

Simultaneous Ring New FeatureFlex Mobility Application

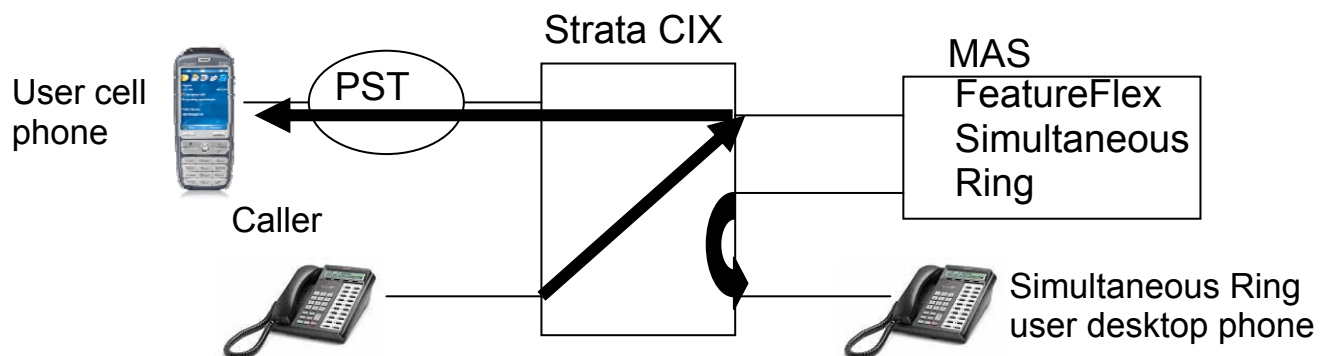
How would you like incoming calls to ring at both your desk telephone and your cell phone? To have the option of answering from either phone, depending on whether you are at or away from your desk? To have the best combination of desk telephone convenience and cell phone mobility?

This is possible with the Simultaneous Ring FeatureFlex application now available. It enables the Strata CIX system to ring two telephones when a call comes in so that the user can take calls more easily. One telephone is the user's desktop phone and the other can be a cell phone, home phone, or another extension in the system.

Overview

Simultaneous Ring is a FeatureFlex application that rings two telephones when a call comes in to the system. One telephone must be user's desktop phone, and the other can be any telephone. The user can take a call from either of the ringing telephones. When user's desktop phone is busy, the call will not ring the alternate destination and is forwarded directly to voice mail. If neither phone answers the call, the call is forwarded to voice mail.

The alternate destination can be configured through eManager or My Phone Manager.



Note The Simultaneous Ring application requires two voice mail ports to ring two destinations. Therefore, if there are many Simultaneous Ring users in the system, or the call volume for the simultaneous Ring users is high, additional voice mail ports are required. In general, four additional voice mail ports may be required for 10 user system, and ten voice mail ports may be required for 100 user system. When a voice mail port is not available, the call may ring either the

desktop phone or the destination phone, or the call may be routed to the user's voice mail box immediately.

Applications

Almost anyone can benefit from the Simultaneous Ringing feature, whether they're away from their desk a little or a lot. Here are a couple examples how to take advantage of the Simultaneous Ring feature.

- **Sales person** spends a lot of time out of the office visiting customers. The sales person needs to be able to take calls on their cell phone, wherever they are. When they work in the office, they can take advantage of PBX features on their desk telephone to transfer a call or make a conference call. The caller can always use the sales person's published number, and the call be answered by the desk telephone or the cell phone. Simultaneous Ring allows the calling party to use one published number to ring both the desk phone and the cell phone.
- **Engineering manager** has two groups in different locations. The manager frequently visits both locations and would like to take calls at either location. Simultaneous Ring allows the user to configure the extension in another node as the alternate destination, so the manager can answer from either.

Software

Simultaneous Ring software can be downloaded from FYI under Software (Strata Sys.) > CIX Application and Utilities.

Simultaneous Ring requires Strategy Enterprise Server software 5.0.6.3 or later on the Media Application Server (MAS). The patch for the Strategy is also required and available on FYI under Software (Strata Sys.) > CIX Application and Utilities.

Simultaneous Ring requires the Service Pack 1 or later for Strategy voice mail 5.0.63 posted on FYI.

Ordering Information

The part number for the Simultaneous Ring application license is LICMAS-FF-SRNG (one per system).

