

Answer DN Behavior

Feature Description

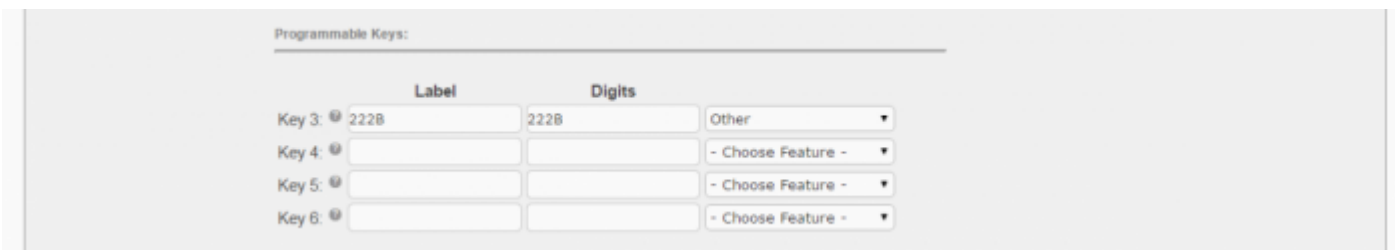
The Answer DN feature allows you to answer a call ringing at another phone. UC^X does not have an Answer DN feature, however it can be configured to have a similar behavior.

This page describes two methods to configure the Answer DN behaviour on the UC^X.

Method One - Nortel Phones

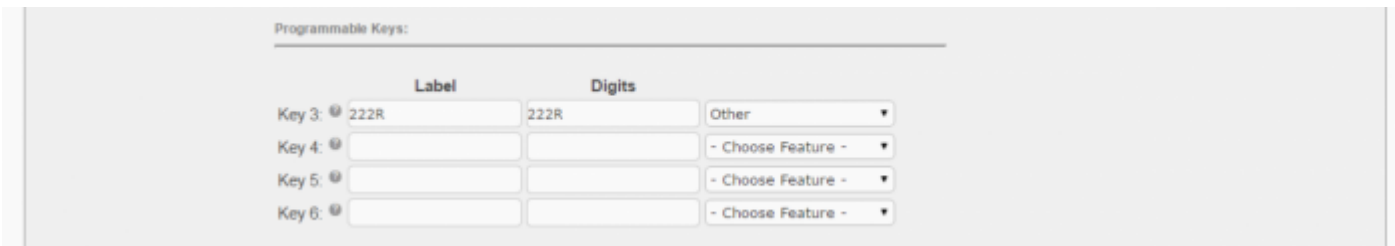
If you have a Nortel phone, you can program a Ringing BLF (Busy Lamp Field) or BLF key to answer.

To have a visual indication when extension xxx is ringing, configure **xxxB** in the **Digits** field and enter an appropriate **Label**.



Programmable Keys:		
	Label	Digits
Key 3:	222B	222B Other ▾
Key 4:		- Choose Feature - ▾
Key 5:		- Choose Feature - ▾
Key 6:		- Choose Feature - ▾

To have your phone ring when extension xxx is ringing, configure **xxxR** in the **Digits** field and enter an appropriate **Label**.



Programmable Keys:		
	Label	Digits
Key 3:	222R	222R Other ▾
Key 4:		- Choose Feature - ▾
Key 5:		- Choose Feature - ▾
Key 6:		- Choose Feature - ▾

Method Two - SIP Phones

With the configuration below, when someone calls xxx, all the phones configured in Step One and the extension xxx will ring. The caller ID presented on the extension xxx will identify the caller (e.g. "Charles 266"), the caller ID presented on the other extensions will be prefixed with the CID name prefix (e.g. "DN222: Charles 266").

You can also choose to ring the extension xxx first and add a delay before ringing the other phones. The configuration of this delay is described in Step Two.

Step One: Create Ring Group

First you create a ring group that contains all the extensions that will ring when extension xxx (e.g. 222) rings.

- Choose a **Ring Group Number** that is easy to associate with the xxx extension, e.g. 6xxx
- Enter a **Group Description** for the ring group
- Set the **Ring Strategy** to ringall
- Set the **Ring Time** longer than the Follow Me setting for extension xxx (e.g. 60 seconds)
- In the **Extension List** box, include all the extensions that want the "Answer DN" capability for extension xxx
- In the **CID Name Prefix** field, enter a prefix that will indicate the call is for Answer DN xxx (e.g. DNxxx)

The screenshot shows the 'Add Ring Group' configuration page. The left sidebar contains a navigation menu with items like Trunks, Outbound Call Control, Outbound Routes, Congestion Messages, Custom Contexts, Inbound Call Control, Inbound Routes, Announcements, Blacklist, CallerID Lookup Sources, Call Flow Control, Call Recording, Follow Me, IVR, PSTN Trunk DIDs, Queue Priorities, Queues, Ring Groups, and Set CallerID. The main content area is titled 'Add Ring Group' and contains the following fields:

- Ring-Group Number: 6222
- Group Description: Answer DN for 222
- Ring Strategy: ringall
- Ring Time (max 300 sec): 60
- Extension List: 589
- Extension Quick Pick: (pick extension)
- Announcement: None
- Play Music: On Hold?: Ring
- CID Name Prefix: DN222

- Choose any value for **Destination if no answer**, the call will not ring long enough to use this setting.
- Press the **Submit Changes** button

The screenshot shows the 'Destination if no answer' configuration page. The left sidebar contains a navigation menu with items like VoiceMail Blasting, Wake Up Calls, Remote Access, Callback, and DISA. The main content area is titled 'Destination if no answer:' and contains a dropdown menu with the following options:

- Terminate Call
- Hangup

Step Two: Configure Follow Me

For the extension xxx (e.g. 222), configure the Follow Me settings as follows:

- Set the **Initial Ring Time** to **0** if you want all phones to ring at once. If you want the extension xxx to ring first before ringing other phones, then configure this field to the desired number of seconds to ring xxx first.
- Set the **Ring Strategy** to **ringallv2**
- Set the **Ring Time** shorter than the ring time for the ring group in step one. (e.g. 20 seconds)
- In the **Follow-Me List** box, include the extension itself (e.g. 222) and the ring group number followed by the # sign (e.g. 6222#)
- Set the **Destination if no answer** to the voicemail for extension xxx unavailable
- Press the **Submit Changes** button

The screenshot shows the 'Edit Follow Me' configuration page. The left sidebar contains a navigation menu with categories: Inbound Call Control, Settings, Applications, and Remote Access. The 'Follow Me' section is highlighted in the sidebar. The main content area is titled 'Edit Follow Me' and contains the following fields and options:

- Disable:**
- Initial Ring Time:** 0
- Ring Strategy:** ringallv2
- Ring Time (max 60 sec):** 20
- Follow-Me List:** 222, 6222#
- Extension Quick Pick:** (pick extension)
- Announcement:** None
- Play Music On Hold?:** Ring
- CID Name Prefix:**
- Alert Info:**
- Call Confirmation Configuration:**
- Confirm Calls:**
- Remote Announce:** Default
- Too-Late Announce:** Default
- Change External CID Configuration:**
- Mode:** Default
- Fixed CID Value:**
- Destination if no answer:** Voicemail, <222> 222 (unavail)