



BCM RIs 6.0

Telephony Services

Task Based Guide

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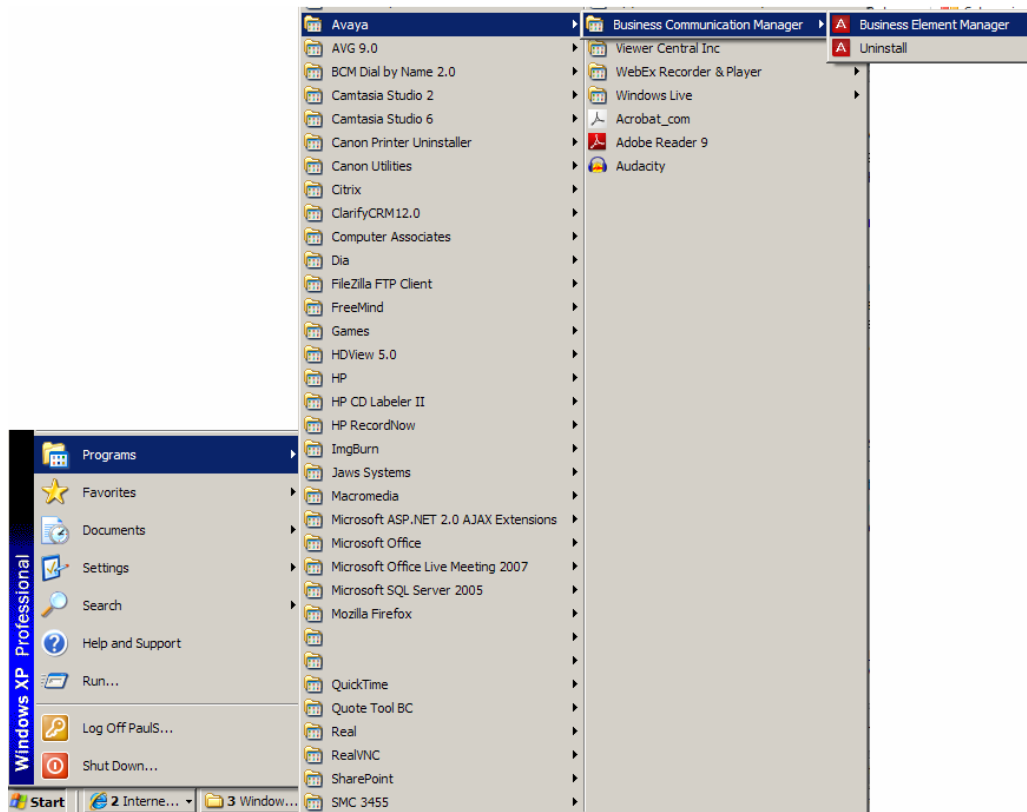
Telephony Services

Overview

This guide provides information relating to the key features of Telephony configuration of the Business Communications Manager. It is not intended to be a complete reference of all Telephony options.

Accessing Element Manager Configuration

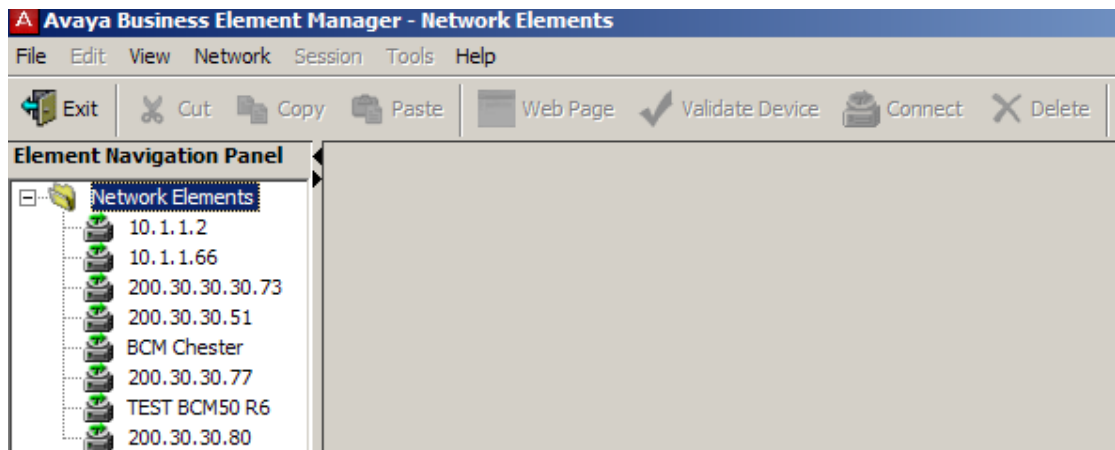
1. To access the Business Element Manager application from the Start Menu, navigate to **Start, Programs, Avaya, Business Communications Manager, and Business Element Manager**.



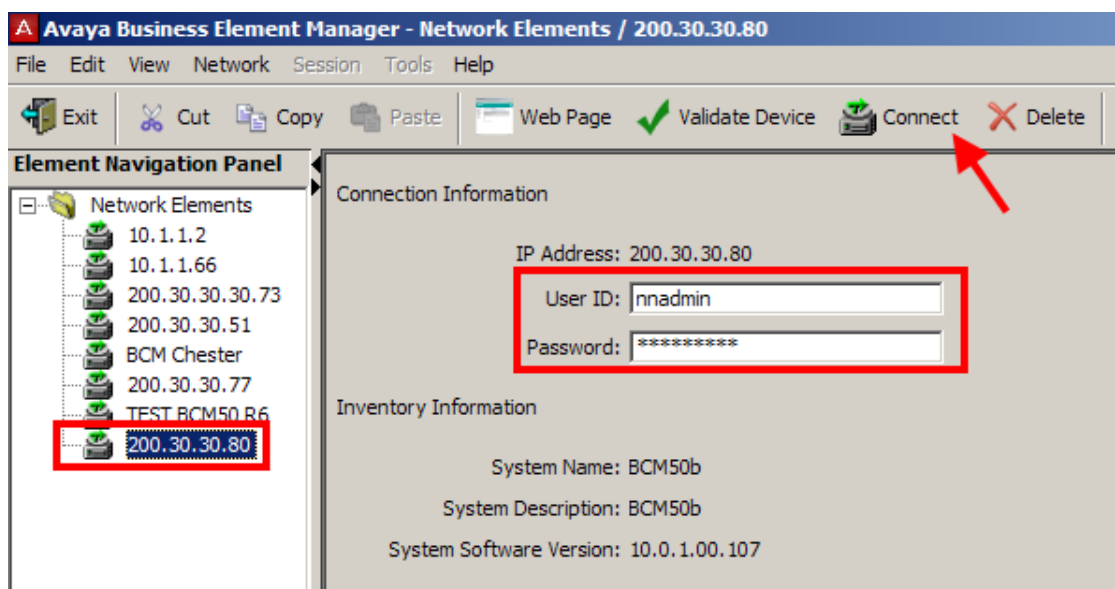
2. Alternatively, double-click on the **Business Element Manager** desktop icon.



3. You will be presented with the **Element Manager** interface.

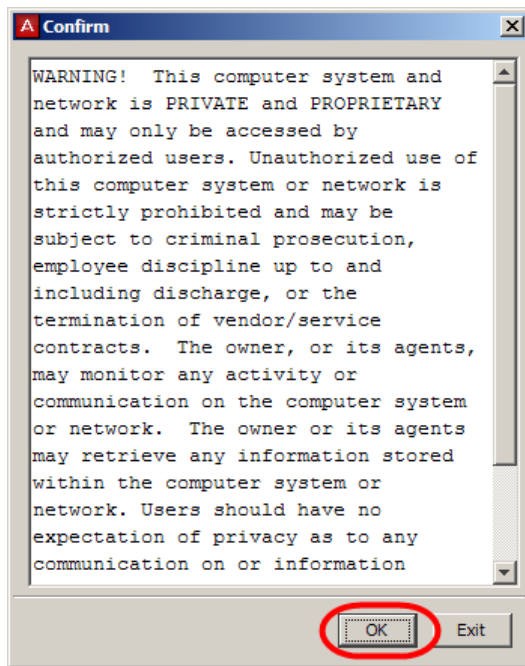


4. Open the **Network Elements** folder and select the IP Address of the BCM.

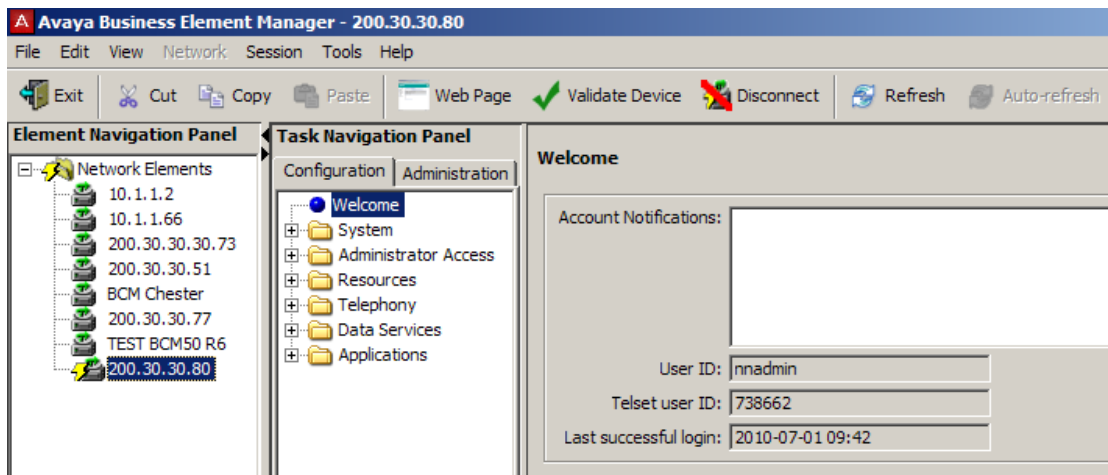


5. Enter the User Name of the BCM in the User Name field, by default this is **nnadmin**. Then enter the Password in the Password field, by default the password is **PlsChgMe!**. Click the **Connect** button.

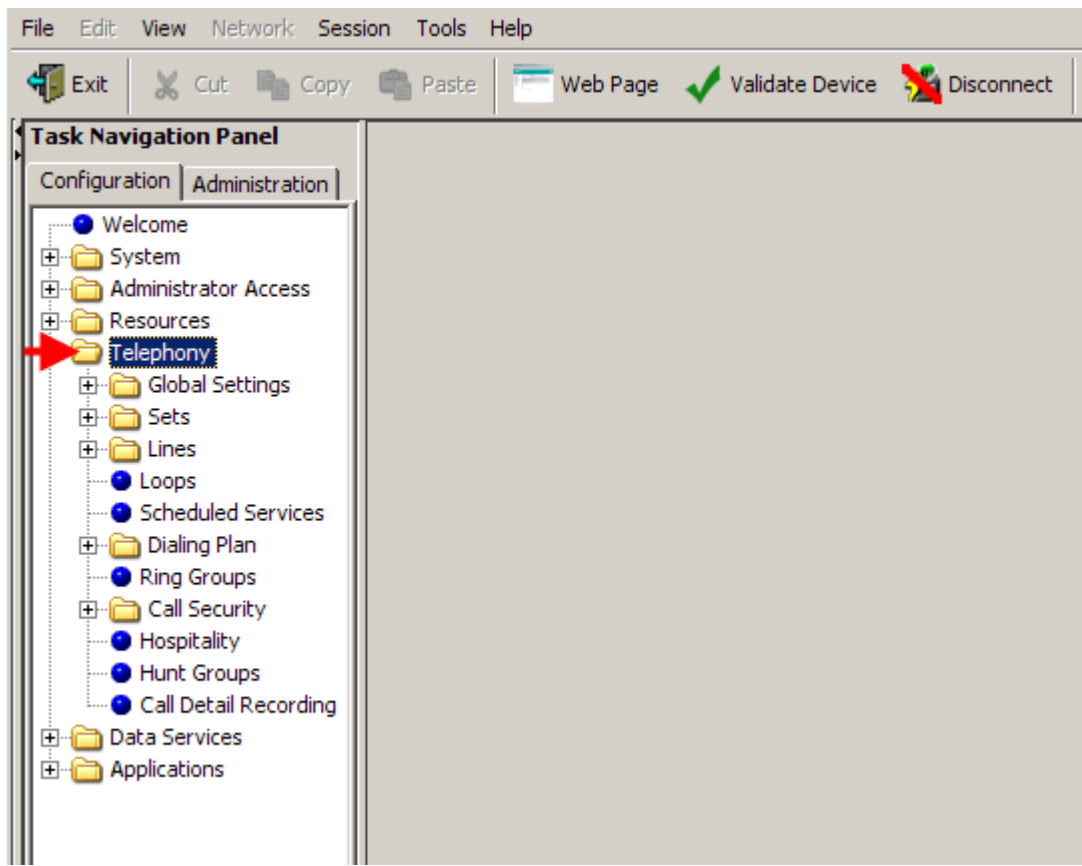
- A warning screen will appear, read the warning and click **OK**.



- You will be presented with the Element Manager interface.



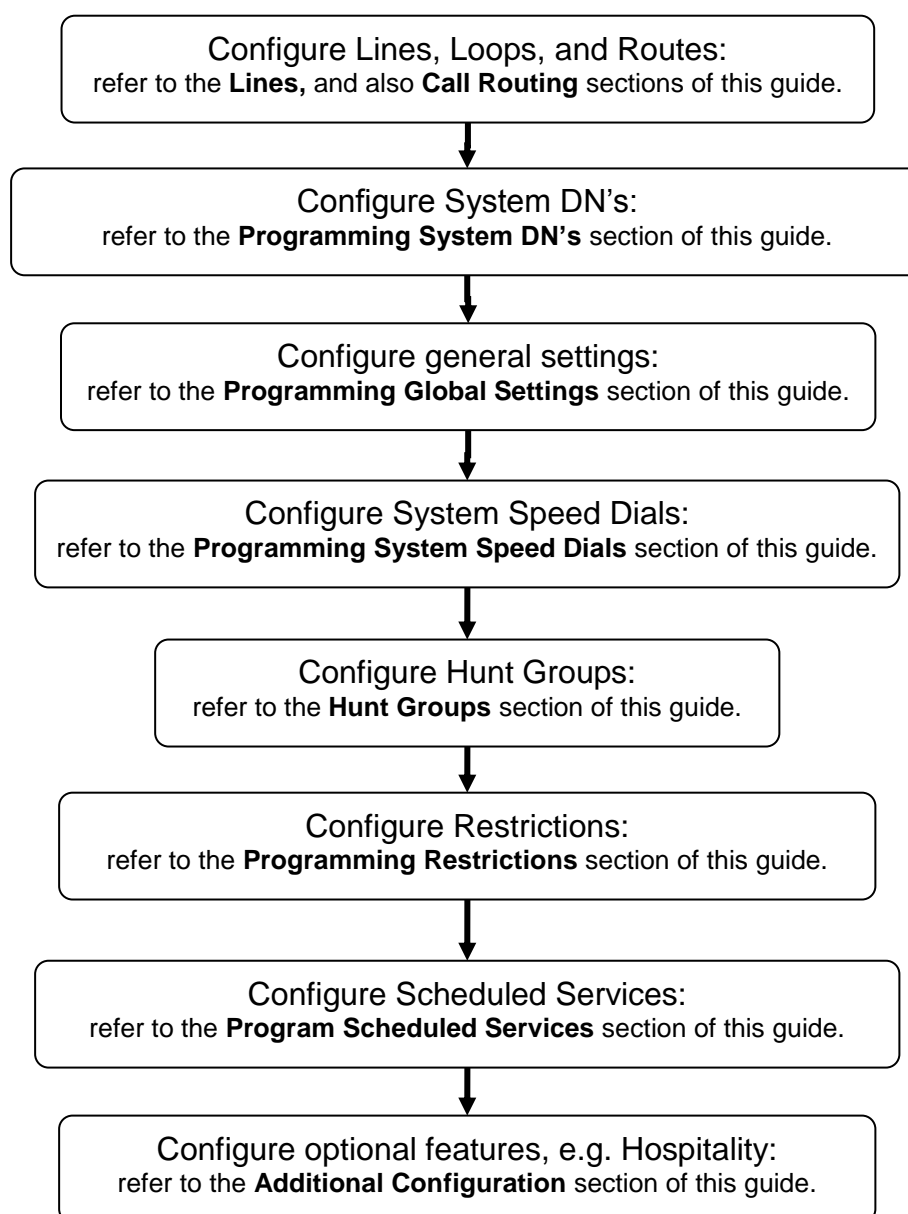
8. Select the **Configuration** tab, open up the **Telephony** tree.



Flow Chart

The flow chart below shows a recommended programming order for Telephony Services.

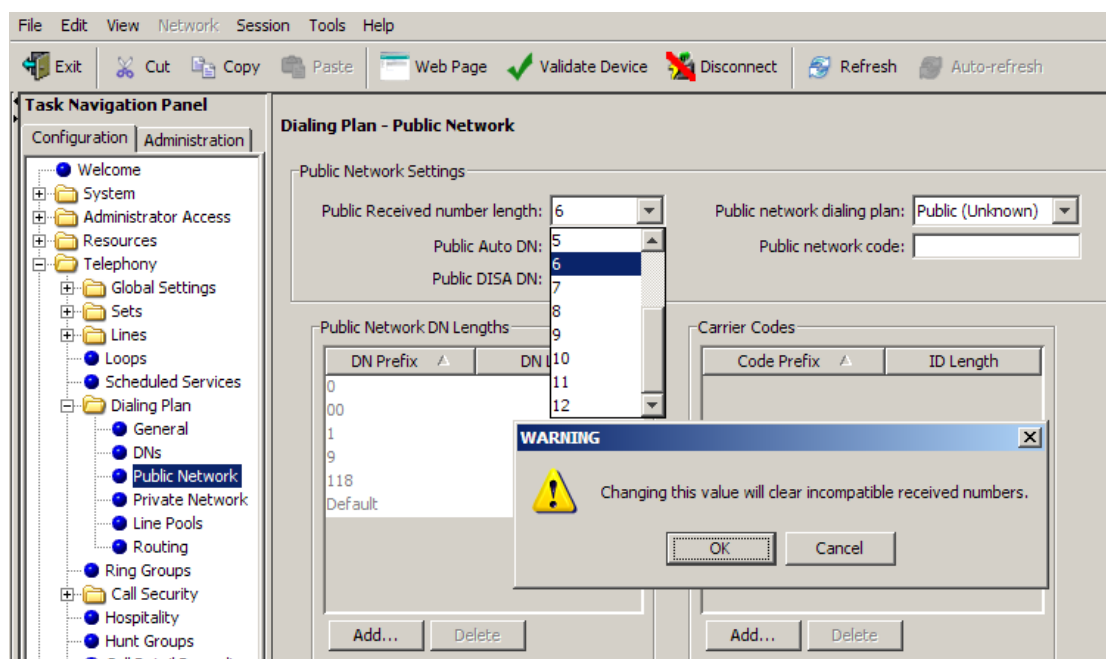
WARNING BCM450: Before commencing any Telephony programming, ensure that the private and public DN lengths have been set as required. Changing the DN lengths at a later date will erase any related programming. This should have been performed during the BCM450 initialisation process (refer to the **Configuring the Received Number Lengths** section of the **System Start Up Guide**). For BCM50 systems, refer to the **Setting the Received Digit Length** section of this guide, as this process may not have been performed during the BCM50 Initialisation process.



Setting the Received Digit Length

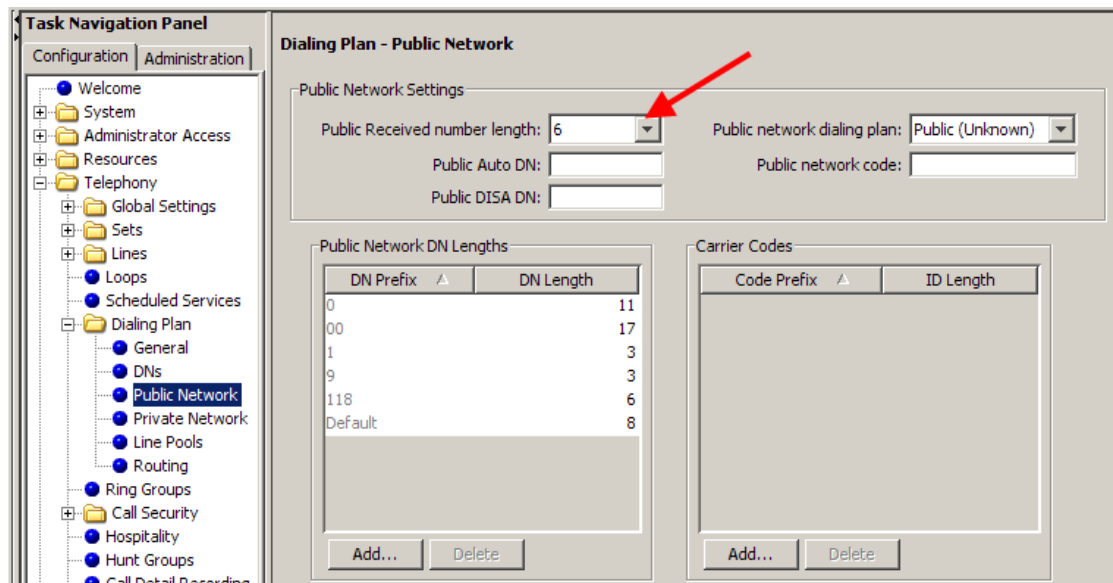
Note BCM450: The public and private Received Number Lengths should have been set during the Telephony Resources configuration section of the BCM450 System Start Up process (refer to the **Configuring the Received Number Lengths** section of the *BCM450 System Start Up Guide*). If they are configured after the Telephony Resources configuration, then any previous Received Number assignments to Target Lines may be erased.

Note BCM50: The Received Digit Length should be set prior to any Target Line programming. Changing the Received Digit Length erases any existing received digits programmed for Target Lines. If the Received Number Lengths and Received Number assignments to Target Lines have previously been configured, then skip this section.

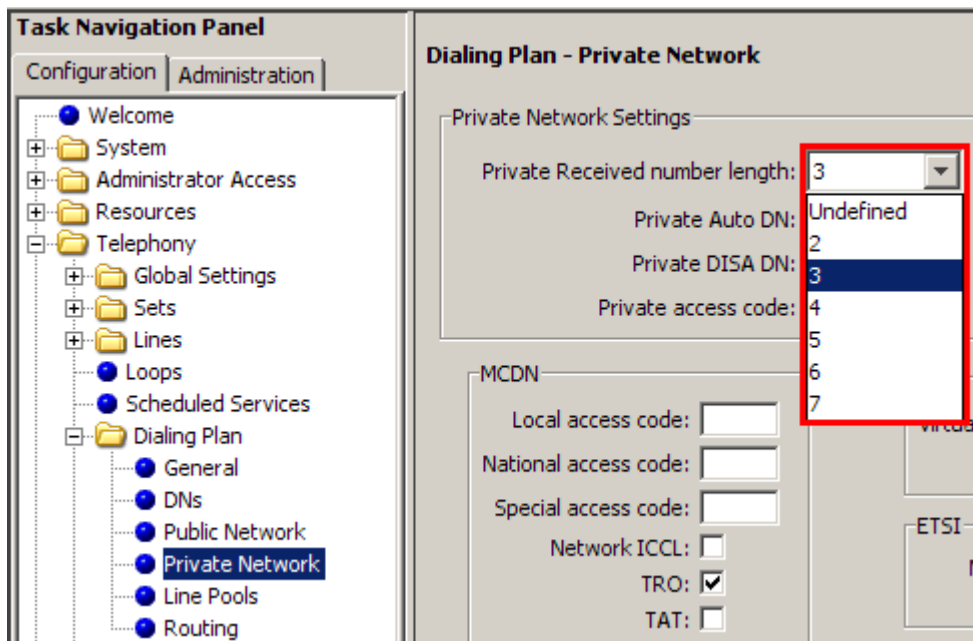


Use the following procedure to configure the Received Digit Length.

1. Select the **Configuration** tab followed by **Telephony, Dialing Plan, Public Network** and select **Public Received Number Length**.



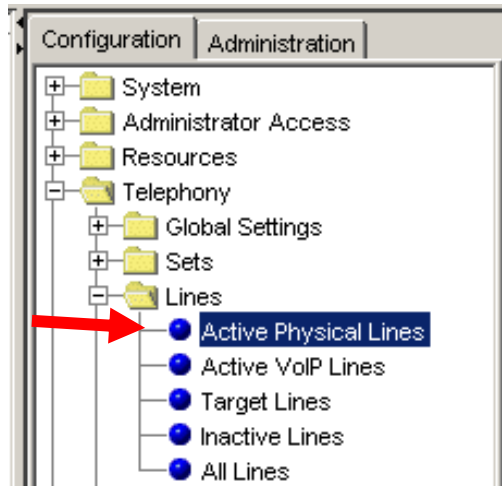
2. From the drop down list, set the **Public Received Number length** as required.
3. If your BCM will be configured for use in a private network, select the **Private Network** option.
4. Again, configure the **Private Received number length** as required.



Lines

Configuring Lines

1. To configure physical lines (e.g. ISDN2 or ISDN30 channels) navigate to the following path: Select the **Configuration** tab followed by **Telephony, Lines** and **Active Physical Lines**.



2. Next, select the line to configure, and enter in the configuration settings required.

The screenshot shows the Configuration Administration console with the 'Active Physical Lines' table displayed. The table has the following columns: Line, Trunk Type, Name, Control Set, Line Type, Prime Set, Pub. Received #, and Pri. The table contains the following data:

| Line | Trunk Type | Name | Control Set | Line Type | Prime Set | Pub. Received # | Pri |
|------|-------------|---------|-------------|------------|-----------|-----------------|-----|
| 085 | PRI | Line085 | 221 | Pool:BlocC | 221 | N/A | N/A |
| 086 | PRI | Line086 | 221 | Pool:BlocC | 221 | N/A | N/A |
| 087 | PRI | Line087 | 221 | Pool:BlocC | 221 | N/A | N/A |
| 088 | PRI | Line088 | 221 | Pool:BlocC | 221 | N/A | N/A |
| 089 | PRI | Line089 | 221 | Pool:BlocC | 221 | N/A | N/A |
| 090 | PRI | Line090 | 221 | Pool:BlocC | 221 | N/A | N/A |
| 091 | BRI-ST4 MBM | Line091 | 221 | Pool:BlocB | 221 | N/A | N/A |
| 092 | BRI-ST4 MBM | Line092 | 221 | Pool:BlocB | 221 | N/A | N/A |
| 093 | BRI-ST4 MBM | Line093 | 221 | Pool:BlocB | 221 | N/A | N/A |
| 094 | BRI-ST4 MBM | Line094 | 221 | Pool:BlocB | 221 | N/A | N/A |
| 095 | BRI-ST4 MBM | Line095 | 221 | Pool:BlocB | 221 | N/A | N/A |
| 096 | BRI-ST4 MBM | Line096 | 221 | Pool:BlocB | 221 | N/A | N/A |
| 097 | BRI-ST4 MBM | Line097 | 221 | Pool:BlocB | 221 | N/A | N/A |
| 098 | BRI-ST4 MBM | Line098 | 221 | Pool:BlocB | 221 | N/A | N/A |

Below the table, there are buttons for 'Copy', 'Paste...', and 'Renumber'. The 'Details for Line: 091' section is visible, showing the 'Properties' tab with the 'Line Tuning Digit' set to 1.

Active Physical Lines

Active Physical Lines

| Line | Trunk Type ▲ | Name | Control Set | Line Type | Prime Set | Pub. Received # | Priv. Received # | Distinct Ring |
|------|--------------|---------|-------------|-----------|-----------|-----------------|------------------|---------------|
| 067 | BRI-ST | Line067 | 221 | Pool A | 221 | N/A | N/A | None |

| Attribute | Value | Description |
|-------------|--|--|
| Line | This list contains all the possible line numbers for the system, including target lines. | Configure only those lines that are active on the system. |
| Trunk Type | Loop, PRI, VoIP | There are three main categories of lines: PSTN-based lines: (analog, digital, PRI, BRI) Voice over IP (VoIP) trunks, which connect through the LAN or WAN. Target lines, which are internal channels that provide direct dial capability for PRI and VoIP trunks. |
| Name | Up to seven alphanumeric characters | Identify the line in a way that is meaningful to your system, such as by the type of line and line pool or the DN it is attached to in the case of Target lines. |
| Control set | DN <control telephone DN> Default: 221 (default start DN) | Enter a telephone DN for a telephone that you want to use to turn service off or on for other telephones using this line. The control telephone must have the line assigned, or must be assigned to the line pool the line is in. |

Tips

External lines and telephones must be programmed to use one of the Scheduled Services:

- Ringing
- Restriction
- Routing Services.

For maximum flexibility, it is recommended that you create two different control telephones, one for the lines and one for the telephones.

