

Definity-G(x) Demystified:
By Walt Medak

Q: We have just upgraded our Definity-G3 from a V3 to a V8. Our vendor, an independent telephone company not associated with Lucent, says it can no longer support us because they cannot login to the system except with our “cust” login, which has no maintenance permissions. Is there any way we can continue to have our vendor login with maintenance permissions?

A: In an earlier edition of this column I hinted at this problem. Lucent has added security levels to the V6, V7 and V8 releases of software that are very good at keeping anyone but them out of the system at levels needed for system maintenance. The security method is a great thing if you want to make sure nobody but Lucent is able to get into your system. If, however, your interest is to having other than Lucent maintain your system, you have only one option; that is to pay Lucent to add maintenance permissions to your “cust” login. This can be quite costly, and, coincidentally or not, would probably make your maintenance costs rise beyond what Lucent would charge you if you just used them. Did your upgrade include anything you needed beyond the capabilities of your V3, or was it just too good a deal to pass up? If it were the latter, it’s another reminder that there’s no such thing as a free lunch.

Q: We have need for wireless telephones in our manufacturing plant. We have tried the Transtalk9000 series phones a few years back, and they had too great a failure rate and were noisy with interference on them. Are any of the cordless phones on the market compatible with the Definity?

A: Yes, just about all of the cordless phones, including the new 2.4Gigahertz models, are compatible with analog ports on the Definity. However, the new Lucent Transtalk 9031 model is less problematic than the older ones you tried, and seems less susceptible to interference. In addition, there is the wireless module that emulates cellular capability in the Definity, and allows wiring these antenna “sites” over just about any campus or industrial complex of any size.

Q: We are a small company that has no dedicated system administrator. Recently, due to some customer complaints about calling us, we found that there were two of our trunks that have been disconnected for several months. We noticed that the Definity identified these disconnected trunks, but didn’t light our alarm lights on our attendant console. Is there any way of the system notifying us when this occurs?

A: Yes, there is a way to make trunking problems identify as “minor” alarms, thus lighting the minor alarm light on the attendant console. You would need to have your vendor enter into the “set options” screen so that trunking minor alarms be reported as such, instead of the default setting, which downgrades trunking off-board alarms to “warning” alarms, which alert nobody.

Q: Is there any way we can forward voice mail messages between our Definity Audix system at our corporate office, and our DuVoice system located on our Definity at another site?

A: Both of those systems support the AMIS protocol, which was designed specifically for what you are trying to do. AMIS (Audio Messaging Interchange Specification) basically places a call from one voice mail system to the other, accesses the proper mailbox, and the transferring system plays the message while the other system records it via a plain old telephone call. It seems to have a bad rap as an archaic method, but those systems we have implemented were very successful, especially in light of the nominal cost compared to digitally networking two Audix systems. AMIS is an underused and mostly unknown method of transferring messages between systems, and based on our luck with using it, we highly recommend trying it.