

Definity-G(x) Demystified:  
By Walt Medak

Q: We started getting reports a couple days ago that the phone in our guard building was losing power intermittently. The phone out there is a 7406+. I tried swapping it out with a different phone set, but the problem kept happening. Just today, I started getting reports of a couple more phones starting to do the same thing. I haven't noticed any problems myself, and I have plenty of people who would be quick to let me know if they were having problems with their phones, so I don't think it's a system-wide issue. What should I try next?

A: This one took a little hands-on work to figure out. The extension numbers of the people who were complaining of problems all happened to belong to phone sets on the same circuit pack, which happened to be an older TN754, 8 port digital pack. I tried running some tests on that board remotely, but received some interesting results. One time through a test, one particular port would pass, but the next port would show "no board". Then, when I ran the test again, the port that passed the first test showed "no board", and the one that failed the first test passed this time. I tested the board several times and got different results each time. The next logical step would be to replace the circuit pack. In this case however, that didn't solve the problem. The next step in the repair process was to unplug all of the phone sets connected to that circuit pack. That didn't solve the problem either, so all of the jumpers were pulled off the block for this circuit pack on the backboard. That finally kept the board from resetting itself. One by one, all of the jumpers were replaced, leaving the one for the guard building for last. Once that jumper was replaced the problem came right back, indicating a problem with the cable from the main building to the guard building. Some more extensive testing on the cable showed some definite problems with pairs shorting out in the underground tie cable. The point here is that outside cable, especially underground, can deteriorate over time and start causing problems like this. Don't discount cable as a source of problems.

Q: We recently had to replace our Intuity. After a couple days, I started getting complaints from people at our other building across town that their message lights were on even though they didn't have any voicemail messages. I tried using the "clear amw all" command I can use on my switch, but it's not available on that switch because the software is too old. I also tried to leave a new voicemail and then clear out the mailbox again. The lights are still stuck. What can I look at next?

A: I looked in the Intuity and found the problem. I went into the DCIU link diagnostics, and found that the link to switch 2 was not in service. I busied out and released the link, and the link to switch 2 came right up. I called the users at building 2 that were reporting a problem, and they said their lights had just gone out. If this happens again, you can check the link status by going to the "Customer/Services Administration" menu from the main Intuity menu. Once there, go to the "Diagnostics" menu, and then select "DCIU Interface Diagnostics". On the bottom of the screen you will see a number corresponding to each switch connected to the Intuity with either an "I" or an "O" beneath it. An "I" indicates the link is in service, an "O" indicates it's out of service. The steps for checking the links on an Intuity with C-LAN integration are slightly different. From the "Customer/Services Administration" menu, you would select the "Diagnostics" menu as

with the DCIU version. From there, you would select “Switch Link Diagnostics”, and then “Link Diagnostics”. The screen will look a little different also. Each switch will have a row showing the switch number, link status and session status. Both the link status and session status should show “UP” for each switch.