You can turn on a service manually or automatically for all external lines from an assigned control telephone. However, you cannot combine schedules. A service can only be active as normal service or one of the six schedules at any one time. Several schedules can be active at one time, but they must use different services.

| | | |
|-----------|--|--|
| Line type | Public Private to: Pool A to O, Bloc A to F | Define how the line is used in relation to other lines in the system. Public line: can be accessed by more than one telephone. Private line: can be assigned only to one telephone and the prime telephone for that line. Enter the internal number of the telephone. Pool A - O (digital lines and BRI/BLOC-A to BLOC-F (PRI and VoIP lines): assigns the line to one of the line pools. If a line is assigned to a line pool, but is not assigned to any telephone, that line is directly available only for outgoing calls. BLOC line pools must be used in conjunction with routes and destination codes. Target lines cannot be put into line pools. |
| Prime set | DN: None | Assign a telephone to provide backup answering for calls on the line. For an Auto Answer line, calls are redirected if the received number is invalid or the target |

| Attribute | Value | Description |
|---|---|---|
| | | <p>line is busy, and if the If busy parameter is set To prime.</p> <p>Each line can be assigned only one prime telephone</p> |
| Pub Received # (Target lines and DASS2 lines only) | Digits associated with a specific target line | <p>Specify the digits the system will use to identify a call from the public system to this target line.</p> <p>A received number cannot be the same as, or be the start digits, of a line pool access code, a routing code, the DISA DN or the Auto DN.</p> <p>If you are configuring auto-answer BRI trunks to map to target lines, the received number should be the same as the Network DN supplied by your service provider. The call will be directed to the prime telephone for the incoming line if the Network DN is not used</p> |
| Private Received # (Target lines and DASS2 lines only) | Digits associated with a specific target line | <p>Specify the digits the system will use to identify a call from the private system to this target line.</p> <p>A received number cannot be the same as, or be the start digits, of a line pool access code, a routing code, the DISA DN or the Auto DN.</p> <p>If you are configuring auto-answer BRI trunks to map to target lines, the received number should be the same as the Network DN supplied by your service provider. The call will be directed to the prime telephone for the incoming line if the Network DN is not used.</p> |
| Distinct ring | None Pattern 2 Pattern 3 Pattern 4 | <p>Choose the distinctive ring pattern that you want to assign to the line. This allows you to provide selective service to calls with differing answer priorities.</p> <p>When more than one line with the distinct ring settings rings at a telephone, the line with the highest priority will ring first.</p> <ul style="list-style-type: none"> • Pattern 4 has the highest ring priority • Pattern 3 has second highest ring priority • Pattern 2 has third highest ring priority • None has the lowest ring priority. <p>By default, all telephones and lines are set to None</p> |

Lines - Properties Tab

The line properties that appear here are dependent on the lines to be configured.

| Attribute | Value | Description |
|---|--|---|
| Legend: Loop = analog/digital loop; GS = ground start; DID = DID; E&M = E&M; BRI = BRI; DPNSS = DPNSS; VoIP = VoIP; TL = Target and DASS2. Note: PRI fields are all included under the main screen | | |
| Trunk mode | Loop Unspr Supervised *Earth calling *Loop guarded *Loop unguarded | Define how the line is used in relation to other lines in the system. <ul style="list-style-type: none"> • Public line: can be accessed by more than one telephone. • Private line: can be assigned only to one telephone and the prime telephone for that line. Enter the internal number of the telephone. • Pool A - O/bloc...: assigns the line to one of the 15 line pools. If a line is assigned to a line pool, but is not assigned to any telephone, that line is available only for outgoing calls. PRI lines are set to pool blocb by default. |
| Dial mode | Loop GS Pulse Tone | DID E&M Specify whether the system uses dual tone multi-frequency (DTMF) or pulse signalling on the trunk. Tone does not appear if Signalling is set to Immediate (T1 DID & T1 E&M trunk types only). |
| Line Tuning Digit | Loop (analog only) None, 0 - 9 | Default = 1 |
| Loss Package | Loop (analog only) Short CO Medium CO Long CO Short PBX Long PBX | Select the appropriate loss/gain and impedance settings for each line. |
| Impedance (Ohms) | Loop (analog only) 600 ohm 900 ohm | The GATM can be set to a specific impedance level. |

| Attribute | Value | Description |
|--------------------------|---|--|
| Signalling | DID WinkStart Immediate DelayDial | E&M Select the signal type for the line. The immediate setting does not appear for T1 E&M or T1 DID trunks connected to a DTM if the Dial mode is set to tone. Make sure that this matches the signal type programmed for the trunk at the other switch. |
| *Gain | Normal High | E&M Set the level of gain for the channel. *E&M trunks only. T1 E&M trunks do not have this field. |
| Link at CO | Loop (analog only) check box | Some exchanges respond to a Link signal (FEATURE 71) by providing an alternative line for making outgoing calls. Enabling Link at CO causes the system to apply the restrictions on outgoing calls to the digits dialed after the Link signal. As well, the call on the alternative line is subject to all restrictions. Disabling Link at CO prevents a Link signal from resetting the BCM restrictions in cases where the host exchange does not provide an alternative line. |
| Link time | Loop (analog only) time | Link at CO is enabled. The duration of the on-hook signal sent when the user activates the Link feature. |
| Dial tone (detect delay) | Loop (analog only) Detect | This field tells the system to either detect a dial tone before sending the dial string, or to wait a period of time and then send the dial string. |

Lines – Preferences Tab

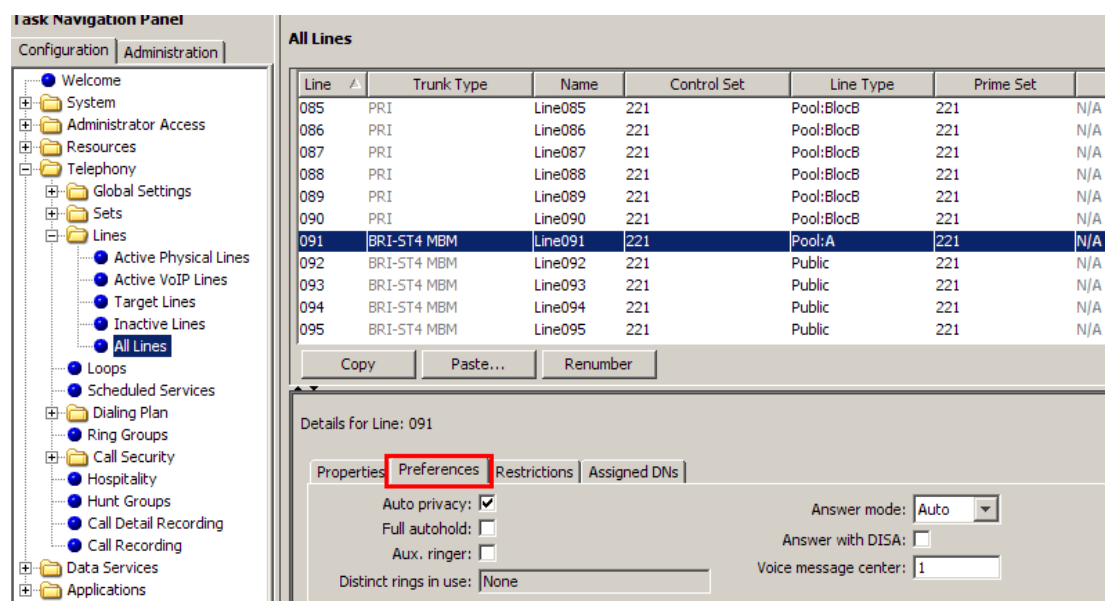
The following example shows the options available for a PRI line:

The screenshot displays the 'Active Physical Lines' configuration interface. On the left is a 'Task Navigation Panel' with a tree view containing categories like System, Resources, Telephony, Global Settings, Sets, Lines, and Applications. The 'Lines' category is expanded, showing sub-items like Active Physical Lines, Active VoIP Lines, Target Lines, Inactive Lines, All Lines, Loops, and Scheduled Services. The main area shows a table of active physical lines:

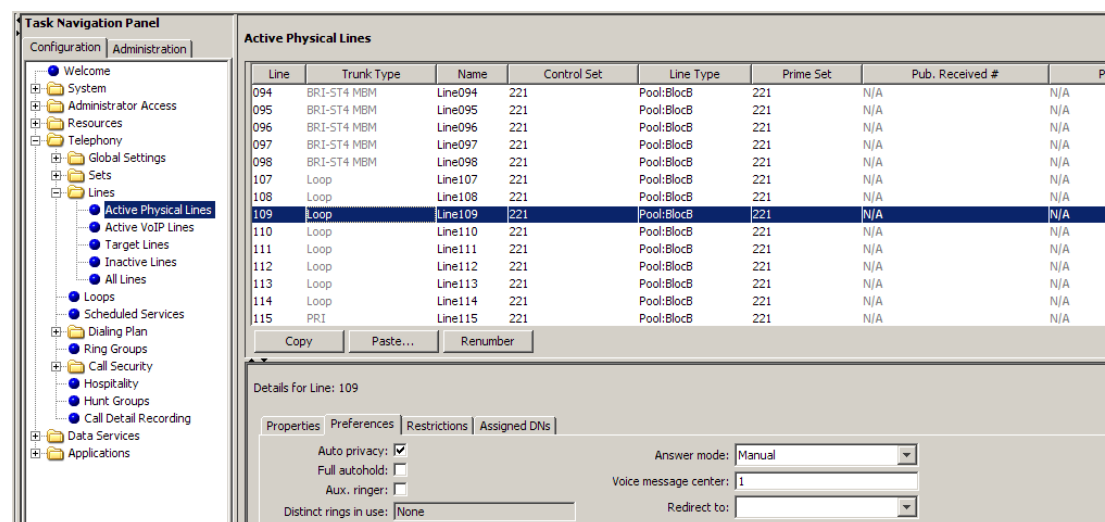
| Line | Trunk Type | Name | Control Set | Line Type | Prime Set | Pub. Received # | Pri |
|------|-------------|---------|-------------|------------|-----------|-----------------|-----|
| 085 | PRI | Line085 | 221 | Pool:BlocC | 221 | N/A | N/A |
| 086 | PRI | Line086 | 221 | Pool:BlocC | 221 | N/A | N/A |
| 087 | PRI | Line087 | 221 | Pool:BlocC | 221 | N/A | N/A |
| 088 | PRI | Line088 | 221 | Pool:BlocC | 221 | N/A | N/A |
| 089 | PRI | Line089 | 221 | Pool:BlocC | 221 | N/A | N/A |
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| 091 | BRI-ST4 MBM | Line091 | 221 | Pool:BlocB | 221 | N/A | N/A |
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| 097 | BRI-ST4 MBM | Line097 | 221 | Pool:BlocB | 221 | N/A | N/A |
| 098 | BRI-ST4 MBM | Line098 | 221 | Pool:BlocB | 221 | N/A | N/A |

Below the table are buttons for 'Copy', 'Paste...', and 'Renumber'. At the bottom, the 'Details for Line: 089' section is visible, with a 'Restrictions' tab selected, showing 'Distinct rings in use: None'.

The following example shows the options available for a BRI line:



The following example shows the options available for an analogue line



| Attribute | Value | Description |
|---|--|---|
| Legend: Loop = analog/digital loop; GS = ground start; DID = DID; E&M = E&M; BRI = BRI; DPNSS = DPNSS; VoIP = VoIP; TL = Target and DASS2. Note: PRI fields are all included under the main screen | | |
| Auto privacy | Loop GS DID E&M BRI VoIP <check box> | Define whether one BCM user can select a line in use at another telephone to join an existing call. |
| Full autohold | Loop BRI DPNSS VoIP <check box> | Enables or disables Full autohold. When enabled, if a caller selects an idle line but does not dial any digits, that line is automatically placed on hold if you then select another line. Full autohold is always in place for T1 E&M trunks because it has no meaning for incoming-only T1 DID trunks. The default setting should be changed only if Full autohold is required for a specific application. |

| Attribute | Value | Description |
|-----------------------|---|--|
| Aux. ringer | Loop GS DID E&M BRI DPNSS VoIP TL <check box> | Turn the auxiliary ringer on or off for all telephones using this line. When programmed on a line, the auxiliary ringer will ring every time a call is received. Note: When programmed only on a telephone, no ring occurs for a transferred call. An auxiliary ringer can also be programmed in Services to ring for a line placed into a scheduled Ringing service. |
| ANI Number | DID E&M <check box> | Define whether the telephone number of the caller will be shown for this line. For T1 E&M and T1 DID trunks connected to a DTM, this setting only appears if Signaling is set to WinkStart. The central office must deliver ANI/DNIS in DTMF mode. No additional equipment is required. |
| DNIS Number | E&M <check box> | Defines whether the digits dialed by an external caller on this Line will be shown. For T1 E&M trunks connected to a DTM, this setting only appears if Signaling is set to WinkStart and Answer mode is set to Manual. |
| Distinct Rings in use | <read-only> | Indicates if a special ring has been assigned. |
| Answer mode | Loop GS E&M BRI DPNSS Manual Auto | Define whether a trunk is manual or automatic answer. Auto answer mode allows the trunk to be a shared resource by the system telephones. This shared resource is created through routing to target lines or using DISA. For auto answer trunks being used to allow remote call-in from system users, the trunk can be configured to answer with a straight dial tone, if DISA has not been enabled. It can also be configured to answer with a stuttered dial tone if DISA is enabled and the caller is expected to enter a CoS password. The CoS password defines which system features the caller is permitted to access. Manual answer trunks are assigned to one or more telephones. The assigned telephones exclusively own the line. Note: You require Disconnect supervision on the line if loop start trunks are to operate in auto-answer mode. |
| Answer with DISA | Loop GS E&M BRI <check box> | Define whether the system prompts a caller for a six-digit class of service (CoS) password. This setting appears for T1 loop start, T1 E&M lines that have auto-answer mode, and analog trunks. Set this option to No for T1 E&M lines on a private network that have auto-answer mode. |
| If busy | TL To Prime Busy Tone | Define whether a caller receives a busy tone or the call forwards to the prime telephone when the target line is busy. Busy tone only works for PRI trunks. Tips: The duration of an open switch interval (OSI) before BCM disconnects a call is programmed by the Disconnect timer setting. |
| Voice Message Center | Loop GS DID E&M BRI DPNSS VoIP TL Center 1 - Center 5 | If this line connects to a remote voicemail, either through the private network or at the Central Office, indicate which Center number has been configured with the contact number. The system calls that number to check voicemail messages when a message indicator is presented to a telephone. |
| Redirect to | Loop GS DID E&M <dial string> | Enter a dial string (including destination code) to redirect the line to an external telephone, such as a call attendant on another system. If you want to stop redirection, you need to delete the dial string and allow the record to update. Warning: If the dial string is set up, the line will immediately be redirected out of the system not ringing any telephone. |

| Attribute | Value | Description |
|--|-------|-------------|
| Warning: Enable modules. If you disabled any trunk media bay modules prior to performing programming, enable them now to ensure your system will function properly. | | |

Target Lines (DID)

Target Lines DID (Direct Inward Dial) lines are assigned directly to telephones and support a range of Public DN's as a line assignment. Each line is mapped directly to a telephone or group. They cannot be used for outgoing calls.

The following example shows the options available for a Target Line:

| Line | Trunk Type | Name | Control Set | Line Type | Prime Set | Pub. Received # | Pri |
|------|-------------|---------|-------------|-----------|-----------|-----------------|-----|
| 361 | Target line | Line361 | 221 | Public | 221 | 670221 | 221 |
| 362 | Target line | Line362 | 221 | Public | 221 | 670222 | 222 |
| 363 | Target line | Line363 | 221 | Public | 221 | 670223 | 223 |
| 364 | Target line | Line364 | 221 | Public | 221 | 670224 | 224 |
| 365 | Target line | Line365 | 221 | Public | 221 | 670225 | 225 |
| 366 | Target line | Line366 | 221 | Public | 221 | 670226 | 226 |
| 367 | Target line | Line367 | 221 | Public | 221 | 670227 | 227 |
| 368 | Target line | Line368 | 221 | Public | 221 | 670228 | 228 |
| 369 | Target line | Line369 | 221 | Public | 221 | 670229 | 229 |
| 370 | Target line | skiset | 221 | Public | 221 | 670230 | 230 |
| 371 | Target line | Line371 | 221 | Public | 221 | 231 | 231 |
| 372 | Target line | Line372 | 221 | Public | 221 | 232 | 232 |
| 373 | Target line | Line373 | 221 | Public | 221 | 233 | 233 |
| 374 | Target line | Line374 | 221 | Public | 221 | 234 | 234 |

Target Lines - Public Received Number

Note: When configuring Target Lines the Received numbers should be set. These are the digits sent from the exchange (Public) or from other switches (Private) if the BCM is in a network.

To enter a received number for a Target Line:

1. Open the **Telephony** folder then open the **Lines** folder and select **Target Lines**.
2. Double click on the **Public/Private Received number** field as required and enter the received number for the line.

| Line | Trunk Type | Name | Control Set | Line Type | Prime Set | Pub. Received # | Pri |
|------|-------------|---------|-------------|-----------|-----------|-----------------|-----|
| 361 | Target line | Line361 | 221 | Public | 221 | 670221 | 221 |
| 362 | Target line | Line362 | 221 | Public | 221 | 670222 | 222 |
| 363 | Target line | Line363 | 221 | Public | 221 | 670223 | 223 |
| 364 | Target line | Line364 | 221 | Public | 221 | 670224 | 224 |
| 365 | Target line | Line365 | 221 | Public | 221 | 670225 | 225 |
| 366 | Target line | Line366 | 221 | Public | 221 | 670226 | 226 |
| 367 | Target line | Line367 | 221 | Public | 221 | 670227 | 227 |
| 368 | Target line | Line368 | 221 | Public | 221 | 670228 | 228 |
| 369 | Target line | Line369 | 221 | Public | 221 | 670229 | 229 |
| 370 | Target line | skiset | 221 | Public | 221 | 670230 | 230 |
| 371 | Target line | Line371 | 221 | Public | 221 | 231 | 231 |
| 372 | Target line | Line372 | 221 | Public | 221 | 232 | 232 |
| 373 | Target line | Line373 | 221 | Public | 221 | 233 | 233 |
| 374 | Target line | Line374 | 221 | Public | 221 | 234 | 234 |

- The received number will then be displayed for the line.

| Line | Trunk Type | Name | Control Set | Line Type | Prime Set | Pub. Received # | Pri |
|------|-------------|---------|-------------|-----------|-----------|-----------------|-----|
| 361 | Target line | Line361 | 221 | Public | 221 | 670221 | 221 |
| 362 | Target line | Line362 | 221 | Public | 221 | 670222 | 222 |
| 363 | Target line | Line363 | 221 | Public | 221 | 670223 | 223 |
| 364 | Target line | Line364 | 221 | Public | 221 | 670224 | 224 |
| 365 | Target line | Line365 | 221 | Public | 221 | 670225 | 225 |
| 366 | Target line | Line366 | 221 | Public | 221 | 670226 | 226 |
| 367 | Target line | Line367 | 221 | Public | 221 | 670227 | 227 |
| 368 | Target line | Line368 | 221 | Public | 221 | 670228 | 228 |
| 369 | Target line | Line369 | 221 | Public | 221 | 670229 | 229 |
| 370 | Target line | skiset | 221 | Public | 221 | 670230 | 230 |
| 371 | Target line | Line371 | 221 | Public | 221 | | 231 |
| 372 | Target line | Line372 | 221 | Public | 221 | 232 | 232 |
| 373 | Target line | Line373 | 221 | Public | 221 | 233 | 233 |
| 374 | Target line | Line374 | 221 | Public | 221 | 234 | 234 |

Configuring BRI Loops

Use the following procedure to configure the BRI loop type, i.e. S or T.

- Open **Telephony**, then click on **Loops**.
- Select the **Loop** to configure.
- Select the **Type** from the option box provided.

| Loop | Type | Protocol | Sampling | ONM Blocking |
|------|------|----------|----------|--------------|
| 301 | | Euro | N/A | Service code |
| 302 | | Euro | N/A | Service code |
| 501 | T | Euro | N/A | Service code |
| 502 | S | Euro | Adaptive | N/A |
| 503 | T | Euro | N/A | Service code |
| 504 | S | Euro | Adaptive | N/A |

Details for Loop: 501

Settings: D-Packet Service

Clock source: Secondary external

Protocol type: S-T user

Overlap receiving:

- Configure the loop accordingly.

Loop Settings

| Attribute | Value | Description |
|---|--|--|
| Loop | <X01-X04> | Each BRI module supports four loops (eight lines for T-loop programming). The BCM50b models support 2 on board loops. |
| Type | T S | This setting defines whether the loop supports trunks (T-loop) or device connections (S-loop). Note: This variable may be different for different market profiles. |
| Protocol | Euro QSIG NI-2 | Select the appropriate ISDN protocol. The values displayed depend on both the market profile and software keycodes. Euro - ETSI ISDN standard QSIG - also an ETSI standard. Only appears if the ETSI QSIG keycode is loaded. NI-2 |
| Sampling (S-loops only) | Adaptive Fixed N/A | Select a sampling rate for the S-loop. Fixed: two or more S-interface devices use the loop, and the length of the loop is less than 200 m (650 ft.). Adaptive: two or more S-interface devices use the loop, and the length of the loop is greater than 200 m (650 ft.). If one device is using the loop, the length of the loop can be a maximum of 1000 m (3230 ft) |
| ONN blocking (T-Loops only) | Suppression bit Service code N/A | Set the Outgoing Name and Number (ONN) Blocking. When you activate ONN, a user can press FEATURE 819 to block the outgoing name and number on a per call basis. Programming note: Ensure that all telephones that have this feature available are assigned valid OLI numbers. Suppression bit: the system flags the call to the Central Office (CO) so that the name and number is not sent to the person you call. Service code: VSC digits are dialled out before the called number to activate ONN at the central office. These codes are supplied by your service provider for the lines. |
| Clock source (T Loops only) | Primary External Secondary External Internal | Primary External - uses clock from PSTN Secondary External - used if system has more than one Loop Internal - uses clock on BCM |
| Protocol Type (T-Loops only) | S-T user T-T user | When set to S-T user, the BRI connection to the public network is treated like a line which appears on a set and is the termination end point for the call (Key system model). When set to T-T user, the BRI connection to the public network is treated like a trunk, which allows tandems to other switches without first answering the call (PBX model). |
| Overlap: receiving (T-Loops only) | <check box> | Supports target lines in markets which use Overlap receiving signalling on the BRI trunks. Overlap receiving must be configured for each BRI loop. |
| SPID Digits (T-Loops only) | <digits> | NA only. Supplied by your service provider. System running with North American country profiles support additional BRI services offered by ISDN service providers and defined by network service profile identifiers (SPID). The SPID allows you to enter a network connection that provides a path for voice or data services. |
| SPID: Number of B-Channels (T-Loops only) | 1 2 | NA BRI loops can support two B-channels. The SPID may be the same or different for the channels. |
| Enable D-Packet Service (T-Loops only) | <check box> | This panel enables you to configure D-Packet Service to T-loops. You must have both T-loops and S-loops configured on the same module to allow this feature. Enable this service, only if you are installing devices that require this type of service. |
| Associated loop (T-Loops only) | <X01-X04> | Shows the associated S-Loop. |
| TEI | <digits> | These entries identify up to eight terminal identifiers for the devices assigned to the S-loops. Your BRI service provider supplies these numbers, if they are required. |

Call Routing

Call Routing decides what path an outgoing call takes using the digits that are dialed. It is sometimes called Automatic Route Selection (ARS).

When you select an internal line and dial, the system checks the numbers you enter against the routing tables. If the number you dial starts with a destination code, the system uses the line pool and dials out digits specified by the route assigned to that destination code, and then dials the rest of the number that you dialed.

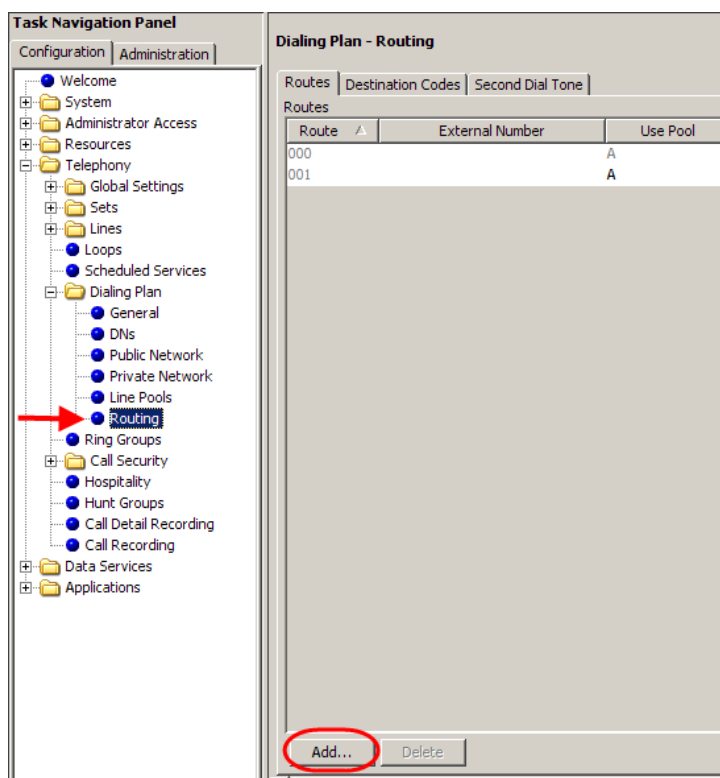
Routing service replaces a number of manual tasks, including:

- entering a line pool code
- dialing an access code for a long distance carrier
- deciding which line pool to use according to the time and day

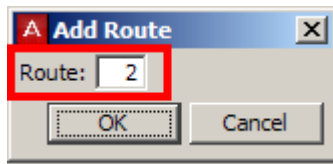
The following example shows how to build a route to a remote office site. The objective is to access any DN (extension) at the remote site, by dialing a minimum of digits.

The remote site has a 4-digit DN/DDI length, and the start DN is 2000. The main telephone number for the remote site is 0161 235 2000. Using the following example it will be possible to dial any DN at the remote site by dialing 82xxx, where xxx is any DN/DDI number.

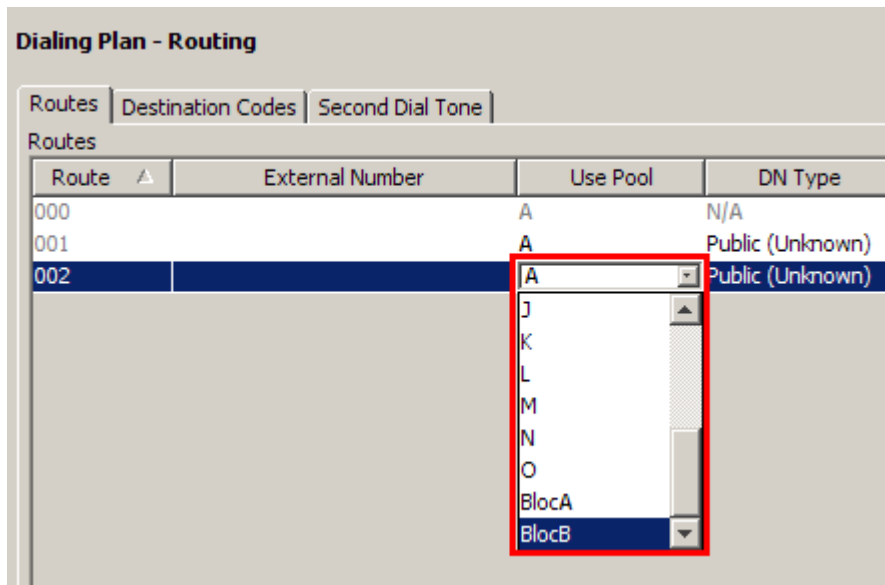
1. From the **Configuration** tab select **Telephony**, and then **Dialing Plan**. Click on **Routing**.



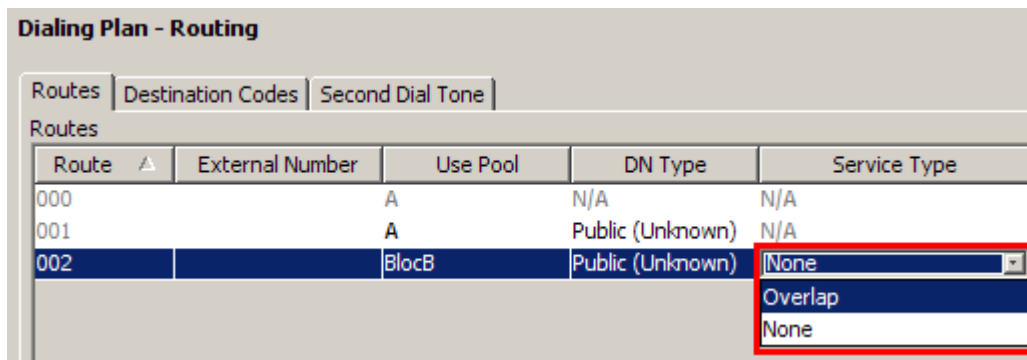
- Click on **Add**. Enter up to three digits for the routing code (001-999) and click **OK**.



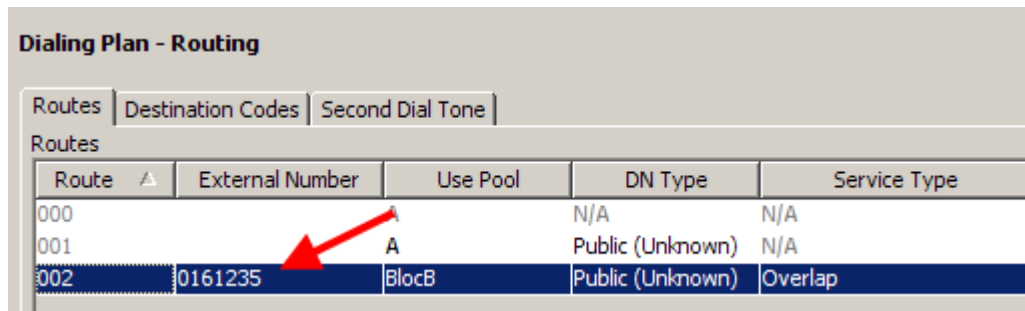
- Click on the route you have just created. Select a pool to use in **Use Pool** drop down, e.g. **BlocB**.



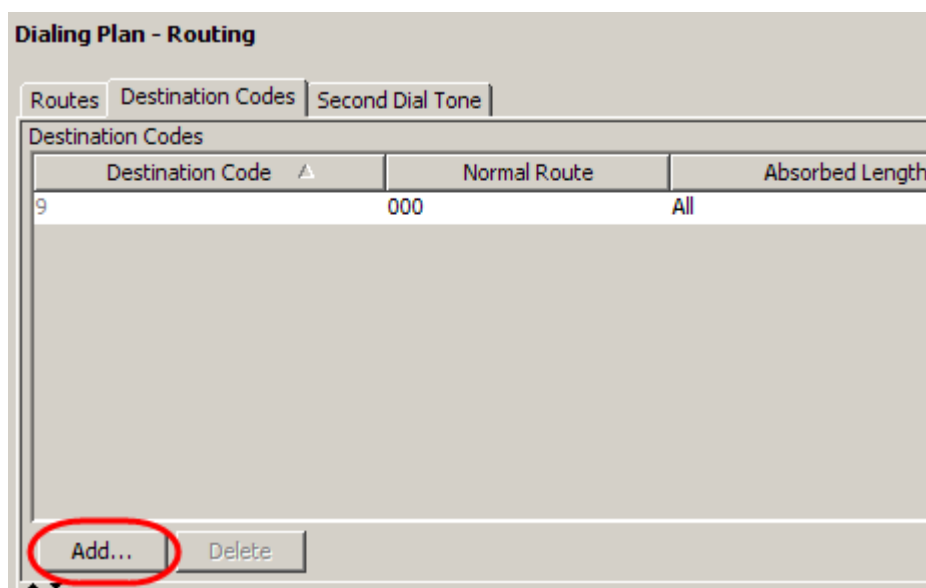
- Select the Service Type option and set the **Service Type** as required.



5. For this example we will have to enter part of the desired number string in the **External number field** so that it is passed on to the exchange

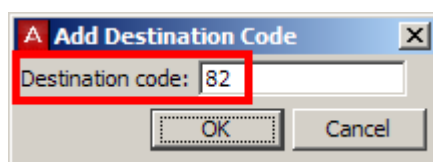


6. Click on the **Destination Codes** tab and click on **Add**.

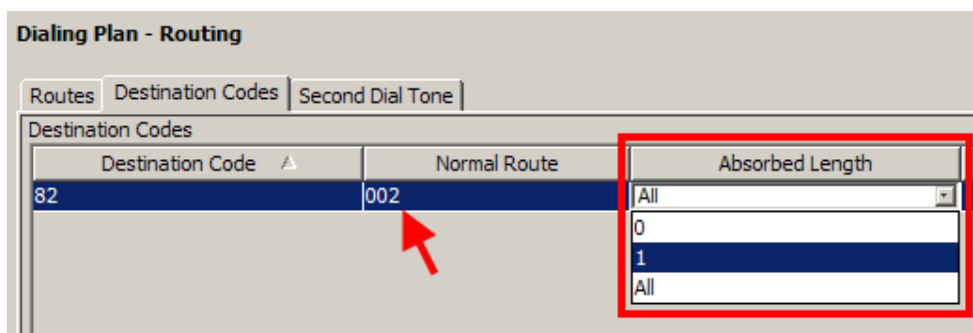


Note: Destination code 9 is automatically assigned against route 000. To use destination code 9 against another route e.g. 001, it may be necessary to delete destination code 9, add it again, and then assign route 001.

7. In this example we shall use destination code **82**. Click **OK**.



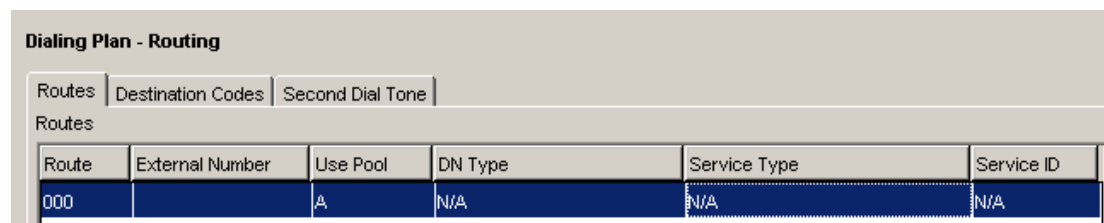
- Select the destination code you have just created (e.g. 82) and click on a Normal Route field for the destination code you have created. Type in the route to use (e.g. 002), and state how many digits of the destination code to absorb.



- In this example we only want to absorb 1 digit, i.e. 8 so that the 2 can be passed with the other digits in the External Number field. Therefore, entering 82013 on a handset results in 0161 235 2013 being dialed.

