Definity-G(x) Demystified:
By Walt Medak

Q: We just had to rearrange things in our equipment room to accommodate some new hardware. Since the move, we have been having problems with our Intuity LX. Most of the time when we call we get the normal "Welcome to Audix, for help at any time, press *H…" prompt. Other times, we get a prompt that says, "Your call is being answered by Audix. The person you called is not available. To leave a message, use touch tones to reenter the number you called followed by the pound sign". I tried to be very careful when I hooked everything back up. Did I get something hooked up wrong?

A: I was able to dial in to your Intuity LX and monitor some test calls just to verify my suspicion. The "Your call is being answered by Audix" prompt is a good indication that one of two problems is happening. The first problem that can cause the system to answer with this prompt is the data link, whether DCIU, or as in your case, C-LAN being down. I didn't think this was the problem because you said you got the correct prompt part of the time. The other common cause of this problem is not having the ports lined up correctly between the switch and Intuity. The extension numbers of the switch ports must match the extension numbers programmed in the Intuity exactly. It seems to be easier to have this problem on an Intuity LX because each voice port has it's own, individual line cord, where the Intuity MAP5 systems had one line cord for every three voice ports. What I discovered by looking in your switch and Intuity was that there are two ports that appear to be swapped. In this case, extension number 2096 is physically connected to port 7 in the Intuity, and extension 2097 is physically connected to port 6. They should actually be connected in the opposite order. This would explain why most of the calls functioned normally because six of the eight ports were wired correctly. It was only when a call was directed to port 6 or 7 that the Intuity answered with the wrong greeting. The fix should be as simple as swapping those two line cords either on the back of the Intuity, or at the jack on the wall.

Q: I just moved my office from one of our locations to another to be closer to home, and my newborn twins. We have 5 locations tied together with T-1's. They have all been upgraded recently to G3V8. I have used an 8400B data module to dial into the switches to do maintenance for a long time. However, since I moved my office I can no longer get connected to two of the other offices. One of the locations I can no longer connect to is where my office used to be. I made sure nothing had changed with the DSA on my computer. What's going on?

A: This was a really fun one to figure out. The first problem was the fact that the netcon hunt group at your old office used a three-digit extension number, and your UDP dial plan is four digits. Changing the hunt group to a four-digit extension number that follows the UDP plan will take care of that location. The other location took a bit longer to figure out. I verified all of the UDP tables were correct, so that wasn't the problem with this switch. It then dawned on me that the T-1 between the location of your new office and the switch you can't dial into is a fairly new circuit, and your data module did not use that path to connect to that office before. After a lot of searching, I noticed what should have been something easy to see. All of the DCS trunk groups between your locations have the "Comm Type" on the first page of the trunk group form set to "avd" except one. The trunk group at your new location that ties to the switch in question has the "Comm Type" set to "voice". This would prevent a data call, like your data module, from working properly. Changing that to "avd" should fix the problem.

Q: We are trying to set up a test switch to experiment with some call center and IP phone programming. We received a small, black adapter along with the TN799C C-LAN circuit pack we ordered. I was told it went on the back on the switch on the slot the C-LAN board is in, and it connects via a patch cord to our network hub. My problem is I can't seem to get any kind of connection to our network. Do I need a different cable, or do I have a bad circuit pack?

A: I don't think either of those are really the problem. I have noticed that some suppliers are including those adapters, probably marked "IP MEDIA PROCESSOR" on a small label, with all of the C-LAN boards they ship. The problem I have noticed is that while these adapters work fine with TN799DP C-LAN boards, they don't work with TN799C or older C-LAN boards. You need what is commonly called a 259A adapter for your particular situation.