CallExtend Programming Guide

CallExtend is programmed by dialing digits on a standard touch-tone phone connected to the ADMIN port. Data is stored in memory banks called PAGES. Eight PAGES are available, numbered PAGE 0 - PAGE 7.

You only need to program the PAGES that correspond to the first digits your callers will be dialing. For example, if callers can dial extensions 1̲00, 1̲10, etc. or dial 3̲ for sales, program PAGES 1̲ & 3̲.

Application Questions:

Before programming CallExtend, answer each of the following questions and enter your answers into the Programming Log that follows these questions. You will then be ready to program CallExtend from the Programming Log.

Programming System Settings

1. What is the hook-flash duration used by your phone system to transfer calls? From the following chart, select the single digit that represents this duration:

no hook-flash...........0		600 ms...............5	
250 ms.....................1		750 ms...............6	
300 ms.....................2		900 ms...............7	
400 ms.....................3		1 sec..................8	
500 ms.....................4		1.5 sec...............9	

   Now, turn to PAGE 0 of the Programming Log that follows these questions. Enter this single digit into ROW 0, Field 1. →

2. After CallExtend has played its greeting to a caller, how many seconds (0-9) should it give the caller to dial an extension or a menu option, before transferring the call to the receptionist?

   Enter this digit on PAGE 0, ROW 0, Field 2.

3. How should CallExtend supervise call transfers?

   Full Supervision - CallExtend will send unanswered calls (busy or no answer) to the receptionist. **To select this mode, enter the number of rings (2-9) CallExtend should hear before retrieving the call and transferring it to the receptionist.** (If you want unanswered calls to be disconnected instead of transferred to the receptionist, see p. 32, Case B, in the manual.)

   Busy-Only Supervision - CallExtend will send calls transferred to a busy extension to the receptionist. Calls to ringing extensions will be cut through. To select this mode, enter a **1**.

   Unsupervised - CallExtend cuts through all calls to a desired extension without looking for busy or ringing. To select this mode, enter a **0**.

   Enter this digit on PAGE 0, ROW 0, Field 3. _____

Programming Receptionist Extensions

4. What extension(s) or phone number(s) do you want CallExtend _____ to use as receptionist(s)? At least one receptionist must be entered. You can enter up to four extensions 1-8 digits long _____ each. To use an 8-16 digit number, see page 14 in the manual.

   _____
   Enter the receptionist extension(s) or number(s) on PAGE 0, ROWS 1-4 (one receptionist per ROW). _____

Programming PAGES 1-7

5. Do you want callers to be able to dial extensions directly? If not, skip to Question 6.

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

   B. How many digits are in each extension? _____

   In the Programming Log, go to each PAGE number you listed in 5A. Enter the answer to 5B in ROW 0 of that PAGE.

   Example: if your extensions start with either 1 or 2 and are 3 digits long, enter "3" in ROW 0 of PAGES 1 & 2.

6. Do you want callers to reach specific extension(s) by dialing single digit(s) from the main menu? If not, skip to Question 7.

   Use the following chart to enter the extensions you want callers to reach by dialing the single digit in Column A.

Column A - Digit	Column B - Extension(s)
1	_____
2	_____
3	_____
4	_____
5	_____
6	_____
7	_____

Notes: i) You **can't** use digits that were entered in Question 5A. ii) You can enter up to six extensions per digit, but CallExtend will not hunt through these extensions. iii) If any of the extensions you enter are longer than 8 digits, see p. 18 of the manual.

In the Programming Log, go to each PAGE number you used in Column A (e.g., digit 4 = PAGE 4). Enter a ✱ in ROW 0 of that PAGE. Then, enter the extensions listed in Column B for that digit into ROWS 1-6 of that same PAGE, one extension per ROW.

Example: To transfer callers who dial "4" to ext 215, enter a ✱ in PAGE 4, ROW 0 and enter "215" in PAGE 4, ROW 1.

