Definity-G(x) Demystified:
By Walt Medak

Q: We are finally getting ready to take the big plunge and upgrade from our Definity 9.5 to an S-class CM5 system. I am trying to get some information out of the Definity before we cut over. I would like to find the IP addresses of the twenty or thirty IP phones that we have on the system now. I have seen the command "list registered-ip-stations" in the new system, and that's exactly the information I want. However, when I run that command in the Definity it only gives me the extension numbers of the IP stations. Is there a way to find the IP addresses?

A: That is a great command in the new systems. It gives you a lot of very useful information. You are right about the lack of that same information in the Definity 9.5 command output. I can tell you that the "status station" command in the Definity will show you all of the IP address information for the IP phones. So if you run the "list registered-ip-stations" command, and then status each of the stations, you can get the information you need. At least with only twenty or thirty stations to look at, it shouldn't take too long.

Q: I haven't had to do much with route patterns and ARS before, so when I was asked if I could make some changes I was a bit confused. I looked at the ARS analysis, and the route patterns say "p1", or "p2" or something like that. I know that means it is set up to use partitioned routing, but I don't know how that works. Can you help me understand how this all works together?

A: Partition routing can be a bit confusing at first. Let's start looking at this from the station end. The first thing you need to know is the Class of Restriction (COR) the station is in. Then you would look at that COR and find out the Time of Day Chart that is assigned. Next, you would look at the Time Of Day Routing Plan. For example, let's say the station was in COR 2, and was assigned to Time of Day Chart 1, you would display "time-of-day 1". This form has columns that allow different Partition Group Numbers (PGN) to be assigned to different times during the day for each day of the week. So, you would need to determine what day of the week, and what time of the day you are interested in to determine what PGN the station will use at a given time. For simplicity sake, let's say Monday through Friday, 8:00AM to 5:00PM the station uses PGN 1. OK, now back to the ARS analysis. Let's say the particular call you are looking at is pointed to "p3". The next thing to do is "display partition-route-table 3". The top line of the display will correspond to the "p3" from the ARS analysis table. The column on the left will correspond to the "PGN 1" from the Time of Day Chart. The number where those lines and columns intersect will be the actual route pattern that will be used by that station making that call at that time. It sounds complicated, but once you understand how each bit of information interacts from one form to another, it shouldn't take much time to figure it out. As always, feel free to call with any questions.

Q: I ran into a situation last week where one of our executives was going to be out of the office for a few days and asked me to turn off the "send all calls" on his phone so his assistant would have time to answer the calls on his line. That wouldn't have been a problem, except his office door was locked, and nobody could find a key. I ended up just removing his station and adding it back in, but there must be an easier way. Is there a way I can set it up so his assistant can change his "send calls" status?

A: It's actually pretty easy to set up. You can program a "Send-Calls" button on his assistant's phone that will control the status of his phone. Do a "change station" command on the assistant's phone and find an available feature button. Move the cursor to the available button and type "send-calls". You should then see a second field called "Ext" appear for that button. Enter the executive's extension number in that field and save your changes. His assistant will then be able to use that button to activate or deactivate the "Send Calls" feature for his phone. One nice thing about this setup is that the buttons on both phones will light up if the executive's "Send Calls" feature is active. That makes it easy for his assistant to keep track of the status of his phone. One little caveat, you didn't mention what software version you have, but this feature was available sometime before G3V4, so I would assume your system would be OK.