Upgrading from Pre 3.0 IP Office

Most of the aspects of appearance functions are new for IP Office 3.0 and have no effect on systems being upgraded from an earlier version of IP Office. However the following existing IP Office configuration settings are affected:

- **Call Appearance Buttons**
  IP Office 3.0 requires call appearance buttons, when programmed, to start with button 1 and to form a single block. On systems where the call appearance buttons have been programmed differently, those buttons will be lost following the upgrade to 3.0.

- **Call Coverage**
  Call coverage support was originally added in IP Office 1.3. Call coverage operation in IP Office 3.0 is a total replacement and uses different methods of setup and operation. If upgrading from a version earlier than 3.0, all existing call coverage settings will be lost. Therefore it is necessary to make a manual notes of the covered and covering users before upgrading to IP Office 3.0.

- **Outgoing Call Routing**
  If it is a requirement to use line appearance button for outgoing calls, then it will be necessary to add incoming line prefixes and to setup secondary dial tone short codes based on the same prefixes. See Outgoing Line Programming.

**Appearance Function System Settings**

System settings are applied to all users and calls. Note that these settings cannot be merged, ie. if changed the IP Office system must be rebooted before the changes take effect.

The system settings that are relevant for appearance button usage are:

- **Auto Hold**: Default = On
  Sets whether the currently connected call should be held or disconnected when a user presses another appearance button.

- **Conferencing Tone**: Default = Off (Tones on entry/exit only)
  Sets whether tones should be heard only when a user enters/leaves a bridged call or repeated regularly during a bridged call.
Appearance Function User Settings

User settings are applied separately to each individual IP Office user.

In addition to the programming of appearance buttons the following user settings are applicable to appearance button operation:

  Sets the user's current selected button to the appearance button which has been alerting on their phone the longest.

- **Idle Line Preference**: Default = On.
  Sets the user's current selected button to the first available call or line appearance button.

- **Cannot be Intruded**: Default = On.
  Sets if calls, on which the user is the longest present internal party, can be join by other appearance button users.

- **Individual Coverage Time**: Default = 10 seconds. Range = 0 (immediate) to 100.
  Sets how long a call will alert at the users phone before also alerting on any call coverage buttons set to the user's name.

### Line Appearance ID Numbers

To use lines (including individual channels of digital trunks) with Line Appearance keys, requires those lines to be given an individual Line Appearance ID Number. This can be done either:

- Through the Line form for each line in the configuration.
- Using the Tools | Renumber Lines option within Manager to renumber all line using a specified starting number.
Programming Appearance Buttons

This section covers the programming of appearance buttons for users into existing IP Office configurations.

- Call appearance button must start with button 1 and must be setup in a single block of buttons.
  - A user should never be setup with just one call appearance. Programming users with a single call appearance is not supported.
  - The normal default is 3 call appearance buttons and this is strongly recommended as the minimum supported.

- Appearance functions programmed to buttons without suitable status lamps or icons are treated as disabled. These buttons are enabled when the user logs in on a phone with suitable buttons in those positions.

- Line appearance buttons require line ID numbers to have been assigned.
  - The use of line appearances to lines where incoming calls are routed using DID (DDI) is not recommended.

- Bridged appearance buttons require the other user to already have call appearance buttons programmed.

- **How many buttons are allowed?**
  The recommended limits are as follows:
  - No more than 10 bridged appearances to the same call appearance.
  - No more than 10 line appearances to the same line.
  - No more than 10 call coverages of the same covered user.
Outgoing Line Programming
Assigning line ID numbers to lines and associating line appearance buttons to those lines is sufficient for answering incoming calls on those line. However, to use line appearance buttons for outgoing calls may require further programming.

To enable line appearances for outgoing calls, it is necessary to do the following:

- Add prefixes on the incoming lines.
- Add secondary dial tone short codes that match the line prefixes.
- Add \[x]N; dialing short codes for each prefix \(x\).
- Remove any ./?/Dial system short code.

This will force all users to then dial a prefix when making external calls not using a line appearance button.

When making a call using a line appearance button, the user can dial the required external number without including the prefix. The prefix set of the line is automatically added and short code matching then performed to ensure that the user is allowed to dial that number.

Example
For this example, 9 has been chosen as the prefix.

1. For each line, 9 must be entered as the line's Prefix.
   - On analog, T1 and US PRI trunks the prefix must be added to the Prefix field.
   - On BRI and E1 PRI lines, the prefix must be added to the Prefix, National Prefix and International Prefix fields along with the appropriate national and international dialing prefixes.

2. The following two short codes (shown in Manager) are required.

<table>
<thead>
<tr>
<th>Code</th>
<th>Telephone Number</th>
<th>Feature</th>
<th>Line group Id</th>
</tr>
</thead>
<tbody>
<tr>
<td>#9</td>
<td></td>
<td>SecondaryDial</td>
<td>0</td>
</tr>
<tr>
<td>#9N</td>
<td></td>
<td>Dial</td>
<td>0</td>
</tr>
</tbody>
</table>

- The 9 short code provides secondary dial tone when a line appearance with the prefix 9 is pressed.
- The [9]N; short code removes the leading 9 from the number that gets dialed to the line.
- The Line Group ID of the [9]N; short code must match the Outgoing Group ID of the lines being used.

Short Codes and Outgoing Line Appearance Calls
Once a line has been seized using a line appearance button, short code matching is still applied to the number dialed; using user, user restriction, system and LCR short codes.

- The short codes applied must resolve to an off-switch number.
- The final short code applied must specifies a 'dial' feature. This allows call barring of specific matching numbers to be applied using short codes set to features such as 'Busy'.
- The final short code applied to the number dialed must specify a Line Group ID that matches the Outgoing Group ID to which the line belongs.