If this is the first FeatureFlex application to be activated in the system, LIC-CIX-FF (Strata CIX license for FeatureFlex) is also required (one per system).

Pricing

The Simultaneous Ring application provides great value at a very low price. The latest Price Book on FYI has all the pricing information.

A new version of CIX Quote that includes the Simultaneous Ring application will be released early next month. Please contact the Toshiba Sales Application Desk for help in configuring FeatureFlex Simultaneous Ring applications until the new CIX Quote version becomes available.

Setup for FeatureFlex Applications

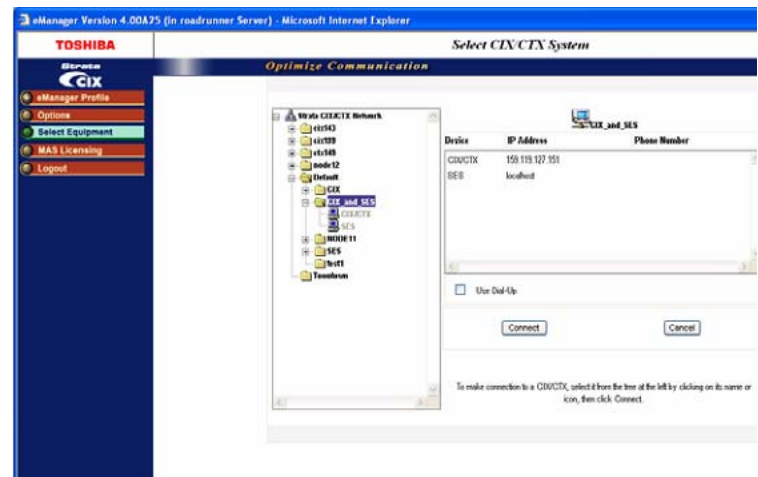
Set up FeatureFlex

Step 1: Configure Strategy ES System

- Configure the Strategy ES system for CIX Proprietary Integration per Chapter 10 of the *Strata CIX Voice Programming Manual Volume 2*.

Step 2: Use eManager to Configure FeatureFlex

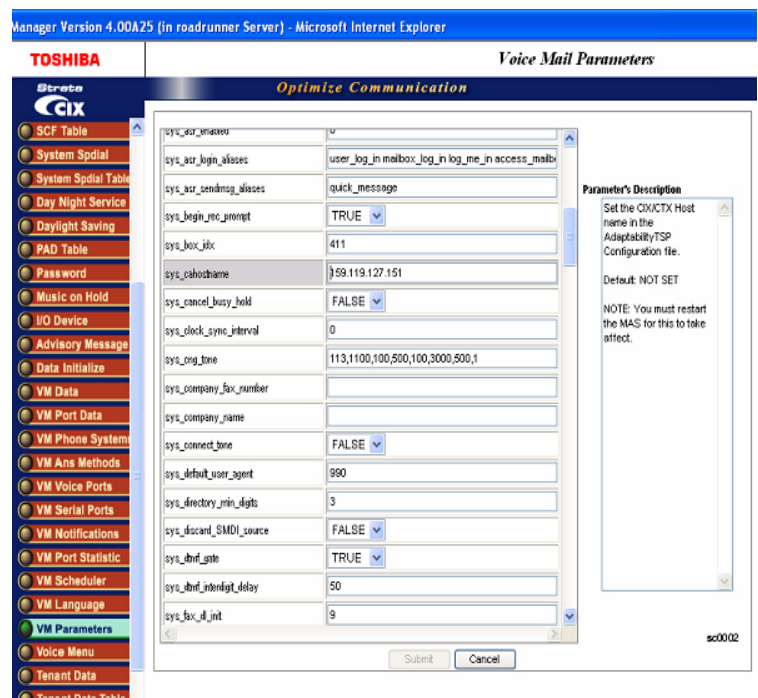
- Log in to eManager. From the Strata CIX/CTX Network panel, click the Default folder to expand the folder, then click CIX_and_SES folder. The Device IP address box displays on the right, then click Connect (shown right).



- Click Advanced Configuration > System > VM Parameters.
- In the sys_cahostname parameter, enter the IP address of the CIX (shown right). This tells FeatureFlex the IP address of the Strata CIX system.
- Scroll down to sys_voicemail_pilot_number parameter and assign the voice mail pilot number.

