Definity-G(x) Demystified:
By Walt Medak


Q: One of the executives at my company wants to have the option of having his DID number ring to his cell phone. He doesn't want it all the time, but would like to have the option of turning that feature on and off. I've talked to him about just using call forward, but that had a few possible side effects he didn't want to worry about. I've heard a few people talking about being able to make calls ring at his desk and cell phone at the same time. In fact, one of the other executives said he used to use that feature some time ago, but has since forgotten how it worked. How is this accomplished? We have a Definity R9.5.

A: It sounds like you were using a feature commonly called EC500. That is the feature that allows your DID number to ring at an off-pbx number at the same time your desk phone is ringing. There are a few RTU's that have to be enabled for the feature to work, such as "Maximum XMOBILE Stations" and "Enhanced EC500", but since you said the feature has worked in the past, we will assume those are activated. It's fairly simple to set up on your system.
The first thing you need to do is set up what's called an "XMOBILE" station. You can use an extension that is not in your DID range since that number will not be dialed from the outside. The station type is "XMOBILE". Changing to this station type will bring up a number of different fields on the station form. The main ones to be concerned with are "Mobility Trunk Group", which is the trunk group to use for the outbound call to the off-pbx phone, and the options in the section called "CELL PHONE NUMBER MAPPING". In this section you will need to enter any trunk group-specific prefix numbers, the number of the off-pbx phone and the "Mapping Mode". I have usually found the mode to be "termination", but may work with one of the other options. Then, on the third page of the station form, you need to make sure to change the "Line Appearance" field from "call-appr" to a bridged appearance of button one of the executive's station.
The next thing to do is make sure you have entries in the "feature-access-codes" form for "Enhanced EC500 Activation" and "Deactivation". You also need to make sure the executive's station has a security code programmed on the station form.
The feature can be activated from any station, which is why a security code is important. To turn the feature on from a phone that does not have console permissions in it's COS, you would pick up and dial the feature access code for activation, then the executive's extension number followed by a pound sign, and finally the station's security code followed by a pound sign. You should hear a three-beep confirmation tone. If the phone you are using to activate the feature has console permissions, it's even easier. Simply dial the feature access code followed by the executive's extension number. You should then hear the confirmation tone. The steps to deactivate the feature are the same except you would use the "Deactivation" feature access code.
To make it easy to activate and deactivate the feature, you could program a couple buttons on the executive's phone as abbreviated dial buttons with the appropriate dial strings.

Q:  We just changed the protocol on one of our ISDN PRI circuits from AT&T Custom (protocol A) to NI2 (protocol B) so we could get both incoming name and number caller ID.  The conversion was pretty easy and everything seemed to be working fine.  However, I have started having a few complaints roll in that we are unable to call some phone numbers that we have always been able to call before.  I know at least some of them are good because I have called a few of the numbers myself from one of the POTS lines we still have.  What could be going on?

A:  I have seen problems like this a few times, although it's not very common.  What I have been able to discover is that some PBX's and even some phone company central offices can't handle the information that is sent in the setup message on the PRI D-Channel when you are using NI2 protocol and have a setting on your PRI trunk group form called "Codeset to Send Display" set to 6.  It is either too much information, or in a format that the far end can't handle.  In those rare cases I have seen, changing the codeset from 6 to 0 solved the problem.  The Definity won't let you change that field with any of the members of the trunk group in service, so you might want to wait until after hours depending on how much traffic is on the circuit.

Q:  We have recently made some changes to how calls are being routed to our receptionist.  We used to be set up the way most normal attendant consoles are, with some incoming calls being routed directly to "attd", and some being sent to the console's extension number through an auto attendant.  Now, because of some responsibility adjustments, I have set up the attendant console so it has to be logged into a split to get those calls.  The problem is that the operator can no longer put one call on hold and answer the next call.  They have to release or transfer the first call to be able to answer a second call.  How can I fix that?

A:  I took a quick look at your system and saw that you had the feature called "Multiple Call Handling (On Request)" enabled on your system.  That would be an easy way to accomplish what you want to do.  To set up the feature, go to the second page of the hunt group that the attendant uses.  You should see a field called "Multiple Call Handling".  It probably says "none" now.  Change that to "on-request".  Then the receptionist will have to get a little training.  There is an extra step they will need to do to be able to get more than one call.  They will put the first call on hold, and then to receive the second call they will have to press the "auto-in" button again.  The call should start ringing on the second line button so it can be answered.  It's one extra keystroke compared to the way it worked prior to setting up ACD, but it should work for you.