

RING OVER PAGE



Ring over page is provided on the **IPKII** via the RCA port on the side of the cabinet or via RCA ports on PGD adapters. On the **SV8100** the Ring Over Page is via **CN9** (Page) port on the front of the CP00 as well as PGD adapters.

Ring Over Page can be activated by an incoming DID call, regular analog trunk call, or even by transferring a call. The call can then be answered from assigned ringing stations or via access code from non-ringing stations. If not answered the call can overflow to the voice mail.

The following are programming assignments for different types **Ring Over Page** scenarios.

DID to Ring Over Page.....2

Analog Trunk to Ring Over Page.....3

Ring Over Page Overflow to VM.....4

Transferring call to Ring Over Page.....4

Answering Ring Over Page call.....4

Trouble Shooting.....5

DID to Ring Over Page

First assign the **Transfer to Ring Group** an available access code that matches a service code in the numbering plan.

11-15: Service Code Setup, Administrative (for Special Access)

09 - Transfer to Incoming Ring Group

Create a virtual in CM 11-04 or take an existing virtual extension and forward it to the access code previously assigned.

24-09: Call Forwarding Fixed Settings

ICM Extension ◀ ▶ ▾

01 - Call Forward Type

 ▾

02 - CO Call Forward Destination for Both Ring, All Calls and No Answer

03 - Intercom Call Forward Destination for Both Ring, All Calls and No Answer

04 - CO Call Forward Busy Destination

05 - Intercom Call Forward Busy Destination

Using regular DID translation to point the incoming DID number to the virtual listed above.

22-11: DID Translation Table

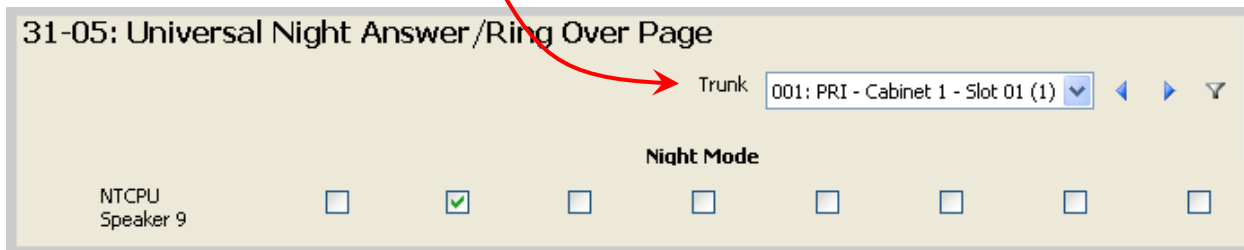
DID Translation Table Entry (1-2000)

01 - Received Number

02 - Target Number

Note: Alternatively the Target Number can be left blank and **Transfer Target 1** assigned a Ring Group number. This will also initiate the **Ring Over Page** as well as regular trunk ringing to any station in the assigned Target 1 Ring Group (**CM 22-04** for station to Ring Group assignments).

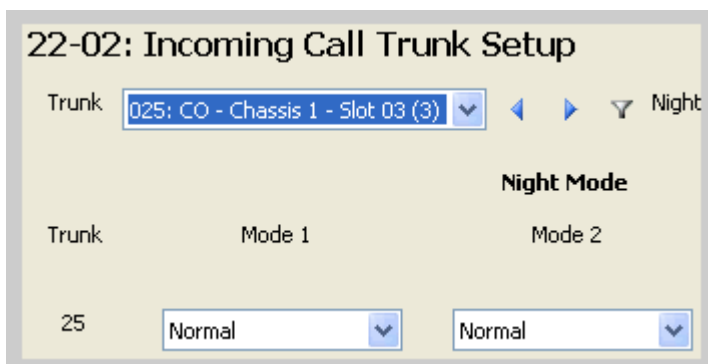
Enable the **Ring Over Page** on a trunk by trunk basis for the modes it is required to ring for the incoming DID calls.



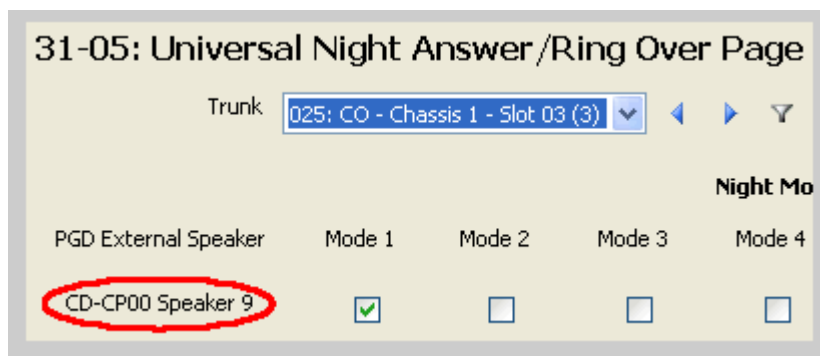
In this example the **Speaker 9** (audio out of side of cabinet or front of CP00) will supply ringing tone to an external amplifier or PA system on incoming calls to DID 2222. **Speaker 9** is the built in page port on the IPKII and SV8100. Other external outputs are also available (Speaker 1~8) via **PGD** adapters.

NOTE: Stations in the same Ring Group (22-04) as the Ring Group the trunks are assigned (22-05) will also ring.