Set this value to the pilot number of the voice mail hunt group.

- Click Submit.
- Restart Strategy ES.



Step 3: License Requirement

1. A FeatureFlex license for Strata CIX (LIC-CIX-FF) must be purchased.
2. Follow the procedures in MAS Licensing in Chapter 2 - eManager of the *Strata CIX Voice Programming Manual Volume 2*.

Step 4: Program Strata CIX for FeatureFlex

1. Using eManager, click Advanced Configuration > System > I/O Device. Program 803 I/O Device screen displays (shown at right).
2. Click IO Logical Device tab and set Program 803 I/O Device. This screen is used to assign SMDR and SMDI to logical device and BSIS port numbers.

First set the screen to:

- FB00 Logical Device No. - 208 CTI #8.
- Device Port No. - set device to 11.
- FB01 Device Connection - LAN.

3. Click LAN Device tab and set Program 801 LAN Device. This screen assigns the LAN parameters for the PC applications connected to the LCTU Network Jack through a LAN or Hub.

First set screen to:

- FB00 - Set LAN Port No. to the port number set in Program 803 for 208CTI#8.
- FB01 - Protocol = TCP
- FB02 - PC Operation Type = Server
- FB03 - Data Flow = Asynchronization
- FB04 - Server Port Number = 1117

The screenshot displays the Strata CIX eManager interface. On the left is a vertical navigation menu with the following items: Basic Configuration, Advanced Configuration, Command Table, System, Card Assignment, Dial Number Plan, Flex Access Code, Public Number Plan, Class Of Service, System Timer, System Data, Sys Call Forward, SCF Table, System Spdial, System Spdial Table, Day Night Service, Daylight Saving, PAD Table, Password, Music on Hold, I/O Device (highlighted in green), and Advisory Message. The main window is titled 'Optimize Communication' and has three tabs: 'IO Logical Device' (selected), 'LAN Device', and 'RS232 Serial Port'. The 'IO Logical Device' tab shows '803 APPLICATION PORT ASSIGNMENTS'. It contains two dropdown menus: '00 Logical Device No.' set to '208 CTI #8' and 'Port Index No.' set to '11'. To the right of these is a '01 Device Connection' dropdown menu set to 'LAN'. The top right corner of the main window is labeled 'I/O Device'.

Access FeatureFlex

Important! *You must be connected to the Media Application Server (MAS) in order to see the FeatureFlex menu option.*

1. From the eManager Main screen, click Advanced Configuration > FeatureFlex.
2. Click Configuration and the FeatureFlex Configuration screen displays (shown below).

Application	Ext	User Agent
Call Monitor	307	307
One Number Access	305	305
Return Call	304	304
Return Call	305	305
Stock Quote	304	304

Terminate incoming calls to a list of destinations

Add Delete Edit Refresh

The first time you access this screen it is blank. As you assign the features to the telephones using the Add function (see “Add FeatureFlex Application to Phone” on page 5), the assigned features display on this screen.

From this screen, you can see the list of existing Application(s) and the Extension and User Agent to which each is assigned. By placing your cursor on the feature, a one-line description of the feature displays.

Sorting the Screen

Click on an up arrow (▲) in the field and the column is sorted in ascending order. Click on a down arrow (▼) in the field and the column is sorted in descending order.

Add FeatureFlex Application to Telephone

1. From the FeatureFlex Configuration screen, click Add. The Add FeatureFlex Application screen displays (shown below).

Web Page Dialog

Add FeatureFlex Application

Application	Feature Key / Application No	Property/Value
Alarm Clock		
Call Monitor		
One Number Access		
Return Call		
Screen Call		

One Number Access
Terminate incoming calls to a list of destinations

Ext	User Agent	Selected Extension / User Agent
280	985	
281	987	
282	988	
283	989	
284	990	
285	994	
286	996	
287	997	

Add >> << Delete

Help Assign Cancel

2. Highlight the Application, Ext., and User Agent you want to assign to a phone. Highlighting an application displays the description at the bottom of the screen

Note If an Extension has had feature(s) assigned to it in the past, the eManager program remembers the associated User Agent and automatically highlights it when you select the extension number in this screen.

3. Click Add. Depending upon the feature you chose, additional pop-up boxes display.

Note The pop-up boxes are identical whether you are adding or editing a feature. See “Edit FeatureFlex Application” for an example of the screen.

