Definity-G(x) Demystified:
By Walt Medak

Q: Our Definity-G1 has had several system administrators in the past, and I'm wondering how can I tell if it has been secured from access by any of them, or by hackers?

A: The System75, Definity-G1 and early Definity-G3I's all had logins pre-assigned by AT&T/Lucent. There were three for use by only them, and then there were others intended for use by the end-users. The "craft" login is used by the technician who visits your site. There are two others with higher permission capabilities that are used by the support group in Denver which, for security reasons, I don't want to mention here. For the end-user, there are up to five for which they are responsible. We all know of "cust", and most of us know there's one labeled "rcust" (originally intended for remote customer administration). Some also know of "browse", which has limited permissions, and was originally for allowing a look-but-don't-touch capability. There is also "bcms" and "nms" logins, which most know nothing about. I have walked up to many systems where the administrator proudly exclaims how well the system has been "bullet proofed" and logged in using one of these that still had default passwords. From the "cust" login, you can changed the passwords for all of these logins, and if you change them to (all in caps) VOID, it in effect, disables the login until you change it to something else with a login with higher permissions. BE VERY CAREFUL NOT TO DO THIS TO YOUR "cust" LOGIN! (or the one that has super-user capabilities). Call the number below if this is not making sense, and you need further information.

Q: Our sales manager has need for telephones in two different offices, and wants his calls to be able to be answered at either one simultaneously before they go to coverage. Is this possible?

A: In a word, yes. Although it may be possible, it also comes with some complications he may have to get used to in order for this to work for him. First, the number he thinks of as his extension will not be the one on either of the two telephones. They must be given completely different extension numbers that you might not even let him know about, as it may be confusing for him. Make the number he considers his some kind of entity that is pointed to both of the telephones, such as a hunt-group with no members that covers to a cover-answer-group comprised of both of his telephone extensions. Vectoring is another method that can be used. One of the problems with either method is getting the message waiting light for both telephones simultaneously for voice mail alerting. On newer Definitys, this can be simply assigned on the station form, but on previous releases of software, you may need to assign an "auto-msg-wait" feature to an available lighted button.

Q: We found out from a customer that they are having trouble reaching us at times, but there seems to be no alarm generated by our Definity…..why?

A: The Definity can be set so that only problems with it's own hardware of software are what get reported, and problems associated with the public switched network (trunks) don't. We have found on many occasions trunks that have been out of service for months without the end user having any idea or the system giving an alarm status. If you have enough trunks in an out of service condition, and have your call volume peak a bit higher than normal, you could experience the situation you mention. You need to do one of two things to prevent this. 1.)Have your service provider set the options to report trunk failures as alarms. 2.) Regularly check the system by issuing the command "display errors" and hitting enter upon the first screen. This will list all system diagnosed errors current in the machine. A good system administrator will have no more than a page or two, and will be aware of what they are. If you need help with this, call the number below, or contact your system provider.

Q: How can I tell if my system is Year 2000 Compliant?

A: For starters, on the internet, Lucent Technologies has a webpage dedicated to the Y2K issue for all of their products, versions and releases. You can probably find what you need there at www.lucent.com/y2k/. However, for those things that may be left unanswered or vague, you may want to talk to someone impartial to the process, such as an independent consultant, or if you like, call us at the number below for our input on your particular problem. Don't be goaded into upgrading your system because of the Y2K

scare! It may be a sales tactic, or uninformed advice you get from a variety of vendors, and you may well be able to weather the Y2K storm without any changes required at all.