FIBERME Communications LLC.

FCM630A Series IP PBX - Service Guide

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CHAPTER 1
Caller ID

Caller ID

Description

Caller ID is a service that transmits caller information to the called party's device, allowing the callee to know who is calling before deciding whether or not to answer a call.

Getting Started

The Caller ID feature is available by default on the FCM. To use it:

1. Make sure that either that the trunk, extension, or the FCM itself has a CID configured in their corresponding configuration pages.

2. FCM's Outbound CID priority is as follows:

Keep Original CID >>> Trunk CID (Keep Trunk CID enabled) >>> DOD >>> ExtensionCID >>> Register Trunk Username (Keep Trunk CID disabled) >>> Global Outbound CID.

Using the Service

Assuming the following:

- A is an extension registered to FCM 1.

- B is an extension registered to FCM 2.

- A has CID number "1000" and CID name "John Bob".

- FCM 1 is peered with FCM 2.

- FCM 1's peered trunk has CID number "123" and CID name "GS".

- FCM 2's peered trunk has *Keep Original CID* enabled.

The service can be used as such:

1. A calls B.

2. B's endpoint rings and displays A's CID number "123" and CID name "FM".Due to CID priority, FCM 1's CID information overrides A's CID information.

Because FCM 2 enabled *Keep Original CID,* FCM 1's CID information was preserved and passed along to B.

Miscellaneous

Some countries may not include CID information in calls over analog lines, potentiallyresulting in call failures when the FCM tries to look for the information in incoming calls.

CHAPTER 2
Call Holding

Call Holding

Description

Call holding is a feature that allows a person to pause and resume an ongoing callwithout terminating the line.

Getting Started

The Call Holding feature is available by default on the FCM. No additionalconfiguration is necessary.

Using the Service

Assuming the following:

- A and B are extensions registered to the FCM.The

service can be used as such:

1. B calls A.
2. A starts ringing and picks up the call.
3. Call between A and B is established.
4. A presses the hold button.
5. B is now on hold. Music on Hold may or may not play depending on the system's configuration. No audio from either party can be heard.
6. A presses the hold button again to retrieve the call.
7. A and B can hear each other again.

Miscellaneous

If no Music on Hold is heard, or if calls cannot be retrieved, navigate to *PBX Settings* → *SIP Settings* → *Misc* and check if *Forward HOLD Requests* option is enabled. If so,disable the option and try again.

CHAPTER 3
Call Forwarding

Call Forwarding

Description

Call forwarding is a feature that allows an endpoint to redirect calls to another phonenumber or extension, minimizing the chances of a call going unanswered.

Getting Started

The Call Forwarding feature is available by default on the FCM. To use it:

1. Navigate to Extension/Trunk->Edit Extension and navigate to the Featurestab.

2. Configure the Call Forward Unconditional, Call Forward No Answer, and CallForward Busy fields with the desired settings.

(Optional). Enable the call forwarding feature codes by navigating to *Call Features→Feature Codes* and clicking on the *DND/Call Forward* tab. This allows usersto enable and disable specific call forwarding settings by entering a code.

Using Call Forward Unconditional

Call Forward Unconditional redirects all calls immediately to the configured destination.

Assuming the following:

- A, B, and C are SIP extensions registered to the FCM.

- A has Call Forward Unconditional set up to redirect calls to B.The

service can be used as such:

1. C calls A.

2. A does not ring, and the call s redirected to B.

3. B rings and picks up the call.

4. Call between B and C is established.

Using Call Forward No Answer

Call Forward No Answer redirects calls upon ring timeout to the configureddestination.

Assuming the following:

- A, B, and C are SIP extensions registered to the FCM.

- A has a Ring Timeout of 10 seconds.
- A has Call Forward No Answer set up to redirect calls to B.The

service can be used as such:

1. C calls A.
2. A rings for 10 seconds.
3. A stops ringing, and the call is redirected to B.
4. B starts ringing and picks up the call.
5. Call between B and C is established.

Using Call Forward Busy

Call Forward Busy redirects calls to the configured destination if the called line isbusy.

