104	Shannon Mccarthy	9404	1	1
1105	Lawrence Hale	9404	1	1
1201	Lisa Vasquez	9408	1	1
1202	Clara Holmes	9408	1	1
1203	Ervin Curry	9408	1	1
1204	Doyle Andrews	9408	1	1
1205	Vera Byrd	9408	1	1
1301	Israel Black	1408	1	1
1302	Gabriel Lamb	1408	1	1
1303	Darin Greene	1408	1	1
1304	Brian Baker	1408	1	1

Extension	Name	Equipment Type	Tenant	Location
1402	Courtney Romero	1416	1	1
1404	Douglas Morris	1416	1	1
1405	Walter Mellon	1416	1	1
1501	Fax	Fax	1	1
1502	Modem	Modem	1	1
1503	Conf Room	Polycom	1	1
1504	Lobby	2500	1	1
1603	Hana Sedgwick	9620	1	1
1604	Tracy Van Mattre	9620	1	1
1605	MaryAnne Faircloth	9620	1	1
1701	Milton Collette	9630	1	1
1702	Rex McBayne	9630	1	1
1703	Sheila McGavon	9630	1	1
1704	Ellis Ryerson	9630	1	1
1705	Moira Rhode	9630	1	1
1801	Peter King	6408D+	1	1

Coverage Path: 2

This coverage path will redirect calls under the following conditions:

Status	Internal Calls	External Calls
Active	N	N
Busy	Y	Y
Don't answer after 2 rings	Y	Y
All	N	N
DND/SAC/Go To Cover	Y	Y
Holiday	N	N

This Coverage Path has the following Coverage Points:

Coverage Point	Destination	Name/Description	Rings
1	3021	Adell Pasco	2
2	Coverage Answer Group 2	Legal Department	2

This Coverage Path is assigned to the following stations:

Extension	Name	Equipment Type	Tenant	Location
2001	Hope Hauge	1603	2	20
2002	Elaine Grenier	1603	2	20
2003	William Bungart	1603	2	20
2004	Carlton Balch	1603	2	20
2005	Serena Holtzen	1603	2	20
2011	Marcus Duffy	1608	2	20
2012	Molly Frye	1608	2	20
2013	Drew Andrews	1608	2	20

Extension	Name	Equipment Type	Tenant	Location
2014	Mathilda Fearn	1608	2	20
2015	Laci Presley	1608	2	20
2021	Michael Jeffreys	1616	2	20

Coverage Path: 3

This coverage path will redirect calls under the following conditions:

Status	Internal Calls	External Calls
Active	N	N
Busy	Y	Y
Don't answer after 4 rings	Y	Y
All	N	N
DND/SAC/Go To Cover	Y	Y
Holiday	N	N

This Coverage Path has the following Coverage Points:

Coverage Point	Destination	Name/Description	Rings
1	Hunt Group 1	OLD Voicemail	4
2	Coverage Answer Group 3	Marketing	4

This Coverage Path is assigned to the following stations:

Extension	Name	Equipment Type	Tenant	Location
1001	Jaqueline Kent	4630	1	-
1106	Jerald Juten	6408D+	1	1

Coverage Path: 4

This coverage path will redirect calls under the following conditions:

Status	Internal Calls	External Calls
Active	N	N
Busy	Y	Y
Don't answer after 3 rings	Y	Y
All	N	N
DND/SAC/Go To Cover	Y	Y
Holiday	N	N

This Coverage Path has the following Coverage Points:

Coverage Point	Destination	Name/Description	Rings
1	2000	Facilities	3
2	3030	Lab	3

This Coverage Path is assigned to the following stations:

Extension	Name	Equipment Type	Tenant	Location
This Coverage Path is not assigned to any stations.				

Coverage Path: 5

This coverage path will redirect calls under the following conditions:

Status	Internal Calls	External Calls
Active	N	N
Busy	Y	Y
Don't answer after 1 rings	Y	Y
All	N	N
DND/SAC/Go To Cover	Y	Y
Holiday	N	N

This Coverage Path has the following Coverage Points:

Coverage Point	Destination	Name/Description	Rings
1	Hunt Group 2	Operators	1

This Coverage Path is assigned to the following stations:

Extension	Name	Equipment Type	Tenant	Location
This Coverage Path is not assigned to any stations.				

Coverage Path: 6

This coverage path will redirect calls under the following conditions:

Status	Internal Calls	External Calls
Active	N	N
Busy	Y	Y
Don't answer after 1 rings	Y	Y
All	N	N
DND/SAC/Go To Cover	Y	Y
Holiday	N	N

This Coverage Path has the following Coverage Points:

Coverage Point	Destination	Name/Description	Rings
This Coverage Path has no Coverage Points defined.			

This Coverage Path is assigned to the following stations:

Extension	Name	Equipment Type	Tenant	Location
This Coverage Path is not assigned to any stations.				

Stations Without a Coverage Path

The following stations do not have a Coverage Path defined:

Extension	Name	Equipment Type	Tenant	Location
1305	Kelly Green	1408	1	1
1401	Darryl Bryan	1416	1	1
1403	Jeannette Adams	1416	1	1
1505	Courtesy Phone	2500	1	1
1601	Gerda Costner	9620	1	1
1602	Faye Woodman	9620	1	1
3013	Isabel Harvey	9641	1	30
3022	Marie Alexander	9608	1	-
3023	Lee Morrison	9608	1	-
3032	Leah Bradley	9650	1	-
3041	Gigi Koestelnik	9611	1	30

1.7. Coverage Answer-Groups

This section contains a listing of all stations in each Coverage Answer-Group as well as a high-level analysis of how each group is being used.

Format

This section is organized into two sections per Coverage Answer-Group. The first section displays a table of extensions that may be answered by this Answer-Group in extension number order, and the second section is a table listing each Answer-Group member.

Use

This information may be distributed to each member of each Group so they may have an accurate listing of members in their Answer-Group as well as which extensions they are able to answer.

Coverage Answer-Groups that have only one station assigned are listed in the Action Items section as items which may be cleaned up.

Coverage Answer Group: 1

Group Name: Reception

The following extensions can be answered by this answer-group:

Extension	Name	Extension Type	Tenant	Location	Coverage Path
1101	Johanna Nunez	station-user	1	1	1
1102	Christine Ford	station-user	1	1	1
1103	Jordan Bates	station-user	1	1	1
1104	Shannon Mccarthy	station-user	1	1	1
1105	Lawrence Hale	station-user	1	1	1
1201	Lisa Vasquez	station-user	1	1	1
1202	Clara Holmes	station-user	1	1	1
1203	Ervin Curry	station-user	1	1	1
1204	Doyle Andrews	station-user	1	1	1
1205	Vera Byrd	station-user	1	1	1
1301	Israel Black	station-user	1	1	1
1302	Gabriel Lamb	station-user	1	1	1
1303	Darin Greene	station-user	1	1	1
1304	Brian Baker	station-user	1	1	1
1402	Courtney Romero	station-user	1	1	1
1404	Douglas Morris	station-user	1	1	1
1405	Walter Mellon	station-user	1	1	1
1501	Fax	station-user	1	1	1
1502	Modem	station-user	1	1	1
1503	Conf Room	station-user	1	1	1
1504	Lobby	station-user	1	1	1
1603	Hana Sedgwick	station-user	1	1	1
1604	Tracy Van Mattre	station-user	1	1	1

Extension	Name	Extension Type	Tenant	Location	Coverage Path
1605	MaryAnne Faircloth	station-user	1	1	1
1701	Milton Collette	station-user	1	1	1
1702	Rex McBayne	station-user	1	1	1
1703	Sheila McGavon	station-user	1	1	1
1704	Ellis Ryerson	station-user	1	1	1
1705	Moira Rhode	station-user	1	1	1
1801	Peter King	station-user	1	1	1

This answer-group is Coverage Point 2 for Coverage Path 1

Group Members

Member Number	Extension	Name	Tenant	Location
1	1101	Johanna Nunez	1	1
2	1102	Christine Ford	1	1
Total Members: 2		**Available Members: 98**		

Coverage Answer Group: 2

Group Name: Legal Department

The following extensions can be answered by this answer-group:

Extension	Name	Extension Type	Tenant	Location	Coverage Path
2001	Hope Hauge	station-user	2	20	2
2002	Elaine Grenier	station-user	2	20	2
2003	William Bungart	station-user	2	20	2
2004	Carlton Balch	station-user	2	20	2
2005	Serena Holtzen	station-user	2	20	2
2011	Marcus Duffy	station-user	2	20	2
2012	Molly Frye	station-user	2	20	2
2013	Drew Andrews	station-user	2	20	2
2014	Mathilda Fearn	station-user	2	20	2
2015	Laci Presley	station-user	2	20	2
2021	Michael Jeffreys	station-user	2	20	2

This answer-group is Coverage Point 2 for Coverage Path 2

Group Members

Member Number	Extension	Name	Tenant	Location
2	1201	Lisa Vasquez	1	1
Total Members: 1		**Available Members: 99**		

Coverage Answer Group: 3

Group Name: Marketing

The following extensions can be answered by this answer-group:

Extension	Name	Extension Type	Tenant	Location	Coverage Path
1001	Jaqueline Kent	station-user	1	-	3
1106	Jerald Juten	station-user	1	1	3

This answer-group is Coverage Point 2 for Coverage Path 3

Group Members

Member Number	Extension	Name	Tenant	Location
1	2001	Hope Hauge	2	20
2	2002	Elaine Grenier	2	20
3	2003	William Bungart	2	20
4	2004	Carlton Balch	2	20
Total Members: 4		**Available Members: 96**		

Coverage Answer Group: 5

Group Name: Office Closed

The following extensions can be answered by this answer-group:

Extension	Name	Extension Type	Tenant	Location	Coverage Path
No extensions can be answered by this answer-group					

Group Members

Member Number	Extension	Name	Tenant	Location
1	3001	Lawrence Kohl	1	30
2	3002	Ray Ballard	1	30
3	3003	Terry Pena	1	30
Total Members: 3		**Available Members: 97**		

Coverage Answer Group: 6

Group Name: Managers

The following extensions can be answered by this answer-group:

Extension	Name	Extension Type	Tenant	Location	Coverage Path
No extensions can be answered by this answer-group					

Group Members

Member Number	Extension	Name	Tenant	Location
No members were detected for this answer-group				
Total Members: 0		**Available Members: 100**		

1.8. Abbreviated-Dialing Groups

This section contains a listing of all stations in each Abbreviated-Dialing Group as well as a list of the numbers that can be dialed by each Group.

Format

This section is organized by Abbreviated-Dialing Group. Within each Group section there is a list of all stations which are part of that group as well as a listing of the programmed dial-code entries.

Use

The list of Abbreviated-Dialing entries may be distributed to each member of the associated Abbreviated-Dialing Group for use as a reference.

Empty Abbreviated-Dialing Groups, and Groups which are not being used by any station, are listed in the Action Items section as items which may be cleaned up.

Abbreviated-Dialing Group: 1

List Size: 10
Privileged: No
Program Ext: none

Stations using this Abbreviated-Dialing Group:

Extension	Name	Tenant	Location
1101	Johanna Nunez	1	1
1102	Christine Ford	1	1
1103	Jordan Bates	1	1
1104	Shannon Mccarthy	1	1
1105	Lawrence Hale	1	1
Total Users: 5			

Abbreviated-Dialing Group 1 Entries:

Dial Code	Number Dialed
1	30703
2	30620
3	30572
4	
5	
6	
7	
8	
9	
10	
11	
12	
13	
14	

Dial Code	Number Dialed
15	
16	
17	
18	
19	
20	
21	
22	
23	
24	
25	
26	
27	
28	
29	
30	
Used Entries: 3	**Available Entries: 27**

Abbreviated-Dialing Group: 2

List Size: 10
Privileged: No
Program Ext: none

Stations using this Abbreviated-Dialing Group:

Extension	Name	Tenant	Location
No stations are using this group			
Total Users: 0			

Abbreviated-Dialing Group 2 Entries:

Dial Code	Number Dialed
Dial codes 1-10 are unused.	
Used Entries: 0	**Available Entries: 10**

1.9. Abbreviated-Dialing System

This section contains a listing of all stations which use the Abbreviated-Dialing System list as well as a list of the numbers that can be dialed.

Format

This section contains only one section organized into two tables. The first table is a listing of stations which use the Abbreviated-Dialing System list. The second table is a listing of the programmed Abbreviated-Dialing System entries.

Use

The list of Abbreviated-Dialing entries may be distributed to each member of the associated Dialing group for use as a reference.

Abbreviated-Dialing System

List Size: 100
Privileged: No

Stations using this Abbreviated-Dialing Group:

Extension	Name	Tenant	Location
1101	Johanna Nunez	1	1
1102	Christine Ford	1	1
1103	Jordan Bates	1	1
1104	Shannon Mccarthy	1	1
1105	Lawrence Hale	1	1
1401	Darryl Bryan	1	1
1402	Courtney Romero	1	1
1403	Jeannette Adams	1	1
1404	Douglas Morris	1	1
1405	Walter Mellon	1	1
1501	Fax	1	1
1502	Modem	1	1
1503	Conf Room	1	1
1504	Lobby	1	1
1505	Courtesy Phone	1	1
3001	Lawrence Kohl	1	30
3002	Ray Ballard	1	30
3003	Terry Pena	1	30
3005	Arlene Hines	1	30
3011	Sharilyn Bayder	1	30
Total Users: 20			

Abbreviated-Dialing System Entries:

Dial Code	Number Dialed	Label
01	915551234	ACME Inc

Dial Code	Number Dialed	Label
02	915551235	Sprockets Co.
03	915551236	
04	915551237	Widget Wonders
05	915551238	Odd Ends Ltd
06	915551239	
07	915551240	
08	915551241	
09	915551242	
10	915551242	
Used Entries: 10	**Available Entries: 0**	

1.10. Intercom Groups

This section contains listings of all stations that share the same Intercom Group.

Format

The section is organized by Intercom Group, and then by extension number within the Group. Member numbers are provided for technical reference purposes only.

We have purposefully omitted other information, such as assigned Port from this report to avoid confusion should these reports be distributed to your users.

Use

This information may be distributed to each member of each Group so they may have an accurate listing of members in their Intercom Group.

Intercom Groups that have only one station assigned are listed in the Action Items section as items which may be cleaned up.

Intercom Group: 1

Stations using this Intercom Group:

Extension	Name	Tenant	Location	Dial Code	Member Number
1101	Johanna Nunez	1	1	1	1
1102	Christine Ford	1	1	2	2
1103	Jordan Bates	1	1	3	3
1104	Shannon Mccarthy	1	1	4	4
1105	Lawrence Hale	1	1	5	5
Total Members: 5					

Intercom Group: 2

Stations using this Intercom Group:

Extension	Name	Tenant	Location	Dial Code	Member Number
1201	Lisa Vasquez	1	1	1	1
1202	Clara Holmes	1	1	2	2
Total Members: 2					

Intercom Group: 3

Stations using this Intercom Group:

Extension	Name	Tenant	Location	Dial Code	Member Number
1301	Israel Black	1	1	2	2
Total Members: 1					

Intercom Group: 4

Stations using this Intercom Group:

Extension	Name	Tenant	Location	Dial Code	Member Number
1401	Darryl Bryan	1	1	1	1
1402	Courtney Romero	1	1	2	2
Total Members: 2					

Intercom Group: 5

Stations using this Intercom Group:

Extension	Name	Tenant	Location	Dial Code	Member Number
3001	Lawrence Kohl	1	30	01	1
3002	Ray Ballard	1	30	02	2
3003	Terry Pena	1	30	03	3
3004	Michael Bowen	1	30	04	4
3005	Arlene Hines	1	30	05	5
3031	Daryl Hammada	1	30	16	16
Total Members: 6					

1.11. Tenant Partition Groups

This section lists all the Tenants in your system that are used by at least one resource, and details their configuration.

Format

This section is organized by Tenant number, showing you any configuration details of each Tenant. We also show which Tenants can be accessed from the Tenant in question, as well as which other Tenants it can access.

The system allows for up to one hundred Tenants, but for the purposes of this report we will only show those Tenants which appear to be in use by at least one resource such as a Station, or a Trunk Group. Tenant 1 will always be shown as it is designated as a shared Tenant by Avaya. Tenant 1 should have access to and be accessible by all other Tenants.

Use

This information allows you to quickly gain an overview of how your Tenant Partitioning is configured, and whether or not Tenant permissions are configured as intended. See Section 2.6, "Tenant Directory" for a list of Extensions grouped by Tenant.

Did You Know?

InfoPlus SourceBooks are available for an individual Tenant in addition to the overall view presented here. An individual Tenant SourceBook focuses on only one Tenant and those resources that it can access, allowing you to more easily manage individual Tenants within your Communication Server.

Tenant Partition 1

Description: Product Division

Attendant Group: 1
Night Destination: 8181
Music Source: 1

The following Tenant Partitions have Calling Permission to this Tenant: 2-100

This Tenant has Calling Permission to the following Tenant Partitions: 2-11 and 13-100

Accessible Trunk Groups

This Tenant Partition has Calling Permissions which allow it to use the following Trunk Groups:

Number	Name	Type	Tenant
1	Main Local	co	1
2	Main DID	isdn	1
3	Old Local	co	1
9	H.323_Euro_PBX	isdn	1
20	Europe_PRI	isdn	1
30	Southern_PRI	isdn	1
31	Southern_CO	co	1
50	Voice_Mail	isdn	1

Number	Name	Type	Tenant
90	siptrunks	sip	1
98	SM - IMS	sip	1
99	SM - NON-IMS	sip	1

Resources Assigned to Tenant

The following table lists the major resource types in this Tenant. If another Tenant has Calling Permission to this Tenant, any Trunk Group resources are shared with that Tenant.

Resource Type	Total Assigned
Announcements	10
Attendants	4
Data Extensions	2
Hunt Groups	7
Phantom Users	9
Stations	62
VDNs	6
Trunk Groups	11

Tenant Partition 2

Description: Business Division

Attendant Group: 1
Music Source: 2

The following Tenant Partitions have Calling Permission to this Tenant: 1

This Tenant has Calling Permission to the following Tenant Partitions: 1

Accessible Trunk Groups

This Tenant Partition has Calling Permissions which allow it to use the following Trunk Groups:

Number	Name	Type	Tenant
1	Main Local	co	1
2	Main DID	isdn	1
3	Old Local	co	1
9	H.323_Euro_PBX	isdn	1
20	Europe_PRI	isdn	1
30	Southern_PRI	isdn	1
31	Southern_CO	co	1
50	Voice_Mail	isdn	1
90	siptrunks	sip	1
98	SM - IMS	sip	1
99	SM - NON-IMS	sip	1

Resources Assigned to Tenant

The following table lists the major resource types in this Tenant. If another Tenant has Calling Permission to this Tenant, any Trunk Group resources are shared with that Tenant.

Resource Type	Total Assigned
Hunt Groups	1
Stations	19

2. Directories

The Directories Section of the SourceBook will help you navigate your way around the many ways of organizing your communications system. Your internal numbering plan is addressed in the Extension Directory Section, your employees are listed in the Alphabetical Directory Section, and the physical location of various facilities in the Location Directory. Other directories to aid in understanding your Communication Server's layout include a Site Data Directory, an IP Directory of all your IP devices, and Tenant/Location directories when applicable.

2.1. Extension Directory

This section presents a listing of all extensions appearing in the system.

Format

This section is organized in numerical order, by extension number. The extension type and related identification information is also noted.

Use

The Extension Directory can be distributed as a quick reference to your technician or console operator.

Extension Directory

Extension	Name	Extension Type	Equipment Type	Tenant	Location
0	Attendant	VDN-extension	N/A	1	-
1001	Jaqueline Kent	station-user	4630	1	-
1050	Operators	hunt-group	N/A	1	-
1051	Operator 1	attendant-user	N/A	1	-
1052	Operator 2	attendant-user	N/A	1	-
1053	Operator 3	attendant-user	N/A	1	-
1054	Operator 4	attendant-user	N/A	1	-
1101	Johanna Nunez	station-user	9404	1	1
1102	Christine Ford	station-user	9404	1	1
1103	Jordan Bates	station-user	9404	1	1
1104	Shannon Mccarthy	station-user	9404	1	1
1105	Lawrence Hale	station-user	9404	1	1
1106	Jerald Juten	station-user	6408D+	1	1
1201	Lisa Vasquez	station-user	9408	1	1
1202	Clara Holmes	station-user	9408	1	1
1203	Ervin Curry	station-user	9408	1	1
1204	Doyle Andrews	station-user	9408	1	1
1205	Vera Byrd	station-user	9408	1	1
1301	Israel Black	station-user	1408	1	1
1302	Gabriel Lamb	station-user	1408	1	1
1303	Darin Greene	station-user	1408	1	1
1304	Brian Baker	station-user	1408	1	1
1305	Kelly Green	station-user	1408	1	1
1401	Darryl Bryan	station-user	1416	1	1
1402	Courtney Romero	station-user	1416	1	1
1403	Jeannette Adams	station-user	1416	1	1
1404	Douglas Morris	station-user	1416	1	1
1405	Walter Mellon	station-user	1416	1	1
1501	Fax	station-user	Fax	1	1
1502	Modem	station-user	Modem	1	1

Extension	Name	Extension Type	Equipment Type	Tenant	Location
1503	Conf Room	station-user	Polycom	1	1
1504	Lobby	station-user	2500	1	1
1505	Courtesy Phone	station-user	2500	1	1
1601	Gerda Costner	station-user	9620	1	1
1602	Faye Woodman	station-user	9620	1	1
1603	Hana Sedgwick	station-user	9620	1	1
1604	Tracy Van Mattre	station-user	9620	1	1
1605	MaryAnne Faircloth	station-user	9620	1	1
1701	Milton Collette	station-user	9630	1	1
1702	Rex McBayne	station-user	9630	1	1
1703	Sheila McGavon	station-user	9630	1	1
1704	Ellis Ryerson	station-user	9630	1	1
1705	Moira Rhode	station-user	9630	1	1
1801	Peter King	station-user	6408D+	1	1
1901	Video Room 1	data-extension	N/A	1	-
1902	Video Room 2	data-extension	N/A	1	-
2000	Facilities	hunt-group	N/A	2	-
2001	Hope Hauge	station-user	1603	2	20
2002	Elaine Grenier	station-user	1603	2	20
2003	William Bungart	station-user	1603	2	20
2004	Carlton Balch	station-user	1603	2	20
2005	Serena Holtzen	station-user	1603	2	20
2011	Marcus Duffy	station-user	1608	2	20
2012	Molly Frye	station-user	1608	2	20
2013	Drew Andrews	station-user	1608	2	20
2014	Mathilda Fearn	station-user	1608	2	20
2015	Laci Presley	station-user	1608	2	20
2021	Michael Jeffreys	station-user	1616	2	20
2550	Voice Mail	hunt-group	N/A	1	-
3000	Executives	hunt-group	N/A	1	-
3001	Lawrence Kohl	station-user	9621	1	30
3002	Ray Ballard	station-user	9621	1	30
3003	Terry Pena	station-user	9621	1	30
3004	Michael Bowen	station-user	9621	1	30
3005	Arlene Hines	station-user	9621	1	30
3011	Sharilyn Bayder	station-user	9641	1	30
3012	Allen Strickland	station-user	9641	1	30
3013	Isabel Harvey	hunt-group	9641	1	30
3014	Kari Greer	station-user	9641	1	30
3015	Marta Grant	station-user	9641	1	30
3021	Adell Pasco	station-user	9608	1	30
3022	Marie Alexander	station-user	9608	1	-
3023	Lee Morrison	station-user	9608	1	-

Extension	Name	Extension Type	Equipment Type	Tenant	Location
3024	Bernice King	station-user	9608	1	-
3025	Kenny Aguilar	station-user	9608	1	-
3030	Lab	hunt-group	N/A	1	-
3031	Daryl Hammada	station-user	9650	1	30
3032	Leah Bradley	station-user	9650	1	-
3033	Mercedes Gross	station-user	9650	1	-
3034	Lois Marsh	station-user	9650	1	-
3035	Claude Roberson	station-user	9650	1	-
3041	Gigi Koestelnik	station-user	9611	1	30
3042	Monica Burns	station-user	9611	1	-
3043	Adrian Gonzalez	station-user	9611	1	-
3044	Melinda Miles	station-user	9611	1	-
3045	Fredrick Saunders	station-user	4620	1	-
30200	OLD Voicemail	hunt-group	N/A	1	-
30691		phantom-user	N/A	1	-
30692		phantom-user	N/A	1	-
30693		phantom-user	N/A	1	-
30694		phantom-user	N/A	1	-
30695		phantom-user	N/A	1	-
30696		phantom-user	N/A	1	-
30697		phantom-user	N/A	1	-
30698		phantom-user	N/A	1	-
30699		phantom-user	N/A	1	-
30757	Console #2	hunt-group	N/A	1	-
31001	Platinum	VDN-extension	N/A	1	-
31002	Gold	VDN-extension	N/A	1	-
31003	Silver	VDN-extension	N/A	1	-
31004	Bronze	VDN-extension	N/A	1	-
31005	Lead	VDN-extension	N/A	1	-
33001	Main Announcement	announcement	N/A	1	-
33002	Business Announcement	announcement	N/A	1	-
33003	After Hours Announcement	announcement	N/A	1	-
33004	Holiday Announcement	announcement	N/A	1	-
33005	Blocked Announcement	announcement	N/A	1	-
33006	Open announcement	announcement	N/A	1	-
33007	Closed announcement	announcement	N/A	1	-
33008	Holiday announcement	announcement	N/A	1	-
33009	Special announcement	announcement	N/A	1	-
33010	Emergency announcement	announcement	N/A	1	-
49109	AUDIX PORT 1	station-user	N/A	2	-
49110	AUDIX PORT 2	station-user	N/A	2	-
49111	AUDIX PORT 3	station-user	N/A	2	-
49112	AUDIX PORT 4	station-user	N/A	2	-

Extension	Name	Extension Type	Equipment Type	Tenant	Location
49113	AUDIX PORT 5	station-user	N/A	2	-
49114	AUDIX PORT 6	station-user	N/A	2	-
49115	AUDIX PORT 7	station-user	N/A	2	-
49116	AUDIX PORT 8	station-user	N/A	2	-
Total Number of Extensions: 120					

2.2. Alphabetical Directory

This section presents a listing of all names assigned to extensions that appear in the system.

