SOFTWARE & TECH

Avaya Site Administration Commands

PUBLISHED
November 25, 2026

REFERENCE
#1795581453276241

Introduction to Avaya Site Administration Commands

If you manage a business communication system, you know that maintaining uptime and call quality is paramount. Avaya Site Administration (ASA) is a powerful yet sometimes underutilized tool that allows administrators to configure, monitor, and troubleshoot Avaya communication servers directly from a command-line interface. Whether you are a seasoned telecom engineer or a new IT manager stepping into the world of Avaya IP Office or Communication Manager, mastering **Avaya Site Administration Commands**can dramatically improve your efficiency and reduce system downtime. This article dives deep into the most essential commands, explains their real-world applications, and provides a structured approach to using ASA with confidence.

The Avaya Site Administration interface serves as the central hub for managing system configurations, station settings, trunk parameters, and more. Unlike modern graphical user interfaces, ASA often provides faster access to critical settings without navigating through multiple menus. Commands entered here can modify system behavior in real time, making it vital to understand each command's function and potential impact. We will explore categories such as display commands, change commands, list commands, and save commands, along with tips for avoiding common pitfalls. By the end of this guide, you will have a solid foundation for using ASA in your daily operations.

Understanding the Structure of Avaya Site Administration Commands

Before jumping into specific commands, it is important to grasp how ASA organizes its command language. Every command follows a predictable pattern that includes an action verb followed by an object and optional parameters. For example, the command **display station** tells the system to show the configuration of a specific station extension. The command **change station**allows you to modify that same station's settings. This consistent structure makes learning new commands intuitive once you understand the core verbs.

Essential Action Verbs

- display – Shows current configuration details without making changes.
- change – Modifies existing settings for a specific object.
- add – Creates a new object such as a station, trunk, or feature.
- remove – Deletes an existing object from the system.
- list – Displays a summary of all objects of a type, such as all stations or all trunks.
- save – Writes changes to permanent memory so they survive a reboot.
- status – Shows real-time operational data for a specific component.

When combined with objects like **station**, **trunk**, **system-parameters**, **feature**, or **hunt-group**, these verbs form the backbone of every administrative session. For instance, **list station** returns a list of every extension, while **display system-parameters customer-options** reveals licensed features and capacity limits.

Top Avaya Site Administration Commands for Station Management

Station management is one of the most frequent tasks performed through ASA. Whether you are adding a new employee phone, changing button assignments, or troubleshooting a line issue, these commands are indispensable.

Display and Change Station Commands

The **display station [extension]** command is your starting point for checking any station's settings. Once you see the configuration, you can use **change station [extension]**to modify fields like feature buttons, coverage paths, and call forwarding rules. A common workflow is to first display a station to verify its current state, then use the change command to update it. For example, if a user reports that their call forward is not working, you can quickly display the station and check the coverage path settings.

Adding and Removing Stations

To add a new station, use **add station [extension]**. The system will prompt you to enter the station type, port location, and other necessary parameters. Removing a station is equally straightforward with **remove station [extension]**. However, always verify that no active calls or voicemail boxes are associated with the extension before removal. Many administrators use the **list station** command first to identify unused extensions.

Common Station Parameters

- Type – Specifies the phone model (e.g., 9641, 1608).
- Port – Identifies the physical or virtual port where the station is connected.
- Coverage Path – Determines call routing when the station is busy or unanswered.
- Feature Button Assignments – Programmable buttons for speed dial, call pickup, or line appearance.

Trunk and Route Pattern Commands

Trunks are the lifelines connecting your phone system to the outside world. Managing them effectively through ASA is crucial for maintaining call quality and cost control.

Display and Change Trunk Commands

The command **display trunk [trunk-number]** shows all parameters for a specific trunk group, including the trunk type (T1, PRI, SIP), signaling protocol, and associated route pattern. To modify these settings, use **change trunk [trunk-number]**. For instance, if you need to change the outgoing caller ID name for a PRI trunk, you would navigate into the trunk configuration and adjust the appropriate field.

Route Pattern Configuration

Route patterns determine how outbound calls are directed. The command **change route-pattern [pattern-number]**is used to edit the pattern. You can assign trunks to a pattern, specify toll restrictions, and set ARS (Automatic Route Selection) preferences. A well-organized route pattern ensures that calls are routed through the most cost-effective trunk first, with fallbacks if that trunk is busy.

Trunk Group Maintenance

- list trunk-group – Displays all trunk groups with their status.
- status trunk [trunk-number] – Shows real-time conditions like busy, idle, or out-of-service.
- busyout trunk [trunk-number] – Places a trunk out of service for maintenance.
- release trunk [trunk-number] – Brings a trunk back into service after maintenance.

