

Definity-G(x) Demystified:
By Walt Medak

Q: In trying to remove an extension, I get an error message of “remove ext from system super-retrievers list before removal”. I cannot find a super-retrievers list in the help screens. Where do I find it?

A: This is one of the most often asked questions I can recall in my experience with the Definity or System75 since it’s inception in 1984. You will find it under “System Parameters” and then “Features”, or just type at the command line “ch sys f”, and go to the page that lists “LEAVE WORD CALLING PARAMETERS” (usually the second or third page). The second line under that heading is listed as “Stations with System-Wide Retrieval Permissions”. The extension you are trying to remove will be listed there. Tab to it and hit the spacebar once, and then hit Enter, and upon it’s successful completion, you can then remove the extension from the system.

Q: What can we do to take calls to unattended phones when voice mail is down so they don’t just ring and ring?

A: The easiest remedy is to change the call-coverage path of the unattended extension to have a destination or coverage point beyond that of voice mail. Such as, if point 1 is the voice mail hunt group, then make point 2 the attendant, or whatever other number you want it to go to. With that in place, when the voice mail is down, the system will see it as a busy condition and go to the next point of coverage.

Q: My networked systems are administered from my office. Is there any way to access them at any higher speed than 2400baud when I dial into them?

A: In a word, yes. You can get a data-module (a 7400B is a good choice) that can be administered as a PDM type of data extension. Type “add data (whatever ext. no. is available)”, and on the “type” field, type “pdm”. You may have to give it another extension number in the “maintenance ext” field, and you will probably name it something unique in the name field. It will also need a digital port number. After all of this is done, press “Enter”. Check to see if there are four “netcon” type of data modules administered in your system. If not, add those data modules the same way as the pdm type you just administered, but make them a “netcon” type, with each one having a physical channel of “01” or “02” or “03” or “04”. Then add a new hunt group comprised of those extension numbers you gave the netcon channels as the members. Connect the data module to a port on your PC or terminal. Set the PC or terminal up so that you are accessing the port you connected the data module to, and type “atdt (then the number of the netcon hunt group)”. Do this (the netcon channels and hunt group) for each switch in your network. When you type “atdt” followed by whatever hunt group extension for a particular switch, it will go over the DCS network via UDP and give you back a “Login” If you are a new, or for that matter, an experienced administrator, and all of this is confusing to you, feel free to call the number below for a further explanation.

Q: How can I tell if my system is Year 2000 Compliant?

A: For starters, on the internet, Lucent Technologies has a webpage dedicated to the Y2K issue for all of their products, versions and releases. You can probably find what you need there at www.lucent.com/y2k/. However, for those things that may be left unanswered or vague, you may want to talk to someone impartial to the process, such as an independent consultant, or if you like, call us at the number below for our input on your particular problem. Don’t be goaded into upgrading your system because of the Y2K scare! It may be a sales tactic, or uninformed advice you get from a variety of vendors, and you may well be able to weather the Y2K storm without any changes required at all.