

Definity-G(x) Demystified:
By Walt Medak

Q: We have just entered our new budget year and are looking to upgrade our System75 R1V3. The budget isn't so great that we can do this under the proposal we received for the Definity-G3V9. Is there any way to upgrade in a gradual manner and not have to jump right to the latest release? Our other sites have Northern Telecom and we are able to do that with those systems.

A: Bless your heart for asking that question..... that's what the secondary market is all about! In order to upgrade through the OEM you would probably have to jump to the current release, which is the V9, but through the secondary market, there are values to be had for earlier releases of the Definity. I personally like either the V4 or the V6. The V4 is an exceptional value, but has the downside that it is the last release to use the older TN786B processor. Although the V6 uses a newer processor, it is only going to be usable up through the V8, as the V9 has an altogether different processor. Since I'm betting the primary reason you wish to upgrade is driven by budget availability rather than additional feature needs, my suggestion would be to upgrade to the V4, because if you want to later go to the latest and greatest, you will have to replace either the V4 or V6 processor anyway. You can expect to save well over 50% on the system, and as far as the software license goes, Lucent/Avaya hasn't defined that very well other than what one client has related to me that "if you want Lucent/Avaya support, it must be re-licensed". Especially on things like this, if you need more information, we'll be more than happy to explain the reasons why the secondary market is great via a phone call!

Q: Our facility has grown outside our campus, and we must expand to another location several blocks away. We have been told that we can connect our current Definity to an Expansion Node if we can run fiber-optic cable between the two sites. Our initial concerns of having the remote die if there were a major problem with the main node was put aside with the proposal of an EPN w/Survivable Remote. Are there any other options to connecting the two sites besides having to pay for the installation of a quarter-mile of fiber?

A: An Expansion Processor Node (EPN) is one way to connect two physical locations to have a single virtual office. Calls can be made between sites via extension-to-extension, one Attendant Operator can field calls for both locations, etc, etc, etc..... a better alternative would be to install a separate Definity-G3(x) at the remote site and connect them via T-1 utilizing the DCS features of the Definity. There might be more cost involved for software, but my guess is that it would be close to a wash against an EPN with Survivable Remote. It is a survivable remote in itself, and much, much easier to administer on-going, and has all the benefits a Survivable Remote EPN can give.

Q: How do those folks with an auto-attendant that says "to dial by name, press 1" do that with an Intuity?

A: First, create a second-level auto-attendant. On the second page of that auto-attendant, in the upper left corner is a field asking which addressing option, either "extension number" or "names". Choose "names". Then go to the third page and type an "e" in each of the destination fields for "1." Through "9.", and make their transfer type "transfer", meaning to send this call back to the PBX. You will need to record the greeting for the new auto-attendant as something similar to "Please enter the first three letters of the person's first name, followed by the "#" sign" (if the names are entered in the mailboxes as "John Doe", otherwise if they are entered as "Doe, John" record the greeting to say "the first three letters of the person's last name followed by the "#" sign"). You then send one of the choices of the main auto-attendant to that second-level auto-attendant's extension number utilizing the "call-answer" rather than "transfer" method. The "call-answer" routing keeps the call in the Intuity rather than transferring it back to the PBX which would then have to transfer it back to the Intuity causing an undue delay in the whole process.

Q: Are there any alternatives in the secondary market for certified Definity training? We are looking for the possibility of on-site training for both system administration and end-user training, or at least an alternative to traveling to Denver each time we want to train an administrator.

A: I'm not sure of all of the "certified" folks that are available, but there are many who have been trainers for Lucent/Avaya who are no longer employed there who on their own offer training of both types you are looking for. They are located in most major metropolitan areas of the United States, though are not usually of high profile and are therefore not easy to contact. I hereby extend an invitation for those folks who read this column that are trainers, or those who may know of a trainer or training company, to contact me and I will list their names in a future issue. There are also companies in the secondary market who offer training,

as we do, but like we, only in our facility at this time. We hope to suitcase the class for major metropolitan seminars in the future, but that's no help to you now.