Note: The destination codes must not conflict with the following: park prefix, external code, direct dial digit, Auto DN, DISA DN, Private access code, line pool codes, telephone DN, hunt group DN, target line received digits, other routing codes

Routing Definitions – Routes Tab



| Attribute | Value | Description |
|-----------------|--|---|
| Route | <001-999> | This number is unique to each route. |
| External Number | <a maximum of 24 digits> | Enter the external or dial-out number for the route you want the assigned telephone to use. The external number is a digit or group of digits that get inserted in front of your dialled digits. If all the required numbers are defined in the destination code/dial string, this box can be left empty. Optional dial string entries: P = 1.5 second pause (counts as one digit in the dialling string) (F78 telset) DT = wait for dial tone (counts as two digits in the dialling string) (F804 telset) |
| Use Pool | Pool A to Pool O or BlocA to BlocF | Select a line pool for the route. |
| DN Type | Public Private Local (Subscriber) | This setting tells the system what type of line protocol the route uses to process the dial string. MCDN private networks: Local, National and Special are special designators used to route calls from Meridian 1 systems, through BCM |

| Attribute | Value | Description |
|-------------------|---|---|
| | National Special (International) | systems, out to the public network. The codes for these settings are defined under Telephony > Dialling plan > General > Private Networks tab. When the BCM receives outgoing calls from the Meridian 1, it recognizes the call type and appends the appropriate access code to the Meridian dial string. This code then matches to a route that uses the same DN type, passing the call along, either to another node (the route would have the same DN type) or to the public network (the route would have a Public DN type), depending on the routing information. |
| Service Type | Overlap None | Displays for PRI lines. Overlap can result send dial tome to the user. |
| Service ID | <digits> | If you choose a service, type in the identification number for the service. |
| Note: | Outgoing call display: If you have the trunks set up to send called number information, and the DN type is set to anything, except Private, the system sends the Public OLI number you specified under line programming. If the DN type is set to Private, the system sends the Private OLI number. (Line Access tab). | |
| Actions: | | |
| Add | Under the routes table, click Add. Enter a route number in the dialog box. Click OK to save the new route. | |
| Delete | On the routes table, select the route you want to delete. In the Routes panel, click Delete. Click OK. | |
| Modifying routes: | Warning: Modifying some route settings may result in dropped calls. Ensure that you modify the destination codes Absorbed Length setting, if required, if you add or change the External Number entry. Changing the Use Pool or DN Types/Service Types values will result in dropped calls if the lines in the line pool do not support the DN/Service Type selected. On the routes table, select the route you want to change. Click the field you want to change for that route and enter the new value. Press Tab on your keyboard to save the change. | |

Routing Definitions – Destination Codes Tab

Dialing Plan - Routing

Routes Destination Codes Second Dial Tone

Destination Codes

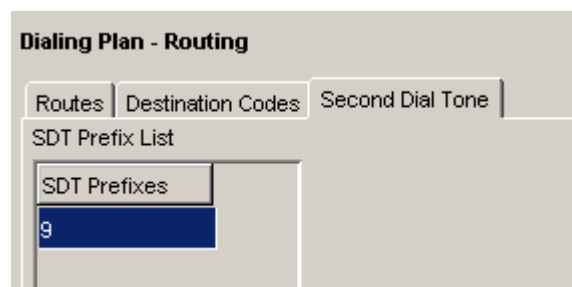
| Destination Code | Normal Route | Absorbed Length | Wild Card: 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
|------------------|--------------|-----------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 7 | 000 | 0 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 82 | 001 | 1 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9 | 001 | All | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Add... Delete

| Attribute | Value | Description |
|------------------|---------------------------------|--|
| Destination Code | <max. 12 digits> | This number precedes a telephone number to tell the system where the call needs to be routed. An A in the destination code represents an, <i>any</i> character designation. The A code is a wildcard. |
| Normal Route | <configured route #> | This is the route that the system will use when the destination code is added to the dial string. |
| Absorbed Length | All, None, 1-X | This indicates how much of the destination code gets removed before the system sends the dial string to the network. |
| Wild Card 0 - 9 | Included, Excluded, Unavailable | If you enter the wild card character A at the end of a destination code, then the following applies: Included: This number can be dialled as part of the destination code. Excluded: This number will not be accepted as part of a destination code string because it is already used in the system. |

| Attribute | Value | Description |
|----------------|-------|---|
| | | Unavailable: This number is already defined in another destination code and cannot be used. |
| Actions | | |
| Add | | Under the Destination Codes table, click Add. Enter the new destination code. Click OK to save the route settings. On the Destination Codes table, select the fields beside the route you just created, and modify them, as required. Test the route. |
| Delete | | On the Destination Codes table, select the destination code you want to delete. In the Destination Codes pane, click Delete. Click OK. |

Routing Definitions – Second Dial Tone Tab (PRI Lines)



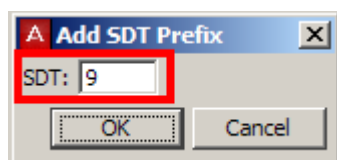
This feature provides dial tone for outgoing calls on any PRI line, based on the digits dialed. Digits dialed must match an entry in the second dial tone table to enable a second dial tone. Dial tone occurs on the line until another digit is dialed, a timeout occurs, or the user hangs up.

Up to 10 separate entries can be stored in the second dial tone table. The maximum digit length for each entry is four.

Each entry must be unique and cannot conflict with:

- Internal DN's
- Hunt Group DN's
- DISA DN's
- Auto DN's
- Target Line DN's

1. To set a dial tone for a line/trunk (or lines/trunks) using certain dialled digits, click on the **Add** button at the bottom of the Second Dial Tone tab, and enter the digits to generate a dial for. Click **OK** to submit.



Configuring Overflow Routing

If all the lines used by a route specified by a destination code are busy when a call is made, you can program other routes that the system automatically moves the calls to or you can allow the call to overflow directly to the Normal route schedule (usually the most expensive route). However, this only takes effect if an active schedule is applied to the line. Overflow routing is not available in Normal mode.

You must create overflow routes for each destination code for which you want to allow overflow routing.

To set up the overflow feature:

1. The first thing to do is ensure that the settings for your chosen Schedules are correct. Remember that the Normal schedule is used only if no other schedules apply. It may be necessary create and rename a schedule to something more meaningful, for example Day. To do this, in Element Manager open the **Telephony** folder and **Scheduled Services**, and double click the schedule you wish to rename (in the screenshot, schedule 4 has been called Day).

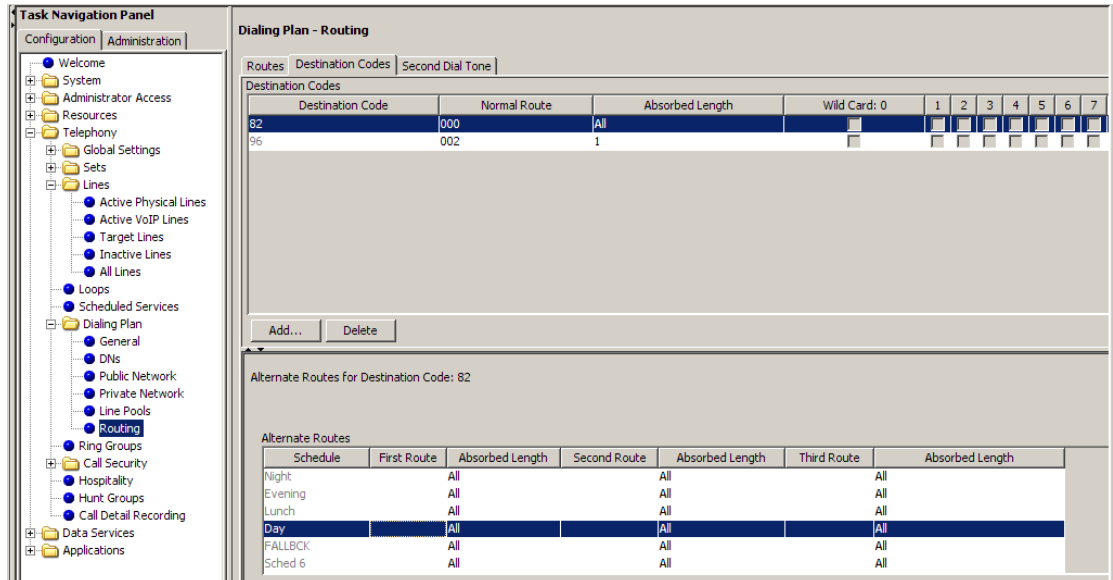
The screenshot shows the Element Manager interface with the 'Task Navigation Panel' on the left and the 'Scheduled Services' configuration area on the right. The 'Task Navigation Panel' has a tree view with 'Scheduled Services' selected. The 'Scheduled Services' area shows a list of schedules: 'Day', 'Evening', 'Lunch', 'Night', 'Sched 5', and 'Sched 6'. The 'Day' schedule is selected, and its details are shown in the 'Details for Schedule: Day' section. A table titled 'Schedule Times' shows the start and stop times for each day of the week. The 'Services' section at the bottom shows a table with columns for 'Schedule', 'Routing Svc', 'Overflow', and 'Ringing Svc'.

| Day | Start Time | Stop Time |
|----------|------------|-----------|
| Friday | 00:00 | 23:59 |
| Monday | 00:00 | 23:59 |
| Saturday | 00:00 | 00:00 |
| Sunday | 00:00 | 00:00 |
| Thursday | 00:00 | 23:59 |
| Tuesday | 00:00 | 23:59 |

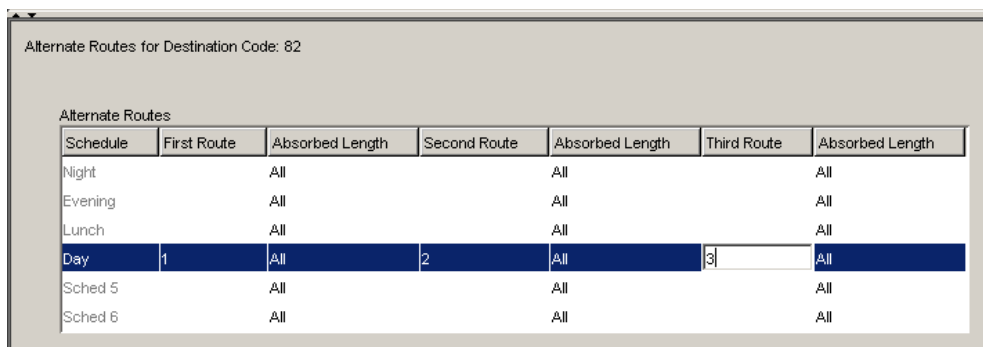
| Schedule | Routing Svc | Overflow | Ringing Svc |
|----------|-------------|--------------------------|-------------|
| Day | Off | <input type="checkbox"/> | Manual |
| Evening | Off | <input type="checkbox"/> | Manual |
| Lunch | Off | <input type="checkbox"/> | Manual |

2. Now you will need to alter the times relating to that schedule. Still in **Scheduled Services**, select and enter the Schedule times for each of the corresponding days, i.e. Monday, Tuesday, and so on. If the service is to apply over a 24-hour period, then choose 0100 for both the start and the finish times.

- Now that the schedules have been set, it's time to set the overflow routes for that schedule. Open the **Dialing Plan** folder, then select the **Destination Codes** tab and select a schedule other than Normal (in the example below, Schedule 4 has been renamed to **Day**). The list for preferred routes will also be selected.

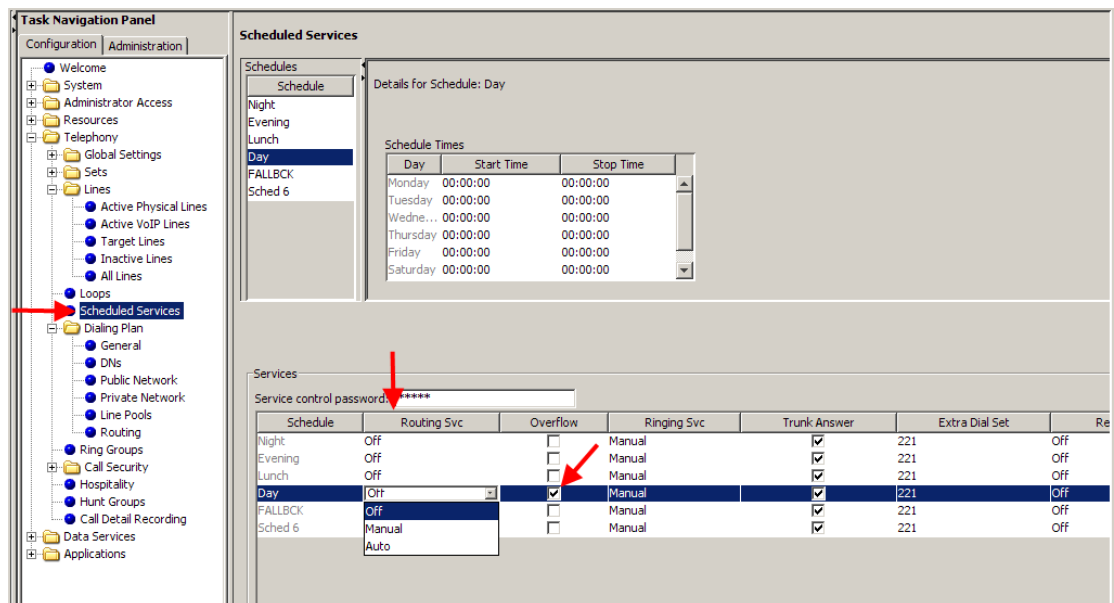


- In the **First Route** field enter the route number for the preferred route for the call. Choose the absorb length for the first route that is appropriate for the dial out numbers you entered for the route.



- Repeat for **Second Route** and **Third Route** fields; second being the preferential route to third.
- Assign an overflow route, usually the most expensive route, to the same Destination Code, but for the Normal schedule.

- Open the **Telephony** folder and select **Scheduled services**, <preferred route schedule>, choose **auto** for **Service Setting**, and tick the **Overflow** box.



- Set the Routing Svc field to **Auto** to ensure that this service adheres to the times set previously.

Configuring PRI Pool Access, Routes and Destination Codes

Access to a PRI line pool must be done by assigning a Destination Code and associated Route. An overview of this configuration would be:

- PRI lines can be assigned to pools BlocA to BlocF (VoIP trunks will use one of those Bloc's).
- You assign the PRI line pool to a route (e.g. Route 001).
- You then assign the Route to a Destination Code (e.g. 9).

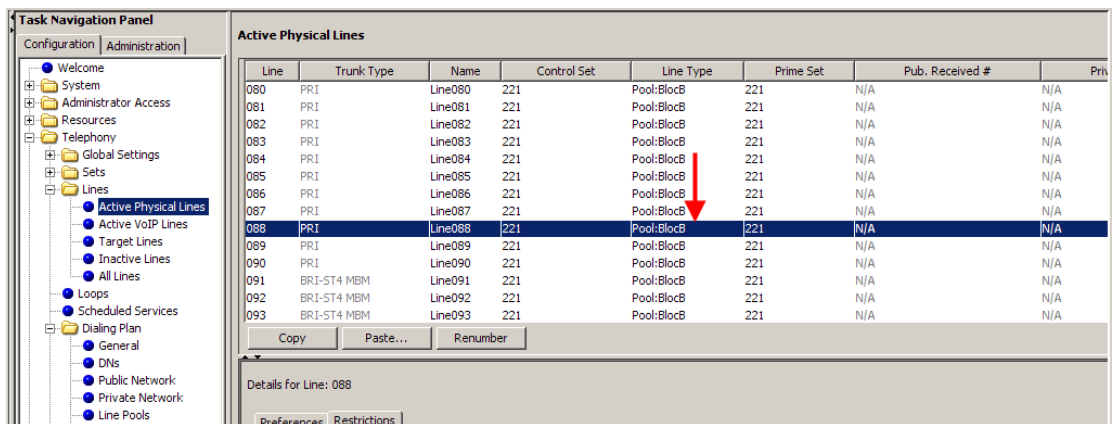
Thus in this example, digit 9 can be dialled to access the PRI line pool.

All lines in a PRI module must reside on the same line pool. However, lines from more than one PRI module can belong in the same line pool.

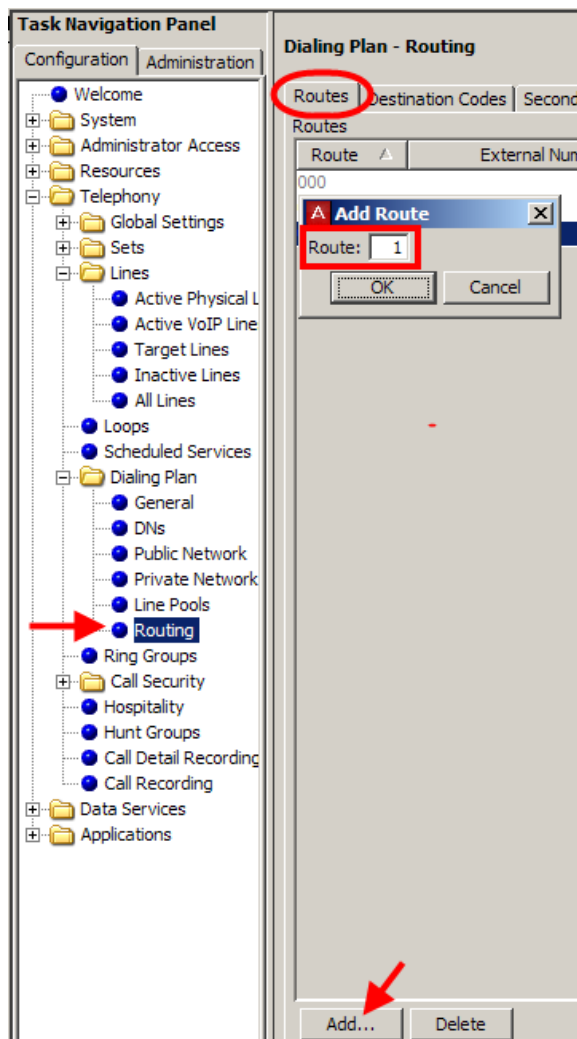
Ensure that the required Destination Code does not conflict with any other access code etc.

- Open the **Telephony** folder, followed by the **Lines** folder, select **Active Physical Lines**, and then **Enabled Physical Lines**.

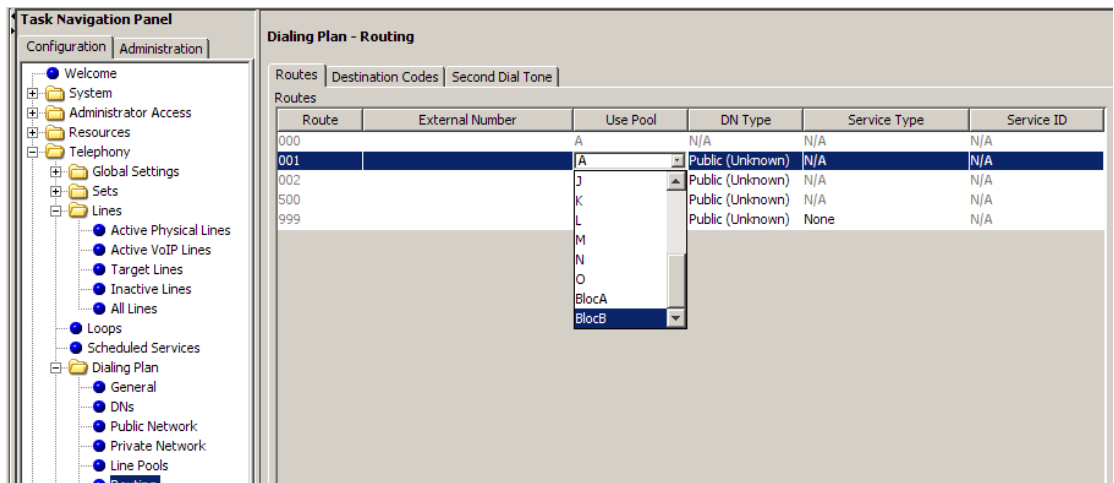
2. Select a line on a PRI module. Open a line and from the **Line Type** options, select a PRI line pool. All other lines attached to the same PRI module will automatically be added to the same PRI pool.



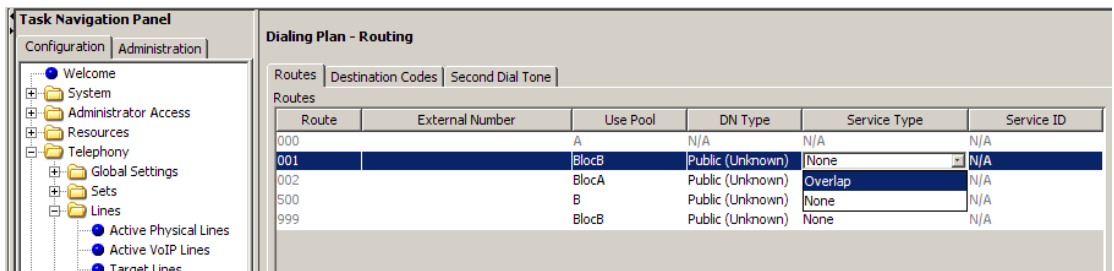
3. Next, the PRI pool should be assigned to a route. Open the **Dialing Plan** folder, click on **Routing** and select the **Routes** tab.
4. Select **Add** and enter a route number. Click **OK**.



5. Select the route you have just created, and ensure that it uses the required line pool. In this example BlocB has been selected.

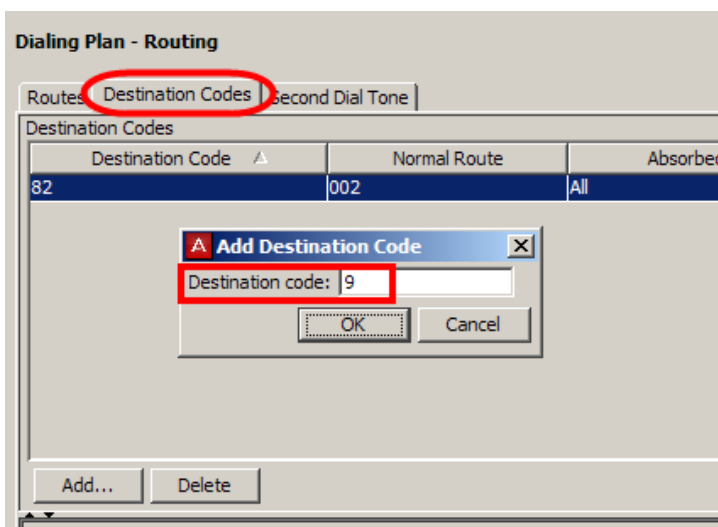


6. Set the **Service Type** to **Overlap**. This will give dial tone when accessing the route (applicable in some regions).

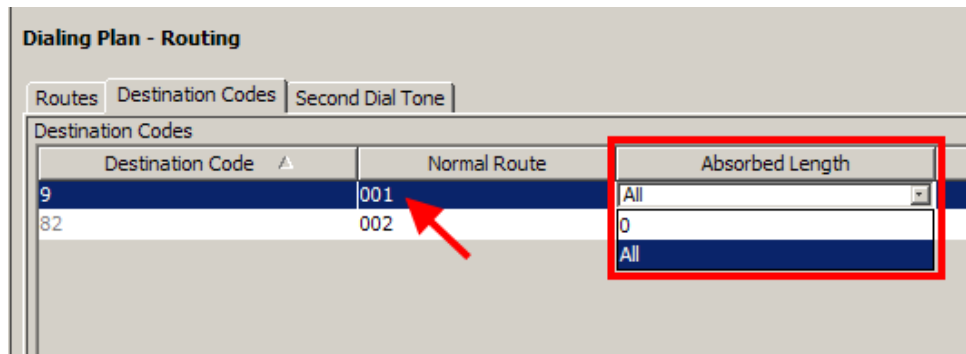


7. Select the **Destination Code** tab. Select **Add** and enter the required Destination Code. Click **OK**.

Note: Route 000 which cannot be changed from using Pool A. Create another route e.g. 001, and apply this to Destination Code 9.



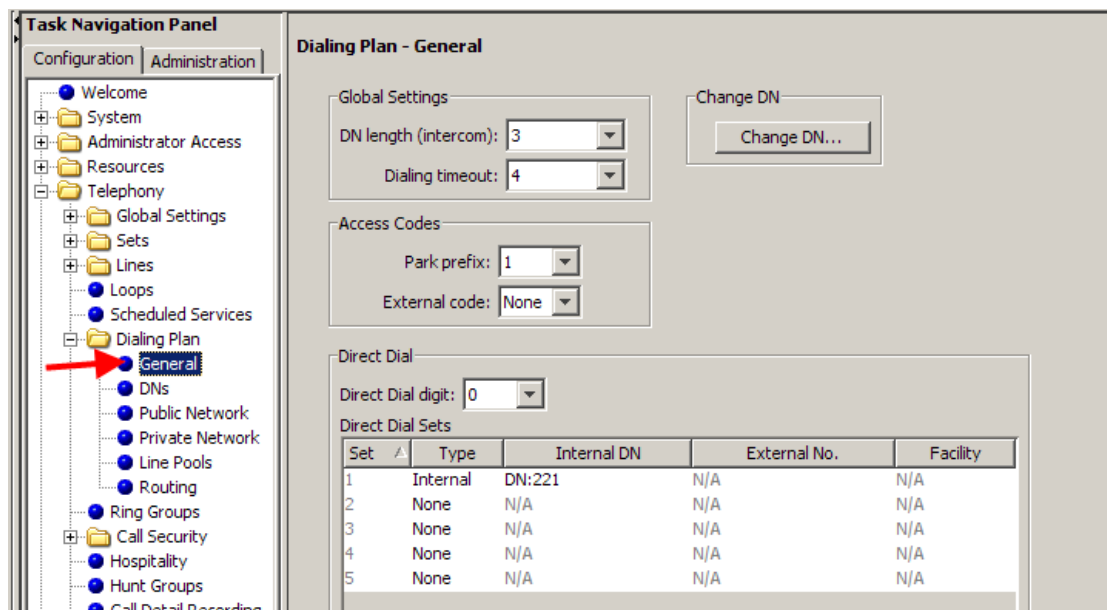
8. Select the **Destination Codes** tab and set the required **Normal Route** (in this example route 1) and **Absorb** length to all.



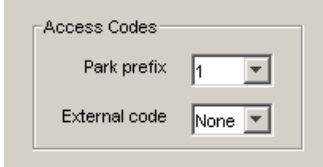
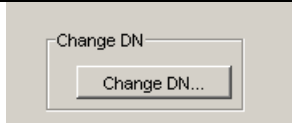
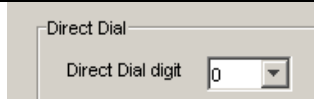
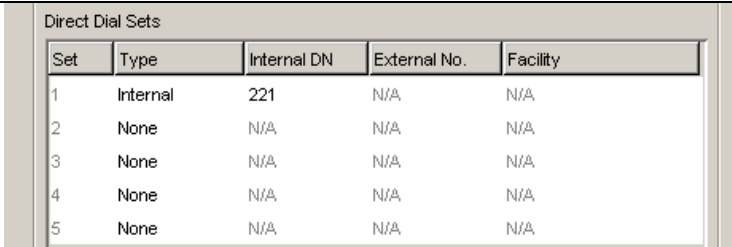
Note: For an extension to use the PRI route, the PRI pool (e.g. Blocb) must be assigned under Line Pool Access for that extension.

Dialling Plan – General Settings

The settings defined under the Dialing Plans General link determine various common settings that affect, or that are affected by, number planning.



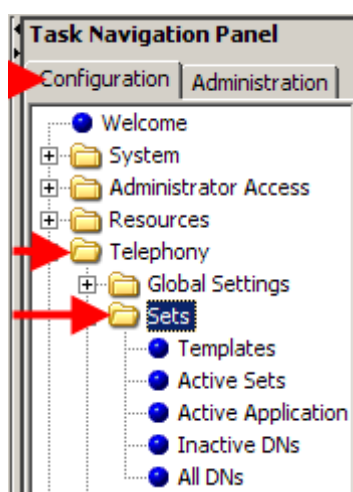
| Attribute | Value | Description |
|------------------------|--------------------|--|
| Global Settings | | |
| | | |
| DN length (intercom) | (2 to 7) Undefined | This is the length of the locally-dialled telephones. This field is set when the system is first configured. |

| Attribute | Value | Description |
|--|------------------------------|--|
| | | Warning: If this system is part of a private network, ensure that this value is compatible with the network requirements. This value is mirrored in the Private Received Number Length field for target lines. Note: If the DN length is changed, it will cause VM/CC to be defaulted in order to work properly. |
| Dialing timeout | 3, 4, 5, 8, 10, 15 | This is the maximum time allowed between user dialpad entries, before the system considers the dialstring complete. Default = 4. |
| Access Codes | | |
|  | | |
| Park prefix | None <one-digit number> | The Park prefix is the first digit of the call park retrieval code that a user enters to retrieve a parked call. If the Park prefix is set to None, calls cannot be parked. SWCA note: If this field is set to None , the system-wide call appearance (SWCA) feature will not work. |
| External code | None <one-digit number> | The External code setting allows you to assign the external line access code for 7100 and 7000 digital phones and analog telephones attached to ATA 2s or to analog modules to access external lines. Note: Model 7000 phones are supported in Europe only. When the caller picks up the handset, the system tone sounds. The caller then enters this number to access an external line. Note: This number is overridden by line pool or starting with the same digit(s). |
| Change DN | | |
|  | | |
| Change DN | <button> | Click to re-identify a DN. Note: This method is faster than re-identifying the DN's under Configuration > Telephony > Dialling Plan > DN's. |
| Direct Dial | | |
|  | | |
| Direct Dial digit | None <one-digit number> | The Direct dial digit setting allows you to specify a single system-wide digit to call a direct dial telephone. |
| Define Direct Dial Sets | | |
|  | | |
| Set | <1-5> | This tags the telephone to the system. |
| Type | Internal External None | This is the type of number for the direct-dial set. |
| Internal DN | DN | The DN number of the telephone to be designated as the direct dial set. (Internal sets). |
| External | <external> | The actual phone number, including destination codes, of the direct dial |

| Attribute | Value | Description |
|-----------|---|---|
| No. | dial string> | set (External sets). |
| Facility | Line Pool (A-O) Use prime line Use routing table | The facility to be used to route the call to a direct dial set that you define with an external number. Note: If you choose Use prime line , ensure that prime line is not assigned to the intercom buttons for your telephones. When prime line is assigned as an intercom button, it chooses the first available line pool assigned to the telephone to make a call. If this line pool does not have the correct lines for routing the call, the direct dial call will fail. |

The System DN Headings

The following describes the headings that can be viewed from the **Sets** Folder. To view the contents of this folder select The **Configuration** tab, open the **Telephony** folder followed by the **Sets** folder.



Templates: Templates provide a quick and effective method of configuring large numbers of extensions. After reviewing the **Programming System DN's** section, refer to the **Telephony Templates Guide** for information on using the Templates.

Active Sets: This list displays only the DN's for digital (M-series and T-series telephones) and IP telephones that are actually connected to the system and are activated. Use this list when you want to change a configuration, or to remove a telephone.

Active Application DN's: This list segregates the list of DN's that are used for running applications, such as Voice Mail, Interactive Voice Response (IVR), Contact Center, and Find Me Follow Me. These DN's are assigned within the applications that they apply to. You do not need to do anything to any of these DN's, other than to note they are not available for application to your telephones.

Warning: Changing the settings on these DN's could cause malfunctions in the applications to which they apply.

Inactive DN's: lists all available DN's within the BCM Numbering range, any active DN will not appear in this list.

All DN's: This list displays all possible DN's, regardless of whether a station module is configured to activate them or not. This list begins with the Start DN that was defined when the system was initialized.

Programming System DN's

Note: If programming a large number of DN's with the same settings, you may find it more convenient to use Telephony Templates. Refer to the **Telephony Templates** guide for instructions.

