Definity-G(x) Demystified:
By Walt Medak

Q: We recently purchased a number of 4612 IP phones to use with our Definity 9.5 system. Some of them are working just fine, while others aren't. It looks like all of the ones that work have "D02" on the label and the ones that don't have "D01". Is there really that much of a difference? What do I need to do to make the D01's work?

A: There is a difference between the two generations, as you have found. The D02 models will work with power over Ethernet (PoE), while the D01 models will not. They require a separate power supply. I have seen two different power supplies that seem to work fine. One has a part number of 1151B1. It consists of a small block with a removable power cord. One cat-5 cord goes from the wall or hub port into the block, and another cat-5 cord goes from the block to the phone. The other type of power supply I have seen is a typical transformer-type supply that plugs directly into the wall and has a small, round plug that goes into the bottom of the phone. I could not find an OEM part number on the one I have in my training room, but it does show the output is 12VDC at 800mA.
I have also heard that the D01 models may not work in a DHCP environment, only when using static IP addressing. I have always used them to demonstrate static addressing, so I can't verify that, but keep it in mind as a possible problem. I will do some testing and report on my findings in a future article.

Q: I have a really strange problem going on with one particular station not being able to call two specific telephone numbers. When this user calls from her phone, she gets a loud "beep, beep, beep" in her ear. All of the other stations I have tried from can reach those numbers without a problem. I've checked COR's, COS's, and everything else I can think of. What could possibly be wrong?

A: This was an interesting one. I checked everything you did as well. Nothing about her station looked any different than any of the others you said you had tested from, except for one simple thing. Her name. The other stations were programmed as "Last name, First initial" and hers was "First name Last name". I changed her name to the other format and she was then able to complete the calls. Obviously, this was not a problem with the switch itself. For some reason, one of the Central Offices those calls had to go through didn't like the way her name was coming across. Keep that one in your bag of tricks for later.

Q: We just opened a second office with it's own switch across campus. The two systems are connected with a DCS T-1, as we are sharing one Intuity. My question is more of a clerical issue than a problem. When people moved from the existing building to the new building, they took their extension numbers with them. Although the extensions that moved to switch #2 are in the UDP table, they now show up as available for use when I look at the extension list. Can I program them in switch #1 on an X-port so they don't look like they are available?

A: It is not a good idea to have connecting switches share extension numbers with one of the locations having the stations "x-ported" as this can create confusion. There is currently nothing in the software that prompts one switch to look at another and flag duplicate extension numbers. One way to track what extension numbers are being used in each switch is to print the "list extensions" and "list aar analysis" reports. The reports can be compared to look for duplicates. Although we know that the systems could track extension identity and prevent the duplicate entrance of numbers, the OEM did not include that capability in the programming, so it requires direct attention of the system administrator to keep duplicates from happening.