

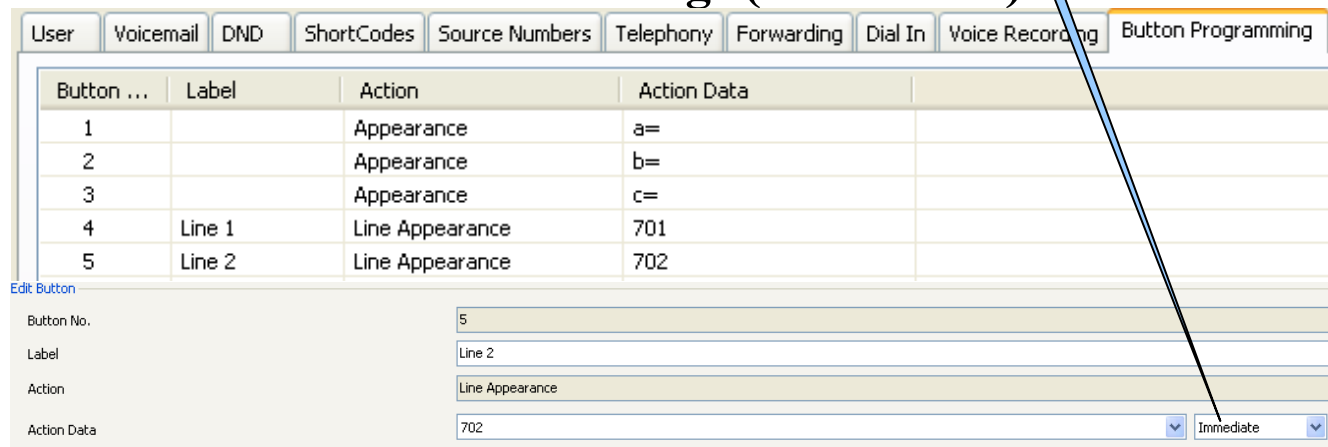
Hunt Group to Cell Phone

IP Office Essential Edition

Special Note:

If you have used Button Programming and assigned CO lines for Direct Line Appearance on ANY phones, you must set them to **“No Ring”**.

Incorrect Setting: (Immediate)



The screenshot shows the 'Button Programming' tab with a table of buttons. A blue arrow points from the 'Immediate' dropdown menu in the 'Action Data' field of the 'Edit Button' form to the 'Incorrect Setting: (Immediate)' header.

Button ...	Label	Action	Action Data
1		Appearance	a=
2		Appearance	b=
3		Appearance	c=
4	Line 1	Line Appearance	701
5	Line 2	Line Appearance	702

[Edit Button](#)

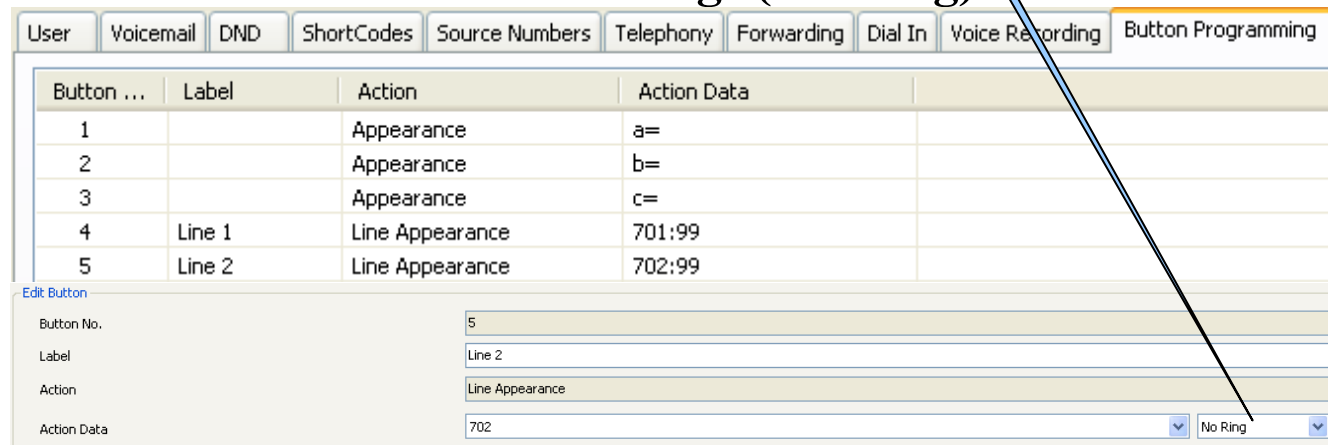
Button No. 5

Label Line 2

Action Line Appearance

Action Data 702 Immediate

Correct Setting: (No Ring)



