Definity-G(x) Demystified:
By Walt Medak

Q: I've been asked by a few of our employees who use analog telephones why their callers do not hear music on hold. I've verified that their COR is set to allow callers to hear music, but it's not working. The music on hold works fine on my digital phone. Am I missing something in the station programming perhaps?

A: It's funny how some questions seem to come in bunches. I've had at least three or four customers with this exact question in just the last month or so. You haven't overlooked any programming issues. In fact, the problem, if it can be called that, is with the phones themselves. More specifically, the hold button on the analog phones you purchased doesn't really do the same thing as the hold button on your digital phone. When you press the hold button on your phone, it places the call on "system hold". The system will then play the music on hold, if programmed to do so. On the 2500-style analog phones, the hold button only places the call on hold at that particular station. The system still thinks the call is active, so it won't play the music on hold. If it is important that the callers hear your music on hold, you could have your agents park the calls rather than use the hold button. To use the call park feature on your analog phones, you will need to know two feature access codes, Call Park and Call Park Answer Back. To park a call, the agent would either press the flash button if their phone has one, or flash the switchhook, dial the Call Park feature access code, and hang up. To retrieve the call, the agent would dial the Call Park Answer Back feature access code, followed by the extension number where the call is parked.

Q: One of our stations has a message light that won't turn off. The user has checked Audix, and they have no new messages. I have been able to clear this problem before using the command "clear amw all XXX", but this system won't let me do that. How can I get rid of that message light?

A: I dialed in to your system to see why that command was not available to you. The software version on this particular system is older than your other switches. I know the "clear amw" command showed up somewhere around the G3V4.06 timeframe, and your system is a G3V4.01. Before that command was available the attendant usually cleared these messages, although other stations could be given the ability also. To be able to retrieve, or delete, Leave Word Calling messages, the retriever must have System-wide Retrieval Permission. This is located in the Feature-Related System Parameters form under Leave Word Calling Parameters. The attendant was usually given this permission. You will need to know the position of three buttons on the console, Coverage Message Retrieval (cov-msg-rt), Next and Delete Message (delete-msg). The operator would press the Coverage Message Retrieval button, and then dial the extension number of the telephone with the message light. They would see a display with the number of messages waiting for that phone. They would then press the Next button to scroll the display to the first message, and then press the "Delete Message" button. Continue pressing the "Delete Message" button until all messages are cleared.

Q: I just got a call from a user in one of our remote offices. They were complaining about voicemail not working correctly, but when they called I noticed I didn't see their name like I normally do. I looked in the switch at my end, and saw that the communication link that DCS runs on was down between our two switches. I verified that the T-1 between the offices was still up. I tried doing a busy and release on the link at both ends, but my end just shows "restarting", and the far end shows "disconnected". Both switches are G3V6, if that makes a difference. Should I try rebooting the switches?

A: I've seen this happen several times before. I would bet that rebooting the switch at your end would solve the problem, but here's something to try that's not quite as service affecting. You will need to know a few things before you start. Let's call your switch "A", and the far switch "B". First, verify what communication-interface link number is being used for this DCS connection. Let's say both switches are using link 4. Second, determine what the extension numbers are for the data modules used for the DCS link in both switches. Let's say switch "A" is 3333, and switch "B" is 4444. Third, there will be a trunk group with only one member that is used for the DCS link. Determine what the trunk access code is for that trunk group in both switches. Let's say the TAC in switch "A" is 77, and switch "B" is 88. Now you're ready for the real work. You will need to busy out and disable the communication-interface link in question in both switches. Since the link status in switch "A" showed "restarting", your switch is the one trying to initiate the connection. If you look at the communication-interface link form in switch "A", you will notice it has "Establish Connection" set to "y" and a number programmed under "Destination

Number". Using our example numbers, that would be "774444". Change "Establish Connection" to "n" in switch "A", and "y" in switch "B". You will also need to program the correct "Destination Number" in switch "B". This will be the trunk access code for the DCS trunk group in switch "B" followed by the data module extension number from switch "A". Using our example numbers, you would enter "883333" for the "Destination Number". Once that is done, enable the link in both switches. The link should come up within just a minute or two.