



IP Enabling Siemens Hicom 300 With Avaya Solutions Running MultiVantage™ Software

Configuring a PRI Trunk Connection between an Avaya™ S8300 Media Server and an Avaya™ G700 Media Gateway running Avaya MultiVantage™ Software and a Siemens Hicom 300.
Issue 1.0

ABSTRACT

Many multi-location enterprises have telecommunications equipment from vendors that do not provide a gentle migration path to IP converged platforms. Avaya's Enterprise Class IP Solutions (ECLIPS) enable a gradual adoption of IP technology for Third-party PBXs and enables the adoption of the value-added capabilities of Avaya's MultiVantage™ Software while providing a platform to host future applications that will further enhance the enterprise's operations.

Following the instructions in these Application Notes facilitates the Gentle-Migration of a Siemens Hicom 300 PBX to the Avaya ECLIPS platform running the Avaya MultiVantage Software for call processing. A minimal amount of new hardware is needed to complete the migration including the Avaya™ S8300 Media Server, the Avaya™ G700 Media Gateway, Avaya™ IP telephones and the new Avaya™ GUI administration tools.

This solution's return on investment (ROI) is very high because it does not require a fork-lift removal of existing hardware, capitalizes on existing phone assets and the users' knowledge of the existing user interface, and allows the enterprise to migrate only those users who can best utilize the productivity enhancing features of the Avaya MultiVantage Software. The platform can expand to accommodate the entire enterprise's organization over time at a pace the customer dictates.

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LPH 11-27-02		1

1. Introduction:

The configuration shown in figure 1 illustrates a PRI Trunk Connection between an Avaya S8300 Media Server and an Avaya G700 Media Gateway (S8300/G700) running Avaya MultiVantage Software placed as an adjunct to a Siemens Hicom 300.

The main Central Office connection for the solution is made through the Siemens Hicom 300. Additional Central Office lines can be connected to the S8300/G700 in order to facilitate the use of Avaya™ Extension to Cellular (EC500) and other Avaya MultiVantage Software features.

This document assumes the reader has a basic knowledge of programming Multivantage and Hicom platforms. Basic interoperability between S8300/G700 and Hicom 300 and how it was accomplished is described within these application notes. It should be noted that the interoperability of the S8300/G700 and Hicom 300 is established on basic network fundamentals, and more advanced areas of networking and call routing such as QSIG, AAR and ARS, while functional in this configuration, are not within the scope of this document. E-1 connectivity is possible but requires additional hardware and software upgrades. The Siemens Hipath series is not covered in this document. The Hipath has very different user interfaces and hardware architecture.

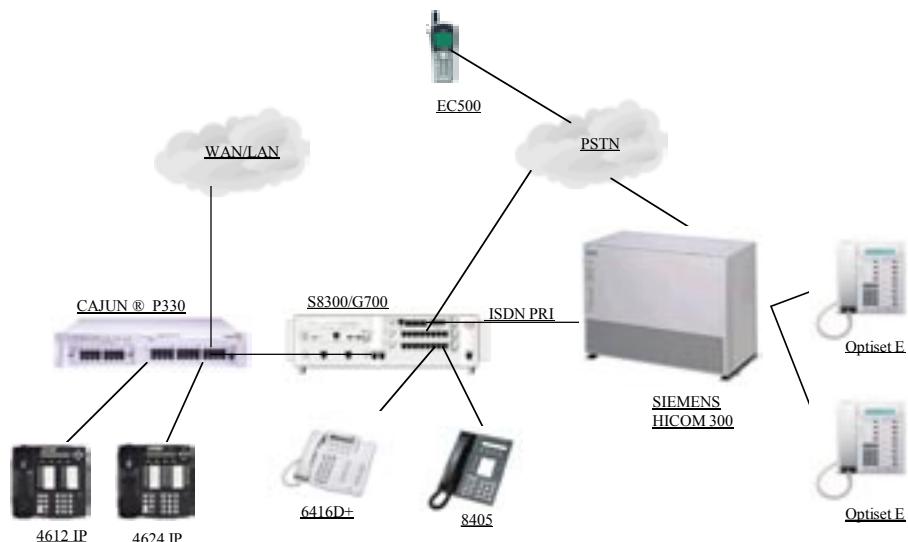


Figure 1. Avaya S8300/G700 and Siemens Hicom 300

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LPH 11-27-02		2

2. Equipment and Software Validated:

The configuration used to test performance of this solution was established in an Avaya Lab setting within the guidelines and use parameters allowed in the user licenses acquired with the equipment and software listed below.

Platform	Version
Avaya MultiVantage Software	1.2
Avaya S8300 Media Server	213.0
Avaya G700 Media Gateway	3.12
Avaya™ 4612 IP Phones	46XXCommon.V36
Avaya™ 4624 IP Phones	46XXCommon.V36
Avaya MM710 T-1 Interface	Firmware version 5
Siemens Hicom 300 30 EP	Release 9006.5
DSC80 Processor	Firmware version D961-D
TMDN64P T-1 Interface (Q2484-X)	Firmware version D467-C
Optiset E Digital Advanced Plus Phones	Model 69671

3. Requirements:

Avaya S8300 Media Server and an Avaya G700 Media Gateway:

Software:

- | | | |
|--------------------------------|---------------|----------|
| 1. Avaya MultiVantage Software | Release 1.2 | or newer |
| 2. G700 Media Gateway Firmware | Release 3.12 | or newer |
| 3. S8300 Media Server Software | Release 213.0 | or newer |

Hardware:

1. MM710 DS1 Circuit pack. Installer needs to determine the number of trunks cards that will be needed for traffic requirements. Consideration must be made for the available slots and resources of the Hicom.
2. T-1 Interface cable. Connects the MM710 T-1 RJ45 interface port or the TN464 DS1 circuit pack to the Hicom. The actual cable needs to be custom built.

Siemens Hicom 300:

For this application to be successful, the intended switch **must have:**

1. Available slots for the T-1 boards.
2. Available purchased software ports for the T-1 spans.
3. T-1 boards must be compatible to software version.
4. If software or port capacities need to be upgraded, there are two options.
 - a. Siemens can be contacted and they will upgrade the system.
 - b. The software on DAT tape is purchased from Siemens or a vendor. The customer loads the software.

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LPH 11-27-02		3

Software:

1. Recommended Siemens Hicom 300. Release 9006.5 or newer.
2. Firmware for the boards and phones are included in the core software.

Hardware:

1. TNBN64P and TNDN64 can be programmed to run PRI and NI2.
2. TMDN TMD24 can only be used with PRI.

Board type used is dependant on software and hardware release of the switch.

4. Cable schematic:

Note: A length of 4-wire cable is needed to make the connection to each PRI circuit card. The Pin assignments for each are as follows.

