

FREQUENTLY ASKED QUESTIONS

ETERNITY PE/GE/ME/LE

What
When
Which
Where
How
Who
Why



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How to configure and use Emergency Conference feature?

Introduction:

- Emergency Conference enables you to establish a conference between pre-defined groups of extensions using a feature access code.
- This feature can be used to call and consult with a group of people in emergency situations.
- The number of parties that can be included in an emergency conference depends on the multi-party conference capacity of the ETERNITY variant.

ETERNITY Variant	Maximum Conference Participants
ETERNITY LE	21
ETERNITY ME	21
ETERNITY GE	15
ETERNITY PE6S	15

 This feature is not applicable for ETERNITY PE3S

Application:

- Hospitals
- Health Centres
- Manufacturing Units
- Electricity Generation and Distribution Plants
- Banking and Finance

How to Use?

- Decide the participants to be programmed for the Emergency conference feature. Let's take an example with 2 participants as listed below:

Phone Type	S/W Port Number
DKP	1
SLT	8

- Form a department group with these participants as members.

Department Group

Department Group	Access Code	Name	Routing Group
1	3901	Emergency CNF	05
2	3902		01
3	3903		01
4	3904		01
5	3905		01
6	3906		01
7	3907		01
8	3908		01

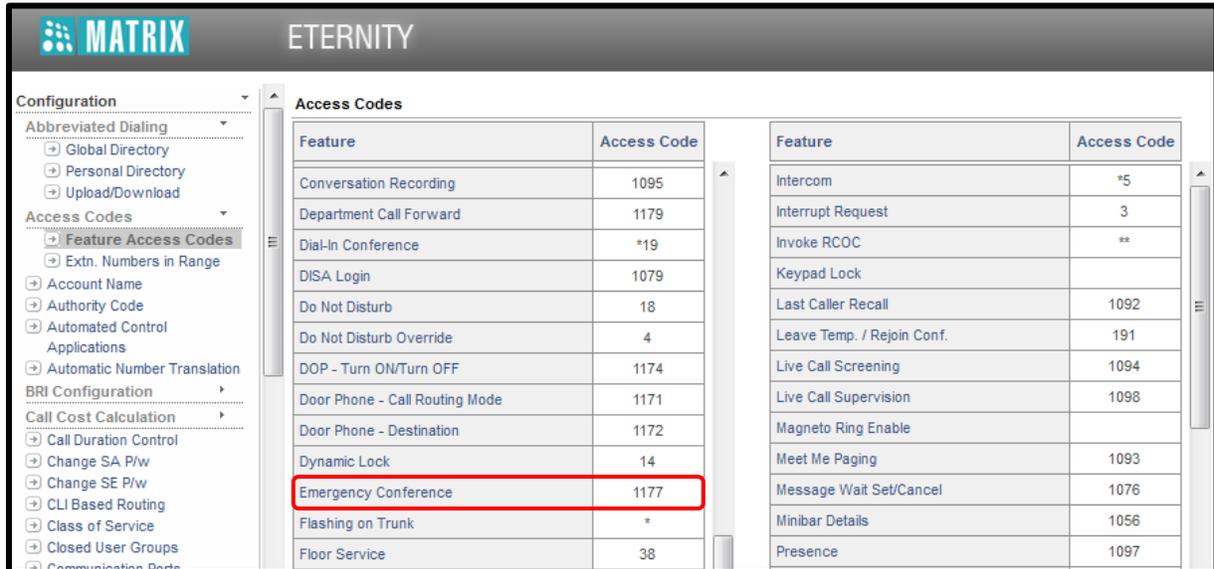
Routing Group

Routing Group	Name	Rotation	Member 1				Member 2			
			Member Type	Port Number	Ring Timer(sec)	Continuous Ring	Member Type	Port Number	Ring Timer(sec)	Continuous Ring
1		<input checked="" type="checkbox"/>	None	0000	015	<input type="checkbox"/>	None	0000	015	<input type="checkbox"/>
2		<input checked="" type="checkbox"/>	None	0000	015	<input type="checkbox"/>	None	0000	015	<input type="checkbox"/>
3		<input checked="" type="checkbox"/>	None	0000	015	<input type="checkbox"/>	None	0000	015	<input type="checkbox"/>
4		<input checked="" type="checkbox"/>	None	0000	015	<input type="checkbox"/>	None	0000	015	<input type="checkbox"/>
5	Emergency CNF	<input type="checkbox"/>	DKP	0001	000	<input checked="" type="checkbox"/>	SLT	0008	000	<input checked="" type="checkbox"/>
6		<input checked="" type="checkbox"/>	None	0000	015	<input type="checkbox"/>	None	0000	015	<input type="checkbox"/>
7		<input checked="" type="checkbox"/>	None	0000	015	<input type="checkbox"/>	None	0000	015	<input type="checkbox"/>
8		<input checked="" type="checkbox"/>	None	0000	015	<input type="checkbox"/>	None	0000	015	<input type="checkbox"/>

