

Supplementary Services Quick Start Guide

This Guide presents a description of how to enable and configure the Supplementary Services features of the Quintum Analog Tenor. These features apply for the SIP protocol only; SIP should be configured appropriately on your Tenor before you configure any Supplementary Services. Also, the Signaling Type must be set to one of the Loop Start options. Currently, the following features are available:

- Hold/Transfer
- Call Waiting

All configuration in this document is shown from the viewpoint of both the Configuration Manager software and the Command Line Interface (CLI). For each step, the shaded cells show you the Configuration Manager process, and then the CLI equivalent is shown immediately below in unshaded cells.

Hold / Transfer

Quintum supports Hold, Unattended (Blind) Transfer, and Attended (Consultation) Transfer. These features can be enabled and configured using either a Line Circuit Routing Group (LCRG) or Trunk Circuit Routing Group (TCRG). The following table uses a TCRG for illustration.

Table 1 – Hold/Transfer Configuration

Window (Config Manager)/ Prompt (Command Line)	Setting / Command	Notes
<i>Circuit Configuration > Signaling Configuration > CAS Signaling Groups > CAS Signaling Group-phone > Signaling tab</i>	Detect Flash Hook Signal (checked)	Enable the Flash Hook signal (the default is disabled).
config-CASSignalingGroup-phone#	set fs 1	
<i>Circuit Configuration > Trunk Routing Configuration > Trunk Circuit Routing Groups > Trunk Circuit Routing Group-line > Call Services tab</i>	Hold (checked)	Enable the Hold feature (the default is disabled).
config-TrunkCircuitRoutingGroup-line#	set hd 1	

Window (Config Manager)/ Prompt (Command Line)	Setting / Command	Notes
<i>Circuit Configuration > Trunk Routing Configuration > Trunk Circuit Routing Groups > Trunk Circuit Routing Group- line > Call Services tab > Hold (checked)</i>	Hold Keystroke > 46	Set the keystroke to be used for Hold (the default is 46, but this can be changed).
config-TrunkCircuitRoutingGroup-line#	set hk 46	
<i>Circuit Configuration > Trunk Routing Configuration > Trunk Circuit Routing Groups > Trunk Circuit Routing Group- line > Call Services tab</i>	Unattended Transfer (checked)	Enable Unattended Transfer (the default is disabled).
config-TrunkCircuitRoutingGroup-line#	set utr 1	
<i>Circuit Configuration > Trunk Routing Configuration > Trunk Circuit Routing Groups > Trunk Circuit Routing Group- line > Call Services tab > Unattended Transfer (checked)</i>	Unattended Transfer Keystroke > 90	Set the keystroke to be used for Unattended Transfer (the default is 90, but this can be changed).
config-TrunkCircuitRoutingGroup-line#	set utk 90	
<i>Circuit Configuration > Trunk Routing Configuration > Trunk Circuit Routing Groups > Trunk Circuit Routing Group- line > Call Services tab</i>	Attended Transfer (checked)	Enable Attended Transfer (the default is disabled).
config-TrunkCircuitRoutingGroup-line#	set atr 1	
<i>Circuit Configuration > Trunk Routing Configuration > Trunk Circuit Routing Groups > Trunk Circuit Routing Group- line > Call Services tab > Attended Transfer (checked)</i>	Attended Transfer Keystroke > HU	Set the keystroke to be used for Attended Transfer (the default is HU, but this can be changed).
config-TrunkCircuitRoutingGroup-line#	set atk hu	
<i>Circuit Configuration > Trunk Routing Configuration > Trunk Circuit Routing Groups > Trunk Circuit Routing Group- line > Call Services tab > Attended Transfer [checked]</i>	Attended Transfer Disconnect Expiry Timer > 5	Set the number of seconds before disconnecting both calls during an Attended Transfer. The Tenor initiates an Attended Transfer by hanging up the phone. There is a default value of 5 seconds before disconnecting both of the calls. Some endpoints may take more than 5 seconds to establish the transferred call, so this value is configurable.
config-TrunkCircuitRoutingGroup-line#	set axdet 5	

Window (Config Manager)/ Prompt (Command Line)	Setting / Command	Notes
<i>Circuit Configuration ></i> <i>Trunk Routing Configuration ></i> <i>Trunk Circuit Routing Groups ></i> <i>Trunk Circuit Routing Group-line ></i> <i>Call Services tab ></i> <i>Attended Transfer [checked]</i>	Call Hangup Keystroke > 48	Set the keystroke to be used for Call Hangup (the default is 48, but this can be changed).
config-TrunkCircuitRoutingGroup-line#	set chk 48	

Using the Hold/Transfer Services

After you place a call, to initiate any supplementary service, press the HookFlash button. HookFlash puts the call on hold, and you will hear dialtone. The Tenor waits for initiation of the desired service. If a service is not entered within a minute, the original call comes off Hold.

Using Hold

- To keep the call on Hold after pressing HookFlash, enter **#46** (default HoldKeystroke value – this can be changed).
- To take the call off Hold after it has been on Hold, enter **#46** again.

Using Unattended Transfer

After pressing HookFlash, enter **#90** (default UnattendedTransferKeystroke value – this can be changed), then enter the phone number to which you would like to transfer the call. Once the number is entered, the transfer is made and you drop out of the call.

Using Attended Transfer

After pressing HookFlash, enter the phone number to which you would like to transfer the call. Once the number is entered, the call is placed. When the call is answered, you can announce the transfer.

- If transfer is desired, then hang up. This initiates the transfer and drops you out of the call.
- If after talking with the endpoint a transfer is NOT desired, then it is possible to hang up the second call and return to the first call. Do this by entering **#48** (default CallHangupKeystroke value – this can be changed) while talking to the second called party.

Call Waiting

Quintum supports Call Waiting, which can be enabled and configured using either a Line Circuit Routing Group (LCRG) or Trunk Circuit Routing Group (TCRG). The following table uses a TCRG for illustration.

The Tenor should be set up to have a one-to-one channel/phone number configuration.

Table 2 – Call Waiting Configuration

Window (Config Manager)/ Prompt (Command Line)	Setting / Command	Notes
<i>Circuit Configuration > Trunk Routing Configuration > Trunk Circuit Routing Groups > Trunk Circuit Routing Group-line > Call Services tab</i>	Call Waiting (checked)	Enable Call Waiting (the default is disabled).
config-TrunkCircuitRoutingGroup-line#	set cw 1	
<i>Circuit Configuration > Trunk Routing Configuration > Trunk Circuit Routing Groups > Trunk Circuit Routing Group-line > Call Services tab > Attended Transfer (checked)</i>	Call Hangup Keystroke > 48	Set the keystroke to be used for Call Hangup (the default is 48, but this can be changed).
config-TrunkCircuitRoutingGroup-line#	set chk 48	

Using the Call Waiting Service

Call waiting is used in the same way as it is on a regular analog phone. If a new call is received when a call is active, the user hears a call waiting tone.

- Press the HookFlash button in order to answer the new incoming call. The original call is put on Hold. From this point on, press the HookFlash button to toggle between the two calls.
- To hang up only the call that is currently active, enter **#48** (default CallHangupKeystroke value – this can be changed). This causes the current call to disconnect, and the other call to become active.