

Definity-G(x) Demystified:  
By Walt Medak

Q: We have a Definity G3i, R9.5. We have users who frequently use their Avaya Softphones while on business travel or working from home. The way these phones are currently set up, their softphone extension is the same as their physical phone extension at the office, with the option Softphone set to YES. This set up works fine, but when they return to the office, their desk phone is now logged off because the softphone took over the extension, and the port assigned to the phone is now an IP port. In order to bring their desk phone back into service, I have to X port the extension and then TTI it back into service.

From past experience, I normally create a dummy extension for the softphone and bridge it to their desk phone so the two won't conflict but maybe you guys know of a better way of doing it?

A: From your description of how the Softphones are set up now, it sounds like you are trying to use them in a way that's not supported in your software version. The ability to control the standard digital phone from the Softphone is not supported until CM2.0 or higher.

The way you have set them up before with a bridged appearance should work. Another way that has been mentioned is to use the person's DID number as a dummy extension that rings to a cover-answer group containing both the digital phone and the IP Softphone extension numbers. I'm sure there are other ways to accomplish this as well, but this should at least get you a working solution.

Q: I'm trying to write one of my first vectors, and I've got a question. I noticed between the announcement steps that there is a bit of a delay while the system is waiting for digits or between announcements. Would the "wait-time" command fix this? If so, where do I put the wait-time command, before or after the announcement/collect digits line?

A: There is something you can do, but it will affect all of the vectors you may have. If you look through the "System-Parameters Features" form, you will find a section towards the end called "VECTURING". In that section there is an option called "Prompting Timeout (secs)". I believe this value defaults to 10 seconds. You can change this field to anywhere from 4 to 10 seconds. Just remember, it is a system-wide setting so all vectors with prompting will be affected by any changes.

Q: I have received a few complaints from users that the clock display on their phone is not very accurate. I have heard complaints of the display ranging from just a minute or two off to several minutes in a day. When I look at the time in the switch it is usually right on, or at least really close. Is there something I can do to get these phones to display the time that is in the switch more accurately?

A: The phones do have an internal clock that they use to generate the time for their display. As with any electronic device, some are more accurate than others. There is an option in the "System-Parameters Features" form called "System Updates Time On

Station Displays?”. When activated, this option causes the switch to send the correct time to applicable sets during the nightly maintenance routine. If the internal clock in any of the phones is so bad that the time still drifts enough during the day to be an issue, you can add a button called “date-time” to the set. Besides showing a display of the date and time, it will actually synchronize the clock in the phone to the switch. That way the user can make sure their phone displays the correct time whenever they wish. If these features were not turned on previously, they will not work immediately after turning them on. It requires the switch to run through a nightly maintenance routine first. So, if you turn on the feature and add a button today, it won’t work completely until tomorrow.

As always, if you have any questions please feel free to give us a call.