

Personal Number

OPERATIONAL DIRECTIONS



NOTICE

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Networks™ Corporation (MITEL®). Mitel makes no warranty of any kind with regards to this material, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes.

No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

TRADEMARKS

The trademarks, service marks, logos and graphics (collectively "Trademarks") appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel") or others. Use of the Trademarks is prohibited without the express consent from Mitel. Please contact our legal department at legal@mitel.com for additional information. For a list of the worldwide Mitel Networks Corporation registered trademarks, please refer to the website: <http://www.mitel.com/trademarks>.

© Copyright 2017, Mitel Networks Corporation

All rights reserved

1

GENERAL

The purpose of the basic function repeated deflection is to provide the exchange with a base/platform for the features repeated individual diversion and personal number. The user does not need to initiate anything, because the feature repeated deflection does not provide any service by itself.

The purpose of the feature repeated individual diversion is to provide the user with a service consisting of 1 list with 10 positions as possible answering positions.

The purpose of the feature personal number is to provide the user with a service consisting of 5 lists with 10 positions as possible answering positions for each one. Only one of the lists can be active, this can be selected by a command or by a procedure.

Note: If several choices are stated be aware of the time specified for each choice.

Both repeated individual diversion and personal number can only be defined on directory numbers. That directory number is called personal number. When that directory number is called and it has any of those services active, the call will be deflected to the answering positions defined in a list until any of them answers the call or the call is stopped due to any other reason. If none of the services are active, the calls are distributed to the assigned terminal as for a normal call.

A 'default personal number list' can be assigned for SIP extensions.

2 PREREQUISITES

The directory number stated in the commands must be assigned to a type of extension allowed for having personal number.

The feature repeated individual diversion is implicitly acquired for cordless, IP, and remote extensions (mobile and fixed remote extension). It is also possible to have this feature, or the feature personal number, available to all traditional extensions (analog extension and digital extension) and virtual extensions.

Note: When a list of a personal number is to be erased, it should not be PEN key monitored.

3 AIDS

--

4 REFERENCES

In these operational directions references are made to the following document:

Command Descriptions:

call_list

extension_key

extension_profile

resource_status

in the *TECHNICAL REFERENCE GUIDE, UNIX COMMANDS*.

Digital System Telephone (function key), KS

in the *TECHNICAL REFERENCE GUIDE, MMLCOMMANDS*

Operational Direction:

SYSTEM RESOURCE STATUS INFORMATION

5 PROCEDURE

1. Initiate, remove, or change data in a list.
2. Activate or Deactivate the list.

6 EXECUTION

6.1 REPEATED DEFLECTION LIST POSITION DATA

It shall be possible to have one list with up to 10 answering positions.

6.1.1 INITIATE LIST POSITION DATA

General

This procedure is valid for creating a list or for introducing new choices in an already existing list.

When the list is created, the directory number becomes the personal number.

Prerequisites

The directory number must be assigned to a valid type of extension (see the section Prerequisites).

Execution

		Measure/Question	Observation/ Comment
Flow <pre>graph TD; START([START]) --> 1[1]; 1 --> 2{2}; 2 -- N --> 2; 2 -- Y --> 3[3]; 3 --> 4[4]; 4 --> STOP([STOP])</pre>	1	Key the command <i>call_list -p</i> to check that the desired position is free	
	2	Is the list position to initiate free?	
	3	Key the command <i>call_list -i -d --list --position --dest-number</i> to initiate data.	There are more parameters available, the ones described to the left is the minimum required.
	4	Key the command <i>call_list -p</i> to verify that the initiation has been successful.	

6.1.2 REMOVE LIST POSITION DATA

General

This procedure can be used to remove one position from the list or the personal number.

Prerequisites

The required data must be initiated.

Execution

		Measure/Question	Observation/ Comment
Flow <pre> graph TD START([START]) --> 1[1] 1 --> 2{2} 2 -- N --> STOP([STOP]) 2 -- Y --> 3[3] 3 --> 4[4] 4 --> STOP </pre>	1	Key the command <i>call_list -p</i> to check the existing list positions for a personal number.	
	2	Are the data the user wants to remove initiated?	
	3	Key the command <i>call_list -e -d</i> to remove the required data (--list or --list --position can be used)	
	4	Key command <i>call_list -p</i> to verify that the removal has been successful.	