1. To program connected extensions/DN's, open the **Telephony** folder and select **Sets, Active Sets**.

| DN | Model | Name | Port | Pub. OLI | Priv. OLI | Fwd No Answer | Fwd Delay |
|-----|---------------------------|------|------|----------|-----------|---------------|-----------|
| 221 | T7316E | 221 | 1001 | 221 | | | N/A |
| 222 | T7208/M7208 | 222 | 1002 | 222 | 222 | | N/A |
| 230 | T7316/M7310 | Dave | 1010 | 230 | 230 | | N/A |
| 253 | 1140E/2004/2007/2050/221x | 253 | 0165 | 253 | | | N/A |
| 254 | 1210 | 254 | 0173 | 254 | 254 | | N/A |
| 255 | 1110/2001/2033 | 255 | 0166 | 255 | | | N/A |
| 256 | 1140E/2004/2007/2050/221x | 256 | 0174 | 256 | 256 | | N/A |
| 257 | 1140E/2004/2007/2050/221x | 257 | 0167 | 257 | | | N/A |
| 435 | Analog | 435 | 5201 | 435 | | | N/A |
| 436 | Analog | 436 | 5202 | 436 | | | N/A |
| 437 | Analog | 437 | 5203 | 437 | | | N/A |
| 438 | Analog | 438 | 5204 | 438 | | | N/A |

Active Sets - Line Access Tab

| DN | Model | Name | Port | Pub. OLI | Priv. OLI | Fwd No Answer | Fwd Delay |
|-----|---------------------------|------|------|----------|-----------|---------------|-----------|
| 221 | T7316E | 221 | 1001 | 221 | 221 | | N/A |
| 222 | T7208/M7208 | 222 | 1002 | 222 | 222 | | N/A |
| 230 | T7316/M7310 | Dave | 1010 | 230 | 230 | | N/A |
| 253 | 1140E/2004/2007/2050/221x | 253 | 0165 | 253 | | | N/A |
| 254 | 1210 | 254 | 0173 | 254 | 254 | | N/A |
| 255 | 1110/2001/2033 | 255 | 0166 | 255 | | | N/A |
| 256 | 1140E/2004/2007/2050/221x | 256 | 0174 | 256 | 256 | | N/A |
| 257 | 1140E/2004/2007/2050/221x | 257 | 0167 | 257 | | | N/A |
| 435 | Analog | 435 | 5201 | 435 | | | N/A |
| 436 | Analog | 436 | 5202 | 436 | | | N/A |
| 437 | Analog | 437 | 5203 | 437 | | | N/A |
| 438 | Analog | 438 | 5204 | 438 | | | N/A |

The **Line Access** tab displays the below columns.

| Attribute | Value | Description |
|------------------|---|---|
| DN | Numeric | The active extensions on the system. The length of which is derived from the DN length configured on the BCM |
| Model | Avaya digital set ISDN and DECT | The model or component assigned against the DN. |
| Name | up to seven alphanumeric characters | Use this field to provide a more specific description of the telephone, such as the last name of the user or the location, or the actual extension number if it is different than the DN number. |
| Port | <port number> | This number indicates the port number that this device is connected to, if the device is active, or which port the device would connect to, if the device is currently inactive. This field is not available or not shown for Companion and ISDN and DECT device records. |
| Private number | OLI up to 24 digits (10 digits, North America) | Define the originating line identification number (OLI) which appears on the telephone (across a private network) being called from this telephone |
| Public number | OLI <up to 24 digits (10 digits, North America)> | Define the originating line identification number (OLI) which appears on the telephone (across a public network) being called from this telephone |
| Fwd no answer to | See Call Forwards Settings section of this guide | |
| Forward Delay | | |
| Fwd Busy | | |
| Fwd All | | |

Call Forward Settings

Configure Call Forward options required for the extension.

The screenshot shows the 'Active Sets' configuration window with the 'Line Access' tab selected. The table below represents the data shown in the screenshot:

| DN | Model | Name | Port | Pub. OLI | Priv. OLI | Fwd No Answer | Fwd Delay | Fwd Busy | Fwd All |
|-----|---------------------------|------|------|----------|-----------|---------------|-----------|----------|---------|
| 221 | T7316E | | 1001 | 221 | 221 | | N/A | | |
| 222 | T7208/M7208 | | 1002 | 222 | 222 | 257 | 4 | 257 | |
| 230 | T7316/M7310 | Dave | 1010 | 230 | 230 | | N/A | | |
| 253 | 1140E/2004/2007/2050/221x | | 0165 | 253 | 253 | | N/A | | |
| 254 | 1210 | | 0173 | 254 | 254 | | N/A | | |
| 255 | 1110/2001/2033 | | 0166 | 255 | 255 | | N/A | | |
| 256 | 1140E/2004/2007/2050/221x | | 0174 | 256 | 256 | | N/A | | |
| 257 | 1140E/2004/2007/2050/221x | | 0167 | 257 | 257 | | N/A | | |
| 435 | Analog | | 5201 | 435 | 435 | | N/A | | |
| 436 | Analog | | 5202 | 436 | 436 | | N/A | | |
| 437 | Analog | | 5203 | 437 | 437 | | N/A | | |
| 438 | Analog | | 5204 | 438 | 438 | | N/A | | |

Note: When setting Call Forwards for Contact Center extensions, always ensure that that the **Fwd Delay** is set higher than the **Transfer Callback Timeout** settings in **Feature Settings**. If the extension is used for Contact Center purposes do not set the **Fwd Busy** setting.

Note: A common destination for Call Forwards is the Voicemail DN, i.e. send to mailbox. This can be found by entering **F985** on a handset with a display.

| Attribute | Values | Description |
|------------------|-----------------|--|
| Fwd no answer to | Up to 24 digits | Enter the number to which you want to redirect Unanswered incoming calls |
| Forward Delay | 2,3,4,6,10 | Define the number of rings before the system forwards an unanswered call |
| Fwd Busy | Up to 24 digits | Redirect Incoming Calls when the telephone is busy with another call |
| Fwd All | Any number | Same as Feature 4 used at a phone. When active all calls to this telephone are forwarded to this telephone. If you are forwarding all calls to a remote location, ensure that you include the required destination/access codes. A user can press Feature #4 to cancel this feature. |

Active Sets, Line Access - Line Assignment Tab

Allows you to assign lines that will be available for the extension. Both incoming DDI, Physical and VoIP lines.

Active Sets

Line Access | Capabilities and Preferences | Restrictions

| DN | Model | Name | Port | Pub. OLI | Priv. OLI | Fwd No Answer | Fwd Delay | Fwd Busy | Fwd All |
|-----|---------------------------|------|------|----------|-----------|---------------|-----------|----------|---------|
| 221 | T7316E | 221 | 1001 | 221 | 221 | | N/A | | |
| 222 | T7208/M7208 | 222 | 1002 | 222 | 222 | 257 | 4 | 257 | |
| 230 | T7316/M7310 | Dave | 1010 | 230 | 230 | | N/A | | |
| 253 | 1140E/2004/2007/2050/221x | 253 | 0165 | 253 | 253 | | N/A | | |
| 254 | 1210 | 254 | 0173 | 254 | 254 | | N/A | | |
| 255 | 1110/2001/2033 | 255 | 0166 | 255 | 255 | | N/A | | |
| 256 | 1140E/2004/2007/2050/221x | 256 | 0174 | 256 | 256 | | N/A | | |
| 257 | 1140E/2004/2007/2050/221x | 257 | 0167 | 257 | 257 | | N/A | | |
| 435 | Analog | 435 | 5201 | 435 | 435 | | N/A | | |
| 436 | Analog | 436 | 5202 | 436 | 436 | | N/A | | |
| 437 | Analog | 437 | 5203 | 437 | 437 | | N/A | | |
| 438 | Analog | 438 | 5204 | 438 | 438 | | N/A | | |

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Details for DN: 230

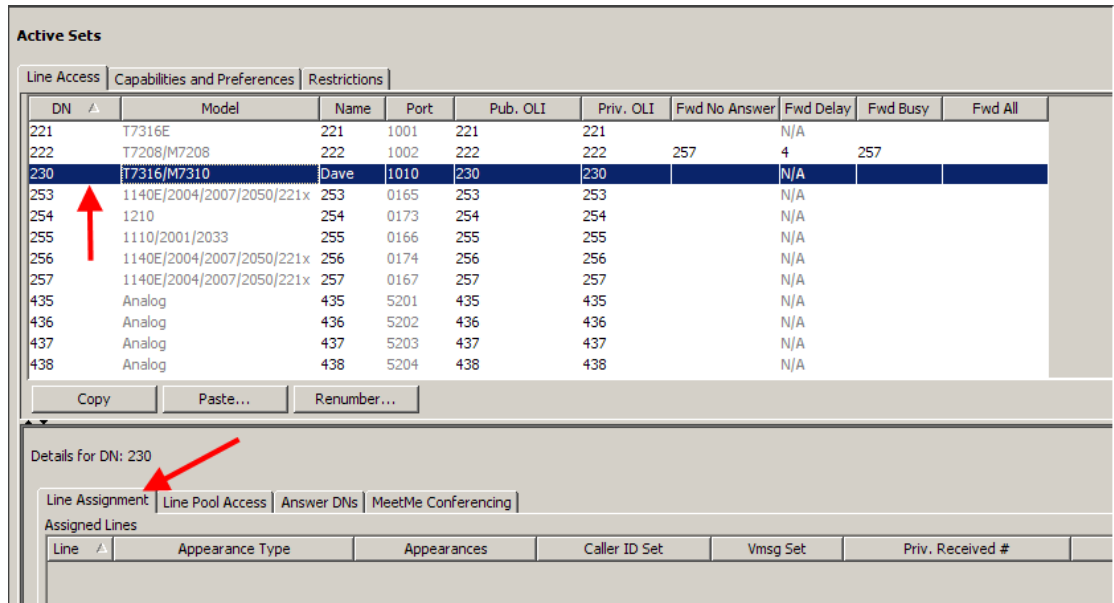
Line Assignment | Line Pool Access | Answer DN's | MeetMe Conferencing

Assigned Lines

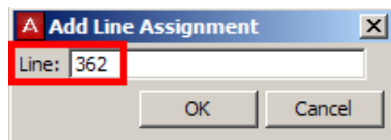
| Line | Appearance Type | Appearances | Caller ID Set | Vmsg Set | Priv. Received # |
|------|-----------------|-------------|---------------|----------|------------------|
| | | | | | |

To Assign a Line to a DN:

1. Select the **Capabilities** tab and open the **Sets** folder and click **Active sets**.
2. Highlight the DN to which you wish to assign a line.



3. Under the **Line Assignments** tab, click the **Add** button. Enter the line number within the **Add Line Assignment** window and click **OK**.



4. The line will be assigned and appear within the **Assigned Lines Table**.

Active Sets

Line Access | Capabilities and Preferences | Restrictions

| DN | Model | Name | Port | Pub. OLI | Priv. OLI | Fwd No Answer | Fwd Delay |
|-----|---------------------------|------|------|----------|-----------|---------------|-----------|
| 221 | T7316E | 221 | 1001 | 221 | 221 | | N/A |
| 222 | T7208/M7208 | 222 | 1002 | 222 | 222 | 257 | 4 |
| 230 | T7316/M7310 | Dave | 1010 | 230 | 230 | | N/A |
| 253 | 1140E/2004/2007/2050/221x | 253 | 0165 | 253 | 253 | | N/A |
| 254 | 1210 | 254 | 0173 | 254 | 254 | | N/A |
| 255 | 1110/2001/2033 | 255 | 0166 | 255 | 255 | | N/A |
| 256 | 1140E/2004/2007/2050/221x | 256 | 0174 | 256 | 256 | | N/A |
| 257 | 1140E/2004/2007/2050/221x | 257 | 0167 | 257 | 257 | | N/A |
| 435 | Analog | 435 | 5201 | 435 | 435 | | N/A |
| 436 | Analog | 436 | 5202 | 436 | 436 | | N/A |
| 437 | Analog | 437 | 5203 | 437 | 437 | | N/A |
| 438 | Analog | 438 | 5204 | 438 | 438 | | N/A |

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Details for DN: 230

Line Assignment | Line Pool Access | Answer DNs | MeetMe Conferencing

Assigned Lines

| Line | Appearance Type | Appearances | Caller ID Set | Vmsg Set | Priv. Received # |
|------|-----------------|-------------|--------------------------|--------------------------|------------------|
| 362 | Appr&Ring | 1 | <input type="checkbox"/> | <input type="checkbox"/> | 222 |

Line Assignment Settings

| Attribute | Values | Description |
|--------------------------------------|---------------------------------------|--|
| Appearance type | Ring only, Appear & Ring, Appear only | Select how a call on this line shows on the telephone. If you choose Appear&Ring or Appear only , you can have as many simultaneous DID calls as there are target line key appearances. If you choose Ring only , you can have as many simultaneous DID calls as you have intercom keys. |
| Appearances (for target lines, only) | <digit> | Selects the number of appearances of a target line. |
| Caller ID Set | Y or N Checkbox | Choosing Y enables the telephone to display call information on the telephone display, when it is available for a call. This setting also is used in conjunction with other settings to create the alpha tagging feature. Refer to Using alpha tagging for name display. Choosing N disables the telephone from receiving call display information. Choose this setting if the telephone does not have a display, or if you do not want call information displayed to the user. Disabling this function can reduce system resource requirements. This prompt only appears for target lines, and any analog lines that provide CLID through an ASM8+ (North America only). Limitation: Only 30 telephones can have this field enabled for any given line. |
| Vmsg set | Y or N Checkbox | Select whether an indicator shows on the telephone for voice message waiting to an external voice message system. The line must appear on |

| Attribute | Values | Description |
|---|---|---|
| | | receiving telephone. |
| Private Received # (Target lines and DASS2 lines only) | Digits associated with a specific target line | Specify the digits the system will use to identify a call from the private system to this target line. A received number cannot be the same as, or be the start digits, of a line pool access code, a routing code, the DISA DN or the Auto DN. If you are configuring auto-answer BRI trunks to map to target lines, the received number should be the same as the Network DN supplied by your service provider. The call will be directed to the prime telephone for the incoming line if the Network DN is not used. |
| Pub Rx Number (Target lines and DASS2 lines only) | Digits associated with a specific target line | Specify the digits the system will use to identify a call from the public system to this target line. A received number cannot be the same as, or be the start digits, of a line pool access code, a routing code, the DISA DN or the Auto DN. If you are configuring auto-answer BRI trunks to map to target lines, the received number should be the same as the Network DN supplied by your service provider. The call will be directed to the prime telephone for the incoming line if the Network DN is not used. |

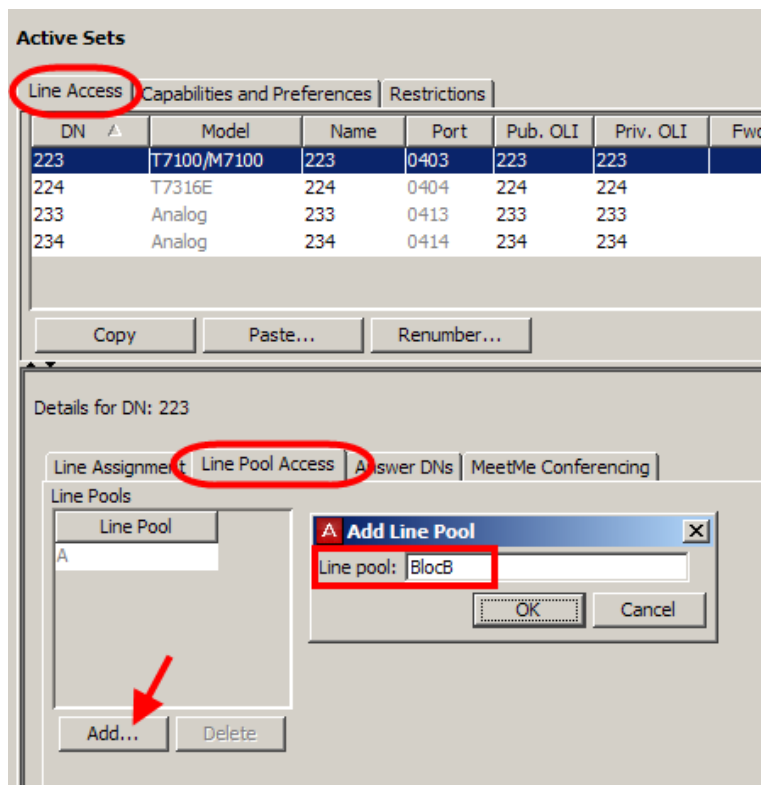
Active Sets, Line Access - Line Pool Access Tab

The **Line Pool Access** tab allows you to define the line pools that the telephone will be able to access. These shared pools of lines allow many users to use fewer lines for connections where dedicated lines are not practical or not desirable. If all lines in the pool are taken, the user receives a busy signal.

To assign a Line Pool to an Extension:

1. Click the telephone DN to which you want to assign a line pool.
2. Click on the **Line Pool Access** tab.
3. Click the **Add** button.

4. Enter a line pool identifier. <Digital - Pool A to O> or VOIP & PRI <Block -A to Block-F>.



5. Click the **OK** button.
6. The line pool identifier appears under the Line Pool Access tab.

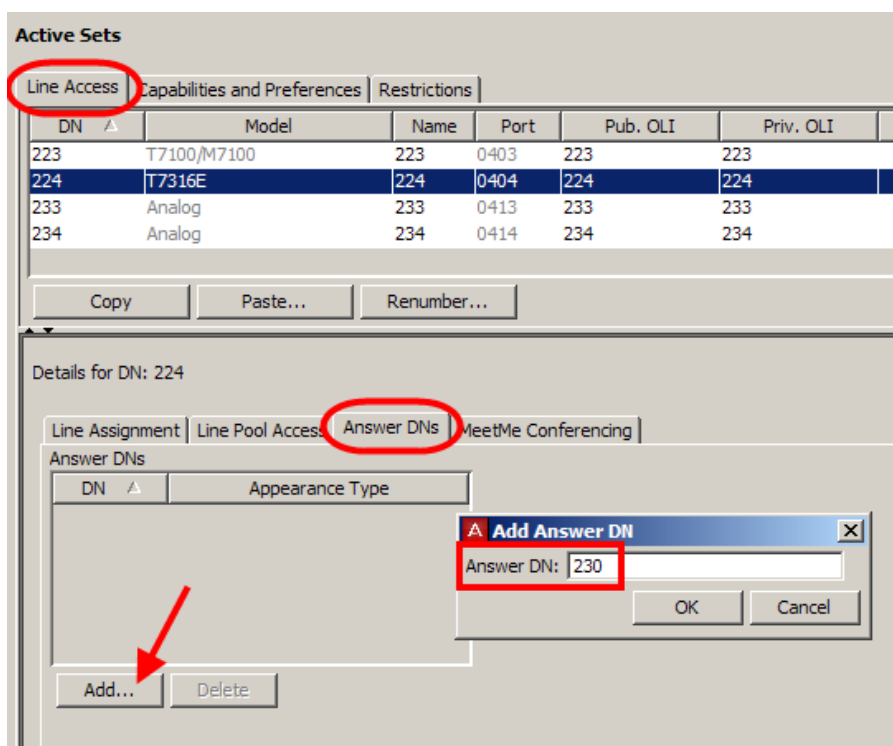
Active Sets, Line Access - Answer DNs Tab

You can program a telephone to provide automatic call alerting and call answering for other telephones in the system. The DNs of the other telephones are referred to as Answer DNs or answer keys. You can assign a maximum number of 8 Answer DNs to a telephone.

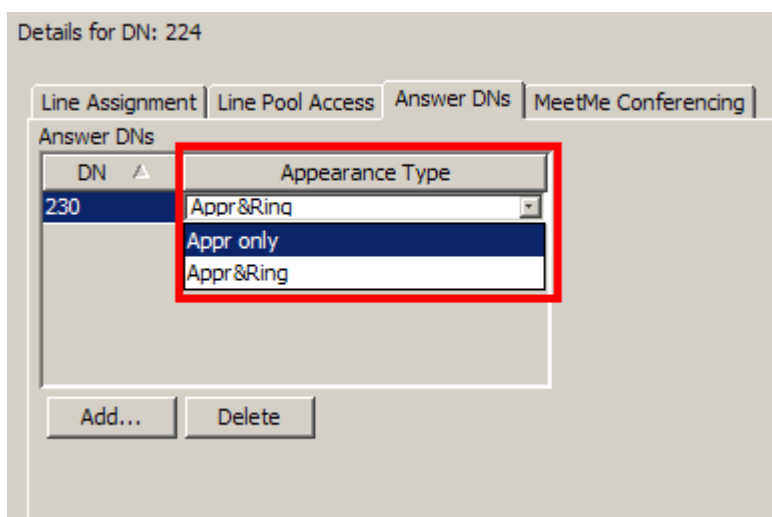
Assigning Answer DNs

1. Click the telephone DN to which you want to assign an answer DN.
2. Click on the **Answer DNs** Tab.
3. Click the **Add** button located above the navigation tree.
4. In the **Answer DN** field, type in the DN for the telephone you want to be able to answer.

5. Click the **OK** button



6. From the **Appearance Type** drop down box select one of the following:
- **Appr & Ring**: The call number or name will display and the telephone will ring.
 - **Appr only**: The call number or name will display.



Auto Dial Function (Direct Station Set Key)

Answer DN's can also act as an internal autodial link to the assigned telephone. The answer DN must be idle for this feature to work. That is, there must be no active indicator showing beside the button. You can program both an Answer DN and an autodial key for the same DN on the same telephone.

MeetMe Conferencing

With the MeetMe Conferencing facility, callers can establish a teleconference by calling in to a specified number at an agreed-upon time. For this facility to function one caller acts as the chairperson and has additional powers that include starting, stopping, securing, and controlling the conference.

Any caller can participate in a conference, but a BCM user must have chairperson privileges to chair/control a conference.

MeetMe Conferencing has a special directory number (DN) used to access the Meet Me Conferencing feature. Although you can access a conference in several ways, the system administrator should notify every conferencing user of the MeetMe Conferencing DN.

Note: For further information see separate **MeetMe Conferencing Guide**.

Active Sets

| DN ▲ | Model | Name | Port | Pub. OL |
|------|---------------------------|------|------|---------|
| 221 | T7316E | 221 | 1001 | 221 |
| 222 | T7208/M7208 | 222 | 1002 | 222 |
| 230 | T7316/M7310 | Dave | 1010 | 230 |
| 253 | 1140E/2004/2007/2050/221x | 253 | 0165 | 253 |
| 254 | 1210 | 254 | 0173 | 254 |
| 255 | 1110/2001/2033 | 255 | 0166 | 255 |
| 256 | 1140E/2004/2007/2050/221x | 256 | 0174 | 256 |
| 257 | 1140E/2004/2007/2050/221x | 257 | 0167 | 257 |
| 435 | Analog | 435 | 5201 | 435 |
| 436 | Analog | 436 | 5202 | 436 |
| 437 | Analog | 437 | 5203 | 437 |
| 438 | Analog | 438 | 5204 | 438 |

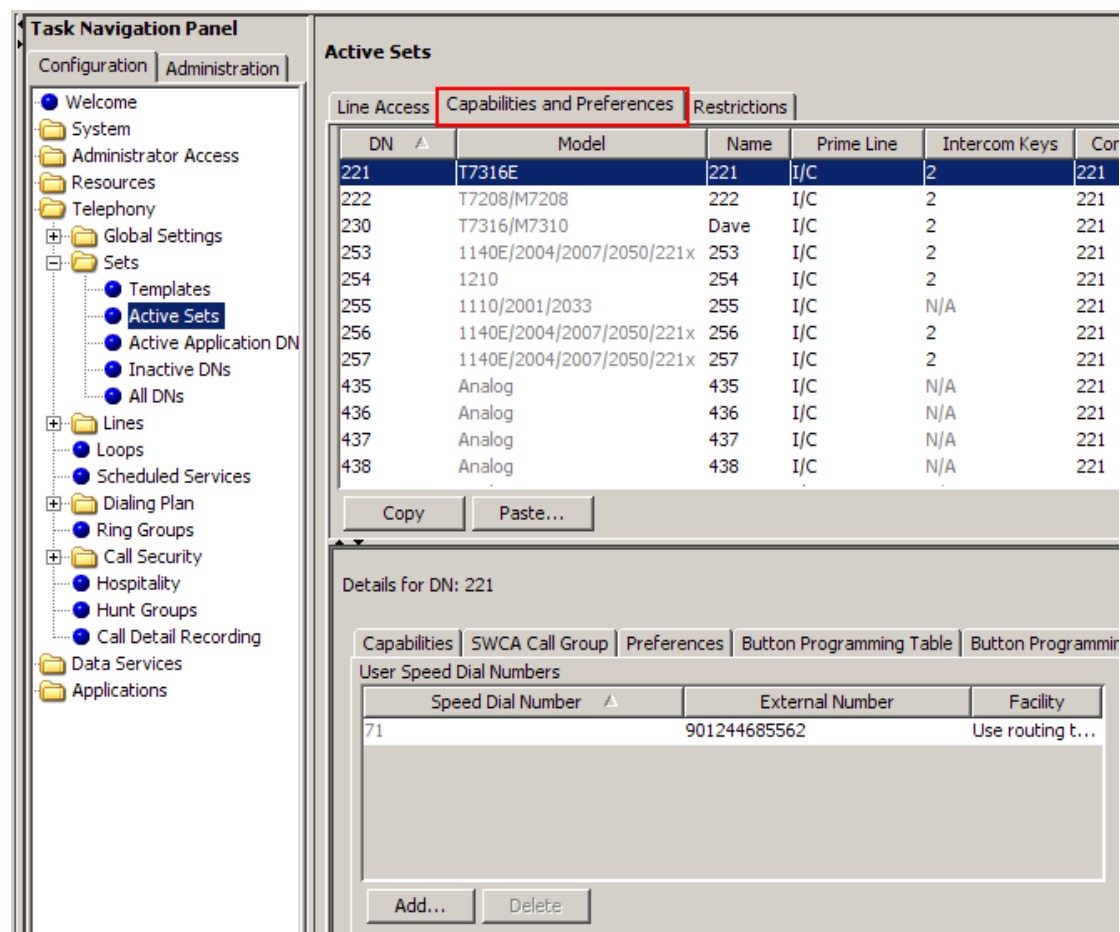
Copy Paste... Renumber...

Details for DN: 221

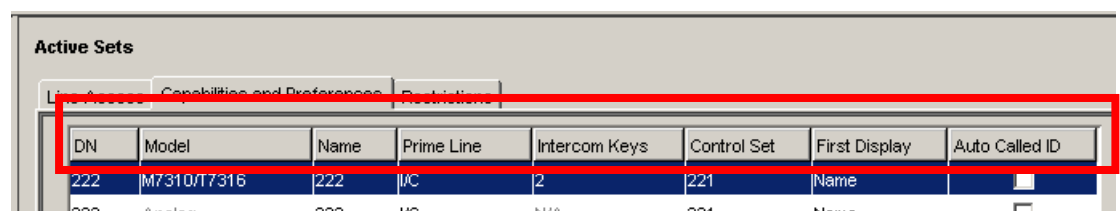
Line Assignment Line Pool Access Answer DNs MeetMe Conferencing

Create MeetMe Conference Bridge...

Active Sets - Capabilities & Preferences Tab



This heading allows settings such as the Prime Line, number of Intercom Keys and Control Sets to be set for extensions on the BCM. The settings are accessed from a number of different tabs as outlined below.



| Attribute | Values | Description |
|---------------------|--|--|
| DN | Numeric | The active extensions on the system. The length of which is derived from the DN length configured on the BCM |
| Model | Avaya digital set ISDN and DECT | The model or component assigned against the DN. |
| Prime line | None, Pool (A to O), I/C (intercom), Line: <line number> | Choose the first line that the telephone selects when a call is made. PRI pools are not valid selections for a Prime line. When you assign a line pool as a prime line, the system searches automatically for an idle line in the pool. |
| Intercom (I/C) keys | 0 to 8 | Assign the number of intercom buttons to a telephone. Intercom buttons provide a telephone with access to internal and external lines, and line pools. |

| Attribute | Values | Description |
|----------------|--|---|
| Control Set | DN – any telephone DN NONE- DN:221 Start DN* | A control Telephone can turn Scheduled Services, such as Restriction Services on and off for the telephones that are assigned to it. You can assign several Control sets for the system but you can only assign one Control Telephone per DN. * If you change the Start DN the number reflects this change. |
| First display | Name Number Line | Determine what call display information appears first. This feature depends on what services you subscribe to. Call Display information may contain the name of the caller, the number of the caller, the name of the line in your Business Communications Manager system that the call is on, or all. For each telephone, you can determine what information displays first. |
| Auto called ID | <checkbox> | Select whether you want to see the extension number and name of the telephone you call on your display. The Auto called ID set for target lines is the same telephone that has appearance on that target line. |

Active Sets, Capabilities & Preferences - Capabilities Tab

The screenshot displays the 'Active Sets' configuration window. On the left is a 'Task Navigation Panel' with a tree view including 'Configuration', 'Administration', 'Welcome', 'System', 'Administrator Access', 'Resources', 'Telephony', 'Global Settings', 'Sets', 'Templates', 'Active Sets', 'Inactive Application DN', 'Inactive DNs', 'All DNs', 'Lines', 'Loops', 'Scheduled Services', 'Dialing Plan', 'Ring Groups', 'Call Security', 'Hospitality', 'Hunt Groups', 'Call Detail Recording', 'Data Services', and 'Applications'. The main area shows a table of Active Sets with columns: DN, Model, Name, Prime Line, Intercom Keys, Control Set, and First Display. Below the table are 'Copy' and 'Paste...' buttons. A 'Details for DN: 221' section is open, showing the 'Capabilities' tab with various settings like 'Handsfree: Auto', 'Pickup group', 'Page zone: 1', 'Direct dial: 1', 'Intrusion protection level: None', 'HF answerback: [checked]', 'DND on Busy: [unchecked]', 'Paging: [checked]', 'Priority call: [unchecked]', 'Auto hold: [checked]', 'Allow redirect: [unchecked]', 'Redirect ring: [checked]', 'Receive short tones: [unchecked]', and 'Silent monitor supervisor: [checked]'.

| Attribute | Values | Description |
|---------------|--------------------------|---|
| DND on busy | <checkbox> | Defines whether an incoming call rings if you are already on another call. |
| Handsfree | Auto Standard None | None: The handsfree feature is not available to this telephone. Standard: The handsfree feature is activated by pressing a button on the telephone. Auto: The handsfree feature is activated when the telephone receives a call. |
| HF answerback | <checkbox> | Defines whether you can automatically answer a voice call without lifting the receiver or pressing the Handsfree/Mute button. |

| Attribute | Values | Description |
|-----------------------------|----------------------------|--|
| Pickup group | None 1 to 9 | Assigns this telephone to a pickup group. |
| Page zone | None 1 to 6 | Assigns this telephone to a page zone. |
| Paging | <checkbox> | Defines whether you can make paging announcements from this telephone. |
| Direct dial | Set 1 to Set 5 None | Defines whether you can call the Direct-dial telephone from this telephone using the Direct-dial digit. |
| Priority call | <checkbox> | Defines whether this telephone can interrupt calls or override Do Not Disturb at another telephone. |
| Auto hold | <checkbox> | This setting determines if the system will automatically put an active call on hold if you answer or initiate another call. If you choose No, the system will drop the active call if you answer or initiate another call, unless you press the Release button. The user can change the Auto Hold setting using Feature 73 on the telephone. |
| Allow redirect | <checkbox> | Defines whether the line to this telephone can be redirected. This must be set to Y to allow call forwarding outside the network (external call forward). |
| Redirect ring | <checkbox> | Defines whether the telephone rings briefly when a call on one of its lines is redirected by the Line Redirection feature (Feature 84.). |
| Receive short tones | <checkbox> | Analog equipment that is connected to the system with an analog terminal adapter (external or internal), responds only to tone dialling signals. If you have analogue equipment connected to an extension, set Receive short tones for that extension to Yes. Otherwise, leave Receive short tones set to No. |
| Silent Monitor Supervisor | <checkbox> | On two-line display telephones only, you can choose whether the telephone can be used to allow the Silent Monitor feature (*550). |
| Auto Hold for Incoming Page | <checkbox> | N = if the telephone is active when a page comes in, the page will be put on queue until the user hangs up Y = if the telephone is active when a page comes in, the call is automatically put on hold and the page proceeds. Note: Business Series Terminals (BST) telephones: • Condition: This setting is Y, active call on mute when the page comes in. • Results after page: the call comes off hold, but is no longer muted. |
| Intrusion Protection level | None Low Med High | If the break-in feature is allowed on any private network MCDN lines (PRI SL-1) assigned to the telephone, you must define the level of intrusion for each telephone. This determines if the user can use the feature, and to what degree. None: feature is turned off, user cannot break in on any calls Low: user can only break into calls on other telephones with low level protection Med: user can break into calls on other telephones with low and medium-level protection High: user can break into calls on all other telephones with this feature Default: None |

Active Sets, Capabilities & Preferences – SWCA Call Group Tab

Generally System-wide Call Appearance (SWCA) assignments are meant to be assigned to buttons with indicators. With this screen you can assign the selected telephone to a SWCA assignment Call Group. You can enable or disable Call 1 to Call 16 assignments for each set. The 16 SWCA feature codes can be configured on the sets through administration. (Please refer to the **SWCA** section of this guide)

The screenshot displays the 'Active Sets' configuration window. On the left is a 'Task Navigation Panel' with a tree view containing categories like System, Resources, Global Settings, Sets, Lines, and Applications. The 'Active Sets' sub-tab is selected. The main area shows a table of sets with columns for DN, Model, Name, Prime Line, Intercom Keys, Control Set, First Display, and Auto Called ID. Below the table are 'Copy' and 'Paste...' buttons. A 'Details for DN: 221' section is expanded, showing tabs for Capabilities, SWCA Call Group (highlighted), Preferences, Button Programming Table, Button Programming, and User Speed Dial. The 'SWCA Call Group' tab contains a grid of 16 call assignment checkboxes, all currently unchecked.

| DN | Model | Name | Prime Line | Intercom Keys | Control Set | First Display | Auto Called ID |
|-----|---------------------------|------|------------|---------------|-------------|---------------|--------------------------|
| 221 | T7316E | | I/C | 2 | 221 | Name | <input type="checkbox"/> |
| 222 | T7208/M7208 | | I/C | 2 | 221 | Name | <input type="checkbox"/> |
| 230 | T7316/M7310 | Dave | I/C | 2 | 221 | Name | <input type="checkbox"/> |
| 253 | 1140E/2004/2007/2050/221x | | I/C | 2 | 221 | Name | <input type="checkbox"/> |
| 254 | 1210 | | I/C | 2 | 221 | Name | <input type="checkbox"/> |
| 255 | 1110/2001/2033 | | I/C | N/A | 221 | Name | <input type="checkbox"/> |
| 256 | 1140E/2004/2007/2050/221x | | I/C | 2 | 221 | Name | <input type="checkbox"/> |
| 257 | 1140E/2004/2007/2050/221x | | I/C | 2 | 221 | Name | <input type="checkbox"/> |
| 435 | Analog | | I/C | N/A | 221 | Name | <input type="checkbox"/> |
| 436 | Analog | | I/C | N/A | 221 | Name | <input type="checkbox"/> |
| 437 | Analog | | I/C | N/A | 221 | Name | <input type="checkbox"/> |
| 438 | Analog | | I/C | N/A | 221 | Name | <input type="checkbox"/> |

Details for DN: 221

Capabilities **SWCA Call Group** Preferences Button Programming Table Button Programming User Speed Dial

SWCA Call Group

| | | | |
|----------------------------------|----------------------------------|-----------------------------------|-----------------------------------|
| Call 1: <input type="checkbox"/> | Call 5: <input type="checkbox"/> | Call 9: <input type="checkbox"/> | Call 13: <input type="checkbox"/> |
| Call 2: <input type="checkbox"/> | Call 6: <input type="checkbox"/> | Call 10: <input type="checkbox"/> | Call 14: <input type="checkbox"/> |
| Call 3: <input type="checkbox"/> | Call 7: <input type="checkbox"/> | Call 11: <input type="checkbox"/> | Call 15: <input type="checkbox"/> |
| Call 4: <input type="checkbox"/> | Call 8: <input type="checkbox"/> | Call 12: <input type="checkbox"/> | Call 16: <input type="checkbox"/> |

Active Sets, Capabilities & Preferences - Preferences Tab

The Preferences headings allow you to program the same settings that users can perform at their telephones and the settings for configuring a telephone as a hotline. The set-based options are only available to digital phones and IP telephones.

