

Definity-G(x) Demystified:  
By Walt Medak

**Q:** We have a Definity Prologix with a Definity-AUDIX-Slim for voicemail. We are unable to add additional mailboxes even though we haven't exceeded any thresholds. Actually, the system appears to add them, but when we do, it won't answer calls to any of the new ones. The original ones work ok, just the new ones refuse to answer calls covered to voicemail. Where do we go from here?

**A:** There is an anomaly to using the Definity-AUDIX-Slim (TN568-B) with some versions of software. It's a problem with the fact that the voicemail allows more than 15 characters in the name field and the some releases of Definity-G(x) only allow 15 characters. It's a difficult one to find, but the way we did it was to remove the name in the Definity-AUDIX-Slim mailbox by mailbox until we found the one causing the problem and then left the name field blank. We found if we added even just one letter, the problem returned. There's obviously a bug in the software disallowing use of this voicemail with earlier versions of Definity software, but it can be overcome with alternate copious amounts of patience and profanity.

**Q:** Our Console Attendant takes our calls during our normal business hours of 8:00AM and 5:00PM. For evening and weekends we use an automated attendant in our voicemail system. All of our non-DID calls are directed to the Console Attendant via a DID number that is listed as our main number. We would like to direct the calls during the Attendant's morning, lunch and afternoon breaks to a different location like we do the auto-attendant by pushing the Night button on the Console. How can we accomplish this?

**A:** There are several ways to do this, but the simplest is to first identify what the entity is that your DID Main Listed Number in your system is, i.e., Listed-Directory-Number, a hunt-group, an "X"-ported station, terminating-extension-group or whatever. This number is what your auto-attendant's number in your voice-mail should be. If it's not, change the auto-attendant to match it. Also give that entity a coverage path to a "time-of-day-coverage" group (add coverage time next) that you have set up to go to one coverage path (i.e., coverage path 1) from 8:00AM to 5:00PM Monday through Friday that goes to the attendant (attd) and a different coverage path (i.e., coverage path 2) for 5:00PM to 8:00AM Monday through Thursday, 5:00PM to 11:59PM Friday, 12:00AM to 11:59PM for Saturday and Sunday, and finally 12:00AM to 8:00AM Monday to go to voicemail (auto-attendant). Now give that entity a night destination of where you want calls to go to during the Console Attendant's breaks and use the "Night" button for breaks instead of actually at night. The time of day coverage will take care of getting calls to the attendant or it's "night" (break) destination during work hours and to the auto-attendant during out-of-hours times.

**Q:** Where can Definity Documentation for secondary-market systems be found? We had a Definity-G3i installed some months ago, and though we have a Definity-G1 at another location, the documentation there doesn't cover the new system very well.

**A:** You have just experienced one of the small downsides to installing a secondary market system unless the documentation ownership transferred to you along with the Definity. I say "small" downside, as you should be able to get the documentation from your dealer, probably at an additional small cost, who should know where to locate it. Avaya, not only being the manufacturer of the best PBX system I know of, also has one of the very best websites for online documentation you'll ever find. Go to <http://www.avaya.com>, click on the "Support" hyperlink at the top of the page in the blue bar, (it opens another window which you should maximize to full size) do a roll-over on "Online Services" until you highlight "Support Center Applications" then go down to "Documentation" and click on it. Once at that page, click on "Recent Documents". Then it's just a matter of selecting the topic or document you would like to view and click on it. You will need Adobe Acrobat Reader to view it, so if you don't have it, you can download it at no charge from <http://www.adobe.com>

**Q:** We have just discovered we made the wrong choice when selecting to install a Definity Prologix two years ago, as we are already in need of expanding the capacity beyond it's limits. Our support company says they have no means of doing an upgrade to a full-size Definity-G3i utilizing our old translations, and that we need to completely re-enter all of our translations by hand. They suggest printing it all out and then just copying it. Tell me there's a better way!

**A:** There's a better way! What you wish to have done is called a "blow-back" by Avaya, and even they can't perform that function when upgrading from a Prologix (CMC architecture) to a Definity-G3i (ESCC architecture). There is a means by which the information can be extracted from the Prologix system and

stored in an EXCEL spreadsheet, manipulated if necessary, then ported back to the new Definity-G3i without having to hand-enter it in new or copied. There will be the loss of announcements, which can be ported over by saving them onto a flash-card and then restoring them on the new system (maybe.... It's debatable at this time whether that works or not). At the very worst, announcements are all that should need reconstruction. This is a specialized application and not available just anywhere. If your support group can't perform this function, there are specialty support companies that can. Give me a call if you need to contact one of them. There are a few that I've heard of, but only one I know of that's exceptionally dependable and that I use.