6.1.3

CHANGE LIST POSITION DATA

General

This procedure is used to change data in an already initiated list position.

Prerequisites

The required choice must be initiated.

Execution

		Measure/Question	Observation/ Comment
Flow <pre> graph TD START([START]) --> 1[1] 1 --> 2{2} 2 -- N --> 5[5] 2 -- Y --> 3{3} 3 -- N --> 4[4] 3 -- Y --> 4[4] 4 --> 5[5] 5 --> STOP([STOP]) </pre>	1	Key the command <i>call_list -p</i> to check the existing list position for a personal number.	
	2	Is the list position the user wants to change initiated?	
	3	Has the parameter to be changed the desired value?	
	4	Key the command <i>call_list -c -d --list --position</i> and one of <i>--dest-number</i> , <i>--ringingtime</i> , <i>--dnd-position</i> , <i>--busy-position</i> , <i>--one-call</i> , <i>--origin</i> , <i>--sms-support</i> , <i>--delay-seizure-list-number</i> , <i>--ird-bypass</i> , <i>--instant-messaging-support</i> or <i>--call-list-cdiv</i> with the new values.	
	5	Key the command <i>call_list -p</i> to verify that the change has been successful.	

6.1.4

PRINT LIST POSITION DATA

General

This procedure can be used to print the data from the list.

Prerequisites

-

Execution

Key the command *call_list -p* to print data for a personal number.

See operational directions for *SYSTEM RESOURCE STATUS INFORMATION* to see the active list.

6.2

PERSONAL NUMBER LIST POSITION DATA

It shall be possible to have 5 lists with up to 10 answering positions for each list. Only one of the lists can be active at the time.

6.2.1

INITIATE LIST POSITION DATA

General

This procedure is valid for creating a new list or for introducing new list positions in already existing lists. When the first list is created, the directory number becomes personal number.

Prerequisites

The directory number shall be assigned to any valid kind of extension.

The only restriction in the order of initiating the lists is that list number one has to be initiated first, before any other list.

Execution

		Measure/Question	Observation/ Comment
Flow <pre> graph TD START([START]) --> 1[1] 1 --> 2{2} 2 -- N --> 2 2 -- Y --> 3[3] 3 --> 4[4] 4 --> STOP([STOP]) </pre>	1	Key the command <i>call_list -p</i> to check that the desired position is free.	
	2	Is the list position to initiate free?	
	3	Key the command <i>call_list -i -d --list --position --dest-number</i> to initiate data.	
	4	Key the command <i>call_list -p</i> to verify that the initiation has been successful.	

6.2.2

REMOVE LIST POSITION DATA

General

This procedure can be used to remove one list position from a list, a complete list or the personal number.

Prerequisites

The required data must be initiated.

Execution

		Measure/Question	Observation/ Comment
Flow <pre> graph TD START([START]) --> 1[1] 1 --> 2{2} 2 -- N --> STOP([STOP]) 2 -- Y --> 3[3] 3 --> 4[4] 4 --> STOP </pre>	1	Key the command <i>call_list</i> -p to check the existing list positions for a personal number.	
	2	Are the data the user wants to remove initiated?	
	3	Key the command <i>call_list</i> -e -d to remove the required data (--list or --list --position can be used)	
	4	Key the command <i>call_list</i> -p to verify that the removal has been successful.	

6.2.3

CHANGE LIST POSITION DATA

General

This procedure is used to change data in an already initiated list position.

Prerequisites

The required list position must be initiated.