4. Fill in the requested information and click OK. The FeatureFlex Editor screen displays with the new feature assignment displayed at the bottom of the list.
5. For any FeatureFlex feature(s) that require a key assignment, you must also set the key assignment using eManager. Click Advanced Configuration > Station > Assignments, and set key assignments.

Delete FeatureFlex Application from Telephone

1. Highlight the feature on the FeatureFlex Editor screen and click Delete. A pop-up box displays requesting you confirm the deletion.
2. Click OK. The feature is deleted from the screen.

Note This function only deletes the feature from the extension and is not the same as the Remove feature described later.

Edit FeatureFlex Application

1. From the FeatureFlex Editor screen, highlight the feature you want to edit.
2. Click Edit. The Edit pop-up screen displays (sample shown below). The Edit screen varies depending upon the feature chosen.
3. Change the field(s) and click OK.
4. If you changed the FeatureFlex feature key assignment, you must set the key assignment for the Strata CIX using eManager. Click Advanced Configuration > Station > Assignments, and set the key assignment.

Edit FeatureFlex Application
Edit FeatureFlex Application - Edit Feature Keys and User Agent Properties

Application

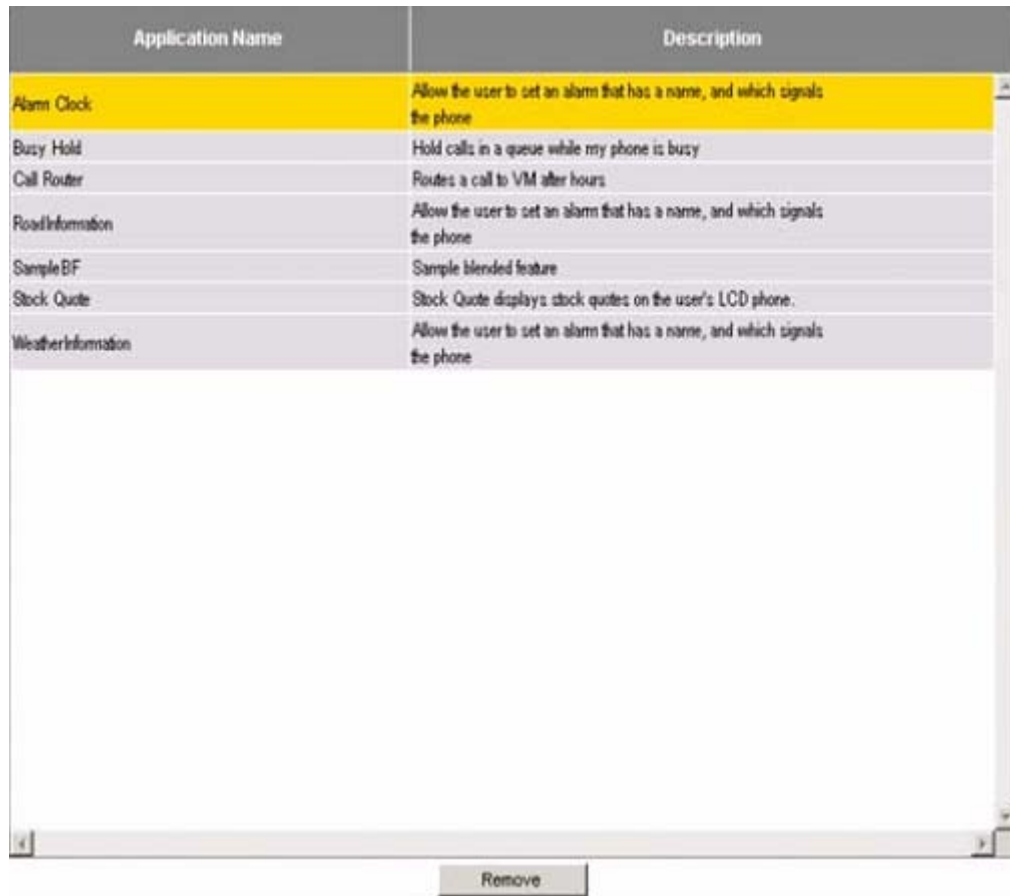
Ext

User Agent

Feature Key / Application No	User Agent Property / Value
Alarm Clock Key 10	ACDays Sun Mon Tue Wed Thu Fri Sat
	ACRule 1
	ACName ALARM
	ACTime 0:55

Remove FeatureFlex Application

This function removes the feature from the system. To delete a feature from an individual phone, use the Delete feature instead.



