

Definity-G(x) Demystified:  
By Walt Medak

**Q:** How do those folks with an auto-attendant that says, “to dial by name, press 1” do that with an Intuity?

**A:** First, create a second-level auto-attendant. On the second page of that auto-attendant, in the upper left corner is a field asking which addressing option, either “extension number” or “names”. Choose “names”. Then go to the third page and type an “e” in each of the destination fields for “1” through “9”, and make their transfer type “transfer”, meaning to send this call back to the PBX. You will need to record the greeting for the new auto-attendant as something similar to “Please enter the first three letters of the person’s first name, followed by the “#” sign” (if the names are entered in the mailboxes as “John Doe”, otherwise if they are entered as “Doe, John” record the greeting to say “enter the first three letters of the person’s last name followed by the “#” sign”). You then send one of the choices of the main auto-attendant to that second-level auto-attendant’s extension number utilizing the “call-answer” rather than “transfer” method. The “call-answer” routing keeps the call in the Intuity rather than transferring it back to the PBX which would then have to transfer it back to the Intuity causing an undue delay in the whole process.

**Q:** We are having a problem with the Zero-Out feature of our Intuity voice-mail. When a caller presses Zero to go to the covering station it will ring there, but it won’t follow the coverage path of that station. Is this possible?

**A:** Yes. This is a very common problem that we are asked about on the average of at least once a month. The problem lies in the fact that the Intuity defaults the system to *not* follow the covering stations coverage path in the Definity. To remedy this, log into the Intuity and go to Audix Administration. Type the command “change system features”. You will then go to the first page of the System Features. Page down until you get to the “Transfer Out of Audix” section. The “Transfer Type” will probably be “basic”, or “enhanced\_no\_cover\_0”. Press the “Choices” (F-6) key and select the option that says “enhanced\_cover\_0”. The call that has Zeroed-out of a voicemail box will then ring to the covering station, and if no answer, will then follow the Definity’s coverage path for that station.

**Comment:** The end of yet another year is coming up, and it’s time to think about routine maintenance issues. One of the most destructive things to which a Definity PBX and its peripherals can be subjected, is extreme temperature. If your system isn’t in a controlled climate, i.e., a “computer room” (a Definity IS a computer!), special attention should be paid to the filters. Even in controlled atmospheres filters should be checked regularly, but many Definity systems are not located in such. Filters are located in different places for each Definity PBX. In the MCC cabinet (refrigerator size) there are filters both just above and just below the fan assembly in the middle of it (just under Carrier A). For the SCC cabinets (stackables) they are located just at the top of the circuit packs, one for each carrier. For the Prologix they are located just under the circuit packs, one for each carrier. Prolonged exposure to normal conditions will clog these

filters at times to a point of restricting airflow through the carrier(s) allowing heat generated by the Definity to become excessively high, literally baking the components in the system. This will have a direct effect on the performance and life of the Definity, and is probably the most overlooked maintenance issue, especially for “self maintained” systems. I have witnessed systems crashing due to the extreme temperature generated by the switch, and come back to life with no more than pulling out the filters. Needless to say, the condition of the switch and it’s life expectancy were drastically diminished. Let’s clean those filters!