Buttons: Submit, Default, Default One, Clear

Working:

- Let's assume Extension number 2005 (SLT – 5) is initiating an emergency conference by dialling its feature access code (Default: 1177), followed by the access code of the department group.



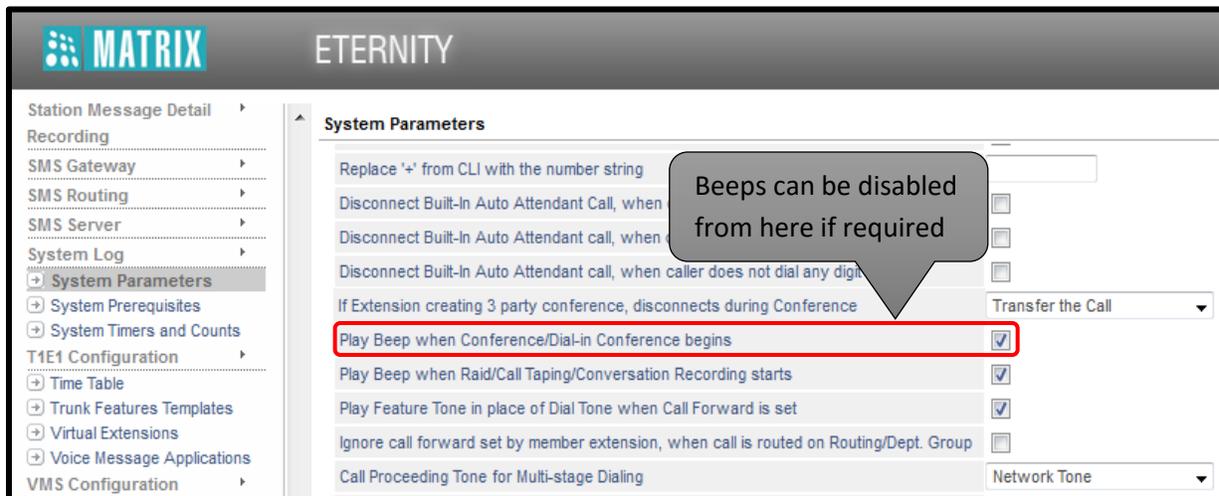
The screenshot shows the MATRIX ETERNITY configuration interface. On the left is a navigation tree with categories like Abbreviated Dialing, Access Codes, Account Name, Authority Code, Automated Control Applications, Automatic Number Translation, BRI Configuration, Call Cost Calculation, and Call Duration Control. The 'Access Codes' category is selected, showing a list of features and their corresponding access codes. The 'Emergency Conference' feature with access code '1177' is highlighted with a red box. To the right, another table lists various features and their access codes.

Feature	Access Code
Conversation Recording	1095
Department Call Forward	1179
Dial-In Conference	*19
DISA Login	1079
Do Not Disturb	18
Do Not Disturb Override	4
DOP - Turn ON/Turn OFF	1174
Door Phone - Call Routing Mode	1171
Door Phone - Destination	1172
Dynamic Lock	14
Emergency Conference	1177
Flashing on Trunk	*
Floor Service	38

Feature	Access Code
Intercom	*5
Interrupt Request	3
Invoke RCOC	**
Keypad Lock	
Last Caller Recall	1092
Leave Temp. / Rejoin Conf.	191
Live Call Screening	1094
Live Call Supervision	1098
Magneto Ring Enable	
Meet Me Paging	1093
Message Wait Set/Cancel	1076
Minibar Details	1056
Presence	1097

- All extensions in the department group which are free will start ringing.
- Extensions which are busy will not be included in the call.
- If there are DKP/Extended IP phone extensions in the group, and these phones have a call appearance free, the system will ring these extensions on the free call appearance, but will not wait for the extensions to become free.
- DKP-1 goes off-hook to answer the call first. DKP-1 gets connected to the initiator of the conference i.e. 2005 (SLT-5) and 3001 (DKP-1) gets connected.
- All other extensions continue to ring.

