

Definity-G(x) Demystified:
By Walt Medak

Q: This question came from one of our clients, Jerry Hadley, of Interstate Distributors of Tacoma, Washington.

“Got one for ya... I get this message every time I log off of my system. How do I find out **what** resource is busied out.?”

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FACILITY TEST CALL ADMINISTERED
*****Busied out resource detected: verify if release is
needed!*****
Proceed with logoff: [n]
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A: Jerry never gives us easy questions, and as simple to be as this turned out, we succeeded in making it about as complex as it could be. We tried referencing the documentation exhaustively. We had Frank, Dave, his other brother Dave, Mike, Gary, and a whole host of “Guru’s” contemplating the intricacies of the Definity command set, and all coming to the same conclusion..... “I don’t know..... I can’t find it anywhere”.

It turns out that most of the technicians in the field, who call on all of these “Guru’s” for their expert knowledge, know full well how to tell what resources are busied-out. Phil, our lead tech, informed all of us to just give the command “display errors”, and in the field named “Type” enter the type-code “18” and press enter. Voila! Just like it says in the documentation..... Thanks Phil!

Q: Here again, is the age-old question of using somebody other than the OEM for support....

“I am considering moving from Avaya/Expanets maintenance to a third party. I have heard some stories of bad things that can happen when making a change. Can you tell me about the risks associated with leaving the Lucent family maintenance group?”

Mark Arnold, Senior Telecommunications Systems Administrator

A: Thanks for the query, Mark. Of course, you know that what you’re asking the equivalent of asking Pepsico for the reasons why you should change from drinking Coca-Cola. Seriously, there are some downsides if you don’t know to whom you’re going to trust your system. You want to make sure the service company has the expertise necessary, and/or the technical support, to execute any problem or request your system or you may throw at them. There are many, many out there who make that claim, but I know of only maybe a couple of dozen or so nationwide that really can. You also want to make sure they have the equipment in stock to replace anything that might go defective for *rapid* replacement, and that they’re not just going to go buy the equipment when you have a failure, which can result in a delay of days.

There are also “Insurance” companies who will try to convince you that they will cover anything that goes wrong with your system, and that “you can use any vendor you choose”. The problem is, they are just insurance companies and nothing more; no staff with any clue as to how to support your system. And the phrase “you can use any vendor you choose” is a coded message that really means that when your system needs attention, YOU are the one that has to find somebody to support you, as that’s not their forte’.

I have forwarded your message to Nada who will send you information about us being a possible candidate for becoming your service company. You can also find others on the internet at the NATD (National Association of Telephone Dealers) website <http://www.natd.com>, many of whom fit the criteria I mentioned above. Were I you, I would only use those whom are both “real” telephone companies *and* affiliated with an association such as NATD.

Thanks again, Mark, for the contact.....