

Telquest Tech Support IP Office Partner Version Remote Call Forwarding 1

A telephone extension can be set to have its calls sent out on an outside line to a remote phone.

Step 1 <<< =====

You must do this from Ext 10 or 11. This example uses a Digital telephone.

Press the *Admin* button

***System Administration* will appear in the LCD**

Press the *OK* button

Scroll down to *Extensions*

Press the *OK* button

Scroll down to *Remote Call Forwarding* (See Page 2A for alternate method via Manager Program)

Press the *OK* button

Enter the extension number to be programmed

Press 1 to *Assign* (or 2 to Not Assign)

Press the *OK* button

Step 2 <<< =====

Press the *Back* button until you see *System Administration* in the LCD

We are going to set up a Personal Speed Dial as the outside destination number

Scroll down to *Centralized Programming*

Press the *OK* button

Enter the same extension number as you did for the Remote Call Forward feature

Press the *OK* button

Scroll down to *Personal Speed Dial*

Press the *OK* button

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You will see *Code:* in the LCD

Enter a bin number between 80 and 99

You will see *Number:* in the LCD

Dial the outside telephone number as you would normally dial it.

If you are using the Key System Mode, there is no need for an access code like 9.

If you are using the PBX Mode, then you must dial an access code like 9.

Press the *Enter* button

Press the *Phone/Exit* button

Step 3 <<< =====

Turn on the Feature from a Multiline Telephone

Go to the physical phone that the Remote Call Forwarding will used from

Press the Feature button and dial 11 followed by the bin number (80-99) where the destination is.

The LCD will reset itself in a few seconds

The extension is now Remote Call Forwarded.

To Cancel Remote Call Forward:

Press the Feature button and dial 11 followed by the phones own Extension Number.

The LCD will reset itself in a few seconds

The extension is no longer Remote Call Forwarded.

Step 4 <<< =====

Turn on the Feature from an Analog Single Line Telephone

>>> Analog Station Ports will only work on Release 9.0 KSU's and higher <<<

Go to the physical phone that the Remote Call Forwarding will used from

Go Off Hook and dial #11 (POUND 11) followed by its extension number and then the bin number where the destination telephone number is located.

You will hear two short beeps to confirm that it is turned on.

The extension is now Remote Call Forwarded.

To Cancel Remote Call Forwarding:

Go to the phone that the Remote Call Forwarding will used from

Go Off Hook and dial #11 (POUND 11) followed by its extension number twice.

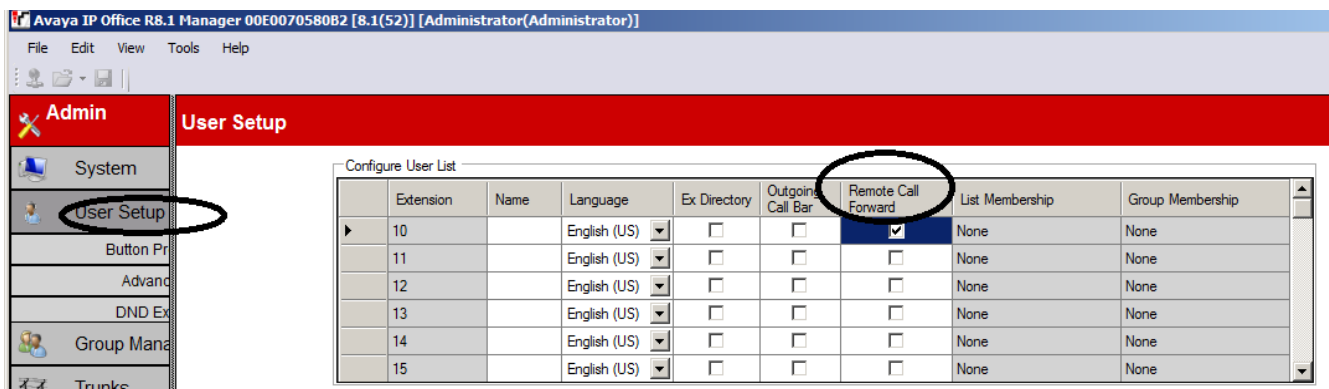
You will hear two short beeps to confirm that it is turned off.