Siemens TMDN64P (25 pair amphenol)

XTIP	pin 16	RTIP	pin 13
XRING	pin 41	RRING	pin 38

MM710 (RJ45)

XTIP	pin 4	RTIP	pin 1
XRING	pin 5	RRING	pin 2

TN464 DS1 (wall field)

XTIP	pin 22	RTIP	pin 23
XRING	pin 47	RRING	pin 48

5. S8300/G700 Configurations:

The following pages are excerpts of an actual system administration session using the Avaya VisAbility™ Software Suite.

DS1 Interface: ISDN maximizes the number of connections between the switches due to the fast processing of calls across that medium. ISDN also allows for Caller ID, Call Tracing, Call Return and many other features. Configure the DS1 form as described below. Select "isdn-pri" for the Signaling Mode, this allows for Facility and Non-facility Associated Signaling. Select "b8zs" for the line coding which is required when running ISDN. Framing Mode should be "ESF" to allow for best signaling quality. Setting the Connect and Interface prompts to "PBX" and "Network" allows the MM710 to have control over glare conditions. This allows the MM710 to have priority over circuit assignment and force the switch on the other end to continue searching for an open B-Channel. All other prompts are default. **If using NI-2 (National ISDN-2) change Protocol Version to "b".**

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LPH 11-27-02		4

```

Chawk1: display dsl 2v2 (page 1) 11/1/2002 9:51:20 AM

DS1 CIRCUIT PACK

  Location: 002V2          Name: Siemens/S8300
  Bit Rate: 1.544           Line Coding: b8zs
  Line Compensation: l     Framing Mode: esf
  Signaling Mode: isdn-pri
  Connect: pbx             Interface: network
  TN-C7 Long Timers? n    Country Protocol: l
  Interworking Message: PROGRESS Protocol Version: a
  Interface Companding: mulfaw   CRC? n
  Idle Code: 11111111      DCP/Analog Bearer Capability: 3.1kHz

  Slip Detection? y       Near-end CSU Type: other
  Echo Cancellation? n

```

Figure 2a. MM710 DS1 Circuit Pack Administration

```

Chawk1: display dsl 2v2 (page 2) 11/1/2002 9:51:20 AM

DS1 CIRCUIT PACK

ESF DATA LINK OPTIONS

  Network Management Protocol: tabs
  Send ANSI-T1.403 One-Second Performance Reports? n
  Far-end CSU Address: b

```

Figure 2b. MM710 DS1 Circuit Pack Administration

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LPH 11-27-02		5

Trunk Group: Create a Trunk Group and select “isdn” as the Group Type and a TAC number based on your switches dial-plan. Ensure “PRI/BRI” is the Carrier Medium, this is used for ISDN trunks. Set Dial Access to “Y” and Service type is “tie”, this gives the most universal type of connection. All other prompts are default.

```
Chawk1: display trunk-group 22 (page 1) 11/1/2002 9:56:11 AM

        TRUNK GROUP

Group Number: 22          Group Type: isdn          CDR Reports: y
Group Name: Siemens/S8300 COR: 1          TN: 1          TAC: #22
Direction: two-way      Outgoing Display? y          Carrier Medium: PRI/BRI
Dial Access? y          Busy Threshold: 255          Night Service:
Queue Length: 0          Auth Code? n          TestCall ITC: rest
Service Type: Tie          Far End Test Line No:

TestCall BCC: 4

        TRUNK PARAMETERS

        Codeset to Send Display: 6          Codeset to Send National IEs: _
        Max Message Size to Send: 260          Charge Advice: none
Supplementary Service Protocol: a          Digit Handling (in/out): enbloc/enbloc

        Trunk Hunt: descend          QSIG Value-Added? n
                                      Digital Loss Group: I3
Calling Number - Delete:  Insert:           Numbering Format:
        Bit Rate: 1200          Synchronization: async Duplex: full
Disconnect Supervision - In? y Out? n
Answer Supervision Timeout: 0
```

Figure 4. Trunk–Group Administration

Signaling Group: Create a Signaling Group for the PRI D-channel. The Group Type default is “isdn-pri”; this creates a channel to control the Bearer channels on the T-1 card. Select the T-1 port that will be used as the Primary D-channel and assign the Trunk Group for Channel Selection. All other prompts are default.

```
Chawk1: display signaling-group 22 (page 1) 11/1/2002 9:54:37 AM

        SIGNALING GROUP

Group Number: 22          Group Type: isdn-pri          Max number of NCA TSC: 0
Associated Signaling? y          Primary D-Channel: 002V224          Max number of CA TSC: 23
                                         Trunk Group for NCA TSC:
Trunk Group for Channel Selection: 22          X-Mobility/Wireless Type: NONE
Supplementary Service Protocol: a          Network Call Transfer? n
```

Figure 3. Signaling-Group D-Channel Configuration

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LPH 11-27-02		6

Trunk Group Members: Assign trunk ports to the Trunk Group. Up to 255 ports can be assigned to each ISDN Trunk Group. The Sig Grp prompt will display the signaling group after the Trunk Group is created and assigned to the Signaling Group.

Chawk1: display trunk-group 22 (page 6) 11/1/2002 9:56:11 AM						
GROUP MEMBER ASSIGNMENTS				TRUNK GROUP		
	Port	Code Sfx	Name	Mnight	Sig Grp	Administered Members (min/max): 1/23
1:	002V201	MM710	Seimens/Av		22	
2:	002V202	MM710	Seimens/Av		22	
3:	002V203	MM710			22	
4:	002V204	MM710			22	
5:	002V205	MM710			22	
6:	002V206	MM710			22	
7:	002V207	MM710			22	
8:	002V208	MM710			22	
9:	002V209	MM710			22	
10:	002V210	MM710			22	
11:	002V211	MM710			22	
12:	002V212	MM710			22	
13:	002V213	MM710			22	
14:	002V214	MM710			22	
15:	002V215	MM710			22	

Figure 5. Assign trunk Group Members

6. Hicom Configurations:

The following listing of Command Line Interface (CLI) text is intended to be an accurate representation of the actual administrative visuals for implementing the translations required for the Hicom 300.