Format

This section is organized in alphabetical order, by extension name. The extension type and related identification information is also noted.

Use

The Alphabetical Directory can be distributed as a quick reference to your technician or console operator.

Alphabetical Directory

Name	Extension	Extension Type	Equipment Type	Tenant	Location
Adell Pasco	3021	station-user	9608	1	30
Adrian Gonzalez	3043	station-user	9611	1	-
After Hours Announcement	33003	announcement	N/A	1	-
Allen Strickland	3012	station-user	9641	1	30
Arlene Hines	3005	station-user	9621	1	30
Attendant	0	VDN-extension	N/A	1	-
AUDIX PORT 1	49109	station-user	N/A	2	-
AUDIX PORT 2	49110	station-user	N/A	2	-
AUDIX PORT 3	49111	station-user	N/A	2	-
AUDIX PORT 4	49112	station-user	N/A	2	-
AUDIX PORT 5	49113	station-user	N/A	2	-
AUDIX PORT 6	49114	station-user	N/A	2	-
AUDIX PORT 7	49115	station-user	N/A	2	-
AUDIX PORT 8	49116	station-user	N/A	2	-
Bernice King	3024	station-user	9608	1	-
Blocked Announcement	33005	announcement	N/A	1	-
Brian Baker	1304	station-user	1408	1	1
Bronze	31004	VDN-extension	N/A	1	-
Business Announcement	33002	announcement	N/A	1	-
Carlton Balch	2004	station-user	1603	2	20
Christine Ford	1102	station-user	9404	1	1
Clara Holmes	1202	station-user	9408	1	1
Claude Roberson	3035	station-user	9650	1	-
Closed announcement	33007	announcement	N/A	1	-
Conf Room	1503	station-user	Polycom	1	1
Console #2	30757	hunt-group	N/A	1	-
Courtesy Phone	1505	station-user	2500	1	1
Courtney Romero	1402	station-user	1416	1	1
Darin Greene	1303	station-user	1408	1	1
Darryl Bryan	1401	station-user	1416	1	1

Name	Extension	Extension Type	Equipment Type	Tenant	Location
Daryl Hammada	3031	station-user	9650	1	30
Douglas Morris	1404	station-user	1416	1	1
Doyle Andrews	1204	station-user	9408	1	1
Drew Andrews	2013	station-user	1608	2	20
Elaine Grenier	2002	station-user	1603	2	20
Ellis Ryerson	1704	station-user	9630	1	1
Emergency announcement	33010	announcement	N/A	1	-
Ervin Curry	1203	station-user	9408	1	1
Executives	3000	hunt-group	N/A	1	-
Facilities	2000	hunt-group	N/A	2	-
Fax	1501	station-user	Fax	1	1
Faye Woodman	1602	station-user	9620	1	1
Fredrick Saunders	3045	station-user	4620	1	-
Gabriel Lamb	1302	station-user	1408	1	1
Gerda Costner	1601	station-user	9620	1	1
Gigi Koestelnik	3041	station-user	9611	1	30
Gold	31002	VDN-extension	N/A	1	-
Hana Sedgwick	1603	station-user	9620	1	1
Holiday announcement	33008	announcement	N/A	1	-
Holiday Announcement	33004	announcement	N/A	1	-
Hope Hauge	2001	station-user	1603	2	20
Isabel Harvey	3013	hunt-group	9641	1	30
Israel Black	1301	station-user	1408	1	1
Jaqueline Kent	1001	station-user	4630	1	-
Jeannette Adams	1403	station-user	1416	1	1
Jerald Juten	1106	station-user	6408D+	1	1
Johanna Nunez	1101	station-user	9404	1	1
Jordan Bates	1103	station-user	9404	1	1
Kari Greer	3014	station-user	9641	1	30
Kelly Green	1305	station-user	1408	1	1
Kenny Aguilar	3025	station-user	9608	1	-
Lab	3030	hunt-group	N/A	1	-
Laci Presley	2015	station-user	1608	2	20
Lawrence Hale	1105	station-user	9404	1	1
Lawrence Kohl	3001	station-user	9621	1	30
Lead	31005	VDN-extension	N/A	1	-
Leah Bradley	3032	station-user	9650	1	-
Lee Morrison	3023	station-user	9608	1	-
Lisa Vasquez	1201	station-user	9408	1	1
Lobby	1504	station-user	2500	1	1
Lois Marsh	3034	station-user	9650	1	-
Main Announcement	33001	announcement	N/A	1	-
Marcus Duffy	2011	station-user	1608	2	20

Name	Extension	Extension Type	Equipment Type	Tenant	Location
Marie Alexander	3022	station-user	9608	1	-
Marta Grant	3015	station-user	9641	1	30
MaryAnne Faircloth	1605	station-user	9620	1	1
Mathilda Fearn	2014	station-user	1608	2	20
Melinda Miles	3044	station-user	9611	1	-
Mercedes Gross	3033	station-user	9650	1	-
Michael Bowen	3004	station-user	9621	1	30
Michael Jeffreys	2021	station-user	1616	2	20
Milton Collette	1701	station-user	9630	1	1
Modem	1502	station-user	Modem	1	1
Moira Rhode	1705	station-user	9630	1	1
Molly Frye	2012	station-user	1608	2	20
Monica Burns	3042	station-user	9611	1	-
OLD Voicemail	30200	hunt-group	N/A	1	-
Open announcement	33006	announcement	N/A	1	-
Operator 1	1051	attendant-user	N/A	1	-
Operator 2	1052	attendant-user	N/A	1	-
Operator 3	1053	attendant-user	N/A	1	-
Operator 4	1054	attendant-user	N/A	1	-
Operators	1050	hunt-group	N/A	1	-
Peter King	1801	station-user	6408D+	1	1
Platinum	31001	VDN-extension	N/A	1	-
Ray Ballard	3002	station-user	9621	1	30
Rex McBayne	1702	station-user	9630	1	1
Serena Holtzen	2005	station-user	1603	2	20
Shannon Mccarthy	1104	station-user	9404	1	1
Sharilyn Bayder	3011	station-user	9641	1	30
Sheila McGavon	1703	station-user	9630	1	1
Silver	31003	VDN-extension	N/A	1	-
Special announcement	33009	announcement	N/A	1	-
Terry Pena	3003	station-user	9621	1	30
Tracy Van Mattre	1604	station-user	9620	1	1
Vera Byrd	1205	station-user	9408	1	1
Video Room 1	1901	data-extension	N/A	1	-
Video Room 2	1902	data-extension	N/A	1	-
Voice Mail	2550	hunt-group	N/A	1	-
Walter Mellon	1405	station-user	1416	1	1
William Bungart	2003	station-user	1603	2	20
Extensions Listed: 111					

2.3. Location Directory

This section breaks your Stations into Location groups, allowing you to easily see the physical location of resources in a distributed system.

Format

This section shows you common information about the Stations in your system similarly to the Extension Directory, but groups them into their Location assignments allowing you to see the organization of your Extensions. Stations which do not have an assigned Location or for which the Location could not be determined will not appear.

Use

The Location Directory can help you understand the numbering scheme used in your Multi Location dialing plan, or simply get an idea of how many Stations are in each Location.

Location 1 - Main

Extension	Name	Extension Type	Equipment Type	Port/Net Region	Tenant
1101	Johanna Nunez	station-user	9404	01A0301	1
1102	Christine Ford	station-user	9404	01A0302	1
1103	Jordan Bates	station-user	9404	01A0303	1
1104	Shannon Mccarthy	station-user	9404	01A0304	1
1105	Lawrence Hale	station-user	9404	01A0305	1
1106	Jerald Juten	station-user	6408D+	01B0601	1
1201	Lisa Vasquez	station-user	9408	01A0601	1
1202	Clara Holmes	station-user	9408	01A0602	1
1203	Ervin Curry	station-user	9408	01A0603	1
1204	Doyle Andrews	station-user	9408	01A0604	1
1205	Vera Byrd	station-user	9408	01A0605	1
1301	Israel Black	station-user	1408	01A0801	1
1302	Gabriel Lamb	station-user	1408	01A0802	1
1303	Darin Greene	station-user	1408	01A0803	1
1304	Brian Baker	station-user	1408	01A0804	1
1305	Kelly Green	station-user	1408	01A0805	1
1401	Darryl Bryan	station-user	1416	01B0301	1
1402	Courtney Romero	station-user	1416	01B0302	1
1403	Jeannette Adams	station-user	1416	01B0303	1
1404	Douglas Morris	station-user	1416	01B0304	1
1405	Walter Mellon	station-user	1416	01B0305	1
1501	Fax	station-user	Fax	01A0401	1
1502	Modem	station-user	Modem	01A0402	1
1503	Conf Room	station-user	Polycom	01A0403	1
1504	Lobby	station-user	2500	01A0404	1
1505	Courtesy Phone	station-user	2500	01A0405	1
1601	Gerda Costner	station-user	9620	Region 1	1
1602	Faye Woodman	station-user	9620	Region 1	1

Extension	Name	Extension Type	Equipment Type	Port/Net Region	Tenant
1603	Hana Sedgwick	station-user	9620	Region 1	1
1604	Tracy Van Mattre	station-user	9620	Region 1	1
1605	MaryAnne Faircloth	station-user	9620	Region 1	1
1701	Milton Collette	station-user	9630	Region 1	1
1702	Rex McBayne	station-user	9630	Region 1	1
1703	Sheila McGavon	station-user	9630	Region 1	1
1704	Ellis Ryerson	station-user	9630	Region 1	1
1705	Moira Rhode	station-user	9630	Region 1	1
1801	Peter King	station-user	6408D+	01B0306	1
Total Number of Extensions: 37					

Location 20 - Europe

Extension	Name	Extension Type	Equipment Type	Port/Net Region	Tenant
2001	Hope Hauge	station-user	1603	Region 20	2
2002	Elaine Grenier	station-user	1603	Region 20	2
2003	William Bungart	station-user	1603	Region 20	2
2004	Carlton Balch	station-user	1603	Region 20	2
2005	Serena Holtzen	station-user	1603	Region 20	2
2011	Marcus Duffy	station-user	1608	Region 20	2
2012	Molly Frye	station-user	1608	Region 20	2
2013	Drew Andrews	station-user	1608	Region 20	2
2014	Mathilda Fearn	station-user	1608	Region 20	2
2015	Laci Presley	station-user	1608	Region 20	2
2021	Michael Jeffreys	station-user	1616	Region 20	2
Total Number of Extensions: 11					

Location 30 - Southern Branch

Extension	Name	Extension Type	Equipment Type	Port/Net Region	Tenant
3001	Lawrence Kohl	station-user	9621	Region 30	1
3002	Ray Ballard	station-user	9621	Region 30	1
3003	Terry Pena	station-user	9621	Region 30	1
3004	Michael Bowen	station-user	9621	Region 30	1
3005	Arlene Hines	station-user	9621	Region 30	1
3011	Sharilyn Bayder	station-user	9641	Region 30	1
3012	Allen Strickland	station-user	9641	Region 30	1
3013	Isabel Harvey	hunt-group	9641	Region 30	1
3014	Kari Greer	station-user	9641	Region 30	1
3015	Marta Grant	station-user	9641	Region 30	1
3021	Adell Pasco	station-user	9608	Region 30	1
3031	Daryl Hammada	station-user	9650	Region 30	1

Extension	Name	Extension Type	Equipment Type	Port/Net Region	Tenant
3041	Gigi Koestelnik	station-user	9611	Region 30	1
Total Number of Extensions: 13					

2.4. Site Data Directory

This section presents a listing of the site data information of stations as it appears in the system.

Format

This section is organized by site data information in alphabetical order by Building, Floor, Room, Cable then Jack. The station extension and port information is also noted. Stations with unassigned site data information will not be listed.

Use

The Site Data Directory can be used as an equipment management/inventory tool for the telecommunications department.

Station Site Data

Building	Floor	Room	Cable	Jack	Extension	Port	Tenant
London	1	21	Wh/Bl	21A	2001	S00011	2
London	1	22	Wh/Bl	22A	2002	S00012	2
London	1	23	Wh/Bl	23A	2003	S00013	2
London	1	24	Wh/Bl	24A	2004	S00014	2
London	1	25	Wh/Bl	25A	2005	S00015	2
London	2	121	Wh/Bl	21A	2011	S00021	2
London	2	122	Wh/Bl	22A	2012	S00022	2
London	2	123	Wh/Bl	23A	2013	S00023	2
London	2	124	Wh/Bl	24A	2014	S00024	2
London	2	125	Wh/Bl	25A	2015	S00025	2
London	2	125	Wh/Bl	25B	2021	S00031	2
Stations Listed: 11							

2.5. IP Directory

This section presents a list of IP Addresses and their associated devices.

Format

This section is organized in numerical order by IP Address. Extension numbers, Name, Station Type, Gatekeeper IP Address, and Firmware Release of each device is also noted where applicable. Equipment serving multiple endpoints (i.e. G150 Remote Office) will be listed with its associated hardware below it.

Use

The IP Directory can be used as a troubleshooting/testing resource for your technician. It offers a quick method of determining IP Address assigned to each device.

Main Processor

Device IP	Net Region	Extension	Name	Equipment Type	Release	Gatekeeper IP	Tenant
192.168.1.1	1	1601	Gerda Costner	9620	2.0000	192.168.1.50	1
192.168.1.2	1	1602	Faye Woodman	9620	2.0000	192.168.1.50	1
192.168.1.3	1	1603	Hana Sedgwick	9620	2.0000	192.168.1.50	1
192.168.1.4	1	1604	Tracy Van Mattre	9620	2.0000	192.168.1.50	1
192.168.1.5	1	1605	MaryAnne Faircloth	9620	2.0000	192.168.1.50	1
192.168.1.6	1	1701	Milton Collette	9630	2.0000	192.168.1.50	1
192.168.1.7	1	1702	Rex McBayne	9630	2.0000	192.168.1.50	1
192.168.1.8	1	1703	Sheila McGavon	9630	2.0000	192.168.1.50	1
192.168.1.9	1	1704	Ellis Ryerson	9630	2.0000	192.168.1.50	1
192.168.20.2	20	2001	Hope Hauge	1603	2.0000	192.168.1.1	2
192.168.20.3	20	2002	Elaine Grenier	1603	2.0000	192.168.1.1	2
192.168.20.4	20	2003	William Bungart	1603	2.0000	192.168.1.1	2
192.168.20.5	20	2004	Carlton Balch	1603	2.0000	192.168.1.1	2
192.168.20.6	20	2005	Serena Holtzen	1603	2.0000	192.168.1.1	2
192.168.20.7	20	2011	Marcus Duffy	1608	2.0000	192.168.1.1	2
192.168.20.8	20	2012	Molly Frye	1608	2.0000	192.168.1.50	2
192.168.20.9	20	2013	Drew Andrews	1608	2.0000	192.168.1.50	2
192.168.20.10	20	2014	Mathilda Fearn	1608	2.0000	192.168.1.50	2
192.168.20.11	20	2015	Laci Presley	1608	2.0000	192.168.1.50	2
192.168.20.12	20	2021	Michael Jeffreys	1616	2.0000	192.168.1.50	2
192.168.30.1	1	1705	Moira Rhode	9630	2.0000	192.168.1.50	1
192.168.30.2	30	3001	Lawrence Kohl	9621	2.0000	192.168.1.50	1
192.168.30.3	30	3002	Ray Ballard	9621	2.0000	192.168.1.50	1
192.168.30.4	30	3003	Terry Pena	9621	2.0000	192.168.1.50	1
192.168.30.5	30	3004	Michael Bowen	9621	2.0000	192.168.1.50	1
192.168.30.6	30	3005	Arlene Hines	9621	2.0000	192.168.1.50	1
192.168.30.7	30	3011	Sharilyn Bayder	9641	2.0000	192.168.1.50	1
192.168.30.8	30	3012	Allen Strickland	9641	2.0000	192.168.1.50	1
192.168.30.9	30	3013	Isabel Harvey	9641	2.0000	192.168.1.50	1

Device IP	Net Region	Extension	Name	Equipment Type	Release	Gatekeeper IP	Tenant
192.168.30.10	30	3014	Kari Greer	9641	2.0000	192.168.1.50	1
192.168.30.11	30	3015	Marta Grant	9641	2.0000	192.168.1.50	1
192.168.30.12	30	3041	Gigi Koestelnik	9611	2.0000	192.168.1.50	1
192.168.30.13	30	3031	Daryl Hammada	9650	2.0000	192.168.1.50	1
192.168.30.14	30	3021	Adell Pasco	9608	2.0000	192.168.1.50	1
IP Devices Listed: 34							

2.6. Tenant Directory

The Tenant Directory lists all your Extensions separated into each Tenant.

Format

Like Section 2.1, "Extension Directory", each table is organized in numerical order, by extension number. The extension type and any available port information is also noted.

Use

The Tenant Directory helps you to see which users are in what Tenant, and can be distributed as a quick reference to your technician or console operator.

Tenant 1 Extension Directory

Extension	Name	Extension Type	Equipment Type	Location
0	Attendant	VDN-extension	N/A	-
1001	Jaqueline Kent	station-user	4630	-
1050	Operators	hunt-group	N/A	-
1051	Operator 1	attendant-user	console	-
1052	Operator 2	attendant-user	console	-
1053	Operator 3	attendant-user	console	-
1054	Operator 4	attendant-user	console	-
1101	Johanna Nunez	station-user	9404	1
1102	Christine Ford	station-user	9404	1
1103	Jordan Bates	station-user	9404	1
1104	Shannon Mccarthy	station-user	9404	1
1105	Lawrence Hale	station-user	9404	1
1106	Jerald Juten	station-user	6408D+	1
1201	Lisa Vasquez	station-user	9408	1
1202	Clara Holmes	station-user	9408	1
1203	Ervin Curry	station-user	9408	1
1204	Doyle Andrews	station-user	9408	1
1205	Vera Byrd	station-user	9408	1
1301	Israel Black	station-user	1408	1
1302	Gabriel Lamb	station-user	1408	1
1303	Darin Greene	station-user	1408	1
1304	Brian Baker	station-user	1408	1
1305	Kelly Green	station-user	1408	1
1401	Darryl Bryan	station-user	1416	1
1402	Courtney Romero	station-user	1416	1
1403	Jeannette Adams	station-user	1416	1
1404	Douglas Morris	station-user	1416	1
1405	Walter Mellon	station-user	1416	1
1501	Fax	station-user	Fax	1

Extension	Name	Extension Type	Equipment Type	Location
1502	Modem	station-user	Modem	1
1503	Conf Room	station-user	Polycom	1
1504	Lobby	station-user	2500	1
1505	Courtesy Phone	station-user	2500	1
1601	Gerda Costner	station-user	9620	1
1602	Faye Woodman	station-user	9620	1
1603	Hana Sedgwick	station-user	9620	1
1604	Tracy Van Mattre	station-user	9620	1
1605	MaryAnne Faircloth	station-user	9620	1
1701	Milton Collette	station-user	9630	1
1702	Rex McBayne	station-user	9630	1
1703	Sheila McGavon	station-user	9630	1
1704	Ellis Ryerson	station-user	9630	1
1705	Moira Rhode	station-user	9630	1
1801	Peter King	station-user	6408D+	1
1901	Video Room 1	data-extension	pdm	-
1902	Video Room 2	data-extension	pdm	-
2550	Voice Mail	hunt-group	N/A	-
3000	Executives	hunt-group	N/A	-
3001	Lawrence Kohl	station-user	9621	30
3002	Ray Ballard	station-user	9621	30
3003	Terry Pena	station-user	9621	30
3004	Michael Bowen	station-user	9621	30
3005	Arlene Hines	station-user	9621	30
3011	Sharilyn Bayder	station-user	9641	30
3012	Allen Strickland	station-user	9641	30
3013	Isabel Harvey	hunt-group	9641	30
3014	Kari Greer	station-user	9641	30
3015	Marta Grant	station-user	9641	30
3021	Adell Pasco	station-user	9608	30
3022	Marie Alexander	station-user	9608	-
3023	Lee Morrison	station-user	9608	-
3024	Bernice King	station-user	9608	-
3025	Kenny Aguilar	station-user	9608	-
3030	Lab	hunt-group	N/A	-
3031	Daryl Hammada	station-user	9650	30
3032	Leah Bradley	station-user	9650	-
3033	Mercedes Gross	station-user	9650	-
3034	Lois Marsh	station-user	9650	-
3035	Claude Roberson	station-user	9650	-
3041	Gigi Koestelnik	station-user	9611	30
3042	Monica Burns	station-user	9611	-
3043	Adrian Gonzalez	station-user	9611	-

Extension	Name	Extension Type	Equipment Type	Location
3044	Melinda Miles	station-user	9611	-
3045	Fredrick Saunders	station-user	4620	-
30200	OLD Voicemail	hunt-group	N/A	-
30691		phantom-user	N/A	-
30692		phantom-user	N/A	-
30693		phantom-user	N/A	-
30694		phantom-user	N/A	-
30695		phantom-user	N/A	-
30696		phantom-user	N/A	-
30697		phantom-user	N/A	-
30698		phantom-user	N/A	-
30699		phantom-user	N/A	-
30757	Console #2	hunt-group	N/A	-
31001	Platinum	VDN-extension	N/A	-
31002	Gold	VDN-extension	N/A	-
31003	Silver	VDN-extension	N/A	-
31004	Bronze	VDN-extension	N/A	-
31005	Lead	VDN-extension	N/A	-
33001	Main Announcement	announcement	N/A	-
33002	Business Announcement	announcement	N/A	-
33003	After Hours Announcement	announcement	N/A	-
33004	Holiday Announcement	announcement	N/A	-
33005	Blocked Announcement	announcement	N/A	-
33006	Open announcement	announcement	N/A	-
33007	Closed announcement	announcement	N/A	-
33008	Holiday announcement	announcement	N/A	-
33009	Special announcement	announcement	N/A	-
33010	Emergency announcement	announcement	N/A	-
Total Number of Extensions in Tenant 1: 100				

Tenant 2 Extension Directory

Extension	Name	Extension Type	Equipment Type	Location
2000	Facilities	hunt-group	N/A	-
2001	Hope Hauge	station-user	1603	20
2002	Elaine Grenier	station-user	1603	20
2003	William Bungart	station-user	1603	20
2004	Carlton Balch	station-user	1603	20
2005	Serena Holtzen	station-user	1603	20
2011	Marcus Duffy	station-user	1608	20
2012	Molly Frye	station-user	1608	20
2013	Drew Andrews	station-user	1608	20

Extension	Name	Extension Type	Equipment Type	Location
2014	Mathilda Fearn	station-user	1608	20
2015	Laci Presley	station-user	1608	20
2021	Michael Jeffreys	station-user	1616	20
49109	AUDIX PORT 1	station-user	N/A	-
49110	AUDIX PORT 2	station-user	N/A	-
49111	AUDIX PORT 3	station-user	N/A	-
49112	AUDIX PORT 4	station-user	N/A	-
49113	AUDIX PORT 5	station-user	N/A	-
49114	AUDIX PORT 6	station-user	N/A	-
49115	AUDIX PORT 7	station-user	N/A	-
49116	AUDIX PORT 8	station-user	N/A	-
Total Number of Extensions in Tenant 2: 20				

3. Call Vectoring

Call Vectoring is a feature that allows sophisticated conditional treatment and redirection of calls based upon many different factors. It can be used for a wide variety of purposes - from playing a single announcement for the caller, to implementing a full-featured automated attendant. In a Call Center environment, Vectoring can be used to make advanced decisions about the destination of a call, providing minimal wait-time and a superior customer service experience.