The extension is no longer Remote Call Forwarded.

Note: If you go off hook and get a CO Line, then flash the switch hook to get Intercom dial tone.

Note: The free Mobile Twinning licenses were removed in Release 8 and higher.

If you are using R. 8.1 or higher in your KSU, then you need to enable Remote Call Forward.



This can also be done in Step 1 on Page 1.

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Remote Call Forwarding 3

A few notes:

You can only assign real extensions that exist in the KSU. No Phantom Extensions or unused Digital Stations.

If the power to the KSU goes off, then the Remote Call Forwarding at the extension will need to be turned back on as in Step 3 or Step 4.

If the KSU is rebooted from programming, then the Remote Call Forwarding at the extension will need to be turned back on as in Step 3 or Step 4.

The extension whose calls will be Remote Call Forwarded must have CO Lines as its first choice in the Automatic Line Selection settings.

Adding a CO Line access code like 9 or 801, 802 etc. in the Speed Dial (80-99) will not work.

The extension will use the Automatic Line Selection (ALS) sequence to select an outside line. The ext. will select the FIRST idle CO Line in the ALS. CO Lines MUST appear on the phone.

ALS is only supported on Release 9.0 for the Analog Stations ports on a Combo Card. (ETR cards have not been tested with Release 9.0)

Older Releases (8, 7, 6) will always go to Intercom when an Analog Station goes Off Hook. Even if you are able to assign an Automatic Line Sequence, it will not work.

If you are using a SIP Trunk to send calls out on, be sure it is the FIRST LINE in the ALS of the extension that is using Remote Call Forward. Extension 10 ALS with SIP Trunk 13 shown here.

If you find any errors or if anything could be explained more clearly, please let us know.

☒ Modify ALS Programming

Line 13

Clear ALS

Extension 10 in this example...

SIP Trunk Channel Setup

	Channel	Appearance ID
▶	1	13

The SIP Trunk is on Appearance ID 13 in this example...

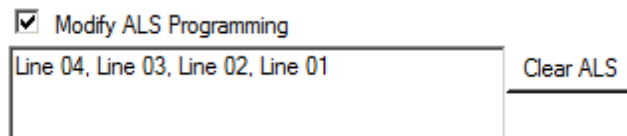
Here is another example.

Lets say that you have 4 Analog CO Lines in the KSU.

Remember:

The extension will use the ALS (Automatic Line Selection) sequence to select an outside line.
The extension will select the FIRST LINE in the ALS, unless it is busy.

So you would set the ALS (Automatic Line Selection) like this:



The extension would then try to use Line 04 first, then Line 03 etc...

Special Note: Alternate Dial Tone may not be 100% compatible.

Now that Cable Companies and Fios are providing dial tone, there is a potential problem.

It seems that some of them (most really) do not provide a “Positive Disconnect Signal” when the call is finished and everyone hangs up.

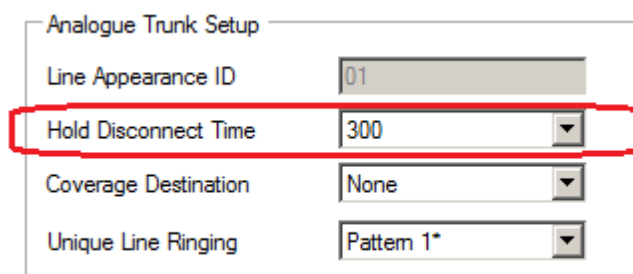
Not only do they not provide it, they don't know what it is or what it needs to do.

The lack of this signal will cause CO Lines to be “Stuck” with a Steady Light or on Hold.

To clear the trouble, you must either power cycle the KSU or momentarily disconnect the “Stuck” line(s) from the KSU.

This is not a KSU trouble, it is a Dial Tone Provider trouble.

In the Trunks section of the Manager Programming, set each CO Line like this:



If this fails, you will need to call the Dial Tone Provider and see if they can send the Disconnect Signal.