

Frequently Asked Questions

Office Switching Systems

System 25

Q. I have upgraded to R3V3 can you tell me how to program a Direct Group Calling Announcement? (5004)

A. Before you begin verify that system translations support a DGC announcement. If you have determined that it does, then remove and retranslate via ACTION/DATA with the new information and PDC.

REMOVE

MAIN MENU 1 (port CSSPP)
ACTION = 1
CHANGE DATA = 0

ADD

MAIN MENU-1 (port CSSPP)
ACTION = 1
ACTION = 2
DATA = (UNASSIGNED PDC)
ACTION = 3 DATA = 1(making dial accessible)

Add assigned DGC announcement to the DGC and set timing for announcement activation. MAIN MENU 4 ACTION 7 setting the number of rings before unanswered DGC calls are sent to the delay announcement no longer exist but, is set under DGC translations as number of seconds before sending to announcement. (4 seconds equal one ring cycle) You can now have up to 32 individual DGC announcements. (5004)

MAIN MENU 6

DGC = (group number)
ACTION = 20
DATA = PDC ASSIGNED TO ANNOUNCEMENT
ACTION = 21
DATA = TIME INTERVAL IN SECONDS (1-255 seconds)

Q. I have voice mail on my phone. When I'm talking on the phone and get another call, it only rings once and then that call goes right into my voice mail. Is there any way for me to have more time to answer that 2nd incoming call? (5005)

A. Yes, you need to change "allow call coverage ring on busy" for your extension (or PDC) to "no". In Action/Data programming as follows:

1. At the Main menu prompt, select PDC (2 + enter)
2. At Action = , enter 9
3. The system will display Data = 1
4. Type d , and at Data = , enter 0

In Advanced Administration programming as follows:

1. Go to “Voice Stations”
2. Then “User Stations”
3. Then “Modify a Voice Station”
4. Put in the extension number (at PDC) + enter
5. Hit F7 key twice
6. Go into “Class of Service”
7. Under Class of Service, “Allow call coverage ring on busy” needs to be set to “no”
8. To change from yes to no, arrow down to that line; hit your space bar until answer is no; then hit F3 key to submit the change. (5005)

Q. Several people in our office have moved to different desks but they want to keep the station numbers they had at their old desks. They would like to keep the same features that they currently have on their phones and all sets involved are multi-line. Can I just change the extension numbers in programming? (5006)

A. It is possible to move a station from one location to another and have it retain its current programming. It is recommended that this change be done in Basic Administration (or Action/Data programming) to prevent causing corruption to your system. What follows is an example of how to “swap” two stations in Action/Data programming: (5006)

Example Situation

PDC 250 is currently at Port #10502 and PDC 251 is currently at Port #20603. These people have changed offices and would like to retain their current extension numbers (PDC's) and all features currently on their phones:

1. Logon to Basic Administration
2. At the Main menu prompt, select PDC (2 + enter)
3. At PDC = , enter 250
4. At Action = , enter 0
5. The system will display the station's port assignment as Data = 10502
6. Need to temporarily move the 1st extension to an unused port. To do that, type d , and at Data = , enter an unused port number (we usually try 31208)
7. Now that the 1st station (PDC 250) has been moved out of its' original port, you can move the 2nd station (PDC 251) there. To do that, type t , and at PDC = , enter 251.
8. At Action = , enter 0
9. The system will display the station's port assignment as Data = 20603
10. To move PDC 251 to port #10502 (where 250 had been), type d , and at Data = , enter 10502
11. Now that PDC 251 has been moved to where PDC 250 had been, all that's left is to move PDC 250 to where PDC 251 had been
12. Type t , and at PDC = , enter 250
13. At Action = , enter 0

14. The system will display the temporary port number for PDC 250 as Data = 31208. Type d , and at Data = , enter 20603.

Q. On my Call Accounting reports, the time on calls is off by an hour. How can I fix that? (5007)

A. Time spent on calls recorded on your Call Accounting reports comes from SMDR information via the System 25. If the time or date is incorrect, those options need to be reset in System 25 programming as follows: (5007)

To set the time

- In Action/Data programming, from the Main menu prompt, enter 4
- At Action = , enter 50
- At Data = , the system will display the time as currently programmed.
- Type d , and at Data = , enter the time of day in the form
- HHMM where HH = hour (00 through 23) and MM = minutes (00 through 59)

To set the date

- In Action/Data programming, from the Main menu prompt, enter 4
- At Action = , enter 51
- At Data = , the system will display the date as currently programmed
- Type d , and at Data = , enter the date in the form MMDDYY (00 through 59) where MM = month (01 through 12), DD = day (01 through 31), and YY = year (00 through 99)

In Advanced Administration programming

- Go into “System Wide Features”
- Then go into “Date and Time”
- Enter the correct date at “Date:” and enter the correct time at “Time:” (using military time). Hit F3 key to submit changes.

