Staff Recognition

DAVE WALKER

Dave has been in the telecom industry since the 1960's, which, in addition to making him old, has made him one of the most knowledgeable people in the industry regarding the features of the Definity PBX. He's been working with the system since it's inception in the early 80's, and positioned himself through the years to be "in-the-know" as an Implementer, Project Manager, and Trainer on the system for the past 15 or more years. We at WMA are pleased with his choice to become our Training Facility Manager primarily, and RMATS Support Manager when we need his expertise. Thanks, Dave, for choosing WMA!

Why is it important to have your switch monitored for alarms the right way?

WMA remotely monitors alarms generated by Definity system and its adjunct systems. Perhaps this is the single most important service we provide—the comfortable knowledge that if our system diagnostics determine there's a problem, it will call to let us know, and we will take action to resolve it, often before system users even know about it. WMA Tier II and Tier III technicians can remotely diagnose and fix alarms.

Each Definity/System75 has built-in diagnostics that continuously poll all system components and upon finding problems, logs them in the system error log. At the time the report is placed in the log, the system is programmed to place a call to the designated reporting facility, in this case, WMA, and to send the information diagnostics report as either a Major or Minor alarm, REAL-TIME, including exactly what portion of the system is affected. (No wimpy computer application constantly dialing into your system to look for what it may perceive to be a problem and, thus, ruining your "list-history" log with their incessant "login" and "logoff" entries, but a REAL-TIME instantaneous report at precisely the moment it happens!)

WMA then dials into the system and identifies the problem and either corrects is with software tests and commands, or dispatches a technician (yours or ours) and couriers any suspected defective hardware to your site to minimize any outage time for your system (we have successfully replaced the entire cabinet with power supplies in under 6 hours). **We don't just notify you that you have a problem, and that you should notify your service company.** We accept the responsibility as your service company with all the credentials for servicing it by AT&T/Lucent/Avaya trained technicians, engineers, project managers and implementers and remain in the loop until full restoration of the system is completed!

We maintain approximately twenty complete Definity systems in stock for the sole purpose of immediate Disaster Recovery. Not even the OEM can outperform WMA's Disaster Recovery program. Period.

Call Nada at 800-452-6477, Ext. 5009 or e-mail **nada@medak.com** for more information and/or for a list of references to check out the validity of our above claims.

TELECOM TRIVIA

First person to correctly answer this question will get one hour of free RMATS support. Please e-mail your answer to Nada@medak.com

QUESTION: **Who was the first U.S. President to have a telephone on his desk at the White House?**

Answer from the last issue: In what year did Alexander Graham Bell invent the telephone? *March 10, 1876*

Cary Ford from Pendleton Grain Growers of Pendleton, OR had the first correct anwser.

Word From Our Customers

"I "Alaskan Copper and Brass Company has had a service agreement with WMA since January of 2001. We have realized excellent service during that time. Our phone equipment is ancient as telecom systems go these days, but performs very adequately for our needs. You and your personnel have the experience and knowledge of the industry to monitor, repair and program my equipment for peak performance. In an emergency of just routine repair I can expect quick and accurate solutions. "Thanks for being there."

R.H. Tayler,
General Manager
Alaskan Copper and Brass

"I have been a customer of yours for over a year now. During this time frame my staff and I have been extremely satisfied with your service both technically and from a customer service standpoint. Your staff has been outstanding. They have always been very attentive to our needs and their level of expertise is unparalleled.

In addition to superior service my firm also realized significant savings by moving our maintenance contract to your company. I just want to thank both you and your staff for a job well done and I look forward to long and a prosperous relationship."

Paul J. LoMonaco
Communications Manager
Del Mar Fairgrounds

April 2002 Basic Definity Class Attendees

July 2002 Basic Definity Class Attendees

DEFINITY CLASSES SCHEDULE FOR 2003

Basic Definity Administration   **$1,500**
- January 20-24th
- April 28-May 2nd

Advanced Definity Tech/Administration $1,800
- February 3-7th
- May 12-16th

Call Center   **$ 1,900**
- February 17-21st
- June 9-13th

For itineraries call
800-452-6477, x 5009
or e-mail Nada@medak.com

Definity-G(x) Demystified   *By Walt Medak*

Q: This question came from one of our clients, Jerry Hadley, of Interstate Distributors of Tacoma, Washington. "Got one for ya... I get this message every time I log off my system. How do I find out **what** resource is busied out.?" FACILITY TEST CALL ADMINISTERED ********Busied out resource detected: verify if release is needed!*********   Proceed with logoff: [n]