Assuming the following:

- A and B are SIP extensions registered to the FCM.
- C and D are out-office POTS phones.
- A has Call Forward Busy set up to redirect calls to B.The

service can be used as such:

1. C calls A.
2. A starts ringing and picks up the call.
3. Call between A and C is established.
4. D calls A, and the call is redirected to B. The call between A and C receivesno interruptions.
5. B starts ringing and picks up the call.
6. Call between B and D is established.

Note: Call Forward Busy will not work if the *Call Waiting* service is enabled.

Miscellaneous

CHAPTER 4
Call Transfer

Call Transfer

Description

Call transferring is a function that allows users to manually redirect calls to another recipient. This allows for a call participant to talk to an appropriate party without having to make a new call.

Getting Started

Call Transferring is available by default on the FCM. To use it:

1. Make sure the feature codes for *Blind Transfer*, *Attended Transfer*, and *Seamless Transfer* are configured in *Call Features→Feature Codes→FeatureMaps* and that they are not disabled.

2. The following transfer types are available:

   a. Blind Transfer – After dialing the number to transfer to, the transferring party is immediately disconnected. During this transfer process, music on hold will play for the transferred party. The defaultfeature code is #1.

   b. Attended Transfer – After dialing the number to transfer to, the transferring party places the current call on hold and rings the new recipient. Generally, the transferring party confirms that the recipient is available before completing the attended transfer. The default feature code is *2.

   c. Seamless Transfer – After dialing the number to transfer to, the existing call will continue until the transfer recipient picks up. The transferring party will be disconnected upon pickup. No music on holdwill play during the transfer process, and the transferred party will receive no indication of being transferred. This gives the impressionof the transferring party physically handing the phone over toanother party. The default feature code is *44.

Making a Blind Transfer

Assuming the following:

- A, B, and C are SIP extensions registered to the FCM.
- The blind transfer feature code is set to "Allow Both".
- #1 is the configured feature code to initiate a blind transfer.

The service can be used as such:

1. A dials B.
2. B rings and answers the call.
3. A and B can hear and talk to each other.
4. A dials #1.
5. B hears music on hold.
6. A dials C.
7. A is disconnected from the call.
8. C rings and answers the call.
9. B and C can hear and talk to each other.

Making an Attended Transfer

Assuming the following:

- A, B, and C are SIP extensions registered to the FCM.
- The attended transfer feature code is set to "Allow Both".
- *2 is the configured feature code to initiate an attended transfer.The

service can be used as such:

1. A dials B.
2. B rings and answers the call.
3. A and B can hear and talk to each other.
4. A dials *2.
5. B hears music on hold.
6. A dials C.
7. C rings and answers the call.
8. A and C can hear and talk to each other.
9. A hangs up the call.
10. B is connected with C.
11. B and C can hear and talk to each other.

Making a Seamless Transfer

Assuming the following:

- A, B, and C are SIP extensions registered to the FCM.

- 1200 is C's extension number.

- The seamless transfer feature code is enabled.

- *44 is the configured feature code to initiate a seamless transfer.The

service can be used as such:

1. A dials B.

2. B rings and answers the call.

3. A and B can hear and talk to each other.

4. A dials *441200.

5. C rings.

6. The call between A and B is still ongoing.

7. C answers the call.

8. A is disconnected from the call.

9. B and C can hear and talk to each other.

Miscellaneous

CHAPTER 5
Voicemail

Voicemail

Description

Voicemail is a service that allows callers to leave behind a voice message for an unavailable user. These voice messages can then be managed by the user.

Getting Started

The Voicemail feature is available by default on the FCM. To use it:

1. Navigate to *Extension/Trunk→Edit Extension→Basic Settings*.

2. Check the *Voicemail* option and select "Enable Local Voicemail".

3. Navigate to the *Features* tab and configure at least one *Call Forward* destination with **"Voicemail".**

4. If using *Call Forward No Answer* to forward to voicemail, make sure that the *Ring Timeout* option on the same page has a value configured.

5. Navigate to *Call Features→Feature Codes→Feature Codes* and make sure that *Voicemail Access Code* and *My Voicemail* options are enabled and have values configured (***98** and ***97** by default respectively).

