

Q: System75 is extra vulnerable in this day and age! What can you do to continue utilizing this product without suffering extended outages due to lack of support from Avaya or other sources and the professed lack of hardware?

A: First of all, there is no lack of hardware! Second, don't be intimidated into upgrading due to marketing pressure from the OEM. There is a small decline of knowledgeable technical support due to Avaya dropping support for it, but that support is still out there in many of us other interconnect companies who have no reason to drop support for it. Many, many interconnect companies are comprised of ex-AT&T/Lucent/Avaya employees who are thoroughly knowledgeable and trained in all aspects of the System75 architecture, and would jump at the chance to demonstrate their capabilities to maintain your system for you. There is a glut of hardware available to the interconnect companies, and either they (preferably), or you should keep a "crash-kit" to enjoy the comfortable position of independence and self determination for when you need to upgrade your system, and not fear the OEM's decision to dump you. A "crash-kit" should be comprised of the entire processing element (Maintenance, Processor, Memory, Processor-Interface, Network Control, Tone-Clock and Tone-Detector/Generator Circuit Packs). Not all of the circuit packs are in every system, as evolution has at times combined some of the earlier packs. Don't forget things like power supplies and backup tapes. For more information contact your independent interconnect company, or as always, you can contact me via the information at the end of this column. By the way, ditto all of this for the Audix V-1 (or Audix-Small or Audix-Large as some know it).

Q: Is there any means to remotely manage the Definity G-3 other than the INADS port? We have just recently decided to self-maintain our system, and subsequently the INADS port we previously used was blocked from our use when we discontinued our contract with Avaya. We need this desperately, as we administer three system this way.

A: I have successfully bypassed the INADS port by two methods. The easiest was by putting the NetCon data modules (there should be four per system, and if yours doesn't have them you will need to create them) in a hunt group whose extension number is a DID. When your modem calls the DID number, it should return the "Login" to you. I have heard of some problems with this, but I haven't experienced them. The second, and my preferred method is a TCP/IP device (I know of two manufacturers to date) that connects between the system administration terminal (SAT) and the Definity "terminal" RS232 port via a two-position switch-box. It also connects to your LAN and has it's own IP address. Hopefully its address is a global one that can be addressed from the internet, and that your LAN has constant access to the internet. If all of those are true, then you can administer your system from anywhere in the world that you can connect to the internet by using communications software that accommodates IP addressing connections. Procomm Plus and Definity Site Administration software packages are two of that I know work. Again, if you need more info, contact me.

Q: We have been told by many sales people that our trunking to our Definity is outmoded. We have tended to ignore this as pressure to sign a contract with them. How can we determine if our trunking is the best for the dollar?

A: Many of the systems I see today are terribly designed when it comes to trunking. Much of it has been done exactly as you fear, through high-pressure sales tactics and less than knowledgeable consultants. Also, much of it is just the old way of doing it, and new pricing and technology have both simplified and streamlined it to where it is less costly to upgrade to the new methods. The old methods of having dedicated C.O. trunks for Incoming, Outgoing and Two-Way have gone the way of the dinosaur, but I see them still today in many systems. The old philosophy was to save some trunks for incoming calls only in case there was a glut of outgoing calls so that clients would have a means of getting through, and to save some trunks for outgoing calls in case the incoming call volume hit an unusual peak so that outgoing callers would have a means of getting out. The two way trunks were an overflow for both of the other trunk groups. The Definity's measurement capabilities have rendered this old method useless. When you separate your trunks into many trunk groups, you will inevitably need more trunks to avoid call blockage, as you will need to provide maximum coverage at all times for both incoming and outgoing calls. If you think about it, you probably have the same folks on the phone for both the incoming and outgoing calls, it's just that at different times of the day you will predictably get a glut of incoming calls, and when that rush is over, those folks will then make their outgoing calls. If you combine your trunk groups in to one, you will

logically need fewer total trunks. And if your total trunking exceeds approximately a dozen trunks, you would more than likely save money by installing a T-1 with two-way DID for the service. There would be some cost to the installation, but it's the recurring monthly savings that you are concerned with that will pay for that expenditure in relatively short time. Also, in this day of number-portability, there are long-distance companies that can supply your local dialtone and give you the additional enhancement of having a dedicated long distance service and the additional savings therein. In today's network provisioning, I wouldn't say there should be any more than a couple of trunk groups in a stand alone system, and only the DCS trunk groups additionally in a networked system. That's a general rule of thumb, but fairly accurate. As always, if there are additional questions on this topic, please contact me.