Definity-G(x) Demystified:
By Walt Medak

Q: We had a situation this morning and needed to dial 911. When we tried, we heard a recording that said, "Your call can't be completed as dialed". I don't recall when the last time was that we actually tried to dial 911, but I know for sure it worked before we upgraded our System 75 to a Definity G3iV4 a couple years ago. The outbound trunk group these calls would use are ground-start C.O. trunks. I called our dial tone provider and did a few tests with them, and they said our phone system was sending 4 digits. The technician said his test set showed they were receiving "911p", but he was pretty sure the "p" indicated a pound (#) sign. It did the same thing if I let ARS route the call, or if I dialed the TAC code and dialed 911 directly on the trunk. What can I do to make sure we can get through if we need to call 911 again?

A: This is an interesting problem. First, why your system is adding the "#" sign at the end. And second, why the provider doesn't just recognize the first 3 digits are "911" and route the call accordingly. Let's deal with the issue we have some control over, which is the unwanted "#" sign. Even when you dial the TAC code and think you are dialing directly on the trunk, you really aren't. The system is still collecting the digits you dial and making sure there is a match in the ARS Analysis table before it sends the digits out over the trunk. That's why you could dial the TAC and then the digits "9-1-1" very slowly, but the tech would hear them burst over the line rapidly. The system should not be sending the "#", but there is a way that we can make sure it doesn't. If you look at the second page of your trunk group form, you will see an option called "Suppress # Outpulsing?". Change that from an "n" to a "y". This will ensure that the system does not send that trailing "#" sign, and the calls should work. I still believe the provider should be able to route the call correctly no matter what digits they may see after "911".

Q: I started getting calls this morning that out voicemail was down. We have an Intuity version 5.1. When you call the voicemail number, it just rings. I logged in to the system and the voice ports show that they are in service. However, when I look at the system monitor, nothing is happening when I dial either the hunt group number or the individual extensions of the voice ports. Where do I start looking to figure this out?

A: This is actually a fairly common problem I have seen. The voice ports in the Intuity will show they are in service until you go into the diagnostic menu and test the ports. The first time they are tested, they will fail and go into an out-of-service state. The next test will pass, and the ports can then be placed back in service. This will get the system functioning again, however, I would reboot the Intuity at this point.
It is recommended that Intuity systems be rebooted every 90 days. It has been my experience that this problem almost always occurs when the Intuity is well outside the 90-day reboot schedule. To access the reboot option in your Intuity, you would first select the "*Customer/Services Administration*" option from the main menu. From there, you would select the "*System Management*" option, followed by "*System Control*" and

then finally "*Reboot System*". Then just follow the prompts on the screen to start the reboot process.