Definity-G(x) Demystified:
By Walt Medak

Q: Is there any information stored in the Definity-G3i to identify calls to our system in cases of security or maliciousness?

A: There are many things that can identify those types of calls. First, if they are ongoing, report them to your network provider and ask for their assistance in identifying the callers. For decades, the "Phone Company" has been able to "Trap" malicious calls if trunks were configured for it. Getting them configured may be the difficult part, but be persistent. You may not be provided the information, but if you report the problem to the local police, they can obtain the information from the network provider and prosecute if you are willing to sign that they do that. Other means internally is known as either SMDR (Station Message Detail Recording) on early versions of your system, or CDR (Call Detail Recording) on later versions. Both SMDR and CDR need to be set up in software before collection of calls begins. You will find these under "change system features" on the 2nd or 3rd page for SMDR or under "change system cdr" for CDR. You will also need to make sure your trunk groups all have SMDR or CDR optioned to "y". To get all of this straight, you will need to consult your "Upgrade & Additions" manual (or give us a call at the number below). Then you will either need to connect your system to a serial printer, a PC using a communications application allowing a "capture" mode, or a PC utilizing a "Call-Accounting" application. Even with all or part of this, you will need ISDN-PRI trunks to identify where the call originates, and many of these perpetrators know how to "block" their identification to the network. For short term use, if you don't already use a Call-Accounting package, I would recommend using a PC and a communications program such as ProComm in the capture mode. It's quick, easy and least costly.

Q: We are opening small offices of 15 to 30 people in locations across the country. Many of them will be connected to our regional offices which all have Definity-G3's. For these smaller offices we are considering either Partner, Merlin Magic, or Norstar key systems. What will be needed to connect any of these systems to our Definity network?

A: Another big question with multiple answers probably too long for this column. For starters, virtually any modern phone system can connect to any other modern phone system, with differing ease. It might be that you need to dial a different code for each location, and then the extension number, or it could be as easy as dialing the extension number and letting the Uniform Dial Plan software route the call for you. Normally, staying within the same manufacturers' product line will garner better support both during installation/implementation, and ongoing. I would like to suggest a system you didn't mention……. a System75 R1V3 or Definity-G3V4 (or lower) from the secondary market. With any of these systems, you will be close to the same costs, but will also be able to take advantage of the unique networking capabilities, not to mention the important significance of like-architecture, allowing for movement of your hardware from location to location as size, closures, relocations, etc. occur.

Q: How does one maintain two extension numbers, but only one Audix MailBox? We are a police agency, and have occasions to be called on more than one number, but would like the convenience of maintaining only one Audix MailBox for multiple members of our force.

A: I hope I'm not going to show my ignorance here, but I really could only come up with one solution. That was to have one of the numbers forward to voice mail in normal fashion, and have the other cover to a "remote" coverage point (i.e., r1) that was sent outside the system by dialing 9 and then the DID number of the first extension. One can also try covering to a hunt group that's been remote-call-forwarded (by the attendant or user with a COS that has "operator permissions") to the first extension. Good question….. any readers have answers to this one?……

Q: We're an interconnect very familiar with the Definity system, but are having trouble making DCS/UDP work between two sites. We think we have programming in place for all that the manual shows, but still can't call from one to the other. Any quick suggestions?

A: There's nothing quick about implementing DCS/UDP, and to even attempt it shows you must have good familiarity with the Definity. And, as you also know, there's no way I will be able to address every possible problem you could have, as there are dozens of entries required to implement them. However, the most common problem I have noticed is the need for the <u>trunk groups and their trunk-access codes to be the same in both switches</u> not being adhered to. I would bet this is your problem. Let me know, please.