

Definity-G(x) Demystified:
By Walt Medak

In a past column, I was asked how to accomplish calls from multiple extensions (presumably for the same person having multiple offices) to go to just one AUDIX mailbox. I gave a fairly generic method, but the following ideas sent in by readers may prove better solutions for you. (We welcome such feedback, and promise to share it with our readers in the future, so don't be shy..... send us your comments).

Chuck Kramer's method is probably the easiest, providing you have vectoring both capable in your system, and turned on by Lucent:

Here is a cleaner way to have two extensions point to the same mailbox.

Second (third, etc) extension should have a coverage path that points to a VDN. The vector for the VDN just needs one step Messaging split <<your Audix hunt group>> <<Primary extension>>

Chuck Kramer

John C. Wood of GE Capital suggests a method even easier, if your AUDIX happens to be an Intuity, or you are using an Octel voice mail system:

In the Audix menu under 'Audix Administration' select change subscriber, then populate the Secondary extension field with the second number. The subscriber can then accept voicemail calls to either station appearance and also when retrieving messages, they can call from either phone line and simply input '#' for the extension to retrieve voicemail messages. This has been in place for some time and is at least on Audix 3.2 and up. There is also a feature on the Octel platform known as 'alias' which does the same thing.

Regards,

*John C. Wood
GE Capital VFS*

Q: As a technician for an Interconnect, I am frustrated with the endless finger-pointing when either trying to repair or install a T-1. Arguing is nonexistent without test results from a T-Bird or equivalent test device, whose price leaves them out of the question for small interconnects. Is there any way of testing within the Definity to prove where the circuit problem lies?

A: Yes, the Definity has a terrific method for positive identification, but unfortunately, it's buried inside the Tier-II's login, and not any below that. It allows for a set-up, the watches the call and reports where and what happened to it. Most of us have no access to that login, so the next best method, and one which has never failed me in testing hundreds of T-1's, is setting the "Synchronization" screen's primary source to the T-1 you are testing. Then, in succession, give the commands "disable sync", "set sync <DS1 Board location>", and finally "enable sync". Once the last command is completed, do a "status sync". If the T-1 has connectivity, it will show connected to the DS1 board, otherwise it will show connected to the Tone-Board. If you show "Tone-board" synchronization, check all the physical connections onsite, i.e., the CSU connections, PBX cable connection, etc. If all of your connections look good, replace the DS1 or the cables or the CSU or all of them, and test again. If you have the same results, your problem will undoubtedly be with the network provider. This has never failed me. You may think having all of this spare equipment is extreme, but if you don't have it with you, you have no business attempting the job, and it's more cost efficient than purchasing a T-Bird. Remember, this is for the T-1 only, so if you are having trouble with the trunking using the T-1 facilities, that will be another problem entirely assuming you are synchronized with the DS1 board.