

CallExtend Programming Guide

Fill in answers to the following questions before you begin programming CallExtend. Use this information to complete the rest of the Programming Guide.

1. What is the length of the hook-flash used by the phone system to transfer calls? _____

If the hook-flash is 1/4 second, fill in **1**. If the hook-flash is 1/2 second, fill in **2**; if 3/4 second, fill in **3**; if 1 second, fill in **4**; if 1 1/4 seconds, fill in **5**; if 1 1/2 seconds, fill in **6**. _____

2. After CallExtend has played its greeting to a caller, how many seconds should it wait for the caller to dial an extension or department digit (before transferring the call to a receptionist)? _____

3. Select the supervision mode desired for call transfers:

Fully supervised - CallExtend sends calls to a receptionist if the desired extension is busy or doesn't answer. Fill in the number of rings (2-9) to consider a call transfer unanswered.

Busy supervision only - CallExtend sends calls to a receptionist if the desired extension is busy but not if it rings and isn't answered. To use busy-only supervision, fill in **1**.

Unsupervised - all calls are transferred to the desired extension. CallExtend doesn't check for a busy signal or answer. Fill in **0**. _____

4. What extension(s) or phone number(s) do you want to use for the receptionist(s)? At least one must be used. _____

Up to seven receptionists can be entered into CallExtend. Each receptionist extension (or phone number) can be up to 8 digits long. To use a longer extension as the receptionist, see the manual. _____

5. What digit(s) do your extensions begin with? _____

The PAGE(S) in CallExtend's memory that correspond to the digit(s) entered here must be programmed for the extension length.

6. How many digits long are your extensions? _____

7. What digit(s) do you want to set up as a department menu? You can use any digit 1-7 that your extensions don't start with. _____

The PAGES in CallExtend's memory that correspond to the digits used for departments must be programmed. First, a * must be programmed into the PAGE, and then the department extensions should be entered.

Programming System Settings into CallExtend's PAGE 0:

Use the information filled into the questions at the beginning of this Guide and a touch-tone phone connected to CallExtend's ADMIN port to program as shown:

Dial 0 0 5 (hold until Data display shows d), plus the values from the questions shown:	Question 1	Question 2	Question 3	#
Dial 0 0 7 (hold until Data display changes) and verify the data is correct.				
	Fill receptionists from Question 4 into these spaces:			
Dial 0 1 5 (hold until Data display shows d), plus:			# (if shorter than 8 digits)	
Dial 0 1 7 (hold until Data display changes) and verify the extension.				
Dial 0 2 5 (hold until Data display shows d), plus:			# (if shorter than 8 digits)	
Dial 0 2 7 (hold until Data display changes) and verify the extension.				
Dial 0 3 5 (hold until Data display shows d), plus:			# (if shorter than 8 digits)	
Dial 0 3 7 (hold until Data display changes) and verify the extension.				
Dial 0 4 5 (hold until Data display shows d), plus:			# (if shorter than 8 digits)	
Dial 0 4 7 (hold until Data display changes) and verify the extension.				
Dial 0 5 5 (hold until Data display shows d), plus:			# (if shorter than 8 digits)	
Dial 0 5 7 (hold until Data display changes) and verify the extension.				
Dial 0 6 5 (hold until Data display shows d), plus:			# (if shorter than 8 digits)	
Dial 0 6 7 (hold until Data display changes) and verify the extension.				
Dial 0 7 5 (hold until Data display shows d), plus:			# (if shorter than 8 digits)	
Dial 0 7 7 (hold until Data display changes) and verify the extension.				

CallExtend's PAGE 1:

This PAGE must be programmed if you have extensions that begin with "1" or if you want to use a "1" in a department menu.

