

Definity-G(x) Demystified:
By Walt Medak

1. I would like to correct one of your readers statements in your most recent column of Definity Demystified. Your reader, Paul, provides some helpful tips but made the statement that there is no command that allows users to "List Usage Cover Path x". While that is true, there is a command that provides the extensions associated with a coverage path. Try "Display coverage sender x" where "x" is the coverage path number you want to investigate. The system will respond with all of the extensions associated with that coverage path.

Blaine Overstreet
Overstreet Communications

2. In the July/August column, Paul Betting provides some useful tips for tracing a call, but wishes for a way to see what extensions use a particular coverage path. The command he wished for was 'List usage Cover Path x'. He is close! The command 'Display coverage sender-group x' where 'x' is the coverage path, will display all stations, personal CO line groups, terminating extension groups, and hunt groups that use 'x' cover path. It was a great day when I discovered that command.

Hope this is useful...

Darren Frick

3. Just a follow up to your recent column. Three points:

- a)** Paul stated there is not a list user coverage path. Well there is, it is a very little known command called "Display Coverage Sender X, Where X is the coverage path number. This will list all coverage senders extensions pointing to that coverage path.
- b)** Paul states using the "List Station" command to produce an excel spreadsheet to see what coverage path a station belongs to. You can do this a lot easier by going into GED! and using the "List Coverage Path" command. Then double click the header point 1, point 2, etc. to sort extensions, coverage points and paths numerically.
- c)** Paul states that using the List Station command to produce an excel spreadsheet will also help to find duplicate coverage paths and non-used coverage paths. For this I highly recommend using the "Audit" Task under Fault and Performance in DSA. This tool will find all unused and duplicate coverage paths as well as unused site data and coverage points and paths. A fast way to audit your systems as often as you want. A powerful Tool!

Hope this helps!

Bili Turner
CIBA Vision Global Telecommunications

4. Greetings!

I sent the message below about a year ago. I've not heard anything. Do you respond to messages? or only pick some for publication?

Thanks . . .

Hello Walt,

I read your column with interest, so finally thought I would send a question your way.

We have a G3si V6 DCS 3-node network with a centralized Centigram 5.04 (now Baypoint?) voice mail system. On our main campus, we have one multiple physician practice where we have run into a snag. We want after-hours callers to call in to their usual receptionist. At that point, they hear the after-hours greeting and are invited to leave a message or press "0" for assistance. The problem comes when they press "0". Calls are then routed to a central number that is staffed during the day and forwarded to an off-campus answering service after hours. After-hours callers that dial "0" end up with dead air. If the caller were to dial the main number directly, their call would be forwarded properly. If they call in to voice mail and then access the number, the call does not complete. For security reasons, we do have trunk-to-trunk transfer disabled. If that is a factor, though, why does it affect some calls and not others?

Currently, we have found compromise work-around. We are using time-of-day coverage instead of after-hours call-forwarding. Now, all calls end up where they belong, but every time there is a holiday, it requires an administrative change to the time-of-day table before and after the holiday.

Any ideas?

Thanks!

Tim DeHart
Clinical Engineering
Penobscot Bay Medical Center

A: You fellas in Maine are a patient bunch, aren't you? A YEAR ago, and you're only now asking why I'm so slow in responding. We should have more clients with such patience.....! You should have jabbed me in the backside long before this. I'm not sure what happened to your original request, but I'll not put this off on the chance it might happen to get lost again.

I think you've probably answered your question yourself with the trunk-to-trunk transfer being turned off. I'm not sure how you are getting the calls to route via the direct-dial number, but chances are that going to the voice-mail and back is what is denying the trunk-to-trunk transfer, whereas your direct-dial number is being rerouted within the trunk group..... ????? one of the difficult things about knowing for sure, is that there is very little information about how routing will work with a "third-party" voice mail system, as the OEM is too myopic to admit such things exist, and therefore offer no information about the interaction of the Definity system with any of them.

In any case, it can probably be worked around very effectively with vectoring if you have that feature activated in your system. if not, you might want to rethink denying the trunk-to-trunk transfer feature. Just for a test, it would be worth changing it to see for sure if that's what's stopping the call from rerouting the way you want.

There is one other work-around since you have one of the recent releases of software in your system, and that's to give the ports in the voicemail system a COS (class-of-service) that has the trunk-to-trunk restriction-override. This feature began in R1V6 I think, but might have been as early as R1V4.

Good luck, and if any further questions, call me at 800-452-6477 extension #5001.

Thanks,

Walt