Avaya Demystified
by Walt Medak

Q: I have been having some random problems being able to log in to our Definity system
using an IP connection through ASA from my desk. I was always able to log in from the
SAT terminal in the phone room and clear the logins. However, as of a week or so ago, I
am unable to log in from my desk or the SAT terminal. I have tried everything including
rebooting the Definity. I was able to get logged in once, but as soon as I logged out and
tried to log back in I was locked out again. When this happens, I don't even get a login
prompt on the screen, either at my desk or at the SAT terminal. What could be
happening?

A: Login problems were fairly common, especially with IP connections. Occasionally,
the IP port would not disconnect properly, leaving the Definity thinking the user was still
logged in. In your case, the problem turned out to be something different entirely. After
changing out just about every circuit pack that could have been involved, it was
determined that hardware was not the cause of the problem. A network scan showed that
a recently installed IP monitoring program was attempting to log in to the Definity
repeatedly with an incorrect password. The constant attempts to log in were
overwhelming the processor, and thus preventing any other logins to be processed. Once
that program was disabled, the login process returned to normal. The point to be made
here is to be aware of how any other piece of software may interact with a LAN-
connected phone system, whether it is an older Definity or the newest S-Class system.

Q: We have a number of people in our company that use the 8434DX telephone sets. I
have had to replace a few of those phones recently, and I've run in to a problem that I
can't figure out. If I move another one of the existing 8434DX phones from another desk,
it will work fine. However, I have a few new (well, technically refurbished) 8434DX
phones that will not work properly when plugged in. Most of the buttons work, but one
notable exception is the menu button under the display doesn't work. The only difference
that I can see is the actual part number on our existing phones is 8434D02xxx, and the
refurbished phones are 8434D04xxx. Is that enough of a difference to make them not
compatible with each other?

A: The 8400 series phones came out in a period when the OEM was making the
transition from circuit packs that were capable of running eight phones to circuit packs
capable of running sixteen or twenty four phones. The eight port packs, and the phones
originally designed for them, the 7400 series, used two pairs, or four wires per phone.
The newer sixteen and twenty four port packs used one pair, or two wires per phone.
While the 7400 series phones would only work with the eight port packs, the 8400 series
phones would work on either a one pair or two pair circuit pack. The problem was, some
of the phones would get confused, for lack of a better term, if they had been used on one
type of circuit pack, and then connected to the other. For example, if an 8434DX was
originally connected to a one pair pack, it might not work correctly if it was then

connected to a two pair pack. Usually, unplugging a phone and plugging it back in will fix most problems, but in this case it won't. The way to fix the phone is actually very simple though. With the new phone plugged in, use the "*busyout station xxxx*" command. If you do a "*status station xxxx*" command at this point, you should see that the phone is out of service and the "*Download Status*" says "*Pending*". Then do a "*release station xxxx*" command. If you do a "*status station xxxx*" command again, you should see that the "*Download Status*" says "*Complete*", and the phone should work.

And as always, if questions please call 800-452-6477.