

Supplementary Services

Supplementary Services can be configured on each extension and include Many Extension Ringing Groups, Call Forwarding, Call Hunting, and Call Blocking.

Each of these services can be applied to all calls to/from the extension, or to different numbers or ranges of numbers.

To configure the Supplementary Services for an extension, go to the Users menu and click Extensions Management. Find the extension you want in the Extension column in the table and click on it e.g. 31

Main System Users Telephony Internet Uplink LAN Services epygi quadro							
Extensions Management							
Add Edit Delete Select all Inverse Selection							
	Extension	Display Name	Attached Line	SIP Address	Percentage of System Memory	Call Relay	Codecs
	00	Attendant		77077900@sip.epygi.com:5060	3% (3 min 26 sec)		PCMU...
<input type="checkbox"/>	11		Line 1	77077911@sip.epygi.com:5060	4% (4 min 34 sec)	No	PCMU...
<input type="checkbox"/>	12		Line 2	77077912@sip.epygi.com:5060	4% (4 min 34 sec)	No	PCMU...
<input type="checkbox"/>	13		Line 3	77077913@sip.epygi.com:5060	4% (4 min 34 sec)	No	PCMU...
<input type="checkbox"/>	14		Line 4	77077914@sip.epygi.com:5060	4% (4 min 34 sec)	No	PCMU...
<input type="checkbox"/>	31		IP Line 1	77077931@sip.epygi.com:5060	4% (4 min 34 sec)	No	PCMU...
<input type="checkbox"/>	32		IP Line 2	77077932@sip.epygi.com:5060	4% (4 min 34 sec)	No	PCMU...
<input type="checkbox"/>	33		IP Line 3	77077933@sip.epygi.com:5060	4% (4 min 34 sec)	No	PCMU...
<input type="checkbox"/>	34		IP Line 4	77077934@sip.epygi.com:5060	4% (4 min 34 sec)	No	PCMU...
<input type="checkbox"/>	35		IP Line 5	77077935, Proxy:sip.epygi.com:5060	4% (4 min 34 sec)	No	G729a...
<input type="checkbox"/>	36		IP Line 6	77077936, Proxy:sip.epygi.com:5060	4% (4 min 34 sec)	No	PCMU...

MainVoice MailYour ExtensionSupplementary Services

Caller ID Based ServicesBasic Services


Extension Settings

Extension: 31

This takes you to the Extension Settings menu for the extension you selected. From the Supplementary Services menu select Caller ID Based Services.

In the Caller ID Based Services menu, you can apply each of the different services to one or multiple caller ID patterns. In the Addresses column, there is one caller ID, Any Addresses. This means that any services set on this caller ID will be applied to all calls.

[Main](#)
[Voice Mail](#)
[Your Extension](#)
[Supplementary Services](#)



Caller ID Based Services

Extension: 31

[Add](#)
[Edit](#)
[Delete](#)
[Select all](#)
[Inverse Selection](#)


	Description	Addresses	Hiding Caller Information	Incoming Call Blocking	Outgoing Call Blocking	Distinctive Ringing	Call Hunting	Many Extension Ringing	Unconditional Call Forwarding	Busy Call Forwarding	No Answer Call Forwarding	Intercom Service
		Any Address	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF

[Back](#)
[Help](#)

You can Add additional caller ID patterns here. For example, if you wanted to block the extensions ability to dial overseas phone numbers, you could add a caller ID of 0011*. You could then enable Outgoing Call Blocking on this caller ID.

Note: Once you have added additional caller ID patterns, the Any Address pattern will change to Other Addresses.

[Main](#)
[Voice Mail](#)
[Your Extension](#)
[Supplementary Services](#)



Caller ID Based Services

Extension: 31

[Add](#)
[Edit](#)
[Delete](#)
[Select all](#)
[Inverse Selection](#)

	Description	Addresses	Hiding Caller Information	Incoming Call Blocking	Outgoing Call Blocking	Distinctive Ringing	Call Hunting	Many Extension Ringing	Unconditional Call Forwarding	Busy Call Forwarding	No Answer Call Forwarding	Intercom Service
		Other Addresses	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF
<input type="checkbox"/>	International phone numbers	Auto-0011*	OFF	OFF	ON	OFF	OFF	OFF	OFF	OFF	OFF	OFF

Back

Help

Many Extension Ringing

This is a service typically assigned for a group extension e.g. a sales group. When a call comes in on the sales number, all the sales staff phones will ring as a group and the call can be answered at any phone in the group. It is advisable to configure Many Extension Ringing (MER) on a virtual extension and have the incoming call routed to that extension. This will ensure correct PBX behavior when transferring calls between extensions that are members of the same MER group.

