Major Changes Coming to the ACN!

ACN to Upgrade to VoIP

The decision has been finalized to upgrade the ACN to a VoIP network. Countless hours have been spent researching various products and technologies and, after a thorough evaluation of several offerings, it has been decided to implement the Definity Enterprise Class IP Solution (ECLIPS). This particular solution best leverages the current investment in the existing ACN Definity Prologix PBX's by requiring only a software upgrade versus purchasing new switching hardware.

First, with the introduction of ECLIPS in September, 2001, Avaya provided a powerful way to capitalize on the benefits of IP Telephony, lowering operational costs and improving productivity. Then, by helping move from two costly and cumbersome separate networks to one powerful converged network, ECLIPS provides business continuity and continued cost reductions. ECLIPS security features, distributed networking capability and mobile worker applications help users experience seamless and secure network operations. Users become more productive making better and faster decisions with increase collaboration and mobility capabilities. Finally, ECLIPS enhances the virtual network by delivering a distributed network where every user, no matter where they are, has access to all the capabilities of the telephone software.

With the upgrade to the VoIP network, there will be some hardware changes at the user locations, most notably will be new Avaya IP telephones. Detailed information will be requested over the next few weeks, such as physical address (including room number); point of contact name and number; possible location for a government-provided router (not connected to the users and internal LAN); and the proper phone location for a 24-hour staffed location.

For additional information on the upgrade and its potential user impact, please contact Ron Thomas at (703) 607-4963 or email to thomas5r@ncs.gov.

New ACN Property Management

With the significant ACN transition underway, virtually all of the hardware and circuits associated with the network will be replaced. The new equipment will be purchased by the NCS and provided to the network members for their use. With ACN members located across the nation, this presents a property management and accountability challenge. While all property will be owned by the government, the ACN members will ultimately be accountable for the ACN equipment maintained under their local control.

**Avaya 4606D
IP Telephone**

One example of new customer premise equipment to be deployed is the Avaya 4606D IP Telephone. The Property Manager will be responsible for tracking the location of the equipment and determining who is ultimately accountable for it. When the equipment is provided to the user location, it will include a pre-inventoried handreceipt (DA Form 3161) and the responsible ACN member will verify, sign and return the handreceipt to the Property Manager. More details will be provided in the coming months.

ACN Monthly Test Results (Test Date: June 12, 2002)

The two ACN Definity Switchboards had no critical faults during the last month.

Although there has been steady, gradual improvement over the last five months, as with previous monthly tests, a significant number of the ACN OPX phones continue to ring unanswered. This month, 20 of 53 phones were not answered, which was an improvement over last month's 28 of 53. It is known that 6 of these 20 lines cannot be answered because of inactivated circuits, unmanned locations, or extension problems. For the remaining 14 lines there continue to be no known reason for outage (RFO). As before, there is nothing in the switch history logs to indicate any problems with any of the individual circuits. At this point, it must be assumed for these lines that the end user locations are either unmanned or operators are failing to answer the ACN phones when they ring.

All Direct-in-Dial (DID) and Plain Old Telephone (POTs) circuits are working properly.

All six Confer Conference bridges are working properly.

Test Schedule

July 16, 2002

August 12, 2002

September 10, 2002

October 15, 2002

As two hub sites must be tested, test times will be 0900 – 1500 EST.

Points of Contact

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