

Definity-G(x) Demystified:  
By Walt Medak

**Q:** For some reason, the feature access code for call forwarding (\*6) and canceling (#6) does not work. It doesn't work for either inside or outside forwarding. We have maybe less than 5 stations that are allowed to call-forward off-network. One of them was going on vacation last week and wanted to cancel the forwarding to his cell phone and he couldn't. He dials #6 and just gets another dial tone, not a confirmation 3-short beeps. And the calls kept getting forwarded. I tried forwarding my phone to another extension and also got another dial tone, not a confirmation. And of course, it didn't forward the calls.

**A:** I dialed in and took a look at your switch. Your phone (and I'm sure the other ones involved) is in a class of service that has console permissions turned on. With console permissions, you have the ability to turn call forwarding on for any station. So what is happening is that when you dial \*6, the switch is giving you the second dial tone so you can enter the extension number that you want to forward. So, you would dial \*6, then your extension number, then the number you want to forward to. The same would go for canceling the forwarding; you would dial #6, and then your extension number.

**Q:** We had a new S8720 Media Server installed not too long ago. I have ordered another ISDN PRI circuit and I'm trying to use a TN767E circuit pack from one of our other locations, but it's not working. I know I was using this circuit pack for a PRI in the other location. Why isn't it working here?

**A:** The S8500 and S8700 series Media Servers will not support a D-channel on a TN767x circuit pack, although you could use that pack for a non-ISDN DS1. If you do need the circuit to be a PRI, you will have to use a different DS1 board such as a TN464x or a TN2464x. The TN767x boards are also not supported in the G650 Media Gateways, so they wouldn't work in an S8400 configured in a G650 either.

**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

finished. Also, it's a really good idea to keep a written copy of all of your announcements in case of an emergency.