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- [Phantom Message Lights.](#)
Problem: D-term's and S/L sets have message light that will not go out with lamp off access code.
Solution: This is caused by an old 1400 feature called Message Reminder designed before the invention of VM. The caller dials a station followed by a fat fingered 6 which turns on the mess light. To remove the light go to CM 20 and create an access code to = A46 (IVS) or A146 (IVS2). Go to the station with the light, dial the access code from the Prime followed by a 3. To prevent this from happening again go to CM 1547 and 1548 and change COS of stations to a 0 for this feature.
- [Cannot Call Forward.](#)
Problem: User gets Restrict when trying to call forward station.

Solution: The station is in Call Back/Trunk Queuing. Go to station prime and dial Call Back/Trunk Queuing Cancel code (Default #1).

- **DSS Key Won't Light.**

Problem: DSS keys call stations but will not light when busy.

Solution: This occurs mainly when stations in the numbering plan are broken out in LCR for various reasons such as CCIS. For the BLF feature to operate the stations leading digit/digits must be assigned as an 8XXX in the numbering plan when you program the key. Once the key is programmed the leading digit/digits can be re-assigned back to the LCR access code. For DSS/BLF on station line keys the following is required.

1800 series software or higher, 16 button Series E terminals ONLY, the key number must match the speed bin number, and CM 73 and CM 94 for the station must match. Also make sure the recorded station number is under one memory bin only. If it is under more than one you will not get BLF.

- **CCIS Call Failure.**

Problem: CCIS programming is correct with link lights and Telco is fine but fast busy whenever calling over the link.

Solution: Lately (99% of the time) this has been caused by the wrong chip revision on the SC00 card. If you have an IVS, only "C" revisions (CD1.03) can be utilized while the IVS2 uses the "A" revisions (A1 1A). These are not interchangeable. Sales people have a habit of seeing an old SC00 card in stock and placing it with a new IVS2 install.

- **Incoming Trunk Calls Busy(IVS2)**

Problem: Inbound calls all of a sudden ring nowhere (copper) or busy (T1/PRI) and then start working again at close of business.

Solution: With IVS2 there are now, by default, 4 trunk termination modes. Day, Night, Mode A, and Mode B. In many cases we find that the mode A and B terminations are not programmed in CM's 3040 and 3041. CM 20 also has a default night mode access code of 68 so if a user accidentally dials 683 the system is in mode A. Best bet is if user is only using Day and Night; turn off the multi-mode in CM 6529. If they are using multi-mode remove the access code or restrict access to it via class of service.

- **New Install Can't Dial Out (IVS2, IPS, NEAX Express)**

Problem: New IVS2 or Express install and access to trunk routes is restricted but you can individual trunk access.

Solution: It has been noted that many CP14/CP16 and CP00 (Express) are being shipped with sw2-1 in the on position (A-Law) move this to the off position.

- **New CP24 dead after data base load from CP14.**

Problem: After loading a database from a CP14 to a new CP24 the MP is not functional.

Solution: After loading a database from a CP14 or from MatWorx Clipboard you must go to CM 056>00>2 to assign the built in FP on the CP24. EC6 to back this up and reset the system.

- **CP24 doing strange things.**

Problem: Stations come in and out of service. Calls are cut off. Line keys flash

intermittently.

Solution: When the new CP24 is initialized with a B and C load it is extremely important NOT TO PRESS THE RESET KEY WHENEVER RETURNING THE SENSE WHEEL TO 0.

The MP will re-boot on its own when turned to 0. Pressing the reset key after turning the wheel to 0 interrupts the boot cycle and has been noted to cause problems.

- **Message lamp stays lit.**

Problem: Voice Mail lamp lit will not go out after integration change.

Solution: If you change the integration to voice mail from digital to MCI you must first make sure all message lamps are off.

A message lamp lit by digital integration can only be turned off by digital integration.

- **CP24 shows no database after upgrade.**

Problem: Upgrading IPS from D2 or F1 software to F2 or higher disables database.

Solution: When upgrading IPS software ver D2 and F1 to F2 or higher versions the database must be converted.

After the upgrade the database will appear empty. To convert make sure you have a good MOC terminal connection.

Go to the Off Line Mode (MP sense wheel to 2 and press reset). Once MOC connection returns CM 00>90>0 exe

Turn the MP sense wheel back to 0 and DO NOT PRESS RESET!

