Definity-G(x) Demystified:
By Walt Medak

Q: There is a second cover path field for our stations now that we have upgraded to G3V6. What is this used for, and more importantly, how is it used?

A: There is also a new feature access code called "Change Coverage Access Code" in your new G3V6. By utilizing this new feature an end-user can selectively switch between Coverage Path 1 or Coverage Path 2. This is done by lifting the handset, dialing the "Change Coverage Access Code", the extension number followed by the pound-sign (#) and a security code (must be first entered on the station form) that you wish to switch coverage paths again followed by the pound-sign (#), and then the coverage path number (1 or 2). Make sure that the COR has the "Change Coverage" option set to "y". Even better than just that, if you can use the Remote Access feature of your system (for those who haven't been encouraged to permanently disable it for "security" reasons), you can enable the Telecommuting feature that will let you do all of this from anywhere in the world that you can access the public-switched-network. If you have a usable Remote Access, "add telecommute" and it will open a screen that asks for an extension number. Enter in, hopefully, a DID number or a number you can get to through an auto-attendant. Then to use it just call the DID number and when it answers enter the above sequences. This is a very scaled-down description of how it's done, so if you have trouble, try reading about it in the documentation, or as always, feel free to give us a call.

Q: I read your column on how to network a Prologix to a G3si switch using a C-LAN circuit pack and the "ppp" method. Isn't it easier and less costly to just use DCS-Plus?

A: You are quite right, but in order to use it you must first have ISDN-OverPacCon enabled in the customer-options of your system for that in addition to DCS. If that is the case, then as you say it is much, much easier and less costly since the option is already enabled. If it's not enabled, then the "ppp" method would still be the most efficient way of doing it. For those who don't know what DCS-Plus is, it's a way of using the ISDN T-1 D-channel for both the supervision of the T-1 and the supervision of the DCS by answering "Used for DCS" as "y" on the second page of the ISDN trunk group. The step by step instructions would fill a column by itself, so if you need any further information you can call us and we'll be glad to assist.

Q: We have a need to upgrade our system, and we're being proposed the G3V10 which is supposed to be the latest and greatest system fully capable of Voice-over –IP. We only need to be able to do some simple vectoring for a small call-center and have no use for Voice-over-IP at this time. Are there any other advantages to the G3V10, and is there any way we can get vectoring without upgrading to it? (This is actually a compilation of three different questions I have received about the G3V10 upgrade)

A: I have stated before, will state now again, and for the foreseeable future will probably also state that Voice-over-IP is a wonderful feature whose time has not quite come. It will someday with wider bandwidth networks be the most economical method of networking, but for now it just doesn't have much use that we can ascertain. The biggest problem with going to the G3V10 is that it's a whole new hardware and software architecture that needs much more time to prove it's self to be considered a success. There are new features that will turn the system off if it determines that there is software running that hasn't been licensed, which is the answer to an age-old problem for the OEM's licensing program, but also can be perceived as a potential hazard if there is a miscommunications somewhere along the line that could end up in your being involved in a mass of red tape while somebody somewhere tries to figure out if you are really entitled to the use of the software or not while you remain out of service. Until the system has been in use for a few years I personally won't feel comfortable that those kind of snafu's won't happen. Add to that the fact that you will get absolutely no option for support other than the OEM and you have locked yourself into an architecture that leaves you no service options whatsoever. I am particularly attuned to that as a downside in that I'm in the secondary market. The secondary market will always be able to support the hardware with the existing software, but if the dreaded shutdown occurs because of a software glitch, how will it be supported? The OEM certainly won't support the secondary market. They like to sell all of their used hardware to the secondary market, but will not support secondary market installed systems. If that's the case, who will buy the G3V10 and later systems after the initial user wants to sell them? Not me. Nor are very many of my contemporaries too interested in that. What does that make your investment in this new architecture worth for residual value? Virtually nothing. There is nothing wrong with the existing architecture of the G3V9 and lower systems, and since Voice-over-IP is the only enhancement to the later

systems for the end-user (great enhancements for the OEM though!), why upgrade to the "Great Unknown"? Upgrading to a system that has just what you need and not a thing more is much safer and less costly. You can always upgrade to something higher later when there is a use for those "enhancements". A secondary market dealer can put you into the system you need to accomplish just what you want instead of making you upgrade to the "latest and greatest" possibly unproven architecture. We have G3V8 and G3V9 systems in stock, but I stick to the old G3V6 because there is absolutely nothing I need in the V8 or V9. We're actually licensed for a V7, but somewhere along the line something got left out and we ended up with a V6 instead, but I could care less, as the V6 is a super system that has all that we will probably ever need. Have I let my passion show here?