The screenshot shows the 'Active Sets' configuration page. At the top, there are tabs for 'Line Access', 'Capabilities and Preferences', and 'Restrictions'. Below these is a table listing active sets:

| DN | Model | Name | Prime Line | Intercom Keys | Control Set | First Display | Auto Called ID |
|-----|-------------|------|------------|---------------|-------------|---------------|--------------------------|
| 223 | T7100/M7100 | 223 | I/C | N/A | 221 | Name | <input type="checkbox"/> |
| 224 | T7316E | 224 | I/C | 2 | 221 | Name | <input type="checkbox"/> |
| 233 | Analog | 233 | I/C | N/A | 221 | Name | <input type="checkbox"/> |
| 234 | Analog | 234 | I/C | N/A | 221 | Name | <input type="checkbox"/> |

Below the table are 'Copy' and 'Paste...' buttons. The 'Details for DN: 224' section is expanded to show the 'Preferences' tab. This tab contains various settings:

- Language: UK English
- Dialing options: Standard dial
- Contrast: 4
- Ring type: 1
- Distinct rings in use: None
- Aux. ringer:
- Business name: Business name 1
- Long name: 224
- Send long name:
- Call log options: No one answered
- Log space: 0
- Available log space: 1000
- Reset Call Log Password button
- Hotline type: None

| Attribute | Values | Description |
|---|---|--|
| Language | Languages displayed are based on telephone capabilities and system software | Choose the language for the telephone display prompts. |
| Dialling options | Standard dial pre-dial automatic dial | Select how you want the telephone to handle information you dial into it. Standard: Pick up the receiver and dial. Pre-dial: Dial the numbers, then pick up the receiver to allow the telephone to dial the number. Automatic dial: Use for devices like fax machines where you want the number to dial out without external cues. |
| Contrast | 1, 2, 3,4, 5.....9 | Adjust the contrast of the display. |
| Ring type | 1, 2, 3, 4 | Select a ring pattern for the set. Default is 1. |
| <p>Warning: If you assign a distinctive ring pattern to a telephone, and that distinctive ring pattern has already been assigned to a line, all lines with that ring pattern will be reset to None.</p> <p>If you assign a distinctive ring pattern to a line, and that distinctive ring pattern has already been assigned to a telephone, all telephones with that ring pattern will be reset to pattern 1.</p> | | |
| Distinct rings in use | read only | This read-only field indicates the distinct ring patterns are currently in effect, if any, on any lines, telephones, or Hunt groups on the system. |

| Attribute | Values | Description |
|-------------------------|---|---|
| Aux. ringer | <checkbox> | Determine whether an auxiliary ringer (if installed) rings for incoming calls at this telephone. Digital Doorphone note: Before you install the hardware, ensure this setting is not selected in the DN record you want to use for the doorphone. |
| Business Name | None Business Name 1 - 5 | For outgoing CLID purposes. Determine which of the Business Names configured in Telephony, Global Settings, Feature Settings this set will send. If set to None, no Business Name will be sent. Note: Only some line types/regions/network configurations will support this feature. |
| Long Name | 0 – 15 characters | For outgoing CLID purposes. The Long Name can be sent with the Business Name (if configured) over the network. Note: For the Long Name to be sent, the Send Long Name checkbox should be ticked. Note: The maximum number of characters that can be sent is 15. This is the total of Business Name + Long Name. |
| Send Long Name | <checkbox> | Tick this box to send the configured Long Name with the selected Business Name for outgoing calls. |
| Call log options | Log all calls, No auto-logging, No one answered Unanswered by me | Select how you want the telephone to handle logging calls. Log all calls: All calls are noted in the call log. No auto-logging: No calls are automatically logged. No one answered: Unanswered calls are not logged. Unanswered by me: Unanswered calls are not logged. |
| Available log space | Read Only | This setting indicates the total amount of space available for call logging on the system. |
| Reset Call Log Password | <button> | This button resets the password for the call log if users forget their password. |

Active Sets, Capabilities & Preferences, Preferences Tab – Hotline Settings

If the telephone is to be used for **Hotline** purposes, i.e. picking up the receiver automatically dials a number, configure the **Hotline** section.

The screenshot shows the 'Active Sets' configuration window. At the top, there are tabs for 'Line Access', 'Capabilities and Preferences', and 'Restrictions'. Below these is a table with columns: DN, Model, Name, Prime Line, Intercom Keys, Control Set, First Display, and Auto Called ID. The table contains four rows, with the second row (DN 224) highlighted. Below the table are 'Copy' and 'Paste...' buttons. The 'Details for DN: 224' section has several sub-tabs: 'Capabilities', 'SWCA Call Group', 'Preferences', 'Button Programming Table', 'Button Programming', and 'User Speed Dial'. The 'Preferences' sub-tab is active, showing various settings like Language, Dialing options, Contrast, Ring type, Distinct rings in use, Aux. ringer, Business name, Long name, and Send long name. On the right side of this sub-tab, there are 'Call log options', 'Log space', and 'Available log space' settings, along with a 'Reset Call Log Password' button. A red box highlights the 'Hotline' section, which includes a 'Hotline type' dropdown menu currently set to 'None'.

| Attribute | Values | Description |
|-----------|--|---|
| None | | The telephone does not automatically dial any number. |
| Internal | Internal # Direct dial set DN:* | Define the internal telephone you want to access. Direct dial set: Will automatically dial a telephone on the system defined as a direct dial telephone DN: the DN of the telephone that gets automatically dialled when the user picks up the handset |
| External | External # Facility Value: Use line nnn Use prime line Pool code Use routing table | Enter the complete number for the external telephone you want to access. Enter the line you want the call to use. (This cannot be a target line.) Use line nnn: Refer to line assignment for this telephone. Use prime line: Refer to the General record for this telephone. Pool code: Refer to the line pool assignment for this telephone. Use routing table: Refer to the routing tables. The destination code for that table must be part of the External #. |

Active Sets, Capabilities & Preferences – Button Programming Table Tab

The Button Programming Table tab panels allow you to program the buttons on a telephone with internal and external autodials and with programmed feature keys.

You also can use these panels to remove programming from a button, making it blank.

Note: Only the number of available buttons for the set type will be displayed for configuration.

1. Select the button number, and click on **Modify**. Configure the button as required.

The screenshot shows the 'Active Sets' configuration window. The 'Capabilities and Preferences' tab is selected, and the 'Button Programming Table' sub-tab is highlighted with a red box. Below the sub-tab, a table lists the button configurations for DN: 221.

| DN | Model | Name | Prime Line | Intercom Keys | Control Set | First Display |
|-----|---------------------------|------|------------|---------------|-------------|---------------|
| 221 | T7316/M7310 | 221 | I/C | 2 | 221 | Name |
| 222 | 1140E/2004/2007/2050/221x | 222 | I/C | 2 | 221 | Name |
| 254 | 1140E/2004/2007/2050/221x | 254 | I/C | 2 | 221 | Name |

Below this table, the 'Details for DN: 221' section shows the 'Button Programming Table' sub-tab. It contains a table with the following data:

| Button Number | Function | Value | Digits | Option |
|---------------|----------|----------------------------------|--------|--------|
| 01 | Line | Line:361 | N/A | N/A |
| 02 | Feature | Feature:Transfer (F70) | N/A | N/A |
| 03 | Feature | Feature:Call Forward (F4) | N/A | N/A |
| 04 | Feature | Feature:Group Pickup (F75) | N/A | N/A |
| 05 | Feature | Feature:F960 | N/A | N/A |
| 06 | Feature | Feature:Conference/Transfer (F3) | N/A | N/A |

A 'Modify...' button is located below the table.

| Attribute | Values | Description |
|---------------|--|--|
| Button Number | 1-24 (phone model dependant) | |
| Function | Internal Autodial External Autodial Feature Blank | The feature assigned against a button. Use the Modify button to change an assigned feature. |
| Value | Internal Autodial # Assigned Feature Blank | The specific feature assigned such as a feature code or Internal Autodial. |
| Digits | Dialed Digits | For External Autodials. Enter the complete dial sequence for the external call. This will depend on what you chose for the route in the Value field. |
| Name | Autodial Name | For External Autodials. This is the name associated with the external number. |
| Option | | Useful for specifying options such as Page Zones. |

Active Sets – Button Programming Tab

The screenshot displays the 'Active Sets' configuration window. At the top, there are tabs for 'Capabilities and Preferences' and 'Restrictions'. Below these is a table listing active sets:

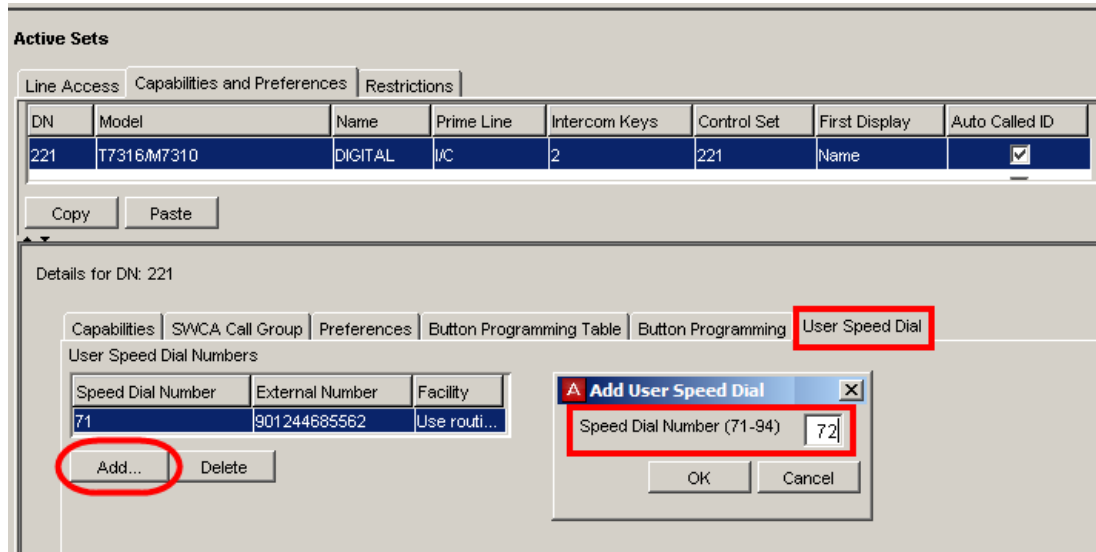
| DN | Model | Name | Prime Line | Intercom Keys | Control Set | First Display | Auto Called ID |
|----|---------------------------|------|------------|---------------|-------------|---------------|--------------------------|
| 21 | T7316E | 221 | I/C | 2 | 221 | Name | <input type="checkbox"/> |
| 22 | T7206/M7206 | 222 | I/C | 2 | 221 | Name | <input type="checkbox"/> |
| 30 | T7316/M7310 | Dave | I/C | 2 | 221 | Name | <input type="checkbox"/> |
| 53 | 1140E/2004/2007/2050/221x | 253 | I/C | 2 | 221 | Name | <input type="checkbox"/> |
| 54 | 1210 | 254 | I/C | 2 | 221 | Name | <input type="checkbox"/> |

Below the table are 'Copy' and 'Paste...' buttons. A red box highlights the 'Copy' button with the text 'Click on the button to be programmed'. Below this is a 'Capabilities' section with tabs for 'SWCA Call Group', 'Preferences', 'Button Programming Table', and 'Button Programming'. The 'Model' dropdown is set to 'T7316E', highlighted with a red box and the text 'Select the phone model'. A red arrow points from this dropdown to a '01-Blank' button on a virtual phone image. Another red arrow points from the '01-Blank' button to the 'Modify' dialog box. The 'Modify' dialog box has 'Function' set to 'Feature' and 'Value' set to 'None'. A list of features is shown, with 'Feature:Voice mail direct (F988)' selected. Other features include 'Feature:Display voice mail DN (F985)', 'Feature:Transfer to mailbox (F986)', 'Feature:Voice mail interrupt (F987)', 'Feature:Record call (F989)', 'Feature:IP Services List (F*900)', and 'Feature:IP Hot Desking (F*999)'. The dialog also shows 'None' and 'blank' options.

By selecting a specific phone model the user can then click on a button and be presented with a window that will allow the button to be modified with a different feature.

Active Sets, Capabilities & Preferences - User Speed Dial Tab

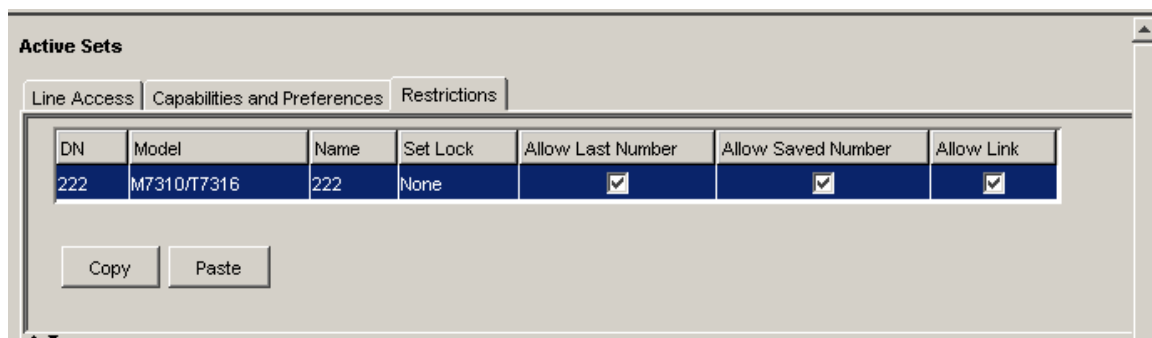
Speed dial numbers allow users to dial out a number with fewer button presses than dialling out the entire dial string.



| Settings | Value | Description |
|-------------------|-------------------------------------|---|
| Speed Dial Number | <71-94> | This is the number the user dials to dial out the number entered in the External # field |
| External Number | <external phone number> | Enter the number the telephone will automatically dial when the user speed dial code is entered. Remember to include the access codes for the route you choose. i.e. 9 |
| Facility | Use prime line Use routing table | Select the route you want the dialled number to take out of your system. Note: If you choose prime line, a prime line must be assigned to the telephone where the code is entered. |

Active Sets – Restrictions Tab

Restriction Filters should be added to schedule settings. Restriction Filters should be configured before changing the default values, and require careful planning and application. See the **Programming Restrictions** section of this guide for further information.

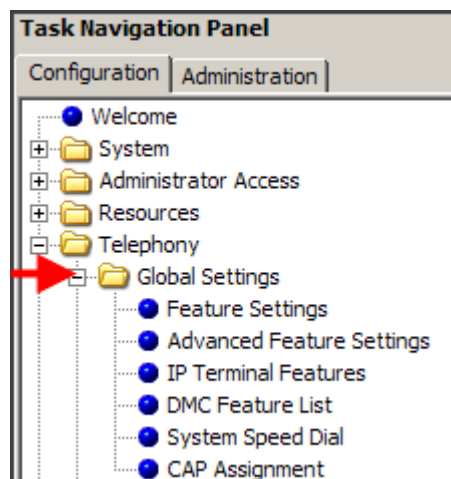


| Setting | Values | Description |
|--------------------|------------|---|
| DN | Read Only | |
| Model | Read Only | |
| Name | Read Only | |
| Set lock | None | Choose the option that sets the amount of customizing the user can do with this telephone. None allows access to all features. |
| | Partial | Partial prevents: <ul style="list-style-type: none"> programming autodial buttons programming user speed dial numbers programming feature buttons moving line buttons changing the display language changing dialling modes (Automatic, Pre-, and Standard) using Voice Call Deny saving a number with Saved Number Redial |
| | Full | Full restricts all the Partial settings, plus: <ul style="list-style-type: none"> changing Background Music changing Privacy changing Do Not Disturb using Ring Again using Call Forward all calls using Send Message using Trunk Answer activating Services |
| Allow last number | <checkbox> | Allows or disallows access to the Last Number Redial feature. |
| Allow saved number | <checkbox> | Allows or disallows access to the Saved Number Redial feature. |
| Allow link | <checkbox> | Allows or disallows access to the Link feature, which is a host signalling option. |

Programming Global Settings

Global Settings specify configuration that relates to the system as a whole.

The Global settings can be accessed from **Configuration** tab and opening the Telephony folder followed by the **Global Services** tab.



Feature Settings

Select the Feature Settings heading and configure the required options.

| Attribute | Value | Description |
|-----------------------|---------------------------------------|---|
| Business Name 1 – 5 | Maximum of 15 alphanumeric characters | This is the name sent via outgoing CLID over supporting networks. Up to 5 Business Names can be entered, to help identify the originating caller. Each extension can select which Business Name to use, under the Capabilities and Preferences, Preferences tab. A Business Name can also be assigned to a Hunt Group. |
| Background music | <Checkbox> | Allows you to listen to music through your telephone speaker after pressing F86 on your set. A music source must be connected to Business Communications Manager. |
| On hold | Tones Music Silence | Allows you to choose what a caller hears on an external line when the line is put on hold. Tones provide a periodic tone. Music provides any signal from a source such as a radio connected to Business Communications Manager. Silence provides no audio feedback. |
| Receiver volume | Use sys volume Use set volume | Allows you to specify if the volume level of a receiver or headset returns to the system default level when a call ends or is put on hold, or if it remains at the volume level set at the individual telephone. |
| Park mode | Lowest Cycle | The Call park feature allows you to suspend a call. It also allows someone to retrieve the call by entering a retrieval code at any telephone in the system. Park mode is the setting that determines how the system assigns a retrieval code to parked calls. When set to Lowest , the system chooses the lowest code that is available when the call is parked. When set to Cycle , the system will choose the codes in a sequence, from lowest to highest, until all the codes have been used. |
| Delayed Ring Transfer | 1, 2, 3, 4, 6, 10, or Off. | Defines whether unanswered external calls are automatically forwarded to a prime telephone after a certain period of time. You must assign a prime telephone for this feature to operate. Assign a prime telephone to one or more external lines in Line Data programming. |

| Attribute | Value | Description |
|----------------------------------|---|--|
| Held line reminder | Off After 30, 60, 90, 120, 150 or 180 Seconds Immediate | Reminds you that a call at your telephone is still on hold. You periodically hear two tones from your telephone until you return to the call on hold. Choose the number of seconds before the Held line reminder feature begins at a telephone that has an external call on hold. |
| Directed pickup | <Checkbox> | Allows you to answer any calls by specifying the ringing telephone internal number. Directed pickup is useful when not all the telephones have the same lines, but you want to allow co-workers to answer a call on any external line from their telephones. Note: Do not confuse Directed pickup with the Group pickup feature. Group pickup, allow you to answer a call at any telephone within a specific group without specifying the internal number of the ringing telephone. |
| Page tone | <Checkbox> | Defines whether a tone sounds before a page begins. |
| Alarm set | None DN: <number> | Allows you to assign a telephone on which alarm messages appear when a problem has been detected in the system. Alarms are recorded in the Windows NT event log. |
| Set relocation | <Checkbox> | Allows you to move any telephone to a new location without losing the directory number, autodial settings, personal speed dial codes, and any programming for that telephone. Activate Set relocation after you do the set installation and programming, for more flexibility in testing equipment. If you deactivate Set relocation while moving a set, the internal number and programming data remain with the physical port on Business Communications Manager. When you connect the set somewhere else, it does not receive the original programming. Change this attribute to N once the set has been moved. |
| Message reply enhancement | <Checkbox> | The Message reply enhancement feature allows you to automatically deactivate the message-waiting indicator on analogue telephones connected to an Analogue Station Media Bay Module (ASM), if the reply call from the analogue telephone to the direct-dial telephone is answered. It does not matter where the call is answered from by the user. This feature also functions if the user invokes the Call pickup feature to answer the reply call from the analogue set. It does not however, work with the Retrieve parked call feature. |
| Ans key | Basic, Enhanced, or Extended | There are up to eight answer keys that you can assign to a set. The Answer key setting in Feature settings window allows you to determine what types of calls alert at the telephone. Answer key changes do not apply to portables. |
| Force auto/spd dial over ic/conf | <Checkbox> | This feature allows you to determine if Auto and Speed dial codes can be transmitted during an active call. This feature works during either a one-to-one call, or during a conference call. If set to N : When the user presses a key for a speed dial, the current call will automatically be put on Hold, and the second call will be dialed. If set to Y : When the user presses an auto dial or speed dial key, the system dials out the number while |

| Attribute | Value | Description |
|----------------------|----------------|--|
| | | maintaining the current call. |
| Maximum CLI per Line | 30 (read-only) | This setting indicates the maximum number of telephones that will display CLID simultaneously for an incoming call |

Timer Settings

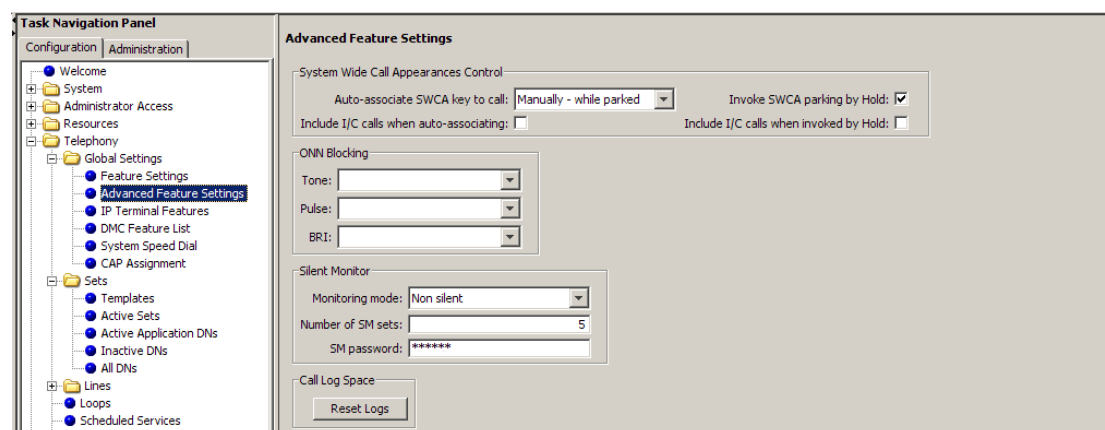
The Timers section allows configuration of settings such as Camp Timeout, Park Timeout, Page Timeout and Transfer Callback Timeout.

Note: The recommended setting for Transfer Callback if using Contact Center is 4.

Note: The Transfer Call Back option can be turned off.

| Attribute | Values | Description |
|----------------------------|---|--|
| Camp timeout | 30, 45, 60, 90, 120, 150 or 180 seconds | Allows you to assign the number of seconds before an unanswered camped call returns to the telephone that camped the call. |
| Park timeout | 30, 45, 60, 90, 120, 150, 180, 300 or 600 seconds | Allows you to assign the number of seconds before a parked call on an external line returns to the originating telephone. |
| Page timeout | 15, 30, 60, 120, 180, 300, 600 2700 seconds | Defines the period of time after which the paging feature automatically disconnects. |
| Transfer call-back timeout | Off, 3, 4, 5, 6 or 12 | Allows you to specify the number of rings before a call-back occurs on a transferred call. You can estimate the delay in seconds if you multiply the number of rings by six. Note: This setting can affect transferred calls from voice mail (including the Contact Center) and should be configured accordingly. |
| Host delay | 1000, 1500, 2000, 2500, 3000, 3500, 4000, 4500 milliseconds | Assigns the delay between the moment an outgoing line is selected to make an external call (for example, by lifting the receiver off the telephone) and the moment that Business Communications Manager sends dialed digits or codes on the line. This ensures that a dial tone is present before the dialling sequence is sent. Minimizing this delay provides faster access to the requested features. |

Advanced Feature Settings



| Attribute | Values | Description |
|-------------------------------------|----------|--|
| System Wide Call Appearance Control | | Refer to the SWCA section of this guide. |
| ONN Blocking | | |
| Tone | <Digits> | Specify a code (Service Provider specified) that allows users to block outgoing name and number display over an analog tone trunk. |
| Pulse | <Digits> | Specify a code (Service Provider specified) that allows users to block outgoing name and number display over an analog pulse trunk. |
| BRI | <Digits> | Specify a code (Service Provider specified) that allows users to block outgoing name and number display over a BRI trunk. |
| Silent Monitor | | Refer to the Hunt Group Monitoring section of this guide. |
| Call Log Space | | Click the button to reset how many log spaces each phone has. Enter amount of space each telephone that supports logs has available (maximum 1000 for BCM50, 3000 for BCM450). |

SWCA

This feature will allow calls to be parked under a programmed button and picked up from other handsets that also have programmed SWCA buttons. There are 16 SWCA codes that can be assigned to buttons when the telephone is being programmed.

The codes **FEATURE *521 to FEATURE *536** can be programmed onto buttons that have a display icon to illustrate up to 16 parked calls. You also can assign SWCA codes to a Key Interface Module (KIM).

You can also assign non-appearing SWCA assignments. This particularly applies to the 7000 and 7100 digital phones, but can also apply to any telephone where you do not want to have SWCA codes assigned to buttons with indicators.

FEATURE *520 searches for the next available SWCA code.

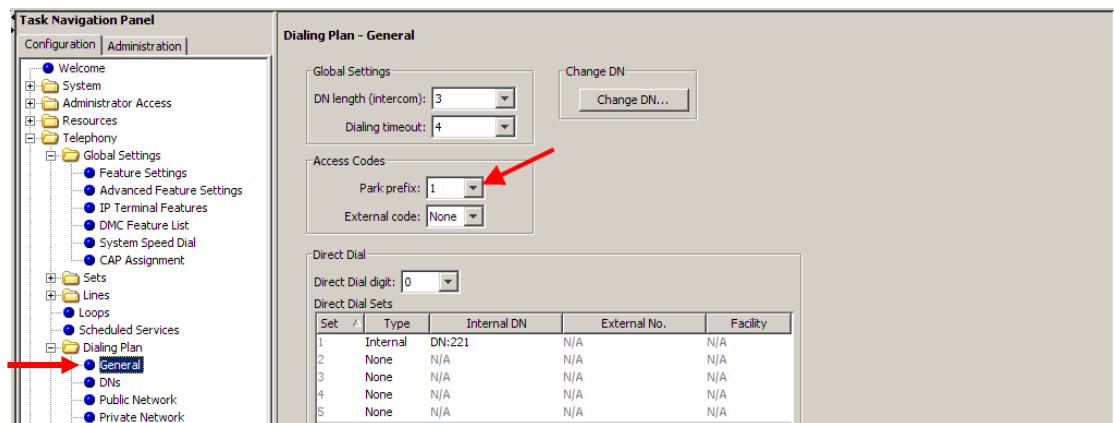
FEATURE *537 retrieves the oldest SWCA call.

FEATURE *538 retrieves the most recent SWCA call.

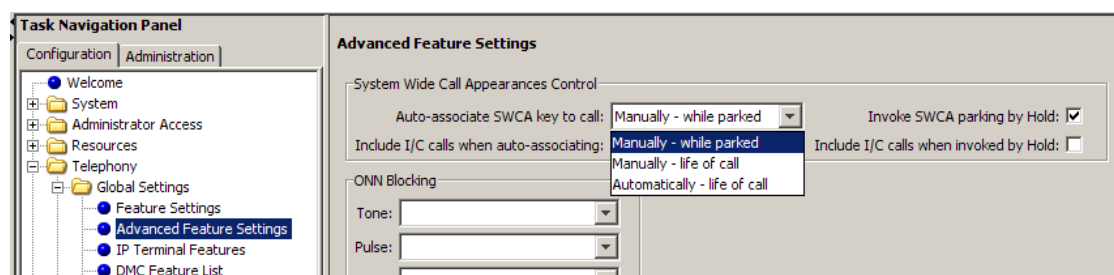
Note: Your telephone must have a free Intercom key to pick up SWCA calls.

Programming SWCA Controls

1. On the navigation tree, open the **Telephony** folder, followed by **Dialling Plan** and click on **General**.



2. Ensure that Park prefix has a number beside it. If the Park Prefix is set to None, SWCA keys will not work.
3. Then select **Telephony**, **Global Settings**, and **Advanced Feature settings**. The **SWCA Controls** will be displayed.
4. Set the controls as required.