Typical Cabinet Configuration:

<dis-bcsu:tbl; (Displays Board Configuration Switching Unit)

H500: AMO BCSU STARTED

ADDRESS |NOM. BOARD TYPE V/R| ACTUAL BOARD |LWV|FID|FIRMWARE|BD STATUS |CCN|

1. 1. 37	Q2161-X	DSC80		Q2161-X	1	2	D961-D	READY	1
1. 1. 49	Q2146-X	SLMA2		Q2146-X	1	0	-11 -	READY	24
1. 1. 55	Q2485-X	TMC16P		Q2485-X	1	0	D429-B	READY	16
1. 1. 61	Q2158-X	SLMO24 R		Q2158-X	1	0	-05 -	READY	24
1. 1. 67	Q2158-X	SLMO24 R		Q2158-X	1	0	-05 -	READY	24
1. 1. 73	FREE			FREE					
1. 1. 79	FREE			FREE					0
1. 1. 85	Q2452-X	TMDID		Q2452-X	1	0	B008-D	READY	8
1. 1. 91	FREE			FREE					0
1. 1. 97	Q2233-X	SIUX		Q2233-X	1	2	D802-B	READY	8
1. 1.103	FREE			FREE					0

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LPH 11-27-02		7

Determine If System Has Capacities:

<dis-dimen; (Displays System Dimensions)

```
TYPE = CC;
DIS-DIMEN:CC;
H500: AMO DIMEN STARTED
+-----+
|           NON-CONFIGURABLE PARAMETERS
+-----+
| TOTAL LINES : ALLOC = 2750   LARGEST BLOCK = 2496   USED = 238   |
| PHYSICAL LINES: ALLOC = 1368   MAX USED      = 203     USED = 203   |
+-----+
|           CONFIGURABLE PARAMETERS
+-----+
|           ALLOC /MAXUSED/ USED      |           ALLOC /MAXUSED/ USED
+-----+
|           | PRITRUNK:    2 / 1 / 1
|           | TRUNK : 49 / 49 / 27
|           | T1SPAN : 2 / 2 / 2
+-----+
* = ALLOC-VALUE EXCEEDS ALLOC-RECMAX
( RECOMMENDED ALLOC-MAXIMUM ) FOR THIS SYSTEM TYPE
```

<dis-dimen:ltg;

```
DIS-DIMEN:LTG;
H500: AMO DIMEN STARTED
+-----+
```

```
|           NON-CONFIGURABLE PARAMETERS
+-----+
| TOTAL LINES : ALLOC = 2750   LARGEST BLOCK = 2496   USED = 238   |
| PHYSICAL LINES: ALLOC = 1368   MAX USED      = 203     USED = 203   |
+-----+
|           CONFIGURABLE PARAMETERS
+-----+
| LTG: 1     ALLOC /MAXUSED/ USED      | LTG: 1     ALLOC /MAXUSED/ USED
+-----+
|           |           |
| APILTG : 32 / 0 / 0 | LTGIDX : 400 / 90 / 90 |
| AUTOLTG : 0 / 0 / 0 | NWCRLLTG : 1 / 0 / 0 |
| DHBULLTG: 0 / 0 / 0 | *OPTILTG : 72 / 4 / 3 |
| DIG2LTG : 160 / 0 / 0 | *OPTSTLLTG: 72 / 4 / 3 |
| *DIGILTG : 80 / 4 / 3 | PTRKLITG: 1 / 1 / 1 |
| DILTG : 96 / 4 / 3 | RDILTG : 18 / 0 / 0 |
| DLPWLTTG: 0 / 0 / 0 | RP120LTG: 0 / 0 / 0 |
| DSLTG : 255 / 115 / 115 | RP240LTG: 0 / 0 / 0 |
| DTILTG : 281 / 30 / 30 | RP400LTG: 0 / 0 / 0 |
| DTISO : 0 / 0 / 0 | *SOLTG : 16 / 0 / 0 |
| KSETLTG : 144 / 4 / 3 |           |
+-----+
```

```
* = ALLOC-VALUE EXCEEDS ALLOC-RECMAX
( RECOMMENDED ALLOC-MAXIMUM ) FOR THIS SYSTEM TYPE
```

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LPH 11-27-02		8

Adding a TNDN64 T-1 Board:

<add-bcsu

```
BOARD = ?
BOARD          : SPECIFY BOARD TYPE
CHARACTERISTIC : REQUIRED           CONDITIONAL
POSSIBLE VALUES: STMA              STMA
                  SLMN              SLMN USED FOR NX64
                  IPDN              IPDN BOARD USED FOR ISDN APPLICATIONS
                  RPER              ROLM PERIPHERAL BOARDS
                  RT1               ROLM T1 BOARD
                  TMD               DIGITAL TRUNK MODULE WITH 24 CHANNELS
                  RG                RING GENERATOR
                  SIUP              SIGNALLING UNIT PERIPHERY
                  PER               PERIPHERY MODULE

BOARD = tmd
LTG = 1
LTU = 1
SLOT = 79
PARTNO = q2484-x (part number for a TNDN64P number will vary with hardware)
FCTID = 2 ???

LWVAR = ?
LWVAR          : LOADWARE VARIANT
CHARACTERISTIC : OPTIONAL
POSSIBLE VALUES: MAX. OF 8 POSITIONS
LWVAR = 0
CABTYP = 1

TIMTYP = ?
TIMTYP          : SPECIFY SYSTEM OR LOOP TIMING FOR TMD24
CHARACTERISTIC : OPTIONAL
POSSIBLE VALUES: SYST              TMD FRAME TIMING DRIVEN BY SYSTEM
                  LOOP              LOOPBACK STATE

TIMTYP =syst
OESDISTH =30
OESREQTH =4
SESDISTH =10
SESREQTH =10

SIGTYP = ?
SIGTYP          : TYPE OF SIGNALING ON TMD24 SPAN
CHARACTERISTIC : REQUIRED           CONDITIONAL
POSSIBLE VALUES: CVN               CORNET-VN LINK WITH 24 CHANNELS
                  CCO               DMI LINK WITH 24 CHANNELS
                  MOS               DMI LINK WITH MESSAGE ORIENTED SIGNALING
                  BOS               DMI LINK WITH BIT ORIENTED SIGNALING
                  CAS               TMD LINK WITH CHANNEL ASSOCIATED SIGNALING

SIGTYP = mos

NETUSR = ?
NETUSR          : USER TO EMULATE NETWK OR USER ON DMI LINK
CHARACTERISTIC : OPTIONAL
POSSIBLE VALUES: USER              USER WILL EMULATE USER END OF DMI LINK
                  NETWK             USER WILL EMULATE NETWK END OF DMI LINK

NETUSR = user
```

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LPH 11-27-02		9

ACKTIM = ?
 ACKTIM : ACKNOWLEDGEMENT TIMER
 CHARACTERISTIC : OPTIONAL
 POSSIBLE VALUES : 1000-5000
ACKTIM =1000

DLVTIM = ?
 DLVTIM : DATA LINK VERIFICATION TIMER
 CHARACTERISTIC : OPTIONAL
 POSSIBLE VALUES : 5000-60000
DLVTIM =30000

OCTMAX = ?
 OCTMAX : MAXIMUM NUMBER OF OCTETS IN AN INFORMATION FIELD
 CHARACTERISTIC : OPTIONAL
 POSSIBLE VALUES : 3-260
OCTMAX =260