System Parameters and Feature Administration

Some of the most powerful Avaya Site Administration commands control global system behavior. These commands affect every user on the system and should be used with caution.

Display and Change System Parameters

The command **display system-parameters customer-options** is your gateway to seeing which features your system is licensed to use. Similarly, **display system-parameters features** shows the current state of dozens of system-wide settings. To modify these, use **change system-parameters features**and then navigate through the pages to find the parameter you need. Common changes include enabling or disabling call pickup, adjusting the maximum number of simultaneous calls per user, or setting time-of-day routing rules.

Feature Administration Commands

- add feature – Activates a new feature code or function.
- change feature [feature-name] – Modifies an existing feature, such as Automatic Callback or Abbreviated Dialing.
- display feature [feature-name] – Shows current settings without modification.

Save and Backup Commands

After making changes, always use **save translation** to write the modifications to permanent memory. Some administrators also use **save announcements** to preserve recorded prompts. To back up the entire system configuration, the **backup**command creates a file that can be restored later. Regular backups are a best practice that every administrator should implement.

Hunt Groups and ACD Commands

Hunt groups and Automatic Call Distribution (ACD) are essential for managing incoming call queues. Avaya Site Administration provides several commands to configure and monitor these groups.

Creating and Modifying Hunt Groups

Use **add hunt-group [group-number]** to create a new group. You will specify whether it is a linear, circular, or UCD (Uniform Call Distribution) group. For changes, **change hunt-group [group-number]** lets you update member extensions, overflow points, and coverage paths. The **display hunt-group [group-number]**command shows the current status and member list.

ACD Administration Commands

- list acd-group – Shows all ACD groups and their current queue counts.
- change acd-group [group-number] – Modifies settings like skill requirements or service level thresholds.
- status acd-group [group-number] – Displays real-time queue depth and agent status.
- login agent [extension] – Logs an agent into an ACD group.
- logout agent [extension] – Logs an agent out of an ACD group.

Network and IP Commands for Remote Sites

In environments with multiple locations or remote workers, IP connectivity is critical. ASA includes commands to manage IP endpoints, gateways, and network parameters.

IP Station Management

The **display ip-station [ip-address]** command shows the registration status and codec settings for an IP phone. To force a phone to re-register, you can use **set ip-station [ip-address] reset**. This is useful after network changes or firmware upgrades. The **list ip-station**command shows all registered IP phones along with their firmware versions and MAC addresses.

Network Region Commands

Network regions control how calls flow between different locations. Use **change network-region [region-number]** to adjust codec preferences, bandwidth limits, and loss/ latency parameters. The command **display**

network for problem routing and audio quality issues.

Troubleshooting with Avaya Site Administration Commands

When problems arise, ASA provides diagnostics that can pinpoint issues quickly. These troubleshooting commands are among the most frequently used in daily operations.

Status and Monitoring Commands

- status station [extension] – Shows whether a station is idle, busy, or ringing.
- status trunk [trunk-number] – Displays the current state of a trunk.
- status port [port-address] – Checks the hardware status of a specific port.
- status system – Provides an overview of system health, including processor load and memory usage.
- status alarms – Lists any active alarms on the system.

Log and Trace Commands

When a deeper investigation is needed, **list trace** shows recent system events. The **change trace**command allows you to filter events by station, trunk, or feature. For example, to see all calls to a specific extension, you can set a trace filter and then monitor the output. After tracing, always remember to turn off the trace to avoid performance degradation.

Recovery and Maintenance Commands

- busyout station [extension] – Takes a phone out of service without removing it from the system.
- release station [extension] – Brings a station back into service.
- reset station [extension] – Forces a phone to reboot.
- clear alarms – Acknowledges and clears visible alarms.
- display errors – Shows a log of recent error messages.

Best Practices for Using Avaya Site Administration Commands

Working with ASA requires careful attention to detail. Even a small typo can affect hundreds of users. The following best practices will help you avoid mistakes and maintain a stable system.

Always Verify Before Changing

Before executing a **change** command, use the corresponding **display**command to review the current settings. This helps you understand what you are about to modify and reduces the chance of unintentional errors. Keep a notepad or document open during your session to

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#avaya • #site • #administration • #commands

DIGITAL EDITION

avaya-site-administration-commands

DIGITAL EDITION

avaya-site-administration-commands

DIGITAL EDITION

avaya-site-administration-commands

DIGITAL EDITION

avaya-site-administration-commands