On the ADMIN phone, dial 1 0 5 (hold until Data display shows d), plus:	extension length from Question 6, or * if using in a department menu:	#
<input type="text"/>		
Dial 1 0 7 (hold until Data display changes) and verify the data is correct.		
	If using in a department menu, fill department extensions into these spaces:	
Dial 1 1 5 (hold until Data display shows d), plus:		# (if shorter than 8 digits)
Dial 1 1 7 (hold until Data display changes) and verify the extension.		
Dial 1 2 5 (hold until Data display shows d), plus:		# (if shorter than 8 digits)
Dial 1 2 7 (hold until Data display changes) and verify the extension.		
Dial 1 3 5 (hold until Data display shows d), plus:		# (if shorter than 8 digits)
Dial 1 3 7 (hold until Data display changes) and verify the extension.		
Dial 1 4 5 (hold until Data display shows d), plus:		# (if shorter than 8 digits)
Dial 1 4 7 (hold until Data display changes) and verify the extension.		
Dial 1 5 5 (hold until Data display shows d), plus:		# (if shorter than 8 digits)
Dial 1 5 7 (hold until Data display changes) and verify the extension.		
Dial 1 6 5 (hold until Data display shows d), plus:		# (if shorter than 8 digits)
Dial 1 6 7 (hold until Data display changes) and verify the extension.		
Dial 1 7 5 (hold until Data display shows d), plus:		# (if shorter than 8 digits)
Dial 1 7 7 (hold until Data display changes) and verify the extension.		

CallExtend's PAGE 2:

This PAGE must be programmed if you have extensions that begin with "2" or if you want to use a "2" in a department menu.

<i>On the ADMIN phone, dial 2 0 5 (hold until Data display shows d), plus:</i>	extension length from Question 6, or * if using in a department menu: <input type="text"/>	#
<i>Dial 2 0 7 (hold until Data display changes) and verify the data is correct.</i>		
	If using in a department menu, fill department extensions into these spaces:	
<i>Dial 2 1 5 (hold until Data display shows d), plus:</i>		# (if shorter than 8 digits)
<i>Dial 2 1 7 (hold until Data display changes) and verify the extension.</i>		
<i>Dial 2 2 5 (hold until Data display shows d), plus:</i>		# (if shorter than 8 digits)
<i>Dial 2 2 7 (hold until Data display changes) and verify the extension.</i>		
<i>Dial 2 3 5 (hold until Data display shows d), plus:</i>		# (if shorter than 8 digits)
<i>Dial 2 3 7 (hold until Data display changes) and verify the extension.</i>		
<i>Dial 2 4 5 (hold until Data display shows d), plus:</i>		# (if shorter than 8 digits)
<i>Dial 2 4 7 (hold until Data display changes) and verify the extension.</i>		
<i>Dial 2 5 5 (hold until Data display shows d), plus:</i>		# (if shorter than 8 digits)
<i>Dial 2 5 7 (hold until Data display changes) and verify the extension.</i>		
<i>Dial 2 6 5 (hold until Data display shows d), plus:</i>		# (if shorter than 8 digits)
<i>Dial 2 6 7 (hold until Data display changes) and verify the extension.</i>		
<i>Dial 2 7 5 (hold until Data display shows d), plus:</i>		# (if shorter than 8 digits)
<i>Dial 2 7 7 (hold until Data display changes) and verify the extension.</i>		

CallExtend's PAGE 3:

This PAGE must be programmed if you have extensions that begin with "3" or if you want to use a "3" in a department menu.

<i>On the ADMIN phone, dial 3 0 5 (hold until Data display shows d), plus:</i>	extension length from Question 6, or * if using in a department menu: <input type="text"/>	#
<i>Dial 3 0 7 (hold until Data display changes) and verify the data is correct.</i>		
	If using in a department menu, fill department extensions into these spaces:	
<i>Dial 3 1 5 (hold until Data display shows d), plus:</i>		# (if shorter than 8 digits)
<i>Dial 3 1 7 (hold until Data display changes) and verify the extension.</i>		
<i>Dial 3 2 5 (hold until Data display shows d), plus:</i>		# (if shorter than 8 digits)
<i>Dial 3 2 7 (hold until Data display changes) and verify the extension.</i>		
<i>Dial 3 3 5 (hold until Data display shows d), plus:</i>		# (if shorter than 8 digits)
<i>Dial 3 3 7 (hold until Data display changes) and verify the extension.</i>		
<i>Dial 3 4 5 (hold until Data display shows d), plus:</i>		# (if shorter than 8 digits)
<i>Dial 3 4 7 (hold until Data display changes) and verify the extension.</i>		
<i>Dial 3 5 5 (hold until Data display shows d), plus:</i>		# (if shorter than 8 digits)
<i>Dial 3 5 7 (hold until Data display changes) and verify the extension.</i>		
<i>Dial 3 6 5 (hold until Data display shows d), plus:</i>		# (if shorter than 8 digits)
<i>Dial 3 6 7 (hold until Data display changes) and verify the extension.</i>		
<i>Dial 3 7 5 (hold until Data display shows d), plus:</i>		# (if shorter than 8 digits)
<i>Dial 3 7 7 (hold until Data display changes) and verify the extension.</i>		