6. Voicemail count can be viewed from the *Extensions* page and is formatted as **Urgent/Total/Read**.

7. (Optional) If a user wants to be able to access the voicemail management system via an external device, navigate to *Call Features → Voicemail → Voicemail* and enable *Voicemail Remote Access*. This prompt will not play for internal calls. **Warning**: Enabling this will replace the default "Leave a Message" voicemail prompt with one that will give the caller the option to access an extension's voicemail management system. This poses potential security risks and is recommended to be disabled if unused.

Leaving a Voice Message

Assuming the following:

- A and B are extensions registered to the FCM.

- B has the following configuration:

  o *Voicemail*: Enable Local Voicemail

  o *Available→Call Forward No Answer*: Voicemail

  o *Ring Timeout*: 3

The service can be used as such:

1. A calls B.
2. B starts ringing.
3. B stops ringing after 3 seconds.
4. A hears B's voicemail prompt.
5. A leaves a voice message and hangs up.
6. *Extensions* page will show B's voicemail count as 0/1/0
7. If supported, B's endpoint will indicate one unread voicemail.

Managing Voicemail with Personal Extension

Assuming the following:

- A is a SIP extension registered to the FCM.
- *My Voicemail* feature code is *97.
- A has 1 unread voicemail.The

service can be used as such:

1. A dials *97.
2. A hears the FCM voicemail management prompt asking for the voicemailpassword.
3. A enters his voicemail password.
4. A hears all the voicemail management options.
5. A presses 1 to listen to new messages.
6. A presses 7 to delete the message.
7. A hangs up the call.
8. *Extensions* page will show A's voicemail count as 0/0/0.

Managing Voicemail from a Different Extension

Assuming the following:

- A and B are SIP extensions registered to the FCM.
- *Voicemail Access Code* feature code is *98.
- A has 1 unread voicemail.The

service can be used as such:

1. B dials *98.

2. B hears the FCM voicemail management prompt asking for an extensionnumber.

3. B enters A's extension number.

4. B hears the FCM voicemail management prompt asking for A's voicemail **password.**

5. B enters A's voicemail password.

6. B hears all the voicemail management options.

7. B presses 1 to listen to A's new messages.

8. B presses 7 to delete A's message.

9. B hangs up the call.

10. *Extensions* page will show A's voicemail count as 0/0/0.

Managing Voicemail from an Outside Line

Assuming the following:

- *Voicemail Remote Access* is enabled in the *Call Features → Voicemail → Voicemail* page.

- A is a SIP extension registered to the FCM.

- A does not have any call forwarding to voicemail configured.

- A has a ring timeout of 3.

- A has 1 unread voicemail

- C is an external POTS line.

- FCM has an analog trunk configured to make and receive PSTN calls.

- An IVR extension is configured to allow the direct dialing of extensions.

- An inbound route is configured for calls to the analog trunk to be routed toIVR.

The service can be used as such:

1. C dials FCM's PSTN number.

2. C hears the IVR's welcome prompt.

3. C dials A's extension.

4. A rings for 3 seconds.

5. C hears a prompt to press 1 to leave a voicemail for A or 2 to entervoicemail management.

6. C dials 2.

7. C hears the FCM voicemail management prompt asking for an extensionnumber.

8. C dials A's extension number.

9. C hears the FCM voicemail management prompt asking for A's voicemail password**.**

10. C enters A's voicemail password.

11. C hears all the voicemail management options.

12. C presses 1 to listen to A's new messages.

13. C presses 7 to delete A's message.

14. C hangs up the call.

15. *Extensions* page will show A's voicemail count as 0/0/0.

Miscellaneous

The "Enable Remote Voicemail" option supports only Informatec's remote voicemailsystem.

CHAPTER 6
Call Waiting

Call Waiting

Description

Call waiting is feature that allows a person to receive calls even while already in an existing call. The person will hear a notification tone signaling that another call is coming in.

