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 in the process of moving our office to a different city. Part of this process includes downsizing the office somewhat. We had a two-cabinet Prologix system in our old office that we moved with us. Because of the downsizing, and the size of our new equipment room, we decided to only install one of the cabinets. I have all of the phones reassigned to the new ports, and they are working fine. However, I can't seem to get the C-Lan board to work. I have PKT-INT alarms, which I'm sure are related. Where do I start looking?

A: Let's work on the assumption that nothing happened to the board during the shipping process. Since you said you were only installing one of the original cabinets, I'm assuming you had to move some of the circuit packs around. If you moved the C-Lan board into a different slot, that could be your problem. On a Prologix system, there is actually some programming necessary to install or move a C-Lan board. If you look at the second page of the maintenance-related system parameters form you will see a section called SPE Optional Boards. Since you already had a C-Lan board working, you should see that the field "Packet Intf2?" is set to "Y". My guess is that if you look at the board location listed for "Bus Bridge", that it will be the old slot location for your C-Lan board. You will need to change that field to identify the new C-Lan board location. That should clear your alarms, and get the C-Lan connectivity working again.

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.