CallExtend's PAGE 4:

This PAGE must be programmed if you have extensions that begin with "4" or if you want to use a "4" in a department menu.

<i>On the ADMIN phone, dial 4 0 5 (hold until Data display shows d), plus:</i>	extension length from Question 6, or * if using in a department menu: <input type="text"/>	#
<i>Dial 4 0 7 (hold until Data display changes) and verify the data is correct.</i>		
	If using in a department menu, fill department extensions into these spaces:	
<i>Dial 4 1 5 (hold until Data display shows d), plus:</i>		# (if shorter than 8 digits)
<i>Dial 4 1 7 (hold until Data display changes) and verify the extension.</i>		
<i>Dial 4 2 5 (hold until Data display shows d), plus:</i>		# (if shorter than 8 digits)
<i>Dial 4 2 7 (hold until Data display changes) and verify the extension.</i>		
<i>Dial 4 3 5 (hold until Data display shows d), plus:</i>		# (if shorter than 8 digits)
<i>Dial 4 3 7 (hold until Data display changes) and verify the extension.</i>		
<i>Dial 4 4 5 (hold until Data display shows d), plus:</i>		# (if shorter than 8 digits)
<i>Dial 4 4 7 (hold until Data display changes) and verify the extension.</i>		
<i>Dial 4 5 5 (hold until Data display shows d), plus:</i>		# (if shorter than 8 digits)
<i>Dial 4 5 7 (hold until Data display changes) and verify the extension.</i>		
<i>Dial 4 6 5 (hold until Data display shows d), plus:</i>		# (if shorter than 8 digits)
<i>Dial 4 6 7 (hold until Data display changes) and verify the extension.</i>		
<i>Dial 4 7 5 (hold until Data display shows d), plus:</i>		# (if shorter than 8 digits)
<i>Dial 4 7 7 (hold until Data display changes) and verify the extension.</i>		

CallExtend's PAGE 5:

This PAGE must be programmed if you have extensions that begin with "5" or if you want to use a "5" in a department menu.

<i>On the ADMIN phone, dial 5 0 5 (hold until Data display shows d), plus:</i>	extension length from Question 6, or * if using in a department menu: <input type="text"/>	#
<i>Dial 5 0 7 (hold until Data display changes) and verify the data is correct.</i>		
	If using in a department menu, fill department extensions into these spaces:	
<i>Dial 5 1 5 (hold until Data display shows d), plus:</i>		# (if shorter than 8 digits)
<i>Dial 5 1 7 (hold until Data display changes) and verify the extension.</i>		
<i>Dial 5 2 5 (hold until Data display shows d), plus:</i>		# (if shorter than 8 digits)
<i>Dial 5 2 7 (hold until Data display changes) and verify the extension.</i>		
<i>Dial 5 3 5 (hold until Data display shows d), plus:</i>		# (if shorter than 8 digits)
<i>Dial 5 3 7 (hold until Data display changes) and verify the extension.</i>		
<i>Dial 5 4 5 (hold until Data display shows d), plus:</i>		# (if shorter than 8 digits)
<i>Dial 5 4 7 (hold until Data display changes) and verify the extension.</i>		
<i>Dial 5 5 5 (hold until Data display shows d), plus:</i>		# (if shorter than 8 digits)
<i>Dial 5 5 7 (hold until Data display changes) and verify the extension.</i>		
<i>Dial 5 6 5 (hold until Data display shows d), plus:</i>		# (if shorter than 8 digits)
<i>Dial 5 6 7 (hold until Data display changes) and verify the extension.</i>		
<i>Dial 5 7 5 (hold until Data display shows d), plus:</i>		# (if shorter than 8 digits)
<i>Dial 5 7 7 (hold until Data display changes) and verify the extension.</i>		

CallExtend's PAGE 6:

This PAGE must be programmed if you have extensions that begin with "6" or if you want to use a "6" in a department menu.

