Definity-G(x) Demystified:
By Walt Medak

Q: Our Definity G3sV3 maximum capacity has been reached. Our answer for additional capacity has only been to upgrade. I have talked to other company's system administrators who tell me they have systems earlier than mine with three times the stations we have. What is different about our system that requires an upgrade to get the larger capacity?

A: It's the "s" in G3sV3 that indicates that your Definity has a designation of "Small". The good thing is that you have, I believe, a system that was installed before the licensing of port sizing came into effect, and thus can probably expand your system to the G3iV3 (full capacity) by simply adding one circuit pack to your system. It's the memory that defines the size of a system, and with the addition of the memory circuit pack CPP1, your system will magically become a G3iV3. The CPP1 is a daughter board that attaches to the TN786-B Processor circuit pack. If you are not sure of any of this, you should contact a knowledgeable interconnect company, or it may be available from Lucent if you ask. Optionally, you may contact me at any time with your questions.

Q: We have two Attendant (Operator) positions that share incoming call responsibilities. At times, such as breaks, etc., there will only be one position in operation, and the other on "Position Busy". We have an 800-Number that comes in on a hunt group that we have put both of the Attendants in as members. However, when either position is on "Position Busy", it still receives incoming calls for the 800-Number. The other numbers in the trunk groups don't have this problem. What can we do to correct this?

A: There are two methods to correct this. The problem stems from the fact that the "Position Busy" button has no effect on anything but the console queue, and since you are using a hunt group, the hunt group has no way of knowing the position is indeed "Busy". You can either get rid of the hunt group and put it's extension number in the "Listed-Directory-Number" screen or you can remove the attendants from being members of the hunt group, give the hunt group a coverage path that covers ALL calls in the coverage criteria, and then make point one of the coverage path "0" or "attd". This will then send these calls to the attendant queue which recognizes the "Position Busy" status of each attendant.

Q: We are a self-maintained facility that has it's own technicians and systems analysts for our Definity G3iV4. We used to be able to perform the tasks of testing, busying-out and releasing, etc. Since we have discontinued our maintenance agreement with Lucent, we have lost those permissions. How do other self-maintained Definity users cope with this?

A: This has been a thorn in the side of many, many Definity end-users for over a decade. We have heard through the years many stories of what it took to get those permissions back from Lucent. In the end, it's Lucent you will have to deal with, but we have known companies that paid a one-time fee for activation of MSP (Maintenance Service Permissions), and others who claimed they were charged monthly for the privilege of doing their own maintenance. There are also different levels of MSP; one for stations, one for trunks, and one for processor/common-control. I have witnessed end-users with combinations of some or all of them, and have heard from some that they were not able to get all of them. My observation has been that the larger the company, and logically, the larger the technical staff a company has, the more likely it is to be granted the processor/common-control MSP. This will have to be taken up with Lucent, however, and it seems the permissions and answers vary from region of the country to region, and possibly dependent on size, or perhaps tenacity, of your company.

Q: I can no longer call forward my calls. Instead of conformation tone, I get another dialtone part way through the process. What has gone wrong with my system?

A: Probably nothing. Usually this is caused by having "Console Permissions" added to your Class of Service. Check your COS and see if you have this service. If so, you will need to dial the call forwarding feature access code, then the extension number you want to forward, and then the number to which you want to forward. This feature allows an individual to forward or cancel forwarding for extensions other than just themselves. It is usually reserved for System Administrators.