

# **AUTO-ATTENDANT, GROUP WORKING OR EXCLUSIVE LINES.**

## **AUTO-ATTENDANT**

The Auto-Attendant (AA) can be turned on or off for any or all incoming lines.

### **AUTO-ATTENDANT ON/OFF (menu / 9 / Admin. instructions)**

If the AA is turned on for a line, the system will “Auto-answer” incoming calls on that line (Note. No handsets will ring to the incoming call). The system will then operate as listed.

1. The system plays the greeting message with 3 options
  - a) Dial the extension number
  - b) Dial 0 for the operator
  - c) No digits dialled
2. The system will then transfer the call to the extension dialled (option 1) or to the designated operator (option 2 & option 3).
3. If the dialled extension is busy, the system will play the busy ext message and the caller can input another ext number or transfer the call to the operator. If the second extension is busy, the call is terminated.

If Group working is required, the AA must be turned off for that line. If the AA is on for a line, then group working is disabled for that line.

## **GROUP WORKING**

### **INCOMING SIGNALLING**

**To subscribe a handset to group(s)**

**(menu / 5 / 2 / ADD / Group #)**

**To allocate lines to a group (ext 10 or 11 only)**

**(Admin menu / 9 / 1 / 5 / OK / select line # / select One/GrpHs / Group #)**

The handsets can be allocated to any number of groups to a maximum of 9 groups (01~09).

These groups are only to provide ringing selection. i.e. Handsets assigned to group 01 will all ring to incoming calls on the line(s) associated with group 01.

e.g. Line 1 can be “Sales” and Line 2 “Service” and Line 3 common and Line 4 allocated to extension 17. See chart below:-

LINE 1	LINE 2	LINE 3	LINE 4
Group 01	Group 02	Group 03	Group 04

The extensions are allocated as:-

Group 01	Group 02	Group 03	Group 04
11,12,13,14	11,15,16,17,18	11,19,20,21,	11,22,23,24,25,26

The extensions listed as group members will ring to a call on the line allocated to that group as above.

**Note 1.** Extension 11 is allocated to all groups and will ring to any incoming call. This extension could be the receptionist for all groups.

**Note 2.** All extensions in a group will ring simultaneously not sequentially

**Note 3.** Any call can be transferred to an extension that is not in the same group.

i.e. If a call comes in on Line 1. All extensions in group 01 will ring. If ext 12 answers, the call can be transferred to ext 19 even though ext 19 is not a member of group 01.

### **OUTGOING ACCESS**

Any and all extensions in groups will be allocated the first free outgoing line when the Talk/Flash button is pressed. The system always allocates in the order:- line 1, line 2, line 3, line 4. This is not alterable by programming.

## **NO GROUPS / EXCLUSIVE LINES**

If an exchange line is not allocated to a group it can be allocated to all handsets or to a particular handset.

### **ALLOCATION TO ALL HANDSETS (ext 10 or 11 only)**

**(menu / 9 / 1 / 5 / OK / select line # / select All HS)**

If a call comes in on a line allocated to all handsets, then all handsets registered to the base will ring to that call. Any handset can answer the call and transfer the call as normal.

### **ALLOCATION TO A PARTICULAR HANDSET (ext 10 or 11 only)**

**(Admin menu / 9 / 1 / 5 / OK / select line # / select One/GrpHs / extension #)**

This allows the use of “EXCLUSIVE” lines. If any Line (e.g. line 2) is allocated to a particular extension (e.g. ext 23), then only that extension will ring to calls coming in on that line. Further, only that particular extension will have outgoing access to that line. In this example:-

If a call comes in on line 2, only extension 23 will ring. Ext 23 can answer and transfer the call to any other extension. Only extension 23 can select line 2 for an outgoing call.

### **THIS IS IMPORTANT IF LESS THAN 4 LINES ARE CONNECTED TO THE SYSTEM.**

If only 1, 2 or 3 lines are connected, the system will allocate the vacant line(s) for outgoing calls e.g. if line 2 is not connected to the system and a call is in progress on line 1. When an extension tries to make an outgoing call, the system will allocate line 2 to the extension for the outgoing call. This, of course, will result in a failed call attempt. To overcome this situation, **all vacant lines must be allocated as an exclusive line to a non-existent extension (e.g. ext 99)**. Then the system will not allow that line to be allocated to any other extension for an outgoing call