<i>On the ADMIN phone, dial 6 0 5 (hold until Data display shows d), plus:</i>	extension length from Question 6, or * if using in a department menu: <input type="text"/>	#
<i>Dial 6 0 7 (hold until Data display changes) and verify the data is correct.</i>		
	If using in a department menu, fill department extensions into these spaces:	
<i>Dial 6 1 5 (hold until Data display shows d), plus:</i>		# (if shorter than 8 digits)
<i>Dial 6 1 7 (hold until Data display changes) and verify the extension.</i>		
<i>Dial 6 2 5 (hold until Data display shows d), plus:</i>		# (if shorter than 8 digits)
<i>Dial 6 2 7 (hold until Data display changes) and verify the extension.</i>		
<i>Dial 6 3 5 (hold until Data display shows d), plus:</i>		# (if shorter than 8 digits)
<i>Dial 6 3 7 (hold until Data display changes) and verify the extension.</i>		
<i>Dial 6 4 5 (hold until Data display shows d), plus:</i>		# (if shorter than 8 digits)
<i>Dial 6 4 7 (hold until Data display changes) and verify the extension.</i>		
<i>Dial 6 5 5 (hold until Data display shows d), plus:</i>		# (if shorter than 8 digits)
<i>Dial 6 5 7 (hold until Data display changes) and verify the extension.</i>		
<i>Dial 6 6 5 (hold until Data display shows d), plus:</i>		# (if shorter than 8 digits)
<i>Dial 6 6 7 (hold until Data display changes) and verify the extension.</i>		
<i>Dial 6 7 5 (hold until Data display shows d), plus:</i>		# (if shorter than 8 digits)
<i>Dial 6 7 7 (hold until Data display changes) and verify the extension.</i>		

CallExtend's PAGE 7:

This PAGE must be programmed if you have extensions that begin with "7" or if you want to use a "7" in a department menu.

<i>On the ADMIN phone, dial 7 0 5 (hold until Data display shows d), plus:</i>	extension length from Question 6, or * if using in a department menu: <input type="text"/>	#
<i>Dial 7 0 7 (hold until Data display changes) and verify the data is correct.</i>		
	If using in a department menu, fill department extensions into these spaces:	
<i>Dial 7 1 5 (hold until Data display shows d), plus:</i>		# (if shorter than 8 digits)
<i>Dial 7 1 7 (hold until Data display changes) and verify the extension.</i>		
<i>Dial 7 2 5 (hold until Data display shows d), plus:</i>		# (if shorter than 8 digits)
<i>Dial 7 2 7 (hold until Data display changes) and verify the extension.</i>		
<i>Dial 7 3 5 (hold until Data display shows d), plus:</i>		# (if shorter than 8 digits)
<i>Dial 7 3 7 (hold until Data display changes) and verify the extension.</i>		
<i>Dial 7 4 5 (hold until Data display shows d), plus:</i>		# (if shorter than 8 digits)
<i>Dial 7 4 7 (hold until Data display changes) and verify the extension.</i>		
<i>Dial 7 5 5 (hold until Data display shows d), plus:</i>		# (if shorter than 8 digits)
<i>Dial 7 5 7 (hold until Data display changes) and verify the extension.</i>		
<i>Dial 7 6 5 (hold until Data display shows d), plus:</i>		# (if shorter than 8 digits)
<i>Dial 7 6 7 (hold until Data display changes) and verify the extension.</i>		
<i>Dial 7 7 5 (hold until Data display shows d), plus:</i>		# (if shorter than 8 digits)
<i>Dial 7 7 7 (hold until Data display changes) and verify the extension.</i>		