This section of the SourceBook will document and describe the various components of this feature - Vector Directory Numbers (VDNs), Vectors, Vector Variables, and Vector Routing Tables. Sharing this documentation with the employees responsible for designing and maintaining the Vector-based menu applications allows them to verify the system's actual programming, helping to ensure that callers receive the desired treatment. Finally, several aspects of the Vectoring implementation will be analyzed and checked for common errors, the results of which appear in the Action Items section at the end of the report.

3.1. Vector Directory Numbers (VDNs)

Vector Directory Numbers, or VDNs, are non-physical extensions that initiate Vector processing when accessed (as a Trunk's destination, incoming DID, locally dialed, etc.). While most VDNs terminate at a single Vector, newer releases of system software allow a VDN to terminate at a Policy Routing Table as well, which distributes calls to multiple other VDNs on a percentage basis.

Multiple VDNs can be directed to the same Vector, avoiding the creation of several Vectors that perform nearly identical functions. In this case, the Vector's behavior can be customized by the Skills and VDN Variables defined in each unique VDN. When several VDNs are involved in the handling of a call, each VDN can be configured to override the 'active' VDN attributes, determining which Skills and VDN Variables are used. Finally, measurement data for a VDN can be collected for reporting through the Basic Call Management System (BCMS), an instance of Avaya Call Management System (CMS), or both.

Format

This section lists all of the defined VDNs in extension order, together with several important attributes of each. The first line of each VDN displays the primary settings, including the extension number, name, destination, and Class of Restriction (COR) of the VDN. The 'VDN Override' column indicates whether this VDN's settings override the settings of a prior VDN that was also used to process the call, determining which Skills and variables are referenced, for example. The 'Measured By' column displays whether measurement data regarding this VDN is reported to BCMS, CMS, or both.

Additional lines may optionally appear beneath each VDN, indented for clarity. These lines will include additional attributes of the VDN when applicable, including: whether the VDN is an Attendant Vectoring or Meet-me Conferencing VDN, the values of the 1st, 2nd, and 3rd Skill variables, and the values of the generic VDN Variables V1-V9. Only Skills and VDN variables which have been initialized will be shown for a particular VDN, and the absence of additional lines indicates that no Skills or variables were defined.

Use

This section provides vital documentation about VDN programming, including an easy way to verify the Class of Restriction and measurement settings for all VDNs. It also allows easy verification of the Skills and VDN Variables used to customize a Vector's behavior when multiple VDNs point to the same Vector.

Vector Directory Numbers

VDN Extension	Name	Destination	COR	VDN Override	Measured By	Tenant
0	Attendant	Vector 1	57	✓	BCMS	1
This is an Attendant Vectoring VDN						
31001	Platinum	Vector 1	9		None	1
1st Skill = 21						
Warning: *Skill 21 is not defined in the system*						
31002	Gold	Vector 4	9		BCMS	1
1st Skill = 4 (Facilities)						
31003	Silver	Vector 98	9	✓	CMS	1
Warning: *The destination Vector 98 is empty (has no steps defined in it)*						
Variable V2 (Balloon) = 99						
31004	Bronze	Vector 4	9	✓	BCMS & CMS	1
31005	Lead	Vector 5	9		BCMS & CMS	1
Warning: *The destination Vector 5 is not defined in the system*						
Total Number of Vector Directory Numbers: 6						

3.2. Vectors

Vectors provide a sophisticated way to apply automated, conditional actions to a call. Each Vector consists of a series of Steps, which are followed in order until there are no more steps, the call is terminated at a destination, or a step (such as a 'goto' step) modifies the flow. Each step performs a specific action, such as playing an announcement for the caller, queuing the call to a Hunt Group or Skill, or collecting dialed digits from the caller. These actions are combined with conditional logic, allowing the treatment of a call to be determined by such factors as the time of day, the expected wait time of a particular queue, the number of available agents in a Hunt Group, or the digits entered by the caller.

This section documents each of the Vectors defined in the system, including referencing VDNs, Vector attributes, and a listing of every Vector Step. Each step is described in both its literal command form, as well as a more user-friendly translation helpful to those who are not familiar with the technical aspects of Vector programming.

Format

The section begins with a table describing which Vectoring features are available for use in the system. The available features are a function of both the release of system software and licenses purchased. Then, each defined vector is described in detail, beginning with a list of Vector-specific attributes. These attributes include whether the Vector supports multimedia calls, and whether it can be externally modified via CMS (or is 'Locked'). Next is a list of VDNs that terminate at the Vector, if any. Finally, every step of the Vector is displayed in detail, along with a user-friendly explanation of what the step does. When available, the descriptive names of various entities referenced by the Vector steps, such as Extensions, Skills, Announcements, etc., are shown for improved clarity.

Use

Having both the literal command and user-friendly versions of each step documented can benefit multiple individuals in the organization. Errant changes to a Vector can quickly and easily be corrected using the documentation as a backup reference. Non-technical individuals can use the translation and name references to validate existing Vector programming, and plan future updates. Combining the two forms provides excellent training for an individual newly responsible for maintaing the system.

Vector Features Available

The following Vector-related system features affect **all** Vectors shown in this section. Their availability is a function of the software release of the system, and which features have been purchased.

Feature	Available
Basic Vectoring	✓
G3V4 Enhanced Vector Routing	
G3V4 Advanced Vector Routing	✓
3.0 Enhanced Vector Routing	✓
Holiday Vectoring	✓
Vector Prompting	✓
Vector Variables	✓
Best Service Routing	✓
Expert Agent Selection (EAS)	✓
ANI and II-Digits Vector Routing	✓
ASAI (Adjunct) Routing	
Look-Ahead Interflow (LAI)	✓
Caller Information Forwarding (CINFO) Routing	✓

Vector 1 - Main Menu

Vector Attributes

Multimedia Call Handling: Disabled
Attendant Vectoring: Enabled
Meet-me Conferencing Vector?: No
Locked for CMS?: No

VDNs assigned to this Vector

VDN Extension	Name
0	Attendant
31001	Platinum

Vector Steps

Step	Command
1	*# Main Menu Last Update 7/4/1776 Thomas Jefferson*
2	wait-time 0 secs hearing silence *"Allow the caller to listen to silence while immediately proceeding with the next Vector step"*
3	*# Blocked Call Check*
4	goto step 20 if ani = 301+ *"If the Calling Party Number or Extension of the calling party begins with '301', then goto step 20"*
5	goto step 23 if ani in table 3 *"If the Calling Party Number or Extension of the calling party is in Vector Routing Table 3 (Block Call), then goto step 23"* **Warning:** Step 23 is not defined
6	*# Business Hours/Holiday/Emergency ?*
7	goto vector 2 @step 1 if unconditionally *"Continue Vector processing at step 1 of Vector 2 (Date-Time-Hol)"*
8	*# Business Hours*
9	announcement 33002 *"Play announcement 33002 (Business Announcement) for the caller"*
10	collect 5 digits after announcement 33002 for EX *"Play announcement 33002 (Business Announcement), collect 5 digit(s) from the caller, and store them in Vector Variable 'EX' (Collect Extension). Only the first 5 digits of the resulting string will be assigned to Vector Variable 'EX' due to length restrictions."*
11	route-to number EX with cov n if unconditionally *"Route the call to the contents of Vector Variable 'EX' (Collect Extension), proceeding with the next Vector step if coverage would apply"*
12	*# After Hours*
13	announcement 33003 *"Play announcement 33003 (After Hours Announcement) for the caller"*
14	*# Holiday*
15	announcement 330005 *"Play announcement 33.00.05 for the caller"* **Warning:** Extension 330005 is not defined, or is not an Announcement
16	stop *"Stop processing any further Vector steps, leaving calls in queue and/or receiving wait treatment"*
17	*# Emergency*
18	announcement 33010 *"Play announcement 33010 (Emergency announcement) for the caller"*

Step	Command
19	stop *"Stop processing any further Vector steps, leaving calls in queue and/or receiving wait treatment"*
20	queue-to skill 1st pri m *"Send the call to the 1st Skill defined in the active VDN, adding it to the queue with 'Medium' priority if no agent is available"*

Vector 2 - Date-Time-Hol

Vector Attributes

Multimedia Call Handling: Disabled
Attendant Vectoring: Disabled
Meet-me Conferencing Vector?: No
Locked for CMS?: No

There are no Vector Directory Numbers (VDNs) directed to this Vector, although it is referenced by one or more 'goto' steps in other Vectors.

Vector Steps

Step	Command
1	*# Date/Time/Holiday/Emergency Check*
2	goto vector 1 @step 16 if E = 911 *"If the value of Vector Variable 'E' (Emergency) is equal to '911', then continue Vector processing at step 16 of Vector 1 (Main Menu)"*
3	goto vector 1 @step 13 if holiday in table 1 *"If Holiday Table 1 includes the current date and time, then continue Vector processing at step 13 of Vector 1 (Main Menu)"*
4	goto vector 1 @step 11 if D = 7 *"If it's Saturday, then continue Vector processing at step 11 of Vector 1 (Main Menu)"*
5	goto vector 1 @step 5 if T in table 91 *"If the time of day is in Vector Routing Table 91, then continue Vector processing at step 5 of Vector 1 (Main Menu)"* **Warning:** Vector Routing Table 91 is not defined in the system
6	goto step 9 if T < 600 *"If it's earlier than 6:00 AM, then goto step 9"*
7	goto step 9 if time-of-day is fri 20:30 to mon 08:30 *"If the call is placed between 8:30 PM on Friday and 8:30 AM on Monday, then goto step 9"*
8	collect 10 digits after announcement 33006 for EC *"Play announcement 33006 (Open announcement), collect 10 digit(s) from the caller, and store them in Vector Variable 'EC'"* **Warning:** Vector Variable 'EC' is not defined in the system
9	route-to number 912125551212 with cov n if unconditionally *"Route the call to '9 1-212-555-1212', proceeding with the next Vector step if coverage would apply"*

Vector 3 - Queue to

Vector Attributes

Multimedia Call Handling: Disabled
Attendant Vectoring: Disabled
Meet-me Conferencing Vector?: No
Locked for CMS?: No

There are no Vector Directory Numbers (VDNs) directed to this Vector, and it does not appear to be referenced by any 'goto' steps in other Vectors. If this Vector is not being used, it should be removed from the system's programming.

Vector Steps

Step	Command
1	*# Queue to Skillset*
2	announcement 33004 *"Play announcement 33004 (Holiday Announcement) for the caller"*
4	goto step 9 if available-agents in skill 99 < 2 *"If the number of available agents in Skill 99 is less than 2, then goto step 9"* **Warning:** Skill 99 is not defined in the system
5	goto step 9 if staffed-agents in skill 3 > 0 *"If there's at least one staffed agent in Skill 3 (Lab), then goto step 9"*
6	consider skill 1 pri m adjust-by 0 *"To find the 'best service' resource, consider Skill 1 (OLD Voicemail) with a 'Medium' priority call"*
9	collect 10 digits after announcement 33001 for D *"Play announcement 33001 (Main Announcement), collect 10 digit(s) from the caller, and store them in Vector Variable 'D' (Day of Week)"* **Warning:** Vector Variable 'D' is an incompatible type (dow) for a 'collect' step
10	wait-time 30 mins hearing music *"Wait 30 minutes before proceeding with the next Vector step, allowing the caller to listen to the system music while waiting"*
11	goto step 4 if unconditionally *"Goto step 4"*

Vector 4 - Support Menu

Vector Attributes

Multimedia Call Handling: Disabled
Attendant Vectoring: Disabled
Meet-me Conferencing Vector?: No
Locked for CMS?: No

VDNs assigned to this Vector

VDN Extension	Name
31002	Gold
31004	Bronze

Vector Steps

Step	Command
1	collect 1 digits after announcement 33002 for none *"Play announcement 33002 (Business Announcement), collect 1 digit(s) from the caller, and store them in the Collected Digits buffer"*
2	goto step 8 if digits = 1 *"If the caller dialed '1', then goto step 8"*
3	route-to number 30411 with cov y if digit = 2 *"If the caller dialed '2', route the call to '30411', allowing normal call coverage to be applied"*
4	route-to number V3 with cov n if digit = 3 *"If the caller dialed '3', route the call to the contents of VDN Variable 'V3', proceeding with the next Vector step if coverage would apply"*

Step	Command
5	goto step 10 if digits = 4 *"If the caller dialed '4', then goto step 10"*
6	collect 1 digits after announcement 33006 for C *"Play announcement 33006 (Open announcement), collect 1 digit(s) from the caller, and store them in Vector Variable 'C' (Digit Collection). Only the first digit of the resulting string will be assigned to Vector Variable 'C' due to length restrictions."* **Warning:** Vector Variable 'C' has 'Local' scope, but its value is never independently used by other steps in the Vector
7	goto step 1 if unconditionally *"Goto step 1"*
8	converse-on skill 3 pri h passing vdn and ani *"Send the call to Converse Skill 3 (Lab), queueing it with 'High' priority if no agents are currently available, and activate the voice response script of the VRU. The VRU will be sent the active VDN extension (considering override rules) and the Calling Party Number or Extension of the calling party, each string terminated with the '#' character if necessary."*
9	stop *"Stop processing any further Vector steps, leaving calls in queue and/or receiving wait treatment"*
10	messaging skill 1 for extension 30413 *"Allow the caller to leave a message for extension 30413 via the messaging system at Skill 1 (OLD Voicemail)"* **Warning:** Extension 30413 is not defined in the system
11	disconnect after announcement 33009 *"Play announcement 33009 (Special announcement) for the caller, then disconnect the call"*

Vector 98 - Old Admin

Vector Attributes

Multimedia Call Handling: Disabled
Attendant Vectoring: Disabled
Meet-me Conferencing Vector?: No
Locked for CMS?: No

VDNs assigned to this Vector

VDN Extension	Name
31003	Silver

Vector Steps

Step	Command
There are no Steps defined in this Vector	

3.3. Vector Variables

The use of Vector Variables can enhance the flexibility, expressiveness, and re-use of your Vector programming. Variable names A-Z, and AA-ZZ, can be used instead of static content to refer to an Extension, an external destination, a Split or Skill, an Announcement, a Location, etc. The value, or content, of a variable can be defined via system administration, assigned from user-entered digits, or by a Vector step itself. This allows the functionality of the Vector programming to be altered, perhaps in a universally consistent manner, by just updating the used Variables. In addition, the variables provide multiple buffers to collect digits from the user or call-related data, providing the ability to create sophisticated workflows similar to a computer program.

Each defined variable is assigned both a type and a scope. The content of certain variable types is determined automatically by the system, such as the ANI data of the call, the day-of-week or time-of-day, the active VDN, etc. Other variable types are user-assigned, such as variables for collecting digits from the caller, and generic value variables which can be used as triggers for conditional processing. The scope of a variable (local or global) determines whether the variable has the same value system-wide (across all Vectors), or only within the current vector. Local scope can also be 'persistent', meaning the call can transfer between multiple Vectors without losing the variable values. The 'length' and 'start' parameters of a variable determine the substring of the source that is actually stored in the variable during assignment. Finally, a Variable Access Code can be assigned to 'value' variables to guard against unauthorized assignment.

Format

This section displays a table of all Vector Variables defined in the system. Each variable is shown with its description, variable type, and scope. For applicable variable types, also shown are the length and/or start parameters that control the substring of an assigned value, the assigned value itself, and the Variable Access Code used to authorize changes.

Use

When reviewing the Vector programming, this section is an excellent reference for any variables referred to. Keep in mind that any assigned values shown are accurate at the time the data was collected, and may have been modified since. Also note that length and start parameters can alter the value actually assigned to the variable. Finally, verify that a sufficiently complex access code is assigned to sensitive 'value' variables.

Vector Variables

Var	Description	Type	Scope	Length	Start	Assignment	Access Code
A	Process Timer	Total Processing Time	Local				
B	Process Step Count	Step Count	Local				
C	Digit Collection	Collect	Local	1	1		
D	Day of Week	Day of Week (1-7)	Global			6	
E	Emergency	Value	Global	1		0	VV1 (#61)
T	Time of Day	Time of Day (0000-2359)	Global			1106	
EX	Collect Extension	Collect	Local	5	1		
Total Number of Defined Vector Variables: 7							

3.4. Vector Routing Tables

Vector Routing Tables (VRTs) allow the user to define a list of values that can be referenced when making a conditional decision in a Vector step. For example, a VRT can be defined to include a list of Area Codes from which a caller hears a special announcement prior to queuing their call. The ability of Vector Routing Tables to include many values prevents long lists of Vector steps to compare each individual entry. VRTs also provide a single definition for a set of values that can be used across multiple Vectors, rather than using many 'global' variables, resulting in efficient and accurate updates. The system can automatically keep the entries in a VRT sorted after updates for ease of maintenance.

Format

Each defined Vector Routing Table is displayed with its attributes and a table of its entries. Two characters have special meaning in a VRT entry - '?' matches any single digit 0-9, and '+' matches 0 or more digits. Also shown are the total number of entries in the table, and whether it is automatically re-sorted after updates.

Use

When reviewing the Vector programming, this section is an excellent reference for any Vector Routing Tables referred to. The name of the VRT should give a good indication of how it is being used, and thus a way to validate that it includes exactly the correct entries.

Vector Routing Table 1 - Business Hours

Attributes

Keep table sorted?: No

Table Entries

Entry #	Entry
1	18??
2	19??
3	20??
4	21??
5	22??
6	23??
Total number of entries: 6	

Vector Routing Table 2 - CommOps FTC

Attributes

Keep table sorted?: No

Table Entries

Entry #	Entry
1	333103
2	333104
3	333105
4	333106
5	333107
Total number of entries: 5	

Vector Routing Table 3 - Block Call

Attributes

Keep table sorted?: Yes

Table Entries

Entry #	Entry
1	2015551212
2	212+
3	7325551212
4	9085551212
Total number of entries: 4	

Vector Routing Table 98 - Old admin

Attributes

Keep table sorted?: No

Table Entries

Entry #	Entry
There are no entries in this Vector Routing Table	

4. Trunking Information

Trunks are those facilities that tie your Communication Server to the outside world. The following Sections not only identify the Trunk Groups, but also specify how they are being used. They also include an analysis of how different Communication Server features control access to your Trunk Groups, and who is affected by those settings.

Did You Know?

While this Section of the SourceBook will present information regarding the configuration of your trunking facilities, an InfoPlus Traffic Study would help determine the proper number and types of trunks to have based upon specific call volumes and patterns. InfoPlus Traffic Studies typically result in lower communications expense by optimizing and eliminating unnecessary resources.

4.1. Trunk Groups

Trunk Groups are sets of similar Trunks performing an identical function. For example, all DID Trunks for the main telephone number would be part of a single Trunk Group.

Format

This section presents each Trunk Group in the system ordered by Trunk Group number. Each individual Trunk Group section will begin with a listing of select attributes. Immediately following the listing of attributes, several optional tables will be shown when applicable. Each Trunk Group section is finished off with a table providing details about the members (Trunks) assigned to the group.

Description of Tables:

- Route Pattern Preferences - If the Trunk Group is used in any Route Patterns, the Route Pattern Preferences table will be shown. It lists the selection order of the Trunk Group for the Route Patterns to which it is assigned.
- IP Trunk Endpoints - For IP Trunk Groups, a table will be shown if there is information about its endpoints - specifically, the Nodes and IP Network Regions it connects.
- Incoming Call Handling Treatment - ISDN and SIP Trunk Groups can perform digit manipulation on inbound calls. These rules are defined in the Incoming Call Handling Treatment (ICHT) tables. If applicable, a table explaining the defined rules will be shown. The rules listed in each table will be ordered by their unique criteria: Incoming Digit Pattern, Length (of inbound digits), and Service/Feature. When two rules match a common set of inbound calls, the most restrictive rule is listed first.
- Group Members - This table list all the members (Trunks) assigned to a Trunk Group. The table rows include the member's number and port. The member's name is also displayed, if programmed.

Use

The Trunk Group reports provide a listing of the numbers of Trunks associated with each Trunk Group, along with their associated Names (often used for the Circuit ID information). We would suggest that your technician provide you with the actual circuit numbers associated with each member in the Trunk Group, and its associated RJ21X jack and pin number. This will greatly aid in resolving future telephone company repair problems.

The Route Pattern Preferences table can help to examine the relative position of a Trunk Group amongst all the Route Patterns to which it is assigned. Issues such as Failure to Match or All Trunks Busy can be more significant when a Trunk Group is toward the end of the selection order.

The IP Trunk Endpoints table identifies the Nodes and IP Network Regions a Trunk Group's endpoints are assigned to. This can help when troubleshooting call quality issues associated with CODEC mismatches.

The ICHT table will explain the digit conversion being performed on inbound calls. These rules are often used for transforming inbound calls to either local extensions, or for redirection and further routing. In addition, inbound calls can be forwarded to a Night Extension during off-hours.

You may also use these reports to verify the 'Grading' of your system. Ideally, Trunks within a Trunk Group should be spread over all available Equipment so that failure of any one card would not affect an entire Trunk Group, but would minimally impact several Trunk Groups. There is no way to protect against this type of failure for circuits associated with a T-1.

Trunk Group: 1

Group Type: CO
Group Name: Main Local
Direction: two-way
Trunk Type: wink/wink
Trunk Access Code (TAC): 201
CDR Reports: Yes
COR: 1
Tenant: 1
Location of Members: 1

Route Pattern Preferences

This Trunk Group has the following preference order in the following Route Patterns:

Preference	Route Patterns
1	2
2	1

Incoming Call Handling Treatment

This Trunk Group manipulates incoming digits using Incoming Call Handling Treatment (ICHT) rules:

Incoming Digit Pattern	Length	Service / Feature	Delete	Insert Digits	Night Extension
5142	10	other	8	305	33003
514-2xx-xxxx becomes 305xx					
5147892728	10	other	10	30201	
514-789-2728 becomes 30201					
514	10	other	8	307	33003
514-xxx-xxxx becomes 307xx					
Extension types matched by the resulting pattern are: Hunt					
ICHT Rules: 3					

Group Members

Member Number	Port	Name
1	01A0901	973-5551234
2	01A0902	973-5551235
3	01A0903	973-5551236
4	01A0904	973-5551237
5	01A0905	973-5551238
6	01A0906	973-5551239
7	01A0907	973-5551240
8	01B0901	973-5551241
9	01B0902	973-5551242
10	01B0903	973-5551243
Members in Group: 10		**Available Members: 245**

Trunk Group: 2

Group Type: ISDN
Group Name: Main DID
Direction: two-way
Trunk Type: wink/wink
Trunk Access Code (TAC): 202
CDR Reports: Yes
COR: 1
Tenant: 1
Location of Members: 1

Route Pattern Preferences

This Trunk Group has the following preference order in the following Route Patterns:

Preference	Route Patterns
1	1
3	2

Incoming Call Handling Treatment

This Trunk Group manipulates incoming digits using Incoming Call Handling Treatment (ICHT) rules:

Incoming Digit Pattern	Length	Service / Feature	Delete	Insert Digits	Night Extension
4182283	10	public-ntwrk	6	999	
418-228-3xxx becomes 999-3xxx					
4182284	10	public-ntwrk	6	999	
418-228-4xxx becomes 999-4xxx					
4182285	10	public-ntwrk	6	999	
418-228-5xxx becomes 999-5xxx					
4182286	10	public-ntwrk	6	999	
418-228-6xxx becomes 999-6xxx					
ICHT Rules: 4					

Group Members

Member Number	Port	Name
1	01A1301	ID: 12JZD19
2	01A1302	ID: 12JZD19
3	01A1303	ID: 12JZD19
4	01A1304	ID: 12JZD19
5	01A1305	ID: 12JZD19
6	01A1306	ID: 12JZD19
7	01A1307	ID: 12JZD19
8	01A1308	ID: 12JZD19
9	01A1309	ID: 12JZD19
10	01A1310	ID: 12JZD19
11	01A1311	ID: 12JZD19

Member Number	Port	Name
12	01A1312	ID: 12JZD19
13	01A1313	ID: 12JZD19
14	01A1314	ID: 12JZD19
15	01A1315	ID: 12JZD19
16	01A1316	ID: 12JZD19
17	01A1317	ID: 12JZD19
18	01A1318	ID: 12JZD19
19	01A1319	ID: 12JZD19
20	01A1320	ID: 12JZD19
21	01A1321	ID: 12JZD19
22	01A1322	ID: 12JZD19
23	01A1323	ID: 12JZD19
24	01A1324	ID: 12JZD19
25	01B0701	ID: 12JZD19
26	01B0702	ID: 12JZD19
27	01B0703	ID: 12JZD19
28	01B0704	ID: 12JZD19
29	01B0705	ID: 12JZD19
30	01B0706	ID: 12JZD19
31	01B0707	ID: 12JZD19
32	01B0708	ID: 12JZD19
33	01B0709	ID: 12JZD19
34	01B0710	ID: 12JZD19
35	01B0711	ID: 12JZD19
36	01B0712	ID: 12JZD19
37	01B0713	ID: 12JZD19
38	01B0714	ID: 12JZD19
39	01B0715	ID: 12JZD19
40	01B0716	ID: 12JZD19
41	01B0717	ID: 12JZD19
42	01B0718	ID: 12JZD19
43	01B0719	ID: 12JZD19
44	01B0720	ID: 12JZD19
45	01B0721	ID: 12JZD19
46	01B0722	ID: 12JZD19
47	01B0723	ID: 12JZD19
48	01B0724	ID: 12JZD19
Members in Group: 48		**Available Members: 207**

