Definity-G(x) Demystified:
By Walt Medak

Q: We are having trouble sending an outside call from switch-1 to an extension in switch-2, and then if not answered, to voicemail. Both are Definity G3V4's. Our DID's come into switch-2, and our Intuity Audix is also in switch-2. When, from the primary extension, we cover first to the extension in switch-2, then to voicemail (also in switch-2), it fails to go beyond the extension and just continues ringing there.

A: This is a common misunderstanding when using DCS/UDP. A coverage path is only workable within the switch for multiple points of coverage, not to successive switch-nodes. Couple that with the fact the call first comes into switch-2, UDP routes it to switch-1, the coverage path utilizes UDP and routes it back to an extension in switch-2 where it rings the prescribed number of times….. with all of that transferring, the origination and destination information has been passed too many times. The proper way to get the call to voicemail after ringing at the primary extension in switch-1 is to cover to the extension in switch-2, period. Then have that extension in switch-1 cover to voicemail via a coverage path administered in switch-1. Coverage out of the switch is possible to bring back to the switch in later releases of the Definity, but only to one location, as the call is held by the covering switch until answered at the distant end…. If not answered, it brings the call back and then goes on to the next point of coverage in that switch's coverage path. Also, much of this method is dependent on software release capabilities. Call-Forwarding, if you can use it, may be a better method for getting the call to switch-2 instead of coverage. And, the best method of all to route complex calling is via Call-Vectoring if you have it available to you.

Q: We are having trouble getting CDR (SMDR) information from our Definity. We purchased an MPDM (data-module) on the secondary market, and from what we can extract from the installation manual, we just add the data module with a digital port in the software, and then direct the CDR output to that extension number. Are we missing something, because we're not getting the output.

A: This is one of the few disadvantages of the secondary market. The MPDM was the original version of the data module, but it came in three different varieties, much like it's replacements, the 7400-A,B&C/8400A,B&C, etc….. the difference is that the MPDM's don't clearly identify which application they were used for, and each application had a different option-board inserted in the rear of the unit. The great majority of them was used for the CDR application (in fact it was a standard issue whether you were using CDR or not for many years), but many were used for other applications such as high-speed data transmission (56K). Since most of the secondary distributors don't have the knowledge to distinguish amongst the models, you were probably issued one that's not intended for the CDR application. Or, perhaps, it's defective. In either case, if it were me, I would replace it with a more recent version of data module such as the 7400A or 8400A.

Q: W ?
A: I

Q: O ?
A: A