SWCA Control Settings

| Field | Description |
|----------------------------|--|
| Associate SWCA key to call | <p>Manually - while parked: The user either presses a free SWCA key on the telephone, or dials the feature code for a free key. Once the call is retrieved, it is unassigned from the SWCA key.</p> <p>Manually - life of call: The user either presses a free SWCA key on the telephone, or dials the feature code for a free key. When the call is retrieved, it remains assigned to the SWCA key. The key is freed only after the call is terminated.</p> |

| Field | Description |
|---|---|
| | <p>Automatically - life of call: When a call is answered, it will automatically be assigned to a free SWCA key, starting with the lowest available number. When the call is retrieved, it remains assigned to the SWCA key. The key is freed when the call is terminated. Include I/C calls when auto associating Y or N: Decide if you want intercom calls to automatically park on SWCA keys If you choose Y (yes) Associate SWCA key to call must be set to Automatically - Life of call for this feature to work. When the user makes a call using the intercom button, the call automatically associates with a free SWCA key, and remains assigned for the duration of the call. If you choose N (no) the user must manually assign an intercom call to a SWCA key. The call will otherwise behave by the rules of the choice made for Associate SWCA key to call.</p> |
| <p>Invoke SWCA parking by Hold Y or N</p> | <p>Choose whether calls that are put on hold will automatically assign to a SWCA key. Yes: When the user presses Hold, the system attempts to re-park the call on the current SWCA key assigned to the call, or on a free SWCA key programmed on the telephone. If no SWCA is currently associated with the call (Automatically - life of call is not turned on), and there is no free SWCA key to assign to the call, the call remains on Hold on the line it came in on. Note: In this case, the call is not available to other telephones in the group until it can be assigned to a SWCA key or unless they have the same line appearance as the held call. No: There is no interaction with SWCA keys. The call remains on Hold on the line it came in on and is not available to other telephones in the SWCA group unless the user manually assigns the call to a SWCA key or unless those telephones have the same line appearance as the held call.</p> |
| <p>Include I/C calls when invoking by Hold Y or N</p> | <p>Choose whether intercom calls put on Hold will automatically assign to a SWCA key. Yes: Invoke SWCA parking by Hold must be set to Yes to activate this feature. When the user makes an intercom call, and puts it on Hold, the call works the same ways as described in Invoke SWCA parking by Hold. No: Intercom calls will be held on the local line, regardless of what you chose in Invoke SWCA parking by Hold. If the intercom call was assigned to a SWCA key automatically, you can press the SWCA key to re-park the call and make it available to other telephones in the group. If you manually assign the intercom call to a SWCA key, the call is automatically parked, and it becomes available to the rest of the group.</p> |

Choose one of the following configurations for the SWCA controls for your system:

Configuration one: If you want all incoming calls to auto-associate to SWCA assignments on the receiving telephone:

1. Associate SWCA key to call: select **Automatically - life of call**.
2. Include I/C calls when auto associating: select Y (yes)
3. Invoke SWCA parking by Hold: select Y (yes)

4. Include I/C calls when invoking by Hold: select Y (yes)

Configuration Two: If you want incoming calls to auto-associate to SWCA assignments on the receiving telephone, but you want calls on hold to remain on hold at the receiving telephone, unless the user presses a SWCA button or enters a SWCA code:

1. Associate SWCA key to call: select **Automatically - life of call**
2. Include I/C calls when auto-associating: select Y (yes)
3. Invoke SWCA parking by Hold: select N (no)
4. Include I/C calls when invoking by Hold: not applicable in this configuration

Configuration three: If you want external incoming calls to auto-associate to SWCA assignments on the receiving telephone, but you want all intercom calls to require manual parking:

1. Associate SWCA key to call: select **Automatically - life of call**
2. Include I/C calls when auto associating: select N (no)
3. Invoke SWCA parking by Hold: select Y (yes)
4. Include I/C calls when invoking by Hold: select N (no)

Configuration four: If you want all calls to require the user to press a SWCA button or enter a SWCA code:

1. Associate SWCA key to call: select either **Manually - while parked** or **Manually - life of call**.
2. Include I/C calls when auto associating: not applicable in this configuration.
3. Invoke SWCA parking by Hold: select N (No).
4. Include I/C calls when invoking by Hold: not applicable in this configuration.
5. Configure the SWCA keys to indicator memory buttons on the telephones.

Note: The SWCA support codes (FEATURE *520, FEATURE *537 and FEATURE *538) only search for SWCA assignments that are assigned to the telephone where the feature is invoked.

These codes are required for users who do not have buttons with indicators.

FEATURE *520 searches for the next available SWCA code.

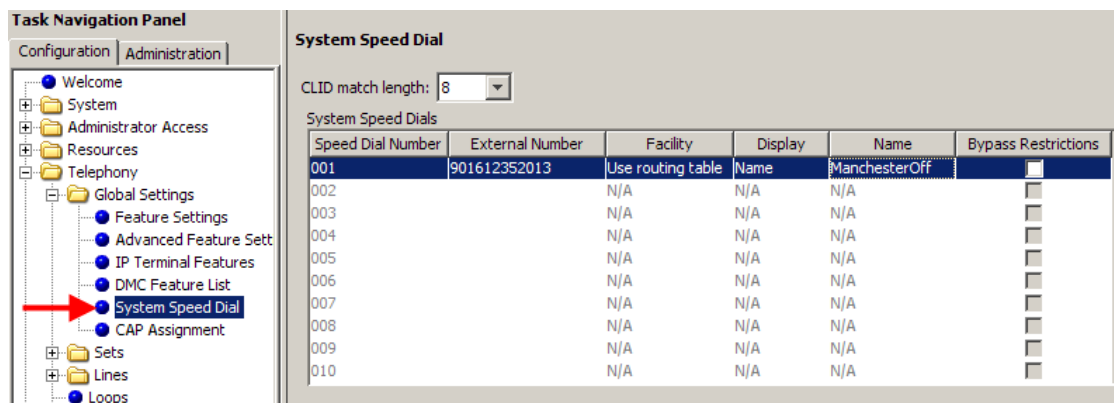
FEATURE *537 retrieves the oldest SWCA call.
FEATURE *538 retrieves the most recent SWCA call.

Programming System Speed Dials

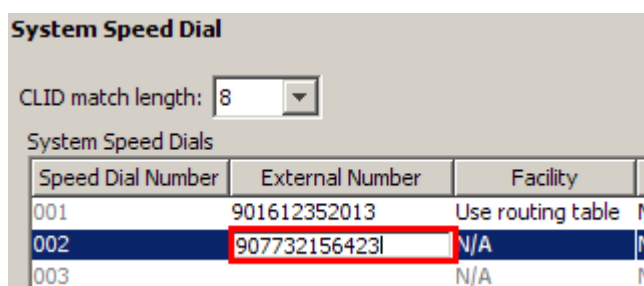
Speed Dials allow quick and easy access to regularly dialled numbers. You can assign destination numbers to three digit speed dial codes, which can be activated on a handset by entering **Feature 0**.

BCM450 allows 999 System Speed Dials, whereas BCM50 allows 255.

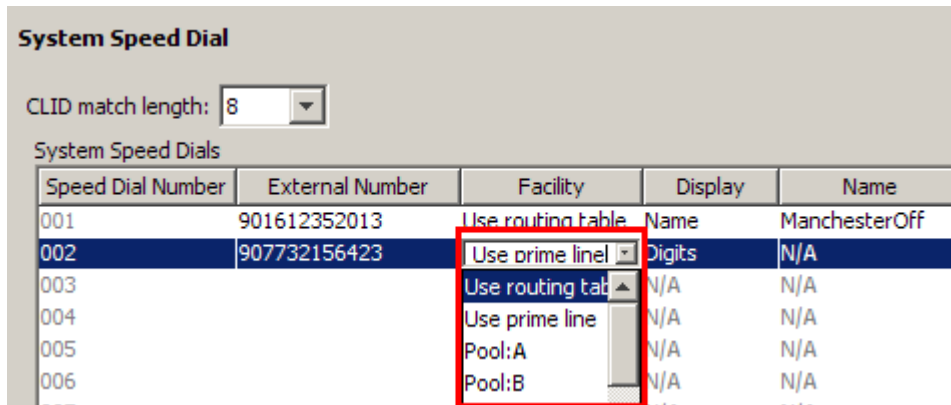
1. To program System Speed Dials use the following path: Select the **Configuration** tab and then the **Telephony** folder, **Global Settings** folder, **System Speed Dials**.



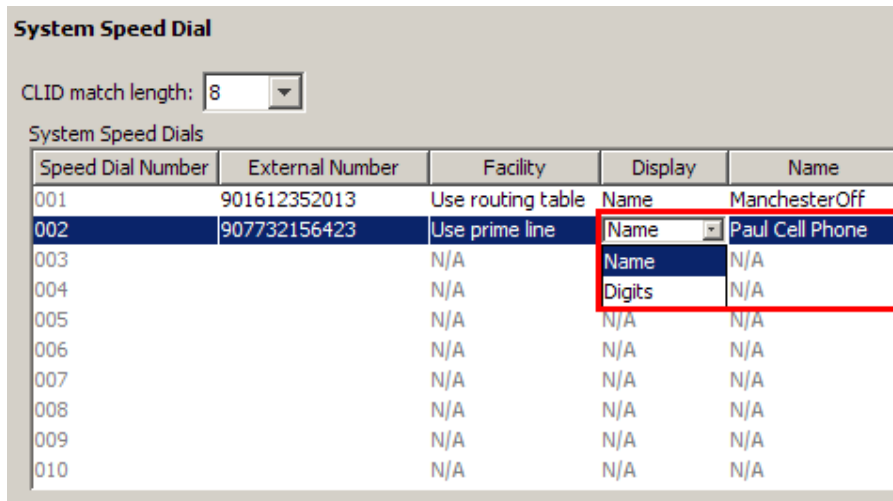
2. For a selected **Speed Dial Number** (e.g. 002), enter the destination number in the **External Number** field. You may need to precede the destination number with a routing digit if using a Routing table or Prime Line as the **Facility**.



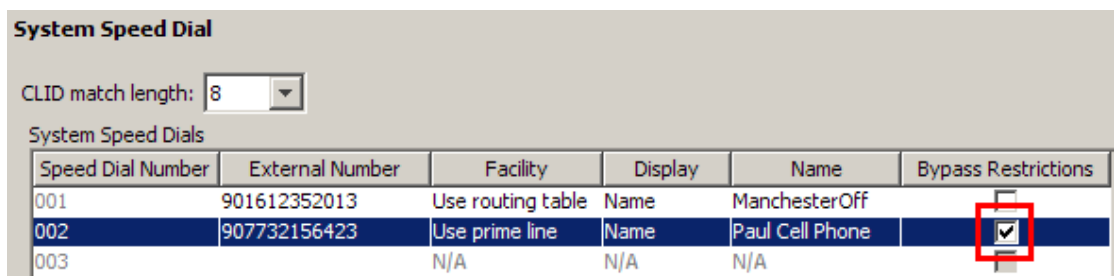
3. Select a **Facility**. This is the resource used to dial the speed dial destination. There is the choice of Prime Line, Routing Table, Line Pool or a specific line.



4. You can then choose to display the destination Digits, or a Name given to the speed dial when the speed dial is activated



5. If Restrictions are used extensively on the system (see the **Programming Restrictions** section of this guide), you may want to consider bypassing general Restrictions with specific Speed Dials.



Using Alpha Tagging for Name Display

The Business Communications Manager can be configured to display a caller name for incoming lines that provide number-only CLID, such as target lines and analog CLID lines.

When the Business Communications Manager receives incoming CLID and the number matches a System Speed Dial Number the name associated with the speed dial will be displayed on the Telephone sets display

You use a combination of fields within the Element Manager to set up this feature.

Configuring the Name to Display

To determine the name to display, you add a system speed dial for the number and enter a display name.

1. Select the **Configuration** tab and then the **Telephony** folder, **Global Settings** folder, **System Speed Dials**
2. Then select the Speed dial to be configured (For information on setting up General System Speed Dials refer to System Speed Dials section of this guide)
3. Ensure that **Display** field is set to Name, and enter the name to be displayed in the **Name** field.

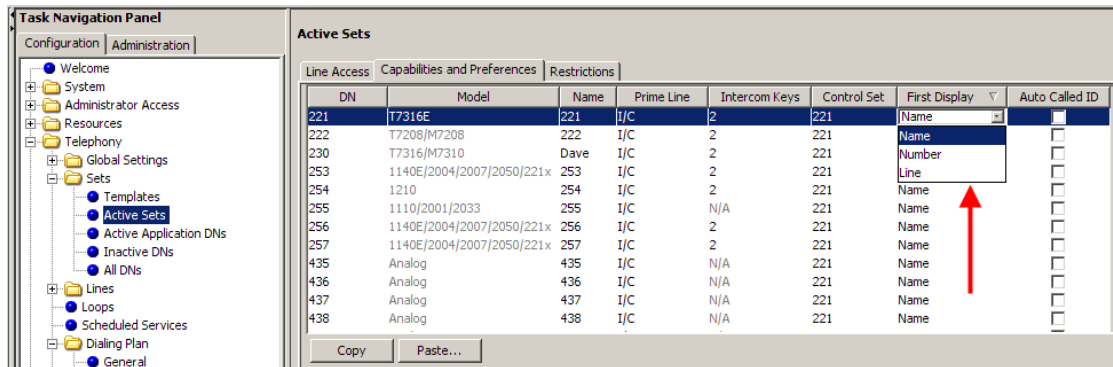
System Speed Dial

CLID match length: 8

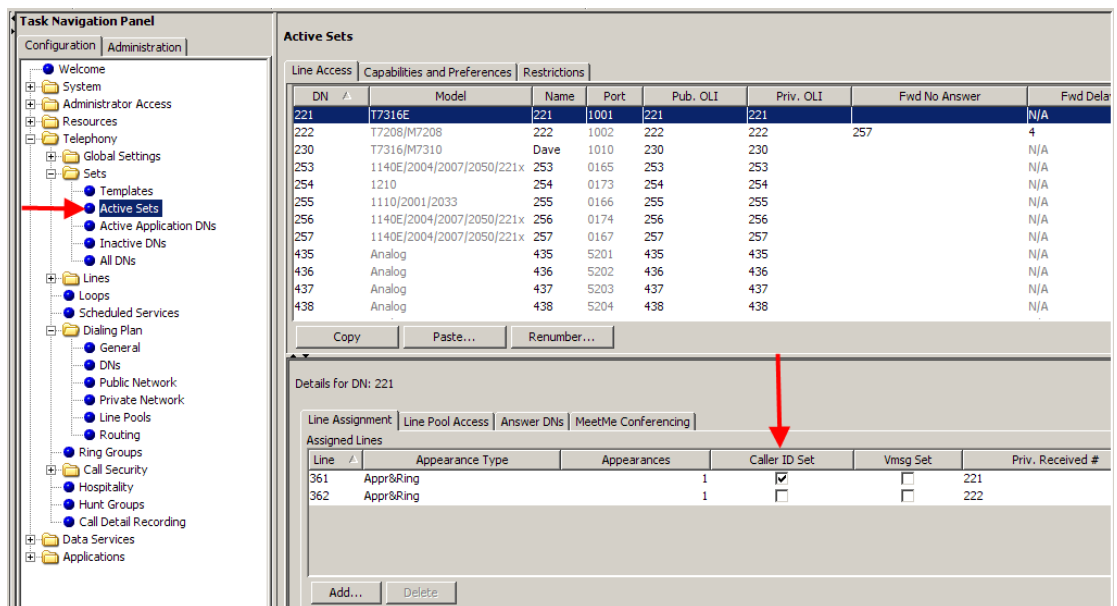
System Speed Dials

| Speed Dial Number | External Number | Facility | Display | Name | Bypass Restrictions |
|-------------------|-----------------|-------------------|---------|-----------------|-------------------------------------|
| 001 | 901612352013 | Use routing table | None | Manchester | <input type="checkbox"/> |
| 002 | 907732156423 | Use prime line | Name | Paul Cell Phone | <input checked="" type="checkbox"/> |
| 003 | | N/A | N/A | N/A | <input type="checkbox"/> |

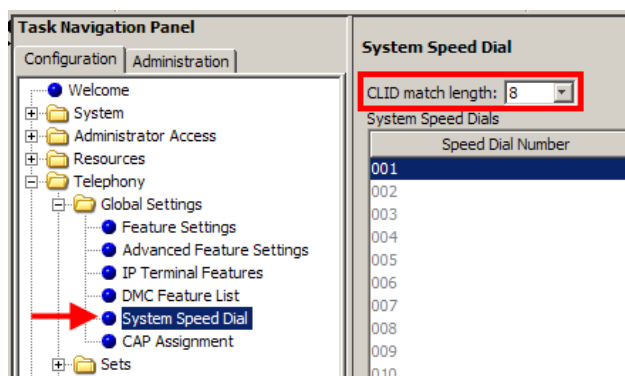
- In order for the telephone to display the name, it must have the **First Display** setting set to **Name**. This setting can be found by opening the **Telephony** folder, then the **Sets** folder followed by **Active Sets**. Then select the extension that will utilize the Alpha Tagging facility under the **Capabilities and Preferences** tab. **First Display** should then be set to **Name** selected from the drop down list.



- The line that is assigned against the extension then needs to be configured. Select the set that will be utilizing Alpha tagging and then from the line access tab select the assigned line and tick the **Caller ID Set** tick box.



6. **CLID Match Length:** This determines how many digits of the dialed number and the system speed dial must match before a name is displayed.



Limitations:

- Due to system resource limitations, only 30 telephones can have the Caller ID Set field enabled for any given line.
- If the incoming number only partially matches the CLID match length, no name displays.
- If the number matches more than one speed dial, which have different names, the telephone displays the name of the first match.
- ISDN devices do not support the alpha tagging feature.

CAP/ KIM Assignment

A CAP (Central Access Point) station acts as a central answering and monitoring point for a group or a business. You can configure lines and quick dial numbers that allow the person at this station to monitor and answer call traffic into the group.

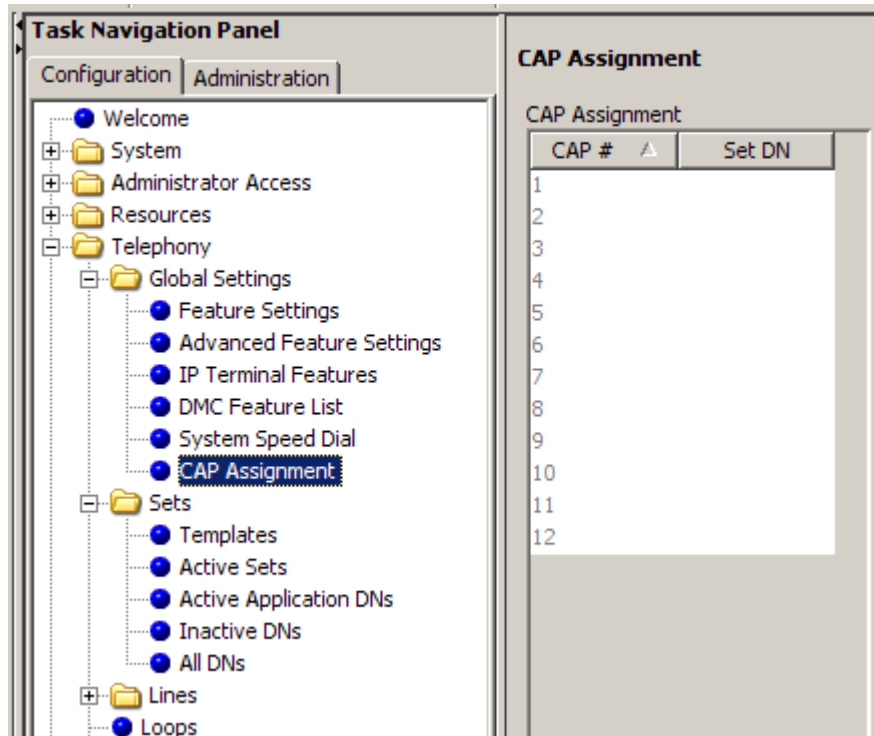
You can configure a total of 12 CAP stations on a BCM50 or 24 on a BCM450 using the CAP/KIM assignment setting. Modules that have been configured like this will be referred to as eCAPs and eKIMs. eCaps and eKIMs can access/monitor lines in addition to extensions.

Configuring CAP/KIM assignment

1. Ensure that the telephone you want to use for a CAP station is configured and working.
2. Ensure that the CAP/KIM module has been installed on the appropriate telephone.

Note: The latest version of the i2050 software phone supports a software KEM, which can also be configured as an eKEM via this process.

3. In the Element Manager, open the **Telephony** folder followed by **Global Settings**, and select **Cap Assignment**.
4. The CAP # window appears.

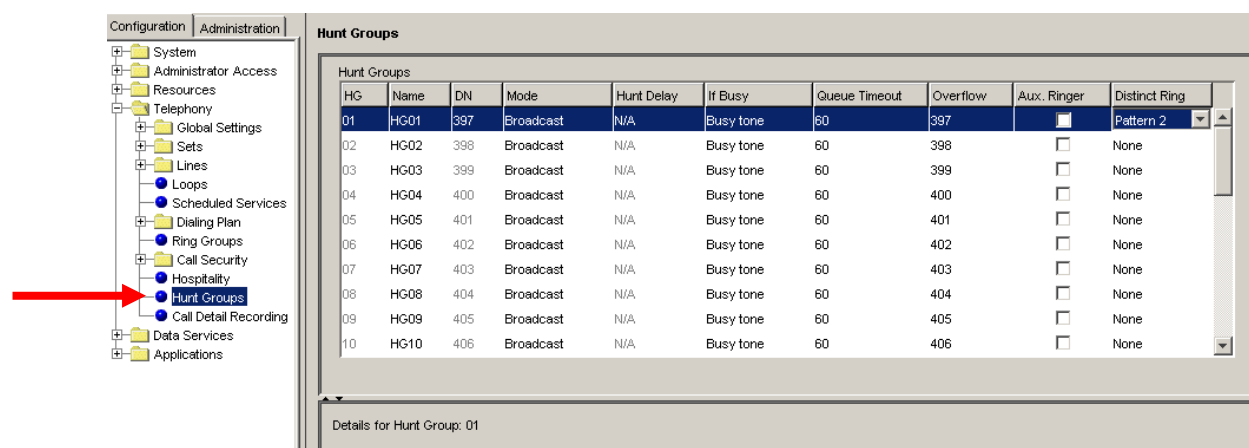


5. Type the DN in the **Set DN** field for the telephones that you want to designate as a CAP station.
6. Click on the next CAP/KIM to add another CAP station, or click elsewhere on the navigation tree to save the setting.

Hunt Groups

Configuration of Hunt Groups consists of the following steps:

1. Open the **Telephony** folder and select **Hunt Groups**. Configure the **Hunt Group** operational settings.

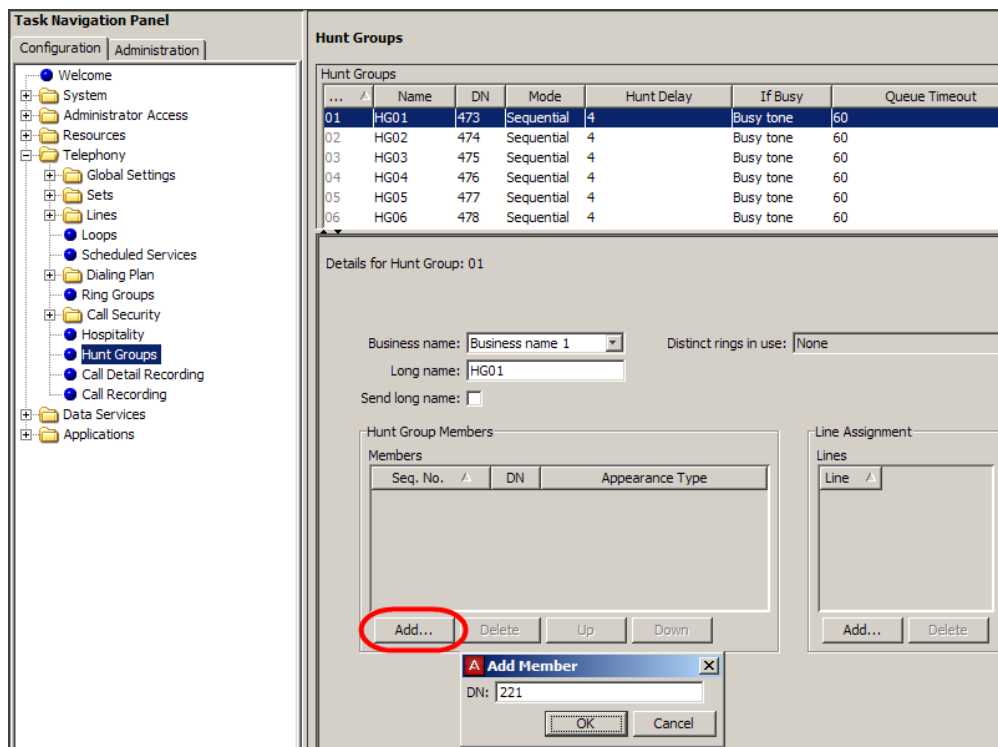


Hunt Group Settings

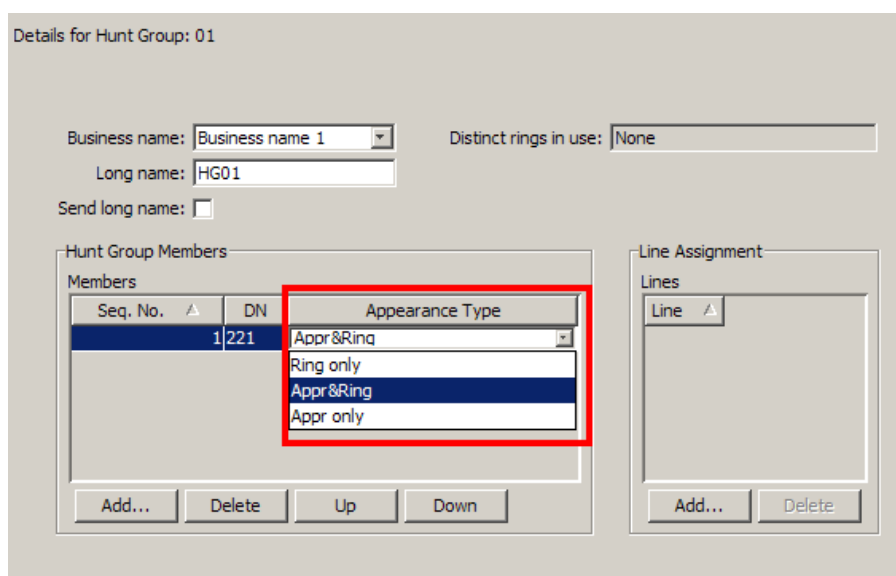
| Field | Values | Description |
|-------|--|---|
| Name | <an alpha-numeric string naming the Hunt Group> | Provides a unique name for the Hunt Group. The default is HGxx, where xx is the Hunt Group number 01-30. |
| DN | <numeric> | BCM450: Enter a spare DN. BCM50: The field will already be populated with a DN. |
| Mode | Broadcast Sequential Rotary Default: Broadcast | <p>Choose how you want the line to present to the group.</p> <p>Broadcast—simultaneously rings at each non-busy telephone in the hunt group. All telephones receiving the call also display the calling line identification from the line, if the telephone or line has been configured to offer that service. Any of the alerted telephones can access the call. Only one call can be presented to a hunt group at a time. Other calls are queued until the first call is answered. Then the next call rings on the remaining non-busy telephones. This feature allows the call load to be continuously spread across the entire member group.</p> <p>Sequential—rings the first telephone in the hunt group list. If that telephone is busy, the system continues down the hunt group priority list until a non-busy telephone takes the call. In this case, all incoming calls are processed simultaneously and delivered based on the priority list. With this feature, you can program your top salesperson to be the first member of the Hunt group to receive incoming calls.</p> <p>Rotary—the call starts at the member telephone that appears on the list after the telephone that answered the last call. If that telephone is busy, the system proceeds down the priority list until a non-busy telephone is</p> |

| Field | Values | Description |
|---------------|---|---|
| | | reached. As many incoming calls can be processed as there are available telephones to accept the call, each call being presented in the described round-robin fashion. |
| Hunt Delay | 1-10 (seconds) | If Mode is either Sequential or Rotary, Hunt Delay specifies how much time to delay offering a Queued call to a member telephone once that telephone becomes available. This is to provide a break period for the users between calls. The default is four seconds. |
| If Busy | Busy tone Queue Overflow Default: busy tone | Choose how you want the system to respond if all lines appear as busy. Busy tone: If all lines are busy, the user receives a busy tone. Queue: If all lines are busy, the user is put on hold for the next available agent. Overflow - If all members of the Hunt Group are busy on a call from that Hunt Group, then route this call to the Hunt Group overflow DN. Overflow is only available if the overflow DN is different than the hunt group DN. Refer to the Overflow field, below. |
| Queue Timeout | 15, 30, 45, 60, 120, 180 (seconds) Default: 60 | Choose the time in seconds for a call to remain in the Hunt Group. This value defines the maximum time a call remains queued, and the maximum time to offer a call before sending it to overflow if it is not answered. If the queue times out before the call connects to a member telephone, the call is terminated. If the call has been offered to a member telephone, but is not answered when the queue times out, the call is rerouted to the overflow DN. |
| Overflow | <any system DN> (including a Hunt Group DN) Default: hunt group DN | This setting determines where unanswered calls are routed after the Queue timeout occurs. If a call gets overflowed back to the same Hunt Group, the call goes to the bottom of the queue and is treated as a new call |
| Aux ringer | <checkbox> | Defines whether an auxiliary ringer (if installed) rings for incoming calls to a hunt group. |
| Distinct ring | None Pattern 2, 3 or 4 | Select a ring pattern for the hunt group. Default is none. |

2. Program the **Hunt Group** members (extensions). Click the **Add** button under **Hunt Group Members**, add the member DN and click **OK**.



3. Set the DN Appearance Type as Ring only, Appear and Ring, or Appear only. This affects how the Hunt Group calls alert the set. For example, Ring only means that the DN will ring and the Intercom key will flash, whereas Appear & Ring results in a specific button indicating the Hunt Group call as well as the phone ringing.



4. Configure lines that should be answered by the Hunt Group. Click the **Add** button, add the line and click **OK**.

Details for Hunt Group: 01

Business name: Distinct rings in use:

Long name:

Send long name:

Hunt Group Members

| Seq. No. | DN | Appearance Type |
|----------|-----|-----------------|
| 1 | 221 | Appr&Ring |

Add... Delete Up Down

Line Assignment

Lines

Line

Add... Delete

Add Line Assignment

Line number:

OK Cancel

5. Configure the Business Name and Long Name settings for outgoing CLID.

Details for Hunt Group: 01

Business name: Distinct rings in use:

Long name:

Send long name:

Hunt Group Members

| Seq. No. | DN | Appearance Type |
|----------|-----|-----------------|
| 1 | 221 | Appr&Ring |

Add... Delete Up Down

Line Assignment

Lines

Line

Add... Delete

Monitoring Hunt Group Calls

You can set up a number of two-line display telephones on your system to use as supervisory telephones to monitor active hunt group calls from external numbers.

Only telephones that have been designated as monitoring devices have access to the **FEATURE *550** code, which activates the monitoring session. Once the session is established, a number of display key prompts allow the supervisor to silently monitor the call, or break into the call to provide support or instruction.