Trunk Group: 3

Group Type: CO
Group Name: Old Local
Direction: two-way

Trunk Type: wink/wink
Trunk Access Code (TAC): 203
CDR Reports: Yes
COR: 1
Tenant: 1
Location of Members: None

Group Members

Member Number	Port	Name
There are no members assigned to this Trunk Group		
Members in Group: 0		**Available Members: 255**

Trunk Group: 9

Group Type: ISDN
Group Name: H.323_Euro_PBX
Carrier Medium: H.323
Direction: two-way
Trunk Access Code (TAC): 209
CDR Reports: Yes
COR: 1
Tenant: 1
Location of Members: 1

IP Trunk Endpoints

This IP Trunk Group connects the following Nodes in the following Network Regions:

Near End		Far End	
Node	**Region**	**Node**	**Region**
Clan_1A02	Main (1)	EuropeLSP	Europe (20)

Group Members

Member Number	Port	Name
1	T00670	
2	T00694	
3	T00695	
4	T00696	
5	T00697	
6	T00698	
7	T00699	
8	T00700	
9	T00701	
10	T00702	
11	T00703	
12	T00704	
13	T00705	
14	T00706	

Member Number	Port	Name
15	T00707	
16	T00708	
17	T00709	
18	T00710	
19	T00711	
20	T00712	
21	T00713	
22	T00714	
23	T00715	
Members in Group: 23		**Available Members: 232**

Trunk Group: 20

Group Type: ISDN
Group Name: Europe_PRI
Direction: two-way
Trunk Type: wink/wink
Trunk Access Code (TAC): 220
CDR Reports: Yes
COR: 1
Tenant: 1
Location of Members: 20

Route Pattern Preferences

This Trunk Group has the following preference order in the following Route Patterns:

Preference	Route Patterns
1	3

Group Members

Member Number	Port	Name
1	021V301	LEVEL-3
2	021V302	LEVEL-3
3	021V303	LEVEL-3
4	021V304	LEVEL-3
5	021V305	LEVEL-3
6	021V306	LEVEL-3
7	021V307	LEVEL-3
8	021V308	LEVEL-3
9	021V309	LEVEL-3
10	021V310	LEVEL-3
11	021V311	LEVEL-3
12	021V312	LEVEL-3
13	021V313	LEVEL-3

Member Number	Port	Name
14	021V314	LEVEL-3
15	021V315	LEVEL-3
16	021V317	LEVEL-3
17	021V318	LEVEL-3
18	021V319	LEVEL-3
19	021V320	LEVEL-3
20	021V321	LEVEL-3
21	021V322	LEVEL-3
22	021V323	LEVEL-3
23	021V324	LEVEL-3
24	021V325	LEVEL-3
25	021V326	LEVEL-3
26	021V327	LEVEL-3
27	021V328	LEVEL-3
28	021V329	LEVEL-3
29	021V330	LEVEL-3
30	021V331	LEVEL-3
Members in Group: 30		**Available Members: 225**

Trunk Group: 30

Group Type: ISDN
Group Name: Southern_PRI
Direction: two-way
Trunk Type: wink/wink
Trunk Access Code (TAC): 230
CDR Reports: Yes
COR: 1
Tenant: 1
Location of Members: 30

Route Pattern Preferences

This Trunk Group has the following preference order in the following Route Patterns:

Preference	Route Patterns
1	5

Group Members

Member Number	Port	Name
1	031V801	ID: QRHX556
2	031V802	ID: QRHX556
3	031V803	ID: QRHX556
4	031V804	ID: QRHX556
5	031V805	ID: QRHX556

Member Number	Port	Name
6	031V806	ID: QRHX556
7	031V807	ID: QRHX556
8	031V808	ID: QRHX556
9	031V809	ID: QRHX556
10	031V810	ID: QRHX556
11	031V811	ID: QRHX556
12	031V812	ID: QRHX556
13	031V813	ID: QRHX556
14	031V814	ID: QRHX556
15	031V815	ID: QRHX556
16	031V816	ID: QRHX556
17	031V817	ID: QRHX556
18	031V818	ID: QRHX556
19	031V819	ID: QRHX556
20	031V820	ID: QRHX556
21	031V821	ID: QRHX556
22	031V822	ID: QRHX556
23	031V823	ID: QRHX556
Members in Group: 23		**Available Members: 232**

Trunk Group: 31

Group Type: CO
Group Name: Southern_CO
Direction: two-way
Trunk Type: wink/wink
Trunk Access Code (TAC): 231
CDR Reports: Yes
COR: 1
Tenant: 1
Location of Members: 30

Route Pattern Preferences

This Trunk Group has the following preference order in the following Route Patterns:

Preference	Route Patterns
2	5

Incoming Call Handling Treatment

This Trunk Group manipulates incoming digits using Incoming Call Handling Treatment (ICHT) rules:

Incoming Digit Pattern	Length	Service / Feature	Delete	Insert Digits	Night Extension
418222000	10	other	All	30201	
418-222-000x becomes 30201					
418228668	10	other	8	307	

Incoming Digit Pattern	Length	Service / Feature	Delete	Insert Digits	Night Extension
418-228-668x becomes 3078x					
Any Digits	Any	other	9	3071	
Matches ANY digits of ANY length, deletes 9 leading digits, and inserts digits 3071.					
ICHT Rules: 3					

Group Members

Member Number	Port	Name
1	032V401	305-5551292
2	032V402	305-5551943
Members in Group: 2		**Available Members: 253**

Trunk Group: 50

Group Type: ISDN
Group Name: Voice_Mail
Group Function: Voice Mail Integration
Direction: two-way
Trunk Type: wink/wink
Trunk Access Code (TAC): 250
CDR Reports: Yes
COR: 50
Tenant: 1
Location of Members: 30

Route Pattern Preferences

This Trunk Group has the following preference order in the following Route Patterns:

Preference	Route Patterns
1	50

Group Members

Member Number	Port	Name	Night
1	032V801	Voicemail	78908
2	032V802	Voicemail	
3	032V803	Voicemail	
4	032V804	Voicemail	
5	032V805	Voicemail	
6	032V806	Voicemail	
7	032V807	Voicemail	
8	032V808	Voicemail	
9	032V809	Voicemail	
10	032V810	Voicemail	
11	032V811	Voicemail	
12	032V812	Voicemail	

Member Number	Port	Name	Night
13	032V813	Voicemail	
14	032V814	Voicemail	
15	032V815	Voicemail	
16	032V816	Voicemail	
17	032V817	Voicemail	
18	032V818	Voicemail	
19	032V819	Voicemail	
20	032V820	Voicemail	
21	032V821	Voicemail	
22	032V822	Voicemail	
23	032V823	Voicemail	
Members in Group: 23		**Available Members: 232**	

Trunk Group: 90

Group Type: SIP
Group Name: siptrunks
Direction: two-way
Trunk Access Code (TAC): 290
CDR Reports: Yes
COR: 1
Tenant: 1
Location of Members: None

Route Pattern Preferences

This Trunk Group has the following preference order in the following Route Patterns:

Preference	Route Patterns
1	4
2	2 and 3
3	1

Group Members

Member Number	Port	Name
1	T00118	siptrunks
2	T00119	siptrunks
3	T00120	siptrunks
4	T00121	siptrunks
5	T00122	siptrunks
6	T00123	siptrunks
7	T00124	siptrunks
8	T00125	siptrunks
9	T00126	siptrunks
10	T00127	siptrunks

Member Number	Port	Name
Members in Group: 10		**Available Members: 245**

Trunk Group: 98

Group Type: SIP
Group Name: SM - IMS
Group Function: Feature Server Integration to Session Manager
Direction: two-way
Trunk Access Code (TAC): 298
CDR Reports: Yes
COR: 1
Tenant: 1
Location of Members: 1

Route Pattern Preferences

This Trunk Group has the following preference order in the following Route Patterns:

Preference	Route Patterns
1	98

IP Trunk Endpoints

This IP Trunk Group connects the following Nodes in the following Network Regions:

Near End		Far End	
Node	**Region**	**Node**	**Region**
procr	Main (1)	SM_IMS	IMS Trunks (98)

Incoming Call Handling Treatment

This Trunk Group manipulates incoming digits using Incoming Call Handling Treatment (ICHT) rules:

Incoming Digit Pattern	Length	Service / Feature	Delete	Insert Digits
1514	11	tie	7	3
1-514-xxx-xxxx becomes 3xxxx Extension types matched by the resulting pattern are: Anno, Hunt, Phantom, and VDN				
1603	11	tie	8	37
1-603-xxx-xxxx becomes 37xxx				
1610	11	tie	6	
1-610-xxx-xxxx becomes xxxxx				
ICHT Rules: 3				

Group Members

Member Number	Port	Name
1	T02118	SM - IMS
2	T02119	SM - IMS

Member Number	Port	Name
3	T02120	SM - IMS
4	T02121	SM - IMS
5	T02122	SM - IMS
6	T02123	SM - IMS
7	T02124	SM - IMS
8	T02125	SM - IMS
9	T02126	SM - IMS
10	T02127	SM - IMS
Members in Group: 10		**Available Members: 245**

Trunk Group: 99

Group Type: SIP
Group Name: SM - NON-IMS
Group Function: Evolution Server Integration to Session Manager
Direction: two-way
Trunk Access Code (TAC): 299
CDR Reports: Yes
COR: 1
Tenant: 1
Location of Members: 1

Route Pattern Preferences

This Trunk Group has the following preference order in the following Route Patterns:

Preference	Route Patterns
1	99

IP Trunk Endpoints

This IP Trunk Group connects the following Nodes in the following Network Regions:

Near End		Far End	
Node	**Region**	**Node**	**Region**
procr	Main (1)	SM_NON_IMS	NON-IMS Trunks (99)

Incoming Call Handling Treatment

This Trunk Group manipulates incoming digits using Incoming Call Handling Treatment (ICHT) rules:

Incoming Digit Pattern	Length	Service / Feature	Delete	Insert Digits
1514	11	tie	7	3
1-514-xxx-xxxx becomes 3xxxx Extension types matched by the resulting pattern are: Anno, Hunt, Phantom, and VDN				
1603	11	tie	8	37
1-603-xxx-xxxx becomes 37xxx				

Incoming Digit Pattern	Length	Service / Feature	Delete	Insert Digits
1610	11	tie	6	
1-610-xxx-xxxx becomes xxxxx				
ICHT Rules: 3				

Group Members

Member Number	Port	Name
1	T01118	SM - NON-IMS
2	T01119	SM - NON-IMS
3	T01120	SM - NON-IMS
4	T01121	SM - NON-IMS
5	T01122	SM - NON-IMS
6	T01123	SM - NON-IMS
7	T01124	SM - NON-IMS
8	T01125	SM - NON-IMS
9	T01126	SM - NON-IMS
10	T01127	SM - NON-IMS
Members in Group: 10		**Available Members: 245**

4.2. Route Patterns

Route Patterns define the Trunk Groups to be used when calling specific Area Codes, as well as the minimum Facility Restriction Level (FRL) required to have access to the Trunk Groups.

Format

This section is organized numerically by Route Pattern.

Use

This report may be used to verify the design of the Automatic Route Selection (ARS) system. First, the Area Codes assigned to each Route Pattern are presented, along with a description of the geographic region covered by those Area Codes. We then list the Trunk Groups to be used in completing calls to the identified Area Codes. For each Trunk Group, we list its Trunk Group Number (as identified in the Trunk Groups section), the type of trunk and the Classes of Restriction (COR) that have access to that Trunk Group.

Consistency in calling privileges may be checked by matching the Facility Restriction Level against other Route Patterns.

As new Area Codes are added, they may be easily matched to existing Route Patterns instead of creating a new Route Pattern.

An overall communication objective would be to have the fewest number of Route Patterns that meet the processing needs of the organization.

Did You Know?

Session Manager appears to handle a portion of your Enterprise-Wide routing. Communication Manager can use Route Patterns to forward calls to Session Manager, and onto to the SIP Core Network. Session Manager then applies the Enterprise-Wide routing defined in its Network Routing Policy (NRP) programming. To receive a detailed analysis of your NRP programming, contact your Avaya Partner or an InfoPlus sales representative and order an InfoPlus Session Manager Book. The Session Manager Book provides detailed documentation and analysis of Session Manager's NRP programming, including a statistical analysis of the call flow for each NRP Dial Pattern and Regular Expression, and a topographical depiction of your Avaya Aura SIP Core network.

Route Pattern: 1

The following area codes can be dialed by this group:

800, 866, 877, 888

These area codes cover the following geographic regions:

some of Toll-Free Area Codes

Trunk Group Selection and Accessibility

Pref	Trunk Group	FRL	Tenant	Group Type	Group Name	Accessible by CORs	Accessible by Tenants
1	2	1	1	isdn	Main DID	0, 1, 5, 7, 11-16, 20, 31, 50 and 91	2-100
2	1	1	1	co	Main Local	0, 1, 5, 7, 11-16, 20, 31, 50 and 91	2-100
3	90	7	1	sip	siptrunks	0, 1, 5, 7, 31 and 50	2-100

Route Pattern: 2

The following area codes can be dialed by this group:

610

These area codes cover the following geographic regions:

some of Pennsylvania

Trunk Group Selection and Accessibility

Pref	Trunk Group	FRL	Tenant	Group Type	Group Name	Accessible by CORs	Accessible by Tenants
1	1	2	1	co	Main Local	0, 1, 5, 7, 12-16, 20, 31, 50 and 91	2-100
2	90	7	1	sip	siptrunks	0, 1, 5, 7, 31 and 50	2-100
3	2	7	1	isdn	Main DID	0, 1, 5, 7, 31 and 50	2-100

Route Pattern: 3

The following area codes can be dialed by this group:

412, 484, 570, 609, 717, 724, 732, 814, 856, 878

These area codes cover the following geographic regions:

some of New Jersey, some of Pennsylvania

Trunk Group Selection and Accessibility

Pref	Trunk Group	FRL	Tenant	Group Type	Group Name	Accessible by CORs	Accessible by Tenants
1	20	3	1	isdn	Europe_PRI	0, 1, 5, 7, 13-16, 20, 31 and 50	2-100
2	90	7	1	sip	siptrunks	0, 1, 5, 7, 31 and 50	2-100

Route Pattern: 4

The following area codes can be dialed by this group:

201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 212, 213, 214, 215, 216, 217, 218, 219, 220, 223, 224, 225, 226, 228, 229, 231, 234, 236, 239, 240, 242, 246, 248, 249, 250, 251, 252, 253, 254, 256, 260, 262, 264, 267, 268, 269, 270, 272, 276, 281, 284, 289, 301, 302, 303, 304, 305, 306, 307, 308, 309, 310, 312, 313, 314, 315, 316, 317, 318, 319, 320, 321, 323, 325, 330, 331, 332, 334, 336, 337, 339, 340, 343, 345, 346, 347, 351, 352, 360, 361, 364, 365, 380, 385, 386, 401, 402, 403, 404, 405, 406, 407, 408, 409, 410, 412, 413, 414, 415, 416, 417, 418, 419, 423, 424, 425, 430, 431, 432, 434, 435, 437, 438, 440, 441, 442, 443, 450, 456, 458, 463, 469, 470, 473, 475, 478, 479, 480, 484, 500, 501, 502, 503, 504, 505, 506, 507, 508, 509, 510, 512, 513, 514, 515, 516, 517, 518, 519, 520, 521, 522, 530, 531, 533, 534, 539, 540, 541, 544, 548, 551, 559, 561, 562, 563, 564, 566, 567, 570, 571, 573, 574, 575, 577, 579, 580, 581, 585, 586, 587, 588, 600, 601, 602, 603, 604, 605, 606, 607, 608, 609, 610, 612, 613, 614, 615, 616, 617, 618, 619, 620, 622, 623, 626, 628, 629, 630, 631, 636, 639, 641, 646, 647, 649, 650, 651, 657, 660, 661, 662, 664, 667, 669, 670, 671, 678, 680, 681, 682, 684, 700, 701, 702, 703, 704, 705, 706, 707, 708, 709, 710, 712, 713, 714, 715, 716, 717, 718, 719, 720, 721, 724, 725, 726, 727, 731, 732, 734, 737, 740, 743, 747, 754, 757, 758, 760, 762, 763, 765, 767, 769, 770, 772, 773, 774, 775, 778, 779, 780, 781, 782, 784, 785, 786,

787, 801, 802, 803, 804, 805, 806, 807, 808, 809, 810, 812, 813, 814, 815, 816, 817, 818, 819, 825, 828, 829, 830, 831, 832, 833, 838, 843, 844, 845, 847, 848, 849, 850, 854, 855, 856, 857, 858, 859, 860, 862, 863, 864, 865, 866, 867, 868, 869, 870, 872, 873, 876, 877, 878, 888, 901, 902, 903, 904, 905, 906, 907, 908, 909, 910, 912, 913, 914, 915, 916, 917, 918, 919, 920, 925, 928, 929, 930, 931, 934, 936, 937, 938, 939, 940, 941, 947, 949, 951, 952, 954, 956, 959, 970, 971, 972, 973, 978, 979, 980, 984, 985, 986, 989

These area codes cover the following geographic regions:

Canada, Caribbean, United States, Non-Geographic Canadian Area Codes, Special-Use Area Codes, some of High-Toll Area Codes, some of Toll-Free Area Codes

Trunk Group Selection and Accessibility

Pref	Trunk Group	FRL	Tenant	Group Type	Group Name	Accessible by CORs	Accessible by Tenants
1	90	7	1	sip	siptrunks	0, 1, 5, 7, 31 and 50	2-100

Route Pattern: 5

The following area codes can be dialed by this group:

none

These area codes cover the following geographic regions:

none

Trunk Group Selection and Accessibility

Pref	Trunk Group	FRL	Tenant	Group Type	Group Name	Accessible by CORs	Accessible by Tenants
1	30	7	1	isdn	Southern_PRI	0, 1, 5, 7, 31 and 50	2-100
2	31	7	1	co	Southern_CO	0, 1, 5, 7, 31 and 50	2-100

Route Pattern: 50

The following area codes can be dialed by this group:

none

These area codes cover the following geographic regions:

none

Trunk Group Selection and Accessibility

Pref	Trunk Group	FRL	Tenant	Group Type	Group Name	Accessible by CORs	Accessible by Tenants
1	50	7	1	isdn	Voice_Mail	0, 1, 5, 7, 31 and 50	2-100

Route Pattern: 98

NOTE: This Route Pattern handles calls destined for further routing by Session Manager. Please read the information at the beginning of this section about how to obtain a detailed analysis of your Session Manager Network Routing Policy programming.

The following area codes can be dialed by this group:

none

These area codes cover the following geographic regions:

none

Trunk Group Selection and Accessibility

Pref	Trunk Group	FRL	Tenant	Group Type	Group Name	Accessible by CORs	Accessible by Tenants
1	98	7	1	sip	SM - IMS	0, 1, 5, 7, 31 and 50	2-100

Route Pattern: 99

NOTE: This Route Pattern handles calls destined for further routing by Session Manager. Please read the information at the beginning of this section about how to obtain a detailed analysis of your Session Manager Network Routing Policy programming.

The following area codes can be dialed by this group:

514, 610

These area codes cover the following geographic regions:

some of Pennsylvania, some of Quebec

Trunk Group Selection and Accessibility

Pref	Trunk Group	FRL	Tenant	Group Type	Group Name	Accessible by CORs	Accessible by Tenants
1	99	7	1	sip	SM - NON-IMS	0, 1, 5, 7, 31 and 50	2-100

4.3. Session Manager Routing

Avaya Aura Session Manager is the SIP routing application that handles all call routing in the SIP Core network. The calls that Communication Manager routes to it and receives from it are a function of how your communications network relies on VoIP using the SIP protocol. As a result, a varying degree of the routing rules and logic traditionally implemented in Communication Manager can now be implemented in Session Manager. Therefore, a detailed list of the AAR/ARS Dial Patterns that route to Session Manager will help to outline the extent to which Communication Manager relies on Session Manager for call routing.

Format

This section will provide a table listing all the Dial Patterns that can route to Session Manager. For each Dial Pattern listed, the Route Pattern(s) used and the Location(s) from which they are applicable will be included. The table is ordered by the specificity of each Dial Pattern; this follows the rules Communication Manager uses when matching a call's dialed digits to the available AAR/ARS Dial Pattern programming. Keep in mind that wildcards used to match any digit are factored into the ordering.

Use

Calls can be routed to Session Manager for many different reasons. Some common applications for Enterprise-Wide SIP call routing are Message Centers, on-net dialing, centralized SIP trunking, and Tail End Hop Off (TEHO), to name just a few. Obtaining a high level understanding of what calls are routed to Session Manager, and why, is crucial to systems integration, engineering, and troubleshooting.

Reviewing this section will help you to determine the portion of your local Dial Plan that routes to Session Manager. Examining the AAR/ARS Dial Patterns that route to Session Manager can help you understand the routing that Session Manager handles and the roles it fulfills for Communication Manager.

Did You Know?

Once calls matching the Dial Patterns in the table below reach Session Manager, an additional set of routing rules are applied to determine their final destination. These rules comprise Session Manager's Network Routing Policy (NRP) programming. To receive a detailed analysis of your NRP programming, contact your Avaya Partner or InfoPlus sales representative and order an InfoPlus Session Manager Book. The Session Manager Book provides detailed documentation and analysis of Session Manager's NRP programming, including a statistical analysis of the call flow for each NRP Dial Pattern and Regular Expression, and a topographical depiction of your Avaya Aura SIP Core network.

Session Manager Routing

The following AAR/ARS Dial Patterns route to Session Manager from the following Locations:

Dial Pattern	Min	Max	Table	Route Patterns	From Locations
1-514-xxx-xxxx	11	11	ARS	99	All
1-610-xxx-xxxx	11	11	ARS	99	All
30401	5	5	AAR	99	20
30402	5	5	AAR	99	20
30403	5	5	AAR	99	20
30404	5	5	AAR	99	20
30407	5	5	AAR	98	20 and 30
30408	5	5	AAR	98	30
				99	20

Dial Pattern	Min	Max	Table	Route Patterns	From Locations
30409	5	5	AAR	98	30
30410	5	5	AAR	98	30
82xx	4	4	AAR	98	All
832x	4	4	AAR	98	All
833x	4	4	AAR	98	All
834x	4	4	AAR	98	All

4.4. Calling Privileges (COR)

This section summarizes the Calling Privileges of each station in your system. Calling Privileges are an analysis of each station's Class of Restriction (COR). This information is then matched against each Trunk Group and Facility Restriction Level (FRL) in each Route Pattern to determine the station's calling capabilities. For each COR we show the area codes that stations are able to call. When using Time of Day Routing, we list area codes that can be called during at least one time period throughout the week, even if they may be denied at other times.

Format

This section is organized into groups of Calling Privileges as determined by a station's COR assignment. For each COR, we summarize the calling abilities and identify the geographic areas that may be called. We then identify in numerical order by extension, all stations having those abilities. Along with the extension number we provide the name, the equipment (port address) and the set type.

Use

Use this section to review overall Calling Privileges, and to assess the appropriateness of each station's assignment. You may also use the section as an aid when assigning a new station's call capabilities by first identifying the capabilities desired, and then using that COR for the new station.

Class of Restriction (COR) 1

Description: DID & CO TRUNK GROUPS
Facility Restriction Level (FRL): 7
Restricted Call List: NO

Calling Capabilities

Calling Party Restriction: *none* - These stations have no calling party restrictions.

Restricted Call List: These stations are NOT limited by the RCL.

Unrestricted Call Lists: These stations are not using any UCLs.

