Definity-G(x) Demystified:
By Walt Medak

Q: From time to time we have had trouble getting message waiting lights to extinguish and have had to have Avaya dial into our system to clear them. We have just changed to a non-Avaya voice mail system, and those stations that had messages from the old AUDIX system still have message waiting lights on. We are told the new voice mail system should be able to take care of these, but for some reason we can't get anything to work for us. Is there some magic way to get these lights to go out?

A: Hopefully, you have a recent release of software that can utilize the command "clear amw all nxxx", where nxxx is the station number that has the message waiting light on. If so, your problem is solved. That's a great little-known command for doing just what you're looking for. If you have a release of software prior to the inclusion of that command, it gets a little tougher. First, try a busy-out and release to see if that will clear it. There has been some small success with that, but not much. Second, try leaving a message on your new voicemail system for that station, and then retrieve it to see if your new voicemail will, indeed, as you have been told, clear it. If nothing to this point has done it, it gets a little more radical at this point. Next you will have to try to remove the station from the system completely, so make sure you print a copy of it first. One problem with that is that quite often it will state that it won't remove the station until the message waiting light is cleared. Mutter a few obscenities and get past that by doing a busy-out of the station and then try to remove it again. Finally, if none of that works, our last-resort method is to power off the switch and power it back up. One of these procedures has always worked for us. If you continue to have problems, please give me a call.

Q: We have just replaced our old Call Accounting program with a new one. For some reason, the format is off by a few characters, so our program provider suggests we contact our Definity manufacturer to get a compatible format layout. When we did so, we were told we would have to upgrade to Version-11 in order for it to work. Why would it take a Version-11 when our Version-4 worked just fine with our old outdated DOS version of Call Accounting?

A: The short answer is it doesn't. You are experiencing one of the most frustrating situations our industry has to offer our clients. A computer company that develops a program to integrate with a telephone switch pointing fingers at the Definity manufacturer, and they in turn haven't understood the problem you're facing and answer with the old standby canned-answer of upgrade to the latest-and-greatest version of software that can solve all the telecom problems of the world. I hear these finger-pointing struggles on a weekly, if not more often, basis. First of all, you don't need to upgrade to a new version of software for your Definity. Second, it is incumbent upon the Call Accounting developer who claims compatibility with your Definity to figure out the layout the Definity must supply. The Definity has a dozen or more layouts that the Call Accounting developers can design around, and the definition of those layouts are readily available for anyone to find in the system documentation. It is the responsibility of your Call Accounting provider to lead you through that, not Avaya's, so make them step-up to it. If you get no satisfaction from either of them, please give me a call.