

Definity-G(x) Demystified:
By Walt Medak

Q: We recently started having some problems with the overhead paging in one of our buildings. An SCC EPN cabinet running off the Definity in our main building serves this building, and the paging. A couple of the paging zones in building 2 have either very low volume or sound really muddled. I have tried sending a tone directly into the paging amps, and they appear to be working fine. I noticed that the “Talk Path Seized” LED on the 909 Universal Couplers don’t light up when I’m paging those zones like they should. I have tried swapping 909’s and the problem stays with the particular zone rather than following the 909. Am I looking at having to replace the Aux Trunk board?

A: After having a technician take a physical look at the system, it was even an easier fix than having to replace any hardware. The technician noticed a couple of the 25-pair amphenol cables on the back of the EPN cabinet were not seated completely. It appeared that possibly someone had been working behind the system and bumped or kicked the cables. One end of a couple of the amphenol connectors had been lifted just enough to cause a poor connection on the first couple ports on the cable. A very easy thing to miss when taking a quick glance. I guess the moral to the story is don’t overlook the simple things.

Q: One of the tasks we do every month is reboot our Intuity R5 voicemail, just to keep things running smooth. What I don’t like is driving in from home on the weekend to do it. I have VPN access into our corporate network, and I would guess there is probably a way to log in via the network, but I don’t know how. How do I get logged in?

A: There are a couple things you need to verify first. The first, and most obvious, is to verify the Intuity is actually connected to your LAN, and it’s IP address. Once you have that information, it’s simply a matter of pointing your DSA/ASA program (or other communications program with the correct terminal emulation type) to port 23 on that IP address. The other important thing to verify is the particular version of Intuity software you are running. If you have a version 5.0.xx, you won’t be able to reboot remotely. There is a shutdown option, but no reboot. You would still have to have someone on-site to start the system back up. If you have a 5.1.xx version, you should see “Reboot System” as an option in the System Control menu.

Q: I have an interesting situation going on with a new station that I created. When someone calls the extension and the call covers to voicemail, it goes to the wrong mailbox. In this case, the new extension I created is 4722, and the caller ends up actually going to an auto attendant, which is 4700. The phone uses the same coverage path as most of the other phones in the system, so I can’t see how that would be an issue. We have a Definity 9.5 and an Intuity 5.1. Where do I look next?

A: I’m going to guess that extension 4722 was previously used as a different way to reach the 4700 auto attendant mailbox in the Intuity. My guess is that if you log in to the

Intuity and use the command “*change auto-attend-routing routing-table*”, you will see that 4722 is listed in the “*Incoming Called Number*” column. If that is the case, simply clear out the row that contains extension 4722. The other columns in that form tell the Intuity where to send calls to that specific extension at different times and/or for different schedules.

There are a couple other forms associated with the routing table. The first is the “*auto-attend-routing business-schedule*”. This form is used to assign what the normal business hours are for your company. In fact, you can assign up to four different business schedules if, for example, some of the departments in your company works different shifts than other departments. The other form is the “*auto-attend-routing holiday-schedule*”. This is most commonly used to automatically route calls to a different destination on days when your company is closed for a holiday. You can set up four different holiday schedules as well.