

Q: I'm the telecommunications manager for my company and can't seem to figure out what my problem is without calling in both my local provider and my Avaya support technician and have them decide in which case I would have to pay for their time.

I have 4 outgoing WATS lines that go downstate thru my ARS. The problem is sometimes when you call downstate, there is a 5 second delay before the called party can hear you. Most of the time, they hang up because they can't hear anyone. I have a feeling it is not on all 4 lines. I have tried to do some facility test calls over these trunks to determine which lines are bad, but without success. My switch is an Avaya G3siV6.

I'm not sure if some of the settings in the trunk parameters are incorrect or there is a hardware problem at the CO.

A: Thanks for your inquiry, John.....

There are many variables involved that could pose problems, and without actually doing some testing it would be near impossible to determine one, or even just a couple of reasons why this is occurring.

The fact that you have suspicions that this may only be one of the WATS trunks would lead me to start with putting a "trk-id" (Trunk-Identification) button on my phone and pump calls through to test until I experienced the failure. When on the call, and before the distant end hangs up, press the trk-id button and it will identify the trunk group and trunk member you are connected to. By doing this multiple times, you will be able to confirm or debunk your suspicion that it's only one of the trunks.

The first consideration is that if it is indeed only one of the trunks, you will have identified it and can notify the provider that you have done their job for them can identify which one it is. Secondly, if it is only one trunk, you will have eliminated your system as being part of the problem, as all of the options for those trunks are done on the trunk-group form which is common to all of the trunks, and since the others aren't experiencing the problem, your trunk group is above suspicion. However, if it is all of the trunks that experience the problem, it could be, and probably is, still outside of your Definity. It will take more testing, probably with both the provider and a tester for your Definity online together. Things like trunk-type and supervisory time-outs could enter the picture if they aren't programmed exactly the same in both your Definity and your providers' switch.

The best bet is to first try the trk-id button and see where that leads. If it doesn't solve the problem for you, give me another shout and we'll take it from there.

Q: We have tried some of the wireless options for our Definity G3V6 without much success. Specifically, our experience is with the 9031 TransTalk. Are there any other options for wireless that give greater range or that have a sturdier phone (we have had unacceptable levels of failure due to minor dropping of the TransTalk) associated with it?

A: First of all, the TransTalk isn't a genuine Definity wireless solution. We have a couple on our system, and understand what you are experiencing. The TransTalk is a solution for all of the Avaya phone systems from the old Merlin, System75, System25, etc., to the current Merlin Magix, and just also happens to work with the Definity.

The REAL wireless solution for the Definity is the 900MHz Wireless solution utilizing a Master Control Unit (MCU Circuit Pack in the Definity), strategically placed Base Stations, and wireless telephones (3410 that emulates an 8410). This solution would increase your range to virtually

millions of square feet of coverage, and I couldn't imagine a campus environment it couldn't serve. However, it's still very delicate when it comes to the 3410 telephone. The failure rate due to dropping is very high, mostly due to the typical installation being in business parks, industrial settings, etc., all of which have cement or asphalt environments not conducive to the dropping of telephones. It is a very expensive proposition, but if it meets your needs, it might just be the best solution for you. You can find out more about it on Avaya's web page at <http://www1.avaya.com/enterprise/factsheets/lb1876.pdf>. There are competitive like-units for sale on the market also, the names of which escape me at this time. I saw one on a U.S.Navy aircraft carrier that worked perfectly, cost less, and had tougher telephone units according to the installer I talked to there.

One more, and possibly the best option is the "XMOBILE" station. Although I notice the XMOBILE station option in software versions earlier than V9.5, I'm uncertain whether it works with any version lower. The reason being that it requires that you have both XMOBILE stations and ENHANCED EC500 customer options activated, the latter of which I don't find in any version before V9. It also requires that you are using an ISDN trunk-group. After meeting those criteria, you can program a call to any phone on the system to simultaneously ring at both the phone's location AND ANY OTHER PHONE NUMBER, INCLUDING A CELL PHONE! A *very* nice feature, especially for those environments covering wide ranges. This system will work on a system in California to a cell phone in Maine, and the cost to upgrade to V9 and have Avaya activate those features is probably less than installing the 900MHz Wireless system. I hope this has answered your question, but if you have further questions or need some confusion removed, please contact me again.