7. After callers dial a single digit from the main greeting, do you want them to have a second menu of options to select from? If so, this can be done for any digit 1-7 **not** used in Question 5A or Question 6. Enter the digits to be used here. _____

    For each PAGE number you entered here, see pages 19-20 of the manual for programming instructions.

Programming Voice Messages

8. Do you wants calls answered by CallExtend's Port 1 to use the same messages as calls answered by Port 2? If not, see pages 23 - 25 in the manual. yes / no

    Design your <u>Main Greeting</u> (the first message callers will hear when CallExtend answers each call). **In the Programming Log, write a brief description of the message in PAGE 0, ROW 7.**

9. Do you want to record a <u>Transfer Message</u> to be heard by callers before each call is transferred? e.g., "Please hold while I try that extension." If not, skip to Question 10. yes / no

    Write a brief description of the message in PAGE 0, ROW 6.

10. Do you want to record a <u>Busy - Don't Answer (BDA) Message</u> to be heard by callers if the initial call transfer is unsuccessful, before the call is redirected to the receptionist? e.g., "That extension is unavailable - please hold for the receptionist." If not, skip to Question 11. yes / no

    Write a brief description of the message in PAGE 0, ROW 5.

11. If you are having callers dial any single-digit(s) from the main greeting, do you want them to hear another voice message specific to the digit dialed? If not, skip this Question. yes / no

A different <u>Page Message</u> can be played after each digit 1-7 is dialed from the main greeting. These messages can be used for second-level menus and for information, such as directions to the company. What digits need Page Messages? _____

Go to each PAGE number you entered (e.g., "4" = PAGE 4). Write a brief description of the message in ROW 7 of that PAGE. <u>Note: If you want to use any Page Messages, they must be recorded **BEFORE** the Transfer Message and BDA Message.</u>

CallExtend Programming Log:

<u>After answering the Application Questions and filling in this Programming Log, you can begin programming CallExtend.</u> When programming, you will dial on the ADMIN phone in response to the prompts CallExtend shows on its display:

$$P \qquad r \qquad C \qquad d \text{ or } S$$

| Enter the Page number to be programmed | Enter the Row number to be programmed | Enter the Command (see table) | Enter Data or Record Speech |

The following table shows the commands used for programming:

DATA Commands:

5	ENTERS Data into a Row on a Page
7	REVIEWS Data in a Row on a Page

SPEECH Commands:

1	RECORDS Message into a Row on a Page
0	REVIEWS Message in a Row on a Page
4	ERASES last-recorded message from a Row on a Page
9	ERASES ALL voice messages; use from Page *0*, Row *7*

To enter a Command, hold down the indicated key on the Admin phone for at least one full second, and then release it.

PAGE 0 Programming Log

Program the ROWS on this PAGE <u>in the order they are shown</u>, as follows:

1. Go off-hook on the ADMIN phone. *P* will show on the display.

2. Dial the digits shown for each ROW you filled in when answering the Application Questions. Remember to hold down the command digit (shown highlighted in gray) for at least 1 second.

3. After dialing your handwritten data, dial # to indicate you are done entering data for that ROW. If you enter 8 digits of data in a ROW, the # isn't needed.

4. Review the programming by dialing the digits in the "To review" column. Note that the display shows a ★ as *ll* and blanks as *◻*. If you hear a beep and see *Ξ*, an error has occurred -- redo that ROW.

```
┌──────────────────────────────────────────────────────────────┐
│ highlighted digit  =  Hold this key down for at least one full second │
└──────────────────────────────────────────────────────────────┘
```

				Field 1	*Field 2*	*Field 3*		**To review:**		
ROW 0 - *Dial:*	0	0	5				#	0	0	7
ROW 1 - *Dial:*	0	1	5				#	0	1	7
ROW 2 - *Dial:*	0	2	5				#	0	2	7
ROW 3 - *Dial:*	0	3	5				#	0	3	7
ROW 4 - *Dial:*	0	4	5				#	0	4	7
ROW 7 - *Dial:*	0	7	1	*Record your Main Greeting: talk into the ADMIN phone; hang up when done.*				0	7	0