Direct Access

This COR can access the following Trunk Groups directly by dialing their access code:

Trunk Group	Type	Name	TAC	Tenant	Accessible by Tenants
1	co	Main Local	201	1	2-100

Calling Areas

The following area codes can be dialed by this group:

201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 212, 213, 214, 215, 216, 217, 218, 219, 220, 223, 224, 225, 226, 228, 229, 231, 234, 236, 239, 240, 242, 246, 248, 249, 250, 251, 252, 253, 254, 256, 260, 262, 264, 267, 268, 269, 270, 272, 276, 281, 284, 289, 301, 302, 303, 304, 305, 306, 307, 308, 309, 310, 312, 313, 314, 315, 316, 317, 318, 319, 320, 321, 323, 325, 330, 331, 332, 334, 336, 337, 339, 340, 343, 345, 346, 347, 351, 352, 360, 361, 364, 365, 380, 385, 386, 401, 402, 403, 404, 405, 406, 407, 408, 409, 410, 412, 413, 414, 415, 416, 417, 418, 419, 423, 424, 425, 430, 431, 432, 434, 435, 437, 438, 440, 441, 442, 443, 450, 456, 458, 463, 469, 470, 473, 475, 478, 479, 480, 484, 500,

501, 502, 503, 504, 505, 506, 507, 508, 509, 510, 512, 513, 514, 515, 516, 517, 518, 519, 520, 521, 522, 530, 531, 533, 534, 539, 540, 541, 544, 548, 551, 559, 561, 562, 563, 564, 566, 567, 570, 571, 573, 574, 575, 577, 579, 580, 581, 585, 586, 587, 588, 600, 601, 602, 603, 604, 605, 606, 607, 608, 609, 610, 612, 613, 614, 615, 616, 617, 618, 619, 620, 622, 623, 626, 628, 629, 630, 631, 636, 639, 641, 646, 647, 649, 650, 651, 657, 660, 661, 662, 664, 667, 669, 670, 671, 678, 680, 681, 682, 684, 700, 701, 702, 703, 704, 705, 706, 707, 708, 709, 710, 712, 713, 714, 715, 716, 717, 718, 719, 720, 721, 724, 725, 726, 727, 731, 732, 734, 737, 740, 743, 747, 754, 757, 758, 760, 762, 763, 765, 767, 769, 770, 772, 773, 774, 775, 778, 779, 780, 781, 782, 784, 785, 786, 787, 800, 801, 802, 803, 804, 805, 806, 807, 808, 809, 810, 812, 813, 814, 815, 816, 817, 818, 819, 825, 828, 829, 830, 831, 832, 833, 838, 843, 844, 845, 847, 848, 849, 850, 854, 855, 856, 857, 858, 859, 860, 862, 863, 864, 865, 866, 867, 868, 869, 870, 872, 873, 876, 877, 878, 888, 901, 902, 903, 904, 905, 906, 907, 908, 909, 910, 912, 913, 914, 915, 916, 917, 918, 919, 920, 925, 928, 929, 930, 931, 934, 936, 937, 938, 939, 940, 941, 947, 949, 951, 952, 954, 956, 959, 970, 971, 972, 973, 978, 979, 980, 984, 985, 986, 989

These area codes cover the following geographic regions:

Canada, Caribbean, United States, Non-Geographic Canadian Area Codes, Special-Use Area Codes, Toll-Free Area Codes, some of High-Toll Area Codes

Station List

Extension	Name	Type	Port	Tenant	Location
1001	Jaqueline Kent	4630	S01136	1	-
1101	Johanna Nunez	9404	01A0301	1	1
1102	Christine Ford	9404	01A0302	1	1
1103	Jordan Bates	9404	01A0303	1	1
1104	Shannon Mccarthy	9404	01A0304	1	1
1105	Lawrence Hale	9404	01A0305	1	1
1106	Jerald Juten	6408D+	01B0601	1	1
1201	Lisa Vasquez	9408	01A0601	1	1
1202	Clara Holmes	9408	01A0602	1	1
1203	Ervin Curry	9408	01A0603	1	1
1204	Doyle Andrews	9408	01A0604	1	1
1205	Vera Byrd	9408	01A0605	1	1
1301	Israel Black	1408	01A0801	1	1
1302	Gabriel Lamb	1408	01A0802	1	1
1303	Darin Greene	1408	01A0803	1	1
1304	Brian Baker	1408	01A0804	1	1
1305	Kelly Green	1408	01A0805	1	1
1401	Darryl Bryan	1416	01B0301	1	1
1402	Courtney Romero	1416	01B0302	1	1
1403	Jeannette Adams	1416	01B0303	1	1
1404	Douglas Morris	1416	01B0304	1	1
1405	Walter Mellon	1416	01B0305	1	1
1501	Fax	Fax	01A0401	1	1
1502	Modem	Modem	01A0402	1	1
1503	Conf Room	Polycom	01A0403	1	1
1504	Lobby	2500	01A0404	1	1
1505	Courtesy Phone	2500	01A0405	1	1
1601	Gerda Costner	9620	S00001	1	1

Extension	Name	Type	Port	Tenant	Location
1602	Faye Woodman	9620	S00002	1	1
1603	Hana Sedgwick	9620	S00003	1	1
1604	Tracy Van Mattre	9620	S00004	1	1
1605	MaryAnne Faircloth	9620	S00005	1	1
1701	Milton Collette	9630	S00006	1	1
1702	Rex McBayne	9630	S00007	1	1
1703	Sheila McGavon	9630	S00008	1	1
1704	Ellis Ryerson	9630	S00009	1	1
1705	Moira Rhode	9630	S00010	1	1
1801	Peter King	6408D+	01B0306	1	1
Total members in this COR: 38					

Class of Restriction (COR) 14

Description: USA - FRL 4
Facility Restriction Level (FRL): 4
Restricted Call List: NO

Calling Capabilities

Calling Party Restriction: *tac-toll* - These stations are blocked from using the Trunk Access feature to call numbers associated with the system's Toll List.

Restricted Call List: These stations are NOT limited by the RCL.

Unrestricted Call Lists: These stations are not using any UCLs.

Direct Access

This COR can access the following Trunk Groups directly by dialing their access code:

Trunk Group	Type	Name	TAC	Tenant	Accessible by Tenants
No Trunk Groups can be directly accessed					

Calling Areas

The following area codes can be dialed by this group:

412, 484, 570, 609, 717, 724, 732, 800, 814, 856, 866, 877, 878, 888

These area codes cover the following geographic regions:

some of New Jersey, some of Pennsylvania, some of Toll-Free Area Codes

Station List

Extension	Name	Type	Port	Tenant	Location
No stations belong to this Class of Restriction.					
Total members in this COR: 0					

Class of Restriction (COR) 20

Description: PA no in-house calling
Facility Restriction Level (FRL): 3
Restricted Call List: NO

Calling Capabilities

Calling Party Restriction: *tac-toll* - These stations are blocked from using the Trunk Access feature to call numbers associated with the system's Toll List.

Restricted Call List: These stations are NOT limited by the RCL.

Unrestricted Call Lists: These stations are not using any UCLs.

Direct Access

This COR can access the following Trunk Groups directly by dialing their access code:

Trunk Group	Type	Name	TAC	Tenant	Accessible by Tenants
1	co	Main Local	201	1	2-100

Calling Areas

The following area codes can be dialed by this group:

412, 484, 570, 609, 717, 724, 732, 800, 814, 856, 866, 877, 878, 888

These area codes cover the following geographic regions:

some of New Jersey, some of Pennsylvania, some of Toll-Free Area Codes

Station List

Extension	Name	Type	Port	Tenant	Location
2001	Hope Hauge	1603	S00011	2	20
2002	Elaine Grenier	1603	S00012	2	20
2003	William Bungart	1603	S00013	2	20
2004	Carlton Balch	1603	S00014	2	20
2005	Serena Holtzen	1603	S00015	2	20
2011	Marcus Duffy	1608	S00021	2	20
2012	Molly Frye	1608	S00022	2	20
2013	Drew Andrews	1608	S00023	2	20
2014	Mathilda Fearn	1608	S00024	2	20
2015	Laci Presley	1608	S00025	2	20
2021	Michael Jeffreys	1616	S00031	2	20
Total members in this COR: 11					

Class of Restriction (COR) 50

Description: POLYCOM DCP VIDEO
Facility Restriction Level (FRL): 7

Restricted Call List: NO

Calling Capabilities

Calling Party Restriction: *none* - These stations have no calling party restrictions.

Restricted Call List: These stations are NOT limited by the RCL.

Unrestricted Call Lists: These stations are not using any UCLs.

Direct Access

This COR can access the following Trunk Groups directly by dialing their access code:

Trunk Group	Type	Name	TAC	Tenant	Accessible by Tenants
1	co	Main Local	201	1	2-100

Calling Areas

The following area codes can be dialed by this group:

201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 212, 213, 214, 215, 216, 217, 218, 219, 220, 223, 224, 225, 226, 228, 229, 231, 234, 236, 239, 240, 242, 246, 248, 249, 250, 251, 252, 253, 254, 256, 260, 262, 264, 267, 268, 269, 270, 272, 276, 281, 284, 289, 301, 302, 303, 304, 305, 306, 307, 308, 309, 310, 312, 313, 314, 315, 316, 317, 318, 319, 320, 321, 323, 325, 330, 331, 332, 334, 336, 337, 339, 340, 343, 345, 346, 347, 351, 352, 360, 361, 364, 365, 380, 385, 386, 401, 402, 403, 404, 405, 406, 407, 408, 409, 410, 412, 413, 414, 415, 416, 417, 418, 419, 423, 424, 425, 430, 431, 432, 434, 435, 437, 438, 440, 441, 442, 443, 450, 456, 458, 463, 469, 470, 473, 475, 478, 479, 480, 484, 500, 501, 502, 503, 504, 505, 506, 507, 508, 509, 510, 512, 513, 514, 515, 516, 517, 518, 519, 520, 521, 522, 530, 531, 533, 534, 539, 540, 541, 544, 548, 551, 559, 561, 562, 563, 564, 566, 567, 570, 571, 573, 574, 575, 577, 579, 580, 581, 585, 586, 587, 588, 600, 601, 602, 603, 604, 605, 606, 607, 608, 609, 610, 612, 613, 614, 615, 616, 617, 618, 619, 620, 622, 623, 626, 628, 629, 630, 631, 636, 639, 641, 646, 647, 649, 650, 651, 657, 660, 661, 662, 664, 667, 669, 670, 671, 678, 680, 681, 682, 684, 700, 701, 702, 703, 704, 705, 706, 707, 708, 709, 710, 712, 713, 714, 715, 716, 717, 718, 719, 720, 721, 724, 725, 726, 727, 731, 732, 734, 737, 740, 743, 747, 754, 757, 758, 760, 762, 763, 765, 767, 769, 770, 772, 773, 774, 775, 778, 779, 780, 781, 782, 784, 785, 786, 787, 800, 801, 802, 803, 804, 805, 806, 807, 808, 809, 810, 812, 813, 814, 815, 816, 817, 818, 819, 825, 828, 829, 830, 831, 832, 833, 838, 843, 844, 845, 847, 848, 849, 850, 854, 855, 856, 857, 858, 859, 860, 862, 863, 864, 865, 866, 867, 868, 869, 870, 872, 873, 876, 877, 878, 888, 901, 902, 903, 904, 905, 906, 907, 908, 909, 910, 912, 913, 914, 915, 916, 917, 918, 919, 920, 925, 928, 929, 930, 931, 934, 936, 937, 938, 939, 940, 941, 947, 949, 951, 952, 954, 956, 959, 970, 971, 972, 973, 978, 979, 980, 984, 985, 986, 989

These area codes cover the following geographic regions:

Canada, Caribbean, United States, Non-Geographic Canadian Area Codes, Special-Use Area Codes, Toll-Free Area Codes, some of High-Toll Area Codes

Station List

Extension	Name	Type	Port	Tenant	Location
No stations belong to this Class of Restriction.					
Total members in this COR: 0					

Class of Restriction (COR) 57

Description: VDN
Facility Restriction Level (FRL): 0
Restricted Call List: NO

Calling Capabilities

Calling Party Restriction: *none* - These stations have no calling party restrictions.

Restricted Call List: These stations are NOT limited by the RCL.

Unrestricted Call Lists: These stations are not using any UCLs.

Direct Access

This COR can access the following Trunk Groups directly by dialing their access code:

Trunk Group	Type	Name	TAC	Tenant	Accessible by Tenants
1	co	Main Local	201	1	2-100

Calling Areas

No area codes can be dialed by this group.

Station List

Extension	Name	Type	Port	Tenant	Location
No stations belong to this Class of Restriction.					
Total members in this COR: 0					

Class of Restriction (COR) 90

Description: INTUITY HUNT GROUP
Facility Restriction Level (FRL): 7
Restricted Call List: NO

Calling Capabilities

Calling Party Restriction: *outward* - These stations may place internal calls, but are restricted from calling outside the private network.

Restricted Call List: These stations are NOT limited by the RCL.

Unrestricted Call Lists: These stations are not using any UCLs.

Direct Access

This COR can access the following Trunk Groups directly by dialing their access code:

Trunk Group	Type	Name	TAC	Tenant	Accessible by Tenants
No Trunk Groups can be directly accessed					

Calling Areas

No area codes can be dialed by this group.

Station List

Extension	Name	Type	Port	Tenant	Location
No stations belong to this Class of Restriction.					
Total members in this COR: 0					

4.5. Restricted Call List (RCL)

This section lists the entries in the Restricted Call List of your Communication Server.

Format

This section is a table, in numerical order, showing all of the leading dialed digits which are in the Communication Server's RCL.

Use

CORs which are using the RCL do not have the ability to dial numbers starting with the digits shown below. Review this list carefully to ensure that only necessary numbers are being blocked.

Restricted Call List

Dialed Digits	Min Length	Max Length
10xxx0	6	6
196	11	11
197	11	11
198	11	11
Total Entries: 4		

4.6. Unrestricted Call Lists (UCL)

This section lists the entries in the 10 Unrestricted Call Lists of your Communication Server.

Format

This section is organized numerically by Unrestricted Call List. For each list there is a table showing all of the leading dialed digits which are programmed in the given UCL.

Use

CORs which are using the UCL have the ability to dial numbers starting with the digits shown below. Review this list carefully to ensure that only necessary numbers are being allowed.

Unrestricted Call List: 1

Dialed Digits	Min Length	Max Length
11	2	2
911	3	3
Total Entries: 2		

Unrestricted Call List: 2

Dialed Digits	Min Length	Max Length
11	2	2
215	10	10
610	10	10
Total Entries: 3		

Unrestricted Call List: 3

Dialed Digits	Min Length	Max Length
There are no entries in this Unrestricted Call List		
Total Entries: 0		

Unrestricted Call List: 4

Dialed Digits	Min Length	Max Length
There are no entries in this Unrestricted Call List		
Total Entries: 0		

Unrestricted Call List: 5

Dialed Digits	Min Length	Max Length
There are no entries in this Unrestricted Call List		
Total Entries: 0		

Unrestricted Call List: 6

Dialed Digits	Min Length	Max Length
There are no entries in this Unrestricted Call List		
Total Entries: 0		

Unrestricted Call List: 7

Dialed Digits	Min Length	Max Length
There are no entries in this Unrestricted Call List		
Total Entries: 0		

Unrestricted Call List: 8

Dialed Digits	Min Length	Max Length
There are no entries in this Unrestricted Call List		
Total Entries: 0		

Unrestricted Call List: 9

Dialed Digits	Min Length	Max Length
There are no entries in this Unrestricted Call List		
Total Entries: 0		

Unrestricted Call List: 10

Dialed Digits	Min Length	Max Length
There are no entries in this Unrestricted Call List		
Total Entries: 0		

4.7. Outbound Calling Party Numbers (CPN)

A Calling Party Number (CPN) is a sequence of 0-15 digits provided to the Called Party when a call is established. The CPN provides the Called Party with the appropriate number for return calls. Communication Manager can send a CPN for calls that are placed over ISDN or SIP trunks.

To configure the CPN sent for an extension, the Public-Unknown Numbering and Private Numbering tables are administered. These tables define how the CPN for an administered extension is represented. When a CPN is generated it can be sent unchanged, or it can be altered as it is sent. This allows Communication Manager to publish the most appropriate number for receiving return calls.

The ability to send and control the appearance of the CPN is important as it tells the Called Party how to reach the correct return destination. Controlling the CPN allows outgoing local extensions to be formatted appropriately for the external Called Party.

Format

The tables in this section provide information which allows you to review the Calling Party Number programming in the Public-Unknown/Private Numbering tables. The tables will provide both the criteria for matching extensions and manipulating the generated CPN.

For matching a call, the following criteria are used:

- Digit Pattern - A sequence of digits used to match the leading digits of the extension placing the call.
- Length - The number of digits in the extension placing the call.
- Trunk Group - If specified, the rule is restricted to match extensions of calls carried by the Trunk Group. If unspecified, the rule is applicable to calls carried by all ISDN and SIP Trunk Groups.

For CPN manipulation, the following criteria are used:

- Total Length - The total length of the resulting CPN. This length determines how many leading digits from the matched extension are replaced, if any.
- CPN Prefix - Inserted in front of the matched extension, replacing leading digits from the extension if the combined length of the CPN Prefix and extension is greater than Total Length.

When reviewing the Public-Unknown/Private Numbering rules, keep in mind that Communication Manager selects the most specific rule based on Digit Pattern, Length and Trunk Group. The rules listed in this section are ordered such that more specific rules appear in the tables before less specific rules.

Use

Understanding what Calling Party Numbers are being sent and how they are manipulated is important as there are many applications that utilize the CPN feature. It is important to ensure that the generated CPN accurately depicts the number that you want transmitted to the Called Party.

Some applications are simple such as redirection to a main number or receptionist. Also, voicemail integration can rely on the CPN feature for mailbox selection. Other applications are more complex, like redirecting to Call Center applications such as vectors/queues for processing return calls from agents, or transforming extensions to E.164 for integration with Session Manager.

Calling Party Number is especially important for E911 emergency features where a wrong display could misdirect emergency services.

Public Unknown Numbering

The following rules define CPN handling for Public Unknown Numbering calls:

Digit Pattern	Length	CPN Prefix	Total Length
1	11	18662157970	0
CPN for 1xxx-xxx-xxxx is not sent In effect on Trunk Groups: 99			
1	11	6025571000	10
CPN for 1xxx-xxx-xxxx becomes 602-557-1000 In effect on all other Trunk Groups.			
2	7	1601	11
CPN for 2xx-xxxx becomes 1601-2xx-xxxx In effect on Trunk Groups: 99			
2	7		7
CPN for 2xx-xxxx is unchanged In effect on all other Trunk Groups.			
3	7	1601	11
CPN for 3xx-xxxx becomes 1601-3xx-xxxx In effect on Trunk Groups: 99			
3	7		7
CPN for 3xx-xxxx is unchanged In effect on all other Trunk Groups.			
4	7	1601	11
CPN for 4xx-xxxx becomes 1601-4xx-xxxx In effect on Trunk Groups: 99			
4	7		7
CPN for 4xx-xxxx is unchanged In effect on all other Trunk Groups.			
484	10		7
CPN for 484-xxx-xxxx becomes xxx-xxxx In effect on Trunk Groups: 2			
5	7	1601	11
CPN for 5xx-xxxx becomes 1601-5xx-xxxx In effect on Trunk Groups: 99			
597	7		7
CPN for 597-xxxx is unchanged In effect on Trunk Groups: 2			
5	7		7
CPN for 5xx-xxxx is unchanged In effect on all other Trunk Groups.			
6	7	1601	11
CPN for 6xx-xxxx becomes 1601-6xx-xxxx In effect on Trunk Groups: 99			
6	7		7

Digit Pattern	Length	CPN Prefix	Total Length
CPN for 6xx-xxxx is unchanged In effect on all other Trunk Groups.			
610	10	8662157970	10
CPN for 610-xxx-xxxx becomes 866-215-7970 In effect on Trunk Groups: 90			
7	7	1601	11
CPN for 7xx-xxxx becomes 1601-7xx-xxxx In effect on Trunk Groups: 99			
7	7		7
CPN for 7xx-xxxx is unchanged In effect on all other Trunk Groups.			
8	7	1601	11
CPN for 8xx-xxxx becomes 1601-8xx-xxxx In effect on Trunk Groups: 99			
8	7		7
CPN for 8xx-xxxx is unchanged In effect on all other Trunk Groups.			
Public Unknown Numbering rules: 19			

Private Numbering

The following rules define CPN handling for Private Numbering calls:

Digit Pattern	Length	CPN Prefix	Total Length
0	1		1
CPN for 0 is unchanged In effect on all applicable Trunk Groups.			
10	7		7
CPN for 10x-xxxx is unchanged In effect on all applicable Trunk Groups.			
239	7		7
CPN for 239-xxxx is unchanged In effect on all applicable Trunk Groups.			
256	7		7
CPN for 256-xxxx is unchanged In effect on all applicable Trunk Groups.			
276	7		7
CPN for 276-xxxx is unchanged In effect on all applicable Trunk Groups.			
293	7		7
CPN for 293-xxxx is unchanged In effect on all applicable Trunk Groups.			
365	7		7

Digit Pattern	Length	CPN Prefix	Total Length
CPN for 365-xxxx is unchanged In effect on all applicable Trunk Groups.			
4	7		7
CPN for 4xx-xxxx is unchanged In effect on all applicable Trunk Groups.			
5	7		7
CPN for 5xx-xxxx is unchanged In effect on all applicable Trunk Groups.			
6	7		7
CPN for 6xx-xxxx is unchanged In effect on all applicable Trunk Groups.			
7	7		7
CPN for 7xx-xxxx is unchanged In effect on all applicable Trunk Groups.			
8	7		7
CPN for 8xx-xxxx is unchanged In effect on all applicable Trunk Groups.			
82	4	1601555	11
CPN for 82xx becomes 1601-555-82xx In effect on Trunk Groups: 99			
83	4	1601555	11
CPN for 83xx becomes 1601-555-83xx In effect on Trunk Groups: 99			
Private Numbering rules: 14			

5. System Information

The System Information Section of the SourceBook will help you identify how each line card in your system is configured, the types and counts of sets you have, and where in the Communication Server each port resides. We also include a complete Equipment Layout for each Media Gateway or Carrier in your Communication Server, allowing you to visualize your resource usage. Finally, the Action Item section draws your attention to items uncovered in the report that you may wish to investigate further for improved functionality and organization.

Did You Know?

While this Section of the SourceBook will present basic information about your system, an InfoPlus Site Survey is specifically designed to inventory all manufacturer supplied hardware and software in your system. Order a Site Survey to verify your maintenance contract, plan upgrades, and to identify system capabilities and capacities.

5.1. Location Configuration

Locations are defined within the Communication Server in order to designate which equipment resides in a different physical location, and to aid in efficient call routing. As Location numbers are referenced throughout this document, this section will supply more information about the configuration of those Locations.

Format

Each Location is listed below in a table in order of their Location Number. The user-defined Name is displayed for each Location in order to help with identification. If an NPA was entered for the Location, it is displayed along with the geographic region that it corresponds to. Finally, any IP Network Regions that are assigned to this Location are identified.

Use

As you read this document, the information in this section can give you a much better idea of what it means for a given resource to be assigned to a Location. This can aid in verifying the correctness or appropriateness of assignments or call routing.

Locations

Location #	Location Name	NPA	IP Network Regions Assigned
1	Main	973 (New Jersey)	1
20	Europe	-	20
30	Southern Branch	727 (Florida)	30
Total Locations: 3			

5.2. IP Network Region Configuration

IP Network Regions are used to logically divide and allocate IP-based devices and services. This allows common settings like bandwidth, Codec selection and registration behaviors to be applied to each group as a whole. In addition, it allows for a network design to be imposed upon the IP-based hardware at a high level. This section provides a detailed profile of each Network Region, allowing the Communication Server manager or administrator to quickly obtain a conceptual understanding of the system's design and operation.

Format

For each IP Network Region that's used in your system, we show the various resources assigned to the region from the following list:

- Processors
- IP Services
- IP Network Maps
- IP Server Interfaces
- IP Interfaces
- IP Trunk Groups
- IP Codecs

IP Network Regions are listed in numerical order by region number, grouped by the Location they're assigned to when appropriate. For each applicable category listed above, a table will be displayed detailing the relevant information.

Use

As you review sections such as the IP Directory, this section can help you gain a better understanding of what it means to have an IP end-point assigned to a specific region, and what access it has to other IP resources.

For example, the IP Codecs table lists which IP Codecs are available for use in each IP Network Region. Knowing which IP Codecs are available for selection can help you understand an IP Network Region's call quality and bandwidth requirements. Additionally, this information is useful when ensuring that appropriate IP Network Regions share a common set of IP Codecs to meet bandwidth engineering specifications.

IP Services and IP Trunk Groups illustrate relationships defined between IP Network Regions. These tables show which Nodes in each IP Network Region act as service or IP Trunk Group endpoints. These relationships define service dependancies and signaling paths that must be accounted for when engineering and designing network redundancy. When possible, the IP Network Region of the remote Node will be displayed as well.

NOTE: If an IP Trunk Group connects two different IP Network Regions, it will be shown in the IP Trunk Group tables of **both** regions, for completeness.

