

Definity-G(x) Demystified:
By Walt Medak

Q: We recently made the big jump and upgraded our G3V9 system to an S8730 CM5. We did keep as much of our existing hardware as we could, including our Intuity voice mail system. I just had to add my first few stations since the upgrade, and I can't get the message waiting lights to work on the phones. I have both digital and IP phones involved here, so I'm sure it's just something I'm missing in my programming. I've looked at the activity log in the Intuity, and it looks like it is trying to turn the lights on and off, so I guess it's in the PBX. What am I missing.

A: There have been a lot of changes to the station form since the G3V9 days. One of the new fields on page two of the station form is called "*AUDIX Name:*". In your case, you need to make sure that field is filled in with the entry in the "*node-names audix*" form that corresponds to your Intuity. You also need to make sure the field "*LWC Reception:*" is set to "*audix*". That should get the lights working. However, the new users will probably have to listen to all of their new messages and then receive another new message before the light will turn on.

Q: We seem to use the Call Park feature a lot. It works great for a lot of people who are up, moving around the office frequently. However, there is one thing that I always get complaints about. It seems that there is a timer that will make a parked call ring at the attendant console after about two minutes if the parked call isn't picked up. I'm not sure where to look for this timer. Also, it would be nice if those calls that don't get picked up could be made to ring somewhere other than the console. Where do I start looking?

A: Well, let's break this down into your separate questions, and get the timer issue out of the way first. If you look in the "*system-parameters features*" form, you will find an option called "*Call Park Timeout Interval (minutes)*". This is the amount of time a parked call will wait before being redirected. Valid entries are anywhere from 1 to 90 minutes. Yours sounds like it is currently set for 2 minutes.

The second part of your question isn't quite as quick of an answer. There is another option in the "*system-parameters features*" form that is called "*Deluxe Paging and Call Park Timeout to Originator?*". Your system sounds like that option is set to "*n*" at this point. Changing this option to "*y*" will cause a parked call that is not picked up before the timer expires to ring back to the extension that parked the call instead of the attendant. Sounds simple. However, this particular option also affects a lot of other functions in the system. If you use overhead (loudspeaker) paging, you could see a big change. Let's say right now Jane answers a call, and the caller wants to speak to Joe. Jane would first park the call, and then access the paging system to tell Joe to pick up the call on extension 1234. If you turn on "Deluxe Paging", Jane would instead simply press the transfer button and dial the paging access code followed by the extension on which to park the call. This automatically parks the caller. She would then be connected to the paging equipment and could tell Joe about his call. Finally, Jane would press the transfer

button again and hang up. Joe would then dial the answer back feature access code and the extension where the call was parked to pick up his call. There are many more interactions associated with turning on the “Deluxe Paging” feature, far too many to discuss in this column. Please feel free to call with any questions.