

Definity-G(x) Demystified:
By Walt Medak

Q: We have a PBX network with three Definity switches. From time-to-time we move an extension from one PBX to another as the end-user moves. I have done this in the past on several occasions, but this time I can't seem to make it work. I have gone to the UDP tables and routed them as I have others in the past, but when I check it from either place, I get a busy signal. What is wrong?

A: (This one required that I dial into the systems to find the problem) The UDP tables were, indeed, correct in that they specified the proper RNX which directed the calls to the correct Route-Pattern.

There were two things, either of which if changed would have prevented the problem. The first is in the Dial Plan. If UDP is used, there is an option to first check either "Local Stations" or "UDP Tables". In this case, it was optioned to check Local Stations first, which, when it found that there was still a station in the PBX that was being moved-from, directed the call there instead of the UDP Tables. If UDP Tables had been optioned in the Dial-Plan, even though there was still a station translated, it would have ignored it and followed the table routing to the proper PBX.

Also, if the station had been removed from the PBX the station was moving from, it would have then checked the UDP tables after finding that there was no Local Station with that extension number.

Q: After a power outage, our AUDIX wouldn't reboot. Our vendor had to restore our system with backups from the previous week. Now our Auto-Attendant won't answer as it did before; it just states "The Auto-Attendant is not available at this time". I have checked the programming and don't find anything that looks wrong. Do we have a corruption problem? Where do I go from here ?

A: This is a very common problem with Auto-Attendant boxes, but it's curious that it happened when it did. It's a very easy fix, too. Just re-record the Auto-Attendant Greeting and it will start working.

Auto-Attendants will not work until the greeting is recorded in an AUDIX. What I find curious is why the greeting didn't restore when the rest of the restoral was done from the previous week's backup. Stranger things have happened, I imagine, but I would suspect that there's more that took place to lose the greeting if all of the other greetings were restored intact.

Q: We have been installing ISDN-PRI T-1's for our Call Centers, but it appears we can't install any more of them because we've run out of link capacity with the AUDIX and three PRI links. Is this for sure the case, and what are the things that can be done to allow more of them?

A: In that you mention three PRI links in addition to the AUDIX link, I will assume you have and XE (stackable) configuration in your PPN. You could change out this configuration and replace it with an MCC (Multiple-Carrier-Cabinet) configuration, which would then increase your link capacity to eight from four (why they didn't do that on XE's is strange).

Your more thrifty option would be to utilize the "ISDN-PRI Over PacCon" feature in your system, though that comes with an activation requirement from the OEM. This would just require that you install a Packet-Control circuit pack and then would allow you to add more PRI's as this method doesn't use links. The requirements and cautions are more than the space this column will allow, so read more about it to make sure you have everything in place before cut-over time. Or you can contact me to discuss it if you prefer.

Q: Again I have been contacted by the OEM and warned that I should upgrade to the R3V11 as they are abandoning the support of Definity systems prior to version 7. Ours is Version 3. Also I will need to upgrade my AUDIX as they're no longer supporting Intuity V3. What is the long-term availability of these releases support by interconnect companies outside of the OEM?

A: I can't answer for the others, but our commitment to support ranges all the way back to the first release of the system in 1984 when it was known as the System75. Ditto the AUDIX since before it was known as an Intuity.

I find it very odd that a company would abandon it's embedded-base of clientele because they have equipment manufactured five years ago. As I recall an advertisement of theirs at approximately that time

stating, “The year is 2005 and you’re realizing the benefits of the choice you made in choosing the Definity system back in the ‘Nineties, and finding it will probably suit your needs for some time to come”, or words to that effect.

God Bless their decision, and may they make many more just like them, as it is becoming more evident with each abandonment of versions that they have allowed the marketing strategists to rule over the service sector within, and end-users are more and more getting wise to it. It’s a tactic about as unbelievable as the “Gray-Market” scare they continue to try to put over. If it’s manufactured by them, what’s Gray about it whatever market it’s sold in?

Northern Telecom, by the way, still allows upgrades to only the version of software you need, not just what their marketing department wants to sell, as far as I know. And so will your friendly Independent Interconnect company. Thank you for another opportunity to haul out my soapbox. I think you can look forward to support for your system by qualified companies for many, many years to come. Pure Capitalism dictates that if there’s a market, there will be providers. Hang in there..... Not everybody needs Voice-Over-IP, especially until it works right.....