- **CM 00>90> Gives back DATA ERROR**

Problem: The MP is placed in Off Line Mode (Sense wheel to a 2 and MP Reset) and then attempt is made to do a data base conversion with CM 00>90>0 but DATA ERROR is returned.

Solution: Two things can cause this. **1.** The MP was not reset after turning the MP sense wheel to a 2 or you haven't even tried to turn it and are effectively STILL in On Line Mode. **2.** The software on the MP is revision F1 or lower.

This CM is only available with F2 software and above.

- **No Caller ID to the CCW agents PBX line**

Problem: CCW agents receive calls to their PBX line but the caller ID does not show because of the OAI agent status
Display E.g. READY, VACANT etc.

Solution: There is an un documented Command CM 411>11>01 will allow the Caller ID to override the OAI status

on an incoming call the agent PBX line.

- **DSS selection places *1 in front of station number**

Problem: Whenever a key is depressed on the DSS console the display in the attached Dterm shows a *1 in front of the station number and the station hears busy tone as the call fails.

Solution: Go to CM 08>218> and change it back to a 1. I do not know what this is for

but sometimes people accidentally flag it.

- **DMR only does 1/2 download and not come on line.**

Problem: The DMR performs its download but after resetting it does not perform the 2nd download (verify load) and thus never comes on line.

Solution: A majority of LAN equipment has a small period of time that data cannot be sent after the Ethernet cable is plugged in. On some switches this can be as short as 3 to 4 seconds all the way to as long as 15 to 20 seconds while the port auto negotiates the speed with the devices connected. When the remote MP performs the reset after the initial download it completely disables the Ethernet port just like pulling out the Ethernet cable. The reset is so fast that the MP is back on line and trying to find the main site after about 1 second. This is too quick for the Ethernet switch/router to negotiate the speed and duplex. The result is the UDP connection message sent to the main site is lost with obviously no response and the remote MP goes into survival mode. To fix this set CM 410>108>XX Where XX = the number of seconds you want the remote MP to pause before sending the connection message to the main site. XX should not be set higher than 05. You can also avoid this issue by locking down the Remote MP and switch port to 100/Full. Use CM 0B3X>05>0 to set.

- **Cannot Transfer/Hold call pulled back from transfer.**

Problem: Call is transferred to a station that either RNA or forwards to unwanted destination. The transferee presses the transfer key to pull the call back but then cannot do anything with the call like transfer again or place on hold.

Solution: When the transferee wishes to pull the call back they must press Recall and then the Transfer key. The Recall key will terminate the transfer connection to the unwanted destination and the Transfer key will return you to the original calling party. If the Recall is not pressed the unwanted station stays in broker/conference type connection which is why nothing can be done when returning to the original caller. The misapplication of this procedure is the main cause of VM messages containing MOH.

- **Dropping party from 3 Party conference.**

Problem: When in a 3 party conference the leader may want to drop off one of the parties for any number of reasons.

Solution: With IPS 3200 series (R6.1) software you can perform a 3 party conference

from call appearances on the Dterm. Set CM 6541>XX>0 where XX = tenant number. With a call in progress the user presses the Hold key, accesses the second line (virtual) and connects to the 3rd party. The conference key is then pressed followed by the original call that was on Hold and all 3 parties are connected. When a party needs to be dropped from the conference simply press the Hold key which places both appearances on Hold. Then select the party to be dropped and release it by hanging up or pressing the release key. You can then return to the remaining party by selecting that key appearance.

- [Cannot over ride IP Dterm extension.](#)

Problem: When using the IP Station Over Ride feature the new station shows "Double Assignment" when attempting to log in.

Solution: To use the Over Ride feature you must first assign the Protected Login feature. That is you must assign a Login Password to each IP Dterm in CM 2B00 and then the Protected Login feature system wide via CM 08>513 or via SFC with CM 15480.

- [Quick Default of trunk route data](#)

Problem: Many times you know the problem is something flagged in the route data that is causing your problem. With over 200 settings in CM 35 that's a lot of looking up in MOC or even a list up. Building a new route means you have to go through and confirm all the LCR routing to the new trunk route.

