

Removing Trunk Access Codes for Fax Machines or Modems

KB10801

NOTE: This is very dangerous, with a simple mistake or an overlooked step it is likely that the database could be corrupted. To avoid the possibility of corrupting the database please contact our Partner Assist group at Iservices@shoretel.com

ISSUE:

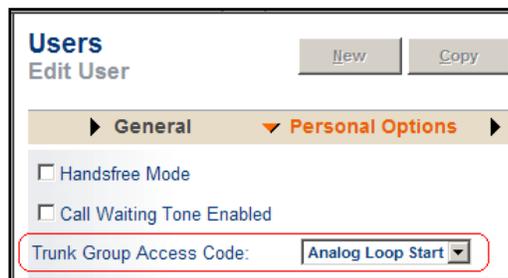
Some FAX machines and Point-of Purchase machines cannot dial a Trunk Access Code

These steps will remove the requirement for dialing a Trunk Access Code for the user extensions modified. Please note that these users will NO LONGER have the ability to make extension to extension calls.

For ShoreTel 7.5 and below:

Steps:

- Step 1.** Open the Users Personal Options
- Step 2.** Select the correct trunk in the “Trunk Group Access Code”



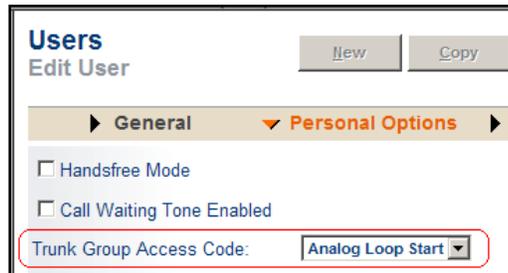
- Step 3.** Make a backup of the Database (Shoreware.MDB)
- Step 4.** With Microsoft Access open up the ShoreWare.mdb file
- Step 5.** Select the User Tab
- Step 6.** Select the User/Extension in question
- Step 7.** Scroll to the External Dial Tone column
- Step 8.** You will see a default value of "0" Change it to a value of "-1"
- Step 9.** Repeat Step 4 for all Fax Machines

To return the port to the normal operation at Step 6 above return the value to the default.

For ShoreTel 8 and above:

Step 1. Open the Users Personal Options

Step 2. Select the correct trunk in the “Trunk Group Access Code”



The screenshot shows the 'Users' configuration interface. At the top, there are 'New' and 'Copy' buttons. Below that, there are two tabs: 'General' and 'Personal Options'. Under 'Personal Options', there are two checkboxes: 'Handsfree Mode' and 'Call Waiting Tone Enabled'. At the bottom, there is a 'Trunk Group Access Code' dropdown menu, which is highlighted with a red box and currently shows 'Analog Loop Start'.

Step 3. Open a Command Window and navigate to:

```
\Program Files\Shoreline Communications\ShoreWare Server\MySQL\MySQL Server 5.0\bin
```

Step 4. Enter

```
mysql -u root -p
```

Step 5. Enter the password

Step 6. Enter:

```
use shoreware;
```

Step 7. Say the extension is x1014 then enter:

```
update USERS set ExternalDialTone = -1 where UserDN = 1014;
```

Note: Repeat this for all extensions where you need to remove the Trunk Access

Step 8. Enter:

```
exit
```

To return the port back to normal operation Enter this at Step 7 above:

```
update USERS set ExternalDialTone = 0 where UserDN = 1014;
```