Location (Unspecified)

IP Network Region 98: IMS Trunks

Authoritative Domain: Unspecified
Codec Set: 1

IP Trunk Groups

Trunk Groups with a Signaling Group "**Far End**" Node that is **local** to this Network Region:

Trunk Group	# Trunks	Sig Grp	Local Node	Remote Node	Connects To Network Region
SM - IMS (98)	10	98 SIP-IMS	SM_IMS	procr	Main (1)

Codec Selection

Order	Codec	Silence Suppresion	Frames Per Packet	Packet Size
1	G.711MU		3	30ms
2	G.722-64K	✓	2	20ms
3	G.729AB		2	20ms
4	G.711A	✓	2	20ms

IP Network Region 99: NON-IMS Trunks

Authoritative Domain: Unspecified
Codec Set: 1

IP Trunk Groups

Trunk Groups with a Signaling Group "**Far End**" Node that is **local** to this Network Region:

Trunk Group	# Trunks	Sig Grp	Local Node	Remote Node	Connects To Network Region
SM - NON-IMS (99)	10	99 SIP	SM_NON_IMS	procr	Main (1)

Codec Selection

Order	Codec	Silence Suppresion	Frames Per Packet	Packet Size
1	G.711MU		3	30ms
2	G.722-64K	✓	2	20ms
3	G.729AB		2	20ms
4	G.711A	✓	2	20ms

Location 1: Main

IP Network Region 1: Main

Authoritative Domain: main.sip.server.org
Codec Set: 1

Processors

Node Name	Model	Role	IP	Release
procr	System Platform	Main	192.168.10.2	R016x.03.0.124.0

IP Services

Service	Enabled	Local Node	Remote Node
AESVCS	✓	Clan_1A02	N/A
AESVCS	✓	Clan_1A02	N/A
AESVCS	✓	Clan_1B02	N/A
CDR1		Clan_1B02	CDRHouse
SAT	✓	Clan_1A02	any

IP Network Maps

From IP	To IP	Mask	VLAN
172.10.0.0	172.10.54.255	23	No
172.10.55.0	172.10.55.255		No
192.100.10.0	192.100.10.255		No
192.168.41.11	192.168.41.11		No
192.168.44.13	192.168.44.13		No

IP Server Interfaces

Cabinet	Carrier	Slot	PN	Name	IP	State
01	A	01	1	192.168.44.17	192.168.43.21	actv-aa
01	B	01	1	192.168.45.17	192.168.43.21	actv-aa

IP Interfaces

Cabinet	Carrier	Slot	Cabinet Type	Interface	Node Name	IP
01	A	02	G650	C-LAN	Clan_1A02	192.168.44.15/22
01	A	12	G650	MEDPRO	Medpro_1A12	192.168.44.16/22
01	B	02	G650	C-LAN	Clan_1B02	192.168.45.15/22
01	B	12	G650	MEDPRO	Medpro_1B12	192.168.45.16/22

IP Trunk Groups

Trunk Groups with a Signaling Group "**Near End**" Node that is **local** to this Network Region:

Trunk Group	# Trunks	Sig Grp	Local Node	Remote Node	Connects To Network Region
H.323_Euro_PBX (9)	23	9 H.323	Clan_1A02	EuropeLSP	Europe (20)
SM - IMS (98)	10	98 SIP-IMS	procr	SM_IMS	IMS Trunks (98)
SM - NON-IMS (99)	10	99 SIP	procr	SM_NON_IMS	NON-IMS Trunks (99)

Codec Selection

Order	Codec	Silence Suppresion	Frames Per Packet	Packet Size
1	G.711MU		3	30ms
2	G.722-64K	✓	2	20ms
3	G.729AB		2	20ms
4	G.711A	✓	2	20ms

Location 20: Europe

IP Network Region 20: Europe

Authoritative Domain: europe.sip.server.org
Codec Set: 1

Processors

Node Name	Model	Role	IP	Release
Europe	System Platform	LSP	10.131.24.9	R016x.03.0.124.0

IP Network Maps

From IP	To IP	Mask	VLAN
172.10.56.0	172.10.56.255	22	No
172.10.57.0	172.10.58.255		No
192.168.41.20	192.168.41.150		No

Media Gateways

Name	Type	IP	Control IP
Europe	G350	10.131.24.9	192.168.44.15

IP Trunk Groups

Trunk Groups with a Signaling Group "**Far End**" Node that is **local** to this Network Region:

Trunk Group	# Trunks	Sig Grp	Local Node	Remote Node	Connects To Network Region
H.323_Euro_PBX (9)	23	9 H.323	EuropeLSP	Clan_1A02	Main (1)

Codec Selection

Order	Codec	Silence Suppresion	Frames Per Packet	Packet Size
1	G.711MU		3	30ms
2	G.722-64K	✓	2	20ms
3	G.729AB		2	20ms
4	G.711A	✓	2	20ms

Location 30: Southern Branch

IP Network Region 30: Southern

Authoritative Domain: southern.sip.server.org
Codec Set: 1

Processors

Node Name	Model	Role	IP	Release
Southern	System Platform	ESS	10.113.24.70	R016x.03.0.124.0

IP Network Maps

From IP	To IP	Mask	VLAN
172.10.59.0	172.10.59.255	24	No
172.10.60.0	172.20.255.255		No

Media Gateways

Name	Type	IP	Control IP
SouthernGW1	G450	10.113.24.70	192.168.44.15
SouthernGW2	G450	10.113.24.71	192.168.44.15

Codec Selection

Order	Codec	Silence Suppresion	Frames Per Packet	Packet Size
1	G.711MU		3	30ms
2	G.722-64K	✓	2	20ms
3	G.729AB		2	20ms
4	G.711A	✓	2	20ms

5.3. Port Counts

For management purposes, it is often useful to have an inventory of all Port Types in your system. This information may be used for asset management and/or spares planning.

Format

This section presents listings of all ports of the same type. The lists are sorted in numerical order by extension number or TAC. The extension number/TAC number of each port, the name, the equipment (port address) and the port type are listed. The last line of each report indicates a total number of ports of that specific type.

Use

This information may be used to verify maintenance contracts and establish an inventory of system hardware.

Port or Set Type: 1408

Extension/TAC	Name	Type	Port	Tenant	Location
1301	Israel Black	1408	01A0801	1	1
1302	Gabriel Lamb	1408	01A0802	1	1
1303	Darin Greene	1408	01A0803	1	1
1304	Brian Baker	1408	01A0804	1	1
1305	Kelly Green	1408	01A0805	1	1
Total Ports: 5					

Port or Set Type: 1416

Extension/TAC	Name	Type	Port	Tenant	Location
1401	Darryl Bryan	1416	01B0301	1	1
1402	Courtney Romero	1416	01B0302	1	1
1403	Jeannette Adams	1416	01B0303	1	1
1404	Douglas Morris	1416	01B0304	1	1
1405	Walter Mellon	1416	01B0305	1	1
Total Ports: 5					

Port or Set Type: 1603

Extension/TAC	Name	Type	Port	Tenant	Location
2001	Hope Hauge	1603	S00011	2	20
2002	Elaine Grenier	1603	S00012	2	20
2003	William Bungart	1603	S00013	2	20
2004	Carlton Balch	1603	S00014	2	20
2005	Serena Holtzen	1603	S00015	2	20
Total Ports: 5					

Port or Set Type: 1608

Extension/TAC	Name	Type	Port	Tenant	Location
2011	Marcus Duffy	1608	S00021	2	20
2012	Molly Frye	1608	S00022	2	20
2013	Drew Andrews	1608	S00023	2	20
2014	Mathilda Fearn	1608	S00024	2	20
2015	Laci Presley	1608	S00025	2	20
Total Ports: 5					

Port or Set Type: 1616

Extension/TAC	Name	Type	Port	Tenant	Location
2021	Michael Jeffreys	1616	S00031	2	20
Total Ports: 1					

Port or Set Type: 2500

Extension/TAC	Name	Type	Port	Tenant	Location
1504	Lobby	2500	01A0404	1	1
1505	Courtesy Phone	2500	01A0405	1	1
Total Ports: 2					

Port or Set Type: 4620

Extension/TAC	Name	Type	Port	Tenant	Location
3045	Fredrick Saunders	4620	S00136	1	-
Total Ports: 1					

Port or Set Type: 4630

Extension/TAC	Name	Type	Port	Tenant	Location
1001	Jaqueline Kent	4630	S01136	1	-
Total Ports: 1					

Port or Set Type: 6408D+

Extension/TAC	Name	Type	Port	Tenant	Location
1106	Jerald Juten	6408D+	01B0601	1	1
1801	Peter King	6408D+	01B0306	1	1
Total Ports: 2					

Port or Set Type: 9404

Extension/TAC	Name	Type	Port	Tenant	Location
1101	Johanna Nunez	9404	01A0301	1	1
1102	Christine Ford	9404	01A0302	1	1
1103	Jordan Bates	9404	01A0303	1	1
1104	Shannon Mccarthy	9404	01A0304	1	1
1105	Lawrence Hale	9404	01A0305	1	1
Total Ports: 5					

Port or Set Type: 9408

Extension/TAC	Name	Type	Port	Tenant	Location
1201	Lisa Vasquez	9408	01A0601	1	1
1202	Clara Holmes	9408	01A0602	1	1
1203	Ervin Curry	9408	01A0603	1	1
1204	Doyle Andrews	9408	01A0604	1	1
1205	Vera Byrd	9408	01A0605	1	1
Total Ports: 5					

Port or Set Type: 9608

Extension/TAC	Name	Type	Port	Tenant	Location
3021	Adell Pasco	9608	S00121	1	30
3022	Marie Alexander	9608	S00122	1	-
3023	Lee Morrison	9608	S00123	1	-
3024	Bernice King	9608	S00124	1	-
3025	Kenny Aguilar	9608	S00125	1	-
Total Ports: 5					

Port or Set Type: 9611

Extension/TAC	Name	Type	Port	Tenant	Location
3041	Gigi Koestelnik	9611	S00141	1	30
3042	Monica Burns	9611	S00142	1	-
3043	Adrian Gonzalez	9611	S00143	1	-
3044	Melinda Miles	9611	S00144	1	-
Total Ports: 4					

Port or Set Type: 9620

Extension/TAC	Name	Type	Port	Tenant	Location
1601	Gerda Costner	9620	S00001	1	1
1602	Faye Woodman	9620	S00002	1	1
1603	Hana Sedgwick	9620	S00003	1	1

Extension/TAC	Name	Type	Port	Tenant	Location
1604	Tracy Van Mattre	9620	S00004	1	1
1605	MaryAnne Faircloth	9620	S00005	1	1
Total Ports: 5					

Port or Set Type: 9621

Extension/TAC	Name	Type	Port	Tenant	Location
3001	Lawrence Kohl	9621	S00101	1	30
3002	Ray Ballard	9621	S00102	1	30
3003	Terry Pena	9621	S00103	1	30
3004	Michael Bowen	9621	S00104	1	30
3005	Arlene Hines	9621	S00105	1	30
Total Ports: 5					

Port or Set Type: 9630

Extension/TAC	Name	Type	Port	Tenant	Location
1701	Milton Collette	9630	S00006	1	1
1702	Rex McBayne	9630	S00007	1	1
1703	Sheila McGavon	9630	S00008	1	1
1704	Ellis Ryerson	9630	S00009	1	1
1705	Moira Rhode	9630	S00010	1	1
Total Ports: 5					

Port or Set Type: 9641

Extension/TAC	Name	Type	Port	Tenant	Location
3011	Sharilyn Bayder	9641	S00111	1	30
3012	Allen Strickland	9641	S00112	1	30
3013	Isabel Harvey	9641	S00113	1	30
3014	Kari Greer	9641	S00114	1	30
3015	Marta Grant	9641	S00115	1	30
Total Ports: 5					

Port or Set Type: 9650

Extension/TAC	Name	Type	Port	Tenant	Location
3031	Daryl Hammada	9650	S00131	1	30
3032	Leah Bradley	9650	S00132	1	-
3033	Mercedes Gross	9650	S00133	1	-
3034	Lois Marsh	9650	S00134	1	-
3035	Claude Roberson	9650	S00135	1	-
Total Ports: 5					

Port or Set Type: ANA MM

Extension/TAC	Name	Type	Port	Tenant	Location
		ANA MM	021V201	-	20
		ANA MM	021V202	-	20
		ANA MM	031V501	-	30
		ANA MM	031V502	-	30
		ANA MM	031V503	-	30
		ANA MM	031V504	-	30
		ANA MM	031V505	-	30
		ANA MM	031V506	-	30
		ANA MM	031V507	-	30
		ANA MM	031V508	-	30
		ANA MM	032V501	-	30
		ANA MM	032V502	-	30
		ANA MM	032V503	-	30
		ANA MM	032V504	-	30
		ANA MM	032V505	-	30
		ANA MM	032V506	-	30
		ANA MM	032V507	-	30
		ANA MM	032V508	-	30
Total Ports: 18					

Port or Set Type: co

Extension/TAC	Name	Type	Port	Tenant	Location
201	973-5551234	co	01A0901	1	1
201	973-5551235	co	01A0902	1	1
201	973-5551236	co	01A0903	1	1
201	973-5551237	co	01A0904	1	1
201	973-5551238	co	01A0905	1	1
201	973-5551239	co	01A0906	1	1
201	973-5551240	co	01A0907	1	1
201	973-5551241	co	01B0901	1	1
201	973-5551242	co	01B0902	1	1
201	973-5551243	co	01B0903	1	1
231	305-5551292	co	032V401	1	30
231	305-5551943	co	032V402	1	30
Total Ports: 12					

Port or Set Type: console

Extension/TAC	Name	Type	Port	Tenant	Location
1051	Operator 1	console	01B1101	1	1
1052	Operator 2	console	01B1102	1	1

Extension/TAC	Name	Type	Port	Tenant	Location
1053	Operator 3	console	01B1103	1	1
1054	Operator 4	console	01B1104	1	1
Total Ports: 4					

Port or Set Type: CONTROL-LAN

Extension/TAC	Name	Type	Port	Tenant	Location
		CONTROL-LAN	01A0217	-	1
		CONTROL-LAN	01B0217	-	1
Total Ports: 2					

Port or Set Type: Fax (2500)

Extension/TAC	Name	Type	Port	Tenant	Location
1501	Fax	Fax	01A0401	1	1
Total Ports: 1					

Port or Set Type: H.323

Extension/TAC	Name	Type	Port	Tenant	Location
209		H.323	T00670	1	1
209		H.323	T00694	1	1
209		H.323	T00695	1	1
209		H.323	T00696	1	1
209		H.323	T00697	1	1
209		H.323	T00698	1	1
209		H.323	T00699	1	1
209		H.323	T00700	1	1
209		H.323	T00701	1	1
209		H.323	T00702	1	1
209		H.323	T00703	1	1
209		H.323	T00704	1	1
209		H.323	T00705	1	1
209		H.323	T00706	1	1
209		H.323	T00707	1	1
209		H.323	T00708	1	1
209		H.323	T00709	1	1
209		H.323	T00710	1	1
209		H.323	T00711	1	1
209		H.323	T00712	1	1
209		H.323	T00713	1	1
209		H.323	T00714	1	1
209		H.323	T00715	1	1
Total Ports: 23					

Port or Set Type: IP MEDIA PROCESSOR

Extension/TAC	Name	Type	Port	Tenant	Location
		IP MEDIA PROCESSOR	01A1201	-	1
		IP MEDIA PROCESSOR	01A1202	-	1
		IP MEDIA PROCESSOR	01B1201	-	1
		IP MEDIA PROCESSOR	01B1202	-	1
Total Ports: 4					

Port or Set Type: IP SERVER INTFC

Extension/TAC	Name	Type	Port	Tenant	Location
		IP SERVER INTFC	01A0101	-	1
		IP SERVER INTFC	01A0102	-	1
		IP SERVER INTFC	01A0103	-	1
		IP SERVER INTFC	01A0104	-	1
		IP SERVER INTFC	01A0105	-	1
		IP SERVER INTFC	01A0106	-	1
		IP SERVER INTFC	01A0107	-	1
		IP SERVER INTFC	01A0108	-	1
		IP SERVER INTFC	01B0101	-	1
		IP SERVER INTFC	01B0102	-	1
		IP SERVER INTFC	01B0103	-	1
		IP SERVER INTFC	01B0104	-	1
		IP SERVER INTFC	01B0105	-	1
		IP SERVER INTFC	01B0106	-	1
		IP SERVER INTFC	01B0107	-	1
		IP SERVER INTFC	01B0108	-	1
Total Ports: 16					

Port or Set Type: isdn

Extension/TAC	Name	Type	Port	Tenant	Location
202	ID: 12JZD19	isdn	01A1301	1	1
202	ID: 12JZD19	isdn	01A1302	1	1
202	ID: 12JZD19	isdn	01A1303	1	1
202	ID: 12JZD19	isdn	01A1304	1	1
202	ID: 12JZD19	isdn	01A1305	1	1
202	ID: 12JZD19	isdn	01A1306	1	1
202	ID: 12JZD19	isdn	01A1307	1	1
202	ID: 12JZD19	isdn	01A1308	1	1
202	ID: 12JZD19	isdn	01A1309	1	1

Extension/TAC	Name	Type	Port	Tenant	Location
202	ID: 12JZD19	isdn	01A1310	1	1
202	ID: 12JZD19	isdn	01A1311	1	1
202	ID: 12JZD19	isdn	01A1312	1	1
202	ID: 12JZD19	isdn	01A1313	1	1
202	ID: 12JZD19	isdn	01A1314	1	1
202	ID: 12JZD19	isdn	01A1315	1	1
202	ID: 12JZD19	isdn	01A1316	1	1
202	ID: 12JZD19	isdn	01A1317	1	1
202	ID: 12JZD19	isdn	01A1318	1	1
202	ID: 12JZD19	isdn	01A1319	1	1
202	ID: 12JZD19	isdn	01A1320	1	1
202	ID: 12JZD19	isdn	01A1321	1	1
202	ID: 12JZD19	isdn	01A1322	1	1
202	ID: 12JZD19	isdn	01A1323	1	1
202	ID: 12JZD19	isdn	01A1324	1	1
202	ID: 12JZD19	isdn	01B0701	1	1
202	ID: 12JZD19	isdn	01B0702	1	1
202	ID: 12JZD19	isdn	01B0703	1	1
202	ID: 12JZD19	isdn	01B0704	1	1
202	ID: 12JZD19	isdn	01B0705	1	1
202	ID: 12JZD19	isdn	01B0706	1	1
202	ID: 12JZD19	isdn	01B0707	1	1
202	ID: 12JZD19	isdn	01B0708	1	1
202	ID: 12JZD19	isdn	01B0709	1	1
202	ID: 12JZD19	isdn	01B0710	1	1
202	ID: 12JZD19	isdn	01B0711	1	1
202	ID: 12JZD19	isdn	01B0712	1	1
202	ID: 12JZD19	isdn	01B0713	1	1
202	ID: 12JZD19	isdn	01B0714	1	1
202	ID: 12JZD19	isdn	01B0715	1	1
202	ID: 12JZD19	isdn	01B0716	1	1
202	ID: 12JZD19	isdn	01B0717	1	1
202	ID: 12JZD19	isdn	01B0718	1	1
202	ID: 12JZD19	isdn	01B0719	1	1
202	ID: 12JZD19	isdn	01B0720	1	1
202	ID: 12JZD19	isdn	01B0721	1	1
202	ID: 12JZD19	isdn	01B0722	1	1
202	ID: 12JZD19	isdn	01B0723	1	1
202	ID: 12JZD19	isdn	01B0724	1	1
220	LEVEL-3	isdn	021V301	1	20
220	LEVEL-3	isdn	021V302	1	20
220	LEVEL-3	isdn	021V303	1	20
220	LEVEL-3	isdn	021V304	1	20
220	LEVEL-3	isdn	021V305	1	20

Extension/TAC	Name	Type	Port	Tenant	Location
220	LEVEL-3	isdn	021V306	1	20
220	LEVEL-3	isdn	021V307	1	20
220	LEVEL-3	isdn	021V308	1	20
220	LEVEL-3	isdn	021V309	1	20
220	LEVEL-3	isdn	021V310	1	20
220	LEVEL-3	isdn	021V311	1	20
220	LEVEL-3	isdn	021V312	1	20
220	LEVEL-3	isdn	021V313	1	20
220	LEVEL-3	isdn	021V314	1	20
220	LEVEL-3	isdn	021V315	1	20
220	LEVEL-3	isdn	021V317	1	20
220	LEVEL-3	isdn	021V318	1	20
220	LEVEL-3	isdn	021V319	1	20
220	LEVEL-3	isdn	021V320	1	20
220	LEVEL-3	isdn	021V321	1	20
220	LEVEL-3	isdn	021V322	1	20
220	LEVEL-3	isdn	021V323	1	20
220	LEVEL-3	isdn	021V324	1	20
220	LEVEL-3	isdn	021V325	1	20
220	LEVEL-3	isdn	021V326	1	20
220	LEVEL-3	isdn	021V327	1	20
220	LEVEL-3	isdn	021V328	1	20
220	LEVEL-3	isdn	021V329	1	20
220	LEVEL-3	isdn	021V330	1	20
220	LEVEL-3	isdn	021V331	1	20
230	ID: QRHX556	isdn	031V801	1	30
230	ID: QRHX556	isdn	031V802	1	30
230	ID: QRHX556	isdn	031V803	1	30
230	ID: QRHX556	isdn	031V804	1	30
230	ID: QRHX556	isdn	031V805	1	30
230	ID: QRHX556	isdn	031V806	1	30
230	ID: QRHX556	isdn	031V807	1	30
230	ID: QRHX556	isdn	031V808	1	30
230	ID: QRHX556	isdn	031V809	1	30
230	ID: QRHX556	isdn	031V810	1	30
230	ID: QRHX556	isdn	031V811	1	30
230	ID: QRHX556	isdn	031V812	1	30
230	ID: QRHX556	isdn	031V813	1	30
230	ID: QRHX556	isdn	031V814	1	30
230	ID: QRHX556	isdn	031V815	1	30
230	ID: QRHX556	isdn	031V816	1	30
230	ID: QRHX556	isdn	031V817	1	30
230	ID: QRHX556	isdn	031V818	1	30
230	ID: QRHX556	isdn	031V819	1	30

Extension/TAC	Name	Type	Port	Tenant	Location
230	ID: QRHX556	isdn	031V820	1	30
230	ID: QRHX556	isdn	031V821	1	30
230	ID: QRHX556	isdn	031V822	1	30
230	ID: QRHX556	isdn	031V823	1	30
Total Ports: 101					

Port or Set Type: isdn (Voice Mail)

Extension/TAC	Name	Type	Port	Tenant	Location
250	Voicemail	isdn	032V801	1	30
250	Voicemail	isdn	032V802	1	30
250	Voicemail	isdn	032V803	1	30
250	Voicemail	isdn	032V804	1	30
250	Voicemail	isdn	032V805	1	30
250	Voicemail	isdn	032V806	1	30
250	Voicemail	isdn	032V807	1	30
250	Voicemail	isdn	032V808	1	30
250	Voicemail	isdn	032V809	1	30
250	Voicemail	isdn	032V810	1	30
250	Voicemail	isdn	032V811	1	30
250	Voicemail	isdn	032V812	1	30
250	Voicemail	isdn	032V813	1	30
250	Voicemail	isdn	032V814	1	30
250	Voicemail	isdn	032V815	1	30
250	Voicemail	isdn	032V816	1	30
250	Voicemail	isdn	032V817	1	30
250	Voicemail	isdn	032V818	1	30
250	Voicemail	isdn	032V819	1	30
250	Voicemail	isdn	032V820	1	30
250	Voicemail	isdn	032V821	1	30
250	Voicemail	isdn	032V822	1	30
250	Voicemail	isdn	032V823	1	30
Total Ports: 23					

Port or Set Type: MG-ANNOUNCEMENT

Extension/TAC	Name	Type	Port	Tenant	Location
		MG-ANNOUNCEMENT	031V901	-	30
		MG-ANNOUNCEMENT	031V902	-	30
		MG-ANNOUNCEMENT	031V903	-	30
		MG-ANNOUNCEMENT	031V904	-	30
		MG-ANNOUNCEMENT	031V905	-	30
		MG-ANNOUNCEMENT	031V906	-	30
		MG-ANNOUNCEMENT	031V907	-	30

Extension/TAC	Name	Type	Port	Tenant	Location
		MG-ANNOUNCEMENT	031V908	-	30
		MG-ANNOUNCEMENT	031V909	-	30
		MG-ANNOUNCEMENT	031V910	-	30
		MG-ANNOUNCEMENT	031V911	-	30
		MG-ANNOUNCEMENT	031V912	-	30
		MG-ANNOUNCEMENT	031V913	-	30
		MG-ANNOUNCEMENT	031V914	-	30
		MG-ANNOUNCEMENT	031V915	-	30
		MG-ANNOUNCEMENT	031V916	-	30
		MG-ANNOUNCEMENT	031V917	-	30
		MG-ANNOUNCEMENT	031V918	-	30
		MG-ANNOUNCEMENT	031V919	-	30
		MG-ANNOUNCEMENT	031V920	-	30
		MG-ANNOUNCEMENT	031V921	-	30
		MG-ANNOUNCEMENT	031V922	-	30
		MG-ANNOUNCEMENT	031V923	-	30
		MG-ANNOUNCEMENT	031V924	-	30
		MG-ANNOUNCEMENT	031V925	-	30
		MG-ANNOUNCEMENT	031V926	-	30
		MG-ANNOUNCEMENT	031V927	-	30
		MG-ANNOUNCEMENT	031V928	-	30
		MG-ANNOUNCEMENT	031V929	-	30
		MG-ANNOUNCEMENT	031V930	-	30
		MG-ANNOUNCEMENT	031V931	-	30
		MG-ANNOUNCEMENT	031V932	-	30
		MG-ANNOUNCEMENT	031V933	-	30
		MG-ANNOUNCEMENT	031V934	-	30
		MG-ANNOUNCEMENT	031V935	-	30
		MG-ANNOUNCEMENT	031V936	-	30
		MG-ANNOUNCEMENT	031V937	-	30
		MG-ANNOUNCEMENT	031V938	-	30
		MG-ANNOUNCEMENT	031V939	-	30
		MG-ANNOUNCEMENT	031V940	-	30
		MG-ANNOUNCEMENT	031V941	-	30
		MG-ANNOUNCEMENT	031V942	-	30
		MG-ANNOUNCEMENT	031V943	-	30
		MG-ANNOUNCEMENT	031V944	-	30
		MG-ANNOUNCEMENT	031V945	-	30
		MG-ANNOUNCEMENT	031V946	-	30
		MG-ANNOUNCEMENT	031V947	-	30
		MG-ANNOUNCEMENT	031V948	-	30
		MG-ANNOUNCEMENT	031V949	-	30
		MG-ANNOUNCEMENT	031V950	-	30
		MG-ANNOUNCEMENT	031V951	-	30

