Definity-G(x) Demystified:
By Walt Medak

The following was received from one of our "Power User" readers. There are many System Administrators out there who know portions of the system as well, and in many cases better, than those of us who implement the systems due to their intense concentration, interest and perspective from solely the Administrator's position. Here's a valuable tip from "Power User" and telecom contemporary Paul Betting of Aberdeen, South Dakota.

"Walt, I love the hints and tips you give in your column. Some of them have **helped me,** *some I've not been able to apply.*

In your May/June column one of your readers asked how they could trace calls being placed to a conference phone.

One of the best tips you could have given them in response was the command "List Usage Extension xxxx" (xxxx being the extension number) command. Unfortunately, there is not a command that allows users to "List Usage Cover Path x". But, the "list usage extension xxxx" command will list membership in hunt groups, all stations that have indicator buttons for the extension in question, the cover paths that have a coverage point the extension belongs to and any vector steps the extension belongs to. The command can be used for stations, vdns, announcements, lead numbers for hunt groups, terminating group extensions and data extensions.

Also, ***if the user has access to DSA, a report can be exported with the "List Station" command and, using an excel spreadsheet, the user can sort by cover path.*** *This not only allows the user to see what cover paths the station might belong to but it is useful in seeing what paths are not being used and can serve as a great tool to "clean up" duplicate cover paths in the system.*

If they still have calls routing to that extension but are unable to locate them using information from above, as we have experienced in this call center, look at numbers, including VDNs, that are closely associated that people may be misdialing. Remember, the numbers seven and nine on a 10-key calculator are synonymous with the numbers one and three on the telephone keypad. (We had accountants misdialing into our customer service department expecting to reach Chase-Manhattan bank because they were blindly pushing the 1 instead of 7.)

Hope this helps.

Paul Betting"

Thanks, Paul, for sharing with us your method for finding the mysterious "unknown origin call" to the conference room. I especially like the DSA procedure, a little known and under-used benefit of the DSA (or now ASA) application for remote system administration. As usual, if there are any further questions or suggestions on this subject, please feel free to contact me at the number below.