



## Critical System Update Information

### Utah 10-Digit Dialing Configuration

On July 11, 2007, the Utah Public Service Commission issued an order approving the deployment of a new area code for use in the area presently served by the 801 area code. The new area code, 385, will provide additional telephone numbers necessary to support the growth in Utah resident's telecommunications service providers, available telecommunications products, and business lines. **The new 385 area code will cover the same geographic area as the existing 801 area code.** In general, the introduction of the 385 area code will affect residents in the following counties: Davis, Morgan, Salt Lake, Weber, and Utah.

As of March 01, 2009, telephone users will be required to dial all local numbers using the full 10 digits (801/385) XXX-XXXX. Long distance calling (even within the 801/385 area code) will still require 11 digits 1+ (801) XXX-XXXX.

**As a value to Americom customers currently covered by a service or maintenance contract, Americom will make required modifications free of charge.** For all other customers, we will be happy to make these changes for a nominal fee. Users familiar with system-level administration can make the changes themselves.

Below is a generic guide to enabling 10-digit dialing on the ShoreTel systems. Keep in mind that configurations vary by customer and some multi-site systems may need additional modifications outside the scope of this document. If you have any questions please call our service center at (801) 892-0555 or e-mail [support@americomtech.com](mailto:support@americomtech.com).

## Enabling ShoreTel Systems for 10-Digit Dialing

The following guide provides basic instructions on enabling 10-digit dialing for ShoreTel users. If you have questions or need additional help, please call Americom's service center at (801) 892-0555 or e-mail at [support@americomtech.com](mailto:support@americomtech.com).

### Step 1 – Site dialing rules

The screenshot displays the ShoreWare Director interface. On the left is a navigation menu with 'Sites' highlighted. The main content area shows the 'Sites' configuration page. At the top, there is a dropdown menu for 'United States of America' and a 'Go' button. Below this is a table with the following data:

Site	Country	Area Code
Headquarters	United States of America	801

Below the table, there is a copyright notice: © 1999-2003 ShoreTel, Inc. All rights reserved.

- Log into ShoreWare Director and click on the “Sites” link
- Select the parent site (usually called “Headquarters”)
  - (Note-If your parent site is NOT in the 801 area code, select the site that is)

**ShoreTel**  
ShoreWare Director  
Build 13.23.6966.0  
Logoff Administrator

**Administration**

- Users...
- Trunks...
  - Individual Trunks
  - Trunk Groups
  - Local Prefixes
- IP Phones...
- Switches
- Call Control...
- Voice Mail...
- Auto-Attendant
- Menus
- Workgroups
- Schedules
- Call Manager...
- System Directory
- Application Servers
- Conference Bridges
- IM Servers
- Sites
- System Parameters...
- Preferences

**Sites**  
Edit Site

Buttons: New, Copy, Save, Delete

Refresh this page

Name: Headquarters

Country: United States of America

Language: English(US)

Parent: Top of Tree

Use Parent As Proxy

Local Area Code: 801

Additional Local Area Codes: **Edit**

Caller's Emergency Service Identification (CESID): (e.g. +1 (408) 331-3300)

Time Zone: (GMT-07:00) Mountain Time (US & Canada), Mountain Stand

Night Bell Extension:

Night Bell Switch: None [Edit Night Bell Call Handling](#)

Paging Extension:

Paging Switch: None

- In the site configuration, locate the section labeled “Additional Local Area Codes” and click the “Edit” button.

**Additional Local Area Codes -- Webpage Dialog**

http://192.168.1.19/shorewaredirector/site\_LocalAreaCode

Dial phone numbers with the following area codes as local:

