

Definity-G(x) Demystified:
By Walt Medak

Q: I am having some problems getting a couple ISDN PRI circuits to work on my system. I started the process when my system was a G3iV6. I was out of communication links, so I used that as an excuse to upgrade my system to a G3iV8. My research had led me to believe that with the V8 software, I would not need to use a communication link for each D-channel. We are using the circuits for different applications so they are set up for facility-associated signaling; with each PRI having it's own D-channel. I'm using one TN767C and one TN767D DS1 circuit pack. When I tried to turn up the two PRI's, I could only get one D-channel to come up at a time. What am I doing wrong?

A: This is one that took quite a bit of research. I was able to find some documentation that mentioned this problem specifically. The V8 software uses the Packet Control function of the TN794 Netcon/Pkt Intfc circuit pack to run the D-channels, rather than using a link on the TN765 Processor Interface circuit pack like your V6 did. The problem you are running into is that the TN794 can only support a D-channel on one TN767D (or earlier) circuit pack at a time. That would explain why you would see one D-channel come up, and the other one go down. The solution to the problem would be to upgrade at least one of your DS1 circuit packs to a TN767E or TN464.

Q: We are trying to set up an application for a call center. We currently have a G3iV8. The call center application we are using emulates analog telephones, and looks for the incoming name and number caller ID display. We can get the number to display correctly, but not the name. However, I can see both name and number on my digital phone. What are we doing wrong?

A: It looks like all of your calls are carried over ISDN PRI trunks. Normally, this isn't a problem. In fact, it's quite common. However, this is where your particular application is having a problem. As you have discovered, the Definity can display caller ID name and number on digital phones when the call comes in on digital trunks. It can display name and number on analog phones if the calls come in on analog trunks. What it is not capable of doing is displaying name and number on analog phones if the calls come in on digital trunks. Unfortunately, there isn't a fix for this problem. Your options would seem to be to see if your call center application can emulate a digital phone, or add some analog trunks.

Q: I was checking our extension list, and there are two extensions I'm curious about, ext. 3899 and ext. 3900. Both are listed as "Phantom Users", but 3899 is named ACA Long, and 3900 is named ACA Short. Can I easily reassign these to internal extensions? These extensions are now DID numbers since we added the new DID Block last year. I'm not sure where these are assigned or how to locate them. Could you help? No rush in case you're working on some other projects. I just came across these extensions while working on something else.

A: That's actually a fairly common question. There are a few things in the Definity that, when programmed, will show up in the extension list as a "Phantom User". Automatic Circuit Assurance, or ACA, is just one of those. ACA is a feature that monitors the length of phone calls on your trunks, and will report an alarm if certain conditions are met. The timers for ACA Long and ACA Short are adjustable, and are programmed in the trunk form. The timer for ACA Short is usually set for a few seconds, and can help diagnose problems with calls getting dropped. The timer for ACA Long is usually set for a couple hours, depending on how long normal phone calls would be expected to last. It is most useful in catching phone calls that did not get disconnected properly, such as a modem that didn't hang up. The extension numbers for ACA Long and ACA Short are programmed in the System-Parameters Features form. A couple of the other common "Phantom Users" are the Security Violation Notification, or SVN, extensions, and the Common Shared extensions on the attendant console. The SVN extensions are used to report possible security violations to a specific extension, usually the attendant. The extensions are programmed in the Security-Related System Parameters form in all but very early Definity systems. The earlier systems had the security information located in the Feature-Related System Parameters. The Common Shared extensions are programmed on the Console Parameters form, and are used by the attendant to park calls.