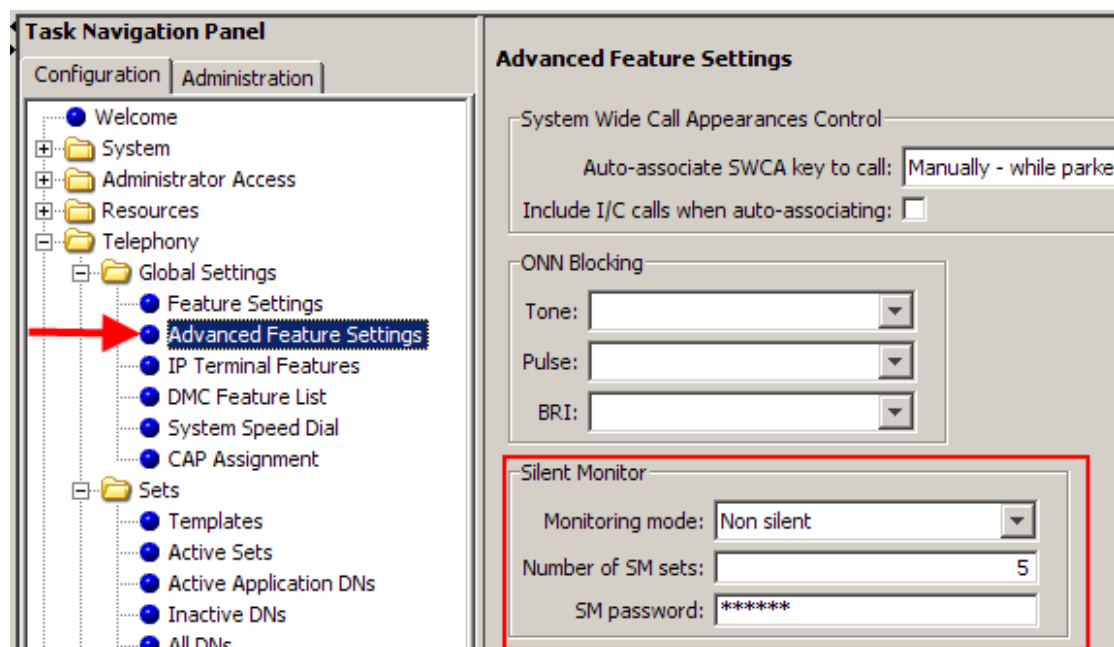
When you monitor calls you are not detected by the Hunt Group member or caller unless **Non Silent Monitoring** has been enabled from within Element Manager. Hunt Group members can be monitored by a designated set on an active call.

Note: Hunt Group calls can only be monitored if they have originated from an external number.

Configuring Hunt Group Monitoring

To set up Hunt Group Monitoring for your system:

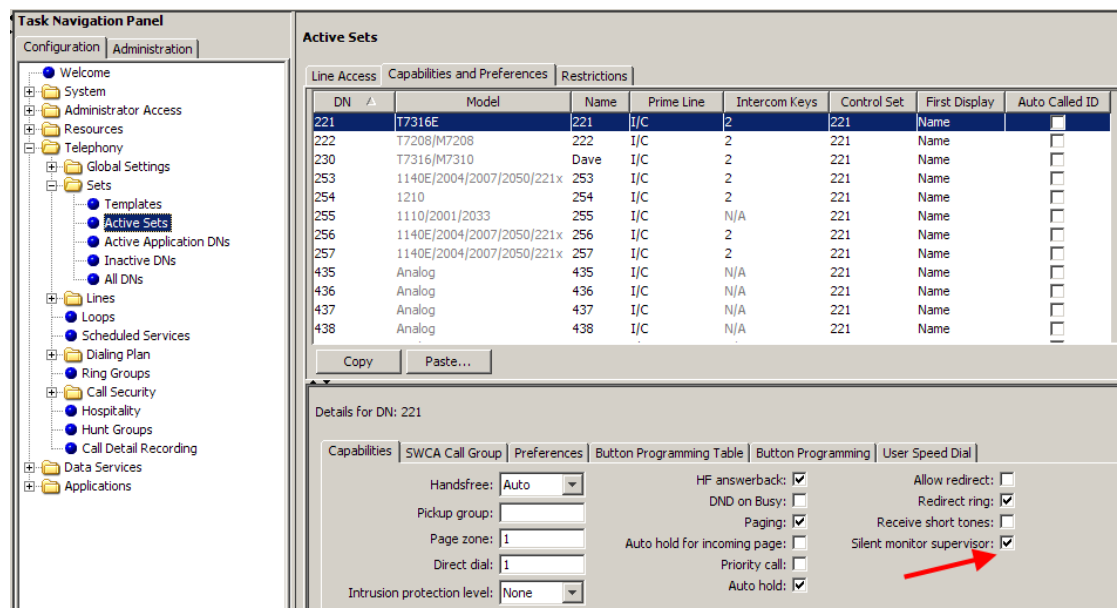
1. Open the **Telephony** folder followed by the **Global Settings** folder and select **Advanced Feature Settings**.
2. The Silent Monitor screen appears in the right frame.



Silent Monitor Settings

| Field | Values | Description |
|-----------------|----------------------|---|
| Monitoring mode | Silent Non silent | Choose Silent if you want supervisors to be able to break into a hunt group conversation without giving an indication of their presence. Choose Non silent if you want the hunt group member and the caller to hear a conference tone when a supervisor breaks into a hunt group conversation. Note: Initial monitoring is muted at the supervisor set. If the Supervisor wants to speak within the conversation, a display key on the two-line display supervisor telephone is available, once the connection is established. |
| SM sets | 1 to 30 | Indicate the number of two-line telephones in your system that you will allow to be used as supervisory telephones. (Default: 5) |
| SM passwd | XXXXXX | A six-digit set that must be entered after the supervisor presses FEATURE *550 . To maintain system security, change this password frequently. (Default: 745368 (SILENT)) |

- The designated sets will have to be configured so that they have the capability to monitor a Hunt Group call.
- Open the **Telephony** folder, then the **Sets folder** and select **Active Sets**. Then select the **Capabilities and Preferences** tab click the DN to have the Supervisor Monitoring facility select the **capabilities** tab and tick the **Silent Monitor Supervisor** tick box.

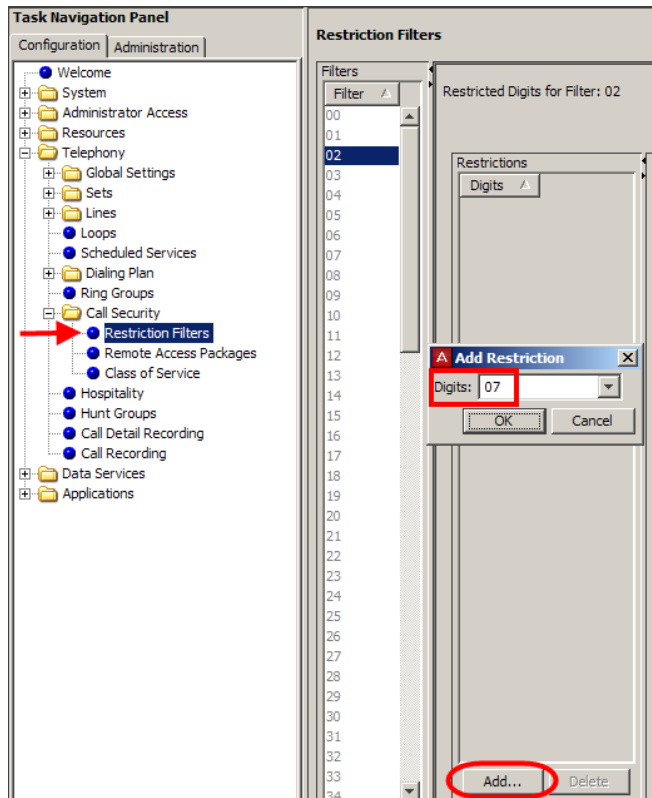


Note: The monitoring extension must be a 2-line display telephone.

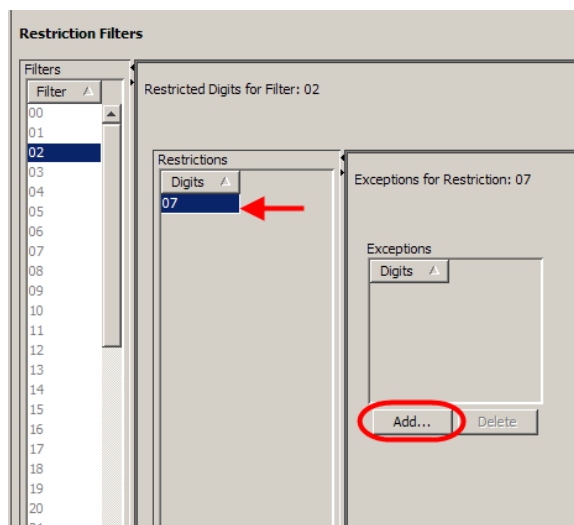
Programming Restrictions

To set the Restrictions and Overrides to be used by the system use the following path: Open the **Telephony** folder, followed by the **Call Security** folder and click **Restrictions Filters**. Always ensure that numbers to emergency services are not restricted.

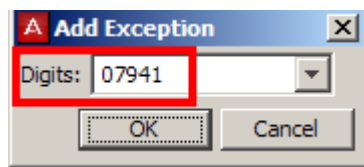
1. Select the **Restrictions** from the filters list and click the **Add** button. Enter the digits to be restricted and click **OK**.



- To add an Exception (Override) to a Restriction, select the **Digits** to be restricted i.e. 07 heading and select the **Override** heading. Click on **Add** under the **Exception Digits** field.



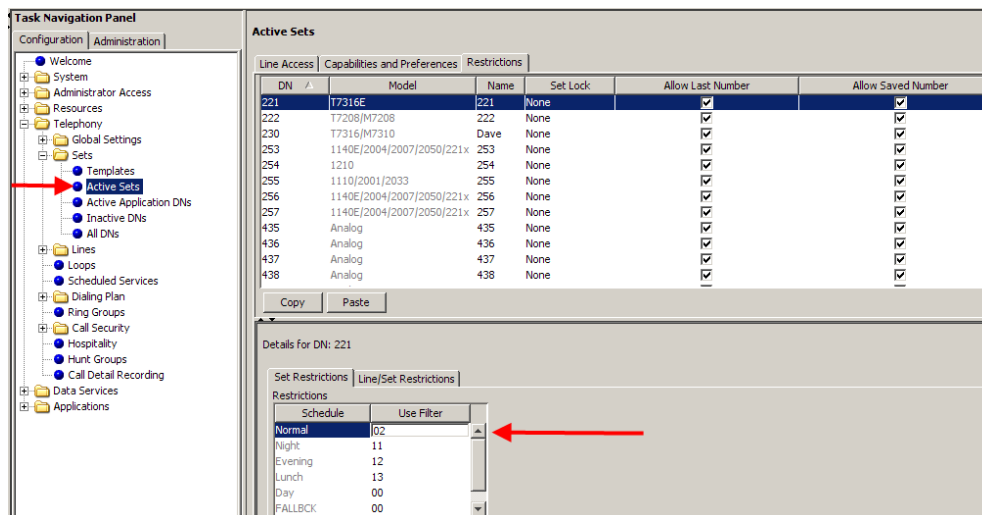
- Enter the Exception digits and click **OK**.



Multiple Overrides can be added to each Restriction: however, there is a maximum total of 400 Restrictions and Overrides allocated to the 100 programmable filters.

When setting Restrictions and Exceptions the wildcard character is "A", which represents any digit.

- Once the Restriction Filters have been created they can then be assigned to the required DN's open: Open the **Telephony** folder, then the **Sets folder** and select **Active Sets**. Select the extension and the **Restrictions** tab. set the Filter against the appropriate Schedule s required.



Programming Scheduled Services

Scheduled Services consists of three telephony services:

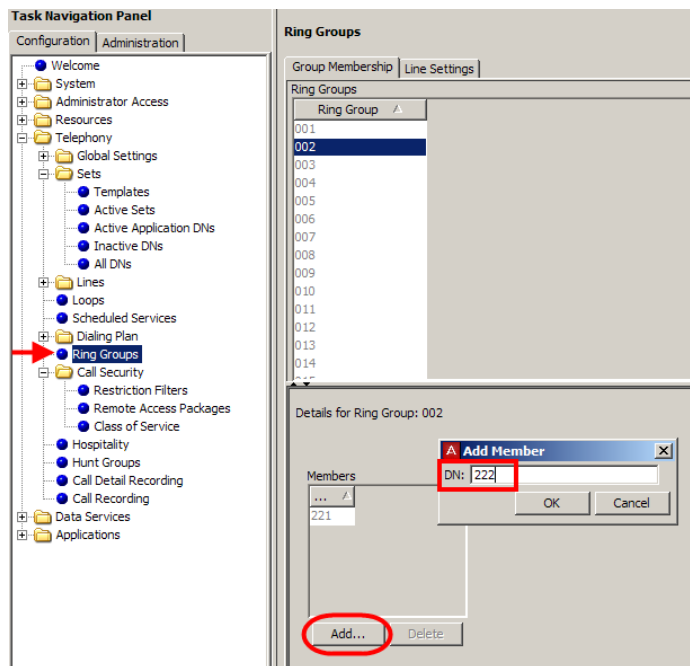
- **Ringing Service:** Allows *additional* telephones to ring on certain lines when required. For example, if a receptionist is unavailable to take calls during lunchtime, the lines that normally ring on that extension can be programmed to ring at other extensions.
- **Restriction Service:** *Alternate* restrictions can be set for different periods of the day. For example, at night time it is possible to restrict calls from an extension to international numbers, whereas during the day this facility is allowed.
- **Routing Service:** *Alternate* routes can be programmed for different times of the day.

Services can be activated either manually by the use of Feature codes (F871=Ringing, F872=Restriction, F873=Routing), or automatically by programming the respective Service setting to Auto.

Ringling Service

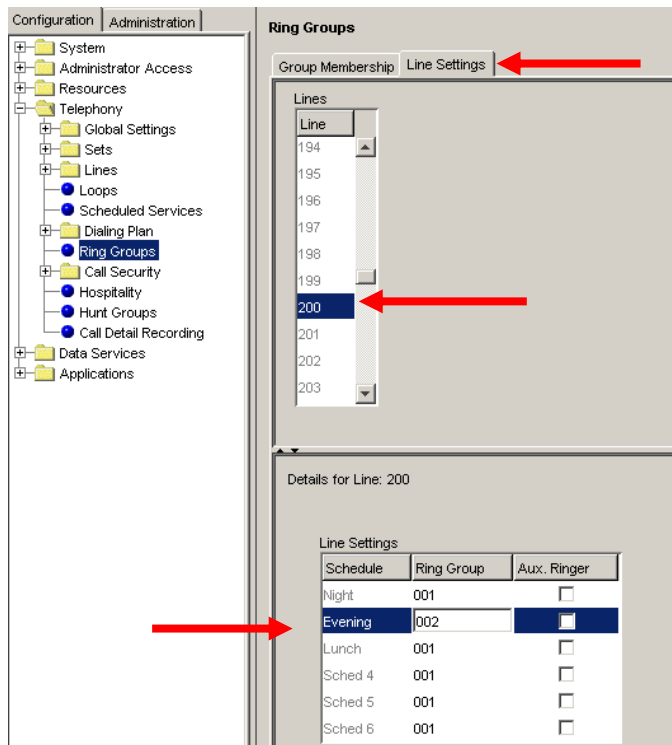
The programming of a Ringling Service consists of configuring a Ring Group (essentially a list of extensions required to ring) and assigning the group to a line. Again, the service can be activated by use of a Feature code (Manual setting), or programmed to activate at certain times of the day. (Auto setting).

1. To assign extensions to a Ring Group, open the **Telephony** folder and click **Ring Groups**. Click the Ring Group to be configured. Under the **Members** field click on **Add** to add an extension (DN) to the group. Click **OK** when you've entered the extension.

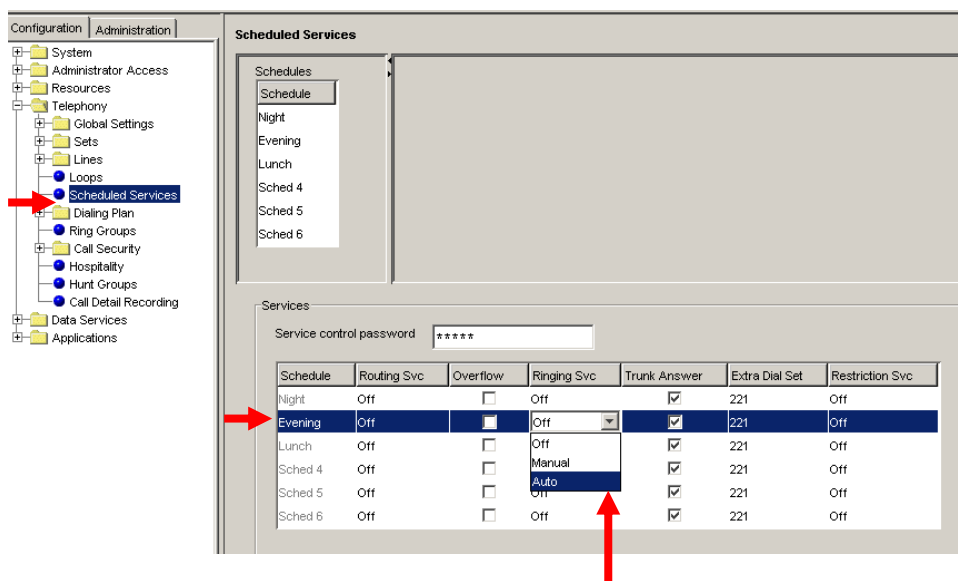


Note: It is recommended that you do not use Ring Group 001, unless you want this Ring Group to be applied to all lines. Ring Group 001 is applied to all lines by default.

- To assign the Ring Group to a line, click the **Line Settings** tab followed by the line to be used schedule to be used.



- The under the Line Settings Field enter the **Ring Group** to be used against the appropriate schedule.
- To configure if the service is to be activated manually or automatically, open the **Telephony** folder and click **Scheduled Services**. Select the required schedule. Click the **Ringing Service** drop down box and the appropriate service setting.



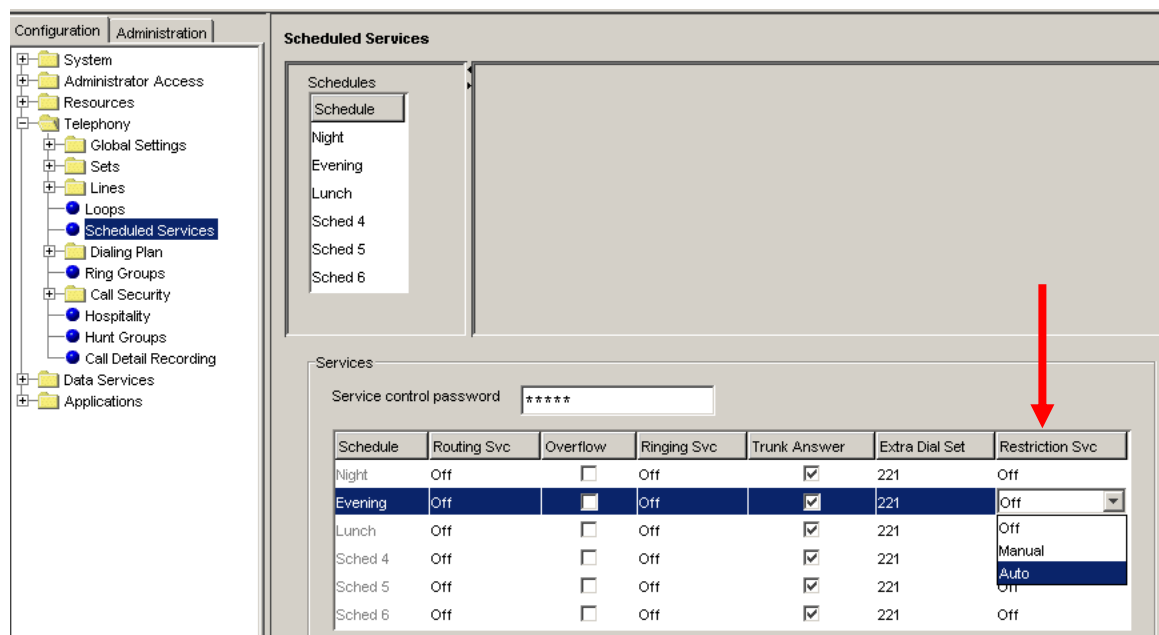
Note: If using the **Auto** setting, you must set the times for that schedule appropriately. Refer to the **Scheduled Services – Times, Names, and Service Control Passwords** section of this guide for more information.

Ringing Service Settings

| Attribute | Value | Description |
|-----------------|-----------------------------------|--|
| Service setting | Off Manual Auto | Manual allows you to turn the service on and off at any time from a control set using the Ringing service feature code (F871). Auto allows you to program a stop and start time for a service. You are still able to start and stop the service by entering the appropriate Services feature code at a control set. If you select this setting, you will have to set start and stop times. Off prevents the service from being activated. |
| Trunk answer | < Checkbox > | Trunk answer allows you to answer, from any telephone, an external call that is ringing at another telephone in your office if the Ringing Service is active on that line at the time of the call. If the service is not active, you cannot answer the call. This is useful if the other telephones are not assigned the same lines as the telephone you are using to answer the call. |
| Extra dial set | None DN XX DN <control set> | The Extra dial set attribute allows you to assign an additional direct-dial set for each schedule. Note: The extra dial set is activated during a schedule by entering the Ringing service feature code from a direct-dial set. This does not activate the Ringing service unless the direct-dial set is also a control set. |

Restriction Service

To utilise alternate restriction scheduled services, ensure that the required Restriction Filters have been programmed. You must then ensure that the correct Restriction Filters are assigned to the required DN's (extensions).



1. Define whether each Restriction Schedule should be activated Manually, Automatically, or not at all.

Note: If using the **Auto** setting, you must set the times for that schedule appropriately. Refer to the **Scheduled Services – Times, Names, and Service Control Passwords** section of this guide for more information.

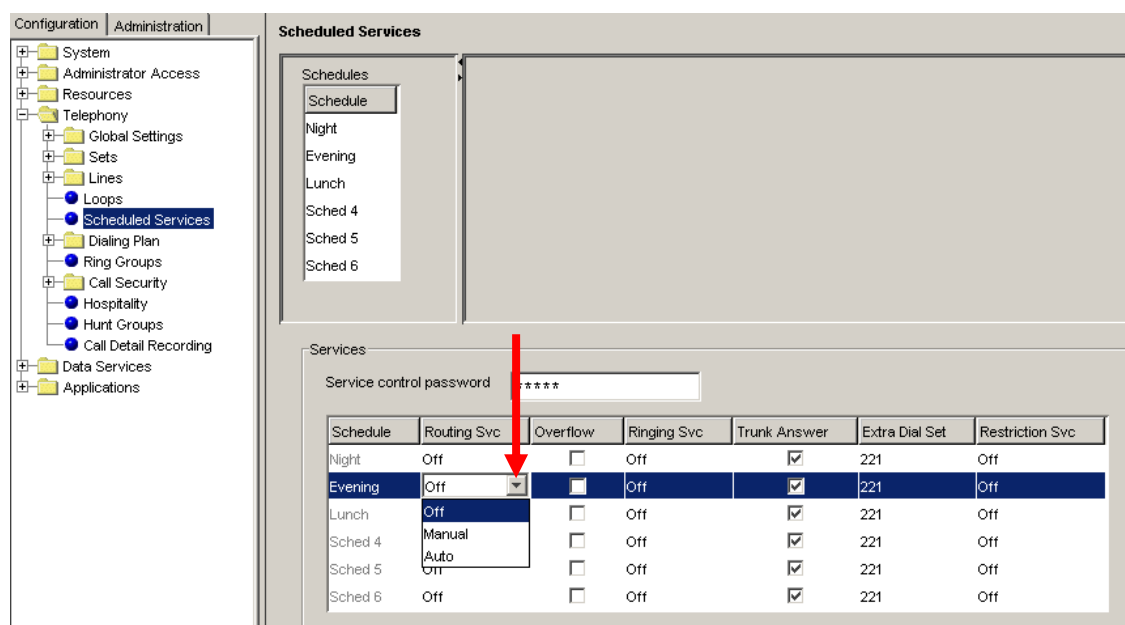
Restriction Service Settings

| Attribute | Value | Description |
|-----------------|-----------------------|---|
| Service setting | Off Auto Manual | <p>Manual allows you to turn the service on and off at any time from a control set using the Restriction service feature code (F872).</p> <p>Auto allows you to program a stop and start time for a service. You are still able to start and stop the service by entering the appropriate Services feature code at a control set. If you select this setting, you will have to set start and stop times.</p> <p>Off prevents the service from being activated.</p> |

Routing Service

To utilise alternate routing scheduled services, ensure that the required Routes and Destination codes have been programmed.

1. Define whether each Routing Schedule should be activated Manually, Automatically, or not at all.



Note: If using the **Auto** setting, you must set the times for that schedule appropriately. Refer to the **Scheduled Services – Times, Names, and Service Control Passwords** section of this guide for more information.

Routing Service Settings

| Attribute | Value | Description |
|------------------|-----------------------|--|
| Service setting | Off Auto Manual | Manual allows you to turn the service on and off at any time from a control set using the Routing service feature code (F873). Auto allows you to program a stop and start time for a service. You are still able to start and stop the service by entering the appropriate Services feature code at a control set. If you select this setting, you will have to set start and stop times. See the section on schedule times for information on programming times. Off prevents the service from being activated. |
| Overflow routing | <checkbox> | If all the lines used by a route are busy when a call is made, you can program Routing service to overflow to the route used for normal mode. If this happens, the set sounds a warning tone and displays the message Expensive route . The caller can then release the call to avoid using the normal route, or continue with the call. Tips: A schedule must be active for overflow routing to be in effect. Overflow routing is not available in normal mode. You must create an overflow route to be used with each destination code. In this way, every route used with a scheduled mode that has overflow service must have an alternate route in normal service. |

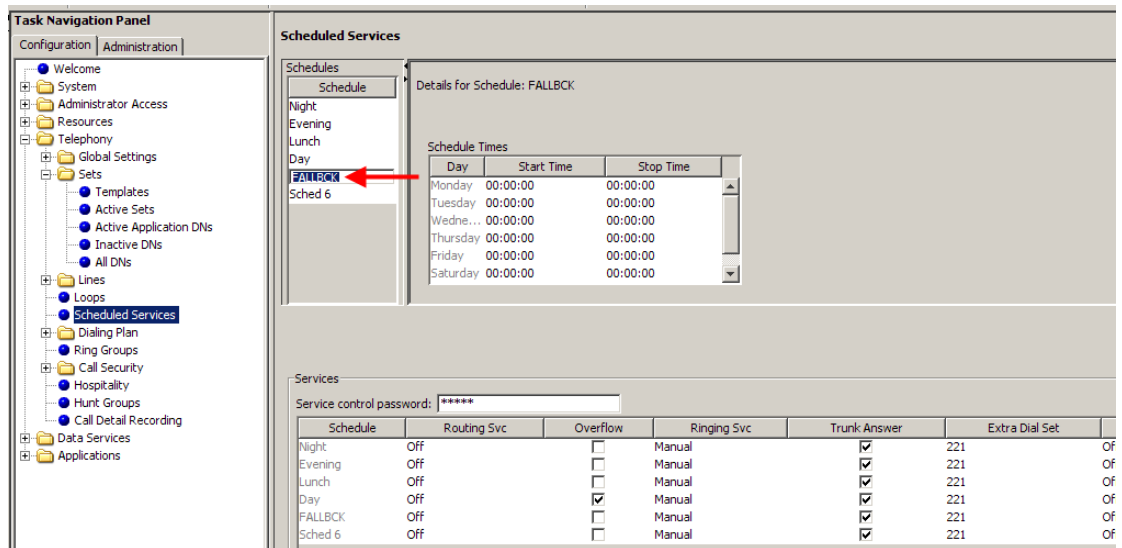
Scheduled Services - Times, Names and Service Control Passwords

1. When manually activated, some scheduled services may require a password. This is the password entered in the **Service Control Password** field.

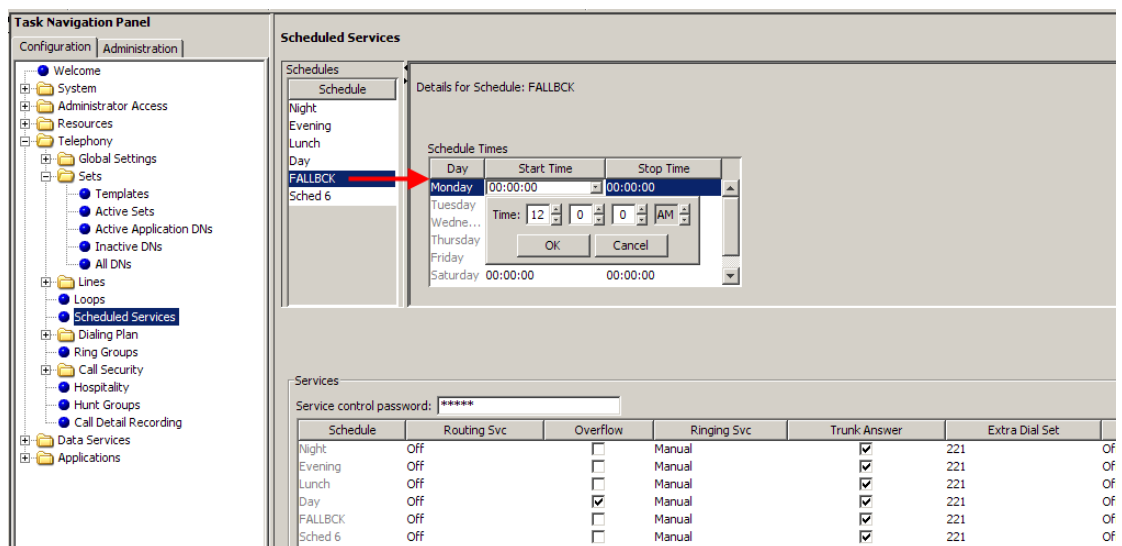
The screenshot displays the 'Scheduled Services' configuration window. On the left is a 'Task Navigation Panel' with a tree view where 'Scheduled Services' is highlighted. The main area is divided into 'Schedules' and 'Services' sections. The 'Schedules' section lists: Night, Evening, Lunch, Day, FALLBCK, and Sched 6. The 'Services' section includes a 'Service control password' field with six asterisks and a table of settings for each schedule.

| Schedule | Routing Svc | Overflow | Ringng Svc | Trunk Answer | Extra Dial Set | |
|----------|-------------|-------------------------------------|------------|-------------------------------------|----------------|----|
| Night | Off | <input type="checkbox"/> | Manual | <input checked="" type="checkbox"/> | 221 | Of |
| Evening | Off | <input type="checkbox"/> | Manual | <input checked="" type="checkbox"/> | 221 | Of |
| Lunch | Off | <input type="checkbox"/> | Manual | <input checked="" type="checkbox"/> | 221 | Of |
| Day | Off | <input checked="" type="checkbox"/> | Manual | <input checked="" type="checkbox"/> | 221 | Of |
| FALLBCK | Off | <input type="checkbox"/> | Manual | <input checked="" type="checkbox"/> | 221 | Of |
| Sched 6 | Off | <input type="checkbox"/> | Manual | <input checked="" type="checkbox"/> | 221 | Of |

- To name a schedule, double click on the schedule to be named. Schedule 0 is always “normal” and cannot be renamed.



- Set the schedule times accordingly for each day.



Note: Schedule times do not flow over midnight, i.e. setting a start time of 23:00 and stop time of 07:00 means that the schedule will start at midnight, stop at 07:00, then re-start at 23:00 and stop at midnight.

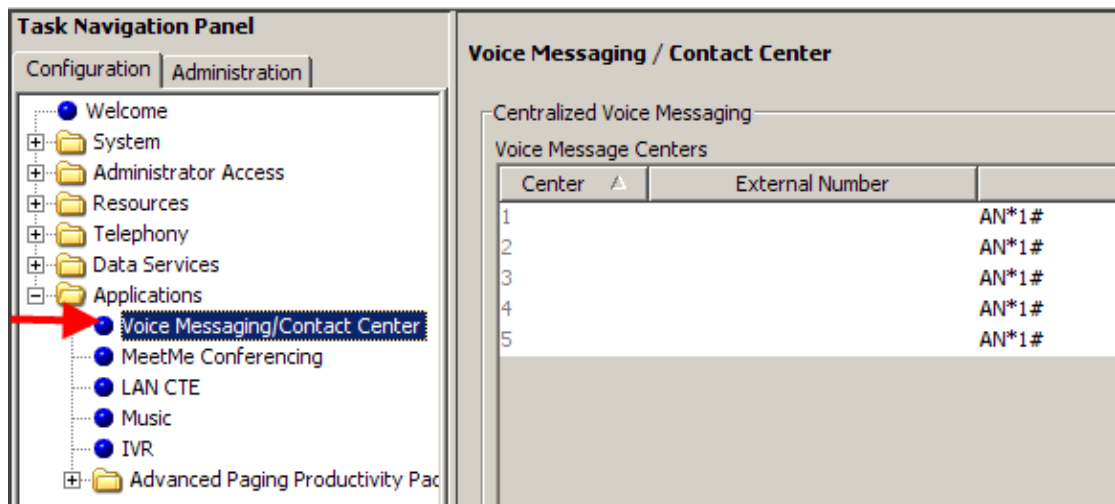
Additional Configuration

The following configuration sections may not be required in all situations.

