Definity-G(x) Demystified:
By Walt Medak

Q: We have an Intuity MAP40 R5.1 that has stopped working. In fact, we've been without voice mail for nine days now. We are part of the state government, so our system is covered through a maintenance contract that covers all state equipment. The company covering our equipment told us that the OEM no longer supports the Intuity, and that's why it's taking so long to get it fixed. I know they would like to see us get rid of our Definity and Intuity and replace them with systems that they normally provide. Is it true that our Intuity is not supported any more?

A: Well, I'm afraid that you have been misled somewhat. It is true that as of June 2006, the OEM is no longer selling new Intuity systems other than the Intuity LX and IA770. They are, however, still selling replacement parts until June 2007, and say that they will continue to support the Intuity systems until 2011. We anticipate supporting the Intuity systems even longer than that. In fact, I looked in our warehouse after I got your message, and we have three MAP 40 R5.1 systems on the shelf right now. I know you are tied into the state contract so that doesn't help you right now, but if you are able to get the exemption you talked about you could feel confident that we could get you back up and running in a much more timely manner than what you've been dealing with this last week.

Q: Recently, I had to move several phones around in one of our remote buildings on campus. I found out that some of the phones had been moved around or re-labeled over the years and no longer had the correct extension number on them. I had to call one of the other phones in the area and then run and look on the display to see what extension I was calling from to identify the phones. Other than tracing out the jumpers back in the switch room, is there an easier way to identify mislabeled phones?

A: As long as you have at least a G3V8 and display telephones, there is a way to make that type of job much easier. There is a feature called Self Station Display that will show the extension number and switch port of the phone in question on it's display. To make this feature work, make sure "Self Station Display Enabled?" is set to "y" in the system-parameters features form and then assign a number to the "Self Station Display Activation" feature in the feature-access-codes form. Then, when you want to identify a station, just go off-hook and dial the correct feature access code. The phone's display will then show "XXXXX:PPPPPPP" where XXXXX is the extension number, and PPPPPPP is the switch port. I hope that will at least make any future moves go a little easier.

Q: When a voicemail call is forwarded to multiple people we require the forwarding individual to identify everyone that they have forwarded the call to. This behooves who ever gets the message to check with the other people before calling back and confusing customers with multiple callbacks. However, we have recently implemented Message Manager, and without microphones at our workstations is there any way to accomplish this when forwarding using Message Manager?

A: If, for those times, you change Message Manager set-up to use your telephone to play the messages instead of using the PC speakers, this can be accomplished. At the toolbar at the top of the window click on "Options" and un-check "Use Soundcard". Then highlight the message to be forwarded and click the "Forward Message" icon. When the window comes up, enter the extension numbers to send the message to and then click on the cassette tape icon on the right side of the screen under "New Message". The Intuity will then dial your phone and allow you to record an introduction to the message you are forwarding. When you are done, hang up and click "Send".