

Definity-G(x) Demystified:
By Walt Medak

Q: Our Company recently replaced the small key system at one of our smaller office locations with a Definity and an Intuity voicemail system. One of the users asked me to set up their voicemail to call their cell phone when they receive a message. I have outcalling set up on my mailbox, so I thought I could just set up their mailbox like mine and it would work. But, when I try to turn on the “outcalling” option on the second page of the mailbox I get an error message that says the feature isn’t turned on. Is this something I’m going to have to go back to the vendor I purchased the Intuity from and ask them to turn it on?

A: Actually, the outcalling feature is something that you can set up yourself. The command you will use at the Audix command prompt is “*change system-parameters outcalling*”. On this screen, you will need to change the option “*Outcalling Active?*” to a “y”. There is also an area to set up a schedule of when you want the outcalling to be active. For example, if you want the option to be available 24 hours a day, you would just make sure the “*Start Time*” is “00:00” and the “*End Time*” is “23:59”. You also need to set a time for the interval between call attempts and the number of simultaneous ports to use for outcalling. Once you have that screen set up the way you want, you can go back to that user’s mailbox and set it up. Rather than change mailboxes on a one-by-one basis, I would recommend modifying one of the Classes of Service to have outcalling turned on, and naming it something like “Outcall”. That way, any mailbox you set up with that COS will show “Outcall” when you do a “*list subscribers*” command.

Q: We have a problem with a number of phones that are exposed to the noise from our warehouse area. The users complain that the background noise makes it difficult to hear the callers even when they have the volume turned up. I have tried adjusting the “AUDIOENV” setting in the 46xxsettings file, but it affects all of the IP phones. Is there a way I can make changes to only those phones? They are various 46xx series IP phones running on our S8400 CM4.

A: Yes, there is a way you can make changes that affect only certain groups of phones. You can use the “*GROUP*” option in the 46xxsettings file to make changes to specific groups of phones. By default, all IP telephones are assigned to group 0. Group numbers can be anything from 0 to 999, so you have the ability to be very specific with the changes you make. The group number can either be changed on the station form itself (look for the option “*IP Phone Group ID:*”) or directly from the phone by using the *GROUP* Local Administrative procedure by pressing Mute followed by 47687 (*GROUP*) and the # key. Let’s say you assigned the phones in question to group 2. In the 46xxsettings file, you would add a line that says “*IF \$GROUP SEQ 2 goto LOUD*”. Then you would add a section to the file called “*# LOUD*” where you can change the *AUDIOENV* setting for those phones without affecting any others.