385  
801

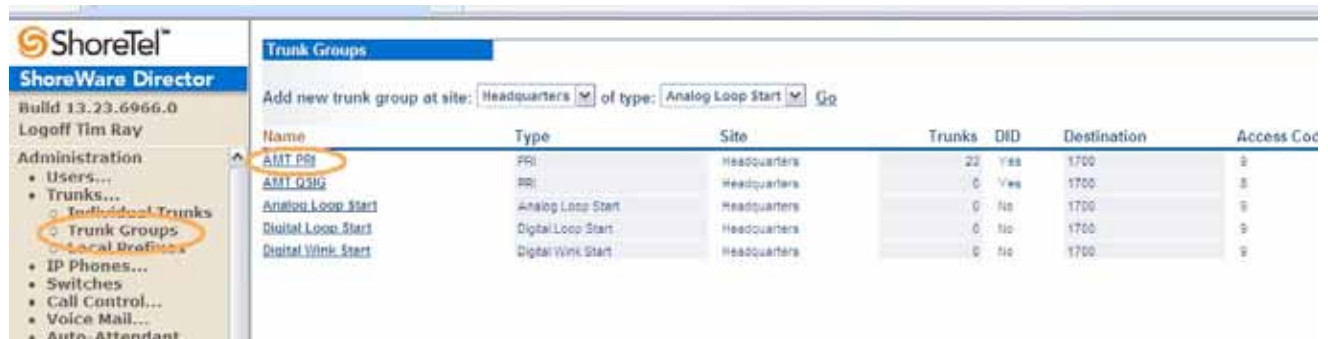
New...  
Remove

OK Cancel

http://192.168.1.19/shorewa Internet

- Click the “New” button and add the 385 area code.
  - If the 801 area code is not in the list already, add it as well.
- Click OK
- Click “Save” at top of Sites page (if not grayed out).

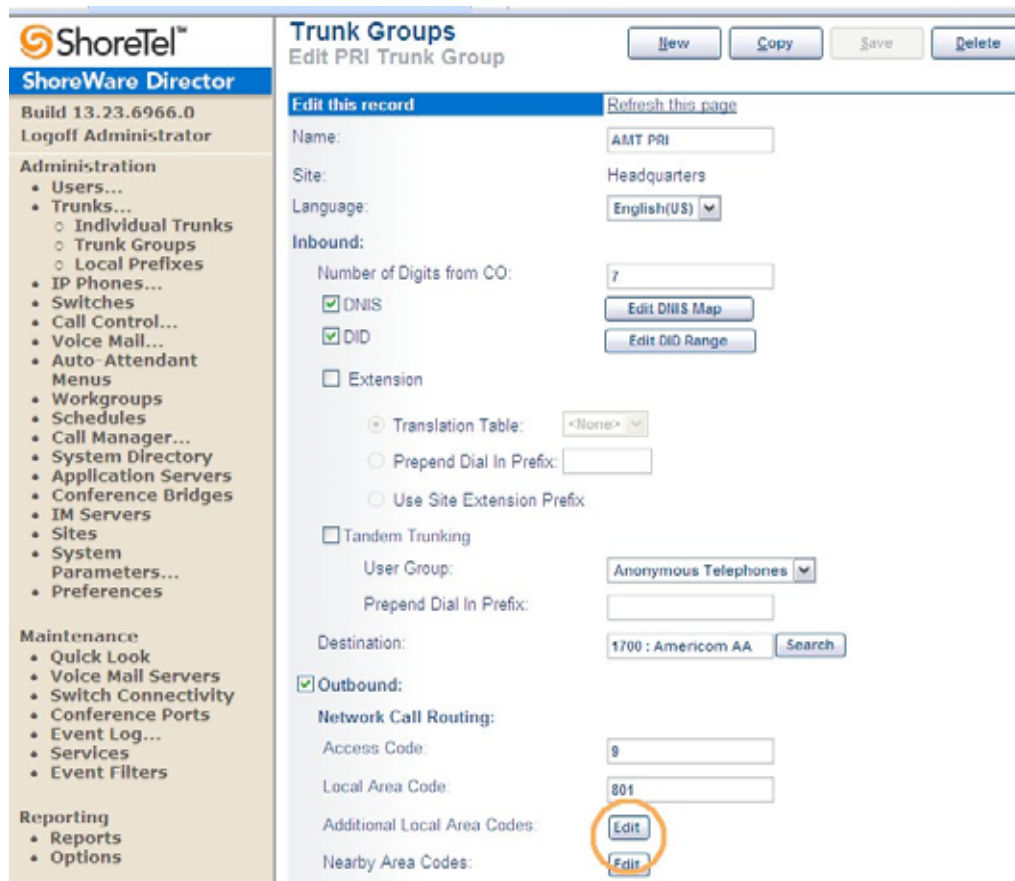
## Step 2 – Trunk group dialing rules



The screenshot shows the ShoreTel administration interface. On the left is a navigation tree with 'Trunk Groups' selected. The main area displays a table of trunk groups. The 'AMT PRI' entry is circled in orange.