Solution: If you have H1 software (R8) or higher on the IPS you can simply use CM 35999>XX>CCC where XX= the trunk route to be set back to default settings. Then assign the CM 35 basics for your trunk route type. I have done this on a functioning ISDN PRI route without effecting service.

- [What trunk am I on? Which station am I connected to?](#)

Problem: Many times when you are trouble shooting a problem you need to know what the station, or trunk, your testing with is connected to. This is important when you need to know what route a call came in on or what trunk a VM port may be connected to, especially if you are trouble shooting remotely with the customer.

Solution: CM E8>station>station/D+trunk number. CM E8>D+trunk number>station/D+trunk number. If you get DATA ERROR the station/trunk is idle.

- [Existing digital spans go down when adding a new one.](#)

Problem: The site has 5 T1's and you add a new T1 or an ISDN PRI span and not only does it not come on line, all the

existing spans go out of service. At another site you have 1 CCIS link and program up another CCH to another site and not only does it fail but the existing link goes out of service.

Solution: If you exceed the license capability (see CM F88>01~16) not only will the new addition fail, all existing will also go out of service. Always check the system license capabilities before adding an addition feature such as a T1/ISDN span, CCIS links, and Remote PIM sites. Remember if you exceed, it will go down with speed.

- **AP00-B locks up in IPS retrofit.**

Problem: The AP00-B is installed in the IPS Retrofit and locks up every couple of days. MP is reset and the card comes back on line.

Solution: In the older IVS cabinets there is an issue with some revisions of BS01 cards that can cause this issue. Simply move the card into PIM 0 so that there is no longer any BUS traffic for this card. If SMDR port is locking up make sure that the allocated buffers do not exceed the limit set for that card type. CM D003>23~31 should all be checked and the default 100 bins for CM D003>28 and CM D003>30 should be set to 0 if not being used.

- **Multiple Message Lights makes the Prime Line key light.**

Problem: When Multiple Message Lights are enabled in the system (CM 08>140>0) and a regular station receives a message, the bubble light lights but the prime also lights either solid or flashing (08>294>0) red or green (08>144)

Solution: With R13 software revision a new **CM 1262** allows you to disable the key lighting on the prime when the station gets a message. Set **CM 1262>X-XXXXXXX>0** where **X-XXXXXXX** = the prime station number.

- **Connected remotely. Is system in night mode?**

Problem: Many times when troubleshooting remotely from a modem connection to the CPU it is necessary to find out what mode the (Day, Night, A, or B) the PBX is in. Especially when multiple modes are being used and the customer has multiple users with night keys or using a night mode access code.

Solution: R12 3700 series software enables the ability to check various station status via the E4 CM. Eg. If the main operator station was Ext 3000 use the following CM E401>3000> would show 0**D**_00_0. The **D** = Day Mode, **N** = Night Mode, **A** = Mode A, and **B** of course is Mode B. Many other Service and status information is available through CM E4 and is a welcome addition for those of us who get tired of looking through the F50 and F58 CM's.

- Remote IP Dterms (connected via VPN) cannot call each other.**

Problem: Multiple IP Dterms are deployed at remote locations and connected back to the IPS via VPN connections. The stations can all call out trunks in the PBX and call TDM stations in the PBX but they cannot call each other. Calls to each other result in a setup, ringing, and display info but no talk path.

Solution: The problem is a common one which is easily resolved. The IP Dterm utilizes a peer to peer communication path which means after it has found the other IP Dterm (the PBX acts as the gateway and directs the call set up to the other party) it tries to send the voice data directly to the IP address of the other user. Most data VPN setups, by default, allow the end user to connect to the main site and then out to the internet if necessary. Rarely are they allowed to connect to other VPN's going out to other users thus the voice has no path for the call. To resolve this have the IT Manager set up VPN tunnel or bridge in the VPN router/server that will allow each of the VPN tunnels to connect directly to each other.
- Need Caller ID Name and Number in the display.**

Problem: Caller ID in the display of the Dterm only shows either the calling name or the number and not both.

Solution: Finally Japan delivered a enhancement for this with the IPS in R13 software (3800 series software). First make sure that CM 15136>**XX**>1 where **XX** = Class A (1~15) from CM 1202. Then CM15400>**XX**>**0** or **1**.
0 = Number top of display Name on middle line and **1** = Name on top of display and Number in the middle line.