Definity-G(x) Demystified:
By Walt Medak

Q: I have Prologix boxes tied to a G3R with T1's through DSU/CSU's. Can I use the CLAN cards on the Prologix to run several phones through the network side to the G3R CLAN cards? I would like to have a redundant phone system available when the T1 goes down through the DSU's.
A: Thanks for your question Fred. There are a lot of prerequisites involved here, but the basic answer is yes, it can be done. I would suggest setting up IP trunks to run over your network rather than thinking about setting up individual phones. You would first need to make sure that your Definity systems have all of the necessary software options enabled. You would also need to have IP Media Processor circuit packs in both the G3R and Prologix systems. You would need to verify that your data network is capable of carrying H.323 trunks, and has the necessary bandwidth available. If all of the conditions are met, you're in business. I would set up the IP trunks as a second choice in all of the route patterns that send calls between your switches. That way, in the event of a failure on your voice T-1, the IP trunks will immediately begin handling any call traffic. This assumes, of course, that your voice and data network circuits don't share the same path to your buildings. For example, if your provider carries them on the same DS-3, and that DS-3 goes down, then this would all be a moot point.

Q: I have received a couple complaints that a few phones on my system don't play music on hold for the caller when they are put on hold. They are all digital phones, in either the 84xx or 64xx series. All of the other 84xx and 64xx phones seem to function correctly. I have done as much testing as I can think of, including swapping phone sets and changing ports. All of the phones have the same COR and COS, so that wouldn't seem to be the problem. What's going on?
A: Well, it sounds like you did all of the hard work for us already, and proved it wasn't a hardware problem. It took a bit of experimenting in our office to finally figure this out. If you look at the station form for one of the sets that isn't working, and look specifically under feature options you will see a field called "Data Restriction". If this field is set to "y", it will prevent music on hold from playing. Change that field to "n", and I think your problem will be solved.

Q: We just added a duplicated common-control "B" cabinet to our existing XE "A" cabinet, running R9.5. Everything seemed to be working OK until I noticed the other day the time was way off on my phone. I set the time in the switch, and after a few minutes it updated the display on my phone. However, when I came in Monday morning, the time was off again. Not by nearly the amount it was last Monday, but a few minutes anyway. What's going on?
A: The clocks in these systems are not what I would call extremely accurate, but the time shouldn't be off several minutes a week. I think I have an idea of what is happening though. There have been some issues with the duplication interface circuit packs (TN792 in this case) passing the system time back and forth between the active and standby SPE in duplicated systems. We have found through testing here in our facility that vintage 3 TN792's don't seem to pass the time and date reliably at all. Once we got the vintages of

the boards up to a vintage 10, everything seemed to work properly. Along the way, we ran into some vintages that would pass the time, but would cause problems when the switch went through SPE interchanges. I would recommend that you upgrade your TN792's to at least vintage 10, and that should solve the time transfer problem you are experiencing.