Execution

		Measure/Question	Observation/ Comment
Flow <pre> graph TD START([START]) --> 1[1] 1 --> 2{2} 2 -- N --> 5[5] 2 -- Y --> 3{3} 3 -- N --> 5 3 -- Y --> 4[4] 4 --> 5 5 --> STOP([STOP]) </pre>	1	Key the command <i>call_list -p</i> to check the existing list position for a personal number.	
	2	Is the list position the user wants to change initiated?	
	3	Has the parameter to be changed the desired value?	
	4	Key the command <i>call_list -c -d --list --position</i> and one of <i>--dest-number</i> , <i>--ringingtime</i> , <i>--dnd-position</i> , <i>--busy-position</i> , <i>--one-call</i> , <i>--origin</i> , <i>--sms-support</i> , <i>--delay-seizure-list-number</i> , <i>--ird-bypass</i> , <i>--instant-messaging-support</i> or <i>--call-list-cdiv</i> with the new values.	
	5	Key the command <i>call_list -p</i> to verify that the change has been successful.	

6.2.4

PRINT LIST POSITION DATA

General

This procedure can be used to print the data associated to the personal number.

Prerequisites

-

Execution

Key the command *call_list -p* to print data for a personal number.

See operational directions for *SSYSTEM RESOURCE STATUS INFORMATION* to see the active list.

6.3

ACTIVATE OR DEACTIVATE THE LIST

6.3.1

ACTIVATE OR DEACTIVATE THE LIST

General

This procedure is used to activate or deactivate the list.

Prerequisites

The list shall be initiated.

Execution

		Measure/Question	Observation/ Comment
Flow <pre>graph TD; START([START]) --> 1[1]; 1 --> 2{2}; 2 -- Y --> 3[3]; 3 --> 4[4]; 4 --> STOP([STOP]); 2 -- N --> 2; style 2 fill:#fff,stroke:#000; style STOP fill:#fff,stroke:#000;</pre>	1	Key the command <i>resource_status -p</i> to check if the list is active.	
	2	Shall the list be activated or deactivated?	
	3	Key the command <i>call_list -d --list --customer</i> .	
	4	Key the command <i>resource_status -p</i> to verify that the change has been successful.	

6.3.2

PRINT ACTIVE LIST

General

This procedure is used to print information if the list is active or not.

Prerequisites

-

Execution

Key the command *resource_status -p* to print data for a personal number.

See operational directions for *SYSTEM RESOURCE STATUS INFORMATION*.

6.4

PERSONAL NUMBER LIST CATEGORY SET

6.4.1

SET THE PERSONAL NUMBER CATEGORY

General

This procedure is used to set the personal number category.

Prerequisites

The personal number shall be initiated

Execution

		Measure/Question	Observation/ Comment
Flow <pre> graph TD START([START]) --> 1[1] 1 --> 2{2} 2 -- N --> STOP([STOP]) 2 -- Y --> 3{3} 3 -- N --> STOP 3 -- Y --> 4[4] 4 --> 5[5] 5 --> STOP </pre>	1	Key the command <i>call_list -p</i> to check if the personal number exists.	
	2	Is the desired personal number existing?	
	3	Is the personal number category to be set or changed?	
	4	Key the command <i>call_list_profile -c -d</i> and one of <i>--call-list-npres</i> , <i>--call-list-serv</i>	
	5	Key the command <i>call_list_profile -p</i> to verify that the change has been successful.	

6.4.2

PRINT PERSONAL NUMBER CATEGORY

General

This procedure is used to print the personal number category information.

Prerequisites

-

Execution

Key the command *call_list_profile -p* to print personal number category information.

6.5**PERSONAL NUMBER KEY FOR DTS**

Any DTS can have a Personal Number key (in a programmable key) to activate or deactivate the Repeated individual diversion feature or the Personal number feature.

6.5.1**INITIATE PERSONAL NUMBER KEY****General**

This procedure is used to initiate a Personal Number key on the DTS.

Prerequisites

-

Execution

Key the command *KSFKP* to verify existing function key assignments for an extension.

Key the command *KSFKC* to initiate a TNS key as Personal Number key. Although a key without a LED could be used for this function, it is not recommended.

If more Personal Number keys are wanted, the command *KSFKC* must be repeated.

Key the command *KSFKP* for verification.

6.5.2 ERASE PERSONAL NUMBER KEY

General

This procedure is used to erase a Personal Number key on the DTS.

Prerequisites

-

Execution

Key the command *KSFKP* to verify existing function key assignments for an extension.