Analog Trunk to Ring Over Page



The analog trunk must be set to **Normal** to allow **Ring Over Page** for the incoming call. Typically a customer will have an attendant answer during the day mode with the trunk **DIL'd** to a station and **Ring Over Page** in the night mode only.



Go to **CM 31-05** and make sure trunks are checked for **Ring Over Page** in the Mode you want this feature to work. **Speaker 9** is the built in page port on the **IPKII** and **SV8100**. Other external outputs are also available (Speaker 1~8) via **PGD** adapters.

Overflow to VM

If the incoming call, or transferred call, needs to overflow to VM, set **CM 22-08** to **102** and the call will go to the main greeting of VM after the timer set in **CM 22-01-04**. Calls will also follow this timer if they are transferred to **Ring Over Page** as described below.

NOTE: As 102 is the destination the call cannot be directed to a specific mailbox unless you are using trunk mapping in the VM.

22-08: DIL/IRG No Answer Destination

Trunk: 025: CO - Chassis 1 - Slot 03 (3)

Night Mode

Trunk	Mode 1	Mode 2	Mode 3	Mode 4
25	102	102	1	1

Transferring call to Ring Over Page

In some cases the user may wish the call be transferred to the **Ring Over Page**. This is done by simply transferring to the access code in **CM 11-15-09**.

E.g. This is often used by companies that allow a dialing choice from auto attendant to ring into the factory or entire office area during, or after hours, when no receptionist answering position is available.

Answering the Ring Over Page Call

By operation the **Ring Over Page** feature is controlled by the **Ring Group** assigned to the incoming trunk in **CM 22-05**.

All trunks by default in the SV8100/IPKII are in Ring Group 1 in all modes.

22-05: Incoming Trunk Ring Group Assignment

Trunk: 001: PRI - Chassis 1 - Slot 05 (5)

Night Mode

Trunk	Mode 1	Mode 2	Mode 3	Mode 4	Mode 5
01	2	2	1	1	1
02	2	2	1	1	1

22-04: Incoming Ring Group Extension Assignment

Incoming Ring Group (1~100): 2

Incoming Ring Group Extension	Incoming Ring Group Extension	Incoming Ring Group Extension
01	101	17
02	102	18

Any station assigned to the same Ring Group as the trunk will ring the same time the **Ring Over Page** is heard. To answer the call, simply lift the handset.

Alternatively you may place a Virtual extension in the Ring Group and place that Virtual on a number of stations. This will help the user identify the **Ring Over Page** call by the flashing virtual key.

Answering from Non-Ringing Station

If the station is not in the same Ring Group as the trunk, and wants to answer the Ring Over Page call, you must assign the Trunk Route (CM 14-06) to the station as follows.

Note: This example shows stations 101~104 who are not in the same Ring Group as the incoming trunks. To answer the Ring Over Page call in **Mode 2** only, the trunk route (step 1), of the incoming trunk, is assigned to the station (step 2).

23-03: Universal Answer/Auto Answer

Extension: 101: MLT - STA 101 - Port 001

STEP 2.

Extension	Mode 1	Mode 2	Mode 3	Mode 4
101	0	1	0	0
102	0	1		
103	0	1		
104	0	1		

Trunk Group (CM 14-05) of the incoming Ring Over Page call must be assigned to one of the Priority Order's of the Route Table assigned to the station in CM 23-03.

14-06: Trunk Group Routing

STEP 1. Route Table (1-100): 1

Route Table	1	2	3
001	1	0	0
002	2	0	0

Answer the call by dialing the **Universal Answer** code (Default #0). If necessary this access code can be changed in CM 11-12-43.

11-12: Service Code Setup (for Service Access)

43 - Universal Answer

For a non-ringing phone to automatically answer the **Ring Over Page** call, without dialing a code, (lift the handset or press Speaker) assign the following for the station COS (assign COS to station in CM 20-06).

20-10: Class of Service Options (Answer Service)

07 - Automatic Answer of Universal Calls

Trouble Shooting

Issue: Cannot hear *Ring Over Page* to the speakers.

Solution:

- First confirm programming as specified in the directions. If using the built in page port make sure **Speaker 9** is assigned in CM 35-05 and not **Speaker 1**.
- Connect a small computer speaker to the page port on the SV8100 or using a but set in monitor mode, remove the connection to the page amplifier and connect to the but set and monitor for the ring during the incoming call.
- Turn up the amplifier.
- Confirm **CM 10-21-04** is set to either a **0** or a **1** to allow the built in **PAGE** port (**Speaker 9** via **CN9**) on the SV8100 to function.

Issue: Cannot tell if ringing station is the *Ring Over Page* call or regular call to the station.

Solution: Create a Virtual extension in **CM 11-04** and assign it, with ringing, to keys on the station sets. In **CM 22-04** remove the stations and assign the virtual only. **Ring Over Page** calls will ring and flash the Virtual key while regular trunk calls to the station will not.

Issue: I want the user to be able to answer the *Ring Over Page* but I don't want users to access the trunks for outgoing access.

Solution: To allow the user to answer the incoming *Ring Over Page* call, **CM 14-06** must be assigned allowing the user the possibility of calling out on the trunk route used for the incoming *Ring Over Page* calls. To prevent this create an Access Map in **CM 14-07** (Do not use **Access Map 1**) and set all the *Ring Over Page* trunks to "**Incoming access and when trunk on hold**". Then assign this **Access Map** to the stations you wish to restrict the outgoing access to using **CM 15-06**.