Extension/TAC	Name	Type	Port	Tenant	Location
		MG-ANNOUNCEMENT	031V952	-	30
		MG-ANNOUNCEMENT	031V953	-	30
		MG-ANNOUNCEMENT	031V954	-	30
		MG-ANNOUNCEMENT	031V955	-	30
		MG-ANNOUNCEMENT	031V956	-	30
		MG-ANNOUNCEMENT	031V957	-	30
		MG-ANNOUNCEMENT	031V958	-	30
		MG-ANNOUNCEMENT	031V959	-	30
		MG-ANNOUNCEMENT	031V960	-	30
		MG-ANNOUNCEMENT	031V961	-	30
		MG-ANNOUNCEMENT	031V962	-	30
		MG-ANNOUNCEMENT	031V963	-	30
		MG-ANNOUNCEMENT	031V964	-	30
Total Ports: 64					

Port or Set Type: Modem (2500)

Extension/TAC	Name	Type	Port	Tenant	Location
1502	Modem	Modem	01A0402	1	1
Total Ports: 1					

Port or Set Type: pdm

Extension/TAC	Name	Type	Port	Tenant	Location
1901	Video Room 1	pdm	01A0807	1	1
1902	Video Room 2	pdm	01A0808	1	1
Total Ports: 2					

Port or Set Type: Polycom (2500)

Extension/TAC	Name	Type	Port	Tenant	Location
1503	Conf Room	Polycom	01A0403	1	1
Total Ports: 1					

Port or Set Type: SIP

Extension/TAC	Name	Type	Port	Tenant	Location
290	siptrunks	SIP	T00118	1	-
290	siptrunks	SIP	T00119	1	-
290	siptrunks	SIP	T00120	1	-
290	siptrunks	SIP	T00121	1	-
290	siptrunks	SIP	T00122	1	-
290	siptrunks	SIP	T00123	1	-
290	siptrunks	SIP	T00124	1	-

Extension/TAC	Name	Type	Port	Tenant	Location
290	siptrunks	SIP	T00125	1	-
290	siptrunks	SIP	T00126	1	-
290	siptrunks	SIP	T00127	1	-
298	SM - IMS	SIP	T02118	1	1
298	SM - IMS	SIP	T02119	1	1
298	SM - IMS	SIP	T02120	1	1
298	SM - IMS	SIP	T02121	1	1
298	SM - IMS	SIP	T02122	1	1
298	SM - IMS	SIP	T02123	1	1
298	SM - IMS	SIP	T02124	1	1
298	SM - IMS	SIP	T02125	1	1
298	SM - IMS	SIP	T02126	1	1
298	SM - IMS	SIP	T02127	1	1
299	SM - NON-IMS	SIP	T01118	1	1
299	SM - NON-IMS	SIP	T01119	1	1
299	SM - NON-IMS	SIP	T01120	1	1
299	SM - NON-IMS	SIP	T01121	1	1
299	SM - NON-IMS	SIP	T01122	1	1
299	SM - NON-IMS	SIP	T01123	1	1
299	SM - NON-IMS	SIP	T01124	1	1
299	SM - NON-IMS	SIP	T01125	1	1
299	SM - NON-IMS	SIP	T01126	1	1
299	SM - NON-IMS	SIP	T01127	1	1
Total Ports: 30					

Port or Set Type: TONE DETECTOR

Extension/TAC	Name	Type	Port	Tenant	Location
		TONE DETECTOR	01A1101	-	1
		TONE DETECTOR	01A1102	-	1
		TONE DETECTOR	01A1103	-	1
		TONE DETECTOR	01A1105	-	1
		TONE DETECTOR	01A1106	-	1
		TONE DETECTOR	01A1107	-	1
Total Ports: 6					

5.4. Voicemail

This report lists those stations and trunks found to be associated with a voicemail system, along with the identifying attributes for each resource. In addition to these dedicated voicemail resources, any Session Manager integration Trunk Groups that also handle voicemail calls will be identified.

Format

This topic will include up to three sections, depending on the types of voicemail integration detected. If programming shows that stations are being used for voicemail integration, a table will be included which lists these stations in extension number order. Similarly, if Trunks are being used for voicemail integration, a table will be included which lists these trunks in order of their Trunk Group and member numbers. Additionally, if voicemail calls can be routed to Session Manager, the Session Manager integration Trunk Groups that facilitate voicemail calls will be identified.

Use

Careful review of these reports will help safeguard your system from potential toll abuse through the voicemail system. Questions should be asked about increasing the Restriction Level of voicemail ports as well as denying External Call Forwarding capabilities.

Voicemail Extension Ports

Extension	Name	Port Type	COR	Port	Tenant	Location
49109	AUDIX PORT 1		70	X	2	
49110	AUDIX PORT 2		70	X	2	
49111	AUDIX PORT 3		70	X	2	
49112	AUDIX PORT 4		70	X	2	
49113	AUDIX PORT 5		70	X	2	
49114	AUDIX PORT 6		70	X	2	
49115	AUDIX PORT 7		70	X	2	
49116	AUDIX PORT 8		70	X	2	
Total Voicemail Extension Ports: 8						

Voicemail Trunk Ports

Trunk Group Number	Member Number	Port	Trunk Name	Tenant	Location
50	1	032V801	Voicemail	1	30
50	2	032V802	Voicemail	1	30
50	3	032V803	Voicemail	1	30
50	4	032V804	Voicemail	1	30
50	5	032V805	Voicemail	1	30
50	6	032V806	Voicemail	1	30
50	7	032V807	Voicemail	1	30
50	8	032V808	Voicemail	1	30
50	9	032V809	Voicemail	1	30
50	10	032V810	Voicemail	1	30
50	11	032V811	Voicemail	1	30

Trunk Group Number	Member Number	Port	Trunk Name	Tenant	Location
50	12	032V812	Voicemail	1	30
50	13	032V813	Voicemail	1	30
50	14	032V814	Voicemail	1	30
50	15	032V815	Voicemail	1	30
50	16	032V816	Voicemail	1	30
50	17	032V817	Voicemail	1	30
50	18	032V818	Voicemail	1	30
50	19	032V819	Voicemail	1	30
50	20	032V820	Voicemail	1	30
50	21	032V821	Voicemail	1	30
50	22	032V822	Voicemail	1	30
50	23	032V823	Voicemail	1	30
Total Voicemail Trunk Ports: 23					

5.5. Equipment Lists

The Avaya Communication Server is organized into groups of equipment called either Media Gateways, or Cabinets and Carriers. This section presents a listing of the ports associated with each Media Gateway first, followed by any Cabinet/Carriers.

Format

This section is organized in equipment order (Cabinet, Carrier, Slot, Position, or Media Gateway, Slot and Port).

Use

Careful review of these reports will safeguard your system and improve its efficiency. They should be reviewed and cross-referenced to the Location Directory to determine if any one Cabinet is serving an entire floor or department, or if there are unusual concentrations of trunking facilities within any one Cabinet. If concentrations are found, you may want a technician to redistribute these resources to minimize the impact of potential equipment failure.

Should you experience temporary Cabinet, Carrier, or Media Gateway failure, you would consult this section to determine those facilities and/or individuals affected, and have your technician make temporary re-assignments if needed.

Media Gateway: #21 Europe

Media Gateway Location: 20 - Europe

Ports in Media Gateway

Port	Name	Extension	Type	Tenant
021V201			ANA MM	
021V202			ANA MM	
021V301	LEVEL-3		isdn	1
021V302	LEVEL-3		isdn	1
021V303	LEVEL-3		isdn	1
021V304	LEVEL-3		isdn	1
021V305	LEVEL-3		isdn	1
021V306	LEVEL-3		isdn	1
021V307	LEVEL-3		isdn	1
021V308	LEVEL-3		isdn	1
021V309	LEVEL-3		isdn	1
021V310	LEVEL-3		isdn	1
021V311	LEVEL-3		isdn	1
021V312	LEVEL-3		isdn	1
021V313	LEVEL-3		isdn	1
021V314	LEVEL-3		isdn	1
021V315	LEVEL-3		isdn	1
021V316			DS1 MM	
021V317	LEVEL-3		isdn	1
021V318	LEVEL-3		isdn	1
021V319	LEVEL-3		isdn	1

Port	Name	Extension	Type	Tenant
021V320	LEVEL-3		isdn	1
021V321	LEVEL-3		isdn	1
021V322	LEVEL-3		isdn	1
021V323	LEVEL-3		isdn	1
021V324	LEVEL-3		isdn	1
021V325	LEVEL-3		isdn	1
021V326	LEVEL-3		isdn	1
021V327	LEVEL-3		isdn	1
021V328	LEVEL-3		isdn	1
021V329	LEVEL-3		isdn	1
021V330	LEVEL-3		isdn	1
021V331	LEVEL-3		isdn	1
Total Ports: 33				

Media Gateway: #31 SouthernGW1

Media Gateway Location: 30 - Southern Branch

Ports in Media Gateway

Port	Name	Extension	Type	Tenant
031V501			ANA MM	
031V502			ANA MM	
031V503			ANA MM	
031V504			ANA MM	
031V505			ANA MM	
031V506			ANA MM	
031V507			ANA MM	
031V508			ANA MM	
031V801	ID: QRHX556		isdn	1
031V802	ID: QRHX556		isdn	1
031V803	ID: QRHX556		isdn	1
031V804	ID: QRHX556		isdn	1
031V805	ID: QRHX556		isdn	1
031V806	ID: QRHX556		isdn	1
031V807	ID: QRHX556		isdn	1
031V808	ID: QRHX556		isdn	1
031V809	ID: QRHX556		isdn	1
031V810	ID: QRHX556		isdn	1
031V811	ID: QRHX556		isdn	1
031V812	ID: QRHX556		isdn	1
031V813	ID: QRHX556		isdn	1
031V814	ID: QRHX556		isdn	1
031V815	ID: QRHX556		isdn	1
031V816	ID: QRHX556		isdn	1

Port	Name	Extension	Type	Tenant
031V817	ID: QRHX556		isdn	1
031V818	ID: QRHX556		isdn	1
031V819	ID: QRHX556		isdn	1
031V820	ID: QRHX556		isdn	1
031V821	ID: QRHX556		isdn	1
031V822	ID: QRHX556		isdn	1
031V823	ID: QRHX556		isdn	1
031V901			MG-ANNOUNCEMENT	
031V902			MG-ANNOUNCEMENT	
031V903			MG-ANNOUNCEMENT	
031V904			MG-ANNOUNCEMENT	
031V905			MG-ANNOUNCEMENT	
031V906			MG-ANNOUNCEMENT	
031V907			MG-ANNOUNCEMENT	
031V908			MG-ANNOUNCEMENT	
031V909			MG-ANNOUNCEMENT	
031V910			MG-ANNOUNCEMENT	
031V911			MG-ANNOUNCEMENT	
031V912			MG-ANNOUNCEMENT	
031V913			MG-ANNOUNCEMENT	
031V914			MG-ANNOUNCEMENT	
031V915			MG-ANNOUNCEMENT	
031V916			MG-ANNOUNCEMENT	
031V917			MG-ANNOUNCEMENT	
031V918			MG-ANNOUNCEMENT	
031V919			MG-ANNOUNCEMENT	
031V920			MG-ANNOUNCEMENT	
031V921			MG-ANNOUNCEMENT	
031V922			MG-ANNOUNCEMENT	
031V923			MG-ANNOUNCEMENT	
031V924			MG-ANNOUNCEMENT	
031V925			MG-ANNOUNCEMENT	
031V926			MG-ANNOUNCEMENT	
031V927			MG-ANNOUNCEMENT	
031V928			MG-ANNOUNCEMENT	
031V929			MG-ANNOUNCEMENT	
031V930			MG-ANNOUNCEMENT	
031V931			MG-ANNOUNCEMENT	
031V932			MG-ANNOUNCEMENT	
031V933			MG-ANNOUNCEMENT	
031V934			MG-ANNOUNCEMENT	
031V935			MG-ANNOUNCEMENT	
031V936			MG-ANNOUNCEMENT	
031V937			MG-ANNOUNCEMENT	

Port	Name	Extension	Type	Tenant
031V938			MG-ANNOUNCEMENT	
031V939			MG-ANNOUNCEMENT	
031V940			MG-ANNOUNCEMENT	
031V941			MG-ANNOUNCEMENT	
031V942			MG-ANNOUNCEMENT	
031V943			MG-ANNOUNCEMENT	
031V944			MG-ANNOUNCEMENT	
031V945			MG-ANNOUNCEMENT	
031V946			MG-ANNOUNCEMENT	
031V947			MG-ANNOUNCEMENT	
031V948			MG-ANNOUNCEMENT	
031V949			MG-ANNOUNCEMENT	
031V950			MG-ANNOUNCEMENT	
031V951			MG-ANNOUNCEMENT	
031V952			MG-ANNOUNCEMENT	
031V953			MG-ANNOUNCEMENT	
031V954			MG-ANNOUNCEMENT	
031V955			MG-ANNOUNCEMENT	
031V956			MG-ANNOUNCEMENT	
031V957			MG-ANNOUNCEMENT	
031V958			MG-ANNOUNCEMENT	
031V959			MG-ANNOUNCEMENT	
031V960			MG-ANNOUNCEMENT	
031V961			MG-ANNOUNCEMENT	
031V962			MG-ANNOUNCEMENT	
031V963			MG-ANNOUNCEMENT	
031V964			MG-ANNOUNCEMENT	
Total Ports: 95				

Media Gateway: #32 SouthernGW2

Media Gateway Location: 30 - Southern Branch

Ports in Media Gateway

Port	Name	Extension	Type	Tenant
032V401	305-5551292		co	1
032V402	305-5551943		co	1
032V501			ANA MM	
032V502			ANA MM	
032V503			ANA MM	
032V504			ANA MM	
032V505			ANA MM	
032V506			ANA MM	
032V507			ANA MM	

Port	Name	Extension	Type	Tenant
032V508			ANA MM	
032V801	Voicemail		isdn	1
032V802	Voicemail		isdn	1
032V803	Voicemail		isdn	1
032V804	Voicemail		isdn	1
032V805	Voicemail		isdn	1
032V806	Voicemail		isdn	1
032V807	Voicemail		isdn	1
032V808	Voicemail		isdn	1
032V809	Voicemail		isdn	1
032V810	Voicemail		isdn	1
032V811	Voicemail		isdn	1
032V812	Voicemail		isdn	1
032V813	Voicemail		isdn	1
032V814	Voicemail		isdn	1
032V815	Voicemail		isdn	1
032V816	Voicemail		isdn	1
032V817	Voicemail		isdn	1
032V818	Voicemail		isdn	1
032V819	Voicemail		isdn	1
032V820	Voicemail		isdn	1
032V821	Voicemail		isdn	1
032V822	Voicemail		isdn	1
032V823	Voicemail		isdn	1
Total Ports: 33				

Cabinet: 1 Carrier: A

Cabinet Location: 1 - Main

Ports in Cabinet

Port	Name	Extension	Type	Tenant
01A0101			IP SERVER INTFC	-
01A0102			IP SERVER INTFC	-
01A0103			IP SERVER INTFC	-
01A0104			IP SERVER INTFC	-
01A0105			IP SERVER INTFC	-
01A0106			IP SERVER INTFC	-
01A0107			IP SERVER INTFC	-
01A0108			IP SERVER INTFC	-
01A0217			CONTROL-LAN	-
01A0301	Johanna Nunez	1101	9404	1
01A0302	Christine Ford	1102	9404	1
01A0303	Jordan Bates	1103	9404	1

Port	Name	Extension	Type	Tenant
01A0304	Shannon Mccarthy	1104	9404	1
01A0305	Lawrence Hale	1105	9404	1
01A0401	Fax	1501	Fax	1
01A0402	Modem	1502	Modem	1
01A0403	Conf Room	1503	Polycom	1
01A0404	Lobby	1504	2500	1
01A0405	Courtesy Phone	1505	2500	1
01A0601	Lisa Vasquez	1201	9408	1
01A0602	Clara Holmes	1202	9408	1
01A0603	Ervin Curry	1203	9408	1
01A0604	Doyle Andrews	1204	9408	1
01A0605	Vera Byrd	1205	9408	1
01A0801	Israel Black	1301	1408	1
01A0802	Gabriel Lamb	1302	1408	1
01A0803	Darin Greene	1303	1408	1
01A0804	Brian Baker	1304	1408	1
01A0805	Kelly Green	1305	1408	1
01A0807	Video Room 1	1901	pdm	1
01A0808	Video Room 2	1902	pdm	1
01A0901	973-5551234		co	1
01A0902	973-5551235		co	1
01A0903	973-5551236		co	1
01A0904	973-5551237		co	1
01A0905	973-5551238		co	1
01A0906	973-5551239		co	1
01A0907	973-5551240		co	1
01A1101			TONE DETECTOR	-
01A1102			TONE DETECTOR	-
01A1103			TONE DETECTOR	-
01A1105			TONE DETECTOR	-
01A1106			TONE DETECTOR	-
01A1107			TONE DETECTOR	-
01A1201			IP MEDIA PROCESSOR	-
01A1202			IP MEDIA PROCESSOR	-
01A1301	ID: 12JZD19		isdn	1
01A1302	ID: 12JZD19		isdn	1
01A1303	ID: 12JZD19		isdn	1
01A1304	ID: 12JZD19		isdn	1
01A1305	ID: 12JZD19		isdn	1
01A1306	ID: 12JZD19		isdn	1
01A1307	ID: 12JZD19		isdn	1
01A1308	ID: 12JZD19		isdn	1
01A1309	ID: 12JZD19		isdn	1
01A1310	ID: 12JZD19		isdn	1

Port	Name	Extension	Type	Tenant
01A1311	ID: 12JZD19		isdn	1
01A1312	ID: 12JZD19		isdn	1
01A1313	ID: 12JZD19		isdn	1
01A1314	ID: 12JZD19		isdn	1
01A1315	ID: 12JZD19		isdn	1
01A1316	ID: 12JZD19		isdn	1
01A1317	ID: 12JZD19		isdn	1
01A1318	ID: 12JZD19		isdn	1
01A1319	ID: 12JZD19		isdn	1
01A1320	ID: 12JZD19		isdn	1
01A1321	ID: 12JZD19		isdn	1
01A1322	ID: 12JZD19		isdn	1
01A1323	ID: 12JZD19		isdn	1
01A1324	ID: 12JZD19		isdn	1
Total Ports: 70				

Cabinet: 1 Carrier: B

Cabinet Location: 1 - Main

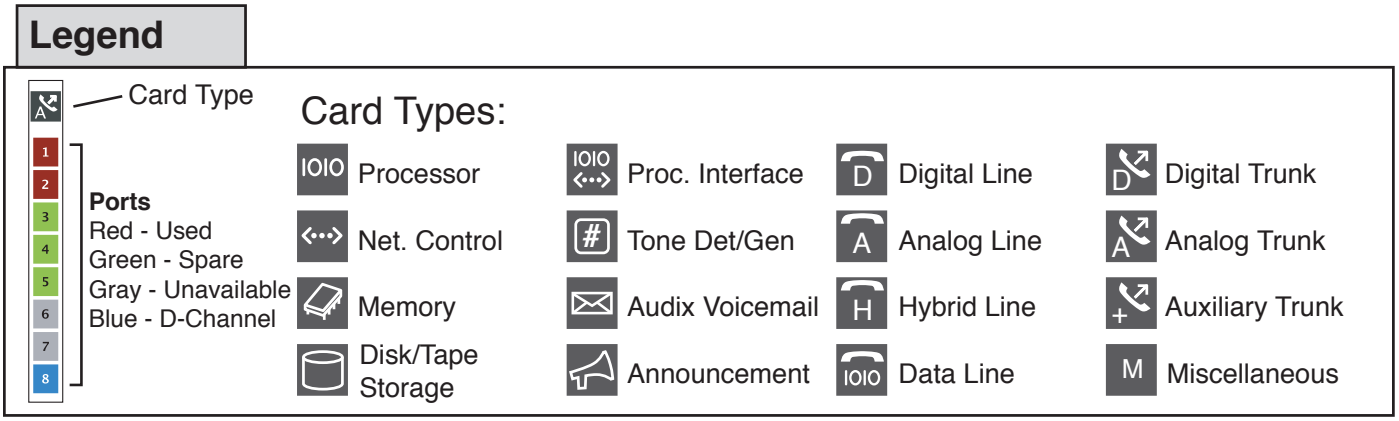
Ports in Cabinet

Port	Name	Extension	Type	Tenant
01B0101			IP SERVER INTFC	-
01B0102			IP SERVER INTFC	-
01B0103			IP SERVER INTFC	-
01B0104			IP SERVER INTFC	-
01B0105			IP SERVER INTFC	-
01B0106			IP SERVER INTFC	-
01B0107			IP SERVER INTFC	-
01B0108			IP SERVER INTFC	-
01B0217			CONTROL-LAN	-
01B0301	Darryl Bryan	1401	1416	1
01B0302	Courtney Romero	1402	1416	1
01B0303	Jeannette Adams	1403	1416	1
01B0304	Douglas Morris	1404	1416	1
01B0305	Walter Mellon	1405	1416	1
01B0306	Peter King	1801	6408D+	1
01B0601	Jerald Juten	1106	6408D+	1
01B0701	ID: 12JZD19		isdn	1
01B0702	ID: 12JZD19		isdn	1
01B0703	ID: 12JZD19		isdn	1
01B0704	ID: 12JZD19		isdn	1
01B0705	ID: 12JZD19		isdn	1
01B0706	ID: 12JZD19		isdn	1

Port	Name	Extension	Type	Tenant
01B0707	ID: 12JZD19		isdn	1
01B0708	ID: 12JZD19		isdn	1
01B0709	ID: 12JZD19		isdn	1
01B0710	ID: 12JZD19		isdn	1
01B0711	ID: 12JZD19		isdn	1
01B0712	ID: 12JZD19		isdn	1
01B0713	ID: 12JZD19		isdn	1
01B0714	ID: 12JZD19		isdn	1
01B0715	ID: 12JZD19		isdn	1
01B0716	ID: 12JZD19		isdn	1
01B0717	ID: 12JZD19		isdn	1
01B0718	ID: 12JZD19		isdn	1
01B0719	ID: 12JZD19		isdn	1
01B0720	ID: 12JZD19		isdn	1
01B0721	ID: 12JZD19		isdn	1
01B0722	ID: 12JZD19		isdn	1
01B0723	ID: 12JZD19		isdn	1
01B0724	ID: 12JZD19		isdn	1
01B0901	973-5551241		co	1
01B0902	973-5551242		co	1
01B0903	973-5551243		co	1
01B1101	Operator 1	1051	console	1
01B1102	Operator 2	1052	console	1
01B1103	Operator 3	1053	console	1
01B1104	Operator 4	1054	console	1
01B1201			IP MEDIA PROCESSOR	-
01B1202			IP MEDIA PROCESSOR	-
Total Ports: 49				

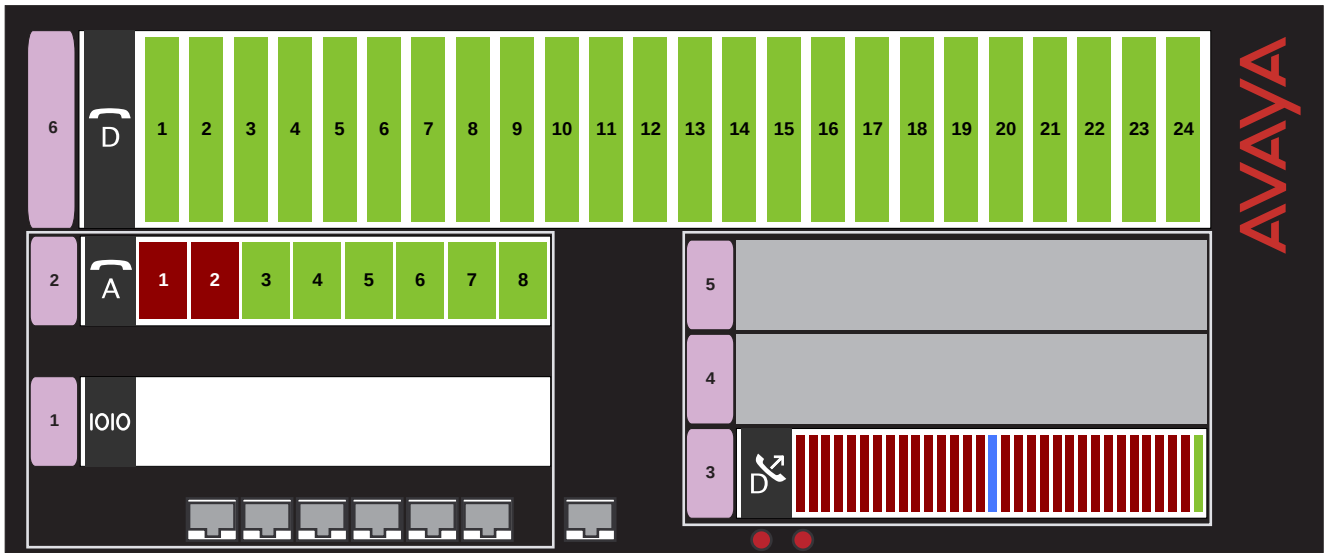
5.6. Equipment Layout

The following diagrams depict the hardware that makes up your Communication Server as it appears in the switch. The Equipment Maps are most useful for hardware or software upgrades, business expansions, multi-site inventory control, and hardware repairs.