The screenshot shows a web interface for removing FeatureFlex applications. It contains a table with two columns: 'Application Name' and 'Description'. The first row, 'Alarm Clock', is highlighted in yellow. Below the table is a 'Remove' button.

Application Name	Description
Alarm Clock	Allow the user to set an alarm that has a name, and which signals the phone
Busy Hold	Hold calls in a queue while my phone is busy
Call Router	Routes a call to VM after hours
RoadInformation	Allow the user to set an alarm that has a name, and which signals the phone
Sample BF	Sample blended feature
Stock Quote	Stock Quote displays stock quotes on the user's LCD phone.
WeatherInformation	Allow the user to set an alarm that has a name, and which signals the phone

Remove

1. From the eManager Main menu, click Advanced Configuration > FeatureFlex > Removal. The Remove FeatureFlex screen displays (shown above).
2. Highlight a feature in the box and click Remove. A pop-up box asks you to confirm the removal.
3. Click OK. The feature is removed.

Important! *When an Administrator removes a feature, no phones can use that feature if they already subscribed to it, and no phones can have that feature added to their configurations. Once removed, a feature can only be reinstated by restoring the files that comprise the feature.*

Simultaneous Ring Setup

The Simultaneous Ring application enables two destination telephones to ring simultaneously so that the user can take calls the most convenient way regardless of the user's location. One of the telephones must be the user's desk telephone. The second destination can be a cell phone, home phone, another extension in the system, etc.

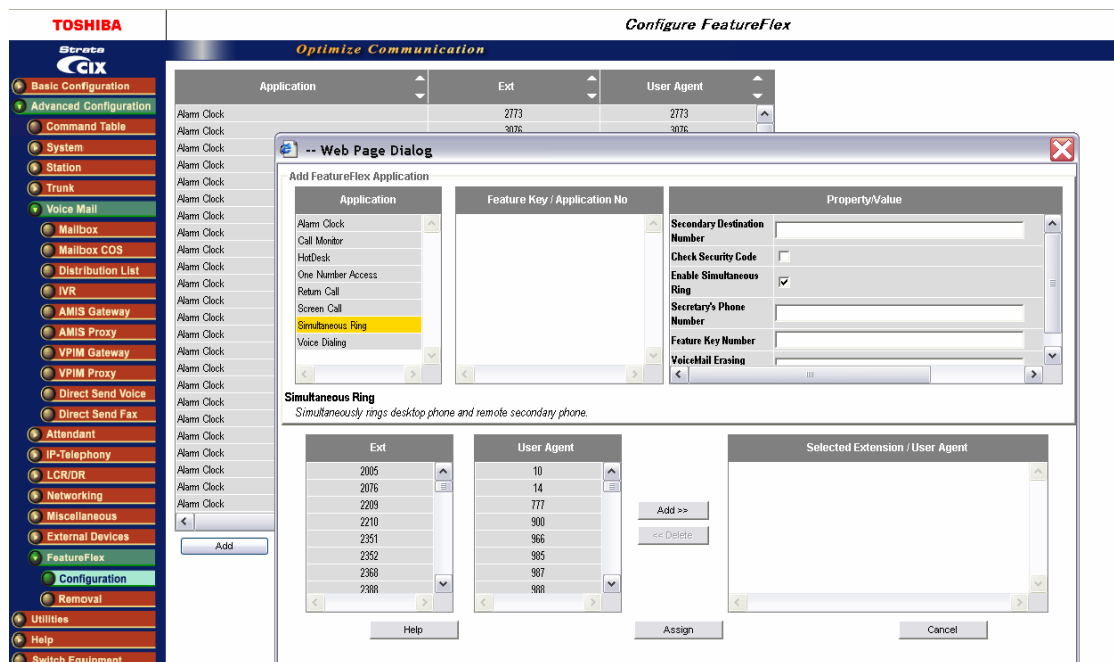
Make sure Tone First is selected, see steps below.

1. Using eManager, click Advanced Configuration > Station > Assignments.
2. Click the DKT tab. Select the extension.
3. Select Tone first in 05 Tone Ring/Voice Announce parameter.