RETMAX = ?
 RETMAX : MAXIMUM NUMBER OF RETRANSMISSIONS
 CHARACTERISTIC : OPTIONAL
 POSSIBLE VALUES : 1-10
RETMAX =3

WINDOW = ?
 WINDOW : MAXIMUM NUMBER OF OUTSTANDING INFORMATION FRAMES
 CHARACTERISTIC : OPTIONAL
 VALUE TYPE : DECIMAL NUMBER
 CONVERSION TYPE : BINARY NUMBER WITH 8 BITS
 POSSIBLE VALUES : 1-7
WINDOW =7

IGN = ?
 IGN : INTERFACE GROUP NUMBER
 CHARACTERISTIC : REQUIRED
 POSSIBLE VALUES : 0-127
IGN = 1
 POSSIBLE VALUES : NO NO
 YES YES

TABS =no

BI8SUB = ?
 BI8SUB : BI-POLAR 8 ZERO SUBSTITUTION
 CHARACTERISTIC : OPTIONAL CONDITIONAL
 POSSIBLE VALUES : YES YES
 NO NO

BI8SUB = yes

BIVDET = ?
 BIVDET : BI-POLAR VIOLATION DETECTION
 CHARACTERISTIC : OPTIONAL
 POSSIBLE VALUES : NO NO
 YES YES

BIVDET =yes

ADD-BCSU:TMD,1,1,91,Q2484-X,2,,3,,,,,,MOS,USER,,,,,,1,1,ESF,,YES,;
 H500: AMO BCSU STARTED
 H1: BOARD 1. 1. 91

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LPH 11-27-02		10

SET UP - OUT OF SERVICE (NPR)
 H6 : THE CIRCUIT WAS ADDED TO THE REFERENCE CLOCK TABLE.
 H19 : WHEN FCTID IS NOT ENTERED, OR FCTID=0 IS ENTERED FOR A TMDN,
 IT WILL CONFIGURE A TMDN WITH THE DEFAULT FCTID=1.
 AMO-BCSU -111 BOARD CONFIGURATION, SWITCHING UNIT
 ADD COMPLETED;

Display Board:

<dis-bcsu:tmd;

H500: AMO BCSU STARTED

```
-----+-----+-----+-----+-----+-----+-----+-----+-----+
| DETAILS OF TMD BOARD AT ADDRESS (LTG.LTU.SLOT) = 1. 1. 73 |  

|  

| CABTYP = 1 TIMTYP = SYST SIGTYP = MOS |  

| FRAME = ESF TABS = NO FCTID = 2 |  

| BI8SUB = YES BIVDET = YES |  

|-----+-----+-----+-----+-----+-----+-----+-----+-----+  

| RDRATIO = 6 RDTH = 2500 RDQUAL = 15000 |  

| YLSEND = 5000 YLTH = 400 YLQUAL = 100 |  

| LOS = 150 AOS = 4000 |  

| SESDISTH = 10 SESREQTH = 10 |  

| OESDISTH = 30 OESDISIN = 24-00-00 |  

| OESREQTH = 4 OESREQIN = 04-00-00 |  

|-----+-----+-----+-----+-----+-----+-----+-----+-----+  

| NETUSR = USER ACKTIM = 1000 DLVTIM = 30000 |  

| OCTMAX = 260 RETMAX = 3 WINDOW = 7 |  

| CRIDC = TTSC = NSFIV = |  

| NSFTSC = PFDGT = |  

|-----+-----+-----+-----+-----+-----+-----+-----+-----+  

| IGN = 0 IID = 0 |  

-----+-----+-----+-----+-----+-----+-----+-----+-----+
```

Display Cabinet:

< dis-bcsu:tbl;

DIS-BCSU:TBL,,,;

H500: AMO BCSU STARTED

ADDRESS	NOM.	BOARD	TYPE	V/R	ACTUAL BOARD	LWV	FID	FIRMWARE	BD
STATUS	CCN								

1. 1. 37	Q2161-X	DSC80		Q2161-X	1 2 D961-D	READY	1	
1. 1. 49	Q2146-X	SLMA2		Q2146-X	1 0 -11 -	READY	24	
1. 1. 55	Q2485-X	TMC16P		Q2485-X	1 0	D429-B	READY	16
1. 1. 61	Q2158-X	SLMO24	R	Q2158-X	1 0	-05 -	READY	24
1. 1. 67	Q2158-X	SLMO24	R	Q2158-X	1 0	-05 -	READY	24
1. 1. 73	 Q2484-X	TMDN64P	 	Q2484-X	 1 2 D467-C	 READY	 25 	
1. 1. 79	FREE			FREE				0
1. 1. 85	Q2452-X	TMDID		Q2452-X	1 0	B008-D	READY	8
1. 1. 91	FREE			FREE				0
1. 1. 97	Q2233-X	SIUX		Q2233-X	1 2	D802-B	READY	8
1. 1.103	FREE			FREE				0

H2: LTU 1. 2 IS NOT SET UP

AMO-BCSU -111 BOARD CONFIGURATION, SWITCHING UNIT

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LPH 11-27-02		11

Add Trunk Group Access Codes:

<add-tgacc

TGRP = 100

SATOPS = ?

SATOPS : SATOPS TYPE USAGE FOR THE TRUNK-GROUP
CHARACTERISTIC : REQUIRED
POSSIBLE VALUES : SAT SAT PROTOCOL
VLSAT VLSAT PROTOCOL
NONE NON-SATOPS PROTOCOL

SATOPS = **none**

NAME = **c-hawk**

NO = ?

NO : MAXIMUM NUMBER OF LINES TO BE ASSIGNED
CHARACTERISTIC : REQUIRED
POSSIBLE VALUES : 1-999
NO = **23**

DIRTYP = ?

DIRTYP : TRUNK GROUP DIRECTION TYPE
CHARACTERISTIC : OPTIONAL
POSSIBLE VALUES : INC INCOMING TRUNK GROUP
OUTG OUTGOING TRUNK GROUP
BOTH BOTHWAY TRUNK GROUP

DIRTYP = **both**

TGUSAGE = ?

TGUSAGE : TRUNK GROUP FACILITY USAGE
CHARACTERISTIC : OPTIONAL
POSSIBLE VALUES : SATL SATELLITE
TERR TERRESTRIAL

TGUSAGE = **terr**

ACDTHRH = ?