Record any Page Messages on PAGES 1-7
<u>BEFORE</u> recording the following two messages:

ROW 6 - *Dial:*	0	6	1	*Record the Transfer Msg & hang up.*	0	6	0
ROW 5 - *Dial:*	0	5	1	*Record the BDA Message & hang up.*	0	5	0

PAGE 1 Programming Log

To program the ROWS on this PAGE, use the ADMIN phone as follows:

1. Go off-hook on the ADMIN phone. *P* will show on the display.

2. Dial the digits shown for each ROW you filled in when answering the Application Questions. Remember to hold down the command digit (shown highlighted in gray) for at least 1 second.

3. After dialing your handwritten data, dial # to indicate you are done entering data for that ROW. If you enter 8 digits of data in a ROW, the # isn't needed.

4. Review the programming by dialing the digits in the "To review" column. Note that the display shows a ★ as *ll* and blanks as *◻*. If you hear a beep and see *Ξ*, an error has occurred -- redo that ROW.

```
┌──────────────────────────────────────────────────────────────┐
│ highlighted digit  =  Hold this key down for at least one full second │
└──────────────────────────────────────────────────────────────┘
```

			To enter data & record speech:		**To review:**		
ROW 0 - *Dial:*	1	0	5	#	1	0	7
ROW 1 - *Dial:*	1	1	5	#	1	1	7
ROW 2 - *Dial:*	1	2	5	#	1	2	7
ROW 3 - *Dial:*	1	3	5	#	1	3	7
ROW 4 - *Dial:*	1	4	5	#	1	4	7
ROW 5 - *Dial:*	1	5	5	#	1	5	7
ROW 6 - *Dial:*	1	6	5	#	1	6	7
ROW 7 - *Dial:*	1	7	1	*To Record a Page Message, speak into the ADMIN phone; hang up when done.*	1	7	0

PAGE 2 Programming Log

To program the ROWS on this PAGE, use the ADMIN phone as follows:

1. Go off-hook on the ADMIN phone. **P** will show on the display.

2. Dial the digits shown for each ROW you filled in when answering the Application Questions. Remember to hold down the command digit (shown highlighted in gray) for at least 1 second.

3. After dialing your handwritten data, dial # to indicate you are done entering data for that ROW. If you enter 8 digits of data in a ROW, the # isn't needed.

4. Review the programming by dialing the digits in the "To review" column. Note that the display shows a ★ as **ll** and blanks as **◻**. If you hear a beep and see **Ξ**, an error has occurred -- redo that ROW.

highlighted digit	=	Hold this key down for at least one full second

To enter data & record speech: To review:

ROW 0 - *Dial:*	2	0	5	_____ #	2	0	7
ROW 1 - *Dial:*	2	1	5	_____ #	2	1	7
ROW 2 - *Dial:*	2	2	5	_____ #	2	2	7
ROW 3 - *Dial:*	2	3	5	_____ #	2	3	7
ROW 4 - *Dial:*	2	4	5	_____ #	2	4	7
ROW 5 - *Dial:*	2	5	5	_____ #	2	5	7
ROW 6 - *Dial:*	2	6	5	_____ #	2	6	7
ROW 7 - *Dial:*	2	7	1	*To Record a Page Message, speak into the ADMIN phone; hang up when done.*	2	7	0

PAGE 3 Programming Log

To program the ROWS on this PAGE, use the ADMIN phone as follows:

1. Go off-hook on the ADMIN phone. **P** will show on the display.

2. Dial the digits shown for each ROW you filled in when answering the Application Questions. Remember to hold down the command digit (shown highlighted in gray) for at least 1 second.

3. After dialing your handwritten data, dial # to indicate you are done entering data for that ROW. If you enter 8 digits of data in a ROW, the # isn't needed.

