

Q: I am trying to change one of our announcements, but I get a busy signal when I dial the announcement access code. I have done this from my phone before, so I know that's not the problem. I have checked and made sure there isn't anyone else trying to change announcements at the same time. What could be wrong?

A: This sounds like an issue that is known to occur on some of the earlier integrated announcement circuit packs. Although it is supposed to be an "extremely rare" condition, I have had two customers with the same problem in the last couple months. What happens is that two of the ports become locked up on the circuit pack, one of which is the record port. It will also not be possible to perform a save or restore announcements since the switch software thinks the record port is in use. Performing a soft reset on the board should clear this problem. To perform a soft reset, first issue a busyout board command (busyout board PCSS). This will drop all calls in progress on the announcement circuit pack. Then reset the board using the reset board PCSS command. Finally, release the board back into service with the release board PCSS command. That should take care of the problem. Just remember to save announcements when you are done. Also, it's a really good idea to keep a written copy of all of your announcements in case of an emergency.

Q: We are in the process of trying to order a new block of DID phone numbers from our local phone provider. Here's the problem. We are using a four-digit dial plan in our switch, and the only numbers that are available have the last four digits starting with either a 9 or a 0. They have set aside 9200 – 9299 for us at this point. We use 9 for the ARS feature access code, and 0 for the attendant. Is there a way to make either of those number blocks work?

A: Sounds like it's time for your phone company to open up a new office code. I really don't like the idea of changing the ARS feature access code to something other than 9. In an emergency, people are programmed to pick up the phone and dial 911, not 811, 8911, etc... Here is what I think is a better option for adding new DID numbers in the 92xx range. Since your incoming trunk is an ISDN PRI, in the trunk group form I can remove the first digit of the incoming DNIS digits and replace it with something else. When I looked through your switch I could not find anything that would conflict with changing the 92xx numbers into a corresponding 62xx number. So, rather than adding extension numbers in the switch in the 92xx range, we would actually add them in the 62xx range. (For example, 9200 would be changed to 6200, 9201 would be changed to 6201, etc.) That way, there would not be a conflict between the new numbers and the ARS feature access code. The only issue would be that those phones (62xx extensions) would not have matching DID numbers and extension numbers. Another option would be to change the attendant to something other than 0, and have the phone company give you numbers in the 0xxx range. Your particular dial plan is pretty full, although I could make a few minor changes to trunk access codes and make the attendant 8 instead of 0. It would just take some training to get everyone to remember the new number to reach the front desk.