Definity-G(x) Demystified:
By Walt Medak

Q: I have a question about removing our attendant console. This is a motel, and the console is basically only being used for turning on wakeup calls at this point. We have a few 8410D phones around the front desk area that the staff use. Can those phones be used to turn on the wakeup calls so we can free up the desk space occupied by the console?

A: Yes, they can be used to operate the wakeup call feature as long as they have a Class of Service that has "console-permissions". The wakeup call feature can be accessed by dialing the feature access code, or by a button on the phone programmed as "auto-wkup". When they dial the FAC or press the button, the display will prompt for the extension number of the phone to set the wakeup call for. They would enter the extension number and press #. The display would then prompt for the time of the call. If the hour is entered as either 00, or 13-23 the system assumes 24-hour format. If the hour were entered as 01-12, the user would be prompted to choose AM or PM by entering a 2 (AM) or 7 (PM). Requests can be made anywhere from 5 minutes to 23 hours and 55 minutes in advance. Times are rounded to the nearest 5-minute interval. For example, a request for 6:58AM would be rounded to 7:00AM.

Q: We are in the process of converting the phones in our office from the Definity phones to a small VoIP system so we can move the Definity switch to another office. I would like to remove the attendant console since nobody is sitting at the front desk right now. I think I have all of the calls routed to the new system, but I just wanted to make sure there wasn't anything else I needed to do before physically removing it.

A: There are a few things that need to be considered other than routing all of your calls somewhere else. One thing people often forget about when re-routing calls are "listed-directory-numbers". You will need to check the "listed-directory-numbers" form, and account for any numbers there by creating other routing options such as a VDN or hunt group. Another important feature to consider is programming a night-service button on another phone set. Your Definity system defaults to night service when it boots up. If you have a power outage, or the switch reboots for some other reason, you would need the ability to turn off night service. One last thing that is confusing when trying to remove a console is you will often be told that it needs to be removed from the super retrievers list before removal. This list is actually called "Stations with System-wide Retrieval Permission" in the Leave Word Calling Parameters section of the Feature-Related System Parameters form.

Q: We are in the process of building a new facility, and I am trying to figure out what we will need for overhead paging. We are going to have several different areas that we would like to be able to page separately, as well as page everyone at the same time. How many different paging zones can be programmed in our Definity G3V9?

A: You can program up to 9 different paging zones in the Definity. That is also true with the newer S8xxx server-based systems. That seems like a lot of zones to me, but it may not be enough for your application. If it's not enough, I know that many of the paging equipment manufacturers make amplifiers that have zone-paging capability. For example, I know that at least one manufacturer, Bogen, has a system that can be expanded up to 99 zones. I sure hope that would be enough zones for you. If you have any questions, please give us a call.