Customize Simultaneous Ring

1. Highlight Simultaneous Ring > Extension > User Agent. Click Add. The Web Page Dialog box for the Simultaneous Ring feature displays (shown below).



2. You may edit the fields in this screen or use the My Phone Manager program. See My Phone Manager User Guide for instructions.
3. Click OK to save your edits.

Field Definitions

Field	Description
Secondary Destination Number	The other phone will ring simultaneously when the desktop rings.
Check Security Code	If this box is checked, user must enter Mailbox password before line gets connected.
Enable Simultaneous Ring	If this box is checked Simultaneous Ring is enabled.
Secretary's Phone Number	Enter the secretary's phone number
Feature Key Number	The feature key of secretary's phone; if the Simultaneous Ring is enabled, this LED will be turned on.
VoiceMail Erasing String	If Simultaneous ring application calls the cell phones as the secondary phone, the call may be immediately connected to the voice mail. In this case, application prompt may be recorded as the voice mail. To avoid leaving an unnecessary voice message, please specify the digit string to delete the voice mail. “,” can be used for the pause. If it is blank, it is automatically configured for Cingular (#311).

Note Secondary Destination Number can be any destination including a cell phone, extension in another node. When a PSTN number is used, do not add long distance prefix (1) or LCR access code.

User Information – From the Telephone

If a caller calls your extension, both telephones ring.

To accept the call, either

- Press 1 (if there is no security code enabled), or
- Enter the security code (if this is enabled).

Simultaneous Ring – Using My Phone Manager

You can also use My Phone Manager to set up to set up the secondary destination.

Follow these steps:

1. Log in to My Phone Manager.
2. Click FeatureFlex from the left panel.
3. Click Simultaneous Ring, or click Edit.
4. In the Secondary destination field, enter the cell phone, home number, or station that you want to ring simultaneously with the desk telephone.
5. Click OK.

FeatureFlex Interactions

The following table shows how the FeatureFlex Applications interact with other FeatureFlex Applications and some Strata CIX features.

	Alarm Clock	Screen Call	Call Return	Call Monitor	One Number Access	Hot Desk	Simultaneous Ring
Alarm Clock		OK	OK	OK	OK	OK	OK
Screen Call	OK		OK	OK	See Note 1	OK	See Note 1
Call Return	OK	OK		OK	OK	OK	OK
Call Monitor	OK	OK	OK		OK	OK	OK
One Number Access	OK	See Note 1	OK	OK		OK	See Note 1
Hot Desk	OK	OK	OK	OK	OK		OK
Phantom DN	No FeatureFlex feature can be assigned to a Phantom DN.						
Conference/Transfer	OK	See Note 2	OK	OK	See Note 2	OK	See Note 2
Multiple Appearances	OK	OK	OK	See Note 3	OK	OK	OK
All Call Forwarding	OK	See Note 4	OK	OK	See Note 4	See Note 5	See Note 4
Busy Forwarding	OK	See Note 4	OK	OK	See Note 4	OK	See Note 4
Auto Attendant	OK	See Note 6	See Note 6	See Note 6	See Note 6	OK	See Note 6
Simultaneous Ring	OK	See Note 1	OK	OK	See Note 1	OK	

Notes:

1. Call Screen and One Number Access (ONA) and Simultaneous Ring should not be assigned to the same telephone. If a telephone has ONA registered, and one of its destinations has Screen Call registered, then when a call is routed by ONA to that destination, the call simply rings the telephone instead of screening it.
2. If the caller has another call on hold, Screen Call, One Number Access and Simultaneous Ring will not operate. The caller is sent to voice mail.
3. The monitoring call can be transferred by putting it on hold at one telephone and then retrieving it from a secondary appearance at another phone. When this happens, the monitoring function cannot be controlled by the telephone that retrieved the call. The only action available is to hang up.
4. If a call is forwarded to a telephone that has Call Screening, ONA, or Simultaneous Ring turned on, and that telephone is itself forwarded to another phone, then the FeatureFlex feature will not turn on.
5. If a Hot Desk user does not login to a telephone, all calls will be routed to user's mail box regardless of Call Forwarding setting.
6. If a call is transferred from Auto Attendant, FeatureFlex feature is not activated.