

Q: We rerecord our AUDIX auto-attendant two or three times a year, and have a need for doing it at this time. The person who always did it is no longer with the company, and we have no idea where to start to do the job. How do we find what it is that we need to rerecord?

A: The recording of an auto-attendant is nothing more than recording a voice mailbox in the AUDIX; it is done exactly the same way. If you know the extension number of the auto-attendant, you have all that's necessary to do the job, assuming you know how to change the 3rd, or "selection" page of the attendant. To some, the 3rd page is abundantly clear as to its function, but to others, due to a lack of familiarity, it may not. If you have a problem understanding the 3rd page, you will need to either consult your documentation, which is not usually an easy feat, or consult your service company or myself at the addresses below. If you don't know the extension number, give the command "list attendant" at the AUDIX command line and a list of all the auto-attendants in your AUDIX will be displayed. If the originator of this auto-attendant was doing their job, the name of it will be readily apparent. If not, and you have a number of auto-attendants from which you cannot distinguish, you will have to start at the PBX by looking for the extension number that sends it to the AUDIX, the method of which, fortuitously, is answered by the next two questions in this column.

Q: Our network provider is changing our service from analog trunks to a T-1, and we are adding DID numbers at the same time. They have asked us what numbers we currently have answered by our auto-attendant that we may need as additional DID numbers to avoid losing those calls. How do we find out all of the numbers we have answered by our Intuity auto-attendant?

A: Calls come into a Definity PBX in only one way – through a trunk group. By your mentioning you are adding DID numbers at this time, I will assume you have no analog DID trunks currently, so therefore most probably have only Central Office (C.O.) trunks at this time. If so, that makes things easy, as on the first page of each trunk group, on the right hand side of the page near the top, are the "incoming destination" and "night destination" fields where the information you are looking for is contained. You will also need to look at the port assignment page (either the third, fourth or fifth page, depending on your release of software) to get the list of telephone numbers assigned to this trunk group (again, assuming the person who set this trunk group up did their job and listed them properly), and to see if the "night" field has an entry. If it does, this is another destination that may be pertinent to your network provider. If the telephone numbers aren't on the port assignment page, you will need to have the ports traced to determine the numbers in that trunk group. What your network provider is most probably looking for are any numbers your callers use to contact you, known as LDN's (Listed Directory Number) that you may have either advertised or given to your callers in mailings, business cards, etc. To continue to get those calls, you will need to have them included in your DID "string", or list, as they are associated with one or more of the analog trunks as the trunk's telephone number. When those trunks are removed, that number will be lost if you don't have it changed to one of your DID numbers. You will then need to build some entity, most likely an "x-port" station covering to the destination previously found in the trunk-group "incoming-destination" field, or better yet, if you have vectoring, utilizing that. There are many variables here, so if I have missed answering your question, please contact me at the addresses below.

Q: We have calls going to a conference room phone of which we can't trace the origin. How do we find out what calls are directed to an extension?

A: The first thing to determine is if it is a DID number. If so, that's probably your problem. Make it a non-DID number, and no outside calls should be able to reach it. The second place to look is to see if it's a member of some group that gets calls. You can do that by giving the command "list groups (extension no.)" and see if it belongs to any such groups. The next place would be to see if it's listed as a destination of a trunk group as mentioned in the answer to the question above. It might also be a coverage point for some other station, which should show up in the "list groups" query. You can also "list coverage-path" to see if it shows up as a destination. And lastly, and the most difficult to find, is to see if it's a point of a "route-to" in a vector, which would require looking at all the vectors one-by-one to find. On the Far-Side, it's also possible it's the night-destination of a hunt-group, and your system is in the night mode when calls go to it. Some systems are left in the night mode all the time. If you can't find the problem with these hints, give me a call and tell me my answer in this column flunked, and I'll help you find it.