ACDTHRH : MAXIMUM NUMBER OF TRUNKS FOR ACD THRESHOLD
CHARACTERISTIC : OPTIONAL
POSSIBLE VALUES : MAX. OF 3 POSITIONS
ACDTHRH =

TRACENO = ?

TRACENO : MAXIMUM NUMBER OF TRUNKS IN A GROUP THAT CAN BE CALL
TRACED
CHARACTERISTIC : OPTIONAL
POSSIBLE VALUES : 0-999
TRACENO =**0**

GDTRRULE = **0**

SELECT = ?

SELECT : TRUNK SELECTION ALGORITHM
CHARACTERISTIC : OPTIONAL
POSSIBLE VALUES : HIGH HIGH
LOW LOW
ROUND ROUND

SELECT = **round**

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LPH 11-27-02		12

```

CFBLOCK = ?
CFBLOCK : CALL FORWARD BLOCKING
CHARACTERISTIC : OPTIONAL
POSSIBLE VALUES : ENABLED      CALL FORWARD BLOCKING ENABLED
                  DISABLED     CALL FORWARD BLOCKING DISABLED
CFBLOCK = DISABLED

ADD-TGACC:100,NONE,C-HAWK,23,BOTH,TERR,,,0,ROUND,;
H500: AMO TGACC STARTED
H1: TRUNK GROUP 100 HAS BEEN CREATED
AMO-TGACC-111      TRUNK GROUP ACCESS CODE
ADD COMPLETED;

```

Display Trunk Group Access Codes:

```

<dis-tgacc
TGRP =100;
DIS-TGACC:100;
H500: AMO TGACC STARTED
+-----+
| TGRP NUMBER : 100   TGRP NAME : CHAWK    /N   MAXIMUM NO: 23 |
| SUBGROUP NUMBER: 3   DEVICE TYPE: PRI B          DIR TYPE : BOTH |
| ACD THRESHOLD : *   TRACENO : 0           USAGE TYPE: TERR |
| ALLOCATED TO AT LEAST ONE ROUTE          GDTR RULE : 0 |
| SELECTION : ROUND   CFBLOCK : DISABLED
|
| THE FOLLOWING PORTS (LTG-LTU-SLOT-CIRCUIT) ARE ALLOCATED:
|
+-----+
|1-1-73-1 | 1-1-73-2 | 1-1-73-3 | 1-1-73-4 | 1-1-73-5 | 1-1-73-6 |
+-----+
|1-1-73-7 | 1-1-73-8 | 1-1-73-9 | 1-1-73-10| 1-1-73-11| 1-1-73-12|
+-----+
|1-1-73-13| 1-1-73-14| 1-1-73-15| 1-1-73-16| 1-1-73-17| 1-1-73-18|
+-----+
|1-1-73-19| 1-1-73-20| 1-1-73-21| 1-1-73-22| 1-1-73-23|
+-----+
AMO-TGACC-111      TRUNK GROUP ACCESS CODE
DISPLAY COMPLETED;

```

Add COP (Class of Parameters):

```

<add-cop
COPNO = 100
PAR = ;
ADD-COP:100,;
H500: AMO COP STARTED
H1: COP 100 IS NOW SET UP
AMO-COP -111      CLASS OF PARAMETER
ADD COMPLETED;

```

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LPH 11-27-02		13

Display COP (Class of Parameters):

```
<dis-cop;
DIS-COP:,,;
H500: AMO COP    STARTED
| | | | | | | | |
| | S       E A | | | | |
| | T       E S N | | | | |
| | A   S   V S P I D | D D | S | |
| | D   Z   L P D D T | T T | U |   P | |
| | I A A S S A N N O | M M | P |   D | |
|COP| A N C A A N I I N | F F | V |   P | |
|IDX| L S K T T I S S E | L | 12 | 1234 | |
+-----+-----+-----+
| 2 |           | X |   | X |   |
| 50| X X        |   | X |   |
|100|           |   |   |   |
+-----+-----+-----+
AMO-COP -111      CLASS OF PARAMETER
DISPLAY COMPLETED;
```

Add COT (Class of Trunk):

```
<add-cot
COTNO = 100
PAR =
ADD-COT:100,;
H500: AMO COT    STARTED
H1: THE COT 100 HAS BEEN SET UP.
AMO-COT -111      CLASS OF TRUNK FOR CALL PROCESSING
ADD COMPLETED;
```

Display COT (Class of Trunk):

```
<dis-cot;
DIS-COT:,,;
H500: AMO COT    STARTED
| D | A | D | D | D | M | S | V | E | E | A | R |
| I | N | S | S | I | D | A | L | S | S | N | F |
| T | S | A | A | S | R | T | S | P | P | I | L |
|   | R |   | S |   |   | A | A | D | D | A |
|   |   |   |   |   |   | T | N | N | N | S |
|   |   |   |   |   |   |   | I | I | I | H |
COT |   |   |   |   |   |   |   | S | S |   |
+-----+-----+-----+-----+-----+-----+
 2 | X |   |   | X |   |   |   |   |   |
 50 |   | X |   | X |   |   |   |   |   |
100 |   |   |   |   |   |   |   |   |   |
+-----+-----+-----+-----+-----+
AMO-COT -111      CLASS OF TRUNK FOR CALL PROCESSING
DISPLAY COMPLETED;
```

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LPH 11-27-02		14

Add COS (Class of Service):

<add-cos

COPYCOS =
NEWCOS = **100**

AVCE = ?
AVCE : ADD VOICE AUTHORIZATION
CHARACTERISTIC : OPTIONAL
POSSIBLE VALUES : AGENT ACD AGENT
AUTOLOG ACD AUTOLOGON
BROADCAST SPEAKER CALL DIAL ONE WAY BROADCAST
BSYALERT AUDIBLE BUSY ALERT ON ATTENDANT CONSOLES
CAF CONTROL AGENT FACILITY
CASILMON ACD CAN ACTIVATE SILENT MONITOR
CBSILMON ACD CAN BE SILENT MONITORED
CFWCO CALL FORWARDING TO CO
COSXCD COS CHANGEOVER BY CODE
DIDBLK DIRECT-INWARD-DIALING BLOCKING
DNDOVR DO NOT DISTURB OVERRIDE
HOT HOTLINE
HUNTB STATION HUNT ON BUSY
HUNTNA STATION HUNT ON NO ANSWER
INDTMF INBAND DTMF DIALING
INTRCOM INTERCOMM CALL
KN KNOCKING/CAMP-ON AUTHORIZATION
KNOVR OVERRIDE AUTHORIZATION (CALL INTRUSION
MB MAIL BOX - AUTHORIZATION TO RECEIVE MAIL
MDR MESSAGE/CALL DETAIL RECORDING
MSGWCAP MESSAGE WAITING CAPABILITY - CAN SEND MAIL
NCMPBRST NO CAMP-ON BURST TONE ALERT
NOCONF NO CONFERENCE CALL AUTHORIZATION
NOHOLD NO HOLD FEATURE FOR CONFERENCE CALL
NVDATA NON-VOICE DATA AUTHORIZATION
OFHKRCL OFHKRCL
ORIGONLY ORIGINATE ONLY
PRISTN STATION WITH PRIORITY
RKNOVR REJECT KNOCKING/CAMP-ON AND OVERRIDE
SPKRCALL SPEAKER CALL DIAL ONE WAY
SUPER ACD SUPERVISOR
TPSET THIRD PARTY SET
TRACEAUT AUTOMATIC MALICIOUS CALL TRACING
TTT TRUNK TO TRUNK CONNECTION/TRANSFER
VC VOICE CALL
VCE SERVICE MODULE ACCESS (VCE)