Getting Started

The Call Holding feature is available by default on the FCM. To use it:

1. Navigate to *Extension/Trunk→Edit Extension* and navigate to the Featurestab.

2. Check the *Call Waiting* option.

Using the Service

Assuming the following:

- A, B, and C are extensions registered to the FCM.The

service can be used as such:

1. B calls A.

2. A starts ringing and picks up the call.

3. Call between A and B is established.

4. C calls A.

5. A hears a notification tone.

6. C will continue to hear a ringback tone.

Miscellaneous

Enabling the *Call Waiting* service will cause *Call Forward No Answer* rules to beignored.

CHAPTER 7
Call Parking

Call Parking

Description

Call parking is a feature that allows a person to place a call on hold with one device and resume it from a different device. When the call is placed on hold, the FCM temporarily moves the call to a special extension on the FCM (hence "parking" the call) that can be dialed for retrieval. The range of extensions that is dedicated to parked calls is called the "Parking Lot".

Getting Started

The Call Parking feature is available by default on the FCM. To use it:

1. Make sure that there is a feature code configured for it in *Call Features→Feature Codes→Feature Maps* and that it is not disabled. The default feature code is **#72**.

2. Create a Parking Lot and configure it with the desired settings. ***Use parklot as extension*** may need to be checked for the service to work properly.

Using the Service

Assuming the following:

- A and B are extensions registered to the FCM.
- C is an out-of-office POTS phone
- 700 is the created parking lot with 701-710 as the available extension range to park in

The service can be used as such:

1. C calls A.
2. A picks up, and the call is established.
3. A dials **#72** and enters **701** after the prompt.
4. C is now parked on extension 701 and hears hold music.
5. B dials **701** to retrieve C.
6. Call between B and C is established.

If C is not retrieved after the configured timeout period, C can either be routed back to A (default behavior) or be forwarded to another destination (requires *Failover Destination* to be configured).

CHAPTER 8
Do-Not-Disturb

Do-Not-Disturb

Description

Do-Not-Disturb (DND) is an extension state that blocks all incoming calls to the extension. All call forwarding settings will be ignored while in this state.

Getting Started

Do-Not-Disturb is available by default on the FCM. To use it:

1. Make sure the feature codes to enable and disable the state are configuredin *Call Features→Feature Codes→DND/Call Forward* and that they are not disabled. The default feature code to activate and disable it is ***77** and ***78**respectively.

2. (Optional) Configure a time condition for when DND is active in the *Extension/Trunk→Extensions→Features* page.

Using the Service

Assuming the following:

- A and B are SIP extensions registered to the FCM.
- *77 is the feature code to enable DND.
- *78 is the feature code to disable DND
- All extensions do not have DND currently active.The

service can be used as such:

1. A dials *77 to enable DND.
2. B calls A.
3. B hears a message saying that A is unavailable.
4. A dials *78 to disable DND.
5. B calls A again.
6. A picks up.
7. A and B can now hear and talk to each other.

Miscellaneous

Do-Not-Disturb state can also be toggled in the FCM web portal.

CHAPTER 9

Call Pickup

Call Pickup

Description

Call Pickup allows a user to pick up calls on behalf of other extensions via feature codes. Users can also be members of Pickup Groups to simplify the call pickup process.

Getting Started

The Call Pickup feature is available by default on the FCM. To use it:

1. Navigate to Call Features→Feature Codes→Feature Codes page and make sure the Call Pickup on Ringing, Pickup In-call, and Pickup Extension feature codes are configured and enabled.

2. (Optional) Navigate to Call Features→Pickup Groups page and make sure there is an available pickup group. If there are none, create a new one andadd members to it.

Pickup a Call for an Extension

Assuming the following:

- A and B are SIP extensions registered to the FCM.
- C is an out-of-office POTS extension.
- Call Pickup on Ringing feature code is **The

service can be used as such:

1. C dials A.
2. A rings.
3. B dials ** and A's extension number to pick up the call.
4. B and C can now hear and talk to each other.

Pickup In-Call

Assuming the following:

- A and B are SIP extensions registered to the FCM.
- C is an out-office POTS extension.
- Pickup In-Call feature code is *45
- B is included in A's Seamless transfer privilege control list.