Q. How do I change the telephone number on my speed dial button? (5008)

A. Reprogramming a Repertory Dial button is done at the user’s voice terminal in two different ways. (5008)

At the user’s phone:

1. Lift the handset and listen for dial tone
2. Dial “#4”, to enter the Program mode
3. Dial the number you want to program and the Press the REP DIAL button where you want to store the new number.
4. Listen for confirmation tone and dial tone.
5. Hang up

At the user's phone:

1. Slide the switch on the left side of the voice terminal to position P
2. Lift the handset and listen for dial tone
3. Dial the number you want to program and the Press the REP DIAL button where you want to store the new number
4. Listen for confirmation tone and dial tone
5. Hang up
6. Slide the switch back to the midpoint between P and T

Q. When someone calls my extension number, the call rings at another station instead of mine. How do I make my calls ring back at my phone? (5009)

A. It sounds as if your extension number (PDC) is forwarded to another station. To cancel forwarding, lift the handset on your phone and dial "***" and your PDC or station number twice. (5009)

Q. How do I make my calls go to voice mail? I have already set up a mailbox in voice mail, but if I don't answer my phone, my calls aren't going to voice mail. (5010)

A. You need to set the Group Coverage number for your station to the Direct Group Calling (DGC) Coverage Group for voice mail and make sure "Allow call coverage ring on no answer" is set to "yes". Both of these programming items are found in the Class of Service programming for the voice station in question. (5010)

Q. Incorrect names are showing up on our displays for some stations. How can I correct the names? (5011)

A. In Advanced Administration programming, this can be done in two different ways. (5011)

A. From the Main menu, go into "Voice Stations"

- Then "User Stations"
- Then "Voice Station Directory"
- After the Directory comes up, arrow to the name you want to correct
- Type over the current name with the correct name and hit F3 key to submit change

B. From Main menu, go into "Voice Stations"

- Then "User Stations"
- Then "Modify a Voice Station"
- Type in station number you need to change the name for at "PDC" + enter
- Then hit F7 key one time
- Arrow down to "Name"

- Type over current information with correct name and hit F3 key to submit the change

In Action/Data programming do the following:

- From the Main menu prompt, enter 2 (PDC)
- At PDC = , enter station number
- At Action = , enter 90
- At Data = , the system will display current name information
- Type d , and at Data = , enter “New Name” (11 characters in quotes or “” to remove name).

Q. We just hooked up a Fax machine (or other Tip & Ring piece of equipment) as part of our System 25. There is a specific telephone number that should ring at the Fax machine. When I call that number, it just rings and rings. We can call out fine on the Fax. Do I need to do any programming besides just adding the Fax machine and the telephone line to our system? (5012)

A. Yes. The only way to direct a telephone line that goes through your System 25 to a Fax machine (or other single line piece of equipment) is to create a Direct Group Calling (DGC) group with the Fax as a member and then direct the telephone line to that DGC group under the Class of Service for the trunk. (5012)

Q. Our switchboard operator can't transfer calls using the Direct Extension Selection (DXS) console. The “08” and the “18” are flashing. Why? (5013)

A. When the “08” and “18” buttons are flashing on the DXS console, that usually means the DXS console is unplugged. Check all connections to make sure they are plugged in securely. This will normally correct the problem. (5013)

Q. The alarm light is on the Attendant Console. How can I check the alarms? (5014)

A. Permanent Alarms turn on the alarm light. You check alarms as follows: (5014)

In Advanced Administration programming

From the Main menu, go into “Alarms and Errors”

Go into “Permanent Alarms”-- check alarms.

Can also check “Transient Errors” or “Most Recent Errors” by going into either of those menus

To delete alarms in Permanent Alarms or Transient Errors, press the F5 key. To view next the next alarm without deleting, press the F7 key. Most Recent Errors cannot be deleted- press F7 key in this section until view all 10 errors in this log.

Note: Explanation of different error messages with the description as well as possible solutions can be found in the AT&T System 25 Installation and Maintenance Manual. In Action/Data programming.