AVCE = **mdr**

ADTE = ?
ADTE : ADD DATA TERMINAL EQUIPMENT AUTHORIZATION
CHARACTERISTIC : OPTIONAL
POSSIBLE VALUES : BASIC DATA ORIGINATE ENABLE (DTE) / GUEST ACCESS
CHANLPBK DATA REMOTE CHANNEL LOOPBACK
DLINEQG DATA LINE QUEUING (GROUP)
DORIGQ DATA ORIGINATING QUEUING
DSPEEDG DATA SPEED CALLING (GROUP)
DSPEEDI DATA SPEED CALLING (INDIVIDUAL)
HOT HOTLINE

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LPH 11-27-02		15

	MDR	MESSAGE/CALL DETAIL RECORDING
	ORIGONLY	ORIGINATE ONLY
	TERMLPBK	DATA REMOTE TERMINAL LOOPBACK
	URTA	UNRESTRICTED TRUNK ACCESS TO AND FROM CO
ADTE =		
AFAX =		
DVCE = ?		
DVCE	:	DELETE VOICE AUTHORIZATION
CHARACTERISTIC	:	OPTIONAL
POSSIBLE VALUES	:	
	AGENT	ACD AGENT
	AUTOLOG	ACD AUTOLOGON
	BROADCAST	SPEAKER CALL DIAL ONE WAY BROADCAST
	BSYALERT	AUDIBLE BUSY ALERT ON ATTENDANT CONSOLES
	CAF	CONTROL AGENT FACILITY
	CASILMON	ACD CAN ACTIVATE SILENT MONITOR
	CBSILMON	ACD CAN BE SILENT MONITORED
	CFWCO	CALL FORWARDING TO CO
	COSXCD	COS CHANGEOVER BY CODE
	DIDBLK	DIRECT-INWARD-DIALING BLOCKING
	DNDOVR	DO NOT DISTURB OVERRIDE
	HOT	HOTLINE
	HUNTB	STATION HUNT ON BUSY
	HUNTNNA	STATION HUNT ON NO ANSWER
	INDTMF	INBAND DTMF DIALING
	INTRCOM	INTERCOMM CALL
	KN	KNOCKING/CAMP-ON AUTHORIZATION
	KNOVR	OVERRIDE AUTHORIZATION (CALL INTRUSION)
	MB	MAIL BOX - AUTHORIZATION TO RECEIVE MAIL
	MDR	MESSAGE/CALL DETAIL RECORDING
	MSGWCAP	MESSAGE WAITING CAPABILITY - CAN SEND MAIL
	NCMPBRST	NO CAMP-ON BURST TONE ALERT
	NOCONF	NO CONFERENCE CALL AUTHORIZATION
	NOHOLD	NO HOLD FEATURE FOR CONFERENCE CALL
	NVDATA	NON-VOICE DATA AUTHORIZATION
	OFHKRCL	OFHKRCL
	ORIGONLY	ORIGINATE ONLY
	PRISTN	STATION WITH PRIORITY
	RKNOVR	REJECT KNOCKING/CAMP-ON AND OVERRIDE
	SPKRCALL	SPEAKER CALL DIAL ONE WAY
	SUPER	ACD SUPERVISOR
	TPSET	THIRD PARTY SET
	TRACEAUT	AUTOMATIC MALICIOUS CALL TRACING
	TTT	TRUNK TO TRUNK CONNECTION/TRANSFER
	VC	VOICE CALL
	VCE	SERVICE MODULE ACCESS (VCE)
DVCE =ttt		
DDTE =		
DFAX =		
ADD-COS:,100,MDR,,,TTT,,;		
H500: AMO COS STARTED		
H4 : THE NUMBER OF THE CLASS OF SERVICE ADDED IS 20.		
AMO-COS -111 CLASSES OF SERVICE, SWITCHING UNIT		
ADD COMPLETED;		

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LPH 11-27-02		16

Display COS (Class of Service):

```
<dis-cos:all;
H500: AMO COS      STARTED
+-----+-----+-----+-----+
|   COS |   VOICE    |   DTE     |   FAX     |
+-----+-----+-----+-----+
| 100  |           |           |           |
|       | MDR        |           |           |
|       | TTT        |           |           |
|       |           |           |           |
+-----+-----+-----+-----+
AMO-COS -111          CLASSES OF SERVICE, SWITCHING UNIT
```

Add Trunk Members:

<add-tcsu (Trunk Configuration Switching Unit)

PEN = 1-1-73-24

```
NO = ?
NO                  : NUMBER OF TRUNKS TO BE CREATED
CHARACTERISTIC     : OPTIONAL
POSSIBLE VALUES    : 1-30
NO = 23

COTNO = 100
COPNO = 100
DPLN = 0
ITR = 0
TGRP = 100

ACDATA = ?
ACDATA             : DATA ACCESS CLASS
CHARACTERISTIC     : OPTIONAL
POSSIBLE VALUES    : 0-255
ACDATA =

CCT = ?
CCT                 : CIRCUIT/TRUNK NUMBER
CHARACTERISTIC     : OPTIONAL
POSSIBLE VALUES    : MAX. OF 8 POSITIONS
CCT =

ACT = n

DITIDX = ?
DITIDX            : INDEX TO HOTLINE TABLE FOR DIT TRUNK DESTINATION NUMBER
CHARACTERISTIC     : OPTIONAL
POSSIBLE VALUES    : 0-255
DITIDX =

TRKID = ?
TRKID              : TRUNK IDENTIFICATION NUMBER
CHARACTERISTIC     : OPTIONAL
POSSIBLE VALUES    : 0-9999
TRKID =
```

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LPH 11-27-02		17

TCCID = ?
TCCID : TELEPHONE COMPANY CIRCUIT IDENTIFICATION
CHARACTERISTIC : OPTIONAL
POSSIBLE VALUES : MAX. OF 30 POSITIONS
TCCID = 123456