The screenshot shows the 'Button Programming' tab with a table of buttons. A blue arrow points from the 'No Ring' dropdown menu in the 'Action Data' field of the 'Edit Button' form to the 'Correct Setting: (No Ring)' header.

Button ...	Label	Action	Action Data
1		Appearance	a=
2		Appearance	b=
3		Appearance	c=
4	Line 1	Line Appearance	701:99
5	Line 2	Line Appearance	702:99

[Edit Button](#)

Button No. 5

Label Line 2

Action Line Appearance

Action Data 702 No Ring

Create a Virtual User

Example 555

This Tab

Give it a name

Not important

The Virtual User we are creating

User	Voicemail	DND	ShortCodes	Source Numbers	Telephony	Forwarding	Dial In	Voice Recording	
Name	AA Dummy								
Password	****								
Confirm Password	****								
Full Name	aaa								
Extension	555								

Make sure the Voicemail is
for the Virtual User

OFF

User	Voicemail	DND	ShortCodes	Source Numbers	Telephony	Forwarding	Dial In	Voice
Voicemail Code	<input type="text"/>							
Confirm Voicemail Code	<input type="text"/>							
								<input type="checkbox"/> Voicemail On
								<input type="checkbox"/> Voicemail Help

Create Virtual User continued...

Set Forwarding Unconditional to:

The screenshot shows a web interface for configuring a virtual user. At the top, there are tabs: User, Voicemail, DND, ShortCodes, Source, Telephony, Forwarding (highlighted), Dial In, and Voice. Below the tabs, there is a 'Follow Me Number' field with a dropdown arrow. Underneath, there is a section for forwarding settings. The 'Forward Unconditional' checkbox is checked, with an annotation 'Check This Box' pointing to it. The 'To Voicemail' checkbox is unchecked, with an annotation 'NO CHECK' pointing to it. The 'Forward Number' dropdown menu is open, showing the number '912012351234', with an annotation 'Enter the telephone number of the cell phone' pointing to it. The 'Forward Hunt Group Calls' and 'Forward Internal Calls' checkboxes are both checked, with an annotation 'Check BOTH' pointing to both.

Enter the telephone number of the cell phone

Check This Box

This Tab

Follow Me Number

Forward Unconditional ☒

To Voicemail ☐

Forward Number 912012351234

Forward Hunt Group Calls ☒

Forward Internal Calls ☒

NO CHECK

Check BOTH

Create a New Hunt Group named **Overflow To Cell Phone**

Pick one or use 552

Set this....

