

Definity-G(x) Demystified:  
By Walt Medak

**Q:** Hello. I found your email address from www.telecomreseller.com where you have answered questions for people. I was wondering if you could help me. I have been getting calls from employees that say their Phone is busy when someone outside the hospital calls. This has happened on at least four extensions now. I do not know where to look for the problem. I have never been to training for the phone switch. All I know about it, I have taught myself by just looking around. Thank you for any help you can provide.

Vanessa McPherson  
Systems Support Analyst  
Duncan Regional Hospital

**A:** Thanks for your question, Vanessa.

If I understand your question correctly, it is a busy signal they are getting, and if not, we have a few scenarios which might apply. Sometimes people will use the word "busy" in a context they understand, but not in the telephone industry convention of an actual busy signal, i.e., it went directly to voicemail instead of ringing, so the assumption was that the line was "busy", when in actuality it was what we call "active". The answer to those two distinctions would possibly be that if there were only two call-appearances on a phone, and one was in use, normally the next call would get a busy due to the default programming of the phone to restrict incoming calls from terminating on the last available appearance. This can be confirmed by looking at the station form for that extension and checking to see what that field dictates. The other common possibility is that, if it's actually going to voice-mail or other coverage point instead of ringing the phone, the coverage path might have a "y" instead of a "n" in the criteria field for "active?", thus sending the call to coverage if they are on their phone instead of ringing the next call appearance. To get to the coverage path to see, just type the command "disp cov pa (path #)". The coverage path number is found near the top of the first page of the station form (if I got too basic for you I apologize, but I'm not sure just how much you have experienced as a self-taught system administrator. Also, there are many, many more just like you out there who may have just a bit less experience who might need this info, so I'm including it in my next column). As always, if this didn't cover your problem, please don't hesitate to give me a call.

**Q:** I have three Definity Systems networked using DCS. I have heard there is a way to administer them via the DCS T-1's. How is that done?

**A:** You can connect a data module (7400-B is the most economical choice) to either your PC or your System Administration Terminal (SAT). You can talk to it just like talking to a modem, i.e., atdt NNNN, where NNNN is an extension number for a hunt-group containing the netcon channels in the system you want to administer. Using a 715 terminal, you can direct-connect to your local Definity, and then using the data-module, you can connect to your remote system and hot-key back-and-forth between them. If this is a bit of a terse answer for you, please give me a call for more details on step-by-step implementation procedures.

**Q:** We are going to network a couple of our Definity Systems, and are wondering what is the best method for doing it. We have a couple of Prologix's and several G3si's, all of them either V7 or V8, and aren't sure we can get them all on the network, but are looking at the possibility of one or two G3si's and one Prologix. Because of the differences of the Prologix, we have been advised we will need to network them via DCS-Plus, which is spendy due to the need for ISDN software, which we don't have. Are there any other options?

**A:** There is another option, and one that works just as well as DCS-Plus that's much more economical since you have the necessary software to support it. It's done utilizing a C-Lan circuit pack in each switch, and utilizing internal "PPP" type data-modules. By assigning one of the channels of the T-1 between each system to a separate Tie-Trunk group, you can tell the PPP data-module at one end to "establish" the connection, and then have it dial the TAC (Trunk-Access-Code) and then the PPP data-module extension number at the other end. It can take a bit of reading of PPP type data-modules to understand it and get it straight, but it works as well as any type of networking I have ever used, and costs much much less. Any

secondary-market dealer can get you the C-Lan circuit packs at extremely reduced cost, and of course, if you need more info for implementation, give me a call.

**NOTE:** I can't believe it, but I am STILL getting queries about "can you upgrade my System75 to something less than the latest Definity V9.5 so I can get maintenance support?" THE ONLY ONE IN THE WHOLE WORLD WHO WON'T COVER YOUR SYSTEM75 IS THE OEM. YOU DON'T NEED TO UPGRADE THE SYSTEM IF YOU DON'T WANT TO, AND ANY OF THE REST OF US SECONDARY MARKET DEALERS WILL BE DEAD-HAPPY TO SUPPORT THE SYSTEM FOR YOU. IF YOUR SYSTEM75 SUITS YOU, IT TICKLES THE STUFFIN' OUT OF US!