Voice Message Centres

Voice Message Centres are remote Voicemail service providers. Thus, Voicemail mailboxes and messages can be stored on a system external to the BCM.

1. To program Voice Message Centres (Voicemail services via external provider) use the following path: open the **Applications** folder, and select **Voice Messaging/Contact Center**.



If using Voicemail on a Meridian system the path can be defined here.

Voice Message Center Settings

| Field | Values | Description |
|----------------------------------|----------------|---|
| External # | <phone number> | This is the number of the remote voice message system. |
| Message wait Indicate String | <string> | Indicates that the message centre has a message in the mailbox. This is a default NSI string for message waiting. |
| Message wait Cancellation string | <string> | Indicates that the voice messages have been retrieved. This is a default NSI string for message waiting. |

Hospitality

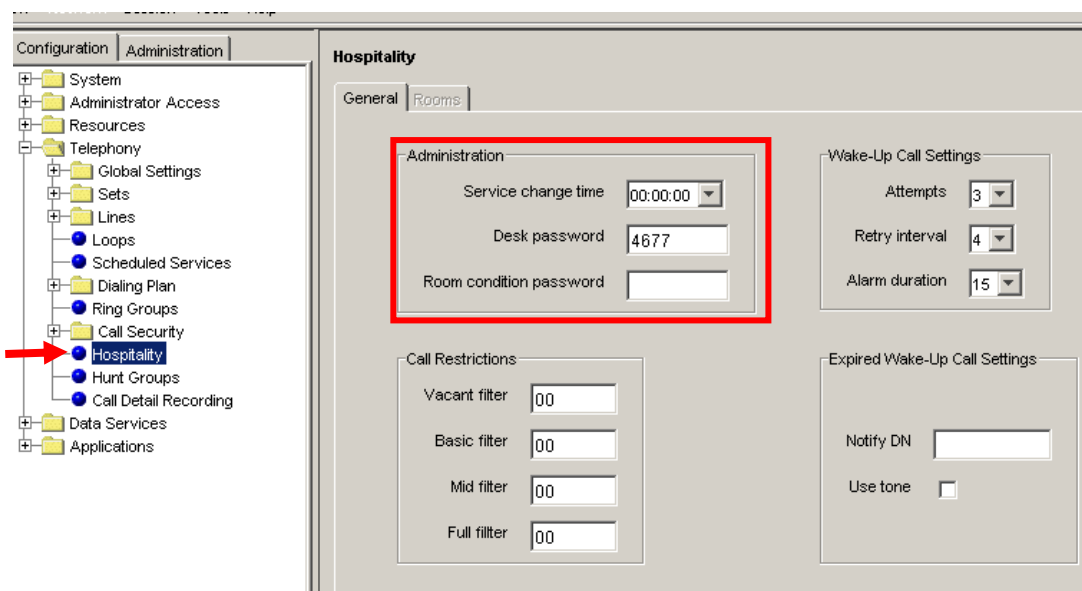
In a temporary room occupancy setting, such as hotels or hospitals, guests and staff gain improved services through immediate access to basic functions like:

- Wake-up services or reminders via alarms on the room telephones
- Accurate tracking of the room service requirements, such as cleaning schedules and occupancy.

The system classifies telephones as one of three types of telephones:

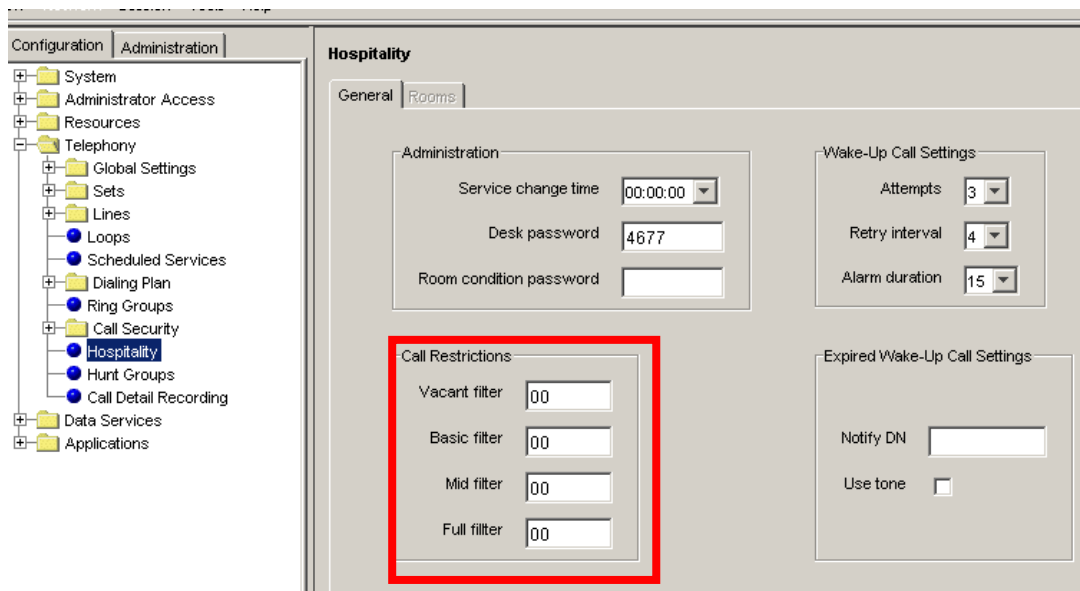
- **Common set:** This type of telephone can be found in a lobby, office, or common area. It is not associated with a room and does not have access to all of the hospitality features. These telephones are Business Communications Manager telephones or analogue telephones connected to an analogue terminal adapter (ATA 2).
- **Room set:** This type of telephone is assigned to a room. You can assign up to five telephones to the same room (they all share the same room number). These telephones can be any Business Communications Manager telephone or an analogue telephone connected to an ATA 2.
- **Hospitality Services (HS) admin set:** This type of telephone is any two-line display Business Communications Manager telephone. You can program a hospitality services telephone to require the entry of an Administrative desk password before the system grants access to hospitality administrative-level service control.

1. To program Hospitality features use the following path: **Telephony > Hospitality.**



| Field | Values | Description |
|-----------------------------|------------------------|---|
| Services change time | <24 hour digital time> | Identify when the occupied rooms will change from service done to service required. Format: HHMM, i.e. 1400 = 2 p.m. HH = 0 to 23; MM = 0 to 59 |
| Desk password | <up to six digits> | Enter the password that will be required to access all the Hospitality administrative features. Security: We strongly recommend that you change the default password, and frequently change the desk password to prevent unauthorized entry. Default password: 4677 (HOSP) |
| Room condition password No. | <up to six digits> | Set the password that will allow access to the Room condition feature (F876). Default password: 4677 (HOSP) |

Call Restrictions



| Field | Values | Description |
|---------------|------------------|--|
| Vacant filter | <two-digit code> | Enter a code that indicates which calls are allowed when a room is empty, (i.e. 911). |
| Basic filter | <two-digit code> | Enter a code that indicates which calls are allowed for a basic room phone, (i.e. 911, and internal calls only). |
| Mid filter | <two-digit code> | Enter a code that indicates which calls are allowed for a phone with mid service. (i.e. 911, internal calls, and 1-800 numbers only) |
| Full filter | <two-digit code> | Enter a code that indicates which calls are allowed for a phone with full service. (i.e. no restrictions). |

Wake Up Call Settings

The screenshot shows the 'Hospitality' configuration page with the 'Rooms' tab selected. The 'Wake-Up Call Settings' section is highlighted with a red box. It contains three dropdown menus: 'Attempts' set to 3, 'Retry interval' set to 4, and 'Alarm duration' set to 15. Other sections include 'Administration' with 'Service change time' (00:00:00), 'Desk password' (4677), and 'Room condition password' (empty). 'Call Restrictions' includes 'Vacant filter', 'Basic filter', 'Mid filter', and 'Full filter', all set to 00. 'Expired Wake-Up Call Settings' includes 'Notify DN' (empty) and 'Use tone' (unchecked).

| Field | Values | Description |
|----------------|---|---|
| Attempts | 1, 2, 3, 4, 5 | Select the number of times the Alarm time feature attempts to alert the occupant before cancelling. |
| Retry interval | (in minutes) 2, 4, 6, 8, | Select the interval between each attempt to send the alarm. |
| Alarm duration | (in seconds) 10, 15, 20, 25, 30, 35, 40, 45, 50 | Select the period that a telephone alerts for each alarm attempt. |

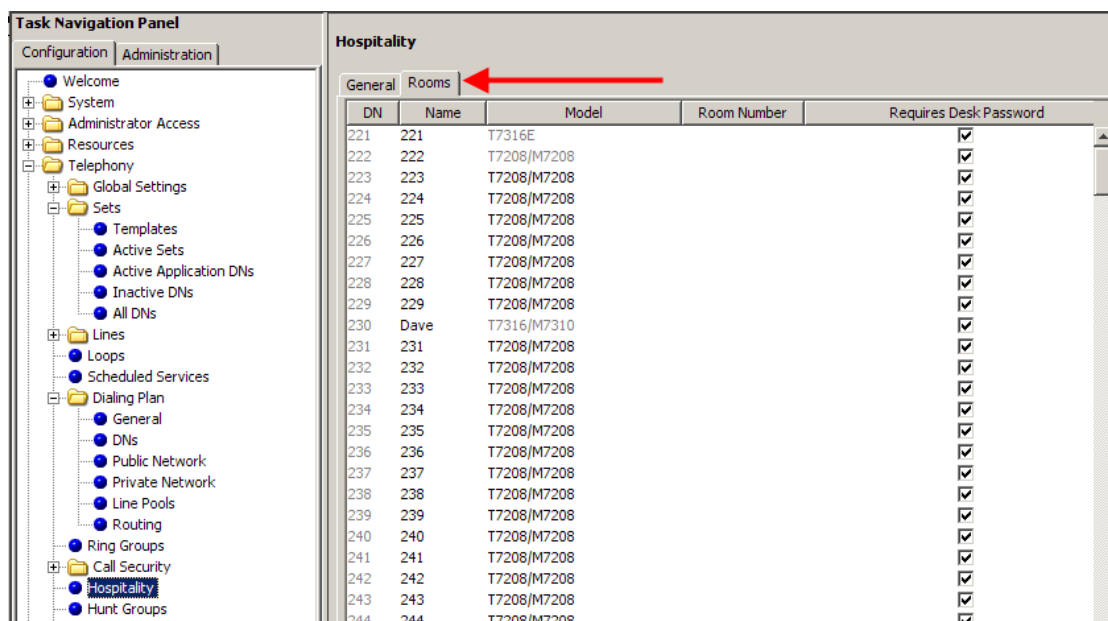
Expired Wake-Up Call Settings

The screenshot shows the 'Hospitality' configuration page with the 'Rooms' tab selected. The 'Expired Wake-Up Call Settings' section is highlighted with a red box. It contains two fields: 'Notify DN' (empty) and 'Use tone' (unchecked). Other sections are identical to the previous screenshot, including 'Administration', 'Call Restrictions', and 'Wake-Up Call Settings'.

| Field | Values | Description |
|-----------|-------------------------|--|
| Notify DN | None/DN: <telephone DN> | Enter a telephone DN if you want to notify a specific telephone when an alarm expires. |
| Use tone | <check box> | Choose whether you want the user to hear a tone when the alarm expires. |

Rooms Tab

The Hospitality - **Rooms** panel tab allows you to assign telephones to a room. You can assign a maximum of five telephone DN's to a room.



| Field | Values | Description |
|------------------------|-----------------------------|--|
| DN | <Read-only> | This is the DN of a telephone assigned to a room. |
| Name | Max 7 Characters | |
| Model | Select from Dropdown List | This is the model name from the DN record. |
| Room number | <any digit from 1 to 32767> | Enter the room that contains the telephone with this DN. |
| Requires desk password | Checkbox | If set to yes, the telephone requires a password to access administrative-level hospitality features (features 877-879). If set to no, the telephone does not require any passwords to access the features. Desk passwords are created using the main Hospitality command. |

Renumbering DN's & Target Line Information

There are two programming elements that can be sequentially renumbered within Element Manager:

- DN's
- Target Lines

The DN Renumbering feature allows the following items to be changed:

- DN's: A single or range of DN's can be renumbered to other more convenient values. For example, if there was a need to change DN numbers 221-230 to 621-630 then the Renumbe feature would allow this.
- OLI's: Public and Private OLI's can be easily assigned or changed across a range of DN's.

The Target Line Renumbering feature allows the following items to be changed:

- Target Line Assignment: Target Lines can be sequentially assigned to designated DN's. This process is useful if the received numbers have already been assigned to the Target Lines.
- Received Numbers: Public and Private received numbers can be assigned sequentially to Target Lines. This is a convenient method of performing this process.

Renumbering DN's and OLI's

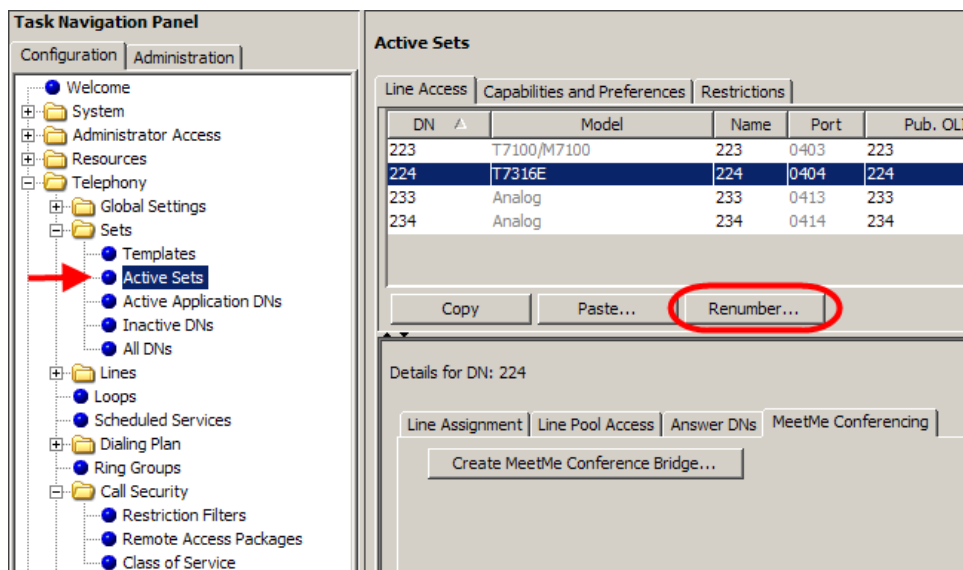
Renumbering DN's

Use the following procedure to change a single or range of DN's numbers to more convenient numbers. It is also possible to move existing mailboxes using this process.

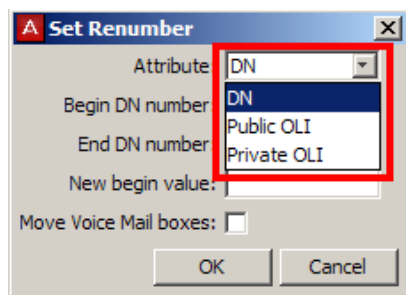
The attributes of the original DN such as name, call forward settings, line assignments etc., will be moved to the new DN(s).

1. Launch Element Manager and connect to the BCM.

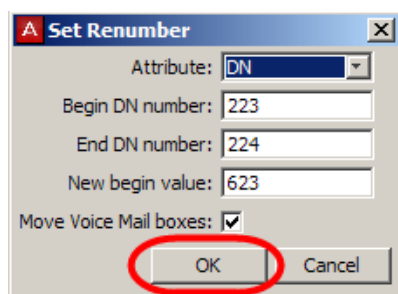
- In the **Configuration** tab, open the **Telephony** folder, followed by **Sets**, and click on **Active Sets**. (The following process could be performed in Active Application DNs, Inactive DNs, and All DNs.)



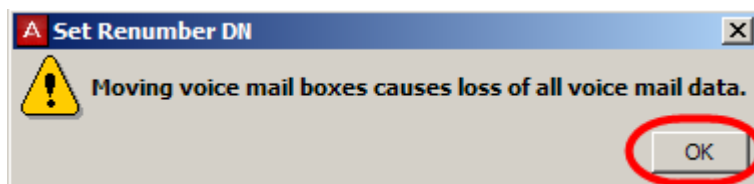
- Click on the **Renumber...** button.
- The **Set Renumber** dialog box appears. Select **DN** from the **Attribute** drop down list.



- Enter the range of DN's to be renumbered in the **Begin DN number** and **End DN number** fields. Enter the DN number that you want to start renumbering to in the **New begin value** field.



- If you want to move mailboxes associated with the original DN's to the new DN's, check the **Move Voice Mail boxes** check box. Click **OK** to renumber the DN's.
- If selecting the **Move Voice Mail boxes** option, voice mail data will be lost. Click **OK** to continue



- Click **OK** to continue.
- The new DN numbers will be displayed. Note that the port numbers remain the same.

Active Sets

| DN | Model | Name | Port | Pub. OLI | Priv. C |
|-----|-------------|------|------|----------|---------|
| 233 | Analog | 233 | 0413 | 233 | 233 |
| 234 | Analog | 234 | 0414 | 234 | 234 |
| 623 | T7100/M7100 | 623 | 0403 | 623 | 623 |
| 624 | T7316E | 624 | 0404 | 624 | 624 |

Buttons: Copy, Paste..., Renumber...

Renumbering OLI's

The Renumber feature allows quick and easy numbering of Public and Private OLI's, if they weren't already correctly set in during Telephony Resources configuration.

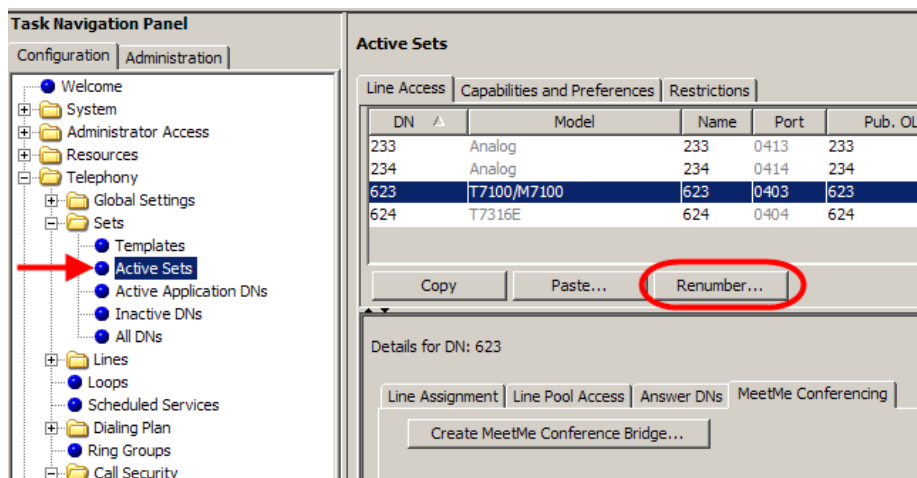
OLI's, or the Outgoing Line Identifier, is used to display the configured OLI number of the dialing BCM extension at the receiving end. Separate OLI's can be specified for dialing over public or private networks.

The procedure allows selection of DN's to apply the OLI's to, and the start OLI number to sequentially assign OLI's from.

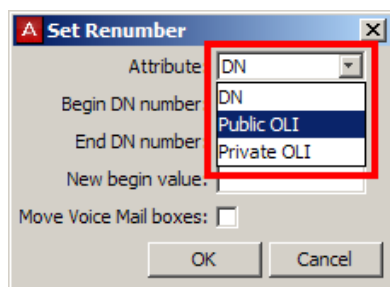
Use the following procedure to apply OLI's to a range of DN's.

- Launch Element Manager and connect to the BCM.

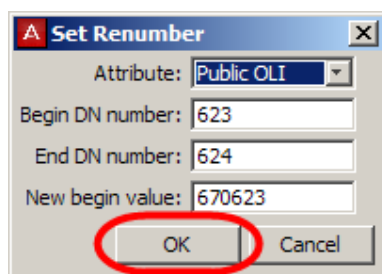
- In the **Configuration** tab, open the **Telephony** folder, followed by **Sets**, and click on **Active Sets**. (The following process could be performed in Active Application DNs, Inactive DNs, and All DNs.)



- Click on the **Renumber...** button.
- The **Set Renumber** dialog box appears. Select either **Public OLI** or **Private OLI** from the **Attribute** drop down list, depending on whether OLI's are being configured for the public or private network.

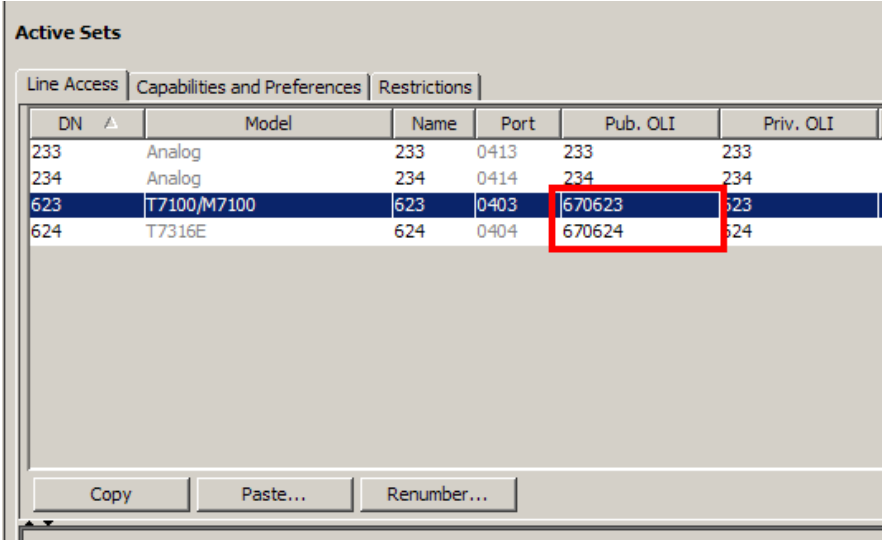


- Enter the range of DN's to apply the OLI's to in the **Begin DN number** and **End DN number** fields. Enter the start of the OLI range in the **New begin value** field. OLI's will be applied sequentially from this value to the specified range of DN's.



- Click **OK** to apply the OLI's.

- The updated OLI's will appear in the selected OLI field.



The screenshot shows the 'Active Sets' configuration window with the 'Restrictions' tab selected. A table lists line assignments with columns for DN, Model, Name, Port, Pub. OLI, and Priv. OLI. The rows for DN 623 and 624 are highlighted, and their 'Pub. OLI' values (670623 and 670624) are enclosed in a red box.

| DN | Model | Name | Port | Pub. OLI | Priv. OLI |
|-----|-------------|------|------|----------|-----------|
| 233 | Analog | 233 | 0413 | 233 | 233 |
| 234 | Analog | 234 | 0414 | 234 | 234 |
| 623 | T7100/M7100 | 623 | 0403 | 670623 | 623 |
| 624 | T7316E | 624 | 0404 | 670624 | 624 |

Renumbering Target Line Assignments & Received Numbers

Renumbering Target Line Assignments

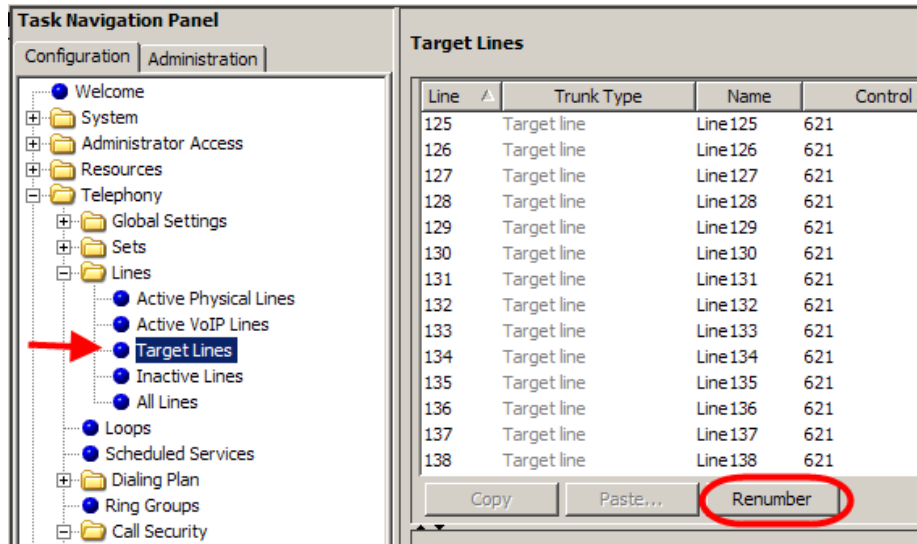
The Renumber feature can be used to assign a range of Target Lines to a range of DN's, specified by the DN begin value. Each Target Line will be mapped sequentially from the specified DN upwards.

Use the following procedure to assign Target Lines to DN's.

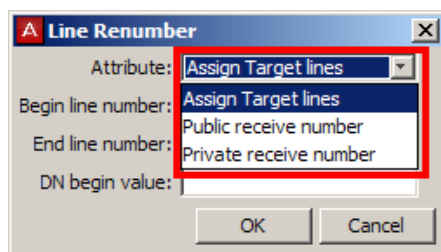
Note: Existing Target Lines will not be replaced by the newly assign Target Lines on the DN's specified in this process.

- Launch Element Manager and connect to the BCM.

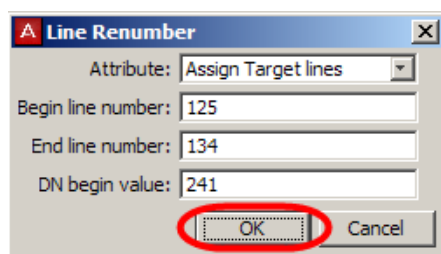
- In the **Configuration** tab, open the **Telephony** folder, followed by **Lines**, and click on **Target Lines**. (The following process could be performed in Active Physical Lines, Active VoIP Lines, Inactive Lines, and All Lines, but as this process only relates to Target Lines it is recommended to perform this from the Target Lines section.)



- Click on the **Renumber** button.
- The **Line Renumber** dialog box appears. Select **Assign Target Lines** from the **Attribute** drop down list.

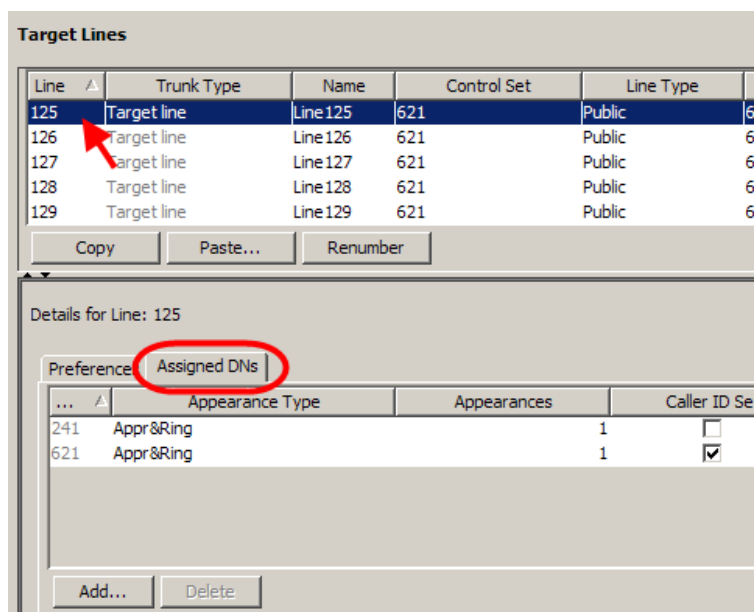


- Enter the range of Target Lines to be assigned in the **Begin line number** and **End line number** fields, and the first DN to have the target lines sequentially assigned in the **DN begin value** fields.



- Click **OK** to assign the Target Lines.

7. Select the Target Line and click on the **Assigned DNs** tab in the lower pane to view the Target Line assignments (per line basis).

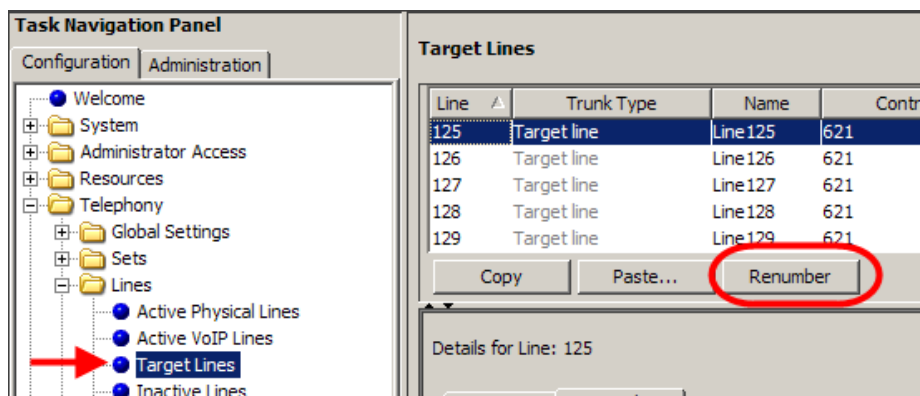


Renumbering Received Numbers

The Renumber feature provides a quick and convenient method of assigning ranges of public and private received numbers to Target Lines.

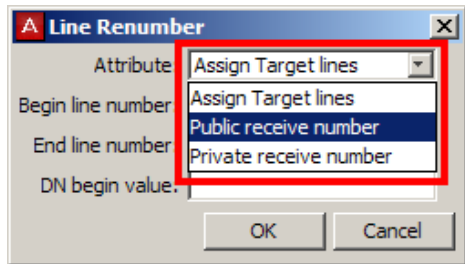
Use the following procedure to assign received numbers to Target Lines using the Renumber feature.

1. Launch Element Manager and connect to the BCM.
2. In the **Configuration** tab, open the **Telephony** folder, followed by **Lines**, and click on **Target Lines**. (The following process could be performed in Active Physical Lines, Active VoIP Lines, Inactive Lines, and All Lines, but as this process only relates to Target Lines it is recommended to perform this from the Target Lines section.)

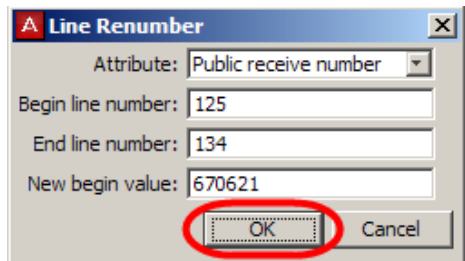


3. Click on the **Renumber** button.

- The **Line Renumber** dialog box appears. Select either **Public receive number** or **Private receive number** from the **Attribute** drop down list, depending on whether received numbers are being configured for the public or private network.



- Enter the range of Target Lines to be configured in the **Begin line number** and **End line number** fields, and the first received number to sequentially assign from in the **New begin value** field.



- Click **OK** to assign the received numbers.
- The assigned received numbers will be displayed.

| Line | Trunk Type | Name | Control Set | Line Type | Prime Set | Pub. Received # |
|------|-------------|---------|-------------|-----------|-----------|-----------------|
| 125 | Target line | Line125 | 621 | Public | 621 | 670621 |
| 126 | Target line | Line126 | 621 | Public | 621 | 670622 |
| 127 | Target line | Line127 | 621 | Public | 621 | 670623 |
| 128 | Target line | Line128 | 621 | Public | 621 | 670624 |
| 129 | Target line | Line129 | 621 | Public | 621 | 670625 |
| 130 | Target line | Line130 | 621 | Public | 621 | 670626 |
| 131 | Target line | Line131 | 621 | Public | 621 | 670627 |
| 132 | Target line | Line132 | 621 | Public | 621 | 670628 |
| 133 | Target line | Line133 | 621 | Public | 621 | 670629 |
| 134 | Target line | Line134 | 621 | Public | 621 | 670630 |
| 135 | Target line | Line135 | 621 | Public | 621 | 231 |

Avaya Documentation Links

- [Configuration – System](#)
- [Configuration – Devices](#)
- [Configuration – Telephony](#)