

Avaya Demystified
by Walt Medak

Q: We've been having some problems with our IP phones, and I think it may be the CLAN board that's causing it. We have a Definity R9.5 and the CLAN is a TN799DP. I thought the card was supposed to be 10/100Mb, but I can only get it to negotiate at 10Mb. Is there a way to set it to 100Mb?

A: You are correct in that the TN799DP is capable of running at either 10Mb or 100Mb. Unfortunately, in the older version of software you have on your Definity, there was no option for setting the speed to 100Mb. There was also another issue with the older MCC and SCC cabinets like you have. The original wiring between the backplane and the Amphenol connector on the back of the cabinet would not support 100Mb. If you upgraded the system software to a version that supported 100Mb operation on the CLAN, there was a wiring kit that had to be installed to make it work properly. The kit replaced the straight, un-twisted wires from the back of the slot the CLAN board was installed in to the Amphenol connector with twisted pair wire similar to Cat-5 cable. I'm sure it would be very difficult to find one of those kits now. I did notice the firmware version on your CLAN board is fairly old. The "P" in "TN799DP" indicates that it supports downloadable firmware upgrades. You can access the more recent firmware files in the support section of the OEM's web site.

Q: It's been many years since I've had to do this and I can't remember where to look. I used to be able to go to a page somewhere in my Definity and change the DNIS digits on an incoming call if the number didn't match our dial plan, or if I just wanted to send the call to a different destination. I can't remember what it was called, so trying to find that screen on our CM5 system is proving to be difficult. Any idea what screen I'm talking about?

A: It sounds to me like you are talking about the Incoming Call Handling Treatment page. It used to be part of the programming form for an ISDN PRI trunk group, but it is now a separate page on its own. The command to access the screen in your CM5 system would be "*change inc-call-handling-trmt trunk-group x*", where "x" is your ISDN or SIP trunk group that carries the calls you need to change. Once you find it, the screen is basically the same as it was before. The first column, "*Number Len*", is the number of DNIS digits you receive. The second column, "*Number Digits*", is used to match the digits that you are wanting to change. For example, if you wanted to change one specific DID number out of the middle of your range, let's say 1234, you could enter all four of those digits and it would only affect that particular DID. If you wanted to change all DNIS digits that started with one specific number, you could enter that single number in this column. One example of that situation would be if you ordered a new block of DID numbers and your local provider could only give you a block that conflicted with something else already in your dial plan. Let's say 0500 - 0599, and the first 0 would conflict with your attendant. You could enter a 0 in this column and catch all 100 of those numbers. The next column, "*Del*", is where you tell the system how many digits to delete, starting from the left-most digit. In our example with the 0500 - 0599 range, let's say we wanted to change those numbers to 5500 - 5599. We would delete one digit, which would get rid of the leading 0. The next column, "*Insert*", is where you put in the digits you want to add in front of the digits that are remaining. In our example, we would enter a 5 here to replace the 0 we just deleted. The column "*Per Call CPN/BN*" can be used to request CPN/BN from AT&T networks for specific calls coming in on the trunk group. The last column, "*Night Serv*", can be used to route calls to different night destinations when night service is in effect.

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