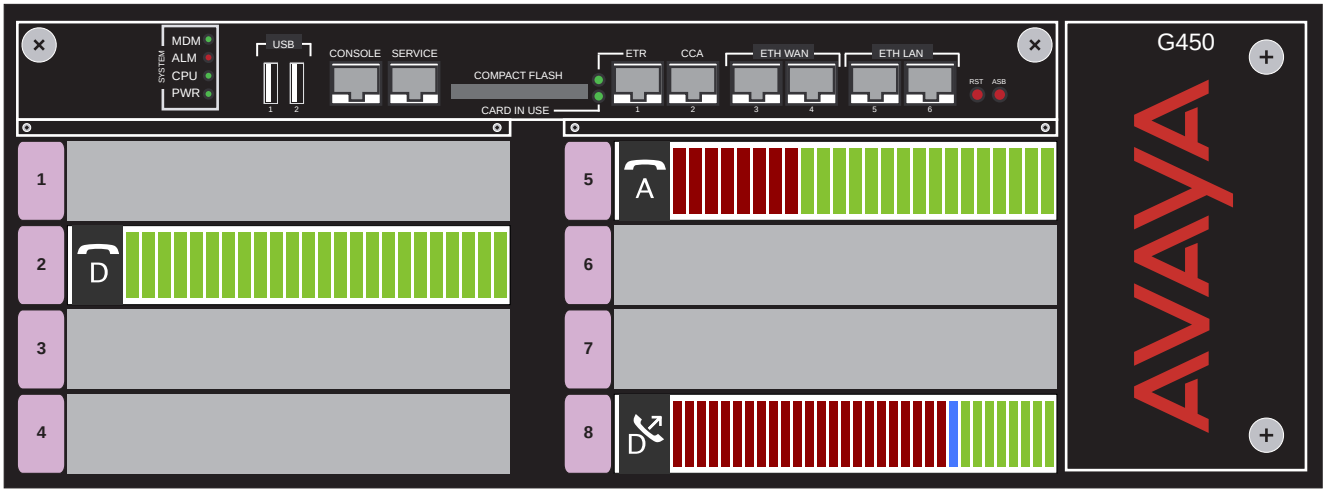


Media Gateways

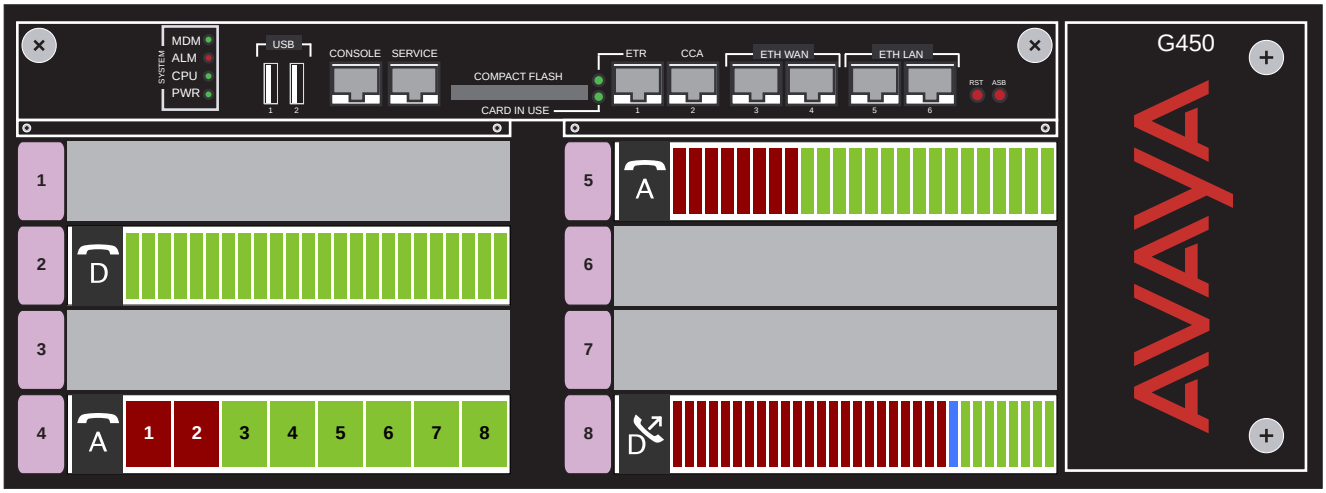
021 Europe (G350) Location: Europe



031 SouthernGW1 (G450) Location: Southern Branch

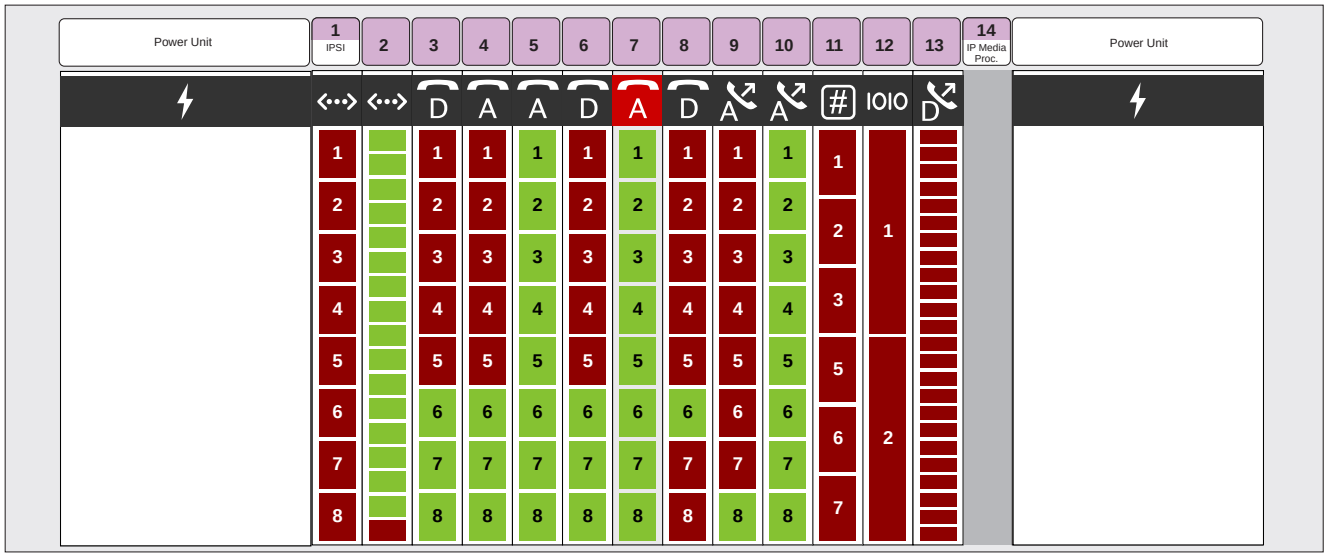


032 SouthernGW2 (G450) Location: Southern Branch

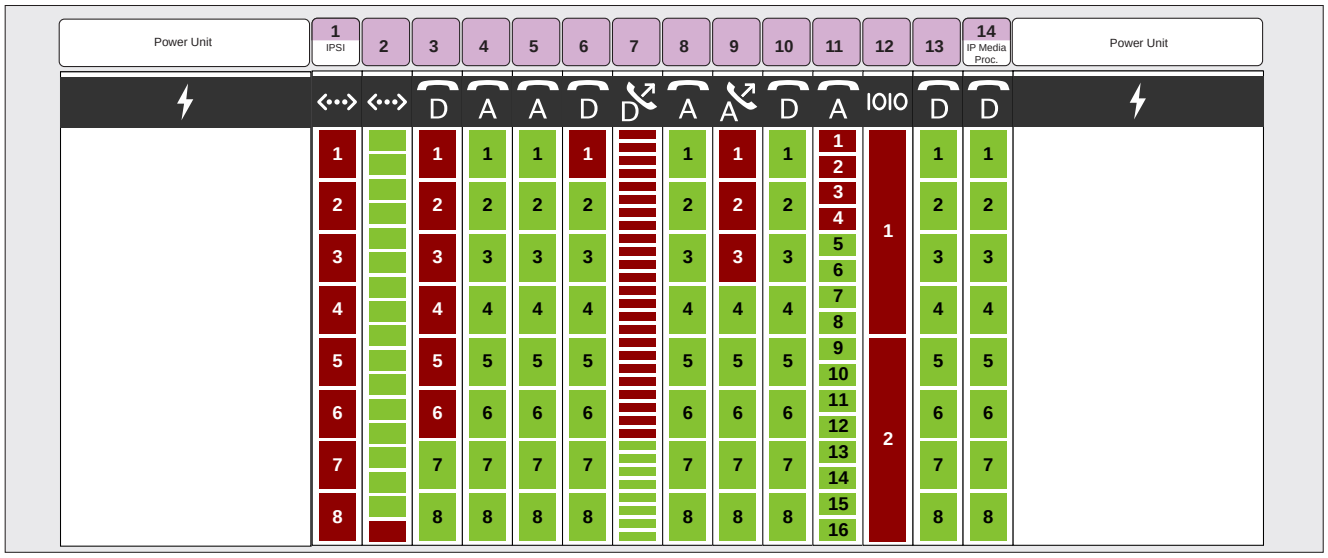


Carriers

01A G650 Media Gateway Location: Main



01B G650 Media Gateway Location: Main



5.7. Action Items

The Action Items are potential anomalies we found in the programming of the system which require further investigation to improve service and/or eliminate inefficiencies.

Format

The Action Items are divided into two major categories: software programming items that are service affecting, and those which are clean-up issues.

Use

Addressing these issues will lead to better service, fewer user complaints, better utilization of system resources, and an easier system to manage.

Subscriptions to the SourceBook will help ensure continued good service.

Service Affecting Issues

The following may be service-affecting issues in the programming of the Communication Server:

Coverage Answer Group Members

The following Coverage Answer Groups have no members in them: 6

These Coverage Answer Groups should be removed if they are not being used.

Coverage Paths

The following Coverage Paths do not have any destinations defined: 6

These Coverage Paths should be removed if they are not being used.

Emergency Services (911/E911) Programming

Some potential issues have been identified in your Emergency Services (911) configuration when compared to settings recommended by Avaya. These issues include:

- Your ARS and/or one of your Location-Specific ARS tables don't appear to handle both 911 and 11 dialing sequences.
- Not all of the ARS table entries handling your Emergency calls are configured as 'alrt' or 'emer'.
- Dissociated sets are not assigned a COR, or some non-dissociated Stations are sharing the COR assignment.
- The system appears to use multiple Locations, but Emergency Call routing was not configured in the local ARS table for each Location.
- Some of the Network Regions used in your system do not have a Location assigned.

Proper handling of Emergency Services calls (911) may be dictated by legislation, and should be carefully configured to limit legal liabilities.

Empty Vectors

The following Vectors are defined, but have no steps programmed: **98**.

More importantly, the following empty Vectors are referenced by a VDN or a 'goto' Vector step: **98**.

In general, transferring a call to an empty or non-existent Vector will terminate the call. If the empty Vectors are not being used, they should be removed from the system's programming to avoid confusion and possible service problems.

See Section 3.2, "Vectors" for additional details.

Minimum Security Checkup

This system failed to meet the basic security requirements listed below, and would benefit from a thorough security analysis to correct these and other vulnerabilities:

- There are **7** CORs with direct access to at least one of **11** different Trunk Groups in this Communication Server.
- There are **7** used CORs with an FRL of 7 in your Communication Server, giving member extensions the maximum possible access to other resources.

Misassigned Night Extensions

The following Night Service extensions assigned to Trunks Groups or their individual members are not defined in the Communication Server:

Trunk Group	Night Extension	Members
2	77895	1-48
50	78908	1

Tenant 1 Calling Permissions

Tenant 1 should have Calling Permissions to all other Tenants. Currently it only has permission to the following Tenants: 2-11 and 13-100

Some features such as Security Violation calls and Automatic Circuit Assurance calls can fail if the Tenant configuration is not corrected.

Unassigned Area Codes

There are North American Area Codes which are not handled in your Global Automatic Routing Selection table, and none of the Locations currently being used have a Location-specific routing table. It is recommended that you program your global table to cover all Area Codes to ensure that proper Area Code treatment is given to all Locations. The following Area Codes are affected:

201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 212, 213, 214, 215, 216, 217, 218, 219, 220, 223, 224, 225, 226, 228, 229, 231, 234, 236, 239, 240, 242, 246, 248, 249, 250, 251, 252, 253, 254, 256, 260, 262, 264, 267, 268, 269, 270, 272, 276, 281, 284, 289

These Area Codes cover the following geographic regions:

Anguilla, Antigua, Bahamas, Barbados, British Virgin Is, Maine, Washington DC, some of Alabama, some of British Columbia, some of California, some of Connecticut, some of Florida, some of Georgia, some of Idaho, some of Illinois, some of Indiana, some of Kentucky, some of Louisiana, some of Manitoba, some of Maryland, some of Michigan, some of Minnesota, some of Mississippi, some of New Jersey, some of New York, some of North Carolina, some of Ohio, some of Ontario, some of Pennsylvania, some of Texas, some of Virginia, some of Washington, some of Wisconsin

Vector Directory Numbers

The following VDNs are directed to an empty or nonexistent Vector: **31003, 31005**.

In general, transferring a call to an empty or undefined Vector will terminate the call. A properly programmed Vector should be assigned to these VDNs, or they should be removed if not being used.

The following VDNs are administered with nonexistent Skills (1st, 2nd, or 3rd): **31001**.

If a Vector step refers to a VDN Skill that is not defined (via '1st', '2nd', or '3rd'), unintended call processing may result. Ensure that all Skills administered in these VDNs are properly configured.

See Section 3.1, "Vector Directory Numbers (VDNs)" for additional details.

Vector Programming Warnings

The following Vectors contain possible programming errors, and are referenced by at least one VDN or 'goto' step: **1, 2, 4**.

In addition, the following Vectors contain possible programming errors, but are currently not being referenced by any VDN or 'goto' step: **3**.

Review the 'Vector Steps' table for each of these Vectors, and correct any highlighted programming anomalies. Errors in referenced Vectors may be causing current, service-affecting problems, while similar issues in unreferenced Vectors may not pose an immediate concern.

See Section 3.2, "Vectors" for additional details.

Vector Routing Tables

The following Vector Routing Tables are defined, but have no entries programmed: **98**.

None of these Vector Routing Tables appear to be referenced by a Vector step.

Verify that these routing tables should indeed be empty, and that the lack of content is not a programming error. If the tables are not being used, they should be removed from the system's programming to avoid confusion.

See Section 3.4, "Vector Routing Tables" for additional details.

Clean Up Issues

The following are clean-up issues in the programming of the Communication Server:

ACD Hunt Groups

The following ACD Hunt Groups are empty, or have only one member in them: 4

These ACD Hunt Groups should be removed if they are not being used.

Abbreviated-Dialing Groups

The following Abbreviated-Dialing Groups have no used entries in them, and should be removed if they are not being used: 2

The following Abbreviated-Dialing Groups are not being used by any Station, and should be removed if possible: 2

Agent Login IDs

The following Agent Login IDs are assigned to a Skill (ACD Hunt Group) that does not exist:

Login ID	Extension	Skill
All Skills assigned to Agent Login IDs are defined		

Coverage Answer Group Coverage Paths

The following Coverage Answer Groups are not being used by any Coverage Path: 5, 6

These Coverage Answer Groups should be removed if they are not being used.

Hunt Groups

The following Hunt Groups are empty, or have only one member in them: 5, 50

These Hunt Groups should be removed if they are not being used.

Intercom Groups

The following Intercom Groups are empty, or have only one member in them: 3

These Intercom Groups should be removed if they are not being used.

Pickup Groups

The following Pickup Groups have no stations associated with them: 5

These Pickup Groups should be removed if they are not being used.

Trunk Groups

The following Trunks Groups have no members: 3

These Trunk Groups should be removed if they are not being used.

While the 'Name' field of trunk members is being used, it should be checked regularly for accuracy and completeness. It is recommended to use this field to store a circuit ID or other identifying information for your trunks.

Unreachable Vectors

Call processing with a given Vector is initiated by either a VDN or a 'goto' step referencing the Vector. If neither of these conditions exist for a particular Vector, then the Vector is likely unreachable for call processing.

The following Vectors are neither referenced by any VDN, nor any 'goto' Vector step: **3**.

If these Vectors are not being used, you may want to remove them from the system's programming to avoid confusion and unnecessary maintenance.

See Section 3.2, "Vectors" for additional details.

Unused Route Patterns

The following Route Patterns do not appear to be in use by your AAR/ARS system:

Route Pattern	Pref	FRL
5	1	7
5	2	7

Glossary

Abbreviated Dialing
A feature providing station users access to system, group or personal lists allowing them to dial frequently called telephone numbers using a 1- to 3-digit code. System and Group lists may also be configured as 'privileged', thus overriding any restrictions placed on an extension.

Active (Coverage Paths)
A state where a user is on a phone and the instrument is capable of receiving another call on an additional call appearance button.

Audix
Avaya's voicemail platform for the Definity Call Servers.

Automatic Call Distribution (ACD)
A type of hunt group that presents incoming calls to multiple stations sequentially. These stations are called ACD Agents.

Automatic Number Identification (ANI)
Digits that are passed to the system with an incoming call indicating the source of the call, for example the calling party billing number or the extension number for an internal call.

Automatic Route Selection (ARS)
A feature within the Communication Server which directs outbound calls to predefined Trunk Groups dependent upon the digits that were dialed.

Call Detail Recording (CDR)
A feature allowing the recording of information about selected calls, usually for cost allocation purposes.

Calling Party Restriction (CPR)
A setting with each Class of Restriction (COR) which allows or denies certain types of calls. For example, CORs with a CPR of 'none' have no restriction, while CORs with a CPR of 'outward' are not able to make any external calls.

Class of Restriction (COR)
Individual configurations of restrictions and permissions that control call origination and termination capabilities. There are 996 (0 - 995) CORs available, or 96 (0 - 95) on older releases.

Class of Service (COS)
Assignments that determine certain calling options and features available to the telephone.

Class of Service Groups (COS Groups)
A feature of Communication Manager 5.1 and up, COS Groups allow you to have up to one hundred sets of sixteen COSes each. COS Groups are assigned to Tenants.

Control Circuit Packs
The circuit packs, or 'cards', not associated with stations or trunks, i.e. CPU, Memory, Software, and Storage Devices.

Coverage Answer Group
A group of up to 100 stations which act as an answer point for selected incoming calls. All phones in a Coverage Answer Group will ring simultaneously.

Coverage Path
A Coverage Path describes both the conditions under which incoming calls may be redirected and how they will be redirected.

Coverage Point
One of up to 6 answer points within a Coverage Path.

Dial Pattern
A Dial Pattern is a rule that, when matched to a call's dialed digits, provides an action or destination for call routing. For example, the action or destination can be a Route Pattern, Partition Route Index, Remote Home Numbering Plan Area (RHNPA), or Deny.

Direct Access
The ability for a station or trunk user to dial a Trunk Access Code (TAC) and receive dial-tone directly from a trunk, thus bypassing any restrictions of ARS.

DND/SAC
Do Not Disturb/Send All Calls - A feature allowing a user to temporarily deny their station the ability to receive incoming calls.

Extension
A dialable number assigned to a station, data module, hunt group, terminating extension group, vector, etc.

Facility Restriction Level (FRL)
An FRL is assigned to each Class of Restriction (COR) and are used to allow or deny access to specific Trunk Groups. An FRL of 0 is the most restrictive, 7 is the least restrictive and can commonly access more facilities.

Grading (Grade Of Service)
The balanced assignment of terminals (Stations, Trunks, etc.) across available Carriers in order to evenly distribute traffic and assignment of facilities among all Carriers within the system.

Hunt Group
Allows a call to a busy extension to be redirected to an idle extension within the group.

Intercom Group
A grouping of stations that have the ability to call each other by using a 1- or 2-digit code.

IP Network Region
A logical grouping of IP based devices that should share configuration information, such as which Codecs to prefer, what Location they belong to, and what Networking domain they use.

Location
A logical division of Communication Server resources, usually along geographic boundaries. Locations can also contain NPA information to aid in efficient and cost effective call routing.

LWC Reception
A setting within station programming which tells the Communication Server where Leave Word Calling information will be stored.

Media Server
A Media Server is stand alone server or virtual machine that provides IP audio services to Communication Manager. It replaces many pieces of legacy equipment such as: Media Gateways, VAL boards, DTR, etc.

Pickup Group
A group of stations that are able to answer calls to any of the stations within the same group.

Port
The physical location of terminal equipment using the addressing scheme of Cabinet, Carrier, Slot, Port.

Port Address
An alphanumeric value corresponding to a specific card and port within the Communication Server. Every trunk, station and voicemail port has a specific and unique Port Address.

Port Circuit Packs
The circuit packs, or 'cards', associated with stations and trunks, e.g. Digital Line Cards, Analog Trunk Cards, DS1 Interfaces, and Audix Voicemail.

Privileged
A setting within the programming of System and Group Abbreviated Dialing Lists which allows all programmed entries to be dialed, regardless of the originating station's COR.

Restrict Call Forward Off Net
A setting with in a Class of Service (COS) which when set to 'n' allows calls to be redirected off-premise (externally).

Restricted Call List (RCL)
A listing of dialed numbers that may not be accessed by CORs with the 'Restricted Call List?' set to 'y'.

Route Pattern
A list of Trunk Groups to be used when calling specific numbers (i.e. Area Codes).

Session Manager
Session Manager is the SIP routing application deployed under Avaya Aura. It manages Enterprise-Wide routing in the Avaya Aura SIP Core Network. Traditionally this routing would have been implemented in Communication Manager and other PBX's throughout your Enterprise Network.

SIP
Session Initiation Protocol (SIP) is a popular signaling protocol used to setup and tear down two-party or multi-party communication sessions: voice, video, etc.

Station Type
A field in the programming of each station designating a specific model of terminal equipment.

Tail End Hop Off (TEHO)
Tail End Hop Off is a cost-saving design in which calls are routed such that they stay on the flat-rate enterprise network as long as possible before 'hopping off' to the more expensive PSTN. This design can reduce or eliminate long distance charges when internal users call public numbers that are local to an existing facility on the enterprise network.

Tenant Partition
A logical grouping of resources within the Communication Server. Different companies sharing a common Communication Server might be placed into different tenants, or different departments within a single company.

Toll Abuse
The action of making unauthorized calls through a Communication Server.

Toll List
A listing of dialed numbers to toll calling areas.

Trunk Access Code (TAC)
A dialable code assigned to each Trunk Group.

Trunk
A dedicated communications line between two Communication Servers or between the Communication Server and the Central Office.

Trunk Group
A collection of similar Trunks performing an identical function. For example, all DID Trunks for the main telephone number would be members of a single Trunk Group.

Unrestricted Call List (UCL)
One of ten individual listings of dialed numbers that may be accessed by otherwise restricted stations, even if the numbers are on the Toll List.

Vector
A set of treatments performed on incoming calls which can provide customized routing, announcements, and collection of data.

Vector Directory Number (VDN)
A non-physical extension that initiates Vector processing when accessed (as a Trunk's destination, incoming DID, locally dialed, etc.).

Vector Routing Table (VRT)
A list of values (entries) that can be referenced when making a conditional decision in a Vector step.

Vector Variable
A name (A-Z, or AA-ZZ) that replaces static content in the definition of a Vector step, allowing dynamic collection or updating of the content in a consistent manner.

Voice over IP (VoIP)
The transmission of voice communications over IP networks. Speech is encoded into IP packets using a codec, and transmitted over an IP network instead of a conventional, dedicated telecommunications network. The IP network may simultaneously be carrying non-voice data as well, resulting in a Converged Network.