A: Jerry never gives us easy questions, and as simple to be as this turned out, we succeeded in making it about as complex as it could be. We tried referencing the documentation exhaustively. We had Frank, Dave, his other brother Dave, Mike, Gary, and a whole host of "Guru's" contemplating the intricacies of the Definity command set, and all coming to the same conclusion…… "I don't know…… I can't find it anywhere".
It turns out that most of the technicians in the field, who call on all of these "Guru's" for their expert knowledge, know full well how to tell what resources are busied-out. Phil, our lead tech, informed all of us to just give the command "display errors", and in the field named "Type" enter the type-code "18" and press enter. Voila! Just like it says in the documentation……. Thanks Phil!!

Q: Here again, is the age-old question of using somebody other than the OEM for support…. "I am considering moving from Avaya/Expanets maintenance to a third party. I have heard some stories of bad things that can happen when making a change. Can you tell me about the risks associated with leaving the Lucent family maintenance group?" Mark Arnold, Senior Telecommunications Systems Administrator

A: Thanks for the query, Mark. Of course, you know that what you're asking the equivalent of asking Pepsico for the reasons why you should change from drinking Coca-Cola. Seriously, there are some downsides if you don't know to whom you're going to trust your system. You want to make sure the service company has the expertise necessary, and/or the technical support, to execute any problem or request your system or you may throw at them. There are many, many out there who make that claim, but I know of only maybe a couple of dozen or so nationwide that really can. You also want to make sure they have the equipment in stock to replace anything that might go defective for *rapid* replacement, and that they're not just going to go buy the equipment when you have a failure, which can result in a delay of days. There are also "Insurance" companies who will try to convince you that they will cover anything that goes wrong with your system, and that "you can use any vendor you choose". The problem is, they are just insurance companies and nothing more; no staff with any clue as to how to support your system. And the phrase "you can use any vendor you choose" is a coded message that really means that when your system needs attention, YOU are the one that has to find somebody to support you, as that's not their forte'. I have forwarded your message to Nada who will send you information about us being a possible candidate for becoming your service company. You can also find others on the internet at the NATD (National Association of Telephone Dealers) website http://www.natd.com, many of whom fit the criteria I mentioned above. Were I you, I would only use those whom are both "real" telephone companies *and* affiliated with an association such as NATD. Thanks again, Mark, for the contact......

Q: As a technician for an Interconnect, I am frustrated with the endless finger-pointing when either trying to repair or install a T-1. Arguing is nonexistent without test results from a T-Bird or equivalent test device, whose price leaves them out of the question for small interconnects. Is there any way of testing within the Definity to prove where the circuit problem lies?

A: Yes, the Definity has a terrific method for positive identification, but unfortunately, it's buried inside the Tier-II's login, and not any below that. It allows for a set-up, the watches the call and reports where and what happened to it. Most of us have no access to that login, so the next best method, and one which has never failed me in testing hundreds of T-1's, is setting the "Synchronization" screen's primary source to the T-1 you are testing. Then, in succession, give the commands "disable sync", "set sync <DS1 Board location>, and finally "enable sync". Once the last command is completed, do a "status sync". If the T-1 has connectivity, it will show connected to the DS1 board, otherwise it will show connected to the Tone-Board. If you show "Tone-board" synchronization, check all the physical connections onsite, i.e., the CSU connections, PBX cable connection, etc. If all of your connections look good, replace the DS1 or the cables or the CSU or all of them, and test again. If you have the same results, your problem will undoubtedly be with the network provider. This has never failed me. You may think having all of this spare equipment is extreme, but if you don't have it with you, you have no business attempting the job, and it's more cost efficient than purchasing a T-Bird. Remember, this is for the T-1 only, so if you are having trouble with the trunking using the T-1 facilities, that will be another problem entirely assuming you are synchronized with the DS1 board.
Walt Medak can be contacted by phone at 800-452-6477 X5001 or by email at walt@medak.com