

Definity-G(x) Demystified:
By Walt Medak

Q: We recently had to replace our Definity Audix due to some hardware problems, and decided to opt for an Intuity this time. I just noticed that there is a warning alarm that says, "REBOOT". Does that mean I had some kind of problem and the Intuity rebooted?

A: It's nothing to worry about. The manufacturer recommends that the Intuity systems be rebooted every three months. The "REBOOT" warning is just their way to remind you that the scheduled time to reboot is coming up. The warning will go away, for three months at least, once the system is rebooted.

To reboot the Intuity, make sure you are logged into the system and are at the main Intuity menu. Highlight the "Customer/Services Administration" option and press enter. From that menu, highlight "System Management" and press enter. Then highlight "System Control" and press enter. Since you have an Intuity R5.1, you will have the option to select either "Reboot System" or "Shutdown System". Either option will work to clear the warning. Obviously, with the "Shutdown System" option, you would need to stay with the Intuity and physically restart the system once the shutdown is complete.

Q: I have had a number of requests from users who would like to be able to see if they have missed any calls to their phone. Basically they are used to the "X number of missed calls" display on their cell phones, and want to be able to look up the phone numbers of the callers they missed. We have an R9.5 system.

A: Well, they won't get the "X number of missed calls" display, but they can get a message waiting light, and then be able to scroll through the caller ID information. Of course there are a few pre-requisites for this to work. Obviously, you need to have trunks that carry incoming caller ID information, like an ISDN PRI, and a display phone. From there, you would need to look at the System-Parameters Features form under "LEAVE WORD CALLING PARAMETERS". There are three options you need to look at. The first one is called "Maximum Number of Messages Per Station (when MSA not in service)". This can be any number between 0 and 125. The next one is called "Maximum Number of External Calls Logged Per Station:". This can be a number between 0 and 15. Those options will determine how many external calls can be logged to a particular station. The last option involved here is "Message Waiting Indication for External Calls?". This determines if the station's message waiting light will be turned on if they miss an external call.

Now we need to turn our attention to the station programming. On the station form under "FEATURE OPTIONS", the option "LWC Log External Calls?" must be set to yes. Then, for the user to access the messages, they need to have "msg-retr", "next" and "delete-msg" buttons programmed on the set. Some phone sets such as the 64xx series already have a fixed "next" button that will work just fine with this feature. After the programming is done, if the user misses an external call the message indicator on the set will turn on. They would then press the "msg-retr" button. The display will show "MESSAGES FOR xxxxxxxx". They would then press the "next" button to scroll through the logged calls, and the "delete-msg" button to delete them. Once they are

finished they would need to press either the “normal” or “exit” button, depending on the type of set, to return the display to normal.