- When another extension SLT-8 (Extension Number 2008) goes off-hook to answer the call, 2005 (SLT-5) and 3001 (DKP-1) get a beep, and three way speech is established between 2005 (SLT-5), 3001 (DKP-1) and 2008 (SLT-8).
- Thus, whenever a new member joins the conference, all other extensions already in conference will get a beep.



- If the conference initiator goes idle, all other extensions in the conference will still be in conversation.

Summary on how to use emergency conference:

For EON, Extended IP Phone users and SLT Users:

- Dial 1177
- Dial Department Group Number
- All free extensions in the group will ring
- You get connected to the extensions that answer



••• If no resources are free, you will get the 'Conf. Resource full' message on your LCD of EON or Extended IP phone.



... The number of extensions that a system will ring depends on resources occupied in conferencing circuit at the time of initiation of the Emergency Conference. For example ETERNITY GE supports up to 15 participants in a single multi-party conference, and five simultaneous conferences, if all conferences involve three parties. Now, if there are already three such simultaneous multi-party conferences in the system when an Emergency Conference is initiated, the system will ring on the first six extensions of the Emergency Conference Group, even if the group has more extension members. This is because the system supports 15 participants and nine parties are already involved in the three simultaneous conferences.

Other settings:

- Emergency Conference feature can be enabled or disabled from the COS. (Default: Enabled)

The screenshot shows the MATRIX ETERNITY configuration interface. On the left is a navigation menu with categories like Configuration, Access Codes, Applications, and Call Cost Calculation. The 'Class of Service' category is selected. The main area displays a table with 'Feature Name' on the left and 'Class of Service' (numbered 1-20) on the right. Each cell in the table contains a checkbox. The 'Emergency Conference' row is highlighted with a red border, and all its checkboxes are checked. A callout box points to this row with the text 'Enabled/ Disable Emergency Conference from COS'.

Feature Name	Class of Service																			
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
Do Not Disturb	<input checked="" type="checkbox"/>																			
Door Phone Settings	<input checked="" type="checkbox"/>																			
DOP ON/OFF	<input checked="" type="checkbox"/>																			
DSS Call Pickup - Station	<input type="checkbox"/>																			
DSS Call Pickup - Trunk	<input type="checkbox"/>																			
Dynamic Lock	<input checked="" type="checkbox"/>																			
Decrement Dyn. Lock Timer for Internal Calls	<input type="checkbox"/>																			
Emergency Conference	<input checked="" type="checkbox"/>																			
Forced Answer	<input type="checkbox"/>																			
Forced Release	<input type="checkbox"/>																			

- By Default, the system plays triple ring as ring type for emergency conference. If necessary, you may configure a different ring type.

MATRIX ETERNITY

Mobile Configuration

- Number List
- Operators
- OG Trunk Bundle
- OG Trunk Bundle Groups
- Page Zones
- PIN Configuration

Regional Settings

- Routing Group
- Security Alarm

SLT Configuration

- Station Advance Features Templates
- Station Basic Features Templates

Station Message Detail

Recording

- SMS Gateway
- SMS Routing
- SMS Server

System Log

- System Parameters**
- System Prerequisites
- System Timers and Counts

T1E1 Configuration

- Time Table
- Trunk Features Templates

System Parameters

Distinctive Rings

Feature	Ring Type	Ring Text
Internal Call	Short, very slow	internal
Trunk Call	Double	external
Auto Call Back	Short, slow	acb
Auto Redial	Long, very slow	autord
Alarm	Long, fast	selfalarm
Emergency	Long, fast	emergency
Operator Alarm	Long, fast	operatoralarm
Message Wait	Short, fast	msgwait
Programming Ring	Continuous	prog
Ring Test	Short, slow	test
Priority	Triple	priority
Call Supervision	Continuous	callsup
Door Phone	Triple	doorph
Presence	Continuous	presence
Emergency Conference	Triple	emergencyconf
Conference	Triple	conf

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