DEV = ?
DEV : DEVICE TYPE (DEVICE HANDLER) /MODULE TYPE
CHARACTERISTIC : REQUIRED CONDITIONAL
POSSIBLE VALUES : ATMPBB ATM INTERWORKING B-CHANNEL
ATMIWB ATM INTERWORKING B-CHANNEL
T1GRDSTR T1 TRUNK EMULATING GROUND-START TRUNK
GRDSTR GROUND-START TRUNK
T1LPSTR T1 TRUNK EMULATING LOOP-START TRUNK
LPSTR LOOP-START TRUNK
T1EMW T1EM TRUNK WITH WINK SIGNALLING
T1EMP T1EMP TRUNK WITH PLAR SUPPORT
T1EMI T1EM TRUNK WITH IMMEDIATE SIGNALLING
T1EMD T1EM TRUNK WITH DELAY SIGNALLING
TSEMW TSEM TRUNK WITH WINK SIGNALLING
TSEMH TSEM TRUNK WITH NO SIGNALLING
TSEMI TSEM TRUNK WITH IMMEDIATE SIGNALLING
TSEMD TSEM TRUNK WITH DELAY SIGNALLING
S1B CORNET BEARER CHANNEL
PRIB PRI BEARER CHANNEL
T1NS T1 NO SIGNALLING TRUNK
T1DID T1 TRUNK EMULATING DID TRUNK
DID DIRECT INWARD DIALING TRUNK

DEV = prib

SRTIDX = ?
SRTIDX : SERVICE RULE TABLE INDEX FOR DID TRANSLATION -PRIB TRUNKS
CHARACTERISTIC : OPTIONAL
POSSIBLE VALUES : 0-15
SRTIDX =

LOCANA = ?
LOCANA : LOCAL ASSIGNED NIGHT ANSWER
CHARACTERISTIC : OPTIONAL
POSSIBLE VALUES : MAX. OF 6 POSITIONS
LOCANA =

REMANA = ?
REMANA : REMOTE ASSIGNED NIGHT ANSWER
CHARACTERISTIC : OPTIONAL
POSSIBLE VALUES : MAX. OF 6 POSITIONS
REMANA =

ATNTYP =
LCRCOSV = 1
LCRCOSD = 1

COSNO = ?
COSNO : CLASS OF SERVICE NUMBER FOR
CHARACTERISTIC : REQUIRED
POSSIBLE VALUES : 0-127

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LPH 11-27-02		18

COSNO = **1**

DEDSVC = ?
DEDSVC : DEDICATED SERVICE FOR PRIB TRUNKS
CHARACTERISTIC : OPTIONAL CONDITIONAL
POSSIBLE VALUES : NONE NOT A SPECIAL DEVICE
TTA TIE TRUNK ACCESS
FX FOREIGN EXCHANGE ACCESS SERVICE
PRIV PRIVATE NETWORK SERVICE
MC18 MCI 800
MCIP MCI PRISM-1
MCIV MCI VNET
WB9 WATS BAND 9
WB8 WATS BAND 8
WB7 WATS BAND 7
WB6 WATS BAND 6
WB5 WATS BAND 5
WB4 WATS BAND 4
WB3 WATS BAND 3
WB2 WATS BAND 2
WB1 WATS BAND 1
WB0 WATS BAND 0
MSB MAXIMAL SUBSCRIBED WATS BAND
INW INCOMING WATS
A64R ACCUNET 64 R
A64C ACCUNET 64 C
A56 ACCUNET 56
ILD INTERNATIONAL LONG DISTANCE
SDN SOFTWARE DEFINED NETWORK
MEG8 MECACOM 800
MEG MEGACOM

DEDSVC = **none**

SIDANI = ?
SIDANI : SID ANI REQUESTS ARE POSSIBLE ON PRIB TRUNK
CHARACTERISTIC : OPTIONAL
POSSIBLE VALUES : Y YES
N NO

SIDANI =

TRTBL = ?
TRTBL : TRANSLATION TABLE USED
CHARACTERISTIC : OPTIONAL
POSSIBLE VALUES : GDTR GENERAL DIGIT TRANSLATION TABLE
DIDCR DID CONVERSION TABLE

TRTBL = **didcr**

ADD-TCSU:1-1-73-
1,23,100,100,0,0,100,,,N,,,123456,PRIB,,,,,1,1,1,NONE,,DIDCR;
H500: AMO TCSU STARTED
F125: TRUNK GROUP 100 IS INCOMING OR BOTHWAY - MUST ENTER SRTIDX.
SRTIDX = **1**
AMO-TCSU -111 TRUNK CONFIGURATION, SWITCHING UNIT
ADD COMPLETED;

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LPH 11-27-02		19

Modify D-Channel from Default:

<cha-tcsu

PEN = 1-1-73-24

COTNO =

COPNO =

DPLN =

ITR =

TGRP =

ACDATA =

CCT =

DITIDX =

TRKID =

TCCID =

DEV = ?

DEV	:	DEVICE TYPE (DEVICE HANDLER) /MODULE TYPE
CHARACTERISTIC	:	OPTIONAL CONDITIONAL
POSSIBLE VALUES	:	ATMPBD ATM BACKBONE D-CHANNEL
		ATMIWD ATM INTERWORKING D-CHANNEL
		ATMPBB ATM INTERWORKING B-CHANNEL
		ATMIWB ATM INTERWORKING B-CHANNEL
		T1GRDSTR T1 TRUNK EMULATING GROUND-START TRUNK
		GRDSTR GROUND-START TRUNK
		T1LPSTR T1 TRUNK EMULATING LOOP-START TRUNK
		LPSTR LOOP-START TRUNK
		T1EMW T1EM TRUNK WITH WINK SIGNALLING
		T1EMP T1EMP TRUNK WITH PLAR SUPPORT
		T1EMI T1EM TRUNK WITH IMMEDIATE SIGNALLING
		T1EMD T1EM TRUNK WITH DELAY SIGNALLING
		TSEMW TSEM TRUNK WITH WINK SIGNALLING
		TSEMH TSEM TRUNK WITH NO SIGNALLING
		TSEMI TSEM TRUNK WITH IMMEDIATE SIGNALLING
		TSEMD TSEM TRUNK WITH DELAY SIGNALLING
		PRID PRI SIGNALING CHANNEL
		PRIB PRI BEARER CHANNEL
		T1NS T1 NO SIGNALLING TRUNK
		T1DID T1 TRUNK EMULATING DID TRUNK
		DID DIRECT INWARD DIALING TRUNK
		S1D CORNET SIGNALING CHANNEL
		S1B CORNET BEARER CHANNEL

DEV = **prid**

PROTOCOL = ?