Key the command *KSFKC* to erase a Personal Number key (it must be changed to TNS key).

Key the command *KSFKP* for verification.

6.5.3 PRINT PERSONAL NUMBER KEY LOCATION

General

This procedure can be used to print which DTS programmable keys have been initiated as Personal Number keys.

Prerequisites

-

Execution

Key the command *KSFKP* to verify existing Personal Number key assignments for an extension.

6.6 PERSONAL NUMBER KEY FOR IP

An IP (H.323 or SIP) extension can have a Personal Number key (in a programmable key) to activate or deactivate the Personal number feature. If the Boss-Secretary functionality is initiated, Personal Number key should also be initiated.

6.6.1 INITIATE PERSONAL NUMBER KEY

General

This procedure is used to initiate a Personal Number key on the IP extensions.

Prerequisites

-

Execution

Key the command *extension_key -p -d* with the necessary parameters *--key* and *--function* to verify the existing function key assignments for an extension.

Key the command *extension_key -i -d* to initiate a Personal Number key. Although a key without a LED could be used for this function, it is not recommended.

If more Personal Number keys are wanted, the command *extension_key -i -d* must be repeated.

Key the command *extension_key -p* for verification.

6.6.2 ERASE PERSONAL NUMBER KEY

General

This procedure is used to erase a Personal Number key on the IP extensions.

Prerequisites

-

Execution

Key the command *extension_key -p -d* to verify existing function key assignments for an extension.

Key the command *extension_key -e -d* to erase a Personal Number key (it must be changed to a TNS key).

Key the command *extension_key -p* for verification.

6.6.3 PRINT PERSONAL NUMBER KEY LOCATION

General

This procedure can be used to print which IP programmable keys have been initiated as Personal Number keys.

Prerequisites

-

Execution

Key the command *extension_key -p* to verify existing Personal Number key assignments for an extension.

6.6.4 ACTIVATE / DEACTIVATE IRD LIST USING PERSONAL NUMBER KEY

General

The PEN key is used to toggle between the two chosen lists (active and passive) for IP extensions having a Boss/Secretary category.

Prerequisites

-

Execution

If the chosen list is the 'active list' and PEN key is pressed, then the chosen list should change to the 'passive list'.

If the chosen list is not the 'active list' and PEN key is pressed, the chosen list should be changed to the 'active list'.

6.7 DEFAULT PERSONAL NUMBER LIST FOR SIP EXTENSIONS

A generic extension can have a 'default' Personal Number list, which can be used as a replacement of direct diversion, diversion on no reply or diversion on busy functions.

A standard configuration of the default Personal Number list may be to have one list with the extension's own directory number as the first position in the list, and for example Voice Mail as second position.

Note: Only the Mitel 6700/6800/6900 terminals have menu and key support.

6.7.1

INITIATE DEFAULT PERSONAL NUMBER LIST

The initiation procedure is basically the normal one for personal number. See section 'Personal Number list position data/Initiate list position data' for the execution flow.

The only additions are the following:

Use the `call_list_profile` command with `--call-list-npres` parameter set to 'No idle state display of re-direction information'.

Use the `extension_profile` command, where `--ext-serv` must be set to 'Call list deactivation forbidden'.

The 'DND-position' of the `call_list` should normally point at a Voice Mail system (or perhaps attendant).

No activation of the service is needed. It will be active default.

6.7.2

ERASE DEFAULT PERSONAL NUMBER LIST

The procedure to erase a 'default' Personal Number list is identical to erase of normal personal number list. See section 'Personal Number list position data/Remove list position data' for the execution flow.

6.7.3

PRINT DEFAULT PERSONAL NUMBER LIST

The procedure to print the default Personal Number list is the normal one for Personal Number lists. See section 'Personal Number list position data/Print list position data' for the execution flow.

6.7.4

ACTIVATE / DEACTIVATE DEFAULT PERSONAL NUMBER LIST

No activation is needed. The function is active default. Deactivation via command cannot be done. The default Personal number list can only be erased.

7

TERMINATION

A dump on to backup media must be done due to the changes made by this function on the extension data.