4. Review the programming by dialing the digits in the "To review" column. Note that the display shows a ★ as **ll** and blanks as **◻**. If you hear a beep and see **Ξ**, an error has occurred -- redo that ROW.

highlighted digit	=	Hold this key down for at least one full second

To enter data & record speech: To review:

ROW 0 - *Dial:*	3	0	5	_____ #	3	0	7
ROW 1 - *Dial:*	3	1	5	_____ #	3	1	7
ROW 2 - *Dial:*	3	2	5	_____ #	3	2	7
ROW 3 - *Dial:*	3	3	5	_____ #	3	3	7
ROW 4 - *Dial:*	3	4	5	_____ #	3	4	7
ROW 5 - *Dial:*	3	5	5	_____ #	3	5	7
ROW 6 - *Dial:*	3	6	5	_____ #	3	6	7
ROW 7 - *Dial:*	3	7	1	*To Record a Page Message, speak into the ADMIN phone; hang up when done.*	3	7	0

PAGE 4 Programming Log

To program the ROWS on this PAGE, use the ADMIN phone as follows:

1. Go off-hook on the ADMIN phone. *P* will show on the display.

2. Dial the digits shown for each ROW you filled in when answering the Application Questions. Remember to hold down the command digit (shown highlighted in gray) for at least 1 second.

3. After dialing your handwritten data, dial # to indicate you are done entering data for that ROW. If you enter 8 digits of data in a ROW, the # isn't needed.

4. Review the programming by dialing the digits in the "To review" column. Note that the display shows a ★ as *ll* and blanks as *▫*. If you hear a beep and see *Ξ*, an error has occurred -- redo that ROW.

highlighted digit	=	Hold this key down for at least one full second

To enter data & record speech: To review:

ROW 0 - *Dial:*	4 0 5 _____ #	4 0 7
ROW 1 - *Dial:*	4 1 5 _____ #	4 1 7
ROW 2 - *Dial:*	4 2 5 _____ #	4 2 7
ROW 3 - *Dial:*	4 3 5 _____ #	4 3 7
ROW 4 - *Dial:*	4 4 5 _____ #	4 4 7
ROW 5 - *Dial:*	4 5 5 _____ #	4 5 7
ROW 6 - *Dial:*	4 6 5 _____ #	4 6 7
ROW 7 - *Dial:*	4 7 1	*To Record a Page Message, speak into the ADMIN phone; hang up when done.*	4 7 0

PAGE 5 Programming Log

To program the ROWS on this PAGE, use the ADMIN phone as follows:

1. Go off-hook on the ADMIN phone. *P* will show on the display.

2. Dial the digits shown for each ROW you filled in when answering the Application Questions. Remember to hold down the command digit (shown highlighted in gray) for at least 1 second.

3. After dialing your handwritten data, dial # to indicate you are done entering data for that ROW. If you enter 8 digits of data in a ROW, the # isn't needed.

4. Review the programming by dialing the digits in the "To review" column. Note that the display shows a ★ as *ll* and blanks as *▫*. If you hear a beep and see *Ξ*, an error has occurred -- redo that ROW.

highlighted digit	=	Hold this key down for at least one full second

To enter data & record speech: To review:

ROW 0 - *Dial:*	5 0 5 _____ #	5 0 7
ROW 1 - *Dial:*	5 1 5 _____ #	5 1 7
ROW 2 - *Dial:*	5 2 5 _____ #	5 2 7
ROW 3 - *Dial:*	5 3 5 _____ #	5 3 7
ROW 4 - *Dial:*	5 4 5 _____ #	5 4 7
ROW 5 - *Dial:*	5 5 5 _____ #	5 5 7
ROW 6 - *Dial:*	5 6 5 _____ #	5 6 7
ROW 7 - *Dial:*	5 7 1	*To Record a Page Message, speak into the ADMIN phone; hang up when done.*	5 7 0

PAGE 6 Programming Log

To program the ROWS on this PAGE, use the ADMIN phone as follows:

1. Go off-hook on the ADMIN phone. *P* will show on the display.

2. Dial the digits shown for each ROW you filled in when answering the Application Questions. Remember to hold down the command digit (shown highlighted in gray) for at least 1 second.

