Definity-G(x) Demystified:
By Walt Medak

Q: We are having a problem with a DID phone number that used to ring to a cordless phone in our warehouse. The phone still works for making outbound calls, but when trying to call the number from the outside or using the extension number internally the caller hears a busy signal. The extension number, and last four digits of the DID number, are 8827. This number isn't used a lot, but I know it worked as recently as a month or so ago.

A: This was an interesting setup when I got in and started looking around. The extension number 8827 is actually just a dummy, x-ported station. That station has a coverage path that sends calls to the cordless phone, which is actually extension 8834. That configuration will work fine. However, what I found was that 8834 had a coverage path that sent calls to extension 8865, and the "*send all calls*" feature was activated. This created a situation known as double coverage, which, as you have noticed, does not work. The simple solution is to have the person using the cordless phone dial the feature access code to turn off "*send all calls*", which in your case happens to be "#6". Since everyone uses the extension 8827 to call the cordless phone instead of it's actual extension number, I would suggest removing the coverage path from the station form for extension 8834. That way, if someone accidentally dials the "*send all calls*" feature access code, it won't create this double coverage problem again.

Q: I seem to have misplaced the cable I need to connect from my laptop to the console port on my media gateways. I've tried a cable that works on some of our Ethernet switches, but it doesn't work. I'd hate to have to buy another one if it is something I can make myself. I need to make some changes, and this is really holding me up.

A: It should be easy enough to make your own cable with readily available parts. The cable that I use is just a flat, 8 conductor "rolled" cord. (Pin one on one end to pin eight on the other end, etc…) Note that this is not an Ethernet "cross-over" cable, as they are not pinned out correctly for this application. The RJ45 to DB9 adapter is the key to making it work. The adapter I have is wired as follows:
RJ45 pin 1 to DB9 pin 7
RJ45 pin 2 to DB9 pin 8
RJ45 pin 3 to DB9 pin 1
RJ45 pin 4 to DB9 pin 5
RJ45 pin 5 to DB9 pin 4
RJ45 pin 6 to DB9 pin 2
RJ45 pin 7 to DB9 pin 3
RJ45 pin 8 not connected
If you have problems getting this to work, give us a call and we'll try to work it through with you. If all else fails, we can provide one at a reasonable cost.