

Definity-G(x) Demystified:  
By Walt Medak

**Q:** In the January/February, 2001 column a question was asked as to how to find the source of a call coming in to an extension that was in a conference room that wasn't always occupied so that the calls wouldn't be missed, and that should have never had calls directed towards it. Larry Pickering of The Sportsman's Guide gave me a wonderful education in a feature I never knew existed. I'm not sure in what version this came out originally, but it's for sure in the V6 and higher (we'll try to determine the first version and publish it later). I have tried it and found it the best command to come along since "display coverage sender (coverage path number)". The following is his suggestion.

**A:** *"In your January/February, 2001 article, you were discussing how to find uses of a particular extension. I have found that the use of the "list usage" command works great."* Thanks, Larry, for taking the time to let us know about such a useful tool. I have tried it and found it's the best way of all to find out anything you want to know about how an extension, button-type, vector, digit-string or hunt-group. However, many earlier versions of Definity software do not contain this command.

**Q:** Jeff gives us another possibility in the following, and again, I'm not sure of the vintage of software this starts at, but we will research it and follow up with info later:

**A:** **"In regards to your column in the Jan/Feb 2001 issue. I may have some additional information to the question about not being able to find out how calls are being directed to an extension. They may want to utilize the "list call-forwarding" command. This command has been helpful to us when someone inadvertently call forwards their phone to another extension."** Thanks to you, too, Jeff! This is another command that has slipped my attention in the newer versions of software. It also works great for determining if it's a call redirected by an internal source.

**Q:** Here is another reader-response from Ralph Yates to an earlier column query of solving the problem of sharing Voice-Mailboxes. This one is restricted in it's use to the Intuity Audix, but does work very well if one doesn't have Vectoring available on their Definity system. I have never been a big fan of the Intuity until lately, and have just joined those who have applications it is suited for. Primarily if one needs to get bigger than 16-ports it leaves the Definity-Audix out in the cold, and would otherwise require a 3<sup>rd</sup> party Voicemail. Though there are some very good 3<sup>rd</sup> party Voicemail systems, there are some feature that will only work with a truly "integrated" Lucent/Avaya system.

**A:** **"I enjoy reading your "Definity Demystified" column. I was reading the online version and noticed a question you had received from a police agency about how to share one voicemail box between two or more extensions. I believe I can help. If they have an Intuity release 4 or later they can use the auto-attend-routing tables. The times are adjustable for business or holiday schedules. I have many of these setup. You have to make up the schedules but it is pretty easy. On the routing table the first row is the incoming extension, then enter the business or holiday schedule you created, then the last three are voicemail box extensions where you want the incoming extension to go. I just enter the same extension for all schedules. You can have multiple extensions go to one voicemail box. Just have to give everyone the password."** Thanks for the response, Ralph! As I noted above, we have just recently jumped onboard the Intuity bandwagon, and just within the last few weeks discovered your suggestion. It works very well, and I would recommend it as highly as the vectoring solution especially since the scheduling is more flexible than using vectoring. Great solution!