Definity-G(x) Demystified:
By Walt Medak

Q: Our Definity system was upgraded to an S8700 CM 1.3 several years ago. We kept all of our digital and analog phones at the time of the upgrade, and at this point only have a few IP phones set up for testing. We only have one TN799C C-LAN and one TN2302AP IP Media Processor. We have been told we will soon be migrating a large group of employees (about 200) to IP phones. I know we will need to add a couple more TN2302AP's, but I'm not sure if we need more C-LAN boards. How many IP phones can a C-LAN support?

A: It depends on what other functions you have assigned to your C-LAN board, but they can technically support up to about 400 phones. However, it is recommended to keep the number down to more like 250 per C-LAN. So, you should be OK with your one TN799C as long as you don't go much more than the projected 200 phones, and you don't have any other IP traffic on that board.

Q: We have two offices located in different states. The dial plan at the main site is 4 digits, while the remote site is 3 digits. This made it easy to set up a UDP plan by reserving the 2xxx range to be used to call from the main site to the remote site. This has worked fine until we added a new range of extension numbers at the remote site. The original extension range was 200-299, so we would dial 2200-2299. The new extensions are 500-599. When we try to dial anything in the 25xx range, we hear a busy signal. I have looked through the UDP plan and don't see any difference between how a 22xx number and a 25xx number would be treated. What else could be the problem?

A: I verified the UDP programming in your system and you are correct, the 22xx numbers and the 25xx numbers should work the same. Also, the fact that you can dial the trunk access code for the tie lines and still get a busy signal when dialing the extension number means the problem isn't in the phone system. What caught my eye was the fact that the tie lines between your locations were the old style, 4-wire tie trunks. This led me to discover that the tie lines actually connect to a router that is used to combine the phone and data traffic onto the actual tie line between the locations. Some of these routers actually had to be programmed with a dial plan that would allow it to pass the phone traffic correctly. Since the problem only happens with the new extension numbers, it leads me to believe that the routers need to be programmed with your new 5xx extension range.