Definity-G(x) Demystified:
By Walt Medak

Q: The following information was sent by one of our customers. It's a nice little bit of information that I thought would be helpful under enough circumstances that I thought I would pass it along.

A: I just wanted to pass along a little feature I found that might be helpful to some of your customers. One of the doctors in our office wanted an easy way to shut off the ringer on the phones in the exam rooms, but still have the phone available in case of an emergency. I tried all of the obvious things like send all calls, call forward and do not disturb. All of these options still allowed the phone to have a little blip of a ring, which the doctor did not want. I finally found the answer when I found the option on the station form called "*Redirect Notification?*". Once I turned this option off, the phone no longer had the little half-ring when using send calls, call forward, etc… On our particular system, which is a Definity version 9.5, this option is on the second page of the station form. I'm not sure if it would be any different on the newer systems.

Q: We just ran into the following situation on our own system, so I wanted to pass it along to those of you out there who do your own maintenance, or at least look over your own system once in a while.

A: A majority of the older Definity cabinets, both multi-carrier (MCC) and single-carrier (SCC), have holdover batteries inside the cabinet. While these batteries really weren't designed to take the place of an external uninterruptible power supply, they did provide some minimal run time in case of a brief power outage. It is very important to check for corrosion on the battery connections and for any acid leakage from the batteries themselves. If left unchecked, this corrosion could eventually spread to other parts of the cabinet and cause all sorts of problems.
In the MCC cabinets, the batteries are located at the bottom of the cabinet. There will be a stack of three individual battery packs, each measuring roughly 11"x4"x3". Depending on the particular vintage of the cabinet, there may be a cover that needs to be unscrewed or a door that needs to be opened to access the batteries.
In the SCC control cabinets, the batteries are located in the area above the circuit packs and air filter. When you open the front cover of the cabinet, you should see what looks like a brass plate measuring roughly 12"x2". It is simply a matter of removing the two screws to be able to pull the battery pack out and inspect it and the cable connections.
If you have any questions about the battery locations or replacement procedures, please give us a call.

Q: We recently did a pretty big upgrade on our system from V11/CM1 to CM5. One of the things I have heard that I should do for our call center is make sure I set up audio groups for our announcements. I'm not really sure what audio groups do or how to set them up.

A: Basically, using audio groups allows load sharing between multiple VAL boards. Another benefit is that the system is smart enough to play an announcement from the VAL board that is closest to the resource requesting the announcement. For example, let's say you have two port networks with trunks and a VAL board in each one. If a call coming into port network 2 was supposed to hear an announcement, the system would attempt to play the announcement from the VAL board in port network 2 first. This helps to cut down on traffic between port networks, reducing the amount of bandwidth used. Setting up the groups is pretty simple. The command is "*add audio-group x*" where *x* is the number of the group you want to set up. In the form that comes up, you simply add the board locations of the VAL boards you want to include in that group.

Then, when you add an announcement, you use "*integrated*" for the "*Annc Type*" like you have before. However, instead of using a specific board location for "*Group/Board*" you would use "*Gx*", replacing the "*x*" with the audio group number you added earlier. The important thing to remember is that any announcements you want to use in a group must be loaded onto all of the VAL boards in that group. This is a simple process using the Voice Announcement Manager software.