

UC320 Lab 4: Additional Call Routing

Task 1: Logging In and Accessing Configuration

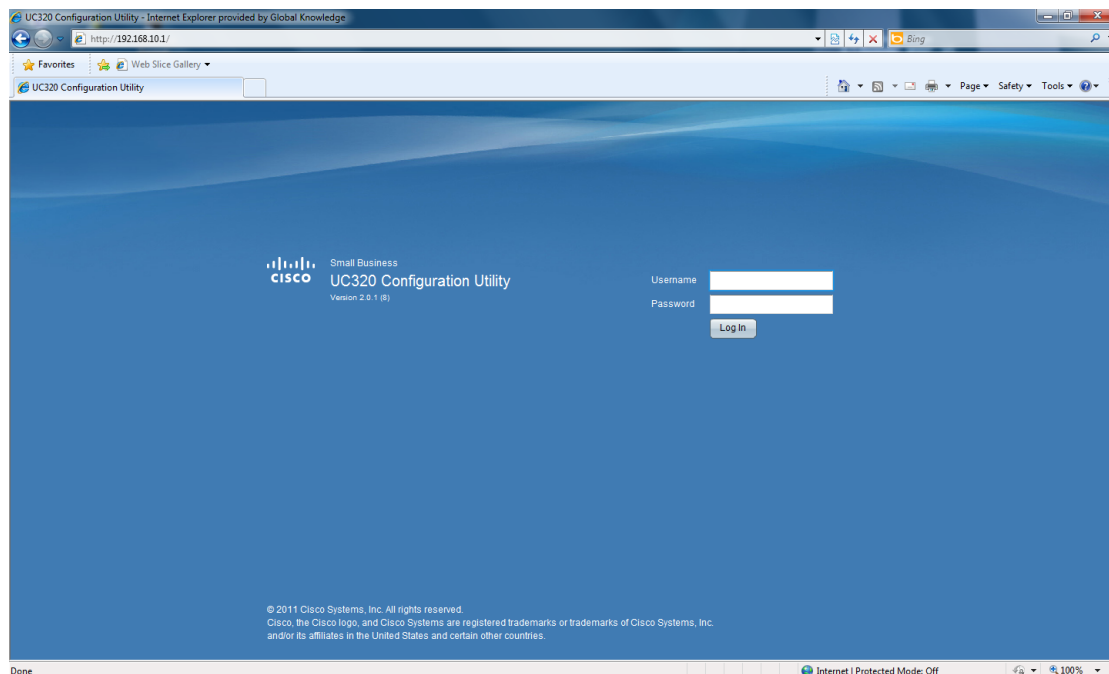
NOTE This lab assumes you have completed UC320 Lab 3.

Here is our scenario:

- There are 4 employees at the office. Michael Scott - the Big Boss, Jim Halpert - Sales, Pam Beasley - Reception/Executive Assistant and Dwight Schrute - Assistant to the Regional Manager
- We are going to make a few changes to the phones. Pam will have a personal line in addition to the incoming “main line” from the PSTN trunks. Michael and Jim will have speed dials added to Pam’s personal line.
- Incoming calls will route to the first line on Pam’s phone (“the main line”) during business hours. Outside of business hours the calls will route to Auto Attendant. If Pam does not answer (to busy, momentarily not at desk, etc) the call will roll the the MGR shared line on Michael and Jim’s phone. When Pam goes to lunch, the calls will automatically route to the MGR shared line on Michael and Jim’s phone. If the MGR extension is not answered, the call will route to Auto Attendant.

STEP 1 Open a web browser to <http://192.168.10.1>

STEP 2 Login with the username of **uc320admin** and password of **logmein**



STEP 3 Select the **Configuration** option in the top left tool bar

STEP 4 Under **Extension Buttons**, select **Additional Extensions**

STEP 5 Under **Additional Extension**, choose **Pam (102)** as the user and **create extension 104**. You may have to expand the additional extension settings and **type in 104**.

The UC320 may choose the next available extension or a 2XX range. You can override this by **typing in 104** as previously instructed.

- STEP 6** Check the **create mailbox checkbox**
- STEP 7** Under **User/Group Features**, select **Call Forwarding**
- STEP 8** Make sure **Pam (102) is forwarded to MGR (200)**, **Pam (104) is forwarded to Voicemail (104)** and **MGR (200) is forwarded to Auto Attendant**
- STEP 9** Under **User/Group Features**, select **Phone Buttons**
- STEP 10** Michael's phone comes up first. Change **Button 3 to Speed Dial for Pam (104)**. Make space for this by moving the call park slot that was on **Button 3 to Button 4**, and the park slot that was on **Button 4 to Button 5**.
- STEP 11** Click **Next Set**
- STEP 12** Jim's phone is up next. Since Jim has a SPA508G, he has 8 buttons, 4 on each side. There are no buttons left on the right side, so add a **Speed Dial to Pam (104) on the top left button**.
- STEP 13** Also add an **Individual Pickup button for Pam (102)** so that if Pam does not answer in a couple of rings, Jim could pick it up before the 20 second RNA timer elapses. Add this to the **second left button**.
- STEP 14** Click **Next Set**
- STEP 15** On Pam's phone now the main line (102) incoming from PSTN trunks is the primary line, but she has a personal line (104) on button 2. Put a **Speed Dial on Button 3 for her voicemail (7104)** so that if in the future you wanted easy access to both voicemails. The "envelope" always maps to the primary line voicemail.
- STEP 16** So: If a customer calls and you want them to simply leave a voicemail at the RNA timeout, that would be accessed by pressing the envelope. If Pam has a voicemail on her personal line (104), she can easily access that with the speed dial.
- STEP 17** We have opted for some different call routing options in this lab...you have many choices!!!
- STEP 18** Change **Call Park Slot for button 3 with Slot 1** to be on **Button 4** and the **Call Park Slot for button 4 with Slot 2** to be on **Button 5**.
- STEP 19** Click **Apply Configuration** on the bottom right
- STEP 20** Click **Apply All Changes** and **OK**
- STEP 21** You know the drill by now. It will take a few minutes for the UC320 to come back up and remember our note....

NOTE From now on (anytime after the initial deployment) we need to consider that any application changes take a few minutes and reboot the UC320. Do not do this while calls are up, or they will be lost as well as Internet connectivity.

- STEP 22** When the UC320 comes back up, click **Finish and View System Status**.
- STEP 23** To test your work use the analog phone to make test calls to Pam (102)
- STEP 24** Pick up the call normally
- STEP 25** Pick up the call from Jim's phone
- STEP 26** Let the call roll to MGR and pickup
- STEP 27** Let the call roll to Auto Attendant
- STEP 28** Press DND on Pam's Phone and call 102 again. Where does the call route?

This completes Lab 4.