

Definity-G(x) Demystified:  
By Walt Medak

Q: I am trying to set up a small help desk hunt group to be able to cover to their cell phone if they don't answer. Right now if the call goes to the cell phone and they don't answer, the caller ends up in the cell phone's voicemail. I would like to have the call end up in the Intuity mailbox for the hunt group. How do I get the call to come back before the cell phone's voicemail picks up?

A: There are a couple settings you need to adjust to make this work correctly. The settings are in the "*system-parameters coverage-forwarding*" form. On page two of that form, you will see an option called "*Coverage Of Calls Redirected Off-Net Enabled?*". Make sure that option is set to "y". Then on the first page of the same form, you will see an option called "*Off-Net Cvg Subsequent Redirection/CFWD No Ans Interval (rings):*". Here is where you will need to experiment a little bit. Setting the number of rings too low will not give the person enough time to answer the cell phone. Setting it too high will allow the call to act like it is now and end up in the cell phone's voicemail. I would start around 4 or 5 rings and adjust up or down from there. Keep in mind that this is a system-wide setting, so any changes you make will affect any coverage paths that send calls off-net.

Q: I just took over the maintenance on our company's phone system after the long-time tech moved on. I have been trying to backup our announcements to the flashcard, but I get an error when I try to run the save announcements command. We have a Definity 9.5, and a TN750C announcement board if that makes a difference.

A: There are a couple things that need to be set up before the save announcements will work. The first thing to verify is that the flashcard is formatted to accept announcement files. The easiest way to verify this is to use the command "*status card-mem*". You should see a line for "translations" and another line for "announcements". If the card does not have the line for "announcements", the backup won't work. Let's assume the flashcard is fine. The next thing to check, and what I assume is causing your problem, is there needs to be a data module associated with each announcement board. If you run the command "*list data-module*", you should see a data module with a type "*announcement*" and a port associated with the slot where each announcement board is located. If there isn't one there, use the command "*add data-module xxxx*" to create one. Remember to change the "*type*" to "*announcement*", and use the corresponding board location. Once you have that verified, the command to backup the announcements is "*save announcements from xxxxx*", where the xxxxx is the slot location of the board you're wanting to backup. Remember, a flashcard can only hold announcements from one announcement board. If you have multiple boards, you need a separate flashcard for each one.

Q: I have a request from my console operators, and I'm not sure how to address the situation. Right now, our company's main number comes in via the listed-directory-number screen to the attendant consoles. When the main console presses the night

button, the LDN calls follow the night service destination to an auto attendant in our voicemail. What they would like me to do is add another option so they can have the calls ring to our overhead ringer so they can hear the calls ringing when they have to leave the front desk area for some reason. How can I get both the auto attendant option and the overhead ringer option to work? I know I am a little limited in what I can do because I don't have vectoring turned on in my system.

A: Not having vectoring enabled makes this a little more cumbersome, but there are still ways to handle this. One of the most common ways is to set up a hunt group with no members assigned. In the hunt group, assign a coverage path that points to voicemail. There is also a field on the first page of the hunt group form called "*Night Service Destination:*". Put the extension number of your overhead ringer in this field. You will then need to add a button on your attendant console to activate the night service for the hunt group. The button is called "*hunt-ns*". Make sure when you program the button to add the number of the hunt group you are creating for this feature. The last things you will have to verify is that the overhead ringer is in a COR that allows it to be picked up using directed call pickup, and any stations that need to answer the calls need to be in a COR that allows them to use directed call pickup.

As far as the actual operation goes, the attendant will continue to use the existing night button to send calls to the voicemail auto attendant just like they do now. Then, when they want to be able to send the calls to the overhead ringer, they will leave the night button activated and also press the new "*hunt-ns*" button. To pick up the calls that ring on the overhead, they would dial the directed call pickup feature access code, followed by the extension number of the overhead. For example, let's say your directed call pickup code is \*1, and the extension of the overhead ringer is 1234. They would pick up a phone and dial \*11234. Please feel free to give us a call if you have any questions.