

Definity-G(x) Demystified:  
By Walt Medak

Q: On our S8700 we have 9 and 7 assigned as ARS access codes. We use 7 plus 5 digits to call one of our other sites via a route pattern that inserts 1+ area code + 81 to send the call over the local trunk group. Sites B's five digit extensions begin with 2, 3 or 4. Our 5 digit extensions begin with 4, so there are duplicate extension numbers between the two sites. Here's my problem, employees from other sites are accustomed to dialing 711 to reach the security office. When they dial 711 on our PBX it is treated the same as 911. How can I stop 711 calls from going to 911 without breaking the 7+5 digit dialing to site B?

A: I think I have a solution. Instead of using 7 as a secondary ARS access code, I would change 7 to be the access code for AAR. You would use the same setup for the extension dialing that you use in ARS analysis, i.e. dialed digit = 2, 3 or 4, minimum and maximum length 5, and the same route patterns you are using in ARS now. Then you would put in an additional entry in for "11", with 2 digits minimum and maximum, and use "deny" for the route pattern. That would route the extension calls the same way they are being routed now, yet deny the calls to 711/911. Let me know if that works, or if you have any questions.

Q: I am responsible for maintaining the phone systems and voice mail systems for our company. One of our locations has an Intuity LX. Up until a couple weeks ago, I was able to dial into it just fine. Now when I try to dial in, I get the RAS login screen and the login prompt comes up, but it doesn't accept anything I type. I had one of our techs replace the modem thinking that might be the problem, but it didn't help. Any ideas?

A: I bet I know exactly what happened, because it happened to me too. Microsoft recently released a package of high priority security updates for Windows XP that contains some elements that break the RAS feature. There are nine updates in this package and one will break the keyboard functionality when using the RAS feature. There are two related updates that also must be removed as they have dependencies to the offending update. Microsoft is aware of this issue and will take corrective of some sort soon, no doubt. You will need to remove updates labeled as KB911280, KB916281 and KB917953. This can be done as follows:

1. Follow the path *Start > Settings > Control Panel > Add or Remove Programs*
2. In the *Add or Remove Programs* dialog, make sure that the *Show updates* checkbox is checked.
3. Scroll down until you see the item *Security Update for Windows XP (KB911280)*.
4. Select this item and then click on the *Remove* button.
5. In the *Software Update Removal Wizard* dialog, click the *Next* button.
6. The Wizard will inform you that KB911280 has two other related security updates. Go ahead and click the *Yes* button anyway.
7. Select the checkbox that tells the Wizard to reboot later and click on the *Finish* button.
8. You will be returned to the *Add or Remove Programs* dialog.

9. Repeat this update removal process for the items *Security Update for Windows XP (KB916281)* and *Security Update for Windows XP (KB917953)* using steps 3-6 above as a guide.
10. Reboot your system and the RAS feature will again be functional.