

Definity-G(x) Demystified:  
By Walt Medak

Q: We are in the process of adding an EPN cabinet to our existing Definity system. That isn't a problem as we have added one before, and the process itself was fairly simple. However, I've run into a little issue. Sometime along the way, a TN750C announcement board was installed in the slot I need to use for the expansion interface board. What I'm afraid of is some of the announcements were recorded in foreign languages, and I don't know who we contracted to record them for us. I know I could manually remove all of the announcements and then manually program them back in, but is there an easier way to move the announcements?

A: Actually, there is an easier way. There is a command in the switch called "*change integ-annc-brd-loc*". There is a bit more of a procedure to follow than just using the command though. And for this procedure to work, you need a spare announcement board to install in the switch in the new slot you will be using.

The first step would be to save the announcements from the existing board to a flashcard. This requires an "*announcement*" type data module. The save process can take upwards of 45 minutes to complete, so be sure to plan enough time. Once the save is complete, insert the new/spare TN750C in the new slot. Just to be sure there is nothing still recorded on the new board, you can use the command "*erase announcements*" to clear any residual recordings off the board. If you chose to use this command, be **absolutely sure** you erase the announcements from the **new** announcement board, and not the **original** board. Once that is done, use the command "*change integ-annc-brd-loc*". A screen will come up asking you to enter the slot of the existing board and the slot of the new board. The command should only take a few seconds. Essentially what it will do is automatically change the board location in the "*change announcements*" form to the new slot location. You can then either change the existing announcement data module to reflect the new board location, or just create a new one. Then, simply restore the announcements to the new board using the "*restore announcements*" command. Another option at this point would be to remove the new/spare board and move the existing announcement board to the new slot.

You would obviously want to listen to all of the announcements at this point to make sure none of them are showing any signs of being corrupted.

Q: We recently purchased a used Definity system with plans of installing it in a new office we are opening in a few months. I hooked it up in our existing office to clean up the programming, and do some testing to make sure it's ready to go when the new office is completed. I just ran into a snag when I was testing my ARS programming. I hooked up a few trunks to test with, but I can't make outbound long distance calls. I used the "*list trace TAC*" command to see what was going on. What I am seeing is what looks like another area code being inserted in front of the number I dialed as it's being sent out over the trunks. I looked through all of my ARS and route pattern programming, but can't find anywhere that would be inserting any digits. Where do I look?

A: That's a good question, as we just ran into this same issue recently. There is another form that's accessed with the command "*change locations*". If you look at that form, you will see there is a place to enter a name for your location, a time zone offset from other switches in your network, as well as your local area code. Certain combinations of factors in the ARS analysis and route patterns will cause the switch to insert that area code into the outbound dialed string. Change that to your area code, and the problem should go away.