To configure the MER service, go the Caller ID Based Services for the group extension as described above. Select the Caller ID pattern you want to set the MER for. Typically this will be Any Address as you want all incoming calls to ring the MER group phones.

[Main](#)[Voice Mail](#)[Your Extension](#)[Supplementary Services](#)

Caller ID Based Services for Any Address

Extension: 50

[Hiding Caller Information](#)[Incoming Call Blocking](#)[Outgoing Call Blocking](#)[Distinctive Ringing](#)[Call Hunting](#)[Many Extension Ringing](#)[Unconditional Call Forwarding](#)[Busy Call Forwarding](#)[No Answer Call Forwarding](#)[Intercom](#)

☒ Enable Service

[Enable/Disable](#) [Select all](#) [Inverse Selection](#)

	Call to	State
<input type="checkbox"/>	11	Enabled (Attached)
<input type="checkbox"/>	12	Disabled (Attached)
<input type="checkbox"/>	13	Disabled (Attached)
<input type="checkbox"/>	14	Disabled (Attached)
<input type="checkbox"/>	31	Enabled (Attached)
<input type="checkbox"/>	32	Enabled (Attached)
<input type="checkbox"/>	33	Enabled (Attached)
<input type="checkbox"/>	34	Disabled (Attached)
<input type="checkbox"/>	35	Disabled (Attached)

From the list of available services, select Many Extension Ringing. Tick the boxes of the extensions you want to include in the MER group and then click the [Enable/Disable](#) link at the top of the table. The [State](#) column will now show these extensions as Enabled. The phones on these enabled extensions will ring when a call comes in to the group extension.

Tick the Enable Service box and Save.

If none of the phones in the MER group are answered, the call will go to the voice mailbox of the virtual extension. To check the voicemails you can access the voice mailbox through the Quadro's web interface, have the voicemail's email to an email address(s), or set a No Answer Call Forward (NACF) to an extension with a handset attached so voicemails can be accessed through a phone. Configuration for NACF will be explained later in this document.

Call Hunting (not available on Quadro 2x/2xi models)

Call Hunting allows you to create a hunt group. The hunt group consists of internal extensions and allows incoming calls to 'hunt' through a list of extensions when they are not answered at the dialed destination. Calls will hunt through the extensions in the hunt group (from highest to lowest) until they are answered. On each extension in the group the duration can be set to determine how long the extension will ring before passing the call to the next extension in the hunt group. If the call has not been answered after going through the entire hunt group it will go to the Voicemail of the extension with the configured hunt group. If Circular mode is selected, the call will start again from the top of the extension list if it is unanswered after the last extension in the hunt group has stopped ringing. It will ring until the calling party hangs up.

Main **Voice Mail** **Your Extension** **Supplementary Services**

Caller ID Based Services for Any Address

Extension: 51

[Hiding Caller Information](#)
[Incoming Call Blocking](#)
[Outgoing Call Blocking](#)
[Distinctive Ringing](#)
[Call Hunting](#)
[Many Extension Ringing](#)
[Unconditional Call Forwarding](#)
[Busy Call Forwarding](#)
[No Answer Call Forwarding](#)
[Intercom](#)

☒ Enable Service
[Add](#) [Delete](#) [Select all](#) [Inverse Selection](#) [Move up](#) [Move down](#)

	Call to	Duration	Line Status
<input type="checkbox"/>	32	10 sec	Attached
<input type="checkbox"/>	33	10 sec	Attached
<input type="checkbox"/>	34	5 sec	Attached

☐ Circular Mode

[Save](#) [Back](#) [Help](#)

To add extensions into the hunt group select Add. This will open the screen pictured on the right. Select the type of extension you want to add and the extension number. Select the duration that the extension will ring before passing the call to the next extension in the group.

Attention: By configuring **Call Hunting** service, **Call Forwarding** and **Many Extensions Ringing** services will be automatically disabled on the current extension.

