

Multiple Terminal Service

OPERATIONAL DIRECTIONS



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GENERAL

1.1

FUNCTIONS

1.1.1

FUNCTIONAL OVERVIEW

The Multiple Terminal service (Parallel Ringing or Forking) provides the user with simultaneous or serial ring signal on up to three (or four for forking) predefined answering positions for an incoming call to the user. When the user answers the call, the call is directed to the extension where it has been answered.

At simultaneous ringing the extensions might not ring at the same time, which depends on their type. For example, non-generic extension will ring before a generic extension due to the delay in call set up.

The function is handled through a seizure list, set by the *parallel_ringing* command, which defines the directory numbers involved. It can also be combined with the *call_list* command, i.e. with the Personal Number distribution function.

The seizure list can either be initiated as one main extension and one or two secondary extensions, or it can be done in the Forking implementation with generic extensions with equal number but with different types. Forking allows either four extensions in the MX-ONE system or three extensions in the MX-ONE system and one in another system.

When the multiple terminal function is handled as a serial ringing list, the delay between the individual ring signals needs to be set.

The Multiple terminal service has the following characteristics:

- The extensions to ring simultaneously or serially are grouped as a seizure list. A seizure list consists of one main extension and several secondary extensions (up to a total of 3 for parallel ringing and up to a total of 4 for forking, including the main).
- Call to a seizure list is made through the main extension number.
- The multiple terminal service is not performed for a direct call to a secondary extension of a seizure list.
- It is not possible to define an extension in more than one seizure list.
- If the incoming call to a seizure list is from another extension on the same list, then the call is distributed to the remaining extensions in the list. But, if the call is from an extension that is not part of the list and if the list is busy then the incoming call to that seizure list is reported as busy.
- If there is a call to an extension or member of the seizure list, it is possible to transfer the call to other members of the list.

See the description MULTIPLE TERMINAL SERVICE for more details.

1.2

PARALLEL OR SERIAL EXECUTION

The multiple terminal service can be set for either simultaneous, that is, parallel execution, or that the ringing should be done serially. The *--delay-time* parameter of the *delay_seizure_list* command determines if ringing will be done in parallel or serial.

When the delay times are not defined or set to be equal for the extensions in the seizure list, parallel ringing will be performed.

The *delay_seizure_list* command can also set if the ringing is to continue, stop, or not to ring, when the next extension is seized to be alerted.

In addition to the *parallel_ringing* command, the delay seizure list can also be combined with the *call_list* command (for Personal Number lists).

1.2.1

PARALLEL EXECUTION

In parallel execution the main extension will be alerted before any secondary extension.

If the extensions have been defined by the *delay_seizure_list* command, they will be alerted in lexical (ASCII-order), that is, in the following order: Analog, DECT, Digital, H.323, Remote, and SIP extension.

1.2.2

SERIAL EXECUTION

If the *--delay-time* parameter has been set to greater than zero the ringing will be done serially.

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PREREQUISITES

The directory number stated in the I/O command must be assigned to a type of extension supporting the multiple terminal feature. Only extension numbers within the exchange are allowed.

An extension can be defined in only one seizure list in the exchange.

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AIDS

I/O terminal.

4

PROCEDURE

Initiate, remove, change or print data in a seizure list.

Note that the seizure list can be used in two ways, either as a seizure list with a main and one or two secondary extensions within the MX-ONE, or as Forking with a main extension that is registered in two systems, the MX-ONE and the other system, plus an optional secondary extension in the MX-ONE.

5 EXECUTION

5.1 SEIZURE LIST DATA

The initiation depends on the function. Printing and removal is the same for both functions, multiple terminal service and forking.

5.1.1 INITIATION

5.1.1.1 *Multiple Terminal Service (Parallel ringing)*

It will be possible to have a seizure list with up to three answering positions.

General

This procedure is valid for creating a list.

Prerequisites

The directory number must be assigned to a valid extension type within the exchange and should not be part of any other seizure list, see chapter 2 Prerequisites on page 4 .

The directory number must be unique throughout the seizure lists defined in chapter 2 Prerequisites on page 4.

Execution

	Measure/Question	Observation/ Comment	
<pre>graph TD START([START]) --> 1[1] 1 --> 2{2} 2 -- Y --> 5[5] 2 -- N --> 3{3} 3 -- N --> 4{4} 4 -- N --> 5 4 -- Y --> 6[6] 5 --> 6 6 --> 7[7] 7 --> 8{8} 8 -- Y --> 9[9] 8 -- N --> 5 9 --> STOP([STOP])</pre>	1	Key the command <i>parallel_ringing -p</i> and <i>resource_status -p</i> to check that the desired extensions are not part of any list.	
	2	Are the extensions part of any list?	An extension can only be part of one list.
	3	Is serial ringing to be used?	Requires a generic extension for the main user.
	4	Is a new ringing pattern needed?	
	5	Key the command <i>delay_seizure_list -i</i> .	
	6	Key the command <i>parallel_ringing -i -d</i> to initiate data.	If serial ringing is used, use the parameter <i>--delay-seizure-list-number</i> .
	7	Key the command <i>parallel_ringing -p</i> to verify that the initiation has been successful.	
	8	Shall Personal Number/call list function be used?	
	9	Key the command <i>call_list</i> to initiate the Personal Number settings.	See the Operational Directions for PERSONAL NUMBER for details.

5.1.1.2

Forking

General

This procedure is valid for creating a Forking list.

Data for an extension in another system is handled from that system.

Prerequisites

The directory number must be assigned to a generic extension.

Execution

The execution is the same as for the multiple terminal service (parallel ringing), described in the previous chapter. The difference is in how parameters are used in the different commands. Forking would need the following commands:

- 1) *extension -i -d -max-terminals 4*
- 2) *parallel_ringing -i -d*

No secondary directory number is specified.

Note: In the multiple terminal service/parallel ringing case --max-terminals would be 1 and for the *parallel_ringing* command the --secondary-dir parameter would be used. The delay parameter is optional in all cases.

5.1.2

REMOVAL OF LIST DATA

General

This procedure is used to remove the seizure list.

Prerequisites

The required data must be initiated.

Execution

		Measure/Question	Observation/ Comment
<pre> graph TD START([START]) --> 1[1] 1 --> 2{2} 2 -- N --> 3[3] 2 -- Y --> STOP([STOP]) 3 --> 4[4] 4 --> STOP </pre>	1	Key the command <i>parallel_ringing -p</i> to check the existing lists for parallel ringing.	
	2	Is the list which the user wants to remove initiated?	
	3	Key the command <i>parallel_ringing -e -d</i> to remove the required data.	
	4	Key the command <i>parallel_ringing -p</i> to verify that the removal of the list has been successful.	

5.1.3 CHANGING OF LIST DATA

General

This procedure is used to change data in an already initiated seizure list. Only the data in the parameter `--delay-seizure-list-number` can be changed.

Prerequisites

The seizure list to be changed must be initiated.

Execution

- 1) Key the command *parallel_ringing -p* to check the existing lists for parallel ringing.
- 2) Is the list which the user wants to change initiated?
- 3) Key the command *parallel_ringing -c -d --delay-seizure-list-number* to change the required data.
- 4) Key the command *parallel_ringing -p* to verify that the change has been successful.

5.1.4 PRINTING OF LIST DATA

General

This procedure is used to print the data associated to the seizure lists.

Prerequisites

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Execution

Key the command *parallel_ringing -p* to print data for seizure lists.

See operational directions for *SYSTEM RESOURCE STATUS INFORMATION* to see the seizure list data for each extension.

6 TERMINATION

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