The service can be used as such:

5. A and C are in a call.

6. B dials *45 and A's extension.

7. B and C can now hear each other.

8. A is no longer part of the call.

Pickup Groups

Assuming the following:

- A and B are SIP extensions registered to the FCM.

- C is an out-of-office POTS extension.

- A and B are members of the same pickup group.

- Pickup Extension feature code is *8.The

service can be used as such:

1. C dials A.

2. B dials *8 to pick up the call.

3. B and C can now hear and talk to each other.

Miscellaneous

CHAPTER 10

Conference Call

Conference Call

Description

A conference call is a call that allows a user to talk to several people at the same time.

Getting Started

The Conference Call feature is available by default on the FCM. To use it:

1. Navigate to Call Features→Conference page and make sure there is a conference room available. If there are none, create a new conference room with the desired settings.

2. Dial the conference room extension. If configured, enter the access password once prompted.

3. Admins and users (if configured) can dial the following codes during the call to invite other members, merge conferences, and drop connections to other conference rooms:

    a. **0**: Invites specified users to join the conference via voice prompt upon answering.

        i. Pressing 1 will cause the user to accept the invite and join the conference.

        ii. Pressing 2 will cause the user to reject the invite.

    b. **1**: Brings the specified users into the conference upon answering.

    c. **2**: Bridges the current conference with the specified conference room. Rooms will continue to be bridged until disconnected.

    d. **3**: Disconnects all existing bridges to other conference rooms.

Entering a Conference Call

Assuming the following:

- A, B, and C are SIP extensions registered to the FCM.

- A is the conference room admin.

- B and C are conference participants.

- 6300 is a conference room extension.The

service can be used as such:

1. A dials 6300 and enters his configured admin password.

2. B and C dial 6300 and enter the conference room.

3. A, B, and C can hear and talk to each other.

Inviting Participants

Assuming the following:

- A, B, C, and D are SIP extensions registered to the FCM.

- A is the conference room admin.

- B, C, and D are conference participants.

- 6300 is a conference room extension.

- *Enable User Invite* is enabled in the conference room settings.The

service can be used as such:

1. A dials 6300 and enters his configured admin password.

2. B dials 6300 and enter the conference room.

3. A and B can hear and talk to each other.

4. A dials 0 to invite C.

5. C answers the call and hears the voice prompt.

6. C presses 1 to join the conference.

7. A, B, and C can hear and talk to each other.

8. B dials 1 to invite D.

9. D answers the call and automatically joins the conference.10.A, B,

C, and D can hear and talk to each other.

Bridging Conferences

Assuming the following:

- A, B, C, and D are SIP extensions registered to the FCM.

- 6300 and 6400 are conference room extensions.

- A is the admin of conference room 6300.

- C is the admin of conference room 6400.

- B and D are conference participants.The

service can be used as such:

A dials 6300 and enters his configured admin password.B dials 6300

and enters the conference room.

A and B can hear and talk to each other.

C dials 6400 and enters his configured admin password.D dials 6400

and enters the conference room.

C and D can hear and talk to each other.

A dials 2 to establish a bridge to conference room 6400.A, B, C, and

D can hear and talk to each other.

C dials 3 to disconnect the bridge.

A and B can no longer hear and talk to C and D.

Miscellaneous

CHAPTER 11
Ring Simultaneously

Ring Simultaneously

Description

Ring Simultaneously is a feature that allows the FCM to ring an external extension or number while ringing the local extension at the same time.

Getting Started

The Call Holding feature is available by default on the FCM. To use it:

1. Navigate to *Extension/Trunk→Edit Extension* and navigate to the Features tab.

2. Check the *Ring Simultaneously* option and configure *External Number* and *Time Condition for Ring Simultaneously*. **Note:** The FCM's local extensions cannot be configured as an external number.

Using the Service

Assuming the following:

- A and B are extensions registered to FCM 1.

- C is an extension registered to FCM 2.

- FCM 1 and FCM 2 are peered to each other.

- A has C as its configured *Ring Simultaneously* number. The

service can be used as such:

1. B calls A.

2. A and C start ringing.

3. C picks up.

4. A stops ringing.

5. B and C can hear and talk to each other.

Miscellaneous

If *External Number* is configured with a landline or mobile phone number, the original extension will stop ringing after approximately 3 seconds, behaving similarly to a Call Forward No Answer with a ring timeout of 3 seconds.