3. After dialing your handwritten data, dial # to indicate you are done entering data for that ROW. If you enter 8 digits of data in a ROW, the # isn't needed.

4. Review the programming by dialing the digits in the "To review" column. Note that the display shows a ★ as *ll* and blanks as *◘*. If you hear a beep and see *Ξ*, an error has occurred -- redo that ROW.

highlighted digit	=	Hold this key down for at least one full second

To enter data & record speech: To review:

ROW 0 -	*Dial:*	6	0	5	_____	#	6	0	7
ROW 1 -	*Dial:*	6	1	5	_____	#	6	1	7
ROW 2 -	*Dial:*	6	2	5	_____	#	6	2	7
ROW 3 -	*Dial:*	6	3	5	_____	#	6	3	7
ROW 4 -	*Dial:*	6	4	5	_____	#	6	4	7
ROW 5 -	*Dial:*	6	5	5	_____	#	6	5	7
ROW 6 -	*Dial:*	6	6	5	_____	#	6	6	7
ROW 7 -	*Dial:*	6	7	1	*To Record a Page Message, speak into the ADMIN phone; hang up when done.*		6	7	0

PAGE 7 Programming Log

To program the ROWS on this PAGE, use the ADMIN phone as follows:

1. Go off-hook on the ADMIN phone. *P* will show on the display.

2. Dial the digits shown for each ROW you filled in when answering the Application Questions. Remember to hold down the command digit (shown highlighted in gray) for at least 1 second.

3. After dialing your handwritten data, dial # to indicate you are done entering data for that ROW. If you enter 8 digits of data in a ROW, the # isn't needed.

4. Review the programming by dialing the digits in the "To review" column. Note that the display shows a ★ as *ll* and blanks as *◘*. If you hear a beep and see *Ξ*, an error has occurred -- redo that ROW.

highlighted digit	=	Hold this key down for at least one full second

To enter data & record speech: To review:

ROW 0 -	*Dial:*	7	0	5	_____	#	7	0	7
ROW 1 -	*Dial:*	7	1	5	_____	#	7	1	7
ROW 2 -	*Dial:*	7	2	5	_____	#	7	2	7
ROW 3 -	*Dial:*	7	3	5	_____	#	7	3	7
ROW 4 -	*Dial:*	7	4	5	_____	#	7	4	7
ROW 5 -	*Dial:*	7	5	5	_____	#	7	5	7
ROW 6 -	*Dial:*	7	6	5	_____	#	7	6	7
ROW 7 -	*Dial:*	7	7	1	*To Record a Page Message, speak into the ADMIN phone; hang up when done.*		7	7	0

CallExtend Programming Examples

The following three examples describe some of the most common auto-attendant applications and how CallExtend would be programmed for each case. Reviewing these examples may help you to better understand how to program CallExtend using this Programming Guide.

Example 1:

A small motel wants to program CallExtend with this Main Greeting:

> "Thank you for calling the Valley View Motel. If you know your party's room number, you may dial it now. To reach the front desk, dial 0, or remain on the line."

⬇ Their phone system's call transfer hook-flash duration is 600ms.

⬇ After hearing the main greeting, callers will have 5 seconds to dial a room number.

⬇ Calls will be transferred to a room without CallExtend supervision.

⬇ The front desk is extension 0.

⬇ All room numbers correspond to phone system extensions, 10 - 29.

⬇ The user wants callers to be told to hold while the call is transferred.

CallExtend's PAGE 0 would be programmed as follows:

Dial:	0 0 5	5 5 0 #
Dial:	0 1 5	0 #
Dial:	0 7 1	*Record Main Greeting (as written above).*
Dial:	0 6 1	*Record Transfer Message: "Please hold while your call is transferred."*

Since the extensions begin with either "1" or "2" and are two digits long, PAGES 1 and 2 would be programmed with a 2 in ROW 0, as follows:

Dial:	1 0 5	2 #
Dial:	2 0 5	2 #

Example 2:

A small company wants to program CallExtend with this Main Greeting:

> "Thank you for calling U.S. Office Equipment. If you know your party's extension, you may dial it at any time. For Sales, dial 3. For Service, dial 4. For the operator, stay on the line."

