Definity-G(x) Demystified:
By Walt Medak

Q: I am having a problem with the "Change Coverage" feature. I can make it work on my phone with no problems, but not from another user's phone that wants to use the feature. Both phones are in the same class of restriction that has "Can Change Coverage?" set to "yes". Is there something else that would be preventing this from working? This is on a version 9.5 Definity.

A: This is one of those interesting features that are affected by a number of different parameters. I noticed that the only difference in how your two phones are programmed is that your phone is in a class of service that has "Console Permissions" set to "yes", and the other phone's class of service has it set to "no". This would be enough to make the sequence of keystrokes different for each phone.

The key sequence on your phone would be: *<feature access code><extension number><coverage option 1 or 2>*. The other phone would require you to program a security code on the first page of the station form, and then use the following key sequence: *<feature access code><extension number><#><security code><#><coverage option 1 or 2>*. Notice the phone without "Console Permissions" requires a '#' key after the extension number and security code, while the phone with "Console Permissions" does not.

Q: We are going to be some radio/infomercials in the next couple of weeks that would direct people to call an 800 number to reach us. It is very speculative, but they are estimating that they could generate upwards of 1000 calls an hour to our call center. This would completely overwhelm them right now. Is there a way to block these calls from coming in at certain times and causing problems for our call center staff?

A: If your 800 number provider isn't responsive enough to block and unblock this number when you want, there are a couple things you could do. Either one would require that this 800 number was coming in with it's own unique DNIS digits, rather than using the same digits as an existing number that you need to remain working. I'm assuming you have vectoring enabled on your system since you said you have a call center. The first option would be to set up a VDN and vector for these calls that would play a short announcement to the caller and then disconnect. This would not only keep the calls out of your call center, but would also free up your trunks in a fairly timely manner. The other option would be to set up a voicemail box and allow the callers to leave a message requesting more information or a callback. You could accomplish this by setting up a VDN and vector with a "messaging" step if you have an integrated Audix voicemail, or just setting up an x-ported station with a coverage path to voicemail. This would keep the calls out of the call center, but would keep the trunks tied up a bit longer for each call if the caller did choose to leave a message. In the second scenario, someone would have to be responsible for checking and clearing the messages out of that mailbox on a pretty consistent basis.

Q: I changed the time on my Intuity R5.1 to compensate for the different daylight savings time dates, and changed it so it doesn't try to automatically change any more. That seems to have worked fine for our main office, but the messages for our office across town are now being stamped with a time that's an hour off. Is there something else I needed to do?

A: For Intuity voicemail systems that are networked to more than one switch, there is another form that needs to be changed. When you are in the Audix Administration screen, use the command "change switch-time-zone". That command will bring up a page that will show all of the switches that are networked. Make sure that each switch has the correct time zone assigned, and that "Daylight Savings?" is set to "no". If you are unsure which time zone to use for a particular location, you can tab the cursor to that field and press the "choices" key, which is usually F6 when using DSA or ASA. I don't know if it's absolutely necessary, but it would probably be a good idea to reboot the Intuity when you are done since it's recommended to reboot every couple of months anyway.