Main **Voice Mail** **Your Extension** **Supplementary Services**

Call Hunting Settings - Add Entry

Extension: 51

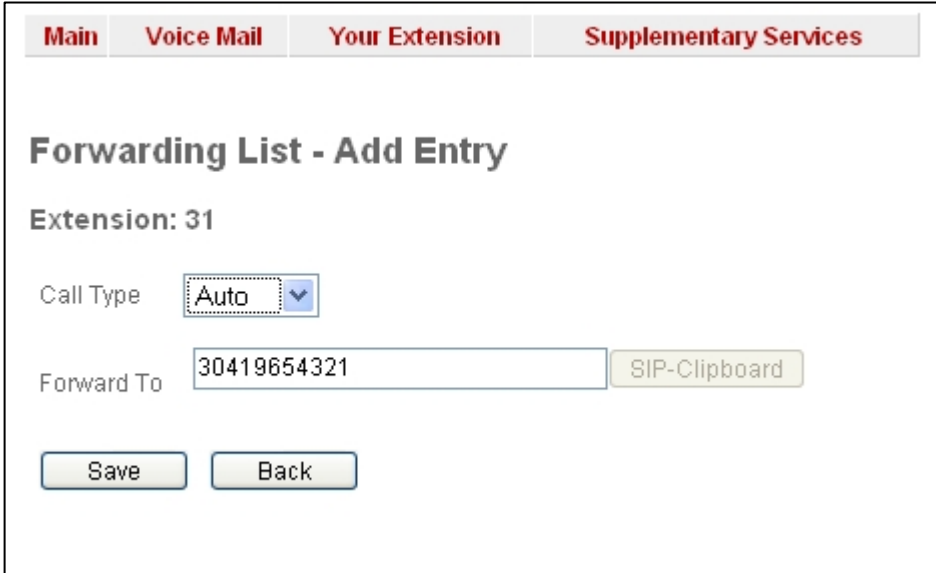
☐ Add Attendant: Call to

☒ Add User Extension: Call to Duration

[Save](#) [Back](#)

Unconditional Call Forwarding (UCF)

This service is used to set a forward on an extension so that any incoming call to that extension that matches the Caller ID pattern on which UCF is configured is forwarded to another destination. This could be another extension, a different phone number or another SIP address. This service can be enabled and disabled through the web interface or at the handset by dialing *4. Once the service has been configured on the extension, dialing *4 will toggle the service on & off. If the service has not yet been configured, dialing *4 will result in a voice prompt from the Quadro instructing you to 'please configure call forwarding settings first'.



Select the Caller ID pattern you want to set the UCF for or select Any Address from the Caller ID Based Services page. From the list of services select UCF. Select Add to add a UCF entry. This will open the menu pictured left. Select the Call Type you want to use to forward the call. The options are:

PBX: forward to a local extension.

SIP: forward to a SIP address.

PSTN: forward the call through FXO/BRI

Auto: send the number to the Call Routing Table (CRT) to determine how the call will be made.

In the example shown, the call will be sent to the CRT. The pattern to send calls through the ITSP in the CRT is 3* so by prefixing the destination number (0419654321) with the ITSP pattern, the call would be forwarded using the ITSP.

Note: Unconditional Call Forwarding service has higher priority than other forwarding types, i.e. when Unconditional Call Forwarding is enabled, Busy Forwarding and No Answer Forwarding services will not work even if they are enabled.

Busy Call Forward (BCF)

BCF will forward calls when the extension it is configured on is busy. The extension will only be considered to be busy by the Quadro if all lines are in use. If an IP extension has multiple line appearances configured and is on a call when a second call comes in, the Line 2 LED on the phone will flash and the call can be answered. In this scenario, the extension is not busy and therefore the forward will not initiate. If the line appearance for the extension had been set to 1, then the extension would be busy if on a call and second call was made to the extension. This would initiate the forward. The configuration for BCF is identical to UCF.

No Answer Call Forward (NACF)

Main

Voice Mail

Your Extension

Supplementary Services

Caller ID Based Services

Basic Services

Basic Services - General Settings

Extension: 31

General Settings

Hold Music Settings

Do Not Disturb Settings

Hot Line Settings

Main

No answer timeout (sec) 15

Call Waiting

☐ Enable Call Waiting Service

Auto Redial

Autore dial Interval (sec) 10

Autore dial Period (min) 15

Save

Back

NACF can be configured on an extension to forward an incoming call when it is not answered within a specified time period. The configuration for NACF is the same as for other types of call forwarding.

When enabled, NACF will override the extensions' voicemail.

The No Answer Timeout is set in the Basic Services settings for the extension. This setting will determine how long the extensions rings unanswered before forwarding the call.

Note: Busy Call Forwarding can work in conjunction with No Answer Forwarding and vice versa.