Definity-G(x) Demystified:
By Walt Medak

Q: We constantly are being called by numbers of companies selling long-distance and local alternative service to our current providers. We are unsure of what to believe, and the sales people we have been talking to don't ever seem to be knowledgeable of the Definity system. Is there any rule of thumb for what kind, and how many trunks we need?

A: That's a big question with multiple answers, but for most, a fairly simple one. The Long-Distance "Fair Wars" have been going on since the '70s, and have had various incarnations as to what's the best/cheapest mode of trunking. We've gone from strictly CO trunks to WATS trunks, to Tie trunks, and on and on. For most systems in this day and age, one trunk group would suffice for Local and Long-Distance calls using a switched "Pick". Many providers are offering that L.D. service for about ten-cents per minute, making the installation of any other trunking, such as a dedicated L.D. T-1, more costly than it's worth unless your call volume is sufficiently large enough to substantiate that overhead. That's where most of the Long Distance "Agents" who are calling you are weak in expertise, and you should talk to a consultant or very knowledgeable tech. Use the "list measurements" command to determine your current trunking usage, and your call-accounting package, if you have one, to determine if you are over or under trunked. The BIG thing to be aware of is to combine all the trunk groups you have into as few as you can, such as one or two. Doing this will require fewer trunks in your system.

Q: Our Attendant Console is not able to take any more than one call at a time. It used to be that we could put one call on hold, and the next call-waiting would come in on the next loop button. Is there some option that has changed? We can't find any that seem to make a difference.

A: We have just recently been exposed to that very problem. It was the 48-volt power to the console that did the trick for us. Originally, the console was powered from the switchroom via the white-brown pair of the station wire. We disconnected that, and installed the optional 48-volt transformer with a 400-B adapter for the power source, and the problem went away.

Q: We have three sites with Definitys, all connected with T-1's. These sites also have our WAN connected via their own T-1's. I have heard that we could combine these facilities to reduce the number of T-1's to accomplish this. How is this done?

A: In the United States, a T-1 is made up of 24-channels, each 64K in bandwidth. Your question didn't specify how much bandwidth your WAN required. If you can do with 64K bandwidth between each site, the easiest way to do this is to remove one of the voice channels from the voice T-1, and add a tie-trunk group with that channel as the only member, and it's destination a data extension whose port is connected to a 7400C data module. The Definity PBX is a very, very good data switch. If, however, you need more bandwidth than 64K, you will instead need a multiplexer that will split out the channels you specify to an RJ48 interface for the Definity, and a V.35 interface for you WAN. The cost for these units is approximately $2000.00.

Q: Our Auto-Attendant has several layers to it, and we seem to have a long delay between selections. I have listened to other Auto-Attendants, and they don't seem to have this problem. What are we doing wrong, or what do we need to correct this?

A: Assuming your Auto-Attendant is on your voice mail that's in the Audix family, it sounds like on the 3rd page of the Auto-Attendant the "Treatment" for your selections might be set to "T" or "Transfer" instead of "CA" or "Call-Answer". If you are using the "T" or "Transfer" option, you need to change it, as what is happening is that you are sending all choices back to the PBX for further transfer back to Audix each time. Changing the option to "CA" or Call-Answer" will send it directly to the next Auto-Attendant box with little or no delay.