Definity-G(x) Demystified:
By Walt Medak

Q: We have just used our last slot available in our Definity-G3I V3. Now we are planning an expansion in which we'll need to add approximately 40 users, and probably some trunks. What we have been told that we need to upgrade our system to V6 to be able to utilize 24-port digital circuit packs if we want to exchange those for our existing 8-port digital circuit packs. Is this our only option?

A: Yes. And no. The missing portion of your question concerns what type of phones you intend to use for these 40 new people. I will assume you are using 74xx series sets with your TN754 circuit packs, or at best, 84xx series sets. The advantage to the 24-port circuit packs is obviously the fact they work on a single pair of wires, reducing the cost of wiring for those 40 new sets, and also, you could exchange a few of your 8-port circuit packs eliminating the need for adding a new Port Carrier to your system. Almost without exception, adding a new Port Carrier to your system will have lesser financial impact than replacing circuit packs if you are going to do that for more than two or three of them. *Remember, that the ones you replace will have to have new sets assigned to them if you are currently using 74xx series.* This could impact the financial aspects of the plan significantly! You should be able to add a Port Carrier to your existing system for less than $7,500.00, and have less stress in the offing. Plus, it will give you expansion capabilities for quite some time. You will then be able to utilize the 24-port circuit packs if you desire, though staying with the 74xx or 84xx series will be even more cost effective, giving you the best of all of your options, as I see them.

Q: We seem to have a problem with teaching people to answer calls via call-pickup access code without "beeping" callers in the ear with a loud, annoying tone. Is there a solution outside of periodical instruction seminars?

A: You have hit a particularly sensitive "hot button" of mine. It is, indeed, VERY annoying to have a loud touch-tone squeal in your ear when your call is answered. It takes away all the friendliness in the voice that answers after that occurs. The simple solution is to require they use a call-pkup button you assign to their station. In the case of stations that have no assignable buttons, it's an educational process of reminding them on each occurrence that they need to only quickly tap the access code via the touch-tone pad, not hold the button(s) down. This is a habit that is hard to break. I have known people that have been reassigned for not being able to change to that simple solution.

Q: We have just had a new voice mail system installed and connected to our Definity-G3I V1, which is connected to our office in another city which also has the same system. When we were proposed this system, which is not a Lucent voice mail, we were told it would light the message waiting lamps in the remote system. Now we are in the middle of a finger-pointing argument. Is there an easy solution to this?

A: I'm not sure how easy, or if the manufacturer of your new voice-mail system can do anything for you or not, but the quick answer is to upgrade both systems to Definity-G3V4 or better to get an option called "Voice Mail Application Support". With this option, you will be able to note which node the message waiting light should be lit on. This is a common problem, and one which is often ignored by voice-messaging dealers….. not because of trying to pull the wool over your eyes, but the Definity is not an open-architecture system that other manufacturers understand very well. You also have the option of returning the voice-mail system and installing an Audix or Definity-Audix which are designed for your system.

Q: Is there any way to get Auto-Attendant services without installing a complete voice-mail system? We have no need for voice mail, and it's quite an expensive Auto-Attendant solution for us.

A: Yes, there are third-party Auto-Attendants that can be used with a Definity-Gx system. If you have a Definity system that supports Call-Vectoring, and an Announcement circuit pack in you system, you have a great Auto-Attendant system built-in. At the command line, enter "display system customer-options", and look for any option that contains the word "vectoring". If so, and the entry next to it is "y", you have the ability to implement one of the best Auto-Attendants imaginable. If the entry next to it is "n", call your Lucent rep for information on getting it changed to "y". This is a very full-featured option that would take

more space than this column would allow to give you a comprehensive answer as to exactly how it should be done, but if you have a knowledgeable vendor, they should be able to help you with this. If not, you can call me at the number below for more information.