Definity-G(x) Demystified:
By Walt Medak

Q: I read your artilcle concerning the use of the Netcons Hunt Group and being able to use it instead of
the INADS line when dialing from offsite. I have tried assigning this hunt group as a DID but all it does is
ring once and then it disconnects. If I dial the 4 digit hunt group extension from the inside it works with no
problem. I have a G3SI 6.3 and I would really like to use this feature instead of tying up the INADS line
when offsite. Any idea why this is not working?

Thanks for your help.

Dan Koch
AAA Colorado
Telecom Engineer

A: Thanks for bringing the netcon problem to my attention. I have used this successfully for years on
earlier releases of Definity software, but I am experiencing the same problem as you are with the G3V6,
which is the software I am using also. I even tried sending the call to a vector and having the vector place
the call to the hunt group extension and had it fail. My only guess is that there is a block of some sort in
the newer versions of software preventing what used to be a great way to circumnavigate using the INADS
line for dialup. I will investigate this further. In the meantime, maybe the only way to get around using the
INADS s line from offsite is to utilize the tcp/ip device if practical for you. Thanks again for sharing this
with me.

(Dan further replied: "Thanks for the reply. Like you I tried using the vector route and it didn't work either.
When I talked to Avaya support about this issue before I e-mailed you they said it should work. I will
follow up with Avaya support to get some feed back from them.")

Q: We self-maintain our system, and are interested in knowing when the system has major alarms. Is
there a way we can get the system to notify us the way it does the INADS group when it diagnoses
problems?

A: There are a few companies offering monitoring-only for Definity systems. You can find them in the
industry publications such as the one you're now reading (be sure to look for OUR ad!). This is probably
the only way to know precisely what the problem is, and have someone look at your system to define what
remedy must be applied. However, if you only want to know WHEN there's an occurrence, but not
necessarily WHAT problem exists, you can do this yourself (if you have at least CRAFT permissions on
your LOGIN) by entering the command "change system-parameters maintenance", and in the OSS Number
field entering in the number of a pager (don't forget to dial "9" if necessary) and then a few pauses
(~p~p~p) and then some number you will recognize when your pager goes off. You can set this for Major,
Minor, or even Warning alarms. If you have difficulties, give me a call.

Q: We are a consolidation of two companies that have merged, and we have dissimilar systems at our two
locations. We have been advised we will need to change one of them to the same manufacturer as the other
to gain a practical networked system. One is a Definity, and the other one across town is a Northern
Telecom Meridian. Is there any way out of this drastic and costly solution?

A: It depends on what your criteria demands are for a "networked system". If all you want to accomplish
is to call from one system to the other using extension numbers, and perhaps to transfer voicemail messages
between them, then the answer is no, you don't need to change either of the systems. You can tie them
together with tie-trunks, T-1 or Analog, and then use the Uniform Dialing Plan of each system for inter-
system dialing. Then set both voicemail systems up to use AMIS analog networking for sharing messages.
Your dialplans must be in accord with each of the two systems, but that would be your only constraint. I
hope this answers your question, but if not, give me a call.

Q: We are constantly having to program our ARS. Is there any means by which we can "Set it and Forget
it"? It is very time consuming, and we have no way of knowing what needs to be done until we try dialing
a number and find that we can't get out to it due to our ARS programming.

A: ARS (Automatic Route Selection), or Least Cost Routing, was a thing that was necessary in the days of systems having a multitude of trunking types, i.e., 1-Way-In CO. 1-Way-Out CO, 2-way Analog CO, DID, WATS, etc. Today, most systems can operate on only one or two trunk-groups, eliminating the need for ARS. If you have a two-way-DID over T-1 for local (and maybe long-distance too), and perhaps a dedicated T-1 for long-distance, you probably don't need ARS at all. Just get rid of it! Or at the very least, send everything to the Public-Switched-Network and let it determine if your call has been dialed properly instead of programming your ARS to know all of that. As usual, if any questions, call.