

Definity-G(x) Demystified:
By Walt Medak

Q: From Dawn Paolino we received the following question:

We have reached the capacity of bridged appearances on our 8434DX phones, or so we have been told. We understand there is a maximum of 24 lines (main number and rollover) including 1 CAM. We now have to add two phones to an assistants desk to handle coverage. Does Lucent have another product available that will allow the assistant to know who is being called so they can answer "John Doe's office, how can I help you?"

A: Yes, there is another way of identifying covered calls, and I believe it works much better. However, it does require the use of display phones at the covering location. I am a *strong* anti-bridged-appearance implementer. If there is *any* way of doing things without the use of bridged-appearances, I believe it to be a better way. I flat never use them! I'm as passionate about that belief as a vote counter in Florida. If you use a voice terminal at the covering location that has a display, the covering reason is given on the display in easy-to-understand code. First, it will say something like "Local to John Doe" or "Dawn Paolino to John Doe", and then in the far-right side, there will be a code of either a "b", "d" or "s". The "b" means the called voice terminal is busy on another call, and the call is temporarily bridged at that called voice terminal. The "d" means the call was not answered at the callers terminal in the prescribed number of rings, and that the call is temporarily bridged at that called voice terminal. The "b" means all calls at the called voice terminal are covering because their "send-calls" button is pushed. In as much as you are using 8434DX voice terminals, you already have the capability, and the information should already be appearing on your displays if only you would use call-coverage instead of those !@#\$\$%^&* bridged appearances..

Q: From Arron Meyer, some information about TCP/IP was received:

I work for an Avaya Business Partner and wish to comment on your TCP/IP information in the November 2000 Definity Demystified column.

The TCP/IP functionality in the G3 is used mainly for integration with adjuncts at this time. When R9 becomes available, Avaya's 4600 series of IP telephones also becomes available for use. The reason that a switch upgrade to the G3 is usually installed by us, in my experience, is simple: the customer is adding a new adjunct that requires IP integration, such as CenterVu CMS or Intuity Audix. Why? Mainly because X.25 integration is being phased out. The 7400D data module will no longer be manufactured after December, effectively ending a key product for X.25 Processor Interface. Avaya will no longer support NEW installations of adjuncts using X.25 switch integration. It will continue to support customers who already have adjuncts integrated using X.25. Also, if the customer is a G3csi (Prologix), the only option for digitally integrating an adjunct such as Intuity Audix is TCP/IP using a TN799/TN799B/TN799C Control-LAN board. The only other option is Mode-Code integration as the G3csi platform does not provide for a Processor Interface circuit pack. For IP phones or IP trunks, at MedPro (Media Processing) board will also be required.

A: Thanks, Arron for your response, but from it, I see further reason TCP/IP's time has not yet come. Definity R9 is now available, as are it's 4600 series of voice terminals, but they still only allow TCP/IP connectivity over a client's LAN, so the only advantage I can see is the elimination of dual runs of station wiring, which if already in place (which was the case in the question in the column) makes it a moot point. And the view of most of us who appear in this forum is that the OEM isn't the only place a client can find the products they need, as the secondary market is awash with perfectly good equipment with the same or better warranties and guarantees, relegating the idea that products such as the 7400A, B, C or D data modules are effectively ended because of the OEM's decision to quit manufacturing them just doesn't hold water. And I love the fact that Avaya will no longer support NEW installations of adjuncts using X.25 integration, as there are hundreds of us out here who can and will. Avaya's a good choice, but not the only choice. As for the Prologix, it's a product who's time never did come. For less than the cost of a new Prologix, a client can obtain a secondary market G3s with all the same or better coverages. And Mode-Code integration works flawlessly, as many third-party manufacturers of voice-mail products will agree. On the issue of IP trunks, or MedPro boards, you are ahead of me on those, and I will have to defer to you on them, though I think perhaps it's relevance to most clients will be negligible as a reason to upgrade to a software version just to include TCP/IP. Thanks for the information Arron, and let's keep the dialogue going to better inform Definity Users and Administrators, as I found your information very educational.