

# KONNECT™

## KONNECT™ Application Note: Incoming Phone Line Call Handling

**AN-0003-00-00**

Abstract
This Application Note provides details about the operations of the KONNECT™ phone on an incoming phone line call.

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## 1 Overview

The Application Note talks about the behavior of the KONNECT™ phone when there is an incoming call from the phone line and before it is answered.

## 2 Ring All KONNECT™ Phones

If the Auto Attendant is disabled, by default when there is an incoming call on the phone line, all the KONNECT™ phones in the same workgroup in the same local site that are available will ring with the caller’s name and number shown on the screen, until this call is answered by someone, or by someone’s voicemail if he/she checks the “Take Voicemail for Group Extensions” box in the “My Extension” page, or the default Operator Group x0 voicemail if the Local Voice Mail is enabled for the x0 Operator Group, and an email address is given.

If the Auto Attendant is enabled, all the phones in the same workgroup in the same local site will still ring and the number of the rings depends on the settings of “Delay before answering call (rings)”. Please refer to AN-0002-00-XX Auto Attendant Functionality for more details.

## 3 Ring Fewer KONNECT™ Phones

If you prefer a subset of the phones in your system to ring when there’s an incoming call on the phone line (for example, it only rings the two phones in the front desk, plus the one in your manager’s office), then you will have to customize your settings. Please log in to the web page of one of the phones in your local site and then go to the Extensions page. Click “x0” under “Group Extension” near the bottom of the page, and add the extensions into the “Extensions” field, separated by a comma. Please refer to the following figure for an example.

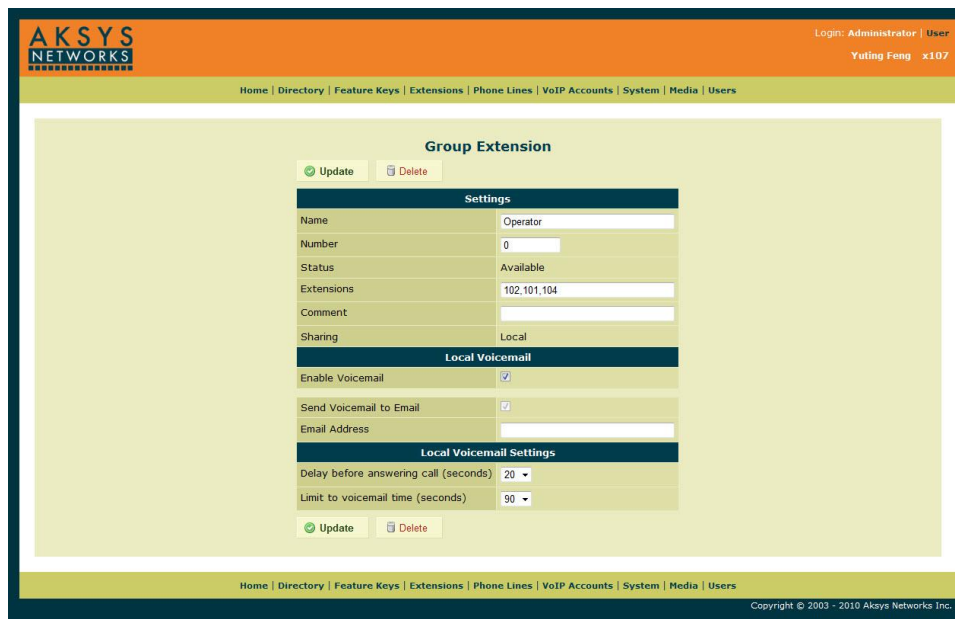


Figure 1 Adding extensions to x0 Operator group

## 4 Multiple Phone Lines

If you have multiple phone lines in your office, and you want to customize the ring group on a per line basis, you will have to create a separate ring group for each phone line.

To do so, first you need to delete the default x0 Operator extension. Log in to the web page of one of the phones in your system using the admin privilege. Then go to the Extensions page, and click “x0” under “Group Extensions”. Click the “Delete” button to remove this extension.

Then you need to log in to the web page of one of the phones that connects to a phone line using admin privilege. Go to the “Extensions” page, click on “Add Group Extension”. Put a meaningful name in the “Name” field, and put “0” into the “Number” field. Add the extension numbers you wish to ring when a call comes in on this phone line into the “Extensions” field, and make sure “Sharing” is set to “Private”. Click “Update” to save the changes. Please refer to the following figure for an example.

The screenshot shows the 'Add Group Extension' configuration page in the AKSYS NETWORKS web interface. The page is titled 'Add Group Extension' and features several sections:

- Settings:**
  - Name: Line 1 Operator
  - Number: 0
  - Status: (empty)
  - Extensions: 101,103,204
  - Comment: (empty)
  - Sharing: Private
- Local Voicemail:**
  - Enable Voicemail:
  - Send Voicemail to Email:
  - Email Address: (empty)
- Local Voicemail Settings:**
  - Delay before answering call (seconds): 20
  - Limit to voicemail time (seconds): 90

There are 'Update' buttons at the top left and bottom left of the form area. The page includes a navigation menu at the top and bottom, and a copyright notice at the bottom right: 'Copyright © 2003 - 2010 Aksys Networks Inc.'

**Figure 2 Create a Group Extension**

Repeat the above steps for every phone that has a phone line connected. Make sure the numbers are all set to “0” and they are all “Private”.

## Document Revision Record

Date	Rev	Reason for Change
March 15, 2010	00	Document Creation

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