CHAPTER 12
Ring Group

Ring Group

Description

Ring Group is a feature that allows several users to be associated with a singleextension. By calling this extension, all users in it will ring.

Getting Started

The Ring Group feature is available by default on the FCM. To use it:

1. Navigate to *Call Features→Ring Groups* and add a ring group.

2. (Optional) To receive ring group voicemail and email notifications for them, tick the *Enable Destination* option when editing a ring group, select "Voicemail" and "Ring Group Extensions", and configure the *Password* and*Email Address* fields.

Receiving Calls on a Ring Group

Assuming the following:

- A, B, and C are SIP extensions registered to the FCM.

- A and B are part of Ring Group 6000.

- Ring Group 6000 has "Ring Simultaneously" configured as the ring strategy.

The service can be used as such:

1. C calls 6000.

2. A and B start ringing.

3. B answers the call.

4. A stops ringing.

5. B and C can hear and talk to each other.

Receiving Email Notifications and Listening to Ring Group Voicemail

Assuming the following:

- A, B, and C are SIP extensions registered to the FCM.

- A and B are part of Ring Group 6000.

- Ring Group 6000 has "Ring in Order" configured as the ring strategy.

- Ring Group 6000 has *Enable Destination* toggled with "Voicemail" and "Ring Group Extensions" as *Default Destination* and has a configured *Password* and *Email Address*.

- FCM has Voicemail Access Code enabled in the Call Features→Feature Codes→Feature Codes page.

- *98 is the configured feature code for *Voicemail Access Code.* The

service can be used as such:

1. C calls 6000.

2. A starts ringing.

3. A rejects the call.

4. B starts ringing.

5. B rejects the call.

6. C hears the FCM's voicemail system prompting to leave a voicemail.

7. C leaves a voicemail and terminates the call.

8. FCM's *Ring Group* overview page shows 0/1/0 in 6000's *Message* column.

9. A and B receive email notifications indicating C's voicemail to Ring Group 6000.

10. A dials *98 to access the FCM's voicemail system.

11. A dials 6000 when prompted for the voicemail box.

12. A dials 6000's voicemail password when prompted for the password.

13. A presses 1 to listen to C's voicemail.

14. A presses 7 to delete C's voicemail.

15. A hangs up the call.

16. FCM's *Ring Group* overview page shows 0/0/0 in 6000's *Message* column.

Miscellaneous

CHAPTER 13
Follow Me

Follow Me

Description

Follow Me is a feature that reroutes timed-out calls to a different set of extensions or external numbers.

Getting Started

Follow Me is available by default on the FCM. To use it:

1. Navigate to *Extension/Trunk*→Extensions→Edit *Extension*→*Follow Me* and tick the *Enable* checkbox.

2. Add *Follow Me* numbers.

Using the Service

Assuming the following:

- A, B, and C are SIP extensions registered to the FCM.

- D is an external POTS line.

- A configured C and D as its Follow Me numbers with C being the first number on the Follow Me list.

- Follow Me is configured to dial Follow Me numbers one by one in order with 30 second timeouts each.

The service can be used as such:

1. B calls A.

2. A rings until timeout.

3. B hears a message indicating that the call will be routed to the Follow Me numbers.

4. C rings until timeout.

5. B hears the Follow Me message again.

6. D rings and answers the call.

7. B and D can hear and talk to each other.

Miscellaneous

Follow Me is not limited to dialing a single number upon triggering. Users can configure a new Follow Me number to ring simultaneously with the previously addednumber on the list. This allows users to create sets of Follow Me numbers to minimalize dropped calls.

CHAPTER 14
Concurrent Registration

Concurrent Registration

Description

Concurrent Registration is a feature that allows an extension to be registered to andused from multiple devices. Each device would use the same registration informationto connect but can make separate individual calls regardless of the extension statuson other associated devices.

Getting Started

Concurrent Registrations is available by default on the FCM. To use it:

1. Navigate to *Extension/Trunk*→*Extensions*→*Edit Extension*→*Basic Settings*

   and enter in the desired concurrent registrations value.