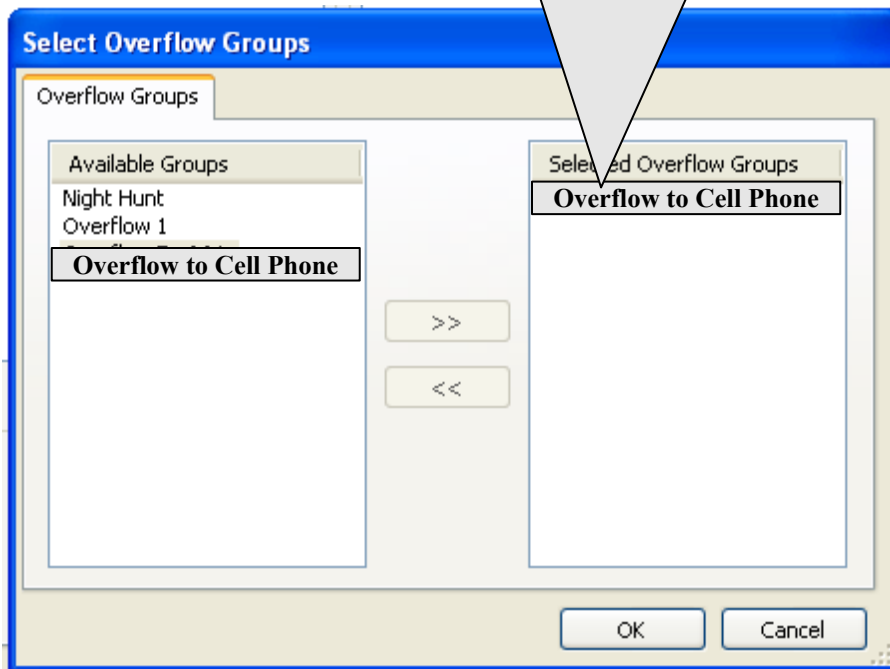
Hunt Group	Voicemail	Fallback	Queuing	Voice Recording	Announcements
Name	Overflow to Cell Phone				<input type="checkbox"/>
Extension	552				
Ring Mode	Sequential				No
Overflow Mode	Group				Over
Hold Music Source	No Change				Voi
Agent's Status on No-Answer Applies To	None				

Turn the Hunt Group **Voicemail OFF**

Hunt Group	Voicemail	Fallback	Queuing	Voice Recording	Announcements
Voicemail Code	<input type="text"/>	<input checked="" type="checkbox"/> Voicemail On			
Confirm Voicemail Code	<input type="text"/>	<input type="checkbox"/> Voicemail Help			
Voicemail Email	<input type="text"/>	<input type="checkbox"/> Broadcast			
Voicemail Email		<input type="checkbox"/> UMS Web Services			
<input checked="" type="radio"/> Off <input type="radio"/> Copy <input type="radio"/> Forward <input type="radio"/> Alert					

In Hunt Group Main 200

Add "Overflow To Cell Phone" to the Selected Overflow Groups



Also in Hunt Group Main 200

Hunt Group		Voicemail		Fallback		Queuing		Voice Recording		Announcements	
Name	Main					<input type="checkbox"/> CCR Agent Group					
Extension	200										
Ring Mode	Collective							No Answer Time (secs)	System Default (15)		
Overflow Mode	Group							Overflow Time (secs)	15		
Hold Music Source	No Change							Voicemail Answer T	45		
Agent's Status on No-Answer	None										
Annies To											

This sets the amount of time until call is sent to the Cell Phone
Not the Overflow Time