Name	Type	Site	Trunks	DID	Destination	Access Cod
AMT PRI	PRI	Headquarters	23	Yes	1700	9
AMT QSIG	PRI	Headquarters	0	Yes	1700	8
Analog Loop Start	Analog Loop Start	Headquarters	0	No	1700	6
Digital Loop Start	Digital Loop Start	Headquarters	0	No	1700	9
Digital Wink Start	Digital Wink Start	Headquarters	0	No	1700	9

- Click on the “Trunks -> Trunk Groups” link and select the primary trunk group.
  - Tip - The primary trunk group is usually the only one with trunks in it.



The screenshot shows the configuration page for the 'AMT PRI' trunk group. The 'Additional Local Area Codes' field is set to '801' and the 'Edit' button next to it is circled in orange.

**Trunk Groups**  
Edit PRI Trunk Group

**Edit this record** [Refresh this page](#)

Name: AMT PRI  
 Site: Headquarters  
 Language: English(US)

**Inbound:**  
 Number of Digits from CO: 7  
 DNIS [Edit DNIS Map](#)  
 DID [Edit DID Range](#)  
 Extension  
 Translation Table: <None>  
 Prepend Dial In Prefix:   
 Use Site Extension Prefix

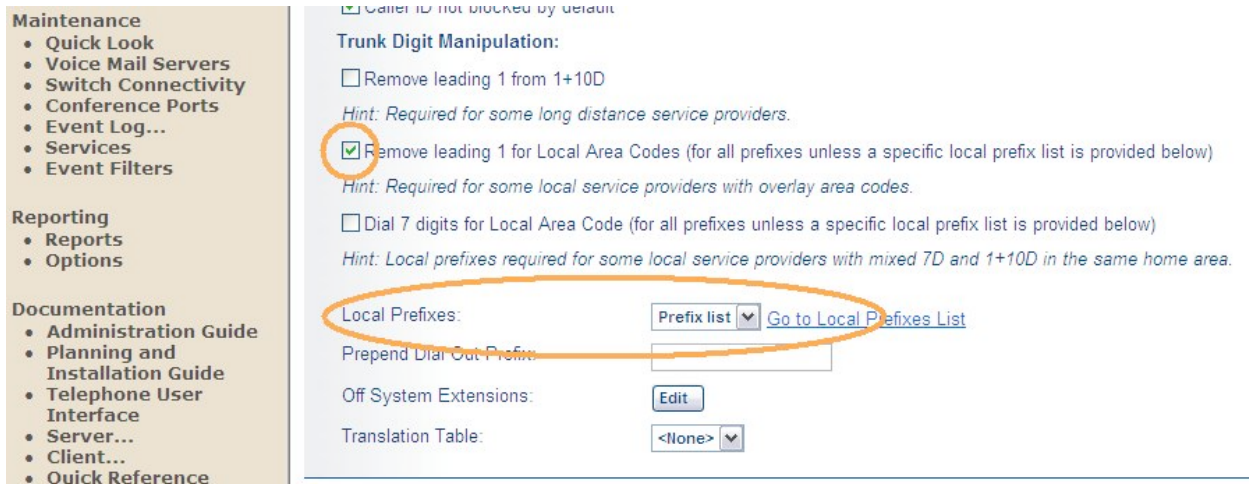
Tandem Trunking  
 User Group: Anonymous Telephones  
 Prepend Dial In Prefix:   
 Destination: 1700 : Americom AA [Search](#)

**Outbound:**  
**Network Call Routing:**  
 Access Code: 9  
 Local Area Code: 801  
 Additional Local Area Codes: [Edit](#)  
 Nearby Area Codes: [Edit](#)

- Click on the “Additional Local Area Codes” button



- Click the “New” button and add the area code 385.
- Click OK to close.



- From the trunk group page, scroll down to the Trunk Digit Manipulation section and
  - **Check** the box labeled “Remove leading 1....”
  - **Uncheck** the box below it labeled “Dial 7 digits....”
- Click “Save” at top of screen.



*As numbers are allocated in the new 385 area code (beginning March 29, 2009), it will be necessary to add them to the Local Prefix list.*

**Remember to test all dialing scenarios after making the above changes.**

- Local (801) XXX-XXXX
- In-state Long Distance 1+(801) XXX-XXXX
- Long Distance 1+(NPA) XXX-XXXX
- Toll Free 1+(800) XXX-XXXX
- 911 (Please do not hang up when calling 911—stay connected and tell the operator that you are testing a phone system. They will want to verify your address.)
- Any other relevant call types (International, 411, 1-900, etc.)

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