Using the Service

Assuming the following:

- A, B, and C are SIP extensions registered to the FCM.

- A1 is a SIP endpoint registered to A.The

service can be used as such:

1. B calls A.

2. Both A and A1 ring.

3. A answers the call.

4. A1 stops ringing.

5. A and B can hear and talk to each other.

6. A1 calls C.

7. C starts ringing.

8. C answers the call.

9. A1 and C can hear and talk to each other.

10. A and B's call is uninterrupted by A1's call.

Miscellaneous

Concurrent Registrations can be set only to 1 if SCA is enabled.

CHAPTER 15

Shared Call Appearance

Shared Call Appearance

Description

Shared Call Appearance, or SCA for short, is a feature that allows a user to be associated with several devices in a fashion similar to the Concurrent Registrations service. Unlike Concurrent Registrations, however, SCA extensions have the followingfunctions available:

- Monitoring the extension status via MPK/VPKs

- Restricting simultaneous calls from associated devices

- Barging into and picking up existing calls from an associated device.

Getting Started

Shared Call Appearance is available by default on the FCM starting from firmware
1.0.9.11. To use it:

1. Navigate to Extension/Trunk→Extensions→Edit Extension→Basic Settings and tick the Enable SCA checkbox.

2. Navigate to *Call Features→SCA→SCA Number Group* and add a private number to the desired extension. This private number will be used to register devices to be associated with the main extension. To register to aprivate number, the endpoint must have the following fields configured assuch:

   a. *SIP User ID*: private number

   b. *Auth ID:* main extension's Auth ID. If no Auth ID is configured, the main extension's number will be used instead.

   c. *Password*: main extension's SIP password

3. (Optional) If an SCA extension and its associated private numbers want tobe able to barge into each other's calls, *Allow Bridging between Locations* in the *Call Features→SCA* page must be enabled.

Using the Service

Assuming the following:

- A and B are SIP extensions registered to the FCM.

- A1 is a SIP endpoint registered to an SCA private number associated with A.

- A1 has an MPK/VPK configured for SCA.

- Call Features→SCA→Allow Call Retrieve from Another Location is enabled.The

service can be used as such:

1. B calls A.

2. Both A and A1 ring.

3. A picks up the call.

4. A1 stops ringing.

5. A holds the call.

6. A1 can see on the configured MPK/VPK that A has held a call.

7. A1 presses the MPK/VPK to pick up the call.

8. A's call is terminated.

9. B and A1 can hear and talk to each other.

Miscellaneous

To avoid conflicts, Follow Me cannot be enabled alongside SCA, and only oneconcurrent registration is allowed for the extension when using SCA.

CHAPTER 16
Wakeup Service

Wakeup Service

Description

The Wakeup Service is a feature that sends out scheduled calls to specified destinations and is typically used to send out reminders.

Getting Started

Wakeup Service is available by default on the FCM. Users can manage wakeup callsthrough the admin portal, user portal, and feature code as long as they have the proper permissions.

To use it via feature code:

1. Navigate to *Call Features→Feature Codes→Feature Codes→Basic Settings* and confirm that the *Wakeup Service* feature code is enabled and configured. The default Wakeup Service feature code is ***36**.

2. Navigate to *Maintenance→User Management* and confirm permissions for custom privileges. The default privilege levels Super Administrator, Administrator, and Consumer already have Wakeup Service permissions.

Using the Service

Assuming the following:

- A is a SIP extension registered to the FCM.

- *36 is the configured Wakeup Service feature code.The

service can be used as such:

1. A dials *36.

2. A hears the Wakeup Service management portal prompt.

3. A presses 1 and follows the voice prompts to create and enable a new wakeup call.

4. The wakeup service will ring A at the configured date and time.

5. A answers the wakeup call.

6. A hears the default wakeup service voice message.

7. The call is automatically terminated once the voice message is complete.

Miscellaneous

To configure a wakeup call to repeat on specific weekdays and to use a custom voicemessage upon picking up the wakeup call, users must use the admin portal and userportal.