PROTOCOL PROTOCOL IDENTIFICATION FOR D CHANNEL

CHARACTERISTIC OPTIONAL

POSSIBLE VALUES	:	ATT4E3 AT&T 4ESS (TEST VERSION 3)
		ATT4E4 AT&T 4ESS (TEST VERSION 4 - FUTURE)
		ATT5E8 AT&T 5ESS (SOFTWARE GENERIC 5E7/8)
		ATT5E9 AT&T 5ESS(SOFTWARE GENERIC 5E9)
		ATT5E10 AT&T 5ESS(SOFTWARE GENERIC 5E10- FUTURE)
		ATT5E11 AT&T 5ESS(SOFTWARE GENERIC 5E11- FUTURE)
		ATT5E12 AT&T 5ESS(SOFTWARE GENERIC 5E12- FUTURE)
		BC36 BELL CANADA DMS-100 (RELEASE BCS-36)
		BC37 BELLCANADA DMS-100 (RELEASE BCS-37/LEC-03-
		BC38 BELLCANADADMS-100 (RELEASE BCS-38/LEC-04-)
		BC39 BELLCANADA DMS-100 (RELEASE BCS-39/LEC-05-

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LPH 11-27-02		20

D10036	NTI DMS-100 (RELEASE BCS-36)
D10037	NTI DMS-100 (RELEASE BCS-37/LEC-03- FUTURE)
D10038	NTI DMS-100 (RELEASE BCS-38/LEC-04- FUTURE)
D10039	NTI DMS-100 (RELEASE BCS-39/LEC-05- FUTURE)
EWSD11	SIEMENS EWSD(RELEASE APS-11)
EWSD12	SIEMENS EWSD(RELEASE APS-12- FUTURE)
EWSD13	SIEMENS EWSD(RELEASE APS-13- FUTURE)
EWSD14	SIEMENS EWSD(RELEASE APS-14- FUTURE)
FTS5E	GSA FTS-2000 (AT&T 5ESS - FUTURE)
FTS250	GSA FTS-2000 (SPRINT DMS-250)
IEC1	INTER-EXCHANGE CARRIER 1(FUTURE)
LEC1	LOCAL EXCHANGE CARRIER 1(FUTURE)
MCI136	MCI DEX600 (RELEASE 36)
MCI137	MCI DEX600 (RELEASE 37- FUTURE)
MCI138	MCI DEX600 (RELEASE 38- FUTURE)
MCI139	MCI DEX600 (RELEASE 39- FUTURE)
MCI236	MCI DMS-250 (RELEASE BCS-36/IEC-01)
MCI237	MCI DMS-250 (RELEASE BCS-37/IEC-02- FUTURE)
MCI238	MCI DMS-250 (RELEASE BCS-38/IEC-03- FUTURE)
MCI239	MCI DMS-250 (RELEASE BCS-39/IEC-04- FUTURE)
NI2	NATIONAL ISDN 2
NI3	NATIONAL ISDN 3 - FUTURE
SA1	SPECIAL APPLICATION 1(UNDESIGNATED SPARE-
SPRINT36	SPRINT DMS-250(BCS-36/IEC-01)
SPRINT37	SPRINT DMS-250(BCS-37/IEC-02- FUTURE)
SPRINT38	SPRINT DMS-250(BCS-38/IEC-03- FUTURE)
SPRINT39	SPRINT DMS-250(BCS-39/IEC-04- FUTURE)
WCIN36	WESTINGHOUSE DMS-250 (BCS-36/IEC-01)
WCIN37	WESTINGHOUSE DMS-250 (BCS-37/IEC-02-FUTURE)
WCIN38	WESTINGHOUSE DMS-250 (BCS-38/IEC-03-FUTURE)
WCIN39	WESTINGHOUSE DMS-250 (BCS-39/IEC-04) -FUTURE

PROTOCOL = **att5e8**

*****Protocol would be “NI2” if using National ISDN 2*****

DEDSCC = ?
 DEDSCC : DEDICATED SPECIAL COMMON CARRIER FOR PRID
 CHARACTERISTIC : OPTIONAL
 POSSIBLE VALUES : MAX. OF 4 POSITIONS
 DEDSCC =

INTERFID = ?
 INTERFID : INTERFACE IDENTIFICATION NUMBER FOR PRI D CHANNEL
 CHARACTERISTIC : OPTIONAL
 POSSIBLE VALUES : 0-31
 INTERFID =

TMR301 = ;
 CHA-TCSU:1-1-73-24,,,,,,,,,,PRID,ATT5E8,,,;
 H500: AMO TCSU STARTED
 H11 : PROTOCOL CHANGED - CHECK THE DEDSVC ON THE SPAN FOR THE
 COMPATIBILITY TO THE NEW PROTOCOL.
 H10 : TIMERS HAVE BEEN CHANGED TO THE DEFAULT VALUES BASED ON THE
 PROTOCOL SELECTED.
 H14 : PRID TRUNK AT PORT 1-1-73-24 WAS CHANGED.
 AMO-TCSU -111 TRUNK CONFIGURATION, SWITCHING UNIT

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LPH 11-27-02		21

Display Trunk Members:

<dis-tscu

PEN1 = 1-1-73-24;

H500: AMO TCSU STARTED

```
+-----+
| PEN: 1- 1- 73- 1 INS: Y BOARD: TMDN64P DEV: PRIB      TGRP: 100 |
+-----+
| TRKID : 0001          TCCID   :                   |
| CCT    : 23           /0001               |
|          |
| ACDATA : 0            DITIDX  : 0          LOCANA  :       |
| ATNTYP : CO           DPLN    : 0          REMANA  :       |
| COPNO  : 100          ITR     : 0          SIDANI  : N      |
| COSNO  : 100          LCRCOSD : 1          SRTIDX  : 1      |
| COTNO  : 100          LCRCOSV : 1          TRTBL   : DIDCR  |
| DEDSVC : NONE         FACILITY: *          |
+-----+
```

7. Verification:

Making basic test calls, (direct dialing an extension) from each system verifies the connection. This application uses ESS5 and NI-2 standards. It is assumed that all features that are supported by these standards will work.

8. Conclusion:

This solution provides a means by which customers with traditional TDM based PBX communications networks, like the Siemens Hicom 300, can become IP Enabled without completely replacing their whole infrastructure. Enabling a gradual migration to a converged solution facilitates opportunities for enterprises using non-Avaya solutions to get familiar with applications and administration of the new Avaya platforms gradually. Enhancements to the enterprise network and the addition of services for new employees can be added to the new Avaya platform as the business needs continue to spawn opportunities for incremental change.

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LPH 11-27-02		22