1. From the Main menu prompt, enter 8 (Searches)
2. At Action = , enter 1
3. Type d , and at Data = , enter 30 to look at Permanent alarms. Press “c” to list or “r” to remove
4. Can also look at Transient errors (Data = 31) and Most Recent Errors (Data = 32)

Q. I need to add a phone (or trunk). How can I check to see if I have any room on my system to do that? (5015)

A. We would need to search for available ports to determine what is not being used on your system. (5015)

In Advanced Administration programming:

1. From Main menu, go into “Searches”
2. Then go into, “Physical Port Locations”
3. Hit the space bar until you come to the type phone (or trunk) you want to add and hit F3 key. What will come up is a list of “Installed Physical Ports” and “Uninstalled Physical Ports”. Installed physical ports are actual ports that are currently programmed in the System 25. Uninstalled physical ports are available ports that can be used to add additional phones (or trunks, etc.).
4. Should also check under the “Search” menu in “Circuit Packs” to see if there are any unused circuit packs that can be used to add additional phones (or trunks). If a circuit pack does not have any ports programmed yet, information about that circuit pack will not show up as installed and uninstalled physical ports information under “Physical Port Locations”.

Q. How do I login to Advanced Administration Software for System 25 on my UNIX PC? (5016)

A The following is the procedure to follow: (5016)

1. At please login: install (enter) or console login: is (enter)
2. Arrow down to System 25 AAS (enter)
3. Arrow down to System 25 advanced administration (enter)**Do not go into demd** Use enter, not return
4. At the System 25 administration screen, press return**DO NOT PRESS ESCAPE AT THIS POINT!**
5. You are now at your first password screen. If you put the password in at this point, you will go into action/Data. To go into Advanced Administration Software (AAS), press escape
6. Enter Password-- you will be at the Main menu for AAS.

Q. How do I login to Advanced Administration Software for System 25 on my DOS PC? (5017)

A. Use the following steps: (5017)

1. At the c prompt type: cd s25 admin (return)

2. At the c prompt type: dir/p (return)
3. This takes you to a directory. You are looking for a directory that shows the version of System 25 switch.
Example: R3V3 <dir>
4. At the c prompt type: cd and the name of the directory found in step 3 (return). Example: cd R3V3
5. At the c prompt type: dir/p (return)
6. This takes you to a directory. You are looking for executable file. It should say <exe> after it. Example:
AASR3 <exe>
7. At the c prompt type: The name of the file found in step 6 (do not type the “exe”)
8. At the System 25 Administration screen, press return **DO NOT PRESS ESCAPE AT THIS POINT**
9. You are now at your first password screen. If you put the password in at this point, you will go into Action/Data. To go into Advanced Administration Software (AAS), press ESC.
10. Enter password- you will be at the Main menu for AAS.

Q. I paid to have my System 25 upgraded to the Release 3 Version 3 so I could dial the new North American Number Plan area codes and I still can't dial them (eg- 334, 360). Why not? (5018)

A. Besides having the R3V3 hardware and software installed, there is programming that needs to be done to allow the NANP area codes to be dialed. (5018)

In Advanced Administration programming.

- From Main menu, go to “System Wide Features”
- Then go to “Toll Restriction/Dialing Options”
- Go to “‘1’ prefix required for dialing outside the ‘Home’ area code” and set that to “yes”
- Go to “‘1’ prefix required for dialing within the “Home” area code” and set that to “no”
- Go to “INPA Dialing Utilized” and set that to “yes”. When done making changes above, press the F3 key to submit those changes.
- Escape out of this screen & go to “Toll Call Allowed/Disallowed Lists”
- Need add three periods to Toll List five to allow local calling of seven digit numbers and 911. Hit F7 key until cursor is in List 5. Type in “...” and hit F3 key to submit.
- Escape out of this screen and go into “Automatic Route Selection”
- Then go to “Routing Pattern Overview”. This is where you route area codes to different patterns. Go to the appropriate pattern for the area code you want to add. Highlight the start time of that pattern
- and hit the F7 key. This will bring up an area code list. Type in area code(s) you want to add to this particular pattern & hit F3 to submit each one.

Q. What do I do if the red LED next to my alarm button at my console is lit? (5019)

A. The Red status LED will be lit when a bad remote access barrier code or barrier code time-out is detected. The red LED will extinguish by pressing the associated button. This should be treated as possible Toll Fraud. (Contact NSAC 1-800-628-2888). (5019)

Q. Why do all my multi-button users who have individual cover or group coverage (not DGC coverage) say their System Access buttons stay lit after the call has been answered at the coverage point with the exception of one user station? (5020)

A. That one station is a multi-button station serving as coverage for the Switched Loop console when in Pos Busy. NOTE!! the console does not have to activate Pos. Busy for the above LED interaction to occur. (5020)

Q. I have a multi-button set that when dialed goes to coverage if it's cover point is a DGC group (e.i. voice mail). It also returns a busy signal to callers if it has no coverage or it's covered by a regular cover group (not DGC). When attempting to make a call either internal or external the call goes no where. It also emits a short ring every 60 seconds. What is wrong? (5021)

A. That station probably has the Test/Program (T/P) switch located on the left side of the phone moved down to the P position. (5021)