⬇ Their phone system's call transfer hook-flash duration is 150ms - 750ms.

⬇ After hearing the main greeting, callers will have 4 seconds to dial an ext or single digit.

⬇ CallExtend will supervise call transfers for 5 rings and send unanswered calls to the receptionist at extension 210.

⬇ Extensions are numbered 200 - 250.

⬇ Calls for Sales go to extension 211; calls for Service go to extension 215.

⬇ Callers will be told to hold while calls are transferred to an extension and if an unanswered call is being transferred to the operator.

CallExtend's PAGE 0 would be programmed as follows:

Dial:	0 0 5	4 4 5 #
Dial:	0 1 5	2 1 0 #
Dial:	0 7 1	*Record Main Greeting (as written above).*
Dial:	0 6 1	*Record Transfer Message: "Please hold while your call is transferred."*
Dial:	0 5 1	*Record BDA Message: "That extension is not answering; please hold for the receptionist."*

Since all extensions begin with "2" and are three digits long, PAGE 2 would be programmed with a 3 in ROW 0, as follows:

Dial:	2 0 5	3 #

Since single digits "3" and "4" are to be dialed for Sales and Service, PAGE 3 and PAGE 4 would be programmed as follows:

Dial:	3 0 5	✶ #
Dial:	3 1 5	2 1 1 #
Dial:	4 0 5	✶ #
Dial:	4 1 5	2 1 5 #

Dave's Hardware is a mid-size retail store that wants calls directed by CallExtend as follows:

> "You've reached Dave's Hardware. For our location & store hours, please dial 1. For the lumber yard, dial 2. If you would like to speak to someone in floor sales, please dial 3. Or, remain on the line, and someone will be with you shortly."

↓ Their phone system's call transfer hook-flash duration is 900ms.

↓ After hearing the main greeting, callers will have 5 seconds to dial a single digit.

↓ CallExtend will supervise call transfers for 9 rings and send unanswered calls to extension 20.

↓ Calls for the lumber yard will go to extension 13.

↓ Callers dialing "3" for floor sales will hear a second menu: "Dial 1 for plumbing, 2 for hardware, or 3 for the garden center." Plumbing is ext 14; hardware is ext 11; the garden center is ext 16.

↓ Callers will be told to hold while calls are being transferred.

CallExtend's PAGE 0 would be programmed as follows:

Dial: **0   0   5**   **7 5 9 #**

Dial: **0   1   5**   **2 0 #**

Dial: **0   7   1**   *Record Main Greeting (as written above).*

The Transfer Message would not be programmed now, but after the PAGE Messages.

Since callers can dial "1" to hear store location and hours, PAGE 1 needs a PAGE Message:

Dial: **1   0   5**   **# ∗ #**

Dial: **1   6   1**   *Record PAGE Message: "We are located at 125 Ridge Road. Our store hours are Monday through Saturday, 9 am to 8 pm, and Sunday 11 am to 4 pm."*

Since callers can dial "2" to get the lumber yard at ext 13, PAGE 2 would be programmed as follows:

Dial: **2   0   5**   **∗ #**

Dial: **2   1   5**   **1 3 #**

Callers dialing "3" from the Main Greeting will get a second menu allowing them to dial 1, 2, or 3 again. To allow for this, program PAGE 3 as follows:

Dial: **3   0   5**   **9 #**

Dial: **3   1   5**   **1 4 #**

Dial: **3   2   5**   **1 1 #**

Dial: **3   3   5**   **1 6 #**

Dial: **3   7   1**   *Record PAGE Msg: "Dial 1 for plumbing, 2 for hardware, or 3 for the garden center."*

Now that the PAGE Messages are done, record the Transfer Message onto PAGE 0.

Dial: **0   6   1**   *Record Transfer Message: "Please hold while your call is transferred."*