

Definity-G(x) Demystified:  
By Walt Medak

**Q:** From Alan Thompson of Intuit, Inc.: “I recently read your article in Telecom Reseller (June/July 2001) on remotely accessing the Definity G-3 using a TCP/IP device that goes between the SAT and the Definity terminal (RS 232) port. In the article you indicated there are two devices that will do this. I am interested in more information about these devices. We have not made a decision yet, but would like to look into the TCP/IP option.”

**A:** I apologize for being so cryptic in my article on those items, Alan. I should have identified them at that time. The manufacturers of those units are BlackBox and Scottsdale Communications. BlackBox calls their unit a “Compact Terminal Server”, and Scottsdale Comm’s. calls theirs a LANSat device. I have used both, and only because of the use of DSA (Definity Site Administration software application), the LANSat is by far the better of the two. The Compact Terminal Server does the job, and after a bit of educating one’s self to think like BlackBox’s more common clientele, a LAN administrator, I was able to finally get it operable quite well. The problem with it is that DSA doesn’t always send the proper disconnect string, or if one just pulls the plug, the Compact Terminal Server doesn’t release from the Definity, and needs to be physically turned off and then back on. The LANSat, however, will time out under those same circumstances, and though it requires a bit of setup not normally within the scope of a Telecom Administrator, it works far more superior. I give a recommendation to the LANSat, where I don’t to the Compact Terminal Server (although either one beats upgrading to V9 just for the privilege of administering a Definity via TCP/IP). I’m not sure of either one using an alternative communications program to DSA. BlackBox will sell to end-users, and will range in price from \$500 to \$600 each. Scottsdale Communications uses a distribution network of dealers (or so I’m promised) and will range in price from about \$650 to \$750 each. I’m not sure of who all of the dealers for them are other than WMA, but their website, <http://www.scottscm.com> might give a clue.

**Q:** Laurie S. Mandy, Vice President of Bristol Capital, Inc. comments: “I read your article in the June/July issue of Telecom Reseller, "Definity Demystified." The section of the article regarding trunking, while informative, never once mentioned having a customer run a traffic study to determine correct trunking. In fact, if so many systems today have such poor trunking, wouldn't it be worthwhile to identify and fix the problem with a comprehensive traffic study? I have taken the liberty to attach some information on our Services, so that in the future should you want to offer a Traffic Study, you would have the information on file. I would be interested in your thoughts.”

**A:** Laurie has a valid point to make here. A comprehensive Traffic Study is absolutely necessary in the cases of large amounts of trunks in a system and needing to have an accurate count of their usage throughout any period. Very large businesses or those “call-intensive” companies with large volumes of calls, such as Call-Centers, could definitely benefit from a Traffic Study. Laurie and I will probably disagree as to the necessity of such a study for small-to-medium-sized Definity systems, specifically on those with one to three or so trunk groups, especially where there is a T-1 or two for Long Distance and for Local Inbound/Outbound. For those instances, which make up the vast majority of Definity systems in existence, I will stick by my recommendation of doing hourly “list measurements trunk-group summary last-hour” for whatever period is necessary, and especially if printed to a system-printer using the “schedule” command. It is extremely accurate, informative and not as costly, especially for occasional traffic concerns. That aside, if you need a comprehensive traffic study that may save you many times over what it costs, you can reach Laurie at [lsm@infoplusonline.com](mailto:lsm@infoplusonline.com).

**Q:** Interstate Distributors of Tacoma, Washington had an interesting vectoring problem: “Our agents want to be able to take a second inbound call without it going into queue, and before it overflows to a backup group. They don’t want calls to go into queue, but to get answered by a “live” voice and they want these calls to be equitably distributed.”

A: This is a simple request for vectoring to accomplish if the system has “Forced Multiple Call Handling”, which their system has. Though the feature was activated on the system and called for in the hunt-group, it would not work. In my attempt to repair the vector they were currently trying to use, I put in the usual “go-to” line if the “available agents” were equal-to-or-less-than 1. Therein was the reason it would not work. In using the “usual” layout, I had over-ridden the “forced multiple call handling” specified in the hunt-group. After bashing my head against the wall for some hours, I enlisted the aid of a new contract member of our staff, Sally Gennett, who pointed out the error of my ways about as soon as she read it. Sally is recognized as the Call-Center Guru of the Pacific Northwest, and that’s why I asked her to review the vector. The moral of the story is, I have never, repeat, never experienced a feature that has failed to respond as documented if done correctly. I hope you all have a “Sally” to fall back on, and if not, that’s what this column is for.

COMMENT: When we rely on things such as I did above, with my 34 years in the industry and association with the system since it’s first release, a humbling experience is not only appropriate, but most definitely deserved! Nobody can know all of it, and that’s why running a question past somebody else might bring the problem to a quicker solution. The reason I mention all of this, is I would like to entertain more content for this column, and invite you to please, no matter how simple or complex, to send me your questions for inclusion. As you can see, if I don’t have the answer, I know someone who does!