In Hunt Group **Overflow To Cell Phone**

Hunt Group Voicemail Fallback Queuing Voice Recording Announcements

Name **Overflow to Cell Phone**

Extension 552

Ring Mode Sequential

Overflow Mode Group

Hold Music Source No Change

Agent's Status on No-Answer Applies To None

User List

Extension	Name
<input checked="" type="checkbox"/> 555	AA Dummy

Edit... Remove

Add your Virtual User to the list

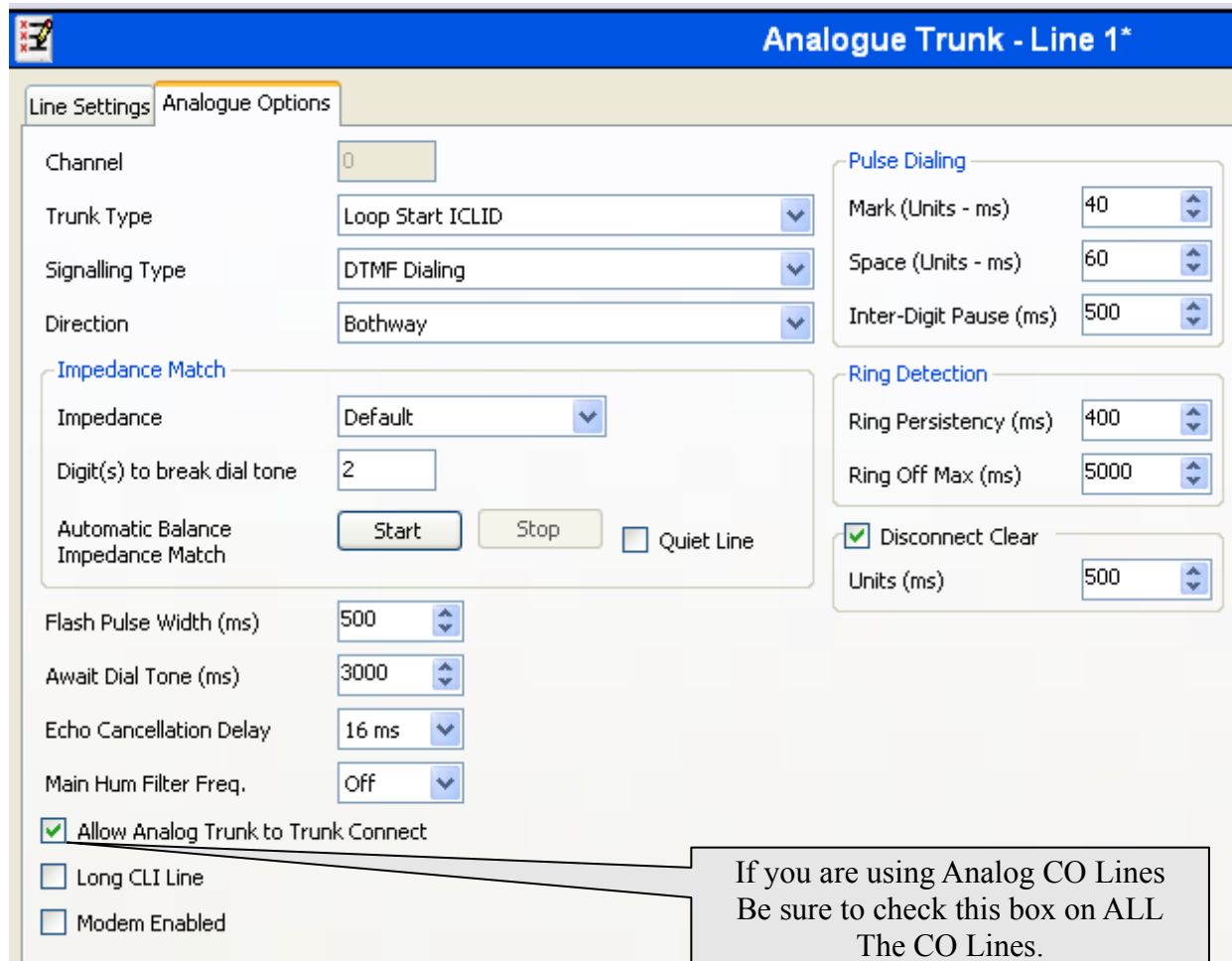
Testing Notes

Once you have completed the setup, you can dial the Virtual User number that you created and you should be connected to the Cell Phone immediately.

You can also dial the Extension Number of the Main Hunt Group (200) and be answered by the Cell Phone with the Delay you set in the Overflow Time (sec) area.

You can also dial the Extension Number of the Overflow To Cell Phone (552) and be answered by the Cell Phone immediately.

You can dial the Short Code that you created and you should be connected to the Cell Phone immediately.



Analogue Trunk - Line 1*

Line Settings | **Analogue Options**

Channel: 0

Trunk Type: Loop Start ICLID

Signalling Type: DTMF Dialing

Direction: Bothway

Impedance Match

Impedance: Default

Digit(s) to break dial tone: 2

Automatic Balance Impedance Match: ☐ Quiet Line

Flash Pulse Width (ms): 500

Await Dial Tone (ms): 3000

Echo Cancellation Delay: 16 ms

Main Hum Filter Freq.: Off

☒ Allow Analog Trunk to Trunk Connect

☐ Long CLI Line

☐ Modem Enabled

Pulse Dialing

Mark (Units - ms): 40

Space (Units - ms): 60

Inter-Digit Pause (ms): 500

Ring Detection

Ring Persistency (ms): 400

Ring Off Max (ms): 5000

☒ Disconnect Clear

Units (ms): 500

If you are using Analog CO Lines
Be sure to check this box on ALL
The CO Lines.