Definity-G(x) Demystified:
By Walt Medak

Q: I have just been given the responsibility of administering the phone and voicemail systems here. We have a Definity V9.5 and an Intuity R5.1. My previous employer had a different brand of switch and voicemail, so I'm not really familiar with some of the different terminology just yet. On the previous voicemail system I worked on, I could set up a mailbox as a transfer type box. I would use this when an employee left the company, because it would not allow the caller to leave a message, and would just send the call to another extension. Can I do something like that in the Intuity? I guess I could just use a quick tutorial of the types of mailboxes available in the Intuity.

A: The Intuity doesn't have a "transfer" mailbox like your previous system, but I think we can set something up that will work just fine. First, let's do a quick run down of the types of mailboxes that can be set up in the Intuity.
The most common mailbox type is called "call-answer". This is used for the vast majority of subscribers. It will allow callers to hear a greeting recorded by the subscriber, and leave messages based on some other settings in the mailbox.
The next type of mailbox is called "auto-attendant". This type of mailbox is most often used to answer incoming calls to a business, or perhaps to specific departments within the business. This is the type of mailbox to use when you want to give the caller the option to "Press 1 for Sales, Press 2 for Customer Service", etc… Usually, the caller is not allowed to leave a message in the "auto-attendant" mailbox itself, but it can be set up to allow messages if you wish.
The next type of mailbox is called "bulletin-board". This type of box will play a greeting to the caller, but will not allow the caller to leave a message or transfer to another extension. This would most commonly be used to give the caller information about your company, such as business hours or directions to your office.
The last type of mailbox is actually called "none". This would be used if you don't want the subscriber to be able to receive messages from the outside world, but still want them to be able to receive broadcast voicemail messages from within your company, or messages transferred from another mailbox.
The mailbox "type" is one of the settings in the class of service (COS). The best way to administer the system is to modify the classes of service, so that there is a specific COS to use for each type of mailbox. Then you would just assign the appropriate COS to the mailbox. The settings can be changed on a per-mailbox basis, but it is much more difficult to keep track of that way.
To get back to your original question, I think the best way to duplicate the "transfer" mailbox you are used to from your previous system would be to set up the departed subscriber's mailbox as an "auto-attendant". Once the mailbox is set up that way, you will see that it now has a third page. This additional page is where you would normally enter the "Press 1, Press 2" options. In this case, you would leave the fields associated with one (1) through zero (0) empty. In the "Extension" field next to "Timeout", you would enter the extension number of the new destination for the caller. To have the call actually ring on the new extension, you would set the "Treatment" field to "transfer". On

the very bottom of that screen, you will see a field called “Length Of Time-Out On Initial Entry”. You will want to change that field to zero (0), so the caller is transferred immediately. One thing to keep in mind is that a greeting must be recorded, and activated, in the mailbox for this to work. If there is no greeting recorded in an “auto-attendant” type mailbox, the caller will hear a system greeting that says “Attendant services are not available”, and the call will be dropped.

Q: For a long time now, we have been able to dial 511, actually 9511, and get a recording that says what phone number we are calling from. We have used this as a tool when we install new phones. It quit working recently, and when I asked our provider about it, they said they had changed that feature from 511 to #511. I can’t dial 9#511. As soon as I dial the # sign, I get a wave-off tone. I tried changing the ARS analysis, but it won’t let me put in a # sign, and x511 doesn’t work either. I really like that feature, is there any way I can get to work again?

A: There are a couple ways that you could make it work. I think the best way would be to have the Definity insert the # sign for you. This way, the person installing the phone wouldn’t have to remember any other numbers like trunk access codes. They would just dial 9511 like they always have.
To make this work, you would need to create a new route pattern that is the same as the one the current 511 calls use now. You would have the same trunk group, FRL, NPA, etc… The only difference would be that under the “Inserted Digits” column, you would put in a # sign. Anything that is entered in this field is actually dialed out over the trunk before the digits that the caller has dialed. Once you have that done, just change the route pattern for 511 calls in ARS analysis to the new route pattern you just created.